



North West Locality Engagement Forum

Thursday 18 April 2019

10.00 – 12.30pm

in

Church Street Social Work Office

35 Church Street, Glasgow

Agenda

Welcome and Introductions (Robert Smith, Chair)

1. **NW LEF Report – 21 March 2019** **10.00 – 10.10**
i. Matters arising

2. **Recovery Services**
(Natalie Manly, Recovery Communities, NW Locality)

10.10 – 11.00

Tea Break

3. **Marie Curie** (Margaret Muir, Community Engagement Officer, Marie Curie)
11.15 – 11.45

4. **NW LEF Terms of Reference** **12.45– 12.00**
(i) Annual Review
(ii) Elect Chair and Vice Chair of NW LEF

5. **NW LEF Planning and 2019 – 20 Meeting Dates** **12.00 – 12.15**

6. **AOCB** **12.15 – 12.30**

Date of Next Meeting – 23 May 2019 - Maryhill H & CC @ 10.00am

NW LEF Meetings – 2019

- 27 June 2019 - Maryhill H & CC @ 10.00am
- 22 August 2019 – venue to be confirmed
- 3 October 2019 – venue to be confirmed
- 14 November 2019 – venue to be confirmed

NW Locality Engagement Forum Meeting – 21 March 2019 Report

Attendance

Robert Smith	Alan McDonald	Ann Kilgour	Winnie McPhail
Roy Greatorox	Mary McShane	Jean Dougan	John McVicar
Alan Gow	Sadie Gordon	Rita Hepburn	Janice Walker
Ellen Wright	Sheena McKechnie		

In Attendance

Lorna McIlreavy (Scottish Health Council), Fred Becket, Andy Bell, Kirsty Orr and May Simpson (HSCP) and John Barber (GGC Health Board)

Introduction

Robert Smith (Chair of NW LEF) welcomed NW Locality Engagement Forum (LEF) members, representatives of the wider community and speakers to Church Street SW Office on the 21 March 2019 to discuss proposals relating to Out of Hours services, partnership between hospital and local health services and the HSCP Carers Strategy.

Moving Forward Together - John Barber, (GG&C Patient Experience & Public Involvement Manager)

John opened the session by showing a short film illustrating the changing demographics and demands, the vision and the need to change how we provide health care and social care services for the future. **Moving Forward Together** is a 3 – 5 years programme covering Greater Glasgow and Clyde Health Board area and the six HSCP's including Glasgow City. There is a need to improve outcomes for patients and staff, maximise resources, use innovation and technology plus develop an integrated seamless system of care for people.

There will still be the world class specialist hospital services but the emphasis will be providing support at a local level – encouraging self care and management of health conditions, supporting healthier lifestyles, making re-ablement and rehabilitation more accessible, preventing hospital admissions and encouraging people to change their behaviour on how and when the access health and care services.

John noted that there is a need to get better at sharing information between services and described the work around developing the Patient Portal – where patients can access their own records.

In response John advised there was some transitional money but it's more about doing some things differently, exploring different ways of working, developing better systems, utilising technology enable care etc – small changes can make a huge difference. Some services will move from a hospital setting to community setting – for example the Hub and Spoke model adopted by the Respiratory Team. It was noted that 'bed blocking' was still a concern and as well as packages of care to support discharge there is a need to look at risks more realistically. One member of the audience raised concerns about the shortage of health care staff (especially in the community) and the lack of technology to monitor people in their own homes.

Review of Out of Hours Services in Greater Glasgow and Clyde - Kirsty Orr (Planning Manager – Out Of Hours Review)

Kirsty's presentation highlighted the Out of Hours (OOH) National Review led by Professor Lewis Ritchie; the proposed new model of care for OOH – the Urgent Care Resource Hubs; the need for public awareness and workforce planning; more effective use of technology; role of the Third and Independent sectors and best use of resources and finances. There are nine OOH services included in the review:

- Glasgow and Partners Emergency Social Work Services
- Out of Hours Children's Services SW Residential Services
- Emergency Homelessness Services (Glasgow City)
- District Nursing (GGC)
- Rehabilitation (GGC)
- GP Out of Hours
- Home Care (Glasgow City)
- Mental Health (GGC)
- Emergency Dental Services
- Community Pharmacy
- Optometry

and partner agencies and services - Acute Services, Emergency Departments, Scottish Ambulance Service, NHS 24, Third Sector / Voluntary Sector and Police Scotland which have been consulted on the review. It's a 2 year programme of review which has developed a proposed model of care which is co-ordinated, sustainable, person-centred, equitable and affordable.

