



Glasgow City Health and Social Care Partnership (HSCP) and Our Locality Engagement Forums (LEF)

Online Spring Engagement Sessions



The HSCP is responsible for the planning, design and delivery of children's, adult, and older people's services. **YOUR VOICE MATTERS** so it is vital that members of the community are included in the planning and design of services to ensure that they meet the needs of communities and individuals. Locality Engagement Forums exist to provide a space for members of the community to come together to discuss issues, themes and listen to what is happening and relevant in health and social care services in the north east, north west and south of Glasgow.

Join us for our **Online Engagement Sessions** using Microsoft Teams

Tuesday 16 March 2021 @ 3.30 - 5.00pm

North West Locality, Adult Services and Mental Health Update

Wednesday 24 March 2021 @ 10.00am - 12.00pm

North East Locality, Children's Services and CAMH (Children and Adolescence Mental Health Services) Update

Wednesday 31 March 2021 @ 3.00 - 4.30pm

South Locality, Older People's, Dementia and GP Services Update

To book a place at any or all Spring Engagement Sessions contact Stephanie.Moore@ggc.scot.nhs.uk – after registration a joining link will be sent out.

YOUR VOICE MATTERS



LOCALITY ENGAGEMENT
FORUM

QUESTIONNAIRE SUMMARY

MAY SIMPSON, CALLUM
LYNCH, TONY DIVINE
FEBRUARY/ MARCH 2021



ABOUT

WE PUT OUT A QUESTIONNAIRE IN FEBRUARY/MARCH OF 2021 TO GATHER THE VIEWS OF SERVICE USERS, COMMUNITY ORGANISATIONS, SERVICE PROVIDERS AND MEMBERS OF THE PUBLIC.

THIS WAS CARRIED OUT AS WE WANTED TO FIND OUT THE FOLLOWING:

What was important to people regarding health and social care services?

What were their priorities?

What did they want from Locality Engagement Forums?

How we can best engage with individuals?

We also asked what support would we need to provide in order to support individuals attend meetings

This information has now shaped the 3 Locality Engagement Forums. These will be on:

- **Tuesday 16/3/2021 @3.30pm - NW Locality and Adult services update and Mental Health services**
- **Wednesday 24/3/2021 @ 10.00am NE Locality and Children's services update and Children and Adolescence Mental Health Services (CAMHS)**
- **Wednesday 31/3/2021 @3.00pm South Locality and Older People and GP Services + Dementia Services**



STATISTICS

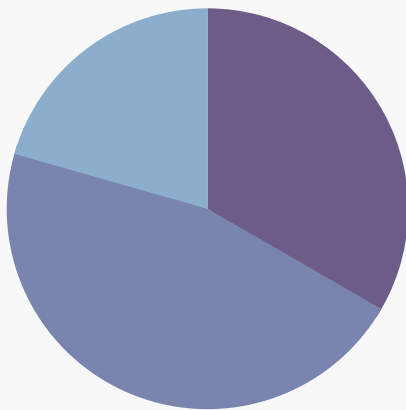
These are the key highlights and overall statistics feedback from the questionnaire:

The total number of respondents:

104

Locality makeup:

North East
20.6%

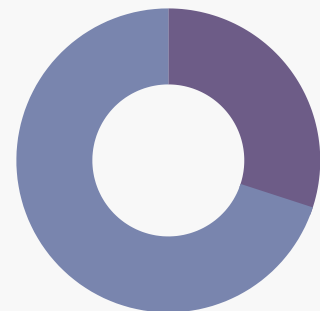


South
33.3%

North West
46.1%

Gender

Male
30%

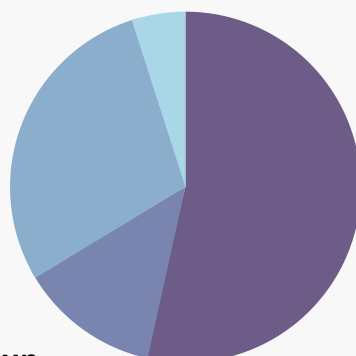


Female
70%

Who are you completing this on behalf on?

