

Meeting of
Lanarkshire NHS Board
17 December 2008

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**Subject: Local Delivery Plan
HEAT Sickness Target of 4% by March 2009**

1. PURPOSE

To update Lanarkshire NHS Board on progress.

2. SICKNESS RATES FOR OCTOBER 2008

Position is as follows:

a)	NHS Lanarkshire	Actual Sept	Target October	Actual October	Long Term Absence
	NHS Lanarkshire	4.88%	4.77%	5.00%	2.84%

b) By Divisions

Acute	4.70%	4.59%	4.92%	2.70%
CHP North	4.94%	4.00%	4.73%	2.74%
CHP South	5.34%	4.00%	6.15%	4.16%
PSSD	7.29%	6.97%	6.80%	3.52%
All Others	3.72%	4.00%	3.71%	2.06%

c) Doing Well areas where 4% Achieved.

	w.t.e.	%	On Easy
Cancer	76.01	3.95%	03/11/08
Cumbernauld	174.31	3.68%	23/02/09
Motherwell	301.46	3.86%	09/02/09
Corporate	407.05	2.49%	23/03/09

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d) Room for Improvement

	w.t.e.	%	On Easy
→ Wishaw	369.84	5.13%	06/10/08
→ Airdrie Locality	286.40	5.05%	09/03/09
→ Bellshill Locality	435.69	5.47%	28/05/08
→ PSSD	669.36	6.80%	16/06/08
→ Coatbridge Locality	376.21	4.29%	08/09/08
→ East Kilbride	337.70	8.11%	07/07/08
→ E-Health	295.68	4.70%	17/11/08
→ Emergency & Medical Services	1879.60	5.35%	03/11/08
→ Surgical & Critical Care	1452.49	4.56%	03/11/08
→ Women's & Diagnostics	1420.21	4.85%	25/08/08
→ Clydesdale Locality	358.13	5.34%	08/09/08
→ Hamilton Locality	298.69	5.00%	01/12/08
→ Salus	128.00	4.68%	x

For the first time this year the organisational rate is above the target rate which is concerning as we need to continue to improve in order to meet the target. On a positive note PSSD has performed well and for the seventh consecutive month has reduced their level and exceeded their expected target rate. Acute in month shows a slight increase 0.22% and North CHP a slight decrease of 0.21%

The area of most concern is in regard to CHP South, the figures in October have risen significantly. In terms of staff groups within the CHP, Administrative Services sits at 9.12%, Health Science Services at 6.07% and Nursing and Midwifery at 6.60%.

3. PRO-ACTIVE MANAGEMENT

As evident by some of the figures above, Management Teams are closely and proactively managing sickness levels supported by the Easy Project. For November the volume of disciplinarys associated with attendance is as follows:

	Investigations	Disciplinary Action	Formal Counselling	Terminations	Ill Health Terminations
North CHP	1	1	-	-	-
South CHP	1	-	1	-	-
PSSD	7	3	3	-	-
Acute	3	3	-	-	-
Others	-	-	-	-	-
Total November	12	7	4	-	-
C/fwd figure	65	40	27	3	15
Grand Total	77	47	31	3	15

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4. STAFF SUPPORT

As part of the management of sickness absence and the implementation of the Easy Programme, we have extended the availability of staff physiotherapy services and employee counselling. The uptake of both these services has increased as follows:

a) Staff Physiotherapy

Total number of referrals from 28 May 2008 until 21 November 2008 – 725, of these 631 have been categorised as follows:

- 151 of these patients off work and were referred by EASY.
- 100 still at work but were beginning to have difficulties coping.
- 380 still at work.
- A total of 1205 have been offered to new and returning patients
- Did Not Attend (DNA) account for only 5.2% of this figure, 2% for 1st appointment.

b) Employee Counselling

The numbers of staff accessing employee counselling is rising from an average of 50 new contacts per month to 89 new contacts in October 2008.

5. EASY PROJECT

The project continues to be rolled out and as at the beginning of December over 9,000 staff are covered by the project. Over the last month we held a Staff Side Seminar to discuss progress to date and implementation issues. Modifications will now be incorporated into the programme where appropriate following feedback. The Seminar also took some time to explore how we can improve our management of long-term absence.

