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Date: Tuesday 23<sup>rd</sup> January 2024

Time: 10am -12:00 pm

Venue: Multi-purpose Room  
Woodside Health Centre

## North West Locality Engagement Forum

### Agenda

- |                                     |             |
|-------------------------------------|-------------|
| 1. Welcome and apologies            | Chair       |
| 2. Previous notes & matters arising | Chair       |
| 3. Chair and members updates        | LEF members |

*Comfort Break*

- |                                    |                              |
|------------------------------------|------------------------------|
| 4. Feedback options and structures | Community Engagement Officer |
| 5. AOCB                            |                              |

Date and time of next meeting: Tuesday 5<sup>th</sup> March 2024 10am - 12:00pm

**North West Locality Engagement Forum (NW LEF)**

**Notes of Meeting held on Tuesday 14 November 2023**

**Woodside Health and Care Centre**

**Present:**

| <b>Name</b>                | <b>Designation</b>                                                             |
|----------------------------|--------------------------------------------------------------------------------|
| Ann Harvey                 | Community Engagement and Activities Co-Ordinator                               |
| Ann Kilgour                | Public Representative                                                          |
| Anne Ainsworth             | Head of Social Enterprise, Enable Glasgow                                      |
| Annemarie Gorman           | Community Development & Engagement Officer                                     |
| Anne Ramsey                | Public Representative                                                          |
| Cath McLeod                | Carers Information Worker, Glasgow North-West Carers Team                      |
| Colin Menabney             | Chief Executive Officer, Enable Glasgow                                        |
| David Campbell             | Operational Manager, Enable Glasgow                                            |
| Gareth Greenaway           | Planning Manager, North-West Locality                                          |
| Gordon McInnes             | Project Manager Mental Health Network Greater Glasgow & Clyde                  |
| Janet Hayes                | Head of Planning and Strategy – Adult Services and North-West Locality         |
| Janette Murphy             | Public Representative                                                          |
| Katrina Macfarlane (Notes) | Community Engagement & Development Officer, North-West Locality                |
| Lewis Gibson               | Operational Manager, Enable Glasgow                                            |
| Lillian Woolfries          | Public Representative                                                          |
| Lucy Dorrian               | Patient Experience and Public Involvement Manager, NHS Greater Glasgow & Clyde |
| Mehdi Saki                 | Programme Development Officer, The Mental Health Foundation                    |
| Mark McBay                 | Public Representative                                                          |
| Muriel Anderson            | Public Representative                                                          |
| Nataliah Rodriguez         | Project Assistant, The Mental Health Foundation                                |
| Nicky Neilston             | Public Representative/Quality & Improvement Officer, Enable Scotland           |
| Robert Smith (Chair)       | Public Representative                                                          |
| Sadie Gordon               | Public Representative                                                          |
| Thomas McKinlay            | Public Representative                                                          |

**Apologies:**

| <b>Name:</b>   | <b>Designation:</b>   |
|----------------|-----------------------|
| Margaret Smith | Public Representative |
| Mary McShane   | Public Representative |
| Rita Hepburn   | Public Representative |

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| <b>1.</b> | <b>Welcome (RS)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|           | <p>The Chair, Robert Smith welcomed everyone to the meeting. He shared this was an informal meeting, with no fixed agenda, to refresh the forum and for people to identify “what they feel is working well within the forum” and “what they feel needs to improve and/or change in the forum”.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>2.</b> | <b>Introductions (RS)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|           | <p>LEF (Locality Engagement Forum) members introduced themselves and the organisation/ community group they represent.</p> <p>Katrina shared that many of the existing LEF members are no longer able to attend future meetings. Some will remain on the mailing list and will contribute their views via surveys, consultations and telephone interviews.</p> <p>To ensure the LEF is representative of the North-West neighbourhoods Katrina will continue to raise awareness and encourage new members to the LEF.</p> <p>She and Robert invited members of the group to also raise awareness of the LEF following a comment from a member that many people and communities are unaware of the LEF.</p> <p><b>Action –</b></p> <ul style="list-style-type: none"> <li>• <b><i>Current members of the Locality Engagement Forum to continue to raise awareness of the group and encourage new members to attend.</i></b></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>3.</b> | <b>Previous Meeting Notes and Matters Arising (RS)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|           | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>4.</b> | <b>Resources/Information Shared with Group (RS/KMacF)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|           | <p>Katrina shared that during a talk to older people many highlighted their lack of understanding on the health and social care structure and the HSCP. She stressed it is important that in the organisation and groups that we represent we inform people and communities on the role and structure of the partnership. Also making people aware of the funding received to community groups from the HSCP (Health and Social Care Partnership).</p> <p>Katrina highlighted the varying levels of public involvement and is keen for the LEF to be more involved and connected with individuals and communities in the North-West. She spoke of the diversity across all the neighbourhoods and the variation in their Health and Social Care Needs.</p> <p>Robert stressed the need for younger members to be involved and represented within the forum. He felt that when shaping the future of Health and Social Care Services the LEF needs to expand the reach to include their voices.</p> <p>North-West Young People Forum is supported by the Health Improvement Team. Previously the Community Engagement and Development Officer attended this forum. Katrina will liaise with the Health Improvement Officer to arrange a visit to the forum.</p> <p>Members provided Katrina with several young people contacts and linked organisations including the G15 Youth Project and Young Carers. Katrina agreed to connect with Cath on Young Carers and follow up with Anne Marie on Kinship Carers.</p> |

