



North West Locality Engagement Forum

Thursday 22 August 2019

10.00 – 11.30pm

in

Woodside Health & Care Centre

891 Garscube Road, Glasgow, G20 7ER

Agenda

Welcome and Introductions (Robert Smith, Chair)

- | | |
|--|---------------|
| 1. NW LEF Minutes – 27 June 2019 | 10.00 – 10.05 |
| i. Matters arising | |
| 2. Sexual Health Services (Sandyford Sexual Health Service) | 10.05 – 10.50 |
| Tea Break | 10.50 – 11.00 |
| 3. Questionnaire Feedback, Planning and Dates
(May Simpson, CEO) | 11.00 - 11.10 |
| 4. Review of Strategic Planning Groups and Participation and
Engagement Structure in the HSCP
(May Simpson, CEO) | 11.10 – 11.15 |
| 5. (i) NW OPPG Report – 17 July 2019 | 11.15 – 11.25 |
| (ii) NW OPPG Report – 14 August 2019 | |
| 6. AOCB | 11.25 – 11.30 |
| Walk Round Woodside Health and Care Centre | 11.30 – 12.00 |

Date of Next Meeting – 3 October 2019 – venue to be confirmed



Draft Minutes of NW Locality Engagement Forum Meeting held on 27 June 2019

Attendance

Robert Smith	Jean Dougan	Ann Kilgour	Winnie McPhail
Muriel Anderson	Mary McShane	John McVicar	Jane Maguire
Janice Walker	Lilian Woolfries		

Apologies

Rita Hepburn	Sadie Gordon	Nicky Neilson	Mr Jamil
Margaret Smith	Florence Alison	Mark McBay	Abdul Benjelloun
Gordon McInnes	Alan McDonald	Roy Greatorex	Alan Gow

In Attendance

Cara McGowan (HSCP, Team Lead, North West Children and Families)
 Lorraine Dickson (HSCP, North West Children and Families)
 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 – 23 May 2019 – agreed i. Matters Arising – Distress Collaborative information to be circulated – Action: MS
2	Children’s Health and Disability - North West Locality Cara McGowan and Lorraine Dickson (HSCP - North West Children and Families) Cara’s comprehensive presentation on the work of the NW Locality Children’s Health and Disability Team started by highlighting key partners – North West Carers Services, 3 rd Sector Voluntary Organisations, Health teams, Education services and Children’s Specialist services. They detailed the work of the team, criteria of the service, the main legislation which the

	<p>team work to and the pathways into the service.</p> <p>Cara highlighted the ‘Wellbeing Assessment Framework’ used by the team, personalisation and options for how support is delivered and challenges in assessment process.</p> <p>Cara then described the pathway for each child/young person: referral - assessment – support planning - outcome then evaluation and review. Lorraine illustrated the pathway with three case studies.</p> <p>The second half of the presentation focused on young people and transition into adulthood and adult services. Cara describe the transition process – starting discussions with the young person and their family at 14 years of age, looking at options for the future, transition planning with the transition team, joint support needs assessment leading to personalisation. If a young person is ‘looked after and accommodated’ the Leaving Care Service team would manage the transition process.</p> <p>The members discussed links with Special Schools – Nursery to Primary to Secondary. Members also asked about the reduction in class room assistants supporting young people with additional needs in mainstream schools. Cara advised that there are smaller classes sizes, Education wellbeing and assessment plans, Learning Units in some schools and the changing role of School Nurses. Nurses carry out home visits for autistic children, joint visits and work with a variety of service and partners. There is also 4hrs respite per week for pre 5 children with assessed additional support needs.</p> <p>Cara clarified that the Self Directed Support budget paid for services but sometimes the specialist services were not available as the organisation/care providers did not have the capacity. She also confirmed that the young people in Children’s units could receive a service and support from the Team up until the age of 21</p> <p>John was concerned about accessing allocated Social Workers – difficult to get through to the allocated worker by phone.</p> <p>Robert thanks Cara and Lorraine for their input and time.</p>
3	Woodside Health and Care Centre (May Simpson, Community Engagement

