

INVOLVING PEOPLE COMMITTEE

Minutes of the meeting of the Involving People Committee
Meeting Room 3 Centre, Dalian House
At 10.00 pm on Monday, 4th August 2008

PRESENT

Peter Hamilton (Chair)
Helen MacNeil Jessica Murray Ally McLaws
Scott Bryson Pat Bryson Amanda Coulthard Joe McAlwee

IN ATTENDANCE

Andrew Robertson Chairman
Jim Whyteside Head of Public Affairs
Douglas Martin Scottish Health Council
Anne Jarvis Scottish Health Council
Linda Davidson Events Co-ordinator

1. APOLOGIES & WELCOME

Apologies were received on behalf of, John Bannon, Grant Carson, Ravinder Kaur Nijjar and Gordon Robertson. Peter welcomed Andrew Robertson, Chair NHSGGC attending today's meeting.

2. MINUTE OF MEETING OF LAST MEETING

Approved.

3. MATTERS ARISING

Clyde Consultation

Ally advised the committee that the two consultations for Johnstone Hospital and Merchiston Hospital were now complete and the outcome of that consultation would be presented at the next board meeting.

In reply to a question Ally stated there was no change in the situation re unscheduled care at Vale of Leven. Proposals for future consultation were still being discussed and again will be presented to the board for discussion and decision.

4. PATIENT INFORMATION POINTS

Ally gave the committee an update on the success of the Patient Information Point pilot, which had been undertaken in Gartnavel Hospital and Easterhouse Health Centre.

It was recognised there was an issue around funding to rollout the info

points across the community and acute sectors. The pilot had shown that the info points were more easily maintained in a community health setting due to the ease of identifying ownership. The committee was still keen to take this project forward as user feedback had been so positive.

Ally continued by telling the committee that the planned Health Improvement Hubs (Hi Hubs) at the new ACAD hospitals at Stobhill and Victoria sites will be going out to tender, Ally suggested that we invite Anna Baxendale who is leading the Hi Hub project along to our next meeting to brief us on progress. These hubs would have similar aims to the info points but with a greater emphasis on the health improvement messages

Peter asked Ally for Gordon Robertson, the lead on the project to engage with the project groups for the new Barrhead and Renfrew Health Centres and feed in how best to set up the Info Points within these sites. Gordon to advise at next meeting.

5. PHARMACUTICAL PRESCRIBING

Scott who had previously reported to the committee on the Pharmaceutical Care Services Plan (PCSP) stated he had little to add to his previous report. However, he went on to give the committee some additional information on the much publicised C-Diff outbreaks. Scott said we would move towards a more narrow spectrum relating to anti-microbial prescribing with new guidance for the Vale of Leven and other sites. We need to adopt a new approach following the launch of new guidance for NHSGGC. This will be in place by 1st August, new handbooks will be issued and also an intranet information site will be available.

Ally went on to say that an external enquiry would take place on the C-Dif outbreak at the Vale of Leven hospital and that it will be a challenge to regain public confidence in the local community. Ally also went on to say that a report on the outbreak is due 7th August.

5. NHS 60th - 7. STAFF VOLUNTEER RECOGNITION AWARDS

Peter along with Andrew congratulated and thanked Ally and his team on the great success of the NHS 60th celebration at Glasgow Royal Concert Hall.

Ally went on to say that the day had attracted an audience of over 1300 people who included a large mix of both staff and patients of various age groups. There was discussion, due to the success of the event, to consider future staff recognition events similar to Greater Glasgow Health Council Annual Awards held before its reorganisation In 2004.

Peter believed there was a gap to be filled to recognise the achievements of staff and volunteers.

The Scottish Health department launched its own awards scheme approx 3 years ago along with the Evening Times and other partner organisations so we do not want to overkill but at the same time we should not walk away from this since it was such a great success.

Anne commented that she thinks that the great success of the event was due to ownership she felt that it fed back a positive message to staff and this in turn makes them feel valued. Scott also added that he had had great feedback from those attending. Ally said that he would take forward the idea of extending the awards scheme and talk to our partners the Evening Times and Radio Clyde.

Ally commented on our friends in hospital radio who came along to the NHS 60th and made a really great recording of the day's event which we are putting on the NHS 60th segment of our website. There was general agreement we should promote the website as it highlighted all the achievements of NHSGGC.

8. OUR HEALTH 8 – MENTAL HEALTH

Jim briefed the committee on the Our Health event, which is the eighth in a series of covering major health issues, and the subject matter will be Mental Health. The event is scheduled to take place in Glasgow Royal Concert Hall on 1st October.

In terms of Mental Health it was recognised that previous participants in Our Health had expressed a desire to explore this subject and that there were opportunities to bring a number of key issues and developments to wider public and clinical attention.

