



**North East Locality Focus Group
Thursday 8th of June 1pm till 3pm 2023
Templeton Business Centre**

Present

Morag Skinner, Jim Skinner, John Ferguson, Flo Collins, Agnes Brisbane
Mary McAllister, Susan Middleton, Billy Kilpatrick, Margaret Cochrane,

Ann Forsyth Programme Manager PICP
Callum Lynch Project Manager
Tony Devine Community Engagement HSCP

Apologies

Ruth Matheson, Janette Whitelaw, James Duncanson,
Bob Middleton, Lorraine Kennedy, Tam Hewitt.

Item (1) Minute of Locality Engagement Forum meeting 23rd March
23rd March moved by John Ferguson seconded by Jim Skinner.

Item (2) Matters Arising

Tony met with HSCP leads for Housing and Mental Health on Thursday 11th May they identified three HSCP services that are actively involved with the groups referred to at the Locality Engagement Forum (LEF) meeting 4th May.

These departments are Refugee Project, Asylum Refugee Service, and Homeless Service, Refugee Project has advised they only have four homeless households open to the Asylum and Refugee Service, there have been no complaints received in relation to these tenancies, Asylum and Refugee Service Homeless Casework Team has advised that they haven't had any antisocial behaviour reports at all about these tenancies, so the issues raised don't appear to relate to Health Social Care Partnership services. A meeting with Wheatley Homes will take place on 20th of June 2023.





Item (3) Plans to develop a 5-year Primary Care Strategy Joint Presentation by Callum Lynch Project Manager and Ann Forsyth Programme Manager PICP.

Callum explained that the term Primary Care covered a range of services including GPs, Dentists, Community Optometry, District Nurses, Health Visitors Physios, Community Link Workers, and Sexual Health Services Community Pharmacies. He used a colour coded diagram highlighting the different branches of the service. Callum said the Primary Care Strategy was like a road map setting out how the HSCP would transform services to meet the changing needs, setting out priorities for the next five years.

Ann highlighted the challenges facing health and social care providers including an ageing population with higher levels of chronic disease complications, cancers, growing levels of both financial and health inequality. Ann also advised that the impact of Covid will continue to be felt over the next five to ten years. There is a lack of experienced and suitably qualified practitioners. The problems being experienced in Glasgow are replicated throughout Scotland.

They said that the HSCP wanted to involve patients, and service users in designing, developing and delivering the strategy by providing feedback and comment on the survey and asked for comments three questions listed below.

How we work together so that people are seen when they need to be?

How can we best update you around new ways to get care and support?

Are there things that we can do to help you feel better informed and in more control of your health?

The meeting opened up to allow for questions and answer session below is a summary of the main point of the discussion and LEF member's responses.





Question how we work together so that we can people are seen when they need to be?

Amy Holder said that there was a need for more 'lower level' support. It would appear that the current service is best at responding to those with florid mental ill health and the new service will help with those who are very distressed. However, there is a large cohort of patients at any one time who do not need that rapid response but are experiencing significant ongoing distress who need better practical support and a listening ear. Going to a GP may result in medication they do not need or really want, particularly for those wishing to reduce medication.

LEF members thought the development of the Parkhead Hub offered a real opportunity to deliver these low level intervention type of services in a community setting close to local service users.

The physical environment of G.P surgeries people found the open plan nature of the reception area in some G.P surgeries challenging, particularly when receptionists asked them to talk about personal issues. They suggested creating quiet space or room where patients could discuss issues, similar to the facilities now being taken in many pharmacists.

Question how can we best update you around new ways to get care and support?

Information hubs booths digital and manned in Health Centres to direct patients to correct NHS facility for example mouth problem dentist eye problem optician, self-referral to physio or weight management clinics also help with benefit claims resulting from health issues.

Question are there things that we can do to help you feel better informed and in more control of your health?

The Patient Passport which was spoken about many years ago to link all patient information allowing for consultation in any NHS facilities the patient might find themselves attending. The health professional would be able to





access all of the patient's information as sometimes patients leave out details which can cause problems assessing situations.

LEF members thought it was a very good idea that there was a link with the NHS volunteers by involving them in the planning meetings as most NHS volunteers worked in service and all have knowledge how to make improvements even in a small way to benefit patients.

Tony brought the meeting to a close and thanked Ann, and Callum for their presentations and the participants for their contributions and suggestions. He hoped that everyone had learned more about the plans and future developments in Primary Care.

Item (4) Parkhead Hub Update

Members were pleased with the progress of the work on the site and asked to be kept informed of future development

Meeting Dates for North East Locality Engagement Forum 2023

Thursday 9 th February	Time: 1pm till 3pm	Templeton Room 2
Thursday 23 rd March	Time: 1pm till 3pm	Templeton Room 2
Thursday 4 th May	Time: 1pm till 3pm	Templeton Room 2
Thursday 8 th June	Time: 1pm till 3pm	Templeton Room 2
Thursday 10 th August	Time: 1pm till 3pm	Templeton Room 2
Thursday 14 th September	Time: 1pm till 3pm	Templeton Room 2
Thursday 19 th October	Time: 1pm till 3pm	Templeton Room 2
Thursday 23 rd November	Time: 1pm till 3pm	Templeton Room 2

Venue Templeton Business Centre Templeton Building Two
62 Templeton Street Glasgow G40 1DA

If you require any more information, please contact Tony Devine, details below;

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