

partnership matters

briefing



Susanne Millar, Chief Officer

September 2021

Welcome to Glasgow City HSCP's 'Partnership Matters' briefing, to keep you more up to date with some of what's happening across our HSCP with partners. [Current and past briefings](#) continue to be available on our HSCP's website, and they can be accessed from work and personal ICT devices. We hope that you find our briefing useful. Any comments or suggestions for future topics are welcome, and they can be shared by contacting us at GCHSCP_Communications@glasgow.gov.uk.

Video Message from Susanne Millar, Chief Officer

In the September issue of our Partnership Matters Briefing, our HSCP's Chief Officer Susanne Millar catches up with us in a video and talks about the importance of reflecting on the COVID-19 pandemic and how we also need to continue to keep ourselves and others safe. She also thanks our staff for their extraordinary efforts in continuing to keep the health and social care needs of our city supported. [View Susanne's video message](#).

Herbert Protocol for People with Dementia Launched

Earlier this month, our HSCP along with Community Planning Partners (Glasgow City Council, Police Scotland and others) and Alzheimer Scotland launched the Herbert Protocol. [Families, friends and carers of people living with dementia are being urged to complete the form](#) that can help find people more quickly if they go missing. You can find out more about the protocol and access the form on [our dedicated webpage](#). We also have [a video](#), which includes a carer's voice at the heart of it and talks about how the protocol can make a real difference in helping to keep people living with dementia safe.

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Keep Up to Date

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Glasgow Marks Suicide Prevention Week

Earlier this month, from 6 – 11 September, Scotland stood together during Suicide Prevention Week to raise awareness and shine a light on suicide and the available suicide prevention training opportunities on offer. [You can read more on how our HSCP ran a week-long campaign in our city.](#)

Where to Get Help

If you're experiencing confusing or distressing thoughts, or if people around you have expressed concern about your wellbeing, arrange an appointment with your GP or phone NHS 24 on 111.

If it would help you to talk with someone, freephone:

- Samaritans – 116 123
- Breathing Space – 0800 83 85 87

If you, or someone you know, needs URGENT HELP please phone the emergency services on 999.

Find out more about suicide prevention and local resources and support available from the [Glasgow City Suicide Prevention webpage](#).

Glasgow City Integration Joint Board (IJB) Strategic Plan Update

Glasgow City Health and Social Care Partnership (HSCP) is currently planning for the review of our current Strategic Plan with a view to developing a new plan that will cover the period 2023 – 26. We're taking a different approach to reviewing our current plan and developing a new one this time around, with much more emphasis on co-production with the support of our partners in the third and independent sectors.

In planning for the review of the Strategic Plan, we're currently identifying a range of partners, including groups, organisations, people with lived and living experience and relevant staff from within the HSCP, who can assist us with planning our approach to engagement for the plan's review. Essentially what this means is speaking to people who know our service users, patients and carers, or those with an interest in the health and social care services we are responsible for, to make sure that our approach to engaging with them offers the best opportunity to tell us what they think of the current plan, and what the next plan should look like. We think this will then give us the best chance of developing a Strategic Plan that captures the priorities and aspirations of the people in the city much more comprehensively than in the past.

Once we've identified partners who are willing and able to help us with this, the intention is to learn from them and take their advice on how best to approach members of the various communities of place, interest and identity across the city.

Councillor Jennifer Layden, Chair of our Integration Joint Board's (IJB) Public Engagement Committee endorses this approach: "We think it's really important to consult with the experts to develop a truly co-produced approach to engaging with people across the city to review the Strategic Plan. These are organisations, individuals and groups who have spent time during the Coronavirus (COVID-19) pandemic working out the best ways to communicate and engage with the people who they work with. We've much to learn from them, and by asking for their advice and making best use of their expertise the engagement effort for the review of the plan will reach more



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people, including those whom we have traditionally found it more difficult to reach. I'm excited and interested to see how this new approach to engagement evolves, and I would encourage you to get involved if you can."

