

NOTES OF THE RECRUITMENT AND RETENTION GROUP
Friday 14 December 2018 09.30 to 11.00
At Ante Room, West Cumberland Hospital, Homewood,
Hensingham, Whitehaven, CA28 8JG

In Attendance: Rachel Holliday (**Chair**) (RHo)
Kieron Bradshaw (KB) (**Notes**)
Julie Clayton (JC)
Rhia Heron (RHe)
Sue Graham (SG)
Suzanne Hamilton (by phone) (SH)

RR0069 **AGENDA ITEM 01: WELCOME AND APOLOGIES**

RHo welcomed everyone to the meeting.

RHo announced that this would be her last meeting and that she would be stepping down as Chair of the Recruitment and Retention Group. She explained the decision was in part due to conflicting demands on her time, but also that she couldn't see how the work she was doing with the group was helping to resolve the issues around recruitment of medics for West Cumberland Hospital. JC thanked Rachel for her hard work and said she was disappointed that Rachel had decided to stand down.

Apologies were received from Deb Lee, Neil Anderson, Amanda Dunkley, Caroline Hastings, Kate North, Ged McGrath and Mahesh Dhebar.

RR0070 **AGENDA ITEM 02: NOTES OF LAST MEETING**

The notes were agreed as an accurate record of the meeting; however, a concern was raised that the notes didn't reflect that SG had mentioned that she was unhappy at the last meeting as she didn't feel the group was achieving what it set out to do. It was requested that in future, the notes of the meeting reflect both the negatives and the positives. JC said the notes were not formal minutes, but agreed to note SG's concerns.

SG advised that she would meet with Richard Pratt to give her reflections on whether co-production was working.

RR0071 **AGENDA ITEM 03: ACTION LOG**

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

17/030 – Ongoing – Will ask Ged to pick this up at the next meeting. RHo advised that she would help the next Chair of the group to move this action forward if needed.

17/042 – Ongoing – it was agreed that RHe would continue work to identify an appropriate non-executive member of North Cumbria University Hospitals NHS Trust to join the group, and would invite them to the meeting taking place on 7 March 2019.

It was recommended that Judith Toland (new Director of HR for North Cumbria University Hospitals NHS Trust and Cumbria Partnership NHS Foundation Trust) be invited to a future meeting, as she was helping with work to refresh the Workforce Strategy.

17/056 – It was noted that it was a positive thing that the meetings now take place at West Cumberland Hospital.

RHe to continue work to get a colleague from West Cumberland Hospital to join the group. It was hoped that Neil Anderson would be able to come to future meetings, and that if he was unable to attend there would be someone who could come in his place.

17/053 – Action complete.

17/041 – Action complete.

17/042 – There was brief discussion and it was noted that having a person to put new colleagues in touch with could be difficult, as the person can leave or move on; in light of this, work was being carried out to develop information packs and localise them to be available for new recruits. It was noted that a lot of information was collected when the group did the Tea With The Team welcome event, and that in New Year the group could have a workshop to look at the induction process and what the group needs to put in, and pull together some local information then.

It was also noted that conversations would take place with new recruits to find out what information they needed, and thoughts about how that was shaped would be helpful.

It was highlighted that there was also work planned to contact staff who had

left six months ago, to try to understand issues causing staff to leave the Trust within the first 3 years.

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This will be an area of work the recruitment and retention group can provide valuable insight.

17/043 – Ongoing - KB to check with Caroline Hastings.

17/044 – Ongoing.

17/045 – Action complete.

17/046 – Action complete.

17/047 – Action complete.

17/048 – Action complete.

RR0072 **AGENDA ITEM 06: UPDATE FROM JULIE CLAYTON**

The agenda item was brought forward, as SH and SG needed to leave the meeting early.

JC gave an update on a new scheme that involved the Trusts in North Cumbria linking with other hospitals, including Leeds, to support clinical staff and their families to move to North Cumbria from a different continent.

There was conversation about the importance of new recruits being supported

in a collaborative way, using co-production. It was noted that this would be done through the West Cumbria Community Forum too, due to community links; however, it was hoped that this group would lead on it.

