

COUNCIL

Actions arising from public Council meetings

Meeting: 29 July 2015

Status: for noting

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Purpose

1. This paper provides Council with progress made on actions from the last public meeting along with any other actions which are outstanding from previous meetings.
2. The paper is broken down into 3 parts: (1) action points relating to the last meeting, (2) action points from previous meetings which remain outstanding, and (3) action points previously outstanding but now completed. Once actions are complete and have been reported to Council they will be removed from the list.

Part 1: Action points from the Council meeting held on 13 May 2015

Action	by	Description	Deadline	Notes
13/05/15 13(15) (8219)	GH & NE	Minutes of the 213th meeting of Council held on 11 February 2015: amend minutes 8205 (fourth and fifth bullet) to reflect the tone of the discussion as it implied that the purpose of the standards review was to facilitate the framing of charges for FTP cases which was incorrect.	July 2015 Council	COMPLETED: revised wording agreed with the Chair and published on the GOC website.
13/05/15 14(15) (8228)	NE	PSA consultation on the review of the performance review process: provide Council with a copy of the consultation together with plans on how the Executive proposed to respond.	June 2015	COMPLETED: Head of Governance circulated to Council on 22 June 2015. The draft consultation response was circulated to Council for comment on 21 July 2015.

Action	by	Description	Deadline	Notes
13/05/15 15(15) (8234)	JL	<p>Provisional outturn for 2014/15 re costs for FTP and hearings and the OCCS:</p> <p>i) present costs for FTP and hearings (and anything associated with this) more clearly as some costs were expended via reserves so it was not currently transparent what was being spent; and</p> <p>ii) separate out costs associated with the Optical Consumer Complaints service (OCCS).</p>	June 2015	<p>COMPLETED:</p> <p>i) all costs are now presented in the main income and expenditure account. Finance will be enhancing the reporting of expenditure through reserves more generally, but in particular the strategic and special reserves; and</p> <p>ii) OCCS costs are analysed separately in future financial reports.</p>
13/05/15 16(15) (8236)	LD, NE & MP	<p>Performance re FTP indicators:</p> <p>i) review the indicators as there were seven in FTP and only one for each of the other areas of work;</p> <p>ii) give thought to benchmarking FTP performance indicators against those of other healthcare regulators; and</p> <p>iii) include the number of FTP cases as well as percentages in the dashboard.</p>		<p>i) COMPLETED: see paper SC26(15);</p> <p>ii) COMPLETED: included in the Annual Performance Report; and</p> <p>iii) COMPLETED: included in the Annual Performance Report.</p>
13/05/15 17(15) (8236)	LD & HT	<p>Performance Report Q4 re project on managing complaints more effectively and efficiently:</p> <p>areas for the project to address as suggested by Council:</p> <ul style="list-style-type: none"> • if there were differences in time taken to dispose of cases depending on who initiated them (i.e. by a member of the public or a third party); • what caused a complaint to be delayed; • where complaints were coming from; and • how complaints were disposed of. 		<p>COMPLETED: included in the project scope to manage complaints more quickly and effectively – see paper C27(15).</p>

Action	by	Description	Deadline	Notes
13/05/15 18(15) (8237)	AB, NE & MP	Performance re Strategy indicator (communications): reconsider the indicator for communications as it currently provides little information for Council about the volume and nature of press coverage.		COMPLETED: We have decided to keep the indicator as it is, but will provide extra information to Council by listing the raw number of stories attracting positive, neutral and negative coverage – see paper C32(15).
13/05/15 19(15) (8238)	SP/ JL	Performance Report Q4 re Resources indicators (registration): consider including an indicator for registration which focused on accuracy and robustness of the process and quality assurance of decisions in registration.	2016/17	IN PROGRESS: to be considered as part of the quality assurance framework project.
13/05/15 20(15) (8247)	AB	Public Perceptions research: i) ensure that the final report clearly identifies any differences across the devolved nations; and ii) consider how best to disseminate the report, with suggestions including sharing the research with NHS England, Local Eye Health Networks and the Royal College of GPs.	End July 2015	i) COMPLETED: report now finalised and published on the website; ii) IN PROGRESS: development of plan to disseminate the report in progress.
13/05/15 21(15) (8250)	LD	OCCS annual report 2014/15 re areas of focus for 2015/16: i) Include a visit to Optometry Scotland; ii) extend feedback to complainants in order for them to understand how their complaint had been learned from.		COMPLETED: i. OCCS are liaising with Debbie Gill, Optometry Scotland to arrange a meeting to share insight gained and analysis of 2014-15 activity. ii. OCCS now forward electronic copies of their newsletter (which provides consumers with general feedback on the activities and outcomes within the general OCCS service

