



**North East Locality Engagement Forum
Thursday 30th May 10am till 12noon 2024
Templeton Business Centre**

Present

Morag Skinner, Flo Collins, Agnes Brisbane, , Billy Kilpatrick, Tam Hewitt
John Ferguson, Frances Graham, Jim Skinner, Janette Whitelaw, Louise
Sharp, Nina Naserdast, Elly, Susan Middleton.

District Nursing Service Jacqueline Thompson Consultant Nurse
Community Nursing Glasgow HSCP.

Dr Malcolm Watson, Anaesthesia consultant and Realistic Medicine
Ashley McLaren, Realistic Medicine Project Manager.

Tony Devine Community Development & Engagement HSCP.

First presentation Understanding the role of the District Nursing Service
Jacqueline Thompson Consultant Nurse, community nursing
Glasgow City HSCP

The meeting opened up to allow LEF members to ask questions.
Summary of the main comments below.

Issues were raised about home visits for tests, where there is a lack of
clarity on who requested the tests, the purpose of the tests, and how to
access the results.

Concerns raised about patients with multiple complex conditions who
receive telephone calls inviting them to appointments without any written
follow-up. This lack of written confirmation makes it challenging for
patients to remember and leads to confusion.

Lack information on where and when to access services, can patients
self-refer?





Jacqueline response you can refer yourself or your loved one if you feel they have a specific nursing need and they are housebound. All referrals are made through our Single Point of Access (SPOA)

Glasgow City District Nursing Services – 24 hrs a day
Tel: 0141 355 2180

Members suggested information, on posters explaining the process of self-referral to District Nursing would help raise awareness of the service

Second presentation Dr Malcolm Watson, Anaesthesia consultant and Realistic Medicine presented an overview of Realistic Medicine and its application to the patient journey. Realistic Medicine encourages developing future care plans, treatment escalation plans in collaboration with patients and healthcare professionals to ensure that patients' preferences are appropriately documented.

Realistic Medicine emphasises personalised care and shared decision-making, recognising that both patients and healthcare professionals bring expertise to the table. It underscores the importance of healthcare professionals providing the necessary information for reaching a shared decision that achieves the outcomes that matter to those receiving care.

A. McLaren discussed the BRAN framework and the NHS 24 Campaign's application in discussions with healthcare professionals to enhance understanding of the benefits, risks, alternatives, and what happens if you do nothing.

Feedback on the BRAN framework and NHS flyers, including the notes section, was positive. Members expressed the need for time and access to healthcare professionals for these discussions to take place. They also emphasised the importance of medical professionals being open to and willing to engage in conversations, noting that community services like District nurses are good at having engaging discussions.





LEF members all felt that there were strong links between District Nursing and Realistic Medicine with both having good communication with patients at the heart of the service and that this approach delivered the best outcomes for service users and patients.

Next North East Locality Engagement Forum meeting Thursday 27th June 10am till 12noon 2024 **Venue Mental Health Network Offices.**

If you require any more information, please contact
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