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|    | <p><b>Actions –</b></p> <ul style="list-style-type: none"> <li>• <b>Katrina to liaise with Health Improvement Officer re attending future LEF Meetings.</b></li> <li>• <b>Katrina to liaise with G15 Youth Project, Young Carers and Kinship Carers regarding membership of young people attending future meetings.</b></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5. | <p><b>Discussion (ALL)</b></p> <p>Intergenerational work was seen as an opportunity to connect older and younger generations. A member highlighted that Hydepark School has introduced this with a penfriend initiative between younger and older generations.</p> <p>LEF members felt that we need to ask young people how they want to be represented in this forum and how do they want their voices to be heard in the forum.</p> <p>The group spoke of using young people's preferred engagement methods such as video recordings and podcasts.</p> <p>It was highlighted that the North-East is the lead partnership for children and young people and we should contact them also for updates on how they are engaging with young people in the North West.</p> <p>Janet shared that the Disability Planning Group is due to be reinstated by the HSCP.</p> <p>A member shared that she had literacy issues and unless people contact her by phone and update her on meetings and events, she has no way of knowing about them.</p> <p>We all recognised that the group needs to be inclusive. It was stressed that we need in the future to ensure all communication from this group and the HSCP and Glasgow City Council is available in accessible formats.</p> <p>Members suggested that we do a test of change on accessible material and get it signed off and supported from the HSCP's communications team and Enable Glasgow.</p> <p>Members highlighted that whilst people are committed to attending this forum and other HSCP forums and groups some are questioning their usefulness and importance. They provided examples of overturns in decisions by the HSCP decision makers and a lack of consulting with people.</p> <p>It was thought that the IJB public representative is not currently able to attend IJB meetings. Janet agreed to clarify the current position.</p> <p>A member shared details of a previous mental health session, supported by the HSCP, commenting that it was an effective way to engage widely with people with a mental health diagnosis and the wider mental health communities and organisations.</p> <p>Both the Chair and Vice Chair reflected on their role whilst members of the Public Partnership Forums. Those forums were aligned to the NHS (National Health Service) Boards prior to establishment of HSCPs. Both members felt the PPF had more standing and influence than the LEF does.</p> <p>Robert felt that the name of the HSCP's Locality Engagement Forum could give the wrong impression as it does not include the term public.</p> |

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Katrina highlighted that the LEF is not the appropriate forum to follow up on individual's personal experiences of care or support and that we would clarify the correct routes for that.

Katrina offered to present or invite colleagues to present on the Care Opinion. An independent site for people to share experiences of health and social care. She reiterated this platform is only set up for people to feedback on their experiences in general hospital settings. To avoid any confusion, she agreed to walk LEF members the various ways to access Care Opinion and Glasgow's Health and Social Care Partnership structure at the next meeting.

Another member requested that the group be more visible on the outside, and more outward facing in its advertising.

Katrina suggested that as a LEF we review the current LEF publicity material including the terms of reference. It was expressed changes to the terms of reference would require wider input from both South and North-East colleagues.

It was felt that no member should leave the group without having had the opportunity to speak. To support this, we agreed future agendas should have protected time for member updates.

Any external speakers will be invited to the 2<sup>nd</sup> part of the meeting.

