

Leaflet Group update - Shelia McDuff

The Leaflet Group have had a reasonably easy time this last month, only one leaflet 'Intravenous Gentamicin' in pipe line. Group still working on this one.

Opportunities for the Future - Margo Biggs

As the Clinical Services Review meets and deliberates on its six Strategic Themes we can reflect on the relevance of our Cabinet Portfolio approach as it relates to keeping people well, supporting people with long term conditions, caring for people closer to home, enhancing access and transforming urgent and Out of Hours care

Integration of Health and Social Care - Margo Biggs

As deputy on the Falkirk Integrated Joint Board I can report on meeting with Falkirk Council on the composition of the Board and its remit and will attend Organisational Development training on the 3rd of December. Falkirk Strategy Group members have met and the Strategic Plan is out for Consultation. Evelyn Crosbie is the PPP member on this group.

NHS Forth Valley Clinical Governance Committee (CGC) – Helen Macguire

The Clinical Governance Committee has an overview of all aspects of health provision in Forth Valley. It reports directly to the NHSFV Health Board and the membership consists of:

2 NHS Non Executive Board Members,

Chair of the Area Clinical Forum,

Chair of the CHP Professional Committee (CHP recently disbanded),

One Member of the Patient Public Panel

One Member of the Public Partnership Forum.

The Chair is appointed by the Board and at present is a Non Executive Board Member. Those who also normally attend include:

NHS Board Chairman,

Chief Executive,

Medical Director,

Director of Nursing,

Director of Public Health,

Director of Pharmacy

Deputy Director of Human Resources

All Board Members have the right to attend

Meetings take place every 2 months and last approximately 3 hours. Presentations and reports covering all aspects of clinical governance are discussed and various working groups and committees are also on the agenda.

I have been a member of the CGC for a number of years. Originally while a member of the Local Health Council, then as a Public Involvement Network member and now as the Patient Public Panel representative. When raising issues on behalf of patients and the public I feel that they are listened to and acted upon where possible. Evelyn Crosbie more recently joined as the Public Partnership Forum representative adding another public voice on this Committee.

The agenda is available on request and the Minutes appear on the NHSFV website following approval by the Health Board.

National overview finds NHSScotland making progress on using feedback and complaints to improve services - Helena Buckley.

Scottish Health Council calls on people to tell the NHS about their experience of using services

The Scottish Health Council, part of Healthcare Improvement Scotland, has today (Monday 30 November) published a national report on how NHSScotland is using feedback and complaints to improve services.

NHS Boards have shown how they are developing better systems to ensure that complaints and feedback are welcomed, and how they support staff and the public to be more open and confident in relation to giving and receiving feedback.

The Scottish Health Council's Participation Standard national overview report provides a baseline for improved complaints and feedback handling and all NHS Boards have been able to provide good examples to demonstrate the work that they have done in this area, including making improvements to services.

The Scottish Health Council reviewed self assessments submitted by all NHS Boards as well as the local annual reports each Board is required to produce on complaints and feedback.

One example of how feedback and complaints can lead to improvement came from NHS Greater Glasgow and Clyde's local report. NHS Greater Glasgow and Clyde has introduced changes to practice in an outpatient clinic on days following public holidays, after a patient complained about a 90 minute wait. To allow time to see emergency patients, the service has now reduced the number of appointments arranged on days immediately after a holiday. After a further appointment the

patient wrote to express their gratitude because they had found the service greatly improved thanks to the response to the concern they had raised.

The Scottish Health Council also identifies areas where NHSScotland can make improvements to feedback and complaints handling including:

- involving patients and the public meaningfully in reviewing how themes emerging from feedback and complaints data can be used to improve healthcare services, and
- NHS Boards must be satisfied that the governance and accountability mechanisms put in place in connection with feedback and complaints are robust and transparent. NHS Board non-executive members can play a key role in this.

The Participation Standard National Overview 2014-2015 is available at www.scottishhealthcouncil.org/standard2015.aspx

Scottish Health Council Director Richard Norris said: "People need to tell the NHS about their experience of healthcare services. Feedback and complaints provide a route for people's views about their experiences, whether positive or negative, to be heard. They also help the NHS to understand what needs to be improved in order to make healthcare better. A good start has been made, but the NHS needs to build on this and show more improvement in future years.

"Looking ahead, there is going to be a sustained focus on feedback and complaints in the coming years, both with the development of a model complaints handling process for the NHS and making sure this links together with feedback and complaints in health and social care. We welcome this as it should ensure there are more opportunities for patients and the public to shape healthcare services in the future."

