

Improving Rehabilitation Services for the Elderly in North East Glasgow

Stakeholder Reference Group Meeting

10.30am on 17 March 2017

Glasgow Royal Infirmary

Draft Minute for Approval

Present:

John Stuart (Chair)	Interim Director, North Sector, NHSGGC
Catriona Renfrew	Director Corporate Planning & Policy, NHSGGC
Adam Bowman	Consultant Physician, NHSGGC
Ann Docherty	Lead Nurse, Older People, North Sector
Barry Sillars	Head of Planning, North & Regional Services, NHSGGC
Fiona Brown	Head of Older People & Primary Care North East, Glasgow City HSCP
George McGuinness	Public Partner, North East Glasgow
Isobel Twaddle	Public Partner, East Dunbartonshire
Martin Brickley	Public Partner, East Dunbartonshire
Morven McElroy	Lead Clinician for Older People North Sector
Niall McGrogan	Head of PEPIQ, NHSGGC
Neil McCallum	General Manager, Rehabilitation, NHSGGC
Sheena Glass	Public Partner, Chief Executive, Glasgow Older People Welfare Association

In attendance:

Lisa Ramsay	PA / Team Support, NHSGGC
Maureen McDowall	Scottish Health Council

Actions

- Welcome & Apologies**
 John Stuart welcomed all to the meeting with introductions being made. Apologies were noted from Ann Ross and John Barber.
- Minutes of Meeting held on 26 January 2017**
 The minutes were accepted as an accurate reflection of the previous meeting following one amendment to be made. The amendment was that Martin Brickley submitted his apologies to the previous meeting. **L Ramsay**
- Consultation Materials**
 Catriona Renfrew advised the group that as well as the papers circulated for the meeting there was a lot more information on the dedicated NHSGGC website page for the consultation. In addition, at the suggestion of the Scottish Health Council, a glossary has also been added to the online information as well as information on the new Parkhead hub. The videos discussed at the last meeting are also

available. George McGuinness said that the videos are helpful. An FAQ is currently being developed and will be made available online soon. Information on means testing and financial aspects of care in step up / step down beds will be added to the online consultation materials. Finally, there will be clarity on the location of the care homes in the consultation materials.

Catriona asked the group if there were any issues with the materials available and if there is anything additional that should be developed. All were happy with the existing materials.

John said that the recommendation to the group is that the consultation materials be published on the website. The group were happy for the consultation materials to be published with the additions that Catriona mentioned.

John asked Catriona what the timeline is for the Public Health analysis. Catriona replied it will be completed by the end of the consultation period.

John asked Martin if there were any issues raised at the East Dunbartonshire Forum that was held on 23 February 2017. Martin replied that John Barber attended and explained the consultation to the group very well. There were a few questions asked and John answered them well. The main concerns were around means testing and the care facility location in East Dunbartonshire. John asked Catriona if the FAQ would be explicit about the care facility. Catriona replied that a one page document will be developed to fully explain this along with it being explained during the drop in sessions that John Barber will be conducting in April 2017.

John asked Catriona if there was a link to on the NHSGGC website consultation page to the Parkhead Hub. Catriona replied that there is a link and the information is clear that Parkhead is the preferred location for the hub however other sites will be looked at as part of the consultation process. George commented that Parkhead would be a good location for the hub due to the transport links and the people in the north east are excited about it. Also, it has been suggested that Parkhead Library should re-locate to the hub if the location is Parkhead.

John asked the group if there were any additional comments. George said that there should be an offer of assistance as elderly people do not necessarily have internet access. Catriona said that there is an offer to send out paper copies of any of the consultation materials should it be requested when using the free phone number.

Maureen McDowall said she visited some libraries and health centres in East Dunbartonshire and that the consultation poster was up in Milton of Campsie library and however Bishopbriggs library and Kirkintilloch Health Centre did not have the poster up however has saw them in some GP practices. Niall McGrogan said that if any of the group has that local

intelligence about venues that do not have the poster displayed to let John Barber know.

Martin said that some people may not want to attend on their own as they would prefer to attend as a group the structure of the event seems a good way to enable this. Catriona replied that people do not have to attend the presentation and can go to the poster presentation stations to speak with staff one to one. John Barber is also able to attend other groups to provide an update on the consultation if requested as well as carrying out the drop in sessions next month.

