

**Minutes of the meeting held on 3rd September 2019
At 11am in Room 1, Cardonald Contact Centre**

The Area Health and Safety Committee are asked to approve the Minutes of the Meeting held on 4th June 2019 as an accurate record of discussions.

1. STANDING ITEMS**1.1 Attendance and Apologies****Members**

Gill McInnes	(GMc)	Head of HR Business Services (Chair)
Elaine Ferguson	(EF)	H&S Lead Clyde
Fiona Pike	(FP)	Head of Clinical Services (on behalf of JH) (dial in)
Steven O'Dea	(SO)	Service Support Team Leader – East (Dial in) (on behalf of DS)
Martin MacGregor	(MMac)	RCN Representative (dial in)
John Gallagher	(JG)	H&S Representative East Unison
Fay McNicol	(FMcN)	SAS National Safety Officer
Graham Teven	(GT)	H&S Lead North (dial in)
Derek Barron	(DB)	NSS Fire Officer
Kenny Woods	(KW)	UNISON Representative – Cardonald (dial in)
Jacqui Adam	(JA)	Estate & Facilities Officer (on behalf of LK)
Arlene Blair	(AB)	Clinical Services Manager, Clydebank (dial in)
Julie Marshall	(JM)	Service Support Team Leader – Cardonald (on behalf of KL)

In Attendance

Lynne Munge (LM) Minute taker

Apologies

Graham Revie	(GR)	Employee Director
Janice Houston	(JH)	Associate Director of Nursing
Fred McCosh	(FMc)	UNISON Representative - Clyde
Kenny Lewis	(KL)	H&S Lead HQ/Cardonald
Diane Scotland	(DS)	H&S Lead East

Tony Wigram	(TW)	H&S Consultant
Colin Keys	(CK)	UNISON Representative (Dial in) (Co-chair)
Lynne Kane	(LK)	Facilities Manager

1.2 Minutes of the previous meeting

The minutes of the previous meeting held on 4th June 2019 were approved as an accurate record of the meeting.

1.3 Health and Safety Risk Register

There are two open risks on the register.

The first risk is that NHS 24 may be vulnerable to service disruption and potential fire hazards due to incomplete fixed wire testing. Update SO - dates in place for remedial work to take place following tracing, DS has exact dates. Still a risk. JG – update mitigating action to June 2019 as thermal imaging carried out every six months. JG meeting with DS. The Committee discussed the scoring and agreed that they were happy with it.

The second risk on the register is that there is a risk to the Health & Safety of staff/visitors/contractors at the Golden Jubilee National Hospital due to the building work being undertaken. The scoring of this risk is similar to the first one. EF advised that there were no changes and no incidents reported. The Committee agreed to keep the risk on the register whilst work was on going.

GMc asked the Committee if they would like to add any other risks onto the register. None was recorded.

2. REGULAR UPDATES

2.1 Local Site Updates

North Contact Centre

GT provided the update for the North Contact Centre and local sites:

- Two incidents reported in this period:
 - Flooding in electric cupboard adjacent to operations centre in Aberdeen. Power lost to call review room, no risk to staff safety. Fire services in attendance.
 - Sluice in upper floor of hospital blocked, brown water leak in operations Centre. Staff removed from area until disinfection completed by NHS Grampian. FMcN – infection control – minimised risk, staff moved out. Thirty tiles affected, which were replaced,

carpets cleaned and tabletops were disinfected. Back up plan – Cardonald/East contacted to take calls. A debrief will take place on 4th October to find out what went well and what could be improved.

