

Locality Engagement Forum Meeting
Thursday 12th December 2019
Time 6.30pm till 8.30pm
Glasgow Kelvin College Haghill
2 Haghill Road
G31 3SR

Item (1) Review of Glasgow City HSCP Communications Strategy
Jason Mokrovich Business Development Manager Business
Development presentation attached

The Social Care Partnership Communications Strategy and Action Plan, describes how we communicate with large groups of people is under review members are asked to consider the questions below:...

- How do you get information about Glasgow City HSCP – its work and services?
- What are your five preferred ways for getting information about Glasgow City HSCP?
- What suggestions do you have on how we can improve our communications?

Item (2) Feedback from Public Engagement Committee 28th August
Newlands Centre, 871 Springfield Road, Glasgow, G31 4HZ copy of
minute attached.

Item (3) Locality Plan Consultation Summary Report Attached

Members are asked for their comments on the draft plan.

North East Locality Forum Meetings 2020 Venues Dates Times

If you require more information, please contact
Tony Devine phone 0141 277 7554 Mobile 07772654641
E-mail tony.devine@ggc.scot.nhs.uk

North East Locality Engagement Forum Meeting
Thursday 19th September 2019
Time 6.30pm till 8.30pm.
Glasgow Kelvin College Haghill Glasgow G31 3SR

Present

Ann Souter, Lorraine Kennedy, Janette Whitelaw, Stephen McGuire
Billy Kirkpatrick, Allison Lawson, Kate MacKensie, Agnes Brisbane,
Flo Collins, Alison Hay, George McGuinness, Ann Souter, Charlotte Levy.
Steven Blair Principal Officer Governance & Strategic Planning.
Intervention, Tony Devine North East Community Engagement Officer.

Apologies

Morag Skinner, Jim Skinner, Ruth Matheson, Marie Cairns, J. Bell,
James Duncanson, Jamie McCarron, J. Ferguson, Mary Macpherson,
Gary Dover Assistant Chief Officer Primary Care & Early Years Services

Item (1) Minutes of the August Locality Forum meeting agreed

**Item (2) Review of Participation and Structures Steven Blair
Principal Officer Governance & Strategic Planning**

Steven explained the Integration Scheme between Glasgow City Council (GCC) and NHS Greater Glasgow and Clyde (GGC) requires the Integration Joint Board (IJB) to develop a Participation and Engagement Strategy. The Strategy approved on 31st of October is now under review. The participation and engagement structures in place within Glasgow City HSCP have been included in the review scope to ensure they continue to be fit for purpose and offer a meaningful platform for stakeholders to participate and be engaged in the planning of health and social care services.

The review will include:

- Participation and Engagement Strategy.
- Strategic Planning Groups.
- Locality Engagement Forums.
- Public Engagement Committee.

An internal working group has been tasked with progressing the review, Identifying, key activities; timescales; methods; governance and sign off arrangements; stakeholder involvement opportunities and communication requirements. A draft action plan providing an illustration of the activity that will be undertaken included in the mailing.

The Ministerial Strategic Group for Health and Community Care published the results of a national review of progress towards Integration. The report made a number of proposals including, improving relationships with the third sector, ensuring effective approaches for community engagement and participation are in place. Ensuring improved working relationships with carers, and people supporting carers and representatives of people using services better to enable their full involvement in integration. Steven delivered a presentation and then asked a number of questions.

What are your views about what we are planning to do?

This question received a mixed response some members felt that the review was too soon and that the current system should be given more time to bed in other members felt that it was the right time to have a review.

Are there particular aspects about the Locality Engagement Forums that we should look at? Forum members have discussed the format of meetings on a number of occasions in particular the length of time given to presentations. The unanimous view was that half the meeting should be set aside for local issues or matters specifically raised by forum members as expressed at the Locality Forum meeting held on the 11th of October 2018 set out below.

“Members discussed changing the format of meetings setting aside the first hour of the meeting for forum business and the second hour would be for presentations. Tony asked members to give consideration to officers who may have left home at 7.30am not returning home till 9pm or even later in the evening. After some discussion members felt it would be better to continue with the current practice of beginning presentations at 6.30pm and putting a time limit on presentations and question being completed by 7.30pm”

We want you to be involved in this review, particularly when we’re looking at the Locality Forums how would you like us to do this?

Forum members want to have discussions with North West and South Forums there is a feeling that we can all learn from one another and adopt each other`s good practice.

They also want to involve non statutory partners for example Carers reps, Alzheimer Dementia groups, Mental Health Networks and other service users.

Which other elements of the review would you like to feed into?

Strategic Planning Groups, IJB and Public Engagement Committee membership and format, Review of the Communication Strategy.

When and how often would you like us to engage with you?

As and when appropriate.

Steven said tonight's session was just the beginning of the review process and that forum member`s would have opportunities to have their say on what they want their locality forum to look like and be fully involved in the designing of it.

The Chair thanked Steven for his contribution and welcomed his comments to provide regular feedback to the forum on the progress of the review.