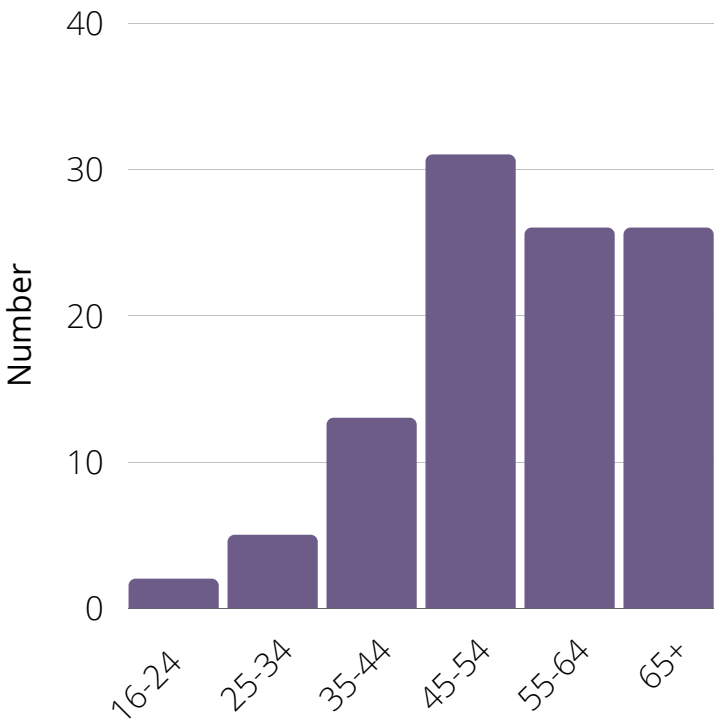
Other
5%

3rd Sector Organisation
28.7%



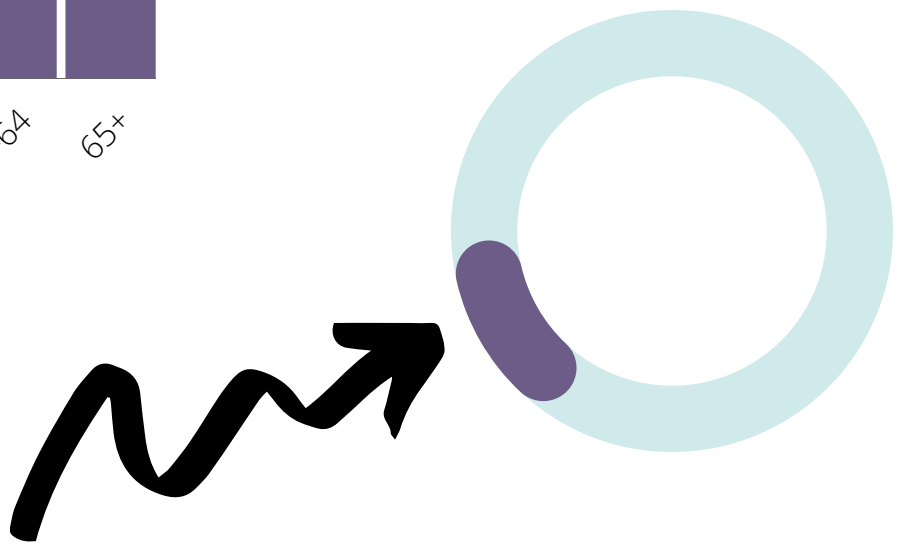
Yourself
53.5%

Community Group
12.9%



The age demographics of respondents

As we can see the majority of respondents were between the ages of 45 and over.



15% of respondents identified as having 'illness, health issue, disability or a caring responsibility which would make it difficult to attend a meeting in person. We also asked what support we would provide to support members to attend.



To support with accessibility we are also providing 1-1 interviews, offering smaller focus groups and in addition providing the necessary support to allow as many people as possible to participate. We recognize that not everyone can access online platforms therefore we have provided traditional measures.