- Leak in Tayside, worse in the last month due to adverse weather. Risk to electrics, local estates made safe and minimise risk with plastic sheeting, looking at it as a priority. MMac – no further risks. GT chasing, risk of stagnant water.
- Fire Risk Assessments all in place apart from the Western Isles. DB to complete this week commencing 9th September.
- Inverness – cardboard being stored in stairwell. Was removed.
- One fire alarm evacuation in Aberdeen was false alarm. Not known what the cause was. GT has asked NHS Grampian for root cause of alarm activation. Report sent to DB.
- Annual fire safety walkthroughs continuing for all sites, good attendance.
- Three team managers attended Fire Warden training in June. Two Team Managers and two Service Support team members attend Fire Warden training in August. Head of Clinical Services, Service Support Team Manager and Service Support Team Leader attended Nominated/Deputy Nominated Officers Fire training last week.
- Some concerns have been raised by migraine sufferers. Using black out privacy screens which have provided some relief. Awaiting Occupational Health recommendation on appropriate filter for long-term revision. Occupational Health also recommended eliminating strong perfumes in centre as they can trigger migraines. Email sent to site.
- Concerns raised by staff in Aberdeen regarding air conditioning, too warm at twenty-five degrees. Issue raised to NHS Grampian, temperature to be monitored in Ops Centre and now down to twenty-two degrees. Still monitoring, asked staff for feedback and adjust accordingly.
- Date for works to be completed in Shetland will be week commencing 23rd September.
- Staff member in Orkney moved to new room in new hospital, unhappy with location. Issues with temperature (twenty-seven degrees) and door security. LK looking at options to get moved. Health & Safety inspection took place with Scottish Ambulance Service, advised that temperature should settle. Informal discussion with NHS Orkney regarding relocation options. MMac – poor ventilation and information governance risk. KW – not suitable accommodation. JA – trying to find other accommodation. Update in next couple of weeks – circulate around the Committee. KW – reasonable, communication to member of staff. GT – update, GMC to circulate.
- MMac raised that there was a fire evacuation in Tayside on 11th August. Staff raised the alarm by banging on doors, no alarm. DB and GT both not aware. Ensure that following up with Tayside. DB – report done, to liaise with Tayside.

Clyde Contact Centre

EF provided the update for the Clyde Contact Centre and local sites:

- One accident was reported in this period – caught thumb on a toilet door, pain relief was provided and staff member remained at work.
- One incident was reported – an unidentified person walking through the Dumfries & Galloway centre during the out of hours period. Advised given to report to Serco and reviewed Lone Worker risk assessment.
- All Fire Risk Assessments completed, no red flags identified. Will maintain ongoing staff training at all sites.
- Eight PEEPs in place and one possible new one in Lanarkshire, still to be received.
- Previous action in relation to ski pad, this member of staff has left however; advice from the Fire Safety Advisor is if you have the equipment, it should be fit for purpose and staff trained. One East – split cost with, SO – take back, find out trainer for evac chair.
- One unplanned evacuation in Lanarkshire caused by steam in plant room setting off the alarm. Four people evacuated.
- Three unplanned evacuations in this period in Clydebank:
 - 29th June – Eighty-eight people evacuated. Caused by a faulty alarm head
 - 29th July – sixty-four people evacuated. It was triggered in another part of the Golden Jubilee by a faulty sensor
 - 24th August – ninety-five people evacuated, triggered by a faulty sensor, which has now been replaced.
- Reviewed evacuation plan for Lanarkshire
- Fire warden training in Clyde in June (six people) another scheduled for Sept 24th (five people).
- Eleven DSE assessments completed.
- Three more complicated assessments whereby expert advice has been requested/received. Access to work recommended a height adjustable desk and chair, which has been completed. A specific chair has been ordered for another staff member.
- Two height adjustable chairs installed in Clyde, Ayrshire & Arran and Lanarkshire sites – staff feedback has been positive.
- Manual handling training arranged for 24th October.
- Work place inspections are on schedule with Service Support increasing presence at the local sites – increasing familiarity, dealing with ad hoc faults, maintenance checks and talking to staff.
- Quotes obtained for cleaning carpets and chairs for both Lanarkshire and Clyde. Looking to Comms for a refresh of branding and possibly Facilities for a refresh of the Lanarkshire breakaway area.
- Recurring theme in Clyde, to remind staff in Admin side to remove bags/trip hazard etc from under desks.

- Local Wellbeing/Values events
 - Gastro-intestinal week in June
 - Sepsis awareness dress down day in July
 - Marie Curie and Alzheimer's awareness events planned for September and also promoting World Pharmacist and World Heart days this month.

MMac – chair MOT carried out in Tayside. Ten chairs to be replaced. Currently there are no funds available locally. Needs to be followed up.

JA – LK – email MMac and GT.

