

INVOLVING PEOPLE COMMITTEE

Minutes of the meeting of the Involving People Committee
Meeting Room 3 Centre, Dalian House
At 10.00 pm on Monday, 2nd February 2009

PRESENT

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

IN ATTENDANCE

Jim Whyteside	Head of Public Affairs
Louise Wheeler	Scottish Health Council
Anne Jarvis	Scottish Health Council
Linda Davidson	Events Co-ordinator
Kate Munro	Community Engagement

1. APOLOGIES & WELCOME

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

Peter welcomed Dr Kate Munro to speak on agenda item 8, Southern General Hospital – Focus Groups and Patient Involvement.

2. MINUTE OF MEETING OF 8 OCTOBER 2008

Approved.

3. MATTERS ARISING

Patient Information Points

Ally briefed the committee on the Information Points that are being placed in the new Stobhill and Victoria hospitals. He went on to say that the designs have been modified to suit the space available on each site and will be operational in time for the hospitals opening.

Information Points are also being placed within the Queen Elizabeth building of the Glasgow Royal Infirmary, the main reception area, main outpatients and maternity building of the Southern General Hospital and also within Yorkhill Children's Hospital. These are all expected to be in situ sometime this year. Alex McIntyre, Director of Facilities is allocating funding from the Acute Modernisation. Responsibility for maintaining the information points will also be taken on by the Facilities Directorate.

Peter added that as a follow up on this subject, he would get in touch with Anna Baxendale and invite her along to our next meeting to talk about the intended new 'Hi Hubs'.

Medical Prescribing – Executive Appeals Panel Members

Peter gave a short update on the recruitment of the Lay Persons for the Appeals Panel for Medical Prescribing. He stated that we now have three volunteers who came along to meet with himself, Scott Bryson and Iain Wallace on order to talk about the process. Peter went on to say that these volunteers have not come into the process cold as they have previous experience in their involvement of the old complaints and ethics committees.

4. VALE OF LEVEN CONSULTATION UPDATE

Jim gave the committee the latest update on the consultation of the Vale of Leven hospital by stating that it ended on the 30th January 2009. Submissions from the public will be accepted up until the Board meeting on 24th February.

He went on to say that some of the main issues raised in the course of nine public meetings were on public transport, opposition to obtaining any services from the Royal Alexandra Hospital and retention of Mental Health beds at the Christie Ward.

'Hospitalwatch' had sent representatives to all the public meetings to continually repeat their message that they wanted a return of all services, including A & E, to the Vale and 'No' to Paisley. Councillor Vivien Dance of Argyll and Bute Council said she will be producing a document with her 'Vision for the Vale', but as yet this had not been submitted.

Jim also said that the public were also given the chance to air their views on a one to one basis at a number of drop-in Sessions organised by West Dunbartonshire CHP and Acute Services Community Engagement in various locations throughout the area.

Peter concluded by saying that the Vale will be discussed at the next NHS Board seminar.

5. INVOLVING PEOPLE FRAMEWORK

Jim updated the committee on the Framework and stated that he had hoped that the sixth version would have been the final version, but this was not the case. He went on to say that it had been discussed at the January meeting of the Planning, Policy and Performance Group (PPPG) and from this a number of points had been generated and should be considered before going along for final comments of this committee.

The Committee agreed that the proposed changes were appropriate and asked that a final version of the Framework be submitted to the 6th April for formal approval and adoption.

6. PROPOSED INEQUALITIES EVENT

Ally informed Committee Members that the next edition of Health News, which was due out at the end of the month covered the topic of 'Inequalities'. Communications staff were working closely with the Inequalities Team, Department of Public Health and Policy and Guidelines Team to incorporate key messages.

Ally stated that to build on this subject, he had been invited to meet with Adrian Rootes, Regional Officer of the Scottish Health Council. The Council were keen to support an event aimed at highlighting inequalities issues and best practice, which would also go toward fulfilling PFPI objectives in NHS GGC's Framework. As a result of the meeting a concrete offer of funding had been made.

Ally went on to say that the target audience target for the event would be healthcare providers, clinical staff and community leaders and also GPs: groups that had been found to be hard to engage.

The style of the event will be based on GMTV breakfast-type interviews and fronted by a celebrity such as a news presenter. In attracting the target audience eminent guest speakers will be required. The majority of guests at this event will be from Greater Glasgow and Clyde Board area.

Ravinder asked if this would be an evening event and Ally replied by it is likely to be day time given that it is targeted at staff. Dr Linda De Caestecker, Director of Public Health, has offered to pay Locum cover for GPs.