Future speakers/topics will be at the request of the members and if the HSCP cannot fulfil any members requests Katrina will contact Janet.

Lucy Dorrian attended and presented on the NHS Greater Glasgow and Clyde's [GP Out of Hours](#) Engagement. Katrina circulated the links in advance and encouraged members to participate in the [survey](#).

Members asked pertinent questions relating to the proposal and a member shared her recent positive experience of using the GP Out of Hours. All the changes including the offer of patient transport was welcomed. The member shared that accessing NHS 24 was difficult and this would need to be assessed, particularly for parents, carers, and vulnerable adults.

### **Actions –**

- **Katrina to liaise with North-East to enquire how they are engaging with young people in North-West.**
- **Katrina to ensure that all communication from this group is available in accessible formats.**
- **A Test of Change on accessible material including terms of reference to be reviewed.**
- **Janet to clarify if IJB Public Representative can attend IJB Meetings moving forward.**
- **Katrina to clarify an individual's personal experience of care or support and where this could be discussed further.**
- **Katrina to issue further information on how to access the Care Opinion platform for people to feedback on their experiences in general hospital settings and Glasgow's Health and Social Care Partnership structure prior to the next meeting.**

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|           | <ul style="list-style-type: none"><li>• <b>Members of the group to review the LEF publicity material including the terms of reference.</b></li><li>• <b>It was agreed today that future agendas should have protected time for members updates for all future meetings.</b></li><li>• <b>It was agreed today that future speakers/topics will be at the request of the members and external speakers shall be invited to second part of meeting moving forward.</b></li></ul> |
| <b>6.</b> | <b>Date of Next Meeting</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|           | Date of Next Meeting is 23 January 2024 at 10.00am at Woodside Health and Care Centre.                                                                                                                                                                                                                                                                                                                                                                                        |

# Katrina MacFarlane

Community Engagement & Development Officer

North West Locality

# Locality Engagement Forum

The forum was initially set up to:

- Connect and network with health and social care colleagues on local health and social care needs and priorities
- Generate ideas and gather feedback from people with lived and living experience of health and social care services
- Gather and disseminate information on local and city-wide health and social care services
- Contribute to the locality plan and raise awareness of the role and work of the Integration Joint Board and Glasgow City HSCP.

