Patient Focus Public Involvement Steering Group

Minutes of the PFPI Steering Group meeting held on Monday 11 March 2019 at 11:00 in the Skerries Room, Upper Floor, Montfield

Present
Mrs M Williamson (Chair) Miss E M Watson
Mr G Robinson Mrs M Gemmill
Mr H Massie Mrs D Woodford
Ms M Fiddy Mrs C Brizell
Mrs C Hand

In Attendance: Miss Shona Manson, Non-Executive Board Member
Mrs M Stewart, Minute Taker

Apologies for Absence
Apologies were received from Ms E Watt, Mr R Roberts, Mrs K Carolan, Mr S Bokor-Ingram, Mr I Sandilands, Ms S Hall, Mrs J Manson and Mrs C Campbell.

1. **New Non-Executive Chairman for PFPI Steering Group**
Mrs Williamson welcomed and introduced Ms Manson to the group. Ms Manson will be taking over as the new Chair of the PFPI Steering group following Mrs Williamson’s end of tenure as a Non-Executive Board member at the end of March 2019.

Miss Watson took the opportunity to also thank Mrs Williamson for all of her hard work in the past years as Chair to drive forward the engagement of the public in the work of both the NHS Board, and latterly the IJB, and wished her well in her future endeavours.

2. **Draft Minutes of the meeting held on Monday 4 February 2019**
The minutes of the meeting held on 4 February 2019 were agreed as a true record.

3. **Matters Arising**

**Health & Social Care Column**
Further to the last meeting Mrs Hand stated that she was keen to include Shetland News in this initiative as well as the Shetland Times and BBC Radio Shetland. Mr Massie was also keen that the SPEN Facebook pages were utilised to help get information out to the general public.

Mr Robinson noted that there was a risk in trying to be proactive with the Press and that we shouldn’t be seen to be ‘schooling’ them, suggesting that it might help if the press were invited to meetings. It was noted that the Press had been specifically invited in the past and that following meetings when Mr Massie had been Chair he had submitted updates for publication in the media.
but that this had not always been picked up or followed through on by the media.

Mrs Hand noted that she would discuss the changes in Primary Care with Ms Watt outside of this meeting to possibly ‘start the ball rolling’ for a series of features in the Shetland Times, as discussed at the previous meeting.

Yell Community Council
Miss Watson noted that Ms Watt, Service Manager Primary Care, Mrs Best, Exec Manager Community Care Resources, Mrs Brizell, Local Officer, Scottish Health Council and herself had attended the recent Yell Community Council meeting and had received a very positive response from the community to working with both SIC and NHS to improve services locally. It was noted that there appeared to be a recognition now in the Yell Community Council that there was a need for change in order to create sustainable services for the future.

To that end, a member of the Yell Community Council would attend the scheduled Bressay Project meeting to get a feel for what had been achieved by working in partnership.

It was noted that engagement with the community was key and it was thought that an open session for the public could take place on a Saturday to try and replicate the day in Bressay which had proved to be very helpful in sharing information about services as well as gathering further information from the public to inform the project.

Miss Watson advised she would keep the group informed of progress.

Annual Review
Mr Robinson stated that the draft letter had been received which Mr Roberts had made comment on and sent back. He stated that the content was as the Board had expected. When the final letter is received it will be shared with the group.

4. Ante Natal Feeding Questionnaire
Mrs Susan Keay, Midwife, attended the group to discuss the proposed antenatal questionnaire. Mrs Keay noted that the Scottish Government were investing additional monies over the time period 2018-2021 to identify if it was possible to reduce the drop off rate in Breastfeeding. It was noted that the health benefits of Breastfeeding were already known and thus there was significant population health benefit to be gained if the drop off rate could be reduced.

Mrs Keay stated that the initial uptake of breastfeeding in Shetland was 73% which was one of the highest in Scotland, however this figure dropped to 43% by 6-8 weeks post delivery.

Mrs Keay stated that this questionnaire was aimed at mums who were breastfeeding, seeking to identify what information, if any, they thought was
lacking and what the service could do better to support infant feeding. Mrs Keay also noted that ten questionnaires had already been piloted with new mums to seek their views on the questionnaire.

Ms Fiddy asked if this would make mums who were unable to breastfeed for whatever reason feel isolated. Ms Keay stated that all mums were treated in the same way regardless of their feeding choices, noting that it is a key part of the midwives role to support all mums.

Mrs Brizell noted that the Health Improvement Department would be able to help with the formatting and the standard wording for any leaflets produced by NHS Shetland.

A member asked if the Health Visitors would be giving out these questionnaires when they see the mums and babies. Ms Keay stated that this would be the case, as well as the midwives.