Kirsty agreed it was important to consult the general public as well as specific patient groups and the having a patient/service user voice was important. She agreed that recruiting and retaining staff was an issue and that there is a need to develop a sustainable skilled workforce to support the OOH service by looking at rotational posts, provide training, support and 'up skilling' for staff, reduce the burden for GP's working in OOH etc. There is some additional funding to recruit specific staff such as District Nurses and staff required by the Urgent Care Resource Hubs but in the main the new model of care will developed using existing staff and resources.

Kirsty confirmed there would be no 'walk in' patient to the OOHs service from 3 June 2019 – only appropriate referrals from NHS 24. During the scoping exercise it was discovered that 30% of patients who attended the GP OOH service did no need to be there. An audience member described a situation with a baby who had been sent to by NHS 24 to Stobhill who then waited for 2-3 hours until a GP arrived from Ayrshire who then sent the baby to the Royal Hospital.

There was a discussion on the national shortage of GP's, methods to retain the GP's trained and the need to manage the demand for services. It was agreed by all there was a need to support patients understand the pathways into services, make it less confusing to the public what service and when they should access it and improve signposting.

Kirsty advised the number and staff required for the Urgent Care Resource Hubs was still being explored but there is need for senior clinical support in order to make decisions. Also the HUBs need to have access to the right information, that there is good communication between all the elements of the service in order to ensure a co-ordinated efficient response. There was also agreement that the day time and OOH services need to get better at working together.

The final point of the discussion was that the general public need to be well informed of any changes or access to services via leaflets, GP surgeries, hospital site, social media etc. The audience hoped that adverts on the TV would also be used to advertise changes.

Carers Strategy Consultation- Fred Becket and Andy Bell (Glasgow City Carers Service Managers)

Fred started his input by describing the engagement in relation to the Carers Strategy consultation which included an event in each Locality, a citywide event on 22 February 2019, social media, schools and online survey. They have also planned 3 sessions aimed at young people. Some of feedback from the consultation so far includes:

- There is a need for services to work better together
- Early identification of carers ie at point of diagnoses
- More emotional support needed
- Imaginative short breaks and support for respite
- Improved communication
- More emphasis and usage of anticipatory care plans

Andy described the carers services in NW Locality, emphasising ongoing meaningful engagement with carers as equal partners in care. He took the meeting through a number of the questions posed in the consultation and encouraged the audience to contribute to the feedback by 22 March 2019.

Closing Remarks

Robert thanked the audience and speakers for their participation and contribution to the session.

Item 4



North West Locality Engagement Forum (LEF)

Terms of Reference

- Name:** The name of the group will be called North West Locality Engagement Forum
- Area:** The geographical area covered by North West Locality Engagement Forum (LEF) is the operational boundaries of North West Locality of Glasgow City Health and Social Care Partnership (HSCP)
- Role:** The proposed role of the Locality Engagement Forum is
- Linking to the governance, decision making and planning structures of the Locality and the Health and Social Care Partnership
 - Receive and disseminate information about local and city-wide services
 - Gather feedback/opinions/views of patients and service users
 - Network and share good practice
 - Generate ideas and identify projects which individuals and community groups in the Locality can develop or progress to support the health and social care needs of the locality
 - Contribute to raising public awareness of the role and work of the Integration Joint Board and Health and Social Care Partnership
 - Be consulted on Locality Plans and provide feedback on their delivery
 - Increase and broaden representation on related groups and structures within the community, particularly from the more vulnerable or historically less well represented groups
- Structure:** The North West LEF is one of the mechanisms that North West Locality of Glasgow City HSCP will engage and involve individuals, groups and communities on matters related to health and care services.
- The North West LEF will report engagement activity and developments regularly to the Public Engagement Committee of the Integration Joint Board of Glasgow City HSCP
- The North West LEF will contribute to the process that will select and elect the patient and service user representatives onto the Integration Joint Board of Glasgow City HSCP.
- Membership:** The Forum is open to anyone who lives in, uses services or cares for someone who lives in the area covered by North West Locality of Glasgow City HSCP. This will be regardless of race, colour, nationality or ethnic or national origins, religion, sex, sexuality, marital status or disability.