	<p>Officer)</p> <p>May advised that the new Woodside Health and Care Centre would open to patients and their families on Monday 1 July 2019. The Pharmacy would remain in the old Health Centre using the same number and is expected to relocate to the new Centre before September 2019.</p>
<p>4</p>	<p>Service Area Issues and Concerns – 3 October 2019</p> <p>Adult Services</p> <ul style="list-style-type: none"> • Learning Disability – changes, developments and services • Update on Mental Health 5 Year Plan priorities for community services and supports • Update on Safe Consumption unit <p>Older People Services</p> <ul style="list-style-type: none"> • What training and support do nurses get in order to be able to write prescriptions <p>Primary Care</p> <ul style="list-style-type: none"> • New GP contract – what are the changes • Links/GP links with hospital services – what are you doing to improve this • Out of Hours GP service update • Changes to immunisation/vaccinations • Treatment room changes updates <p>Health Improvement</p> <ul style="list-style-type: none"> • Detail key actions that people can take to improve/maintain good health and what is being done to give babies and children a good start in life <p>Children and Families</p> <ul style="list-style-type: none"> • What support is given to children leaving care? • Educational outcomes and support for Children and young people in care or in the Children Hearing system – what is HSCP doing?
<p>5</p>	<p>AOCB Nil</p>
	<p>Date of Next meeting – 22 August 2019 - Woodside H & CC @ 10.00am</p>

Item 3



NW LEF Planning Questionnaire

1. Do you think we should produce and NW LEF leaflet to distribute in the community?
 YES/NO/Don't know

2. Should we change our meetings schedule from every 6 weeks to monthly with no meetings in July and December and a 2 hour meeting instead of 2 ½ hours?
 YES/NO/Don't know

Here are the two sets of dates: -

6 weekly - Present	Monthly - Proposed	
3 Oct 2019	3 Oct 2019	NW Locality event – 10.00- 12.30
14 Nov 2019	31 Oct 2019	Ordinary meeting - 10.00- 12.00
12 December 2019	28 Nov 2019	Ordinary meeting - 10.00- 12.00
2020		
30 January 2020	30 January 2020	1. NW Locality event – Older People
5 Feb 2020	27 Feb 2020	Ordinary meeting - 10.00- 12.00
	26 March 2020	Ordinary meeting - 10.00- 12.00
2 April 2020	24 April 2020	Ordinary meeting - 10.00- 12.00
14 May 2020	29 May 2020	2. NW Locality event – Adults
25 June 2020	25 June 2020	Ordinary meeting - 10.00- 12.00
13 August 2020	27 August 2020	Ordinary meeting - 10.00- 12.00
24 September 2020	24 September 2020	3. NW Locality Children and Families
29 October 2020	29 October 2020	Ordinary meeting - 10.00- 12.00
26 November 2020	26 November 2020	Ordinary meeting - 10.00- 12.00

3. Best day for meeting Mon – Tues – Wed – Thurs – Fri (please circle up to 2)

4. Best Time for meetings AM PM Evening (please circle one)

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5. Any other suggestions

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Item 5 (i)



NORTH WEST PUBLIC ENGAGEMENT FORUM

MEETING REPORT

MEETING: NW - Older People’s Planning Group

DATE: 17 July 2019

LEF REPRESENTATIVES: Sadie Gordon

Main Points or Discussion

1. **Anticipatory Care Plans (ACP)** – about to re-launch and introducing an ACP summary across community teams. Staff awareness sessions have been taking place - phase 1 is almost complete and phase 2 is now commencing. Teams will be moving to an electronic version.

2. **Advanced Nurse Practitioners (ANP)** have been working in Hawthorn House Home for the Elderly and the feedback very positive. It seems to be reducing inappropriate conversation with GPs and building confidence with staff. More ANP would be recruitment and deployed in this area. Homes for the Elderly were also getting support from HSCP Pharmacists.

