



**North East Locality Engagement Forum Meeting
Thursday 27th June 2019 Time 6.30pm till 8.30pm.
Glasgow Kelvin College Haghill Glasgow G31-3SR**

Present

Ann Souter (Chair), Morag Skinner, Jim Skinner, Lorraine Kennedy, John Ferguson, , Charlotte Levy, Mary Macpherson, Billy Kirkpatrick, George McGuinness, Allison Laws, Ken McArthur, Kate MacKensie Kirsty Orr Project Manager on the Review of Health and Social Care Out of Hours Services, Tony Devine N.E. Community Engagement Officer.

Apologies

Jamie McCarrion, James Duncanson Marie Cairns, Janette Whitelaw, Agnes Brisbane, Flo Collins, Stephen McGuire.
Gary Dover, Assistant Chief Officer Primary Care& Early Intervention.

Item (1) Minutes of the previous Locality meeting 23rd May agreed

Item (2) Testing the proposed Communication and Engagement Campaign to stop walk ins to the GP Out Of Hours (OOHs) Service Presentation by Kirsty Orr Project Manager on the Review of Health and Social Care Out of Hours Services

Kirsty provided an overview of the programme of work underway across the GP OOHs Service. Explaining that it was important for the service to manage patient flow it has been agreed that we would stop patients walking in to the service and therefore contact NHS 24 for direction and referral in the first instance.

Kirsty distributed copies of the posters which have been developed so far and asked members for their initial response. Kirsty explained that the posters will be used in the first part of the campaign and will run for 4 weeks. Posters will be displayed in doctor's surgeries; health centres supermarkets, libraries, community centres/groups, hospital clinics, dental practices, pharmacies, OOH premises and also social media. contacting the Tourism Board, Universities and Colleges, Bus Companies and the Licensing Board. Staff Net, Intranet and Internet, schools twitter pages will also be fully utilised. Members gave a mixed response some favouring a particular poster over another, however they did feel that the general theme that you should not attend OOHs without an appointment did come through. Members were all in agreement the

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core message of Right Care Right Place Right Time should be more prominent set in bold type at the top of the page. Members also felt that the posters should reflect the growing diversity of the population. The chair thanked Kirsty and asked that the forum be kept informed of future developments in the OOHs service.

Item (3) Integration Joint Board June Meeting Report from Ann Souter IJB Health Service User Representative.

Ann Souter reported on discussions that took place at the IJB Board meeting on the 26th of June. Ann informed north east forum members that item 19 Maximising Independence in Glasgow City contained proposals that could have a major impact on families and carers. The report was now a public document Ann had asked for copies of the report to be circulated to members at the start of the meeting. Members agreed that the proposals contained within the report required further clarification explaining the potential impact on service users and their families. They noted that bullet point 5.2 made reference to a programme of engagement with all key partners. Members suggested holding a city wide engagement event offering separate information workshops for each service user group affected by the proposals.

Item (3) Locality Forum Meeting Dates for second half of 2019.

Members unanimously agreed to continue to hold meetings in the evening as they felt it was important that people who were working during the day were able to attend meeting dates for second half of 2019

15th August, 19th September, 31st October, 12th December.
Time 6.30pm till 8.30pm. Venue Glasgow Kelvin College 2 Road G31.

If you require any more information, please contact
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