

## Farewell to Karen

Members of the PPP Steering Group met on Monday 27 March 2017 and after having their Business Meeting were joined by other PPP members to say Farewell to Karen Maclure , NHSFV Person Centred and Patient Relations Manager.



Karen has helped and supported the PPP for several years and, as Steering Group Chair, will be sadly missed. A bouquet of flowers and card signed by members were presented to her by Helen Macguire who, on behalf of everyone, thanked Karen and wished her every success in her new post at NHS Lanarkshire.

## Diaries of Involvement March – Helen Macguire

During March 2017 PPP members have participated in the following NHS Forth Valley activities:

Pharmacy Practices Committee Training Day

Maternity Services Liaison Committee

Transport and Car Parking Group

Health Protection Group

Website PPP Pages: [www.nhsforthvalley.com/get-involved/public-involvement-groups/patient-public-panel/](http://www.nhsforthvalley.com/get-involved/public-involvement-groups/patient-public-panel/)

PPP News email: [pppnews001@gmail.com](mailto:pppnews001@gmail.com)

Palliative Care Managed Clinical Network

Board's Clinical Governance Committee

Bereavement Steering Group

Carrying out Surveys in Infection Control, Patient Experience, Catering (SERCO)

eHealth (Digital Health and Care) Strategy refresh programme Workshop

The PPP Steering Group held their meeting and said 'farewell' to the Chair, Karen Maclure. (see separate article)

There were meetings of the 2 Health and Social Care Partnership Integrated Joint Boards, Strategic Planning Groups and Innovation/Technology Sub Groups, which PPP members participated in.

Student Nurse Interviews at Stirling University and Reviewing Out of Hours for Primary Care are among the other tasks carried out by PPP members.

### **Changes to ALFY - Helen Macguire and Eileen Wallace**

Helen and Eileen were chatting to Fiona Gordon, who is now managing ALFY, about the changes that are being made. Below is information received from Fiona and there will be a new leaflet coming out. Fiona will be at the next PPP Meeting on 24 April 2017 to discuss and answer questions on ALFY.

*ALFY, Advice Line for You, Telephone: 01324 567247*

The ALFY service continues to provide a 24 hour nurse led advice line for people aged over 65 or people with long term conditions. The aim of the service is to enable people to stay at home whenever possible by providing general advice and re-assurance, organising a visit by a nurse - day or night - organising receipt of specialist equipment or referral onto another health or social care service.

Now established for 1 year, the service has undergone a full review. A number of changes have been implemented to ensure the service reaches as wide an audience as possible.

ALFY nurses now visit several wards and the discharge lounge in Forth Valley Royal Hospital and chat with patients who are ready to go home, making sure that patients know that the ALFY line can be accessed 24 hours per day.

Patients who are over 65 who are discharged from Forth Valley Royal Hospital now receive a follow up phone call once at home. just to make sure all is well!

It is hoped that through time our visits to the wards will increase not only in Forth Valley Royal Hospital but also to Community Hospitals.

If you could help us by spreading the word or by engaging with patients who may need our help, we would very much appreciate your help and support.

For more information contact Fiona Gordon: [fionagordon1@nhs.net](mailto:fionagordon1@nhs.net)

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## Person Centred Health & Social Care Conference 28<sup>th</sup> March- Eileen Wallace

The conference was chaired by Alan Ainsley and opened by relating to all, how person centred care helped him and his late wife deal with the many things they had to deal with and being listened too above all else was the thoughts he brought to the conference.

I chose 2 workshops that I thought I could benefit from- -

1. Nothing About Me Without Me- gave a prospective on weekly meetings within a long term mental health ward and described how patients at all levels of their care get together and, with a member of the ward staff, discuss and try to manage the things that mattered to them and make things better and safer for all in the ward. Dorothy Hathaway, NHS Fife ran the workshop and also facilitated the weekly meeting, her commitment and enthusiasm was really clear.
2. Improving Care Experience using Real Time and Right Time Feedback- this workshop was about how staff tried to capture patient care before leaving the hospital and follow up by call 1week later and how this proved invaluable in relation to person centred care. I pointed out in Forth Valley that members of the PPP assisted with surveys etc as some patients will not want to appear negative. A discussion then followed.

