



NW Locality Engagement Forum Meeting – 21 March 2019 Report

Attendance

Robert Smith	Alan McDonald	Ann Kilgour	Winnie McPhail
Roy Greatorex	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.