Of course, a big part of this approach is understanding the new engagement methods that have emerged recently, such as virtual meetings and digital communication. And we do of course have to be constantly aware of and compliant with the latest advice and guidance on social gatherings and interaction as we recover from the pandemic. However, the intention is, wherever and whenever possible, to combine new engagement approaches with the more traditional methods we are all used to, such as face-to-face engagement, to make sure our approach offers opportunities to engage for as many people as possible.

At all times as we plan and implement the engagement and consultation approach for the review of the Strategic Plan we're referring to our own [Participation and Engagement Strategy](#) and our [good practice guidelines for consultation and engagement](#). The strategy and guidelines are there for us as an HSCP and for staff as individuals to refer to, in order to ensure we make best use of consultation and engagement activity, reduce duplication and guard against consultation fatigue.

We've also developed a Communications Strategy for the review of the Strategic Plan. This was considered and approved by our IJB's Public Engagement Committee last month as part of a [regular update on progress](#) of the review to the Committee. The Communications Strategy lays out our approach to communications whilst reviewing the plan so our partners and stakeholders can know what to expect whilst the review is underway. A key element of our communications approach is the use of social media, and once we've developed and approved our engagement approach with our partners you will start to see activity on our HSCP [Twitter](#) and [Facebook](#) profiles, as well as those of our partners.

A [dedicated web page](#) on our website has also been launched as an area to share a range of information in relation to the review of the Strategic Plan. From the new page you'll be able to read about the background to the plan, keep up to date with the progress of the review and link in with any planned consultation and engagement activities that may be of interest. You can also submit any queries or comments that you may have about the Strategic Plan or the review work. It's our intention that the webpage will be interactive, and we expect it to evolve over time as we review how it's working and respond to any feedback we get.

Care Group Annual Community Engagement Plan 2021 – 22

Engaging with people, communities, organisations and groups / networks is at the core of planning and delivering health and social care services across our HSCP with partners. The Integration Joint Board Public Engagement Committee (PEC) discussed this year's Care Group Annual Community Engagement Plan at its meeting at the end of August. You can read more about the planned engagement activity in [the report to the PEC](#), as well as [a video presentation of the report](#) by Callum Lynch, our Community Engagement Officer for Older People and South Locality.



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COVID-19 Update

Keep up to date on how we're managing and responding to the impact of COVID-19 across our health and social care services in Glasgow with our most recent COVID-19 briefing available on our [HSCP's COVID-19 webpage](#). Past briefings are available, as is a briefing on our main open and closed buildings. Our webpage also has useful links to national and local information relating to COVID-19.

News

We also regularly publish [news articles, briefings and bulletins](#) on our HSCP's website about specific topics or work happening across our HSCP with partners – whether it be about current services, projects, service developments or achievements. If you would like to have something featured, please email GCHSCP_Communications@glasgow.gov.uk. Some recent news items include:

- [Breast Screening – Breast Cancer Awareness Month](#)
- [Short Breaks Resumed for Adults with Learning Disabilities](#)
- [Leverndale Hospital's Meander for Mental Health 2021](#)
- [Kinship Newsletter Re-Launch](#)
- [HSCP Home Care Newsletter & Home Carer Completes Charity Sky Dive](#)
- [New Health and Care Hub for North East Glasgow Gets Planning Consent](#)
- [Supporting Adults and Young People Experiencing Emotional Distress](#)
- [HSCP Learning & Development Officer Reflects on his Career and the Positive Impact of Training in Suicide Prevention](#)
- [New Clinics Introduced to Provide COVID Jabs for Newly Arrived Asylum Seekers](#)

Meetings & Events

We have regular meetings and events to discuss and / or make decisions about health and social care in Glasgow. More information about them with upcoming dates is available below:

- [Glasgow City Integration Joint Board \(IJB\)](#) – 1 December
- [IJB Finance and Audit Scrutiny Committee](#) – 20 October and 8 December
- [IJB Public Engagement Committee](#) – 24 November
- [North East Locality Engagement Forum](#) – 30 September
- [North West Locality Engagement Forum](#) – 23 September and 30 September
- [South Locality Engagement Forum](#) – 30 September



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