



**Locality Engagement Forum Meeting
Thursday 21st February 2019
Time 6.30pm till 8.30pm.
Glasgow Kelvin College Haghill
Glasgow G31-3SR**

Present

Morag Skinner, Ruth Matheson, Jim Skinner,
Flo Collins, Agnes Brisbane, Ann Souter, Lorraine Kennedy,
John Ferguson, J.Bell, Mary Macpherson, James Duncanson
Ann Jones Manager Mental Health Network,
Mohamed Omar, Jerry Dowd's, Mental Health Foundation
Tony Devine Community Engagement Officer

Apologies

Gary Dover Head of Planning and Strategy Children and Families
Nancy Humphries, Jamie McCarrion Janette Whitelaw,
Jacqueline Murphy George McGuinness, Allison Lawson
Stephen McGuire, Marie Cairns, Allison Lawson

Minutes of the Locality Engagement Forum 6th September 2018

Minute moved by John Ferguson seconded by Morag Skinner.

Item (2) Request received seeking permission to film meeting

Mohamed Omar from the Mental Health Foundation explained that they were working with Glasgow based volunteers from asylum seekers and refugee background on producing an informative video about the importance of civic participation. The video will be available online and shared with other asylum seekers and refugees. A key aspect of this project is to make sure this group are part and parcel of mainstream engagement forums rather than an exclusive refugee group. Most of the forum members were keen to take part and gave their permission to be filmed some members who chose not to take part left the meeting while the filming took place.



Item (3) Presentation by Kirsty Orr Project Manager on the Review of Health and Social Care Out of Hours Services

Kirsty provided an overview of the work underway across the board area and explained that a Review of Primary Care Out of Hours Services had been commissioned by the Cabinet Secretary for Health, Sport and Wellbeing and led by Professor Sir Lewis Ritchie in January 2015, in light of the challenges being faced in delivering services during the out of hours period. The review recommended a model for out of hours and urgent care in the community that is clinician led but delivered by a multi-disciplinary team where patients will be seen by the most appropriate professional to meet their individual needs – that might not be a GP but could be a nurse, or a physiotherapist or social services worker. The review also states that GPs should continue to play a key and essential part of urgent care teams, providing clinical leadership and expertise, particularly for complex cases. The OOHs services within the project scope are: GP, District Nursing, Community Rehabilitation, Children's Social Work Residential Services, Emergency Social Work Services, Homelessness, Home Care, Mental Health, Emergency Dental Services, Community Pharmacy, Optometry.

The key objectives of the project include:

- To develop a more streamlined, integrated and efficient provision of Out of Hours Services
- Developing public awareness and education which will Support and make best use of services during the OOHs period by ensuring that access is for urgent care only, that is, any symptom or request that can't wait for daytime services
- Enhance the connections and working between daytime and OOHs, with the patient / service user at the centre
- Developing more effective use of technology to support information sharing across the service, which will facilitate decision making during the OOHs period
- Scoping the future role of the third and independent sectors to support the OOH period
- Ensuring the development of an integrated and rotational (between daytime and OOHs; across services as appropriate) multidisciplinary workforce and creating a work place where staff are attracted to and want to keep working in the OOHs

Kirsty also spoke to the group about a proposed change to how the public access GP OOHs services across the Board area.

Kirsty explained that across the rest of Scotland all patients who want to or need to access a GP during the OOHs period must contact NHS 24 in the first instance this allows NHS 24 the opportunity to direct patients / carers to other parts of the service which may be more appropriate e.g Pharmacist for a repeat prescription or minor ailment.

Therefore Greater Glasgow and Clyde are keen to introduce the same process as the rest of Scotland and ensure that members of the public contact NHS 24 in the first instance. The group was very supportive of this and agreed that it was necessary. They were keen to see a robust public education campaign to inform members of the public about what services were available and when they should be accessed. The group highlighted different experiences of accessing daytime appointments with their GP and Kirsty spoke about the current work underway to enhance and develop daytime provision and ensured the group that we were wanting to work together and improve the system.

Item (4) COMMUNITY ENGAGEMENT STRATEGY – OLDER PEOPLE TRANSFORMATIONAL CHANGE PROGRAMME

A paper describing the planned approach to developing a comprehensive community engagement strategy to support the Older People's Transformational Change Programme has been agreed by the IJB The proposed objectives of the community engagement strategy are to support the Older People's Transformational Change Programme Raise awareness about the content of the Older People's Transformational Change Programme with key stakeholders, including users and carers; Explain why the Programme is necessary and the vision for older people's services in Glasgow. Provide opportunities for stakeholders to contribute to the planning, design and delivery of the Programme. The key stakeholders identified for the strategy include. Users of older people's services, Carers, relatives and families, Community and third sector organisations. Members were asked for suggestions of which service areas they would like to focus the engagement on? After some discussion they agreed to continue the matter to the next meeting on 28th March.

Item (5) North East Glasgow Health and Social Care Hub Update engagement activity carried out Feb/March.

07/02/19. Elected Members Briefing session, responded to questions on agreed funding commitments, time line for the construction, and parking provision.

18/02/19 Parkhead Community Council members supportive of the Hub concept really keen that the design raises the areas profile and that local traders and business benefit from increased staffing levels.

21/02/19. Baillieston Community Council.

Produced and distributed Hub News Letter to local groups /third sector organisations Housing Associations Parkhead, Thenuie, West of Scotland, GHA, Milbank, GPs, , Parkhead, Auchenshuggle, Baillieston, Community Councils, East End Carers, East End Community Carers, Macmillan, Parkinson's Support Group , GHA Locality Forum, Health Improvement, Thriving Places, Mental Health Network.

If you require any more information, please contact Tony Devine.

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