

Tuesday 28 February 2017  
Grand Central Hotel, Glasgow

**Transcription of presentation by Shirley Rogers, Director of Health Workforce and Strategic Change, Scottish Government**

Good morning, ladies and gentlemen. I'm delighted to be here. Thank you very much indeed for the invitation. This is the third event, it's the third one that I've been to. They're always the best day of the year. The great passion and enthusiasm that people come to this event with make it inspiring, it really does. So, thank you for coming along, wherever you've come from. I hope you had a safe journey and it's great to see so many of you here.

There was actually a waiting list for this event. How many times in our lives can we talk about a waiting list being a good thing? There's actually a waiting list for this event, so well done on getting through.

When I was thinking about coming along to this event this morning... I want to talk a little bit about strategic change and the deliver plan but really I'd rather talk a bit more about you and when I was preparing for coming along to this event, I was scribbling away at the kitchen table, as you do on a Saturday afternoon, and my husband said, what are you doing, not unusually. And I said, I'm going to an event next week and I need to scribble a few lines and think about it. He said, oh, who's the event for? I said, well, it's actually for healthcare support workers. And he said, what are they? I just want to share with you an observation that I'm just about to make from the delegate list, 'cos I'll bet you 50p that when somebody says what do you do for a living, you probably don't say, I'm a healthcare support worker (non-clinical). I bet you probably don't say that.

So, here are the roses by any other name, some of whom are in this room today. We've got nutritionists, we've got plumbers, we've got admin people, we've got physiotherapists, we've got physiotherapy assistants, we've got comms specialists, outreach support workers, learning development coordinators, ward clerks, auxiliary nurses, charge hands, facilities managers, occupational therapists, quality managers, knowledge managers, podiatry specialists, medical secretaries, community support workers, car parking people, directorate assistants (fixes everything). That tends to be what a directorate does in my experience. Speech and language therapists, domestic supervisors, self-help workers, clinical governance assistants, community pharmacists, call

handlers, rehab support workers, KSF managers, breastfeeding support workers, site facilities managers and so on.

So, my question to you is imagine an NHS without those people. It just wouldn't work. It just wouldn't work. So, the first thing that I wanted to do was to just remind us of the importance. Our NHS workforce strategy is called Everyone Matters. There's a reason for that. It's 'cos everyone matters. And I'm not kidding when I say this is one of the best events of the year. The NHS wouldn't work without you and I'm grateful for you endeavours every day, and we do need to find something better to describe what you call yourself.

So, it is the best day in the year. It brings huge energy. The guys weren't kidding when they said that it's a packed thing. To be honest, I was taking notes about where you were supposed to be and I'm not even here and I was thinking, I'm not sure if I really understand that but they'll guide you through it. The team from NES, and we should thank the team from NES who do a fantastic job in terms of pulling this together, have put a huge amount of effort into not just the learning sessions but how you get to talk about the things that make your job easier, the things that make your life better in terms of your work. I was having a quick conversation with Caroline earlier on.

Caroline's doing some work around the digital platform. Again, how do we enable people to be able to do the best that they can at work and make life a bit easier. So, take the opportunities that are there in front of you and never underestimate how grateful we are for the efforts that you put in to making the NHS I think the best in the world.

So, my job is to look at workforce strategy for the NHS. So, I have responsibility for all of that and I suppose the big news that we're talking about at the moment is the work around the delivery plan. It is the first time we've pulled together a comprehensive delivery plan and it came about because when we were talking to people about NHS strategy, they'd say which one of the five million NHS strategies are you talking about today then. So, we decided that we would pull together a priority thing of things that we were doing and if you've not had the chance to have a look at it yet, it was published just before Christmas.

If you've not had the chance to have a look at it yet, it focusses around the national clinical strategy and you'll have seen publication of some stuff around realistic medicine yesterday. Public health and the whole public health agenda, health and social care integration and leadership management development and Board reform. And leadership management development right at the middle of it.

National clinical strategy, public health, health and social care integration and leadership and management and then just think back to that list of job titles that I gave you at the beginning and show me somebody in the room that doesn't make a contribution to one or other or all of those things. So, this is about you. It's about you as much as it's about doctors, nurses, everybody else in the landscape of the NHS. The key themes of that, and, as I say, it's the first delivery plan. It'll look different over time. It'll look different as we get into... more around

health and social care integration but some of the themes of that are about essentially how do we create an organisation fit for the future doing things that the population and the staff of the NHS need to have.

So, are we content with the level of activity around our nation in terms of alcohol abuse? Any of you who work 24/7 shifts, anybody of you who work in the NHS, really, will know the incredible impact of the misuse of alcohol on our society. So, putting public health right at the middle of that agenda. We're also focussing on things like Once For Scotland. Scotland's a great country. I love it. But we do have 22 varieties of everything and that's sometimes just in one Board. So, how do we get the best of Once For Scotland? How do we look at things that work best? Things like a digital platform, a classic example of that, really.

It's about how we create a planning structure that looks at national regional local. I say that because everybody at the moment is telling me that it's all about regionalisation. There's a bit of that but it's actually about national regional and local. How do we support boards to be able to make the best of the resources that they've got? And leadership management development is right at the middle of that. So, your role as a leader, your role as somebody who can empower... Already this morning I've met people who are modern apprentices, who've gone on to get jobs. I've met people who have taken a team of people and created something that's a wee bit different, doing something that's a wee bit more fit for purpose. People want to feel like they've got the opportunity to influence their job and that's what this is all about, really.

So, I'll close by saying to you that at the NHS event this year, which I hope some of you will come to, the session we'll be talking about is about people making change happen. Many of the people who can do that are sitting right in this room. I'm very grateful to you for everything that you do to make that change happen in your patch. Thanks very much.