Connect and network with health and social care colleagues

Generate ideas and gather feedback from people

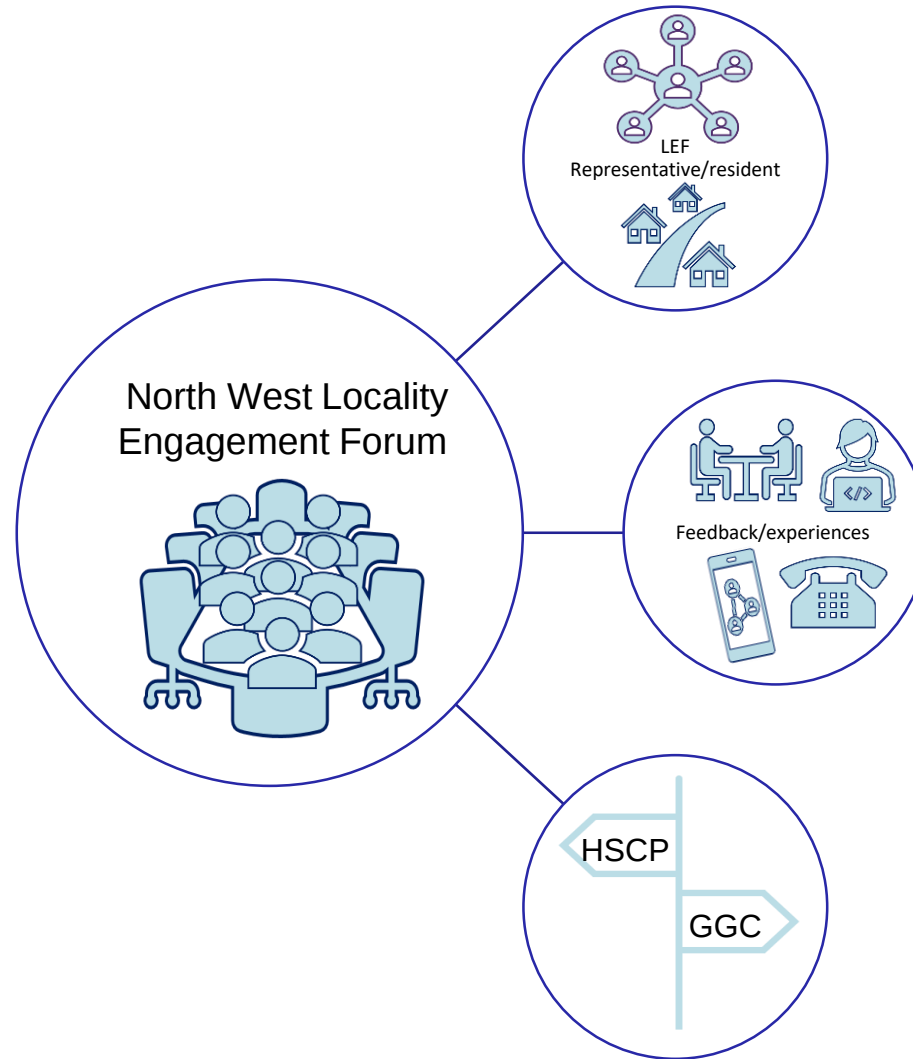
Gather and disseminate information

Contribute to the strategic/locality plan and raise awareness of the HSCP

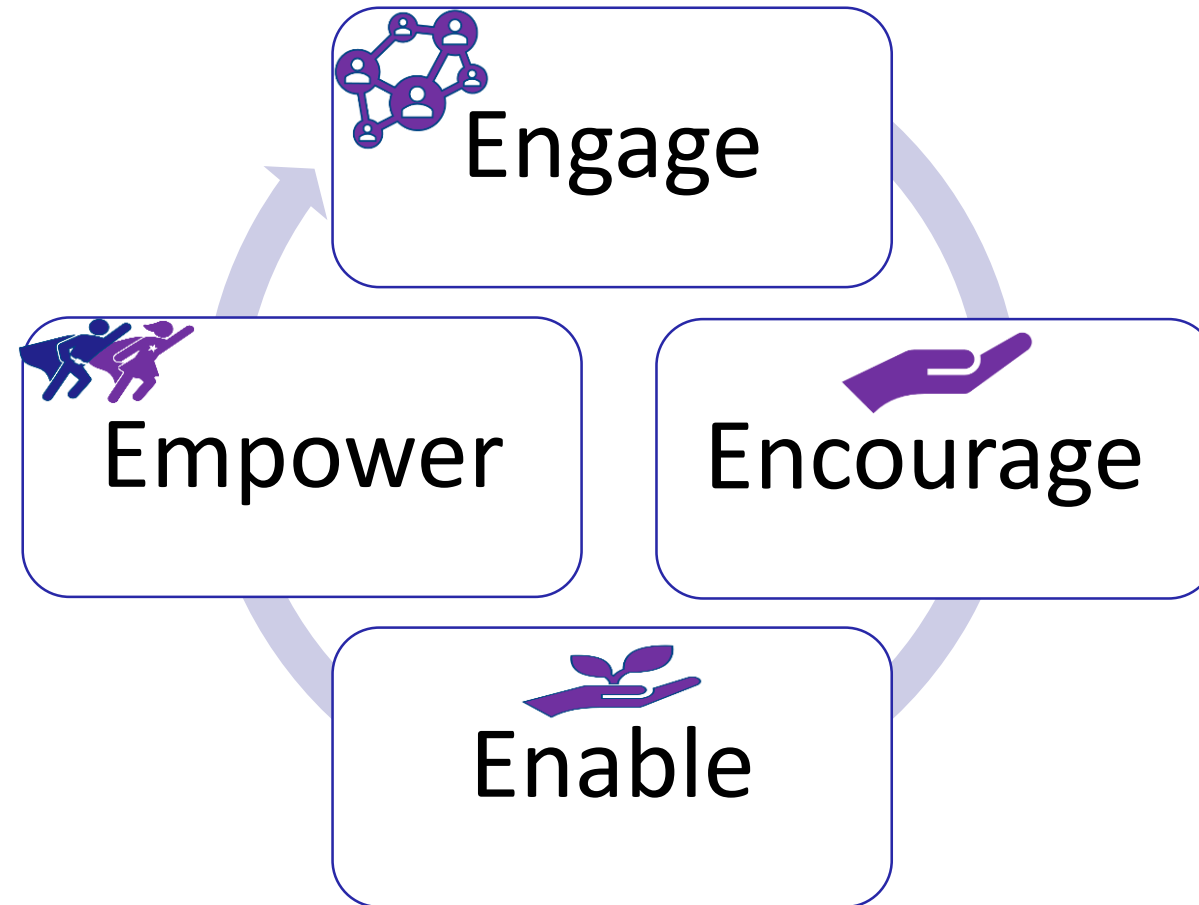
## Locality Engagement Forum



# Locality Engagement Forum

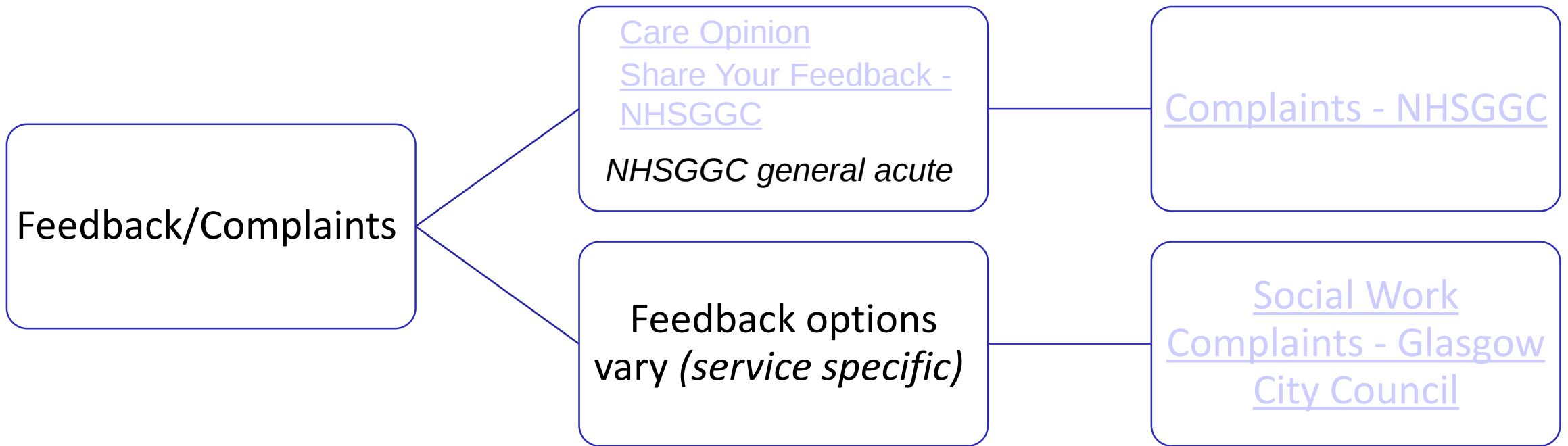


# Engage, Involve, Inform, Consult



We ALL need to do this to help people share their story

# Feedback/Complaints/PASS



Patient Advice  
& Support Service

PASS | Patient Advice  
and Support Service  
Scotland ([pass-  
scotland.org.uk](http://pass-scotland.org.uk))

# Adult Services (North West)

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Social Care Services provided to Adults

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Learning Disability services

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Mental health services

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In-patient Mental Health Services

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Alcohol and Drug services

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Homelessness services

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Criminal Justice services

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Prison Healthcare and Police Custody

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Sexual Health services

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Services to promote Public Health and Health Improvement

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# Children & Families Services (North East)

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Social Care Services provided to children and families

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Health Visiting, School Nursing, Midwifery and Pre-birth

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Children Adolescent Mental Health Services

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Community Paediatrics

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Looked After and Accommodated Children

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Looked After at Home (kinship care, foster care and adoption services)

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After Care and Continuing Care

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Youth Health Service

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Speech and Language services

# Older People Services (South)

Homecare services

District nursing services

Social Care Services provided to older people

Treatment room and phlebotomy (bloods)

Immunisation services

Welfare Rights services

Palliative care services

Physical disability services

Sensory impairment services

Telecare services

Rehabilitation and occupational therapy services

Podiatry and physiotherapy services

Dementia and older people mental health services

Public dental services

Carers services

Residential care service

Community pharmaceutical services

# Questions

[katrina.macfarlane@ggc.scot.nhs.uk](mailto:katrina.macfarlane@ggc.scot.nhs.uk)