All NHS Boards are required to complete a self assessment against aspects of the Scottish Health Council's Participation Standard which is available at www.scottishhealthcouncil.org/standard.aspx

The Participation Standard measures four levels of progress by NHS Boards.

Level 1 – Development (the NHS Board is developing its arrangements)

Level 2 – Implementation (the NHS Board is implementing its arrangements)

Level 3 – Evaluation (the NHS Board is evaluating its arrangements)

Level 4 – Improvement (the NHS Board has considered the results of the evaluation and is reviewing and continuously improving its arrangements)

For 2014-15, the NHS Board self assessments were based on the annual reports NHS Boards are required to produce on complaints and feedback, and these annual reports were also reviewed by the Scottish Health Council.

This is the first year that the Participation Standard has assessed NHS Boards in relation to complaints and feedback, and this provides a baseline to indicate which stage they are at in the improvement cycle, and this will help them to consider how to move to the next level.

Between July and September 2015, NHS Boards' complaints and feedback annual reports and self assessments were reviewed by the Scottish Health Council. If a discrepancy in the levels attained was found, NHS Boards were contacted and asked to submit further evidence, or provide some clarification of examples they had provided in their reports.

The Participation Standard national overview follows on from publication of the Scottish Health Council report 'Listening and Learning – How Feedback, Comments, Concerns and Complaints Can Improve NHS Services in Scotland' in April 2014 which made a number of recommendations relating to feedback and complaints handling.

NEW ADVICE LINE FOR OLDER PEOPLE LAUNCHED IN FORTH VALLEY - Helena Buckley

A new health and social care advice line, which has been successfully piloted in the Bo'ness area, will be rolled out across Forth Valley from 1st Dec 2015 to help older people remain well at home. Carol Allardyce and Helen Macguire met with the ALFY leads earlier this year and Carol did some 'behind the scenes' campaigning to support ALFY.

This new service has been developed by NHS Forth Valley and its three council partners following feedback which highlighted that, wherever possible, older people prefer to stay in their own homes.

The dedicated 24/7 phone line, which is known **ALFY (Advice Line For You)**, is operated by experienced nurses who are able to listen to callers' concerns, and make sure they receive the right help and support. This could range from offering general reassurance and advice on a wide range of health issues, to signposting callers to relevant emergency social work, voluntary or local services. Staff are also able to book appointments to attend a rapid access frailty clinic at Forth Valley Royal Hospital where a number of tests or assessments can be carried out or arrange for a community nurse to visit an older person at home, day or night, if required.

The service, which can be accessed by calling **01324 567247**, is aimed at people aged 65 and over. It is estimated it could benefit around 54,000 older people in the Forth Valley area as well as friends, family members and other people who may care for them. NHS Forth Valley has also written to around 3,800 older people across Forth Valley who they think could particularly benefit from this new service.

Irene Warnock, NHS Forth Valley's Head of Community Nursing, said: "The feedback from some of the initial service users and their families in Bo'ness has been very positive and we already know that it has helped many local people access additional services and support which have enabled them to remain at home rather than having to be admitted to hospital."

"We hope that by making the service available to anyone aged 65 and over across Forth Valley we will be able to help many older people access the services, support and reassurance they require. I would therefore encourage anyone in this age group to make use of this valuable new service or get in touch with us direct if they would like more information."

NHS Forth Valley District Nurse Sandra Grant, one of the nurses who has been operating the ALFY line, said, "We have received positive feedback from the pilot project which confirms the service is making a real difference to older people. Some who have been referred by ALFY to local rehabilitation services said they felt more confident following help from occupational therapy and physiotherapy staff. Another lady, who had fallen in the past, said it was reassuring having the ALFY number. She also felt less frightened when a MECs alarm was installed after we referred her to this

service. People in general have found it easier and quicker to get advice and help by phoning ALFY for a range of problems relating to both health and social issues.

One woman contacted the service when her husband became unwell and she injured herself trying to help him. She explained that they were both exhausted and did not know what to do. The ALFY team arranged for a GP to visit the couple at home who diagnosed a chest infection and provided antibiotics. The night nursing team also visited the couple at home, carried out an assessment and arranged for a zimmer frame and other equipment to be delivered to the house within an hour. Emergency respite care was arranged and social work staff put in place a daily package of care to assist with washing and dressing. The couple were also put in touch with a local voluntary organisation who provided assistance with shopping and other errands.

