

NOTES OF THE RECRUITMENT AND RETENTION GROUP
Thursday 1 November 2018, 10.00 – 11.30
At Ante Room, West Cumberland Hospital, Homewood,
Hensingham, Whitehaven, CA28 8JG

In Attendance: Rhia Heron (**Chair**) (RHe)
Neil Anderson (NA)
Kieron Bradshaw (KB) (**Notes**)
Amanda Dunkley (AD)
Sue Graham (SG)
Suzanne Hamilton (SH)
Caroline Hastings (CH)
Ged McGrath

RR0059 **AGENDA ITEM 01: WELCOME AND APOLOGIES**

RHe chaired the meeting as Rachel Holliday was unable to attend.

RHe welcomed everyone to the meeting. A further welcome was given to Neil Anderson, the Head of Nursing (Workforce), at North Cumbria University Hospitals NHS Trust.

Apologies were received from Julie Clayton, Mahesh Dhebar, Kate North, Sue Stevenson and Deb Lee.

RR0060 **AGENDA ITEM 02: NOTES OF LAST MEETING**

The notes were agreed as an accurate record of the meeting.

RR0061 **AGENDA ITEM 03: ACTION LOG**

The group worked through the action log, updating it where appropriate (see action log attached).

Action 17/014

The North Cumbria University Hospitals NHS Trust (NCUHT) and Cumbria Partnership NHS Foundation Trust (CPFT) recruitment and selection policies were shared with the group ahead of the meeting.

Brief discussion was held about how to improve the policies. The length of NCUHT policy was highlighted. It was noted that there was an aim to streamline the policy, and provide clear management procedures within it.

AD shared a “Reducing and Tackling Agency Spend” document with the group, to give information on aims to reduce money spent on agency fees.

It was agreed that in future, when any updates were made to relevant recruitment/retention policies they would be shared with the group for information, and to allow feedback to be provided. It was noted that having people outside of the organisation reading the policies would be helpful, as it would ensure they were clearly written.

The action was closed.

Action 17/030:

Update: KB to check with RHo whether the action could be closed, and for any updates to share with the group.

Action 17/031

Induction packs were on the agenda to be discussed later in the meeting.

The action was closed.

Action 17/033

It was advised that a meeting to discuss future welcome events had taken place on 20 October 2018, and that further thought needed to be given to how to advertise future events.

This was on the agenda to be discussed further later in the meeting.

The action was closed.

Action 17/035

This was discussed later in the meeting.

The action was closed.

Action 17/037

Action ongoing – RHe to check with appropriate colleagues and provide information at a later meeting.

Action 17/038

The action was closed.

Action 17/039

The group discussed ways to get staff from West Cumberland Hospital to join the group. It was noted that it helped that all the meetings had been changed to take place at West Cumberland Hospital now.

Update: RHe and NA to discuss further and invite colleagues from West Cumberland Hospital to join the group.

Action 17/040

RHe shared a medical staffing update which had been presented at the Working Together Steering Group. It was advised that the document would be standardised and published once per month.

An update was given on the middle grade roles detailed on document, advising that the roles were out to advert and 7 people had already applied for the roles.

Conversation was held about ways of improving the document. These included:

- Clearly labelling what the numbers represented (whole time equivalents)
- Adding a narrative underneath the table, to give information about the work going on behind the figures; for example, confirming if an advert had been put out, or if interviews were lined up, or appointments being made for posts, etc.

It was advised that the document was useful to allow colleagues to look at recruitment activity, and where the Trust was spending money, and to link that to the Workforce Strategy to ensure it was aligned.

Update: The action was closed; however, **it was agreed that there would be a standard agenda item for each month to provide and discuss updates.**

RR0062 **AGENDA ITEM 04: DRAFT WORKFORCE STRATEGY – FEEDBACK/INPUT FROM THE GROUP**

Brief discussion was held and a request was made for members of the group to read through the Workforce Strategy and provide any feedback they had to SH via email (to: Suzanne.Hamilton@cumbria.nhs.uk). It was noted that the draft Strategy would be finalised in December, and so feedback would need to be

provided before then.

RR0063 **AGENDA ITEM 05: NORTH CUMBRIA UNIVERSITY HOSPITALS NHS TRUST AND CUMBRIA PARTNERSHIP NHS FOUNDATION TRUST RECRUITMENT AND SELECTION POLICIES**

Discussion was held earlier in the meeting, during the action log.

RR0064 **AGENDA ITEM 06: INDUCTION PACKS - IMPROVEMENT AND INVOLVEMENT**

RHe shared information relating to the induction packs with the group.