Peter asked if this event was badged as an 'Our Health' event and Ally said that it would be. He added there was unlikely to be any funding to organise any further Our Health events in 2009/10.

Pat Bryson asked Ally if Practice Managers will be targeted for this event and Ally stated that this would also be his intention. Pat also went on to say that it would also be a good idea to ask patients/carers to speak as they have a lot to offer.

Ally stated that he would keep the Committee up to date on the progress with the event.

7. NEW HOSPITALS EVENTS

Ally informed the committee that there would be a full programme of public communication in relation to the New Stobhill and Victoria hospitals.

At the core of this would be open days for the public to join organised tours of the new facilities on the following dates:

25th April – Stobhill

16th May – Victoria

In advance of the open days a newsletter would be published which will provide a profile of the new hospitals would be delivered directly to every household in hospitals' catchments.

Ally also said that it is also his intention to generate a special edition of Health News and features in the *Herald* and *Evening Times*. 'Z cards' are being produced on using the new hospitals.

Peter said that invitations had been issued to Non-Executive Board Members to join staff guided tours of the new facilities.

Ravinder made a request for some of the tours at the open days to be led by speakers of different languages. She also pointed out that with the open days being on a Saturday that this excludes the Jewish community as this is their Sabbath. Ally followed up by saying that he will take note of these points.

8. NEW SOUTHERN GENERAL HOSPITAL – FOCUS GROUPS

Kate Munro, Community Engagement Manager provided the Committee with an overview on the Focus Groups linked to the New South Glasgow and Children's Hospitals. The planning for the hospitals is now well underway and now that approval of the Outline Business Case has been given, this gives the green light for the more detailed work on the design.

She carried on by saying that a number of key areas had been identified by patients and their carers that they felt were important. The Community Engagement Team had now organised 14 design focus group sessions that are being held February at various times and venues.

Kate invited Members of the Committee to join the focus groups as observers, along with Architectural Scotland and the Scottish Health Council. The groups were primarily focused on patients, their families and carers.

Ravinder asked if there is going to be a Spiritual Care workshop to which Kate replied that the workshop on bereavement would include some discussion of spiritual care issues. Ravinder pointed out that new guidelines indicated that these facilities must be provided. Peter added that Robert McNeil from the Mortuary at the Western is coming along to this workshop.

Peter stated that the timescale of these workshops would be difficult for Committee Members to attend given other commitments but he would forward dates to all Committee Members and ask them to

confirm attendance by telephoning/emailing Kate directly. Ravinder asked Kate if she or any of her team would be willing to meet a group in the evening as a lot of people are at work during the day. Kate replied that she would be willing to make such an arrangement.

9. INVOLVING PEOPLE DATABASE.

Jim informed the Committee that Axis, which had been employed to manage the database over 2008/09, had recently sent out a questionnaire to everyone on the Involving People Database. The purpose was to refine contacts' interests and encourage more feedback and participation.

Jim also stated that a bid for funding the database would have to be submitted to the Endowments Committee to over 2009/10 – there is no core funding for the database. Peter replied that he did not think that this would be a problem.

Ally noted that Axis had been very success in maintaining and building the database and that NHS Boards are interested taking on a similar arrangement.

10. IPC – REVIEW OF GOVERNANCE AND REMIT

Peter stated that John Hamilton has contact all NHS Board sub-committee to determine if there was need to change membership governance arrangements and remits. It was agreed that any comments would be fed back to Jim to forward to John.

Peter thought that it might be useful for the Committee to stage a Board seminar in the near future to provide detail on the Committee's functions and to stimulate debate about PFPI and its place in service development and delivery

Ravinder noted that, as a matter of course, the Spiritual Care Committee provides an annual update to the NHS Board as a matter of course.

11. ANY OTHER BUSINESS

Jim shared a brief summary of NHSGGC's submission to consultation on the proposed Patients Rights Bill. Some clinicians and patient representatives were concerned about elements of the proposals, most notably the potential for increased bureaucracy, whereas others were more welcoming.

Pat added that there is great deal of unhappiness on the GP Patients' Survey. Observed that there was no measuring tool achievement of the 48-hour access limit to GPs and this was one of the reasons why the survey had been initiated nationally.

12. DATE OF NEXT MEETING

It was agreed that Committee would meet again on **Monday, 6th April 2009**. The meeting would commence at **10.00 am**. The venue will be **Meeting Room 3rd Floor Centre** (opposite lifts), Dalian House, 350 St Vincent Street, Glasgow.

Linda Davidson
January 2009