Ally commented that the Health News edition scheduled to be released shortly after the event will be specific to the theme he also went on to say that we are approaching some high level celebrities who have experienced or interested in mental health such as Gail Porter, Graeme Obree, Neil Lennon and Stephen Fry – we will keep the committee and members of the board up to date on our progress.

9. BETTER TOGETHER

Peter briefed the committee on the Better Together project which is being lead by Rosalyn Crockett who has asked this committee to feedback any comments, questions or thoughts on the draft questionnaire which had been distributed to them earlier – this was then opened up to discussion so as to feedback to Ros.

Pat expressed her concerns on the length of the questionnaire in that there are over 40 questions and 18 pages, she also felt that the questions were difficult to understand and anyone with literacy problems would need to get someone to sit down with them to fill in which would be very time consuming, she felt that people would not be willing to do this.

Scott agreed with Pat on all her points and also added that the

questionnaire was torturous, time consuming, too long, cumbersome and disappointing particularly in relation to the pain management questions.

Anne stated that anyone who is ill would not feel like reading the questionnaire as it was like a book.

Amanda commented on the helpline number stating that it would need to be free phone and also said that page 16 goes against every principle we have ever followed. Amanda went on to mention the website comment on the front page stating that it is fine for the people who have access to the world wide web, but not everyone does.

Helen felt that this questionnaire ticked every box for putting people off she expressed her concerns over literacy problems, as filling in would be very hard.

Peter went on to comment that the cost in running this project would be considerable and he felt that any patient recuperating from illness would not be interested in this questionnaire.

Andrew agreed with comments made and hoped we had time to influence changes while at its draft stage.

Ravinder had emailed her comments asking if the questionnaire is going to be filled independently or with some assistance. She also went on to say that she felt it was too long and this may put a lot of people off completing it, also she felt that the statements were too long and could be shortened without losing the meaning. Ravinder also asked that the question on page 16 regarding an interpreter should be put at the beginning of the questionnaire before it is filled in.

Peter will feed all these comments back to Ros.

10. NHSGGC PFPI SELF ASSESSMENT 07/08 AND ANNUAL REVIEW EVENT 18TH AUGUST 08

Jim distributed to the committee the PFPI Self Assessment 07/08 Report that he went on to summarise, he stated there has been progress made across a range of different services and initiatives, these were selected on the advice of a range of stakeholder representatives who attended an event on 23 May 2008 in Glasgow.

Progressing PFPI - Patient Information Points, NHSGGC website, Maternity Services, New Children's Hospital, New South Glasgow Hospital, West of Scotland regional heart and lung centre, Clyde services modernisation, Our Health events, Patient Befriending Volunteers, Health News, PPFs (although all a different stages)

Further work is required - Better Together, PFPI Framework, Public Engagement and Consultation in delivery of new hospitals, PPFs greater awareness, Greater awareness through NHS 60 events, Hard to reach groups in particular low literacy levels.

Supporting Public Involvement and the Difference made

Offering a variety of consultation techniques, monitoring mailing lists, recognising the difference between Patient Focus and Public Involvement.

Jim went on to say that he had drawn up key actions for 2008/09 although further work is needed to firm up and put into a draft Framework.

Re Annual Review this year's has been arranged to take place in the Glasgow Royal Concert Hall on 18 August. There would be pre-selected questions followed by an open session.

11. CARDIAC NEW PATHWAYS

Jim gave a short brief to the committee on the Cardiac New Pathways programme he explained that a specific category of cardiac patients who take ill and telephone an ambulance will bypass their nearest hospital and be taken directly to a special unit within the Golden Jubilee Hospital, for specialist treatment. This will apply only to a small percentage of people and the decision will be made by the Ambulance Crew. NHS Lanarkshire is already active in firming up a patient pathway. Engagement with Cardiac Group is being taken forward by Caroline Morrison, Lead Heart Disease MCN and Pauline Fletcher, Health Improvement PFPI (Acute).

Douglas commented that if anyone want to know more about the plan put together by NHS Lanarkshire they should look on their website under board minutes.

12. AOB

Jim briefed the committee on the forthcoming launch of the Patients Rights Bill by the Scottish Government, this is due to take place on 20th August in the Glasgow Royal Hospital for Sick Children, and Jim stated that we are presently recruiting younger people to debate on how needs are being/not being met.

13. DATE OF NEXT MEETING

It was agreed that Committee would meet again on **Monday, 6th October 2008**. The meeting would commence at **10.00 am to 12.00 midday**. The venue will be Meeting **Room 3rd floor centre** (opposite lifts), Dalian House, 350 St Vincent Street, Glasgow.

Linda Davidson
October 2008