3. NW Locality Plan – priorities for 2019 – 20 discussed and noted including Knightwood Connects Project.

4. Maximising Independence – June 2019 IJB paper - a shift to improve people’s independence through being supported by a range of third sector organizations, where possible, rather than HSCP services. The planning group felt stakeholder engagement was essential for a shift in culture and the habits of the general public.

Action/for noting

For noting

Item 5 (ii)



NORTH WEST PUBLIC ENGAGEMENT FORUM

MEETING REPORT

MEETING: NW - Older People's Planning Group

DATE: 14 August 2019

LEF REPRESENTATIVES: Sadie Gordon and Muriel Anderson

Main Points or Discussion

1. **NW Locality Plan 2019 – 22:** draft copy discussed in detail and amendments noted. It was agreed that the work around the interface and communication between Acute services and Community Health services needs to be captured in the plan.
2. **Older Peoples Planning Group** – Terms of Reference reviewed. Will move to a ¼ meeting schedule. Seeking greater involvement from Voluntary Sector/3rd sector.
3. **Victoria Gardens Residential Unit for the Elderly in Knightswood** – expected to open in September 2019
4. **Neighbourhoods Implementation** – update given on the progress of implementing the 3 Neighbourhoods for Older People – Anniesland/Drumchapel, Maryhill/Possilpark and Woodside and Anderson/Dumbarton Road/Partick.

Action/for noting

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For noting

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Sexual Health Service Implementation Plan

August 2019
(Summary)

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SANDYFORD

caring about sexual, reproductive and emotional health

Introduction

Glasgow City Health and Social Care Partnership (HSCP) are responsible for providing specialist sexual health and reproductive health services for the whole population of Greater Glasgow and Clyde. The services are delivered by Sandyford in 14 different locations.

Changes in the population, in the sexual health needs of people, changes to the way the service is provided and the staff that do this, all mean that we cannot keep delivering the services in the same way and need to find a better way of doing this.

We have developed some proposals which will allow better services to be delivered. We are keen to hear your views, and will ask our service users, members of the public, our staff and any organisations we work with to help us decide what some parts of the new service will look like. All of the views and comments we receive will help us prepare the final set of proposals to take to Glasgow city Integration Joint Board (IJB) for them to consider later in 2019.

We have a short survey that we would like you to complete to tell us what you think. This should take no more than 10 minutes and you can find this online at

www.glasgowcity.hscp.scot/sexual-health-consultation

If you would like to request the survey in another format then please ♦ Email us at Sandyford.feedback@ggc.scot.nhs.uk ♦ Phone us on 0141 211 6729

The closing date for responses is Friday 13th September 2019.

What improvements have already been agreed?

The main improvements to our services will be:

- ♦ More appointments will be available meaning that more people will be seen each year.
- ♦ People will get services that they need and will be able to see the right staff at the right time.
- ♦ We will introduce online booking for appointments and make it easier to get through to book appointments on the telephone too.
- ♦ Women will be able to get long-acting methods of contraception (coils and implants) at **all** Sandyford services.
- ♦ Women will be able to get their oral contraception pills at some local pharmacies.
- ♦ There will be Test Express services (fast access HIV and STI testing service for people without symptoms) at **all** Sandyford services.
- ♦ There will be more early evening services in more places for young people (for those aged 17 and under), and a Saturday afternoon service in Glasgow city centre.
- ♦ Some people will be able to order sexually transmitted infection (STI) testing kits online.
- ♦ Some people will be able to order oral contraception prescriptions online.

Why are we doing this?

There are various reasons why the service is not working as efficiently as it used to.