John asked the group if there were other groups held in the east end that John Barber could attend to provide an update on the consultation. George said that all of the community councils in the east end received letters about the consultation and would be able to get in touch to meet. Catriona said that approximately 1,000 leaflets on the consultation have been sent out.

4. Communication and Engagement to Date

Staff Engagement

Neil McCallum advised the group that staff have been met with on two occasions to provide an update on the consultation and a range of staff attended. Staff were then written to individually, with staff having to sign for their letter. There will be a member of staff at Lightburn Hospital every 10 to 14 days to answer any specific questions staff may have about their own personal circumstances. Staff have also been provided with contact telephone numbers and email addresses should they have any questions they want to ask. Barry Sillars asked if staff were aware of the decision process. Neil confirmed that staff have had the decision process fully explained to them.

Catriona advised the group that she received an email from Baillie McDougall asking about what would happen to the staff in Lightburn Hospital and has replied about the range of opportunities that will be made available to them should the service change go ahead including working Glasgow HSCP should there be opportunities there. Fiona Brown added that there are a range of HSCP services across the north east and the redeployment process applies.

Maureen said that it would be helpful to know what questions are being asked by staff. Catriona replied that that level of detail would not be brought to the SRG as they are not responsible for staff engagement. But important that the SRG know that staff have been told that they can have a one to one meeting with their line manager and HR to discuss their own personal circumstances.

John and Adam agreed with Neil that staff in Stobhill Hospital should also be communicated to and that staff will be supported.

John advised the group that staff in Lightburn Hospital are able to give

information leaflets to patients and carers. Adam asked if information posters are displayed in the Glasgow Royal Infirmary. Morven confirmed that they are.

Catriona advised that the NHSGGC Board will meet in May and a decision will be made whether or not to approve the proposed service change. Should the Board approve the service change, it would then go to the Cabinet Secretary for Health for final approval.

Catriona asked the group if they had any additional questions or issues with the consultation documents and programmes. The group confirmed they were happy with the approach.

5. Public Workshop Format and Content

Catriona asked the group for their comments on the suggested format for the public workshop.

Catriona asked the group if the formal presentation sessions should be longer as the presentation will only be 10 minutes long which would allow 50 minutes for questions. The presentation will include information on the new hub. Attendees can also go to the individual stations to speak to staff about the proposal. There will also be a station on the Parkhead hub.

John asked if the group felt there was anything missing or anything else that should be done at the event. George added that a similar format was used at an event and it worked very well and it is much better.

Niall McGrogan said that people also like to be able to have one to one conversations with staff at public events. Sheena agreed

John said that there will be people that will attend the event that have not registered. Fiona asked if John Barber was arranging the visuals for the event. Niall confirmed that he would be and that it would be in plain format as well as having additional seating for those that are less mobile as well as plenty of staff to direct people to the event. Niall said that he has also asked for parking spaces to be made available for attendees.

Sheena asked if the gym would be used for the event. Niall confirmed that the event would be held in ward 3.

Catriona advised the group that the materials produced for the event is what is in the consultation materials.

Neil asked that should there be any different materials used at the event, would they be made available on the consultation web page. Catriona confirmed that should that happen then they would be made available after the event.

Catriona said that the information videos would be set up on loop for

attendees to watch.

Maureen asked if there would be a loop system available for use at the event and if an interpreter would be provided. Catriona replied that a loop system would be made available. Attendees are asked if they have any additional support needs in terms of mobility, interpreting requirements when they register as an interpreter would need to be arranged in advance.

Isobel asked if the format of the event would be replicated at the drop in sessions. Catriona replied that the drop sessions would be one to one conversations with John Barber. George added that John Barber had already provided two updates on the consultation at his community council.

John asked the group if they were happy the proposed format and content. All confirmed they were happy with it.

6. How SRG Input and Public Feedback Influences the Process and Proposal

Catriona said that the next SRG meeting will look at where engagement is at that stage and how to shape the report on the consultation that will go to the Board of NHSGGC.

7. AOCB

Isobel asked if the area affected by the proposed service change had been agreed. Catriona replied that a map of the affected area was included in the consultation materials.

Isobel asked if there had been engagement with Parkinson's interests and Catriona confirmed that there had been a meeting with the Parkinson's UK but offer to local group had not yet been accepted.

8. Date of Next Meeting

3pm on Wednesday 26 April 2017 in the Lister Building, Glasgow Royal Infirmary