

## ALFY goes to Holyrood – Eileen Wallace

Towards the end of November I, along with friends from Fair Share for All, PPF Stirling and my own group older people's reference group visited the Scottish parliament as guests of Scottish Older People's assembly. I had 2 minutes to speak about ALFY, the service in all of Forth Valley run by trained nurses 24 hours, 7 days a week to try and help anyone over 65 to remain at home. It went well I was told and many folk approached me after to get more information. My thanks to Fiona Gordon for the supply of up to date information and to Kathy O'Neill, general manager community services directorate for her input.

## Literacy Awareness to help Promote Person Centred Care – Helena Buckley

Public Health Practitioners/Forth Valley CHP

TO BOOK A PLACE CONTACT:

Telephone: 01324 574565 or 0777134267

Email: jackycochrane@nhs.net

### Literacy Awareness to help Promote Person Centred Care

Person-centred care is providing care that is responsive to individual personal preferences, needs and values and assuring that patient values guide all clinical decisions. Being aware of individual patients literacy needs is essential to realising person-centred care. This course will help you to: Be aware of literacy issues and their impact on the patient's ability to support their own health and wellbeing Know how to broach the subject of literacy with patients and where to signpost Is health literacy really such a big issue? 43% of working age adults will struggle to understand instructions to calculate a childhood paracetamol dose.

This course will help you to:

- Recognise people's health literacy needs
- Be aware of appropriate resources

Room 7, 3rd Floor, Learning Centre, FVRH

Monday 13th February 2.00 - 4.00

Thursday 16th February 10.00 – 12.00

Monday 15th May 2.00 – 4.00

Thursday 18th May 10.00 – 12.00

## Goodbye from June Reid

I enjoyed being a member of the PPP for the past eight years. I have decided that it is time to step back and give someone else the opportunity to join you all. May I wish the panel every success for the future.

Keep up the good work, Best wishes, June.

## Notes from the PPP Meeting on Monday 19 December 2016 – Helen Macguire

This was the last meeting of the year, and took place at Carronvale House, Larbert, where a very enjoyable buffet lunch was provided by the staff before we broke up for Christmas and New Year.

All actions from the previous meeting had been dealt with apart from a meeting that was to take place between James Greenaway and Monica Inglis, Head of Clinical Governance regarding patient experience and safety issues. Karen would take this forward.

Updates were provided from the Steering Group, and Communications and Media Task Group. James reported on the infection control, catering and patient experience surveys he carried out in Ward B23, and Lee and Carol on their involvement with patient experience surveys in Wards A22 and Cardiology. They all said how much they enjoyed and valued the opportunity of talking with patients and getting their views. Evelyn told the group about her involvement with patients in Ward B21 and how rewarding she found this.

In her report, Helen said that The Diary of Involvement showed the substantial effort put in by members this year with over 1600 hours being contributed to NHS Forth Valley up to the end of November. It also showed that there has been a variety of work done to carry out a major part of the PPP's Terms of Reference, ie to ensure that the perspective of patients and the public is at the heart of improving patient care and experience .

Although the Terms of Reference also states that we have influenced change and priorities and continue to challenge and question NHSFV, this is not always easy to quantify. How do we know what impact or influence we have? However, attending many and varied Meetings and Groups is a reminder, to the staff and others, that patients/public are a priority in everything they do. Minutes of meetings rarely show our contribution to changes or decisions that are made, but private, verbal appreciation is often shown by staff involved.

Assisting with Domestic Audits and Surveys is of long standing. Our comments when doing domestic audits tend to be dealt with, but feedback on the surveys carried out is patchy. We are giving value in assisting the staff with infection control, catering and patient information, but we tend to be unaware of the difference we may have made.

The Leaflet Group, led by Sheila, continues to give the staff added value. The help given to the Bereavement team by several PPP members is very much appreciated. The Newsletter, managed by Terence, has been a success and more short pieces about what you are doing with PPP, IJB, PPF I'm sure would be welcomed. The webpages have also been successfully put on NHSFV's website through the hard work of the Communications and Media Group, led by John.

We have started with involvement in the Wards through carrying out patient experience surveys, catering surveys and infection control audits. Next year we will be recruiting more members with

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the main emphasis on work in the wards. This will be a new area for us, but I would hope the work we do just now, to meet what was mentioned earlier re the Terms of Reference, will be supported, maintained and developed.

The members were then given a presentation by Mary Cameron, NHS Forth Valley Electronic Patient Record Programme Manager on electronic patient records and this was followed by an update from Mark Craske, NHS Forth Valley Travel Manager on car parking and travel planning issues.

Before closing, members were read a Thank You and Best Wishes card from June Reid who left us earlier this year. They were also advised that Tracy Gillies, Medical Director was leaving NHS Forth Valley in January and that her position was being taken up by Andrew Murray.

Next meeting will be held on Monday 27 February 2017 in NHSFV Royal Hospital.

### **NHS Forth Valley Patient Experience Survey Volunteers Recruitment – Helena Buckley**

NHS Forth Valley is a place where people feel inspired to volunteer, have the opportunity to do so and have an excellent experience of volunteering. People who volunteer feel valued and know that they have made a difference, enhancing the experiences of those who use our services and those who work here.

