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North West Locality Engagement Forum

Thursday 27 June 2019
10.00 – 12.30pm
in
Maryhill Health & Care Centre
Gairbraid Avenue, Glasgow

Agenda

Welcome and Introductions (Robert Smith, Chair)

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|---|----------------------|
| 1. NW LEF Minutes – 23 May 2019 | 10.00 – 10.10 |
| i. Matters arising | |
| 2. Children affected by Disability: Services and Transition into Adult Services
(Cara McGowan, Team Lead, North West Children and Families) | |
| | 10.10 – 11.10 |
| Tea Break | |
| 3. NW LEF Updates | 11.25 – 11.45 |
| 4. Children and Adolescence Mental Health Services (CAMHS)
(Dougie Fraser, Service Manager, Children Specialist Services) | |
| | 11.45 – 12.30 |

Date of Next Meeting – 22 August 2019 – Woodside Health and Care Centre at 10.00 – 11.30am

NW LEF Meetings – 2019/20

- 3 October 2019 – venue to be confirmed
- 14 November 2019 – Maryhill Health and Care Centre
- 30 January 2020 – venue to be confirmed
- 5 March 2020 – venue to be confirmed

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Draft Minutes of NW Locality Engagement Forum Meeting held on 23 May 2019

Attendance

Robert Smith	Alan McDonald	Ann Kilgour	Winnie McPhail
Roy Greatorex	Mary McShane	John McVicar	Jean Dougan
Janice Walker	Nicky Neilson	Mr Jamil	Jane Maguire

Apologies

Rita Hepburn	Sadie Gordon	Muriel Anderson	Mark McBay
Abdul Benjelloun	Lilian Woolfries	Gordon McInnes	Alan Gow
Lorna McIlreavy (Scottish Health Council)			

In Attendance

Fiona McMahon, HSCP Service Improvement Manager
Joan Blackwood, HSCP Clinical Lead Redesign
May Simpson, HSCP Community Engagement Officer

Robert Smith welcomed everyone to the NW Locality Engagement Forum meeting.
Apologies noted.

1 Report of NW LEF Event – 18 April 2019 – agreed. No matters arising

2 Distress Collaborative Work (Fiona McMahon, HSCP Service Improvement Manager
Joan Blackwood, HSCP Clinical Lead Redesign)

The Distress Collaborative is a Scottish Government funded three year Board wide multiagency funded programme using the Institute of Healthcare Improvement Collaborative Model to identify and improve the multiagency response to people in distress. There are 6 workstreams and outcomes are:

- Communication - development of 'Epic' – a pocket size with a wide range emergency and support information on the card. 10,000 were printed and widely distributed. **Action** Fiona to send copies/information to MS
- Repeat presentation to Accident and Emergency
- People not known to Mental Health services – what support can be offered
- Community Support and Responses and a sustainable recovery
- Training – tested solutions ie Sage and Thyme (Palliative Care Programme) is being adapted to the needs of people experiencing distress
- Support to staff via the mental health and wellbeing group

The Collaborative is supported by the Distress Collaborative Community Engagement Forum which have three principles which are we care, we listen and we support.

The Collaborative has funding to develop a model for a "Safe Haven" Café as part of a community response. At present the 'service specification' is getting developed and in

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	<p>August it will go out to tender for the 3rd sector to apply to deliver the “Safe Haven” Café by spring 2020. The procurement process is a 6 months. The “Safe Haven” Café will develop care guidelines and link in with existing services – Out of Hours, A & E, community mental health teams, community supports and voluntary organisations.</p> <p>Points and questions:</p> <ul style="list-style-type: none"> • No-one in LEF had seen the pocket information card or a poster advertising it. These should be in GP Practices, housing offices, 3rd sector projects and offices, community locations dentists etc. It was agreed that it was important to implement a ‘distribution chain’ for the cards. Fiona agreed to find out where they were distributed to in NW Locality. The project is now looking for funding to print more cards. • Is there an electronic version that could go on websites? Fiona will send MS the adobe copy • The where, what and when of the “Safe Haven” Café will only be clear once the commissioning teams have allocated the contact. It was felt that you would need more than one ‘cafe’ to serve the whole of Glasgow. • The cafe would be staffed by the 3rd sector organisation issued the contract and it is hoped that the ‘cafe’ will build on an existing service. • Health and Social care, Primary Care, Third sector organisations, Police Scotland, Scottish Ambulance Service, Scottish Fire and Rescue, NHS24 and Health Acute Services were involved in the multiagency Distress Collaborative. • Would community groups like access to the half day Sage and Thyme training? GVCS had it as part of their training programme. • What will happen when the 3 year funding comes to an end? Joan advised the key project targets have been achieved. <p>Robert thanks Fiona and Joan for their attendance and would receive an invitation to a future NW LEF meeting to provide an update on progress.</p>
<p>3</p>	<p>Public Engagement Committee – 29 May 2019</p> <p>The next IJB Public Engagement Committee will be held on 29 May 2019 at 10.0am in the Albany Centre. The NW presentation will be the NW LEF programme, Knightswood Connects and Overnight Care Transformation Programme patient and service user involvement. This meeting is open to the public.</p>
<p>6</p>	<p>AOCB</p> <p>(i) Woodside Health and Carer Centre – opens on Monday 1 July 2019. Looking for volunteers to ‘meet and greet’ to welcome patients into the building and show them where to go from 1/7/19 to 12/7/19. Nicky available on 5/7/19 – AM and Jane available – will fit into any session.</p> <p>(ii) Active Seniors Day in the Park – Tuesday 11 June 2019 at 10.30am in Victoria Park</p>
	<p>- Date of Next meeting – 27 June 2019 - Maryhill H & CC @ 10.00am Young People’s access to Mental Health services</p>