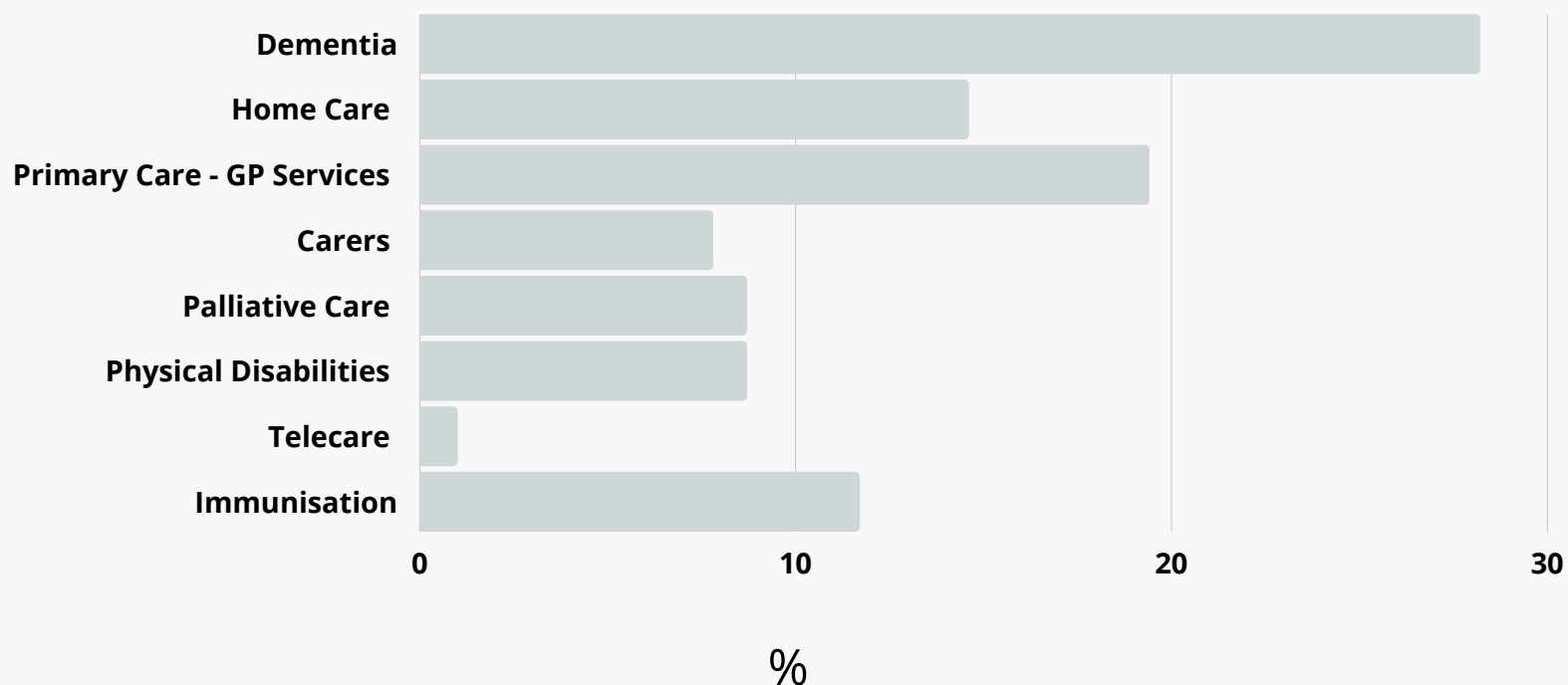
PRIORITIES

We asked respondents about the areas that were most important to them regarding health and social care services. We asked them to rate what was most important to least. However, we must state that all elements of services were rated important to people. We broke this down into the 3 care areas:

- Older People's Services
- Adult Services
- Children's and Families Services

Below is an indication of the % that found health and social care services the most important to them.