We have a well established Patient Public Panel (PPP) which comprises of volunteers who are passionate about supporting person centred care and services in NHS Forth Valley. The PPP a means of ensuring that the perspective of patients and the public is at the heart of improving patient care and experience.

We are currently seeking new PPP volunteers to carry out surveys in Forth Valley Royal Hospital to capture 'real-time' patient experience. The role involves visiting an assigned ward on a weekly basis to complete patient experience, catering and housekeeping surveys. The feedback from these is welcomed by the Clinical Teams and our Patient Relations Team and seen as a valuable means of improving patient care and experience.

The role involves talking and listening to patients and encouraging them to talk about their hospital experience. Volunteers must have a genuine interest in supporting person centred care and be empathic and considerate to the diverse communication needs of patients.

Excellent listening, communication and interpersonal skills are required as well as the ability to demonstrate dignity and respect for all. Good basic understanding of written and spoken English are required as well as the ability to make notes of conversations.

Volunteers need to be able to deal with sensitive information and maintain strict confidentiality. We are looking for volunteers to spend approximately three hours per week conducting patient surveys and this would usually be between the hours of 11 am and 7pm. Many patients do not have visitors and welcome having a volunteer to talk to about their experience.

You can make a big difference and gain valuable skills in a healthcare setting!

We expect our volunteers to:

- Attend an induction session, core training and ongoing training to establish and maintain skills required for your role.

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- Comply with all NHSFV policies and procedures such as: Confidentiality, Incident Reporting, Health and Safety, Environmental, Protection of Vulnerable Groups and Equality and Diversity.
- Meet time commitments and standards which have been agreed and give reasonable notice to a relevant member of staff if unable to make those commitments.
- Give notice if ceasing to continue with volunteering
- To raise any concerns/issues relating to your volunteering with your named contact person

You can expect from NHSFV:

- A volunteering opportunity that will complement the work of our employees
- Not to be used as a substitute for paid work, displacement of paid staff or undercut their pay and conditions of service.
- Not to be asked to do the work of paid staff in times of industrial action.
- Induction and training to enable you to fulfil your role effectively
- A named contact person
- Regular support from staff
- Opportunities for ongoing learning and development
- Reimbursement of out of pocket expenses
- A Guide for Volunteers and Agreement providing information to perform your role.
- To be adequately covered by NHSFV insurance whilst carrying out your volunteering duties
- Opportunities to contribute to the decision making process of the PPP team and NHSFV

Additional Information:

Successful applicants will be asked to commit to volunteering regularly, once a week for a minimum period of 12 months (holidays may of course be taken during that time!). Volunteers will be recruited in line with NHS standards and will be required to complete a Police Act Disclosure Application and provide two referees.

### **Head of Nursing Post – Carol Allardyce**

Along with two other PPP members, I recently took part in the recruitment process for a new Head of Nursing.

We were invited to participate in the Presentation stage. We listened to the Interviewees' presentations then had the opportunity to ask questions.

I asked each candidate a question mainly because of interest, but also because having been on the receiving end of several panel interviews I know how important it is for a candidate's confidence to receive apparent interest - and these poor souls were going to face another interview panel in the afternoon!

I was gratified that the PPP was invited to be involved as, to me, that demonstrates a genuine commitment by FVHB to person-centred care.

### **Focus Group (Ministerial Visit) – Carol Allardyce**

Some months ago I was invited as a recent user to take part in the recent Ministerial Inspection of Larbert Acute Hospital.

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I was surprised but pleased to recently be invited to a follow-up Focus Group meeting. We were presented with an Action Plan developed to take forward any issues we had raised. We were given the opportunity to comment and suggest amendments.

I hadn't expected an Action Plan particular to our 'user group' meeting and so was impressed by the commitment to build on patient feedback.

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

Starting the year off, the Leaflet Group are currently working on two different projects.