- ◆ We changed the service in 2015 from a drop in one to appointments only, but this has led to longer waiting times for appointments and difficulties for people trying to phone the service to make or change an appointment.
- ◆ The numbers of people with sexually transmitted infections is increasing, which means more people need to be seen more often to be treated for their infections.
- ◆ From 2017, sexual health services in Scotland have been able to prescribe medicine (known as PrEP) to people who are HIV negative to help prevent them becoming infected with HIV. In Glasgow this medicine can only be prescribed at Sandyford and this new service has been very busy.
- ◆ In recent years it has become more difficult to recruit the right kind of staff into the service.

How did we decide what we were going to do?

In 2016 we consulted with patients, partner organisations and members of the public on the future priorities for sexual health. As a result the Strategic Plan 2017-20 stated our intention to review all sexual health services. In 2017 as part of the review, we worked with some voluntary sector organisations to gather the views of specific groups of people who use our services about what we could improve. This helped shape the proposals to increase and improve services for young people, and also the proposals for online appointment booking and better telephone systems to make it easier for people to attend services.

In 2018 we asked college students about how they would like to access sexual health services, and this has helped us come up with the proposal to allow people to order some contraception prescriptions and some STI testing kits on the internet.

In 2019 we looked at all our available information to understand what changes were needed. We looked at the priority sexual health issues, how is the local population made up, and how are our services used. We looked at any impact the proposals might have on groups of people protected by Equality legislation. We also considered what impact there would be if people had to travel to different areas to get services.

What is changing?

Services for Adults

We are proposing that Sandyford services for adults will be provided in 10 different locations.

- ◆ One day a week at
 - » Barrhead Health and Care Centre
 - » Clydebank Health Centre
 - » Kirkintilloch Health and Care Centre
 - » Vale of Leven Hospital
- ◆ Two days a week in Greenock Health Centre
- ◆ Five days a week at

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- » Paisley New Sneddon Street Clinic
- » Woodside Health and Care Centre ♦ Five days and four evenings at
 - » Sauchiehall Street in Charing Cross, Glasgow
 - » Govanhill Health Centre (community wing)
 - » Parkhead Health Centre

The new services will be delivered in such a way that different parts of the service will be available in different places.

The services that most adults (aged over 18) who use Sandyford services need are contraception, emergency contraception and testing for sexually transmitted infections. We are proposing that these will be available at all of our services listed above.

Some people will need services that are a bit more complex, for example people who have symptoms of an infection and may need quicker treatment. We are proposing that this will be available five days a week at Paisley, Woodside, Govanhill and Parkhead locations. People might have to travel a bit further to get to them.

A very specialist level of service that will be needed by fewer people includes:

- ♦ consultant led care ♦ abortion care
- ♦ complex menopause
- ♦ services for people who have been sexually assaulted or raped ♦ counselling
- ♦ gender identity services ♦ specialised risk reduction services for gay and bisexual men

All of these will be provided in one location at our central service near Charing Cross in Glasgow city centre. Anyone who needs these specialist services will have to travel to Glasgow.

To create the new service model with more appointments for everyone and better services for young people, some of our adult services will have to move. This means that people may have to visit services that are further from where they live in order to get the right care by the right staff for them.

- ♦ Services for adults (aged over 18) at Easterhouse and Springburn will move to Parkhead.
- ♦ Services for adults (aged over 18) at Pollok and Castlemilk will move to Govanhill.
- ♦ Services for adults (aged over 18) at Drumchapel will move to Woodside.

Online Services

Some people have very straightforward needs and would prefer to get their services in a different way. We have decided to test an online service for 2 groups of people who have used our services in the past:

- ♦ people who want to be tested for sexually transmitted infections but have no symptoms
- ♦ women who need a repeat prescription of their oral contraception supply

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These people will be able to go online, answer some questions about who they are and some information about their health, and either order their contraception prescription, and then pick it up at a pharmacy close to where they live; or order a home-testing kit which will be sent out to their home address. They will be able to send the tests in and receive their results by phone, only having to visit a clinic if they need some treatment or follow up care.

