

Notes of Full PPP Meeting held on Monday 27th February 2017



Name of Group:	Full PPP Meeting
Date of Meeting:	Monday 27th February 2017 at 0930 hours in Room 2, Learning Centre – (Forth Valley Royal Hospital)
Present:	<p>Carol Allardyce, PPP Member Derek Blues, Local Officer, Scottish Health Council John Boyle, PPP Member Evelyn Crosbie, PPP Member Lawrie Dewar, PPP Member James Greenaway, PPP Member Eddie Kelly, PPP Member Helen Macguire, PPP Member – (Chair) Pauline Marland, Person Centred & Patient Experience Co-ordinator Sheila McDuff, PPP Member John McGhee, PPP Member Sheila McGhee, PPP Member Christina McNeil, PPP Member Mary Miller, PPP Member Helen Russell, PPP Member Leela Sanchdev, PPP Member John Snaddon, PPP Member Eileen Wallace, PPP Member Margaret Wotherspoon, PPP Member</p>
In Attendance	<p>Morag Farquhar, Programme Director, Estates and Facilities Jonathan Horwood, Area Infection Control Manager Douglass McLachlan, Executive Chef, Serco Tony McLaughlin, Contract Director, Serco Trisha Miller, Lead Nurse Infection Control</p>

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Welcome and Introductions	H Macguire welcomed all to the meeting.	
	Key Points of Action	Action
Apologies for Absence:	<p>Margo Biggs, PPP Member Helena Buckley, Quality Manager Meg De Asd Amasi, PPP Member Evelyn Finnie, PPP Member Karen Maclure, Person Centred and Patient Relations Manager Jessie-Anne Malcolm, PPF Development Co-ordinator David McLaren, PPP Member Terence O’Byrne, PPP Member</p>	
Note from Full PPP Meeting held on Monday 19th December 2016	The note of the meeting from the Full PPP Meeting held on Monday 19 th December 2016 was accepted as an accurate record.	
Actions from Notes	<ul style="list-style-type: none"> • Question from Mr M Craske’s Presentation ? Do more people travel on buses throughout the UK? – <i>M Craske thought that more people used cars in Scotland but agreed to check the figures and feedback.</i> L Fagan explained that she had received an answer to the above question from Mr Craske and agreed to forward this to all members for information. • Ophthalmology OPD Visit H Macguire updated that only 2 members had participated in the Ophthalmology OPD visit in December 2016, herself and S McGhee. 	L Fagan

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	<p>H Macguire said that it was a very interesting afternoon and the staff are keen to get members of the public's views.</p>	
<p>New Stirling Care Village</p>	<p>M Farquhar was welcomed to the meeting.</p> <p>M Farquhar was invited to the meeting to present on the New Stirling Care Village – “<i>A Care Village in Stirling – A Health and Social Care Partnership Venture</i>”</p> <p>The presentation covered the following points:</p> <ul style="list-style-type: none"> • <i>Agenda – The project reached financial close on 08/12/2016. There is a contract for 25 years. The contractors commenced on-site in early January 2017.</i> • Scope • Site Plan • The Care Hub • The Primary and Urgent Care Building • Stirling Care Village – Services for Older People • <i>Why do we need Intermediate Care? – about rehabilitation and reablement</i> • Intermediate Care – Integrating Short Stay Assessment • Responding to what Older People have said • The Care Village – Care Hub • Partnership Approach • Construction Programme • <i>Construction Key Activities – How is this affecting patient? – there is some noise and vibration but that is inevitable</i> • Construction Phasing • Traffic Management 	

	<ul style="list-style-type: none">• Robertson Team <p>Questions:</p> <ul style="list-style-type: none">• <i>Will you be using any volunteers to help people find their way round the new Stirling Care Village?</i> <i>Yes, currently using volunteers at the front door and they are doing an excellent job. There will also be plenty of signage in place to guide patients from the car-parks. The main reception desk will be covered by RSVP volunteers 5 days a week.</i>• <i>There is currently a bus stop outside OPD, with the construction work taking place will this route change or cease?</i> <i>The contractors are working with First Bus to discuss this but there will definitely be a time when the buses can't come in but this will only be a short window of time. The service will definitely not be stopping.</i>• <i>Are there any emergency provisions for car-parking spaces in place if 431 spaces are not enough?</i> <i>There will be over 600 car-parking spaces when the site is fully completed.</i>• <i>Is the site equipped for dementia patients?</i> <i>All facilities are dementia friendly and there is a lower level for patients with greater dementia needs.</i>	
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	<ul style="list-style-type: none"> • <i>Can you provide some information on the GP Practices? Each GP Practice has a “practice” and the building has been designed to what each practice needs. Each practice has a separate reception desk.</i> • <i>Has there been communication with the local communities? Yes, there has been a lot of communication. Public meetings have been held and going to be meeting with the Community Council. We are hoping to hold an “Open-Day” once the building is ready.</i> <p>The group thanked M Farquhar for attending and a copy of the presentation would be circulated to the group.</p>	<p>L Fagan</p>
<p>Update from Serco</p>	<p>T McLaughlin and D McLachlan attended the meeting to provide an update from Serco.</p> <p>D McLaughlan explained that a NHS Board Visibility Meeting was held on Friday 10th February 2017, where members of the NHS Board visited the Catering & Nutrition Services. D McLaughlan said that the service has received a letter from J Grant, Chief Executive which stated that they were all very impressed with all the facilities.</p> <p>D McLaughlan raised the following points:</p> <ul style="list-style-type: none"> • 4000 meals made each day for the Acute and Community Hospital(s) • Excellent feedback received from the Catering Surveys 	

