



**North East Locality Engagement Forum
Thursday March 21st 10am till 12noon 2024
Templeton Business Centre**

Present

Morag Skinner, Jim Skinner, Flo Collins, Menesia Keister MHF
Agnes Brisbane, Jacqueline Murphy, Billy Kilpatrick, Tam Hewitt PCUK
John Ferguson, Frances Graham, Fred Becket observing brief only.
Lisa Martin PEPI Manager Calum Lynch Project Manager Patient
Experience and Public Involvement Team NHS Greater Glasgow Clyde.
Tony Devine Community Development & Engagement HSCP.

Apologies

Ruth Matheson, Janette Whitelaw, Susan Middleton, Mary Macpherson.

Item (1) Minute of Locality Engagement Forum meeting held on 15th
February moved by Morag Skinner seconded by Jim Skinner

Item (2) Planning healthcare services for the future Moving Forward
Together Update on public engagement activity.

Presentation by Lisa Martin | PEPI Manager Patient Experience and
Public Involvement Team NHS Greater Glasgow and Clyde

Lisa explained the aims of the Moving Forward Programme was to transform services for the future looking beyond clinical services recommending changes across healthcare and social care being delivered in people's homes, their communities and in hospitals. Advances in medicine are helping us all to live longer increasing the demands on health and social care services.

The nature of illness has also changed, people are now living with diseases and conditions that previously would have been fatal and The health and social care system is now struggling to keep pace with these extra demands on our services.

Lisa spoke about the public consultation that was taking place with service users these included four board-wide public engagement exercises in 2023 recoding key areas of public interest/feedback.





The board used information from these sessions to develop themes for a series of four online focus groups held in March 2024 short summary of service user comments listed below.

Group one advantages of moving healthcare delivery from hospitals closer to the community more person-centred to have healthcare services provided locally- keeping people out of hospital who don't need to be there is a good thing. Concerns will third sector be left to deliver/pick up the pieces.

Group two the role of technology advantages could help people be more independent/help with self-management wearable tech and telecare concerns about continuity of care people don't want multiple contacts.

Group three support for self-management and care for better health and wellbeing advantages people are the experts in their own health, especially long-term conditions so should have more control. Concerns third sector/charities picking up a lot of the responsibility but are underfunded and links with NHS not clear.

The meeting opened up for allowing for general discussion questions and comments. Members gave examples of their own recent experiences of hospital out patient's services. Procedures being cancelled at short notice even on the day of the appointment, causing additional anxiety and stress for patients.

They agreed with the comments from one of the workshops of following the patient journey through a service or incidence of health care to map out inefficiency and tackle it.

They also felt that there needed to be a greater emphasis on how the services communicate change and reassure people about the use of new technology that many older people were not familiar with using.

LEF members thanked Lisa for the presentation and asked to be kept informed of any future policy developments.





Item (3) Information sharing talk by Audrey Ward and Claire Mac Lavery
Training & Information Specialists from Visibility Scotland.

Audrey and Claire spoke about the work Visibility Scotland which is a national charity that offers guidance and a range of supports including.

- Patient Support Services in hospitals.
 - Digital suite offering demonstration and Access to Work advice.
 - Rehabilitation at home and outdoors. (Long cane mobility training)
 - Visual impairment awareness, Human Rights and Accessible documents training.
 - Neuro rehabilitation.
 - Community support for Glasgow area.
- All Visibility Scotland training is CPD certified

LEF members were impressed by extensive range of supports being provided by the charity. LEF members felt that because the advice and training was being delivered by people with visual impairments increased the value of the service.

Item (4) LEF meeting dates for first six months of 2024

Thursday January 18th
Thursday February 15th
Thursday March 21st
Thursday April 18th
Thursday May 30th
Thursday June 27th

If you require any more information, please contact
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