Patient Focus Public Involvement Steering Group

Minutes of the PFPI Steering Group meeting held on Monday 13 January 2014 in the Skerries meeting room, Upper Floor, Montfield.

Present
Mr D Ratter (Chairman) Mr H Massie
Miss EM Watson Mrs C Brizell
Mrs D Woodford Mrs E Gray
Mrs M Gemmill Dr S Laidlaw
Ms M Fiddy Mrs K Carolan (from 1330hrs)
Mr D Kerr (for discussion on LDP) Mrs C Hand (from 1255hrs)
Mrs L Newcombe (for discussion on Stoma leaflet)
Mr L Bissett (for discussion on Estates and Facilities)

The Chairman welcomed all to the meeting and as a number of guests had attended to present papers and lead discussions these items were taken first.

1. **Apologies for Absence**
   Apologies were received from Mr Ian Sandilands and Ms Lisa Watt.

2. **Draft Minutes of the meeting held on Monday 21 October 2013**
   The minutes of the meeting of 21 October 2013 were approved as a correct record.

3. **Matters Arising**
   The following matters arising were discussed:

   **Foula and Fair Isle Health Clinics** – it was noted that the work on the Fair Isle clinic still had to be finalised. The Foula clinic facility had been operating for a few months now and Miss Watson feedback that positive feedback had been received from the community on the new facility.

   **PFPI Strategy** – Miss Watson noted that this work was still to be progressed.

4. **Draft Local Delivery Plan**
   David Kerr attended to discuss the development of the Local Delivery Plan. Mr Kerr noted that there had been new guidance this year on the development of the plan and that the first draft was expected to be available on 20 January with feedback being sought before 3 February. Mr Kerr suggested that the group members may particularly wish to comment on the section in relation to the PPF and the Lerwick Health Centre survey. Miss Watson noted that the document would be circulated electronically but that those requiring a hard copy could obtain this via the Community Nursing office. Mr Kerr was thanked for his time and then left the meeting.
5. **Patient Experience**
   a. **Patient Leaflet – Leaving Hospital with a Stoma**

Ms Leona Newcombe attended to discuss this booklet which she had developed to support relatives, carers and patients with the care of their stoma. Ms Newcombe noted the importance of giving people written information to complement information provided verbally in order that people can review it at their leisure. The group noted that this was a well written booklet and suggested that it might be useful to develop something similar for staff in the hospital setting, Ms Newcombe confirmed that this was currently work in progress. Group members asked that the contact details of the Smaritans was added, that Ms Newcombe should ensure patients under the care of NHS Grampian also received this booklet, Ms Newcombe confirmed that there were more specific resources available to support children and to support the discussion of sexual relationships and a stoma. It was noted that Ms Newcombe should send the leaflet to Mr Jim Taylor in Health Improvement who will ensure that the booklet is in the correct NHS Shetland formatting. Ms Newcombe was thanked for attending the meeting.

6. **Lay Engagement In Capital Projects**

Lawson Bisset, Interim Estates Manager attended to update the group on the work of the Estates and Facilities Dept. Mr Bissett delivered the attached presentation to the group. Members asked questions regarding the provision of a water cooler at Lerwick Health Centre, the doing of laundry for external companies, facilities for undertaking personal laundry and suggestions were made as to whether the Board could launder the care home laundry and therefore use this as a method of income generation.

Mr Bissett acknowledged that public involvement in estates projects had been limited to date and advised that he would like to engage the assistance of the PFPI Steering Group to help with the prioritisation of the capital projects for 2014/2015 once the list was compiled. It was noted that engaging the PPF membership would also be useful. Mr Bissett was thanked for his time and then left the meeting.

7. **Health & Care Experience Surveys Update**

Miss Watson noted the following in relation to the Health and Care Experience Surveys Update. The surveys are those that were previously undertaken under the “Better Together” National Patient Experience banner. Miss Watson noted that the GP survey, which is issued to a number of people registered at each practice, selected from the Electoral Register had been issued in November 2013 with results expected in May 2014. The In-patient survey is being conducted via a national process this year and Miss Watson noted that the contract for doing this had been awarded to Quality Health Ltd which is the company whom NHS Shetland had used when tendering for this locally. This was felt to be good for the service locally as the process and working relationship with this organisation is already well established. It was noted that the survey would be going live on 15 January 2014 with results expected mid/end of August.
Miss Watson also noted that the national Maternity survey was due to report in the coming weeks and hoped to be able to share the local results at the next PFPI Steering Group meeting.

8. **PFPI Workplan Update – January 2014**

Miss Watson updated group members with progress on various activities from the Workplan. Discussion was held regarding what could be done to encourage volunteering within the NHS and it was agreed that approaches should be made to Tesco/Co-op to understand their policies on volunteering and to encourage them to see volunteering in the NHS as something that they might be able to support. It was also noted that we should check the Local Authority policy on volunteering.