East Contact Centre

SO provided the update on behalf of DS for the East Contact Centre:

- There were six incidents reported in this period:
 - Ants were reported in the reception area in July. Pest control visited and resolved the issue.
 - Leaks from the air conditioning vents in the Ochil Wing were reported in August. Pod was put out of operation until resolved by an engineer. No further problems reported.
 - Leak reported from Scottish Ambulance Service kitchen area. Switched off at unit to prevent further leak until part replaced. Concerned, as above comms room so following a visit from FES a report will be issued to detail risk. DS will take forward any required actions. In the meantime, SST are monitoring to ensure no further leak.
 - Ceiling tile fell on employee's head – no injury. DS has linked in with FES to have tiles checked
 - Staff member banged knee as lighting went out in male changing room toilets. Reported to facilities helpdesk and a visit due to take place to check timings. Signage displayed on entrance door to toilets.
 - Report of insect bites. Recent visit by pest control confirmed no findings. If further reports a further visit will be requested.
- The most recent Fire Tour took place on 27th August – ten staff members attended.
- Two PEEPS in place.
- Last Fire Warden training took place on 13th August in Norseman.
- Cladding – DB confirmed that the cladding is steel which has a greater resistance to fire and is (as of yet) not included in the government review of cladding materials.
- Fixed Wire Testing – dates in place for remedial work to take place following tracing.
- Wellbeing :
 - DS pulled together a team of twenty-four staff to take part in the Edinburgh Kilt Walk on 15th September.

- Healthy Heart day to be held this month.
- DS carried out walking one-to-ones.
- A member of staff is keen to raise menopause awareness within the centre and a wellbeing event to be run.
- Chair MOT carried out – a number of chairs have been replaced due to age. The Service Support Team will be carrying out training on operations of the chairs week commencing 9th September 2019. All staff will be invited to attend a session.
- Promoted suggestion box to ensure that asking all staff for suggestions, which they feel, would improve your working environment, wellbeing, staff engagement. DS will pick up the suggestions and where appropriate take forward actions / link in with values group and feedback.
- Last Health & Safety inspection was carried out on 19th August. Actions:
 - Evac chair coming away from the wall – now resolved
 - Medical room needing some housekeeping
 - Cable management could be improved – work have commenced.

JG - concern raised that staff not reporting incidents FP – need more information, will pick up with JG. Meeting with DS regard hazard reporting.

Cardonald Contact Centre

JM provided the update on behalf of KL for HQ/Cardonald Contact Centre:

- Slip in toilet from soap dispenser leaking
- Staff smoking ecigs in grounds blowing vape smoke into the reception
- Sanitary bins still not getting routinely emptied – raised this with NHS GG&C who own the contract who advised NHS 24 to contact them ourselves – no details, JA – get back to them
- Distracting noise coming from first floor vending machine during the out of hours period. Raised a couple of times but no response. JA – send it to me.
- Replacement carpet tiles are running out. Less than five spare carpet tiles are remaining. Alternative tiles will need to be purchased.
- Fire Risk Assessments – outstanding action regarding storage in HQ. Emailed out – no improvement seen – ongoing risk.
- Three PEEPS – all are up to date
- Fire drill is overdue. Last one was in December, CRT have been contacted for dates.
- Fire Safety training is up to date. There are currently twenty-eight Fire Wardens in Cardonald.
- DSE – fifteen completed in last three months.
- One new expectant mother risk assessment.
- Heaters at HR pod – previous communication issued on usage due to power tripping at HR pod during generator load test. Scottish Ambulance Service faulty chairs abandoned and blocking the fire escape route.

- Concern raised over number of mechanical faults in chairs - no budget to replace
- Chair clean and arm pad replacement in progress
- Security Doors leading to link corridor not closing/locking. Three to four weeks lead time on replacement parts
- Desk bins appear to be back in situ in HQ – these were previously removed on the advice of environmental services.
- Awaiting paperwork to confirm Showerhead clean was carried out in August.
- Joint Local Health & Safety and Partnership meetings have resumed – agreed agenda going forward to be more productive.
- Breathing Space raised concerns regarding a draught from the first floor that they experience around nine/nine thirty pm each evening. Temperature drops overnight, which may cause it. GG&C have been emailed.