Pauline Marland, co-ordinator person centred care told the conference how Forth Valley have a strategy of imbedding this in all aspects of patient care.

## End of Life and Palliative Care – Margo Biggs

As a post script to the report from Bereavement Steering Group, I attended the MCN on End of Life and Palliative care chaired by Sandra Campbell. The MCN is only one part of the delivery of End of Life and Palliative Care. We looked at those involved and reviewed both the documents seen last Monday plus updates on DNACPR and Care Planning generally.

Some concern was expressed at the absence of detail on this in Local Care Plans and in the Integrated Health and Social Care Strategies for the Local Authorities, increased dialogue is planned. The Realistic Medicine document is currently updated a year on and focus groups are planned to make the public aware of its implications and to involve them.

## PPP Website Success Stories Update – John McGhee

We have recently updated the **Success Stories** on the PPP website with two new articles: one about the roles that members James Greenaway, Carol Alardyce, Evelyn Crosbie and Lee Campbell have been taking in wards; the second on PPP members' participation in the selection of the new Medical Directorate, Head of Nursing. We're hoping to add more articles over the coming months.

Success Stories articles can be found at <http://nhsforthvalley.com/get-involved/public-involvement-groups/patient-public-panel/success-stories/>

Any member who has a Success Story to publish can contact or send it to John McGhee.

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## **Yellow card system- Eileen Wallace.**

At each Area Drug and Therapeutic meeting the group looks at the adverse events of medicines and devices within Forth Valley. GPs and all Allied Health Professionals can report in addition to patients who have had side effects.

In 2016 there was an increase in Scotland of 17% which was 6% more than the previous year. There was a poster and awareness raising within community pharmacies and this has helped to promote the yellow card system. Patients and carer group numbers have also increased so the word is getting out there.

This topic is a standing item on the agenda of our group and is taken very seriously.

## **Review of Out of Hours Forth Valley – Margo Biggs**

Four members of the Panel were invited to give the patient perspective at one of the afternoon sessions which was chaired by the Medical Director and facilitated by Deirdre Anderson. We were invited to give examples of using the OOH service either directly or looking at the experience of friends and family. Mary Miller gave examples from her own treatment and that of patients in Clackmannanshire while Evelyn outlined some delays surrounding a blood test for a family member.

There was wider discussion on other sources of Out of Hours Care such as MECS and ALFY and about Signposting the public to the best appropriate service for their health needs. Out of GP surgery hours in which Helen Russell, Evelyn Crosbie, Helen Russell and Margo Biggs were involved. Changing roles were discussed and included pharmacy and nurse specialists We were thanked for our contribution and felt our views were taken on board.

## **Bereavement Update – Margo Biggs**

Helen Macguire and Margo Biggs attended the Bereavement Steering Group meeting on 20<sup>th</sup> March and received updates on the Advanced Care Plan National Project to be piloted in Forth Valley. We also saw examples of the folder to be issued on the Care Plan being led by Dr Stuart Cumming and also of the Respect Tool to be used.

A checklist for Care After Death is being drawn up and trolleys purchased to store relevant forms and materials. There was an update on the registration process and a report back from the Stakeholder event in December.

There was extended discussion on Bereavement support for children and young people. The supportarounddeath website has seven films on different aspects of dying and featuring stillbirth and neo natal death. There was also information provided by those around the table on the work of Cruse particularly in Forth Valley and an update on Funeral Affordability and work on upgrading Falkirk Crematorium given by our Funeral Director member.

## Sustainability – Margo Biggs

Eileen Wallace and Margo Biggs were invited to the 5th Annual Research Symposium. There were many pieces of research from around Britain on ways of working "smartly" to conserve resources within the NHS and to look at cost effective ways of delivering care in innovative ways.

There were 40 minute presentations from Cambridge, Manchester and Aberdeen by those conducting research on ways to sustain care at an acceptable levels in a climate of limited extra finance. The Manchester presentation by a Kidney Specialist looked at cutting waste of water in dialysis among other measures. Other ideas explored were biennial retinopathy instead of annually. Salaries could be saved in general practice and in hospitals by doctors and consultants passing functions to practice associates and nurse specialists. All of this can be seen against the backdrop of Realistic Medicine and it was a very interesting day.



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