Item (3) East End Health and Social Care Hub Update

Tony reported that a lot of work was taking place incorporating the various design options. Moving to the next stage in the process presenting the Out Line Business Case, which should be ready early next year?

Item (4) Scottish Health Council Healthcare Improvement Scotland Committee Members 3 posts.

Any member interested in applying community representative posts should contact Scottish Health Council direct.

Item (5) Marie Curie Knowledge Cafe Event Springburn Parish Church

The Health and Social Care Partnership will have four information stands and two speakers at this event all forum members invited to attend.

Springburn Parish Church
3rd October 2019
9.30am- 12.30pm Lunch provided
For further information contact
margaret.muir@mariecurie.org.uk Mobile: 078235333888

Item (6) Feedback from Public Engagement Committee 28th of August Newlands Centre, 871 Springfield Road, Glasgow, G31

Gary Dover reported to committee that the main focus for community engagement continues to be around the North East Hub. From January 2019 HSCP officers have reported to 31 meetings covering a wide range of groups including. Councillors, IJB Board members, Locality Engagement Forums, Community Councils, Area Partnership Committees Tenants/Carers groups, Third Sector organisations Macmillan Glasgow Disability Alliance, Mental Health Network, Marie Curie, and Thriving Places staff as well as individual service users. Four separate engagement sessions involving the appointed architects Hoskins highlighting the previous projects the firm has completed. The most popular part of the engagement have been the site visits to Gorbals, Eastwood, Maryhill Health and Social Care centres. This level of public engagement will continue through to the completion of the Hub project. The committee then heard two presentations from third sector organisations who have been working with the North East Locality Forum.

First Presentation Civic Participation Mental Health Foundation

Presented by Mohamed Omar and Liasu Taiwo.

Working in partnership with the Mental Health Foundation Forum Locality Forum members took part in the making of an information video explaining the importance of civic participation focusing on promoting engagement with public services among refugee/asylum seekers. A production crew filmed discussions at one of the regular North East Locality Forum meetings they also interviewed the chair who spoke about the contribution members can make to improving local services. Both Mohamed and Liasu referred to contribution and support they received from the HSCP and the Forum. The video will be released on the 25th September and shared throughout the Refugee/asylum network.

Second Presentation Mental Health Network presented by Ann Jones, Stephen McGuire, Ken McArthur, Billy Kirkpatrick, Aspasia Spandau

Ann Jones explained that the Mental Health Network were set up by a group of people with a lived experience of mental ill health who wanted a greater say in how they were treated while using mental health services and how they could better shape the mental health services of the future. They engage with patients in wards, resource centres and in the community, in a variety of ways to ensure they reach as many people as possible in ways that are suitable for them and their carers.

Stephen spoke about the conversation café, creative writing group and the engagement with inpatients, service users and carers who use mental health services. He also spoke about the networks contribution to the Dignity and Respect Policy document, Ken, Billy, and Aspasia, talked about their own experiences in the Hub workshops. Gary Dover thanked the network for their significant contribution and involvement with the whole Hub consultation process including the work done by the Friday Focus group.

The Committee welcomed both presentations and acknowledged the importance of listening to the community. It was an important message that people do make a difference through engagement and participation.

A.O.B.

Members of the forum expressed concerns regarding past closures of GP Out-Of-Hours emergency services mainly. They have asked for someone to attend a future meeting who would be to explain the reasons for past closures and future OOH service provision.

North East Locality Forum Meeting Dates for second half of 2019.

15th August, 19th September, 31st October, 12th December.

Always Thursday Time 6.30pm till 8.30pm

Venue Glasgow Kelvin College Haghill Glasgow G31 3SR

If you require any more information, please contact
Tony Devine North East Sector Community Engagement Officer.
Phone 0141 277 7554 Mobile 07772654641. tony.devine@ggc.scot.nhs.uk

Glasgow City
HSCP
Health and Social Care Partnership



Review of Glasgow City HSCP Communications Strategy

Jason Mokrovich, Business Development Manager
Deborah McGarrigle, Principal Officer (Business Development)

Thursday, 12 December

- **Communications Strategy and Action Plan (January 2017)**
- **Further Improvement Action Plan (March 2017)**
- **Survey**
- **Review of Communications Strategy and Action Plan (Aug/Sept 2019)**

Communications Strategy: What is it?

- **Framework for Effective Communications (Internal and External)**
- **Communications Audience**
- **Communications Channels**
- **Action Plan**

Communications Strategy Review: What and How?

- **Share views on...**
 - our communications framework
 - knowledge of the HSCP, IJB and their work
 - how find out about the HSCP, IJB and their work & preferred comms channels
 - the usefulness of our communications and
 - how our communications can be improved
- **Survey – open until 5 January 2020**
 - www.smartsurvey.co.uk/s/gchscp-comms
 - www.glasgowcity.hscp.scot/gchscp-comms
- **LEF/LEN Engagement**
- **Report to IJB in June 2020**

Discussion Questions

- **How do you get information about Glasgow City HSCP – its work and services?**
- **What are your five preferred ways for getting information about Glasgow City HSCP?**
- **What suggestions do you have on how we can improve our communications?**