It was noted that no closing date had yet been set for the return of questionnaires as it had to complete the approval process first before it went live, but it was anticipated that the closing date would be 2-3 weeks after issue so that new mums complete it as soon as possible and do not keep it, intending to do it later but with the pressure of being a new mum, never find the time to do so.

Mrs Keay was thanked for her time and then left the meeting.

5. Out-patient Letters for comment/agreement

Mr Craig Chapman, Head of IM&T attended the group to seek views on the new wording on outpatient letters. Mr Chapman stated that in the future some outpatient appointments might not be held on NHS premises and therefore the wording regarding smoking on NHS premises would not be required and therefore asked for the group to agree a new form of wording.

The group agreed that the new wording should read

For those attending out-patient appointments at Gilbert Bain or Health Centres - “Please note that smoking is not permitted on NHS Shetland premises. NHS Shetland holds personal information relating to you healthcare. To see how we use your information go to http://www.shb.scot.nhs.uk/board/privacy.asp”

For those having an appointment in their own home either as a home visit, or telephone or video call - “NHS Shetland encourages all patients who smoke to seek advice on stopping. For help to stop please call the smokeline on 08085 202030. NHS Shetland holds personal information relating to your healthcare. To see how we use your information go to: http://www.shb.scot.nhs.uk/board/privacy.asp”

Mr Chapman was also invited to inform the group about a project being taken forward to address the security of personal information being sent by email.
Mr Chapman advised that should a person’s preferred form of communication with their clinician be by email there was a process whereby the patient would be asked to go to a specific website and log in and then in future all email correspondence sent between the individual and this professional would be done securely. It was noted that the implementation of this system was being done for specific individuals only who currently do communicate by email with their clinicians and not as a general move to support email communication between all patients and clinicians.

Whilst this might be attractive to a range of patients it was noted that if this was to be rolled out to all clinicians that there may be down sides as well as positives eg clinician may not manage their own email boxes and therefore there may be the potential for a lengthy wait for a response.

Mr Chapman noted that this initiative would be taken to the Hospital Management Team, Consultants Group, Community Health & Social Care Management Team as it was felt that the first step to progress this was to get the clinicians on board.

Mr Chapman left the meeting.

6. **Attend Anywhere Scale Up Challenge – Discussion on Branding**

Miss Watson advised that following a bid to the Attend Anywhere Scale Up Challenge that the Board had been successful in obtaining approx. £150,000 to support the roll out of Attend Anywhere to the Non-Doctor island setting, Yell and Unst and to support the use of this facility amongst AHP colleagues and patients from their own homes. Miss Watson advised that there was a national group leading the Scale Up Challenge and that one of the decisions that the group were encouraging local projects to consider was the “branding” of this service. It was noted that the local project group did not have a strong view as to the name used for the initiative and therefore had decided to ask the PFPI Steering Group if they had a view.

Miss Watson noted that to date that the provision of consultations by videolink had been commonly known as ‘Attend Anywhere’ but in fact this was the name of the Australian company who had developed the product. It was noted that in NHS Highland they had branded their service as ‘Near Me’ and had developed a logo displaying NHS Highland ‘Near Me’. Miss Watson sought the views of the group on whether they felt we should keep the ‘Attend Anywhere’ or move to ‘Near Me’ branding.

Miss Watson also stated that locally this would help people in the Non Doctor Islands and the outer islands to have more of a choice on their appointments with clinicians on the mainland of Shetland and also further afield. A discussion ensued on the pros and cons of what it should be called. The group decided that they did not have a strong view either way.

Mr Robinson noted that the Cabinet Secretary had been highlighting NHS Shetland as a good example of successfully implementing video consulting in
clinical practice using ‘Attend Anywhere’. Based on this, the group agreed that it would make sense to continue to use the Attend Anywhere branding.

7. **ANP 2018 Survey Results**

The survey results had previously been distributed to members. Miss Watson noted that the results were very good and that it was pleasing to note that the service continued to receive very positive feedback from patients.

Discussion was held on a number of the results for the individual questions. It was noted that Mr Czarnobay, Practice Manager along with ANP Vicky Schofield were overseeing a programme of work to enhance the patient experience at the Lerwick Health Centre. This included a general de-clutter of the environment and noticeboards, new signage, new door signs to make the building more accessible for those with disabilities eg poor vision, dementia. It was also noted that Mr Czarnobay was also looking for some funding to enable the health centre to be repainted.

Within the survey, there was a negative response to how the public had interacted with Receptionists and Miss Watson stated that again there were actions in place which may address this point. This included the reception staffing levels improving through the recruitment to vacant posts and a programme of staff training was being put in place by Mr Czarnobay.

The issue of being able to book appointments online was also raised and it was noted that there was a programme of work being undertaken locally to look at enabling the public to book appointments online. However, this was likely to start on a small scale with patients only being able to book a small number of types of appointments until the system was evaluated and then subsequently rolled out across practices.