It was highlighted that the local community played a big role in helping to support new recruits, particularly if they were from other cultures and faiths. It was noted that if we can help them to settle into the community there would be a higher chance of retaining them. Conversation took place about a cultural event that Kate North was arranging to take place in January, and it was recommended that this group to be included in the event – particularly if there was somebody with a knowledge of local faith groups. It was recommended that Richard Pratt be approached to help. There was brief discussion of Muslim and Polish communities in West Cumbria.

ACTON: Add an item to the agenda for the next meeting, to discuss how the group can help support new recruits arriving in North Cumbria from other cultures and faiths. It was noted that there was a need to provide more information about the cultural event taking place in January. This will be the second focused area of work - the Recruitment and Retention Group will provide valuable insight and ideas.

There was discussion about the processes in place to ensure that doctors have the appropriate qualifications, and receive the necessary training and leadership when they arrive in North Cumbria, to ensure quality of care.

It was recommended that the scheme also involves primary care, as GP surgeries had staffing issues too.

SH thanked RHo for the work that she has done with the group, and discussed potential opportunities for her to be involved in future projects. RHo was happy to be kept on the distribution list for the group, and advised she was still open to helping with particular projects as long as she felt like she was doing something to help.

It was recommended that the group thinks about the way it works going forward; for example, it may be better to have less frequent meetings as a group, and have working sessions on individual projects. For example, the group could concentrate on three projects/areas, and this may help to ensure there was a feeling that the group was achieving its goals.

ACTION: Add item to the agenda for the next meeting, to discuss the way the group works going forward. Potential priorities included: involvement in the induction process for new recruits, and involvement

in cultural events. Next session to focus on establishing a work programme.

SG had to leave the meeting.

RR0073 **AGENDA ITEM 04: RECRUITMENT UPDATE**

SH gave updates including:

- The staff survey for the current year is now complete; a final report will be published in January and this will be looked at to see what staff are telling us and what we can do about it. It was recommended that the results be brought to next meeting, to go through that to see how we can help.
- It was highlighted that there had been a 27 percent reduction in vacancies since April 2018, and that it was the best place we had been for long time.
- The vacancy rate was as follows:

Key Vacancies		Nov 2018			
Staff Group	Baseline (April 2018) WTE Vacancies	Vacancies WTE	Vacancy % Rate	Target rate 31 Mar 2019	% Movement since April 2018
M & D	95.10 (18.85%)	69.25	13.66%	12%	-27.18%
N & M	152.21 (11.76%)	126.86	10.06%	8%	-16.65%
All	384.47 (9.72%)	344.66	8.70%	N/A	-10.35%

SH left the meeting.

RR0074 **AGENDA ITEM 05: FEEDBACK ON RECRUITMENT EVENT (3 NOVEMBER 2018) / TOUR OF WEST CUMBERLAND HOSPITAL**

RHo gave feedback following her involvement in the recruitment day on 3 November 2018, which included giving potential new recruits a tour of West Cumberland Hospital.

It was noted that feedback from the people on the tour had been very positive, and that it was good to see happy staff on wards. RHo advised she had enjoyed being part of the recruitment day and would like to be involved in future ones.

ACTION: RHe to ask Amanda Dunkley to invite Rachel Holliday and Ged McGrath to future recruitment days.

RR0075 **AGENDA ITEM 07: FUTURE WELCOME EVENT PLANNING**

This was discussed briefly during the Action Log.

RR0076 **AGENDA ITEM 08: ANY OTHER BUSINESS**

There was conversation about the induction process.

It was noted that it would be good to have a slide during the induction that showed a positive story of someone who had moved here from another culture and managed to settle, to give a positive message. It was also noted that it may be helpful for Judith Toland to go on the induction day, to see how they operate.

There was discussion of how to recruit new people to the group, and it was highlighted that projects would attract people.

RR0077 **DATES AND TIMES OF NEXT MEETINGS**

The next meeting will take place on Thursday 24 January 2019, 10.30am to 12.00pm - Ante Room, West Cumberland Hospital, Homewood, Hensingham, Whitehaven, CA28 8JG.

Following that, dates of future meetings are:

- 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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