The new ALFY service does not replace existing services. Local people should still contact 999 in an emergency or NHS24 on 111 if they think they need to see a GP when their GP surgery is closed and cannot wait until it re-opens.

As part of the new service, older people are also being encouraged to develop a personal care plan known as **Your Plan** and share this with their family and those people closest to them as well as health and care professionals. **Your Plan** allows people to document all the important things that matter to them in relation to their health and care needs in the one place. By sharing this information everyone will know what to do if a problem arises and what support could be given to help people remain as independent as possible in their own home. A number of information sessions are being organised across Forth Valley to raise awareness of the new service and answer any questions local people may have.

Venue	Date	Time
Falkirk Town Hall, Studio Hall West Bridge Street, Falkirk, FK1 5RS	Wednesday 2 December 2015	2:30pm – 3:30pm
Brightons Community Hall Main Street, Brightons, FK2 0JT	Thursday 3 December 2015,	2:30pm – 3:30pm
Bonnybridge Community Centre Bridge Street, Bonnybridge, FK4 1AA	Tuesday 8 December 2015	2:30pm – 3:30pm
Callander Kirk Hall Church Street, Callander, FK7 8BN	Wednesday 9 December 2015	2:30pm – 3:30pm
Alloa Town Hall, Tommy Downs Room Marshill, Alloa, FK10 1 AB	Thursday 10 December 2015	2:30pm – 3:30pm
Raploch Community Campus, Meeting Room 4 Drip Road, Raploch, Stirling, FK8 1RD	Wednesday 16 December 2015	2:30pm – 3:30pm

Further information sessions will take place over the coming months across Forth Valley.

Additional details about **ALFY** and **Your Plan**, including three short video clips, are available on the NHS Forth Valley website www.nhsforthvalley.com/alfy.

Update on visit to Queen Elizabeth University Hospital - Helena Buckley

Helena Buckley visited the new Queen Elizabeth University Hospital on 19th November to find out about the Welcome Volunteers. There is a team of over 100 volunteers who are committed to contributing to and enhancing the experience of our patients and their families who visit the hospital.

As one of the biggest hospitals in the UK, high numbers of people walk through the front entrance of the hospital for the first time, on a daily basis. They may require guidance to find their way around and they may have questions they wish to ask. The front entrance of the hospital is a busy environment, especially at peak times of the day.

Volunteer Welcome / Guides are located at the Main Entrance. They offer a friendly and helpful welcome to patients, families and visitors and guide them to where they want to go.

Welcome Volunteer Role: Key Tasks and Duties

- 1) Actively observe for patients / visitors in the hospital entrance who may appear in need of assistance.
- 2) Be welcoming by chatting to patients and visitors, and make them feel at ease.
- 3) Guiding people from main entrances towards where they wish to go, accompanying them if they wish this.
- 4) Provide guidance on the use of self-service check-in kiosks, if requested.
- 5) Signposting patients to waiting areas and to "calling screens" that are located in waiting areas and cafes. These screens are used to call patients to their appointments.
- 6) Guide patients who have been called to reach their destination.
- 7) Liaising with staff at the Information Desk as necessary, to ensure patients are signposted to the correct clinic/area.

Time Commitment

Volunteers are asked to commit to at least one session (3 – 3.5 hours) per week for a minimum of 12 months. There sessions are as follows:

Monday to Friday
8.45 am – 11.30.am
11.15am – 2.30pm
2.15pm – 5.00pm

Support

Volunteers operate from the Patient Information Centre (PiC), located within the Main Entrance of the New Adult Hospital. A Volunteer Manager is available to provide direction and support.

Update on November Board meeting

A wide range of issues were discussed at the recent November Board meeting. These included draft strategic plans for health and social care integration, the case for the new Stirling Care Village and the outcome of the recent joint inspection of services for children and young people in Stirling and Clackmannanshire. There was also a presentation on plans to roll out the Daily Mile scheme - which sees primary school children running or walking a mile every day at school - and feedback from a family on the care their mother received at Forth Valley Royal Hospital before she died.

You can read a short summary on the [Staff Intranet](#) and copies of all the papers discussed are available on the [NHS Forth Valley website](#)

Ward B31 Tissue Viability - Helena Buckley

As part of last week's Tissue Viability Stop Pressure Ulcer event, the ward with the most pressure ulcer free days was presented with cake to recognise the hard work of staff.

Pictured is Charge Nurse Lynne Paterson and the staff of B31 receiving the cakes, well done everyone!

