

Clinical Governance Working Group by Eddie Kelly

This group meets bi-monthly to consider clinical matters under the following headings: Implementation, Assurance, Safe Care, Effectiveness and Person Centred Care, Minutes of Directorate and Speciality Groups/Committees.

Each meeting considers around 70 reports/minutes/presentations and requires a large amount of reading and preparation – normally between 7 and 11 hours. Meetings normally take up to 3 hours.

The group is chaired by the Medical Director and members include General Managers, Director of Nursing, Associate Medical Directors, Pharmacy Director, Chief Executive, Director of Public Health and Strategic Planning, Heads of Nursing and other people with specialist knowledge and expertise.

I have been a member of this group for a number of years and consider my role as being that of a critical friend. Group members have accepted me as the representative of the Patient and Public Panel and the chair ensures that I do get my opinions and views listened to.

Obviously, most of the papers for the group are confidential but agendas can be made available on request.

HEALTH AND SOCIAL CARE PARTNERSHIP by Helen Macguire

The following appointments were made at recent PPF meetings in Stirling and Alloa

(Three of the representatives are members of the PPP).

STIRLING AND CLACKMANNANSHIRE INTEGRATION JOINT BOARD

Elected Service User Representative for Stirling: Morag Mason

Elected Service User Representative for Clacks: Teresa McNally

STRATEGIC PLANNING GROUP

Elected Service User Representative for Stirling: Eileen Wallace

Elected Service User Representative:for Clacks: Helen Macguire

Elected Third Sector Representative for Clacks: Sheila McGhee

Shiona Strachan is the CEO of Stirling and Clacks IJB and Sheila and I met with her at Clackmannanshire Council's offices in Alloa last week.

Notes from the first meeting I attended of the Strategic Planning Group on 21 October:

Stakeholder sessions had taken place in Stirling, Killearn and Alloa to involve group discussion around the draft Strategic Plan. Feedback from these sessions and a range of other sources had resulted in a number of key themes and ambitions being developed. From 2 November 2015 the Clackmannanshire and Stirling Strategic Plan 2016-2019 will be going out for public consultation for a period of 6 weeks.

An update on 'Your Plan' by Shelia McGhee

As a member of the Neurological Voices group (NV) we were we have a member who was asked to complete a version of the 'Your Plan' going round Forth valley. She felt it had to be shared wider and brought it to the group and ultimately the Neurological Managed Clinical Network (MCN). I also had the form sent round the PPP.

The NV met with the MCN chair where we pulled the document to bits and rebuilt it, adding and rewording replacing where needed and renamed it 'My Plan'. Suggestions as to format, where to and how accessed both document and pages etc. were made.

Trudy Foster the MCN chair took it away and had a mock up made which she took to further meetings with the long-term conditions/clinical review. This was received well and other conditions could see how it could be adapted for their areas. It is hoped that we can the learning from My Plan with other stakeholders keeping in mind a key theme from the clinical services review was to move to a single Anticipatory Care Plan (ACP) for Forth Valley.

So watch this space.

Radio Royal Interview by John McGhee

Helen McGuire and I were interviewed by Jim Prentice live on his Radio Royal programme on 27th October. A reasonably enjoyable experience!

We were able to tell Jim and his audience something about the background of the PPP, our task group activities, the PPP's involvements with and in the Hospital and our aspirations.

We're going to try to get a podcast extract of the interview and, if we are able to, this will be posted on the PPP website.

Update on the Bereavement process by Margo Biggs

Forth Valley continues to provide support to those dealing with loss in hospital and the community Death Certification has recently become more complex and a great deal of bureaucracy surrounds the arrangements which need to be made. PPP members have been involved and the role of sensitive collection of belongings was brought to the attention of the Steering Group through Helen Russell and already featured in coverage of the PPP making a difference. A plea for more people to assist in putting together Bereavement Packs to help navigate people through the administrative

processes of loss has been made and in addition to the valuable work by existing members like Christina and June Helen and I went along to put the packs of information booklets together. More people are still welcome as we heard about 25 packs are needed each day and our continued support of this valuable service is valued.

Leaflet Task Group update By Shelia McDuff

The leaflet group were kept busy over the last two months, reviewing 5 leaflet/documents since mid August.

August: A 'Sexual Health' leaflet review, this was mainly a directional leaflet to various services available. September: An advice leaflet for 'Foot care for 'In Patients with Diabetes'. October saw three further reviews. The first was a group of 4 'Patient Information Post Gastric Procedures' leaflets. Next a Guidance document for staff regarding 'Unauthorised Photograph", John McGhee as a lay member of the Information Governance Group asked for the group to review this document.

Last was the 'Russell Park Welcome Pack' packed into a huge 37 page document. At present we have no leaflets pending.

Make Every Contact Count and Health Behaviour Change Training by Mary Miller

The PPP was given the opportunity to join with NHS staff, Community Groups and other agencies throughout Forth Valley in Health Behaviour Change Training. Improving health is everyone's business and the training enhanced and developed skills and knowledge. The three and a half hour session was very informative. The group consisted of 4 PPP members and 4 staff. (Margo's article on shared training details the staff who attended.) We started the session with an ice breaking exercise, thankfully throughout the morning there was no role play! It was reinforced you DO NOT have to be an expert. The aims of the training included: Listen respectfully to the person's views and ask open and non judgemental questions and raise the issues of health related behaviour appropriately and sensitively.