2.2 H&S (TU) Representatives Updates

Continuing to work together.

2.3 Fire Consultant Update

DB provided the update for the period from 1st July 2019 to 29th August 2019:

One Fire Risk Assessments was scheduled to be carried out during this reporting period at Orkney on 12th August. This was completed to plan. No significant findings identified. Balfour hospital to be added to the Studio 3i asset system. Three members of staff from NHS 24 completed the Nominated/Deputy Nominated Officer (Fire) training course carried out in Aberdeen on 28th August. Nine members of staff completed Fire Warden training during this period. Which means that thirty-seven members of staff have now completed the Fire Warden training this year.

Four fire incidents were reported during this period:

22nd July, Clydebank – caused by a faulty sprinkler head which was rectified by NHS Golden Jubilee staff.

26th July, Aberdeen – GT pursuing NHS Grampian for the cause.

29th July, Clydebank – caused by a faulty sensor

24th August, Clydebank – result of a faulty smoke detector.

2.4 H&S Consultant Update

FMcN updated the Committee on her recent activities during the period:

- Attended monthly catch up meetings with Head of HR Business Services
- Completed Monthly Reports

- Prepared papers for Area Committee
- Updated policy and procedure calendar
- Reviewed Policies:
 - Risk Assessment and Management Policy
 - First Aid at Work Policy
 - COSHH Policy
 - Peripatetic Workers Policy
 - Anaphylaxis Policy
 - Home Worker Risk Assessment
- Updated the Audit Action Tracker
- Met with Facilities Manager regarding the Contractor Policy, Risk Assessments, Humidity levels and cups
- Met with Leads for quarterly meeting and reviewed the following Risk Assessments:
 - Portable Electrical Equipment
 - Emergency Evacuation
 - Slip/Trip/Fall
 - DSE
 - DSE/Telephony Hygiene
 - Peripatetic Workers
 - Noise Induced Hearing loss
 - Environmental
 - Generic Manual Handling
 - Site access and Egress
 - Template for new and expectant mothers
 - Template for individual with a food – nut allergy.
 - Also discussed control of contractors
- Meeting being arranged with CK and GM to obtain signatures on the reviewed documents and discuss the BBV risk assessment and meeting arranged with LK to discuss Control of Contractors Risk Assessment.
- Advice given over the phone for completion of Individual Risk Stress Assessment. Meeting arranged next week in South Queensferry.

3. ITEMS FOR APPROVAL

FMcN advised that the items for approval were sent as tracked changes so that the Committee could see the changes made. She also advised that most of the changes were dates and job titles.

3.1 Risk Assessment and Auditing Policy

FMcN advised that the main changes were the removal of the Borders as a NHS 24 site on page five and added on that the remote sites are inspected by the Scottish Ambulance Service auditor on a 6 monthly basis, which is the current practice.

The audit form on page twenty-two was also updated to make it clearer what the auditor should be looking for.

The Committee approved this policy.

3.2 First Aid at Work Policy

FMcN confirmed that the only changes made to this policy were changes to job titles.

The Committee approved this policy.

3.3 COSHH Policy

FMcN advised that the main changes to this policy were the job titles and dates.

The Committee approved this policy.

3.4 Peripatetic Workers Policy

FMcN confirmed that the only changes made to this policy were changes to job titles.

The Committee approved this policy.

3.5 Allergy and Anaphylaxis Policy

FMcN confirmed that no significant changes were made to this policy apart from dates and job titles.

The Committee approved this policy.

3.6 Home Worker Risk Assessment

FMcN advised that she reviewed the risk assessment and that it was up to date. No changes were made.

The Committee approved this policy.

3.7 Management of Contractors Policy

FMcN – took the policy to the Leads group, changes were made, latest version – updated titles and dates.

FMcN outlined the main changes as below:

Want to be clear regarding referral on page three – make sure backup.

Section 4.1 Appendix five – induction form to standardise sites using it.

Section 4.1.1 Added in that contractor be advised that any works where they are required to knock through/drilling of holes that they should have been fire proofed prior to completion of work.

Appendix three – permit authoriser – undertaken by facilities management provider.