				<p>remit) to all consumers who have contacted the service. In addition, following a resolution, the resolution managers discuss with the consumer what changes have been initiated by the practice and feedback given in order to avoid further complaints. Where appropriate, the OCCS will also discuss with the consumer where other agencies are involved beyond the consumer complaint remit. All Consumers are invited at the conclusion of their mediation to contact the OCCS at any time in the future should they have any queries or specific concerns regarding the practice involved.</p>
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Part 2: Action points from previous meetings which remain outstanding

Action	by	Description	Deadline	Notes
11/02/15 01(15) (8168)	JL	<p>Performance Report (re employee turnover):</p> <ul style="list-style-type: none"> • Future performance reports to report actual numbers of employees leaving the organisations; and • the Remuneration Committee to consider the issue of employee turnover and agree an appropriate benchmark. 	Oct 2015	<p>IN PROGRESS: the Performance Report now includes numbers as well as percentages and we have reviewed the method of calculation to provide figures that both include and exclude fixed term contracts that expire. We are researching benchmarks to present to RemCo later in 2015.</p>

Action	by	Description	Deadline	Notes
11/02/15 06(15) (8178)	LD	Performance report Q3 2014/15 re increase in FTP complaints: identify the drivers behind the increase in complaints received, whether other health regulators are succeeding in closing cases within 52 weeks, and whether there are lessons to be learned from the methodology used by other regulators to calculate performance.	2015/16	IN PROGRESS: these are being identified as part of the project to handle complaints more quickly and effectively – see paper C27(15).
11/02/15 08(15) (8185)	SP	2015/16 Business plan re project planning: all the projects to be properly planned, with clear milestones, and adequately managed according to project management principles.	2015/16	IN PROGRESS: Under the current system of project management, projects are approved by the senior management team as part of the business planning process, and then reviewed at monthly project board meetings against agreed plans, milestones and budgets. An internal audit/spot check of projects and project management is included in the draft internal audit plan for 2015/16 and a review and enhancement of the overall process has been scheduled in for 16/17.

Part 3: Action points previously outstanding but now completed

Action	by	Description	Deadline	Notes
11/02/15 03(15) (8175 & 8178)	JL & LD	Financial performance report Q2 14/15: Council to receive a briefing on the FTP process as part of the programme of member development with a view to providing them with a greater understanding of the end-to-end FTP process and related costs, in particular to allow Council to understand where delays to the process occurred and the impact of legal advisers on delays as part of the Performance Review Day in June 2015	June 2015	COMPLETED: provided to members as part of Council's Performance Review in June 2015.
11/02/15 04(15) (8175)	JL/ MIM	Financial performance report Q2 14/15: Council to receive a briefing on the budgeting process.	Q1 2015/16	COMPLETED: provided to members as part of Council's Performance Review in June 2015.
11/02/15 07(15) (8180)	SG	Performance report Q3 2014/15 re performance of communications: review the indicator used to measure performance in this area.	2015/16	COMPLETED: this action has been merged into action 18(15) 13/05/15
11/02/15 05(15) (8178)	LD	Performance report Q3 2014/15 re FTP performance indicators: the methodology of calculating performance against the end-to-end indicator should be reviewed to ensure that it is appropriate.	2015/16	COMPLETED: see action 16(15) 13/05/15.