Lifestyle behaviours such as smoking, poor diet, lack of exercise, being overweight or obese, and drinking over the recommended alcohol limits are key factors in contributing to heart disease, stroke, cancer and lung disease which accounts for almost three quarters of the deaths in Forth Valley. Small changes in these lifestyle behaviours can make a big difference to health outcomes.

All aspects of health and well being are interlinked. The issues of health inequalities were discussed. Research has shown many people would like to change lifestyle behaviours, if offered the opportunity and support to do so.

We worked in small groups discussing values and attitudes. To get us talking and sharing our values we were asked to identify who we thought, in order of healthiest, cards outlining the age, sex, social and community networks, living and working conditions, socio economic and cultural aspects of individuals. Other exercises added to the discussions. The session finished with a recap quiz, the following is an example:

Question : Which of the following situations offer opportunities to talk to people about health related behaviour change?

- a) During any day to day contact.
- b) When I hear mention of a lifestyle problem.
- c) When I see that support with a lifestyle issue may be of help.
- d) As part of existing information gathering arrangements e.g. assessment, history taking etc.
- e) All of the above.

The answer is e.

In it Together by Margo Biggs

Recent opportunities to complete training modules on patient rights and public health have been useful.

Best experience comes from meeting with staff who are on the same training courses Discussion leads to an understanding of each other's perspectives and allows us to share what we feel is important to patients .My own experience of the recent public health event attended by four PPP members and four staff provided us with examples of four young women dedicated to the care of the patients in hospital and in the community. From Cardiac Rehab, Oncology ,REACH and from work going on in the Young Offenders Institution at Polmont we discussed examples of the barriers to good health. Bigger events like the AHP event on October 8th saw discussion on shaping Services to meet the needs of patients and carers formalised, summarised and fed back upon. It is good to have the opportunity to exchange ideas and to progress them through training and through consultation events as we all share the same aim of making it better for patients and carers in Forth Valley.

Annual Review update by Karen Maclure

Our Annual Review meeting for 2014/15, which took place on 16th Sept2015, went well and was attended by a wide range of staff, service users and community groups across Forth Valley.

Our Chairman Alex Linkston highlighted some of the key achievements during 2014/15 and highlighted some of the challenges and areas for action in the year ahead. These included

Achievements - Significant improvement in waiting times, a reduction in staff absence levels and progress in taking forward plans to integrate local health and social care services. Work started on a new Maggie's Centre at Forth Valley Royal Hospital, there has been a significant investment in medical equipment and the development of a new mental health centre in Falkirk (the Woodlands Resource Centre at Falkirk Community Hospital)

Areas for action include – ensuring consistent delivery of the 4hr ED target, develop alternatives to hospital admission (the ALFY project is a good example of this), reducing delayed discharges (where patients are medically well enough to leave hospital but are waiting to be admitted to a care home

or assessed for additional support or equipment at home) and developing our new healthcare strategy to meet the future health needs of our local population.

PPP members can also watch the footage from the meeting online at:

<https://www.youtube.com/watch?v=TabAM5SovW8>

PPP Members Pictures by John McGhee

Photographs of a number of PPP members now appear in the Patient Public Panel's web pages. They can be seen here. <http://nhsforthvalley.com/get-involved/public-involvement-groups/patient-public-panel/ppp-members/>

Members' profiles should be also appearing shortly. Other members who would like their pictures to appear should contact Helena Buckley (helena.buckley@nhs.net).

What Matters to You by Margo Biggs

Members of the PPP and PPF as well as patients, carers and third sector representatives were invited to attend with health professionals, predominantly from the sectors delivering care under the umbrella of AHPs. Attendees included: Arts Therapy, Dietetics, Occupational Therapists, Orthoptics, Orthotics, Physiotherapy, Podiatry, Radiography and Speech and Language Therapy. After presentations on the purpose of the afternoon we split into workshops looking at three questions

1. What Matters to YOU as an individual to keep you healthy, active and independent?
2. Thinking of what AHPs could do in Health and Social Care in the future. What should we focus on to make services the best they can be.
3. What Should We do First?

There was commonality in response but those of us attending were able to stress needs of patients and carers in all this including communication being listened to and having joined up services. A valuable afternoon overall. See the poster on the next page.

CREATING A HEALTHIER SCOTLAND: WHAT MATTERS TO YOU?



From August 2015 to April 2016 we will be holding a national conversation on health and social care services in Scotland.

The first part of this will look at what issues really matter to you. To help get the conversation started we have developed 3 broad questions.

You can tell us what you think by post and email, or by joining the discussion on our blog, Twitter, or Facebook page or by visiting www.healthier.scot

What support do we need in Scotland to live healthier lives?

What areas of health and social care matter most to you?

Thinking about the future of health and social care services, where should our focus be?



The Scottish
Government
Riaghaltas na h-Alba

Hello My Name Is by Margo Biggs

This campaign was launched in Forth Valley in May 2015. The campaign was very successful and is now being rolled out to Community Hospitals.

The roll out of Hello My Name is to Community Hospitals was given a boost by the involvement of some of the players from Falkirk Football Club. Last week saw the corridors adorned not just by staff names but photographs of young players. Wilma Harley and some PPP helpers were in the Community Hospital to promote the campaign on Monday ,Tuesday ,and Wednesday of the week beginning 28thSeptember and it will continue to roll out through Forth Valley Community Hospitals in October. Wilma can introduce the piece below on involving the wider community and giving visitors and patients a glimpse of their local club favourites

Prior to the launch, Falkirk Football Club kindly took photographs of the whole team holding our pledge wall posters. These are now in place on the walls of Falkirk Community Hospital.

Here is an example

