



Number of participants: 50

Number of Staff: 15

**South Locality Information Session  
 Transforming Services for the Future**

**7th June 2018**

The event was held on 7th June 2018 at Touchbase, Sense Scotland, Kinning Park. Participants had the opportunity to hear from keynote speakers on the subject of transforming health and social care services for the future.

**Thanks to our keynote speakers and facilitators for their contribution :**

- Stephen Fitzpatrick      Assistant Chief Officer, Older People’s Services and South Locality
  - Hamish Battye            Head of Planning and Strategy, Older People’s Services and South Locality
  - Kirsty Orr                    Project Manager , Out of Hours Services Review
  - Kerri Neylon                Clinical Director, North West Locality
  - Stuart Donald                Principal Officer, Business Development
- Facilitators: Caroline Fee, May Simpson, Joanne Garret, Christine Murphy, Mark Ellis and Helen Johnston (admin support)

For a copy of the full set of event notes, or to request this information in an alternative format please contact:

Lisa Martin, Community Engagement Officer on 0141 427 8269 or [Lisa.Martin@ggc.scot.nhs.uk](mailto:Lisa.Martin@ggc.scot.nhs.uk)

# Key Points From Our Group Discussions

## Moving Forward Together

- The principles behind Moving Forward Together were broadly accepted however it is important not to continually use the 'ageing population' narrative in a negative way —it is positive that we are living longer now
- Technology has a role but not appropriate for all — to be a choice , not requirement in how care is delivered
- Changing perceptions and expectations about how services are delivered requires a long term cultural shift

## Primary Care Improvement Plan

- The principle of 'right person, right time, right reason' was broadly supported but some vulnerable groups will always want to see a GP as first point of contact
- An increase in Link Workers is welcome however this will only be effective if the pressure on the community and third sector is stopped/reversed
- New models such as GP clusters were viewed as a positive step towards properly integrating services and care

## Summary

**Stephen Fitzpatrick,  
Assistant Chief Officer,  
Older People's Services and  
South Locality**

The HSCP vision is 'that the City's people flourish with access to health and care support when they need it'. Planning how our services will be delivered in the future is core to realising this vision

The HSCP will continue to communicate with and involve communities through its locality engagement arrangements, social media and other communication channels, staff and partners

## Review of Out of Hours Services

- First point of access is crucial—assessment and progress through a clear pathway is desirable for both patient/user and staff
- Public unclear about referral pathways into OOH with perception of long waiting times in GP OOH especially
- Role of NHS 24 in signposting /assessing/referring is key — some negative anecdotal experiences of NHS24 were cited
- Need stronger communication with the wider public , in particular vulnerable user groups

## Strategic and Locality Planning

- Communication with the wider public, not just patient, user and carer groups is crucial if there is to be a meaningful and sustainable shift in the public perception of how services will be delivered in the future
- The community and third sector is under huge pressure yet demand for services is high—how is the HSCP supporting the sector?
- Mental health services to be prioritised for investment

**HSCP Volunteer Charter:** Participants heard about the HSCP Volunteer Charter, introduced in June 2017. The HSCP is committed to supporting volunteering across a wide range of services and roles. For further information about the Volunteer Charter please contact: Janet Tobin, Health Improvement Manager on 0141 232 0160.