OLDER PEOPLE'S SERVICES

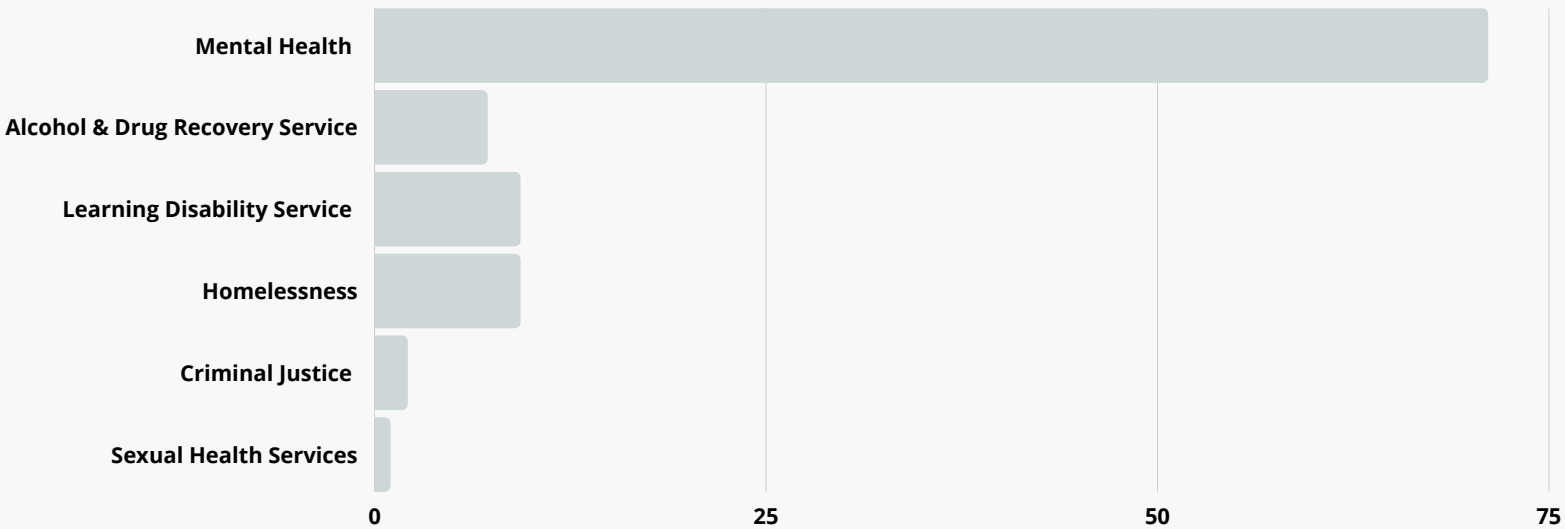


Additional comments:

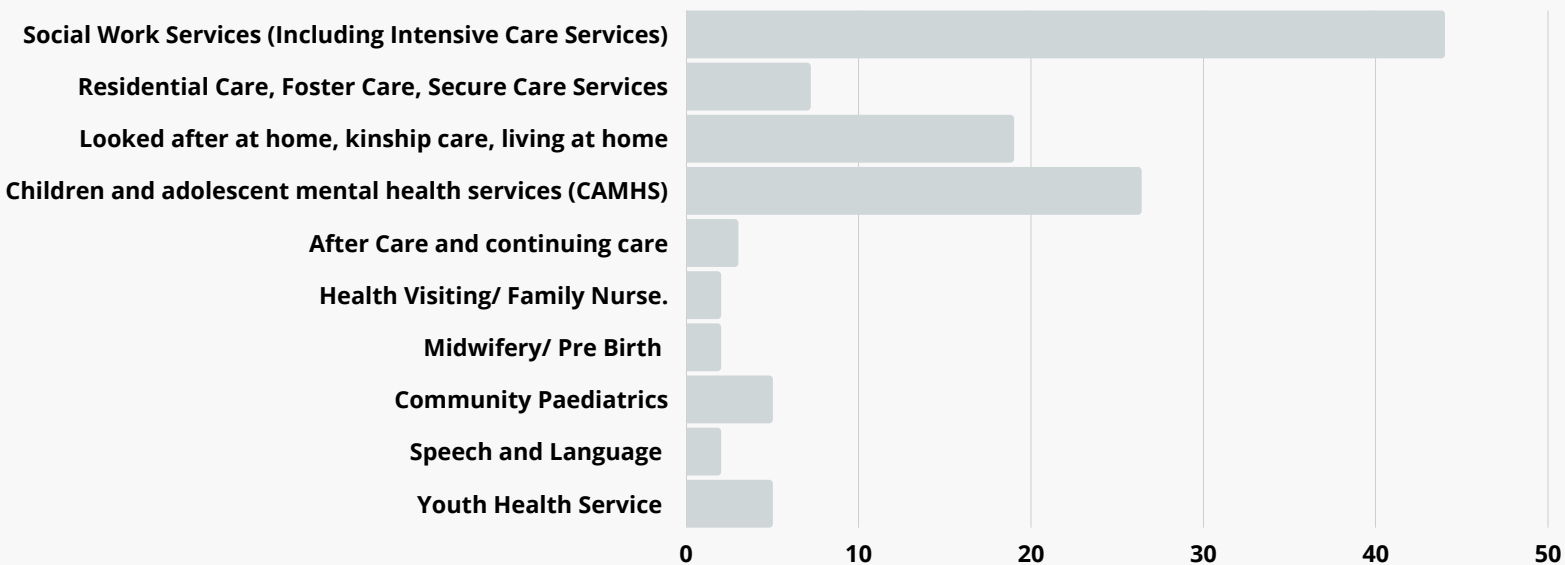
**18% chose Palliative care as 2nd choice
7% chose physical disabilities as 2nd choice**