	<p><i>He said that there was Serco representation on the Health Promotion Group.</i></p> <p>The group thanked D McLachlan and T McLaughlin for attending the meeting.</p>	
<p>Update from Infection Control</p>	<p>J Horwood and T Miller attended the meeting to provide the group with an update on Infection Control.</p> <p>J Horwood discussed the following issues:</p> <ul style="list-style-type: none"> • Healthcare Environment Inspectorate (HEI) <p>Stirling Community Hospital had an unannounced HEI Visit in September 2016. This was a successful inspection with no recommendations or requirements. To date all 3 Community Hospitals have had a HEI visit and received “a clean bill of health”. This had been recognised by the Scottish Government and is the only NHS Board in Scotland not to be pulled up on cleanliness.</p> <p>Currently working in partnership with HEI to develop a new tool which would look at tying in all the standards to have safe, effective care instead of just focusing on 3 of the sub standards. The new tool would be trialled in Falkirk Community Hospital and J Horwood would update at a future meeting.</p>	<p>J Horwood</p>

	<ul style="list-style-type: none">• Refurbishment Work<ul style="list-style-type: none">➤ J Horwood has started carrying out walk-rounds with the Estates Department at Falkirk Community Hospital to identify any areas for improvement. The in-patients wards are fine with no HEI issues. The Out-Patients Departments are fine but looking to carry out some cosmetic improvement work but no HEI issues.➤ Work would be starting in Areas 1 and 2 at the Out-Patients Department at Stirling Community Hospital.➤ Bellsdyke Hospital currently getting refurbishment work done.➤ Continue to ensure that FVRH continues to be a centre of excellence. <p>The members asked the following questions:</p> <p>? <i>Will Infection Control be involved in the training programme for the Care Hub?</i> <i>Yes the Infection Control Team will be involved with all aspects of training in regards to Infection Control</i></p> <p>? <i>Can you please have a look at the main entrance area at Stirling Community Hospital as it is very dreary.</i> <i>This is currently being looked at but T Miller agreed to take this forward.</i></p> <p>The group thanked J Horwood and T Miller for attending.</p>	<p style="text-align: right;">T Miller</p>
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	<ul style="list-style-type: none"> Communication and Media Task Group Update <p>J McGhee reported that he had been trying to update the PPP Website “Success Stories” section but finding it difficult to contact Mr David Anderson, Webmaster to assist with this. J McGhee had recently met with J Greenaway and did a short interview with him and also had some information from E Crosbie and C Allardyce to put on the website.</p> <p>J McGhee said that he had asked for some updates to be done on the PPP Website but to date these had not been done by the Webmaster. P Marland asked J McGhee to forward her all the information and she would follow-up with D Anderson.</p> <p>J McGhee said it would be great to refresh the success stories section every couple of months. He asked if PPP Members had any stories could they please forward them to him.</p> <p>It was also agreed to ask D Anderson to remove any minutes from the PPP meetings from 2015 from the website.</p> Feedback from PPP members on Patient Experience Roles in Wards <p>J Greenaway – work ongoing and the feedback received is very valuable. Doing the catering questionnaires but also think the catering staff are circulating them also.</p> 	<p>P Marland</p> <p>All PPP Members</p> <p>L Fagan</p>
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	<p>Concentrating on Patient Experience and Infection Control questionnaires but still doing the catering ones.</p> <p>E Crosbie – received no complaints about the catering services within the Cardiology Department. Cardiology has a big turnover but patients are always happy to talk.</p> <p>C Allardyce - been struggling to get 5 patients to do the questionnaire but now entering the room when the patient has got visitors and this is helping.</p> <ul style="list-style-type: none">• Leaflet Task Group Update <p>S McDuff updated that the PPP Leaflet Task Group had reviewed the following 8 leaflets from January 2017:</p> <ul style="list-style-type: none">○ NHS Forth Valley – John’s Campaign○ TCAB Questionnaires○ GP Summary Information○ Community Nursing○ General Foot Health – Advice for People with Diabetes – Podiatry – Diabetic Neuropathy○ General Foot Health – Advice for People with Diabetes – Podiatry Department○ Holiday Foot Care – Advice for People with Diabetes○ Warning Signs for People with Diabetes <p>J McGhee asked S McDuff if she would consider doing a success story on this.</p>	
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	<ul style="list-style-type: none"> • Diary of Involvement Update A copy of the Diary of Involvement November – December 2016 was circulated prior to the meeting. • PPP Participation Request Forms There has been no Participation Request Forms received. 	
<p>Any Other Competent Business</p>	<ul style="list-style-type: none"> • HePMA is now fully operational in Forth Valley Royal Hospital and is currently being rolled out in the Community Hospitals. • The PPP Newsletters are now presented at the Clinical Governance Committee Group Meetings. • Person-Centred Health and Care Learn and Share Conference would be held on Tuesday 28th March 2017. Further details would be circulated once received. • The group signed a “Get Well Soon” card for H Buckley, wishing her a speedy recovery. 	<p>P Marland</p>
<p>Date and Time of Next Meeting</p>	<p><i>Monday 24th April 2017 @ 0930 hours in Room 1, Learning Centre – (Forth Valley Royal Hospital)</i></p>	