

## **Leaflet Task Group Update – Shelia McDuff**

Following our positive start to 2017 in January with two projects to work on, 'John's Campaign' and 'Inpatient Experience Questionnaire (TCAB). We were delighted to receive a very prompt and positive feedback from the initiators of 'John's Campaign' to our response.

We have since been busy working on a further three projects, two of the leaflets are near completion 'GP Summary Information' and 'Community Nursing Service' with the confirmed responses out before the end of the week.

The third project is in actuality four leaflets on the subject of 'Podiatry for Diabetic Foot Care' and these leaflets are still works in progress.

## **Person Centred Health and Care Strategy – Margo Biggs**

PPP Members have been involved in the Implementation of the Person Centred Health and Care Strategy document, being invited to comment on its content, and to explore development of the Person Centred Status Report. Our suggestions for inclusion of additional areas have been taken on board. Hopefully we have contributed to the delivery of the strap-line of the Strategy Document "What matters to you, matters to us".

We recognise all the effort put in to making this a living document with excellent examples of acknowledging good practice in Forth Valley from Oncology, Bereavement, the care of older people and gathering feedback from patients and public. Meetings took place on December 15<sup>th</sup> and January 19<sup>th</sup>.

## **Patient Experience Programme – Carol Allardyce**

Those of us involved in gathering feedback on various aspects of patients' ward experience were recently invited to an informal catch-up meeting with Pauline Marland. This gave us the opportunity to share and learn from each other and to raise any queries. It is reassuring to have such ongoing support both from Pauline and from our peers. The feedback from Ward staff was encouragingly positive.

## **Dental Health Plan Consultation – Derek Blues**

In late 2016, the local office of The Scottish Health Council were asked to support a national consultation around the Scottish Government's Oral/Dental Health plan and organised 2 discussion groups for 18<sup>th</sup> January 2016.

Session 1 was held at the offices of the Central Scotland Regional Equality Centre and had 3 participants who provided input to the session with many thought provoking discussions around the costs of dental care, education, barriers to accessing dental services and the availability of services. All 3 participants made excellent contributions and we are very grateful for their input. One of the participants attended with a British Sign Language interpreter and this worked well on the day.

Session 2 was held at the Dawson Centre in Falkirk where we consulted with over a dozen ladies from the Rainbow Muslim Women's group who had invited us along to one of their evening meetings to allow them to participate in the consultation. Margie Taylor who is the Chief Dental Officer for Scotland also attended this meeting and she agreed to return to visit the group once consultation was complete to provide an update. The ladies provided a lovely selection of food and spent an hour of their meeting discussing their thoughts around Dental care with much of the discussion covering confusion about the differences between private and NHS dental care, the high costs of care and the importance of education and information in an accessible format for families. We were very grateful for their hospitality.

The local team at The Scottish Health Council enjoyed having the opportunity to meet a wide variety of people who contributed to the consultation and we very much look forward to our next opportunity to consult with the population in Forth Valley.



## **Clackmannanshire and Stirling Health and Social Care Partnership – Helen Macguire**

On Tuesday 17<sup>th</sup> January 2017 Eileen Wallace, Sheila McGhee and Helen Macguire were at the Strategic Planning Group meeting. A final report was presented on specialist Housing Needs for Older People and Homeless households showing key findings and recommendations to be taken forward by the H&SCP alongside the Strategic Housing Authorities.

A workshop on The Carers (Scotland) Act 2016, which is due to be implemented in April 2018, was held to look at the main implications. The Act has a range of new provisions to identify, assess and support carers. The definition of a carer is also widened.

On Thursday 2<sup>nd</sup> February 2017 the first meeting of the Technology Enabled Care (TEC) Service User Group was held at Stirling Community Hospital.

The TEC Programme was established in 2014 as a 3 year programme to support the integration of Telehealth and Telecare in Scotland.

### **TEC Programme areas:**

- Extending the use of home health monitoring
- Expanding the use of video conferencing
- Building on national digital ways for self-management
- Expanding the use of Telecare
- Exploring the scope in shift towards digital use

### **Clackmannanshire and Stirling Funding:**

- £162,000 awarded from TEC Fund for 2015-17
- Focus on expansion of Telecare
- Aim to increase access to Telecare to 500 additional service users
- Improve access to Telecare for people with dementia and increased use of GPS technologies
- Improve links with Scottish Fire and Rescue and promotion of Home Fire Safety Visits
- Promotion of self-check equipment

### **Strategic Opportunities:**

- Support people to remain safe at home
- Reduce impact on emergency services and unnecessary admission to hospital
- Support users and carers who may be at risk within own homes
- Develop ways to support people who experience minor falls

### **Current Developments include:**

- Programme planning
- Recruitment for TEC officers
- Monthly increases in access to Telecare
- Exploration of lifestyle monitoring systems

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)

- Awareness raising sessions
- Training analysis for workforce

#### **Role of Service User Group:**

- Influencing/informing is the next step, with further awareness sessions
- TEC First approach to be adopted
- Development of Web-based information
- Evidence impact
- Support for carers and users of services.

#### **Thanks from Terence**

Once again, thanks for your articles, keep them coming!



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