ADULT SERVICES

Results of what individuals chose to be most important regarding adult services



CHILDREN AND FAMILIES SERVICES



Additional comments:

Residential Care, Foster Care, Kinship Care, Looked after at home, Secure Care, Continuing Care, Living at home and CAMHS were respondents **TOP 5 CHOICES**

OTHER AREAS

IMPORTANT!

We asked respondents about other areas that were important to them. The following 2 pages is a noted list

- **Sensory services, Audiology.**
- **Self Directed Support**
- **Day Care Centres etc for elderly, learning disability**
- **Development & improved partnership working with more local community-based initiatives for Older people & those with a learning disability**
- **podiatry**
- **Older Persons Care Staff Vaccinations, Home Visits, Day Care Centre's Re-opening, Transport Compliance of Older People**
- **Asian Elderly Needs - based on Cultural and Faith**
- **Services for elderly, Day Centres, Social Isolation**
- **Out of Hours service for Mental Health services**
- **Loneliness. The people with mental health, and older people without families who seem to fall through the net.**
- **Local community support for mental health services.... spending too much time on the phone waiting to speak to G.P**
- **Mental health is a big deal with people staying in- Weekend services**
- **Somewhere to go rather than A&E when my loved one is in crisis.**
- **Trauma-Informed approach**
- **Adult Protection and referrals from hospitals when someone presents in A&E Departments**
- **Loneliness for all age groups**
- **Carers support services**
- **Unpaid Carers and Young Carers**
- **Young Carers**
- **Adult and young carers**

- **Services for children and adults with disabilities**
- **Autism services, youth mental health**
- **Crohn's Disease: Arthritis: Bowel Disorders - Young Carers Mental Health Services for Primary and Younger Children**
- **BME Representation**
- **Inclusive Communication: strategy; how to make all services more inclusive especially for people with language/communication support needs; and how to provide accessible information**
- **Ethnic Community Services based on Cultural and Faith**
-
- **Need to be able to contact your GP by phone or visit the at surgery some people don't have I.T**
- **Home care services Alcohol..... support services.....waiting to long on the phone to speak to Doctor 20 minutes**
- **Preventative health care - screening services lifestyle, fitness & diet etc (2)**
- **Addiction - peer support**
- **Commissioning services that make profit**
- **The living environment**
- **Collaborative working with community based partners**
- **Interested in all as I work in social work services.**
- **COVID-19 recovery and vaccination priority**
- **Difficulty speaking GP face to facepeople who don't have IT skills are excluded from participating or engaging**
- **Ease of transport to assist people just getting out there**
- **Greenspace, support via services like Care and Repair, food poverty, fuel poverty**

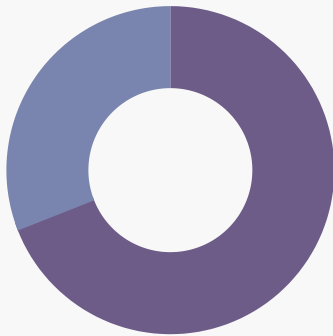
REMOTE AND ONLINE SERVICES

We asked respondents if they had experienced Health or Social Care Services over the phone or online. This was to help us understand the success of delivering online services and also gauge how we can support greater online participation. Due to Covid-19 we will continue to deliver LEFs online which inherently provide barriers for many individuals.

% of people who had received services over the phone or online.



Had not
31%



Yes
69%

The overall rating of remote experience was 3.5 stars out of 5 stars. 56% of the 67 people who have experienced remote services rated services between 4 – 5 stars

LEF FOLLOW UP AND ENGAGEMENT

63 respondents would you like to know more about the LEF in their area, come along to a meeting and be added to our mailing list.