Concerns were raised by the lay members regarding lack of attendance of the Executive, Non-Executive and staff members from NHS Shetland at the Steering Group. Miss Watson noted that as a relatively small organisation that there were considerable demands on individuals time and therefore it was not always possible to attend all meetings but that this did not represent a lack of commitment. It was agreed that Miss Watson would raise this point with Mrs Carolan, Executive Lead for Patient Experience. Mrs Hand would raise this with Mr Roberts, Chief Executive and Mr Ratter to raise the matter with Mr Kinniburgh, Board Chairman.

Mrs Hand noted that there was going to be a visit from the Scottish Health Council and a Scottish Government representative to review our approach to Complaints and Feedback, this would include review of our first Complaints Annual Report. Date for the visit awaited.

9. **PPF Update**

Mr Massie, PPF Chairman updated the group on the recent developments with the PPF. Mr Massie noted the excellent response received to the Lerwick Health Centre survey with almost 10% of patients having responded. Mr Massie noted that he had had a meeting with Mr Roberts, Chief Executive and Mr Bokor-Ingram, Director of Clinical Services/Interim Director of Community Care and had then made a presentation to the NHS Board members of the key results of the survey, highlighting the following 4 areas where the sub-group were developing cases for change, namely team working, amenities at the Lerwick Health Centre, Flexible Appointment Times and Management of the Health Centre. It was noted that Mr Bokor-Ingram had committed to bringing a paper to the February Board meeting to respond to the issues raised by the PPF sub-group as a result of the information gained in the survey.

Mr Massie noted that the sub-group planned to feedback to the public via publishing a Newsletter and distributing this through the original outlets that had the questionnaire available and via a link on the Board’s website. It was noted that the NHS Board meeting is also a public meeting and therefore the public could be encouraged to attend the meeting on the 11 February when the NHS Board gives it’s response to the issues raised in the survey.
10. **Participation Standard Self Assessment Update**
   a. Miss Watson noted that confirmation on the process for completion of the Participation Standard self assessment for 2013/2014 was still awaited.

   b. **Patient Opinion**
   Miss Watson noted that the Scottish Government had confirmed national funding of the Patient Opinion service for the financial year 2014/2015.

11. **SAS PFPI Strategy 2014-2016**
Miss Watson noted that the Scottish Ambulance Service had issued their PFPI Strategy for consultation. Locally lay representatives raised concern about the format and content of the Strategy which appeared to reflect an Annual Report of activity as opposed to a strategy of how public engagement was going to be taken forward in the future. Questions were also raised as to how the SAS, being a national organisation, engaged with the public. Miss Watson reported that she believed that they had their own patient/public panel at a national level but that they also linked in with PPFs in individual Board areas across Scotland.

12. **Lay reps issues**
A lay member raised the issue about the service provided to patients with a cancer diagnosis via NHS Grampian. It was noted that NHS Grampian normally provided care to Shetland patients, apart from where particular services were only available on a national basis, but that lately a shortage of specific clinical staff had led to patients being sent to Edinburgh and Glasgow for treatment. A lay member noted that the support services provided to patients undergoing treatment in Aberdeen, via CLAN and the Red Cross House were excellent and thus that the Board needed to be aware of the need for similar support arrangements to be in place for patients being sent elsewhere.

Mrs Carolan noted that the North of Scotland Cancer Area Network (NOSCAN) were aware and that efforts were being made to support patients going elsewhere through the Maggie’s Centres and CLAN. Mrs Carolan noted that there was a shortage of Consultants at both a regional and national level.

Mrs Woodford and Mrs Gemmill noted that it was reassuring that the Board was aware of the issue and had undertaken actions to try and address the situation but both noted that there would be merit in NHS Shetland publicly advising the Shetland population of the issue and the actions that are being taken to address it. Both lay representatives felt that this might provide a level of reassurance to the Shetland public. Mrs Carolan noted that there would be a need to work with NHS Grampian on the management of this issue as the service is provided by them.

13. **Update on Person Centred Health and Care Collaborative**
Mrs Carolan circulated a draft section for the Local Delivery Plan on person-centred care and sought comments on the draft to be submitted to her in the next 2 weeks.
Comments made at the meeting were in relation to how as Health and Local Authority services integrate we explore how to manage comments and complaints. Lay reps noted that there was a different approach in health and the local authority regarding the involvement of people in feedback. The importance of commonality in dealing with issues/problems was noted as was the importance of positive feedback to frontline practitioners.

14. **Any Other Business**
   No items of any other business were raised.

15. **For information:**
    a. Gathering Patient Views on Community Pharmacy Services – Sept 2013
       Scottish Health Council/Healthcare Improvement Scotland
    b. Evaluating Participation – A guide and toolkit for health and social care practitioners – September 2013
    c. E-connect – An update for participation practitioners.

16. **Date of Next Meeting**
    The next Meeting of the PFPI Steering Group will take place on **Monday 3rd March 2014 at 12 noon in the Bressay Room, Upper Floor, Montfield.** The Lay Reps meeting will start at 11:30 am.