It was noted that ‘You said, We did’ posters had still to be completed but would be displayed in the public areas in the Health Centre as soon as possible in order to feedback the results and subsequent actions to the public.

Miss Watson also noted her intention to share the results with the IJB.

All agreed that the ANP service, and the survey results, were a good news story.

8. **Update on Public Involvement Opportunities List**

Ms Fiddy raised the issue of GDPR compliance and questioned why NHS Shetland had not yet sent out letters to volunteers regarding the information that NHS Shetland currently held on them. Miss Watson noted that the letters had been ready to send but that further information received had indicated that the Board did not have to seek individuals permission to hold the information that they already had, only to advise individuals of the information
held and thus further clarity was being sought before the letters could be issued.

Through discussion Miss Watson noted that whilst she would ensure that the letters were sent out to those registered on what was formally the PPF, now SPEN database, and to the lay volunteers on the PFPI Steering group but that the organisational responsibility for volunteering is with Mrs Sally Hall, Staff and Organisational Development Manager. Mrs Hall would therefore need to ensure that the letters were sent to volunteers engaged throughout the work of the Board. Mr Robinson to take this up with Ms Hall.

In relation to the Public Involvement Opportunities list it was noted that as this was an anonymised version of the leaflet there no names given which raised the question as to how people knew who to contact or who were the volunteers within each area. It was noted that there was a companion list held which listed the volunteers. The group felt that we may be getting too hung up on GDPR issues as if these lists were displayed then the Public should know who to contact if they wished to participate in one of the opportunities. It was also challenged as to whether the actual list was up to date with respect to named volunteers.

Miss Watson agreed that she would undertake the following actions

- Check the state of accuracy of the list with all individuals noted as being a volunteer for specific groups;
- Request permission from those lay members active on the list to publicly display their name;
- Update list and share it on Board’s website and SPEN facebook page and then pass list to Corporate services who can then direct anyone volunteering to the relevant contact person.

9. **Update on Shetland Public Engagement Network (SPEN)**

Mr Massie noted that Fern Jamieson from the Health Improvement Team would be coming to the next SPEN meeting in April to discuss the current project work being taken forward to implement “A Healthier Future - Framework for the Prevention, Early Detection and Early Intervention of Type 2 Diabetes”, Scottish Government 2018. Mental Health will also be a topic for the next SPEN meeting.

Mr Massie asked all who were facebook users to consider signing up their friends to the SPEN facebook page as this would increase the number of people in contact with the work of the group and also help to communicate messages wider in the Shetland public.
9. **Lay Rep Issues**

Mrs Gemmil noted that the Heartbeat programmes would start to be recorded again soon and therefore any further ideas/topics should be submitted to Mrs Gemmil as soon as possible. It was noted that Primary Care had already been raised as a potential topic.

Orthopaedics: Mr Massie stated that a friend of his had had a very rushed ‘attend anywhere’ appointment with an Orthopaedic Consultant. A Physiotherapist had been in the room locally with the patient. The person felt unable to ask as many questions as they would have liked.

This to be taken up with Mrs Carolan outside of this meeting.

Audiology – Mr Massie noted that there appeared to be no ‘follow-up’ mechanism for the current local service which is provided by locum cover. Following becoming aware of services within NHS Grampian which are contracted out to private companies, he asked if the Board had thought of ‘contracting out’ any services locally as a way of providing cover in particular where services where fragile eg singlehanded. He noted that people who had waited too long were opting to go private if they had the finances to do so. To be discussed with Mrs Carolan outside of this meeting.

Ms Fiddy asked about infection control locally. She remembered a visit from staff from Glasgow to discuss infection control measures and staff training which had been held about 2 years ago and asked for an update on this project. Miss Watson noted that she recalled the visit that Ms Fiddy referred to but could not recall any feedback or further actions from that visit. Miss Watson advised that work had been undertaken prior to Xmas with the Public health dept staff on local outbreak management in Care Centre settings. Ms Fiddy also asked that if Mrs Manson, lay rep was now unable to do the walk round visits would the Board be seeking an alternative volunteer to fill this vacancy.

It was noted that in order to recruit a new volunteer for this role confirmation would be needed from Mrs Manson that she no longer wished to fill this role and therefore would need to write to the Board to formally resign from her volunteer position in order that we can aim to fill the vacancy.

10. **Any other Business**

There was no other business discussed.

11. **For Information**

The following documents had been circulated for information. Members were asked to send any feedback to Miss Watson.

SPSO Commentary – February 2019
Scottish Health Council Newsletter February 2019
12. **Date of Next Meeting**
The next Meeting of the PFPI Steering Group will take place on **Monday 10th June 2019 at 11:00 in the Bressay Room, Montfield.**