ACTION: RHe and KB to circulate information about induction packs via email to the group.

Information was given on the current structure of induction days at NCUHT and CPFT, along with other information that was given to new starters, such as a welcome letter and staff handbook.

Conversation was held about ways of making new staff feel welcome and get settled in.

It was noted that it would be helpful to have a process to help answer questions that new staff ask about the area, for example where they can access a particular service. The group agreed it would be good to have someone from the area, with good local knowledge, to link to for information.

ACTION: To be further discussed and built into the new joint approach to induction between CPFT and NCUH – NA/SH

RR0065 **AGENDA ITEM 07: WCH ON-BOARDING WELCOME**

Discussion continued about ways of helping new staff to feel welcome and get them settled in to the area.

SH highlighted an idea to potentially have a pilot scheme added into the Workforce Strategy, where new staff were asked what they needed and what would be helpful to them in settling in. This feedback could then be built on by the group.

Conversation was held about a questionnaire that CH shares with new starters at North West Ambulance Service, to find out what their circumstances are (for example what family they have, and whether they need help accessing services such as banking) in order to identify what support they need. It was noted that

this would be helpful for the group to adapt, so that other Trusts can use it.

ACTION: CH to share questionnaire with KB, to send around the group.

Conversation was held about the need to get more local people entering medical and nursing training in Cumbria. It was noted that it is easier to retain people who come from the area and already have roots here. Information on Blue Light events, and other careers events that take place in Cumbria to engage with schools and encourage pupils to train to be medics here were discussed. Information was also discussed on processes taking place to continuously develop and improve careers events. It was noted that not every school wanted to engage in careers events, and SG noted that this may be something that this group could help with.

The benefits of apprenticeship schemes now offered in Cumbria were highlighted.

ACTION: NA to have a discussion with colleagues outside of the meeting and highlight areas where the group could be used. NA to bring an update to future meeting.

Brief conversation was held about a project that is being done to contact people that have left the acute Trust to ask for the reasons why they left; it was noted that responses may be more honest following the staff being settled into their new jobs.

Conversation was held about retaining staff who reach retirement age. It was noted that staff could potentially be kept if they were offered flexible contracts, etc.

Conversation was held about the need to build trust and communicate information about investment in West Cumberland Hospital more, as there are lots of negative perceptions that staff and the public have about the future of the hospital.

ACTION: KB to add 'Future Welcome Event planning' to the agenda for the December meeting.

A request was made for an update on the progress being made with work to retain consultant led maternity services at West Cumberland Hospital.

ACTION: RHe and KB to share the following updates with the group:

- Information from Dr Bill Kirkup about the independent audit/review
- Maternity update slides that were presented at the Working Together Steering Group on 31 October 2018

There was conversation about an NCUHT recruitment event taking place on Saturday 3 November, which Ged McGrath and Rachel Holliday would be attending.

ACTION: Amanda to make sure Ged and Rachel have contact numbers for the event on Saturday 3 November.

ACTION: KB to add item to agenda for December's meeting, for Ged and Rachel to give an update/feedback from the recruitment event (3 November 2018).

RR0066 **AGENDA ITEM 08: RECRUITMENT UPDATE**

Updates were discussed in previous agenda items.

RR0067 **AGENDA ITEM 09: ANY OTHER BUSINESS**

There was no other business.

RR0068 **DATES AND TIMES OF NEXT MEETINGS**

The next meeting will take place Thursday 13 December 2018, 10.30am to 12.00pm - Seminar Room, West Cumberland Hospital, Homewood, Hensingham, Whitehaven, CA28 8JG.

ACTION: Kieron to find a new location for the meeting on 13 December, as the group wouldn't have authorisation to access the department where the Seminar Room is.

Future meeting dates are as follows:

- Thursday 24 January 2019, 10.30am to 12.00pm - Ante Room, West Cumberland Hospital, Homewood, Hensingham, Whitehaven, CA28 8JG
 - Thursday 7 March 2019, 10.30am to 12.00pm – Ante Room, West Cumberland Hospital, Homewood, Hensingham, Whitehaven, CA28 8JG
 - Thursday 18 April 2019, 10.30am to 12.00pm – Ante Room, West Cumberland Hospital, Homewood, Hensingham, Whitehaven, CA28 8JG
 - Thursday 30 May 2019, 10.30am to 12.00pm – Ante Room, West Cumberland Hospital, Homewood, Hensingham, Whitehaven, CA28 8JG
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