

INVOLVING PEOPLE COMMITTEE

Minutes of the meeting of the Involving People Committee
Meeting Room 3 Centre, Dalian House
At 10.00 pm on Monday, 6th October 2008

PRESENT

Peter Hamilton (Chair)
Ravinder Kaur Nijjar Jessica Murray Ally McLaws
Pat Bryson Joe McIlwee

IN ATTENDANCE

Jim Whyteside Head of Public Affairs
Louise Wheeler Scottish Health Council
Anne Jarvis Scottish Health Council
Rory Farrelly Director Of Nursing, Acute Sector
Gordon Robertson Public Affairs
Linda Davidson Events Co-ordinator

1. APOLOGIES & WELCOME

Apologies were received on behalf of, John Bannon, Scott Bryson
Amanda Coulthard, Grant Carson, and Helen MacNeil.

Peter welcomed Rory Farrelly, Director of Nursing (Acute) to speak to
agenda item 4, "The Patient Experience".

2. MINUTE OF MEETING OF 4 AUGUST 2008

Approved.

3. MATTERS ARISING

Patient Information Points

Gordon updated the committee on his meetings with the project
groups for the new Barrhead and Renfrew Health Centres on how
best to set up the Information Points within these sites. He said that
space is being allocated within the reception area on the design plans
of these new facilities.

Gordon informed us that he had spoken to the CH(C)P
representatives for the new refurbished Springburn Health Centre
who are also looking to include an area within their reception area for
an Information Point, the representatives did raise the issue of funding
and asked who is paying.

Peter stated that there are a number of issues around ownership of

the Points and Gordon commented that this was still under discussion although within the health centres ownership was less of an issue compared to an acute setting.

Gordon stated that areas have been identified within the new ACAD hospitals at Stobhill and Victoria sites for the new Health Improvement Hubs (Hi Hubs) but that discussions were ongoing as to how best to merge the recognised and tested Info Points system alongside these Hubs.

Ally suggested that one project should not be at the cost of the other when considering the Info Points and the Hi Hubs. Our understanding is that resourcing is still an issue particularly for the cost of staffing the Hi Hubs.

Our partners at the CH(C)Ps have stated that they would like the pods in Health Centres in their areas if the funding issue could be resolved. Ally and Peter to explore possibility of accessing endowment funding, this being the source of funding for the pilots.

Peter went on to suggest to the committee that himself and Ally meet with Anna Baxendale and also invite Anna along to the next Committee Meeting to give a presentation on the Hi Hub project and the best ways of ensuring the NHSGGC Board sponsored Info Points evidence from the earlier pilot be delivered in the new hospitals.

Launch of Consultation on Patients Rights Bill

Peter informed the committee of the recent launch of the consultation on the Patients Rights Bill, this took place on 22 September at the Beatson Cancer Centre in Glasgow, and was launched by the Health Secretary Nicola Sturgeon along with people from a range of patients groups with whom she discussed proposals.

4. BETTER TOGETHER

Peter introduced Rory Farrelly who along with Ros Crockett are the leads in the Better Together project, Rory came along to update the committee on the progress being made with the questionnaire, he went on to say that himself and Ros had attended an event held in August by the Better Together project team and part of this discussion was the patient questionnaire. There was agreement that the size of the questionnaire be reduced from 90 questions to approx 45 to 50 questions and formal feedback from the day was awaited.

Rory went on to explain that the programme will support and coordinate the collection and use of patient experiences in three areas: phase one Inpatients, phase two people with long-term conditions, and phase three ,users of GP services. The maintenance of the system will cost 100k a year to run.

Jessica asked now that the number of questions has been cut down what is being done about literacy. Rory added that his gut feeling is

people will not respond to the questionnaire, in its present form, and we could expect very low response rates.

Pat commented that GP surgeries already have inpatient surveys in circulation and Rory responded by saying that they would have to look at existing surveys as there is no point in boards carrying out surveys on satisfaction only and not capturing the “whole patient experience”

Ravinder asked if the project would undertake any focus group events and Rory responded by saying that Price Waterhouse Cooper have not done any research around this. Ravinder had misgivings why this type of exercise is contracted out at considerable expense when the NHS organisation has the in-house expertise to carry out such a project.

Peter while agreeing with Ravinder pointed out the size of the project and timescale, at least a 3-year project.

In answer to question from Louise, Rory advised that May 09 is now the target date for phase 1 (inpatients). Patients with long term conditions and those with a recent primary care experience focusing on GPs practices will be addressed in future phases, no dates available as yet.

Anne stated that she felt that it would have been a better idea to use market research companies who are experienced in this type of work and Peter followed up by saying that other organisations had been approached including universities.

Rory said that he is happy to feed back further progress on this project to the committee also pointing out that NHSGGC was likely to be a pilot site but still to be confirmed.