6. KEY ACTIONS REQUIRED

- a) There needs to be continued focus on the management of sickness absence. The long term absence rates are high and local action plans need to be developed if they do not already exist for every individual on long term absence (over 28 days). Both the HR and OHS Teams have nominated leads for each area in both Acute, CHPs and PSSD to assist this work with local managers.
- b) Specific attention needs to be given to areas that have risen significantly in order to understand the issue and to put corrective measures in place. In particular:
 - Emergency & Medical Services
 - Bellshill and Wishaw Localities
 - Clydesdale and East Kilbride Localities

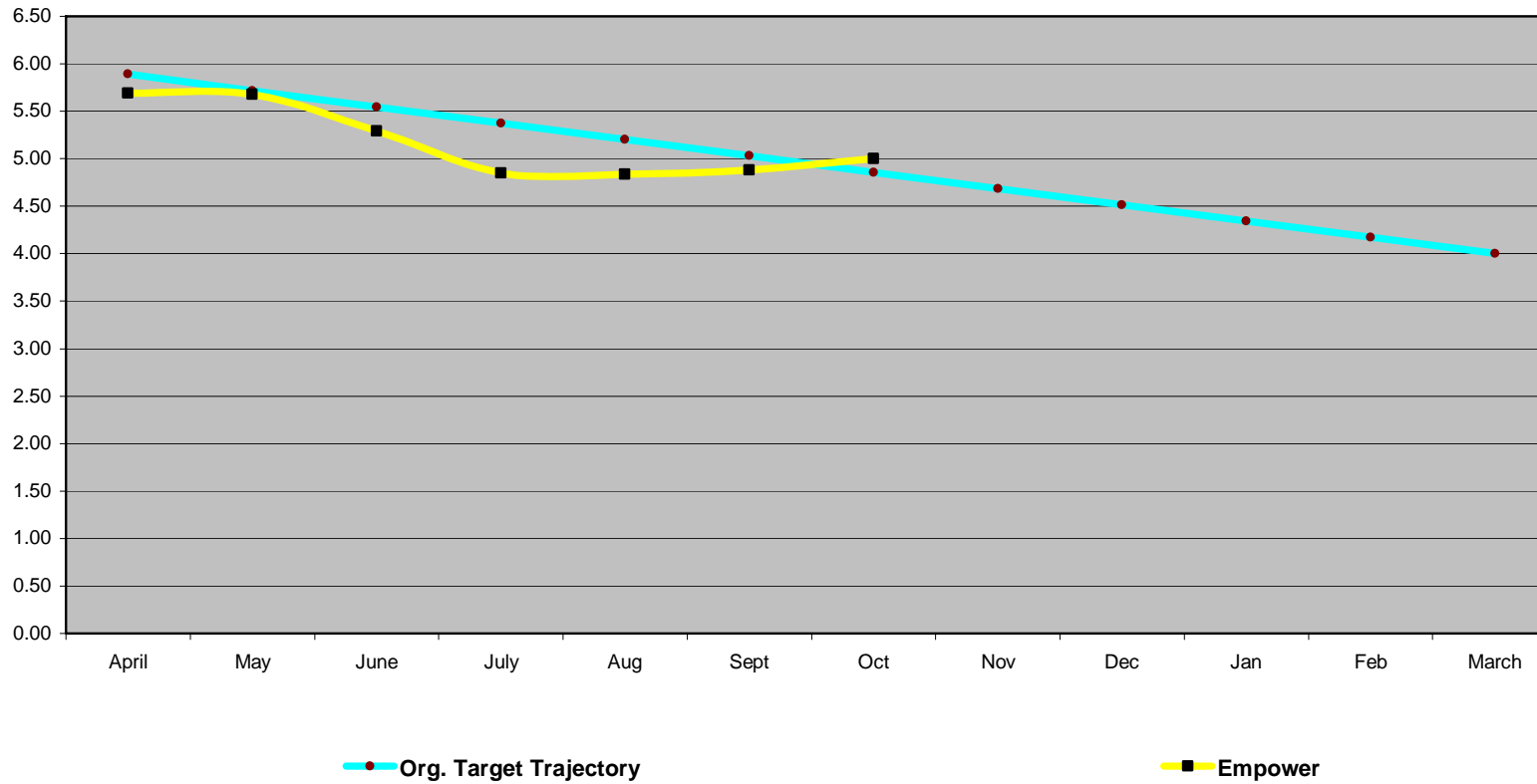
7. DECISION REQUIRED THE BOARD

The Board is asked to note progress to date.

8. FURTHER INFORMATION

For further information or clarification of any issue in this paper please contact Lynne Khindria, Director of Human Resources, on 01698 245168.

Sickness Absence Rates and Target Trajectory Financial Year 2008/2009



Graph above highlights the Linear (Empower) trend over the financial year. Over the twelve month period there will be an Organisational Target Trajectory, (blue line), and an actual monthly achieved sickness absence rate, (yellow line).