We will test this in some parts of Glasgow (including Castlemilk, Easterhouse, Drumchapel, Springburn and Pollok), and in East Dunbartonshire and East Renfrewshire. If it is successful we would like to spread it to more areas and to allow more people to do this. In time, we would also like to have more of our services available online, and also to work with GPs to help support their patients do this.

Getting Contraception from your Pharmacy

We will try out a service which means women can get their oral contraception pills from their Community Pharmacies. We will test this in Darnley and Langside to begin with, and if this is successful we would like to provide it in other areas.

Services for young people

Our services for young people are for those aged 17 and under. Young people told us that our services are not open at the right times and some are not easy to get to. Therefore, we want to set up new early evening drop-in services for young people at 9 different locations across Glasgow and Clyde. Discussions are ongoing with young people and other organisations to agree the exact locations, but we would propose to have the drop-in services in:

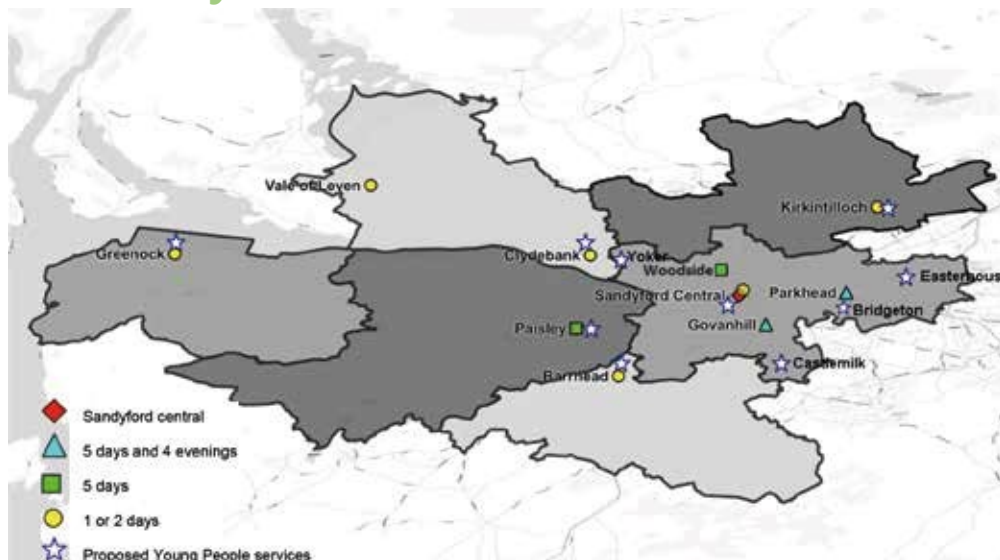
- ◆ Greenock ◆ Clydebank ◆ Paisley ◆ Barrhead
- ◆ Kirkintilloch

In Glasgow city, we will have a new Saturday afternoon service for young people.

We will work with the new HSCP Youth Health Service as it becomes established over the next year and would also hope to have drop in sexual health clinics for young people in areas such as:

- ◆ Castlemilk ◆ Easterhouse ◆ Bridgeton ◆ Yoker

New Sandyford Service Locations



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When will the changes happen?

If the Integration Joint Board approves the proposals, we would start to put the new services in place early in 2020 ♦ We would move all the specialist services to our central service on

Sauchiehall Street near Charing Cross in Glasgow ♦ Services at Paisley and Woodside in Glasgow would open on 5 full days and include early evening drop in service for young people

- ♦ Services in Govanhill and Parkhead would open on 5 days and 4 evenings each week
- ♦ Online services will be tested in Castlemilk, Easterhouse, Drumchapel, Springburn, Pollok, East Dunbartonshire and East Renfrewshire ♦ Drop in services for young people would open in Castlemilk and Easterhouse in the evening, and in the city centre on a Saturday afternoon

Later in 2020 the Greenock and Vale of Leven services will open, and drop in services for young people will open in Greenock and Clydebank.

Until these changes happen, the current services will continue.

Notes:

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