Relook at risk assessment – more changes, come back to the Committee – meeting with LK.

Appendix five – put on own details, each site has something similar.

The Committee approved this policy.

4. ITEMS FOR INFORMATION/DISCUSSION

4.1 Health & Safety Policies and Procedures Calendar

There was a suggestion by GMc to have in place an overarching wellbeing policy which would include menopause, stress etc. The Committee endorsed this idea and suggested a short life working group.

Action: GMc/FMcN

4.2 Accident Analysis/ Update on Abusive Calls

Accident Analysis

The number of incidents has increased since last year; this number includes six injuries as a result of the lighting in one area and two insect bites. No RIDDOR during this period. The main cause continues to be slip, trip, fall or followed by contact with something. The fourteen others are six eye and headache problems due lighting, two flooding resulting in damage, two road traffic collisions in car park, one electric shock from photocopier, one collapse (cause unknown), one fire alarm related and one verbal assault.

No trends reported.

Abusive Calls

AB talked to the Committee about the project and its results. It came about from Area Health & Safety last year through the Values Group with the aim of finding out why abusive calls are not reported. Abusive call audit – form completed at the time of the call. Main concern staff are not reporting

abusive calls - not supporting feedback – do not want call reviewed. National awareness week.

One hundred and twenty-four audit forms completed:

Cardonald – forty-five

North – three

East – fifty

West – twenty-six

Most frequent – not listening/shouting/abusive language

Don't see the point as no consequence for the callers.

Follow up – interesting to hear other views how to take forward – open it up to the Committee.

JG – East – ran session on abusive call training, giving staff more tools and to deescalate. A starting point – ran sessions for all staff.

Mmac – figures interesting. Fifty-eight – support received only twenty-seven complete form.

How as a Committee can support in action plan?

JG – lead representatives for all sites take back to Values groups. Devolve down to local sites and report back to into the Committee.

KW – general communications – taking forward, feedback into Committee on a quarterly basis.

AB to set up first meeting.

Action: AB

4.3 Audit Action Tracker/Calendar

Three site audit actions remain on the tracker:

1. Ensure that Fixed Wire Testing is completed – this will be cleared once the work is complete
2. Ensure that local health & safety meetings have met in the past three months – as the Cardonald meetings have resumed then this can be removed from the tracker for the next meeting.
3. Action regarding HQ storage to remain on the tracker whilst this resolved.

Three management audit actions remain on the tracker:

1. Training needs analysis
2. Working on new Risk Assessments to be signed off.
3. Training completion – review the mandatory training to identify reasons for low levels of completion.

4.4 Learning & Development Update

GMc gave the latest L&PE update as the end of July 2019 (based on a headcount of 1605):

	Fire Safety		H&S Awareness		Office Ergonomics	
	Completions	%	Completions	%	Completions	%
Sep-19	1093 	68%	1074 	67%	1070 	67%
Jun-19	1128	67%	1110	66%	1108	66%
Feb-19	941	60%	911	58%	927	59%

Completion and percentage figures have increased but only marginally since the June update. Director communication – GMc to email directors.

Action: GMc

4.5 Health Working Lives Gold Award and Wellbeing Group Update

PD is holding regular quarterly meetings with each site attending. Specific local events feeding into PD and pulling together portfolio.

4.6 Action Log

The Committee reviewed the action log and agreed to remove the completed actions from the log.

500 – SPOCS – FP link in with Head of Services & send update to GMc

518 - Meeting re cycle to work scheme – GMC to circulate update.

Action: GMc

4.7 Update on Risk Assessments

Meeting being arranged with CK & GMc to obtain signatures on risk assessments.

4.8 Stress Survey

GMc stated that the next NHS 24 organisational stress survey will take place in January 2020 inline with NHS 24's policy. There was a misunderstanding that no action was taken following the last stress survey. Working groups were arranged but did not take place due to lack of participants however, the results were fed back to the regional partnership forums to take actions on a local basis.

5. ANY OTHER BUSINESS

There was no other business.

6. DATE, TIME & LOCATION OF NEXT MEETING

The next meeting is 2pm on Tuesday 3rd December 2019 in Room 3, Cardonald Contact Centre.