Officers from Voluntary Organisations will, in the first instance, be members through supporting local volunteers and services users representatives on the North West LEF. People employed by the HSCP are eligible to join, but only as individuals who live in North West Locality of Glasgow.

The membership shall be made up of community representatives of community groups, voluntary organisations, Forums or Networks and individuals interested in improving health and social care services.

Membership in the first year of operation shall be drawn from existing networks, forums and groups recognised by the HSCP ensuring as far as possible that there is broad care group representation, particularly from the more vulnerable or historically less well represented groups. Thereafter membership will be for a 3 year period, when the person will be eligible for re-election.

The Chair and Vice Chair will be elected by the membership at the first meeting after the Forums inaugural meeting and/or Annual Public meeting/event. They will hold office for up to two year and be will eligible for re-election at the end of that period.

Meetings: The full membership of the Forum will meet not less than 8 times a year and the conduct of all meeting and any working or sub-groups shall be as follows:

- The Forum will hold at least one public event/meeting annually.
- All members of a meeting shall have one vote.
- Voting shall be by consensus and/or decided by a simple majority.
- The Chair shall have the casting vote.
- The quorum for meetings shall not be less than 5 eligible members.
- Decisions, proceedings and actions points agreed at meeting will be recorded.
- The agenda for the meeting shall be determined by the members of the North West LEF and representatives of the HSCP. Members may submit items of business for the meeting 10 days prior to the meeting.
- Members who miss three meetings in a row without submitting apologies will be contacted to find out if they wish their membership to continue. If there is no response they will be deemed to have resigned from the Forum.

Terms of Reference Review The Terms of Reference of North West Locality Engagement Forum will be reviewed the annually.

Item 5

NW LEF and Adult Services Engagement – 2019 – 20

Date	Topics	NW/City/ Wider Community	Venue & Time
10, 11 & 16 Jan 19	- Strategic Plan 2019-22	Citywide	Royal Concert Hall
31 Jan 2019	- Older People Services	NW LEF/ Wider Community	Albany Centre @ 10.00am
26 Feb 2019	-North West Locality Plan	NW LEF /Wider Community	Partick Burgh Halls
11 March 2019	OOH – Mental Health Conversation	Citywide	Denniiston Parish Church
14 March 2019	OOH – Recovery, addiction and homelessness focus	Citywide	Touchbase Sense Scotland
21 March 2019	- MFT - Out of Hours - Carers Strategy Consultation	NW LEF/ Wider Community	Church Street Office @10.00
27 March 2019	- Distress Collaboration Engagement	Citywide	Leverndale Hospital
18 April 2019	Recovery Communities Marie Curie	NW LEF	Church Street Office @ 10.00
May 2019 Date tbc	- Disability and Doing It For Ourselves	NW LEF/ Wider Community	Fortune Works
23 May 2019	- Distress Collaboration - Update on Mental Health Plan - YP access to Mental Health services	NW LEF	Maryhill H & CC @ 10.00am
26 June 2019	- Overnight Care Support Update	Citywide	Touchbase Sense Scotland
27 June 2019	- Communication (JM) - Children and Families – young people with disabilities – transition into adult services	NW LEF	Maryhill H & CC @ 10.00am
22 August 2019	- Primary Care Update - Learning Disability	NW LEF/ Wider Community	Woodside H & CC – venue tbc
3 Oct 2019	- NW Locality Progress – Jackie Kerr	NW LEF/ Wider Community	Venue to be confirmed
14 Nov 2019	- Sexual Health Services -	NW LEF	Venue to be confirmed
2020			
30 January 2020			
5 March 2020			