

**Community Engagement Advisory Panel
Meeting of 15th February 2007**

Minutes

Present:

Kate Munro	Community Engagement, New Children's Hospital (Chair)
Marjorie Gillies	Senior Nurse (Patient Services)
Jill Vines	Play Service
Iain Wallace	Associate Medical Director
Frances McGuinness	Family Support and Information Service
Alison Cloudsley	Youth Panel
Joe McSherry	Youth Panel
Maureen McClure	Family Panel
Jacque Little	Family Panel
Zoe Little	VIP – Very Important Patient
Nicki Corrigan	Youth Service
Mairi Macleod	Planning Manger, New Children's Hospital
Mark McAllister	Community Engagement, New Hospitals Campus

Apologies:

Rory Farrelly	Head of Nursing
Louise Gallagher	Youth Health Promotion Officer, CHCP South East

1. Minutes of Meeting of 18th November 2006

Accepted as a true record.

2. Matters Arising

2.1 Contact with Family Groups and Services

The NES Young People's Public Forum had visited Yorkhill and met with Youth Voices. Marjorie and Alison gave feedback on this event which had been very useful.

Kate had not yet made contact with travellers groups but would follow this up

Action: Kate

2.2 Launch of the Community Engagement Framework

Kate reported on the party to launch the framework report. About 150 children, young people, families and staff had attended and all had a good time. Kate thanked the Youth Panel for their work in helping to organise and manage the party.

3. Feedback for Families and Young People

Kate reported that a number of activities were being planned to provide feedback to all of those who took part in the Outline Business Case surveys and discussion groups on how their views had influenced the design processes.

1. Copies of the final OBC report had been sent to all who had asked for feedback and were still available if any other families would like to see what was done.
2. A meeting was being arranged with the architects responsible for preparing the outline design of the new hospital. This would be held at Yorkhill and

all families and young people who participated in the OBC work would be invited to attend.

3. A family newsletter was being developed that would provide a less formal report on the OBC results. A draft was distributed and the meeting suggested the following:

- the newsletter was the right length and was accessible
- agreed it would be good to give out to families
- this edition of the newsletter should be provided in other community languages – Punjabi and Chinese were recommended
- this edition should also be available on audio-tape and in large print
- the newsletter could be distributed with O/P appointment letters – Kate to discuss this with Marilyn Horne
- libraries and health centres could also be used to distribute it to a wide group of people

There was some discussion of the difficulties of providing information in alternative formats. It was agreed that all materials should indicate that they would be made available in other languages or formats on request. Mark agreed to send Marjorie details of the 'describe on-line' service provided by Terry Robinson.

Action: Mark

4. Action Plan from OBC Community Engagement

During the survey and focus group work a number of issues had been raised that were outwith the scope of the physical environment of the New Children's Hospital. An action plan had been developed from these and this was being implemented by Marjorie. Marjorie reported on the progress made in addressing issues such as shortages of pillows, lack of breast feeding pillows, inappropriate chairs for teenagers in play areas, internet access and the use of mobile phones in hospital.

Alison and Joe provided feedback on the plans for internet access to sites like MSN Messenger and Bebo. The Youth Panel has also been involved in drawing up a 'responsible user' agreement for the use of mobile phones when they are trialled in Zone 12+.

5. Youth Panel Update

The Youth Panel have not met since the party on the 7th of December but work is underway on a number of activities for young people. These include:

- Organising media training for the Youth Panel
- Developing a programme of activity for young people in Yorkhill and Govan
- Working with 'Young Scot' to develop an on-line survey for young people on service re-design in surgery
- Producing materials for children and young people in conjunction with the Education Service at Yorkhill

Alison and Joe suggested that it would be good for the Youth Panel to promote its work through 'Talking Scotland' on STV. Kate will follow this up.

Action: Kate

Jill suggested that the education materials could be distributed to those schools that had shown an interest in Yorkhill. The Play Service receives donations from schools and these could be approached to see if they wanted to take part in the educational programme or participate in the youth and children's activities. All agreed this was a very good idea. Jill to send Kate details of contact from schools as they are received.

Action: Jill

6. Family Panel Update

The Family Panel met on the 14th of November. Enquiries about joining the Family Panel are still being received. The main discussion of the Panel was those areas of service re-design that were most important to families. These included ways of reducing the length of stay in hospital, co-ordinating multiple appointments and the development of outreach clinics. The Family Panel will next meet when there is greater clarity on the service re-design structures for Yorkhill so that they can decide how best to contribute to these.

7. Service Re-design and the New Children's Hospital

The meeting discussed the re-design initiatives that are being planned for Yorkhill. It was agreed that the family and patient perspective would be important in this. Jacque gave an example of how developments in computer records had been beneficial for staff but caused difficulties for families who were sharing the care of their children as they now had no access to the daily records. Marjorie agreed to look into this.

Action: Marjorie

All were agreed that service re-design was complex and that it would be important to make sure that families and patients had every chance to be involved in this.

8. Date of Next Meeting

The next meeting will be held at 2pm on Thursday the 17th of May. Other meetings this year are as follows:

2pm on Thursday the 23rd of August

2pm on Thursday the 22nd of November

All meetings will be in the Conference Room, Queen Mothers Hospital.