5. VALE OF LEVEN HOSPITAL CONSULTATION AND ENGAGEMENT UPDATE

Jim updated the committee on the progress being made on the consultation of the Vale of Leven hospital, he stated that a plan had been circulated to the Board on proposals for engagement and consultation and went on to say that the Community Engagement team are meeting with various groups in and around the areas of the Vale of Leven with a purpose to explore the attitudes of the people, included in this will be maternity, mental health and the arrangements to replace anaesthetics with the possibility to bring new services to the hospital and get feedback and also seek views on how the consultation should be conducted.

He also went on to say that the Board are proposing to produce an easy to read newsletter-style consultation document that will be dropped to every household in the Vale of Leven catchments by the Royal Mail. Additional copies of the newsletter will also be lodged within the hospital itself, GP practices, local authority operated venues and facilities like shops and post offices.

The Public Consultation will be launched on 31st October 2008 and will continue for 12 weeks.

Public Meetings have been organised in Helensburgh on 27th November and Dumbarton Burgh Hall on 1st December 2008 these meetings will be split into two sessions afternoon and evening, a repeat of these meetings will be planned again on the 3rd week in January 2009.

Advertisements will be taken out in the local press inviting individuals to register for consultation meetings and request consultation materials through our phone line. We propose creating a dedicated webpage on the NHSGGC website this would provide downloadable versions of consultation materials.

6. OUR HEALTH 8 – MENTAL HEALTH

Peter stated that Andrew Robertson, Chairman NHSGGC would like to thank all those concerned in organising an excellent event.

Jim followed this up by saying that the event had been recorded and a full report will be going out to everyone who attended he also said that he will be seeking permission from Celtic Football Club to use the footage of the Neil Lennon interview to be put onto the NHSGGC website.

Anne said that she had found the event to be most informative although she did state that she felt that the exhibitions were a little far away and would have liked a little more time to spend at them.

Ally informed the committee that the next event, Our Health 9, will be part of a major communication exercise prior to the opening of the new Victoria and Stobhill hospitals, no date has been set but it is likely to be around spring 2009.

7. INVOLVING PEOPLE DATABASE

Jim explained that the current database has approximately 5,000 contacts and an external contractor Axis Media is currently managing it on our behalf. The contract requires Axis Media to identify the interests of individuals enabling us to target them accordingly we are therefore preparing a questionnaire to send out to all the individuals on the database so as to collate this information for the future. The contract with Axis expires in March 2009 and it is recommended that we extend this for another year subject to funding arrangements.

Joe asked if other parts of the organisation share their information and Jim replied that it depended on the information requested. Peter asked what the current situation is in relation to PPF members being placed on the database Jim advised we depended on CH(C)P Heads of

Planning and Performance to encourage members by highlighting the advantages in terms of communication.

8. PPF NETWORKING DISCUSSION

Peter opened up this discussion to say that he had been to a number of events recently where PPF members had approached him for assistance in considering ways of keeping PPF members updated on the activities and progress in other CH(C)P areas within Glasgow and Clyde. In the past, the Scottish Health Council have held events that brought PPF group members together but some structure albeit informal was desired.

Peter will explore the possibilities and report back to committee.

Jim also stated that perhaps part of the solution would be to split a future "Our Health" event into two sessions – one half dealing with CH(C)Ps and the second half covering PPFs.

9. SPIRITUAL CARE COMMITTEE MINUTES, 10TH JUNE 2008

Peter reminded members that the Spiritual Care Committee is a sub committee of the IPC and invited Ravinder to give an update on the last meeting of the Spiritual Care Committee, which had taken place in June 2008. It was attended by Dr Lachlan, Health Development Officer, Scottish Inter Faith Council who had given a presentation on 'Religion and Belief Matter' and presented evidence showing how by addressing religious/spiritual needs in a healthcare setting can lead to a healthier outcome for patients.

Ravinder also went on to say that she would be meeting with Medical undergraduate students to talk about Spiritual Care training for doctors so as to present the case for inclusion in their medical training.

She also stated that the Spiritual Care committee were waiting to hear in the near future how much their budget would be for the year 2008/09.

Jess asked how do we meet the needs of Spiritual Care for people who do not follow any faith and Ravinder stated that this is addressed by having one to one sessions with patients if required and that there are Humanists on the committee, an individual's needs can often be met, Spiritual Care being very different from Religious Care.

10. STRATEGIC PLANNING NETWORK EVENT 7TH NOVEMBER 2008

Jim informed the committee that an event is being held on Strategic Planning in the Beardmore Hotel on Friday 7th November 2008, contribution to this event will be made by the Scottish Government, Scottish Health Council and Consumer Focus Scotland. Any members interested to contact Jim.

11. AOB

No further business and the meeting was closed.

12. DATE OF NEXT MEETING

It was agreed that Committee would meet again on **Monday, 1st December 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
November 2008