28 respondents were already members

97 respondents were happy to be contacted to arrange to attend the online LEF in spring 2021

ADDITIONAL SUPPORT REQUIRED TO ATTEND MEETINGS

- Support worker to attend with me
- I would need transport if I wasn't accompanied by my PA.
- Transport support
- Accessible building
- Caring responsibility
- Electronic Notetaker to provide live captions in online meetings and face-to-face meetings
- Can only access Zoom not MS Teams
- Reminder for the meeting

CONCLUSION

FROM THE INFORMATION GATHERED FROM THE LEF QUESTIONNAIRE WE HAVE DECIDED TO CARRY OUT 3 LEF EVENTS.

These will be segregated into 3 separate events that will allow participants to engage in the area and services that they come into contact with and also that have been deemed the most important. We must note that the feedback has allowed us to identify services and elements of the HSCP work that respondents have seen as important and we will be able to facilitate a work plan for future engagement and HSCP priorities.

The events orchestrated through event-brite and will be held online via MS teams however we will be also offering telephone interviews, smaller engagement sessions, smaller focus groups and 1-1 discussions to make the session as accessible as possible.

They will be held on the following:

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Locality Engagement Forum Event

Adult Services

Jacqueline Kerr, Assistant Chief Officer
Adult Services and North West Locality

OFFICIAL

Contingency and Recovery Planning

- All community services focussed their efforts on ensuring the most vulnerable and high risk people could continue to quickly access services, including those with urgent clinical and care needs.
- All caseloads reviewed regularly to assess risk and inform decisions.
- The pandemic has necessitated a change to the way in which services are delivered
 - greater use of telephone and video appointments.
 - community services will still see people face-to-face if necessary
- A significant increase in staff ‘home-working’

Learning Disability

- Both learning day centres currently remain closed.
- We are exploring how we can safely reopen this service
- An LD outreach service was introduced to help offset the impact of the temporary closures

Alcohol and Drug Recovery Services

- Community services were consolidated into one site in each HSCP locality.
- Enhanced Drug Treatment service has continued to deliver heroin assisted treatment and additional supports, City Centre outreach team has continued to engage with people in the city centre to deliver harm reduction and naloxone, introducing a mobile van.
- Recovery communities continue to deliver daily support to anyone wishing to access recovery provision via online platforms.

Prison Health Care and Police Custody

- Prison Healthcare
 - Service has had to adapt to changes in prison regime and SPS responses to manage establishments throughout the pandemic
 - Dental and psychological services suspended for a period but are now back in place
 - Increase in attend anywhere where possible
- Police Custody Healthcare
 - Increased nurse capacity to enhance mental health service

Sexual Health

- Consolidated service to operate from reduced number of bases across GG&C
- Released clinical staff and accommodation to help other services
- Online and remote support introduced across many services.

Mental Health In Patients

- Restrictions on visiting affecting both patients and relatives
- Patients having to isolate
- Testing – twice weekly for staff to keep wards safe
- Initially less beds occupied but becoming really busy
- Reduction in activities across wards

Mental Health Community Services

- Ongoing face to face contacts with service users where risk assessment determines this is necessary
- Use of digital platforms in both health and social care services to provide assistance and treatment
- Employability and meaningful activity services have continued online where possible in both HSCP and provider services

Mental Health Community Services

- Support for service users to access digital inclusion opportunities to assist with isolation
- Communication of wider mental health and wellbeing community supports via social media
- Provider services have continued to create employment/activity opportunities during pandemic
- Ongoing work to develop service responses through the Mental Health Strategy Programme Board

Mental Health Specialist Services

- Esteem (Early Intervention Psychosis) Service
- Adult Eating Disorder Service
- Perinatal Mental Health Community Service
- Continue to provide a range of medical, psychological and social interventions and can offer face to face and or digital appointments depending on the individual's needs
- With the use of digital technology we are now offering a range of groups run by the services aimed at supporting recovery
- Staff continue to offer treatment both from home and also within the service base adhering to all guidance around social distancing

Mental Health Specialist Services

- Mother and Baby In-patient Unit (MBU)
 - Similar restrictions as other in-patient facilities. MBU also offers every patient one nominated relative/carer per admission to visit for 1hr per day by appointment following strict guidance
- Mental Health Assessment Units (MHAU)
 - 2 MHAU Leverndale Hospital and Stobhill Hospital continue to offer direct response for patients presenting in mental health crisis/distress to Emergency Departments, Police Scotland, Scottish Ambulance Service, OOHs G.P service and NHS 24 for specialist mental health assessment
- Adult Mental Health Liaison Service
 - Maintaining face to face service delivery across all acute hospital sites