

Agenda item 2.i

Report to:	Board of Directors	Date: 30th May 2024
Report from:	Chair of the Workforce Committee	
Principal Objective/ Strategy and Title	GOVERNANCE: To update the Board on discussions at the Workforce Committee	
Board Assurance Framework Entries	BAF	
Regulatory Requirement	Well Led/Code of Governance:	
Equality Considerations	To have clear and effective processes for assurance of Committee risks	
Key Risks	None believed to apply	
For:	Insufficient information or understanding to provide assurance to the Board	

1. Issues of interest to the Board

1.1 Review of the BAF Risks

There were no changes to the BAF risks. New controls for risk 1929 had been introduced and although no change was made to risk rating 1854 despite overall vacancy rates having fallen there are key roles/teams with very high vacancy rates which impact on service delivery and development.

1.2 Staff Story

Jenny Harrison presented a thoughtful and comprehensive report on the issues in the pharmacy department. She shared that in the past the pharmacy department had felt that they were not heard by the organization, were undervalued and under resourced as reflected in the staff survey. Despite recent investment and support the department was still struggling with high vacancy rates, restructuring, new ways of working and educational support were not having the desired impact. The picture at RPH is reflected in other NHS providers and is compounded by a challenging national context which has seen the introduction of pharmacists into PCNs, local pharmacies etc and despite the increasing demand the training of pharmacists has not increased. Jenny shared the impact of this on the staff's health and wellbeing and the organization with the need to prioritize some areas over others, a reduced presence at MDTs and ward rounds and Critical Care not meeting the GPIC standard. It was clear that the department was using innovative approaches to recruit and retain staff and had introduced new ways of working but despite this the department was one under significant pressure. The committee has asked for further focus and to bring a plan to the committee in the next quarter. The issue was raised at the Qv and R committee because of the potential impact on patient safety.

1.3 Workforce Report.

Another comprehensive report from the team with a focus on retention. Some of the indicators are showing progress and there were some areas requiring further exploration and understanding, a new role with a focus on retention has recently been appointed.

1.4 Equality Diversity and Inclusion Annual Report

The committee received the annual report and commended the report for its clarity. Its thoroughness and the content which reflected the significant work that had been undertaken over the year. The report clearly reflected the significant engagement from our staff and particularly from the vibrant staff networks and whilst good progress had been made there was still more to do which was reflected in the recommended objectives for 24/25 which were agreed and supported. It was recognized that the objectives could not be seen as standalone as success in achievement was dependent on the delivery of the comprehensive actions of the organization's workforce strategy action plan for 24/25.

1.5 Annual workforce review and plan for 24/25

The committee received the review of the workforce strategy for 23/24 which demonstrated clear progress against the six areas of focus and the agreed action plan. Areas where progress and impact was less than expected have been built into the new workforce action plan for 24/25 which was approved.

1.6 The Q3 Education report

The committee received the Q3 report which reflected a challenging quarter with staff vacancies, uncertainty in locations but despite this significant progress had been seen in some key areas. Two areas of risk and concern were raised. RPH is reliant on nationally awarded CPD funds through NHSE (c70% of overall annual education funds) – funds are normally confirmed early Q1, to date no confirmations have been received from NHSE with no assurances on timeline for announcements. The other area of concern relates to the experience of our LET's. We employ about 70 doctors most of whom are from a BAME background whose experience at working at RPH is far from positive. Work is underway to ensure that we have in place appropriate training, appraisal and accommodation but the committee sought further assurance and asked for more detail to be brought back to the committee in 4/12s.

1.7 Other reports received

The committee received a series of reports that were reviewed and discussed, they included:

- Payroll Process Review
- Internal Audit reports on recruitment and retention and EDI
- Job planning
- Q1 Pulse survey
- FSUG Working arrangements

2.0 Issues for Escalation

1. Pharmacy challenges
2. Workforce action Plan
3. Focus on improving the experience of LET's
4. Risk to the education budget.

3.0 Recommendation

The Board of Directors is asked to note the contents of this report.