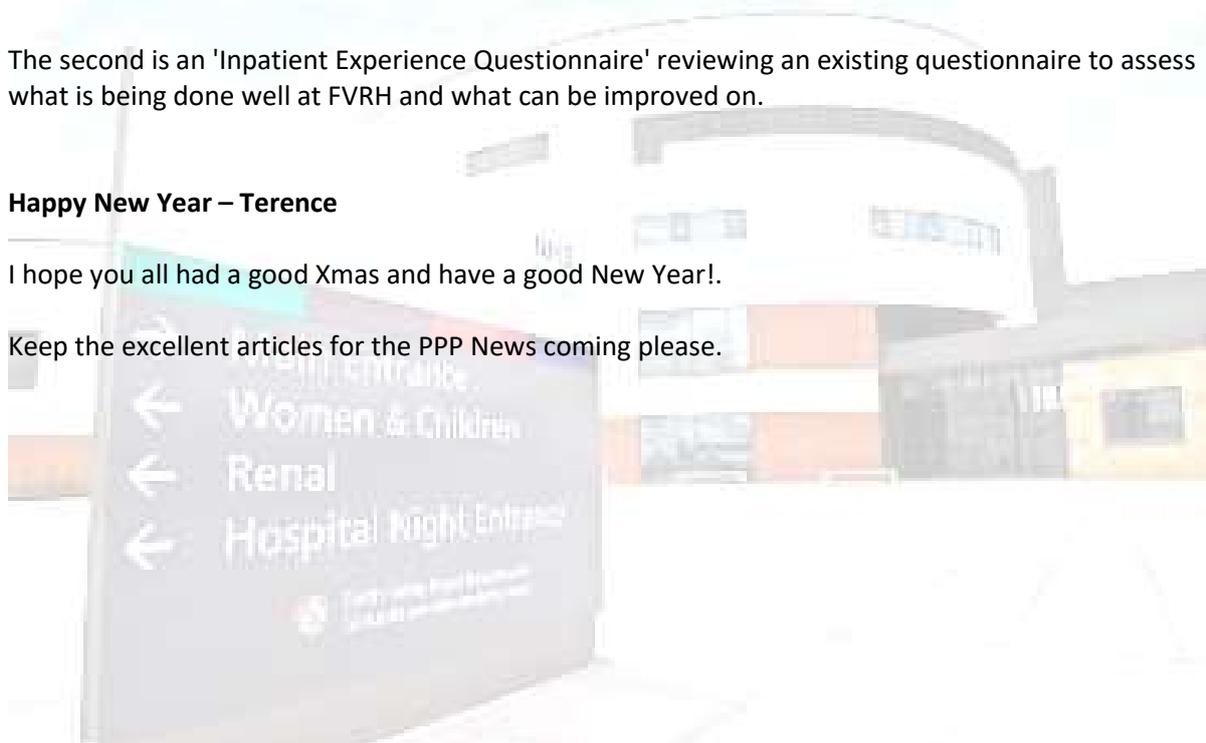
The first is 'John's Campaign', an excellent campaign affording 'the right to stay with people with dementia in hospital', to fully support carers being able to stay and to be involved as much as they wish in their loved ones care.

The second is an 'Inpatient Experience Questionnaire' reviewing an existing questionnaire to assess what is being done well at FVRH and what can be improved on.

### **Happy New Year – Terence**

I hope you all had a good Xmas and have a good New Year!.

Keep the excellent articles for the PPP News coming please.



### **Bereavement Update – Margo Biggs**

Our members continue their involvement in preparing packs and support materials for bereaved relatives. In wards bereavement trolleys have been piloted so that staff can deal promptly and sensitively with patient deaths as all materials are to hand. We also heard of sympathy cards sent

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out from Intensive Care staff at significant points with the year anniversary of death being marked. Our funeral director addressed rising costs of funerals and ways in which he advises relatives ways of reducing these where possible. A stakeholder event will be held on 8<sup>th</sup> December to share information among all those involved and represented on the group.

### **Reflections on the Area Drugs & Therapeutic Committee – Eileen Wallace**

I have been a PPP member for 1year so thought I would give you my reflections of the ADTC committee.

We have a very experienced chair, Dr. John Doig - consultant Forth Valley Royal. Mrs Christine Russell -pharmacy technician provides admin support to the committee. We meet at lunch time and the committee is well attended by lead pharmacists, GPs, prescribing advisors, lead tissue viability nurse and also Gail Caldwell Director of Pharmacy. From the outset I have been made to feel part of the team and also as a patient with thoughts and ideas.

My thoughts and reflections are very positive. The dedication and commitment of all the group committee is very apparent to me. Papers are sent out usually the week before and Christine our contact person is very experienced in dealing with anything that arises. Perhaps later I will give you a flavour into what and how we deal with any drug issues in Forth Valley.

### **PPP Members biographies – John McGhee**

Currently we have members' photographs appearing on the PPP members' web page. The aim is to have photos for all members published along with a short personal biography. Many members have already sent biographies or personal statements and a small group will be working on standardising and publishing these. It's not mandatory to have a biography published and members who don't wish to do so will simply have *Member since xxxx* appended to their photos.

For members still wishing to send a short biography, below is mine as an example. Please send any statement that you would like to have included to Helena Buckley.

John McGhee

Patient Public Panel Member

Biography

John joined the PPP in 2012 having previously been employed in the IT industry as an Information Security Manger and Consultant working with local and national government and health services. John is a member of the PPP Steering Group, he leads the PPP's Communication and Media portfolio group and he is the PPP's representative on the NHS Forth Valley's Information Governance Group.

John's focus is on patient safety and communication and his aims within the PPP are towards raising the profile (and usefulness) of the PPP within the Health Board and the wider community, and providing mechanisms for good communication within the PPP itself.

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## European Antibiotics Awareness Day – Margo Biggs

Although organised nationally by Health Improvement Scotland, two members of the PPP Eileen Wallace and myself plus Roy Pettigrew together with Clare Colligan from Pharmacy were raising awareness with staff and public of taking antibiotics when unnecessary or ineffective, as in treatment of viral infections. The resistance to antibiotics is increasing and in some cases only one may be effective in treatment of serious infections. People were given leaflets and encouraged to become Antibiotic Guardians Colourful stickers of germs and pens were also handed out reinforcing the message.



## Clean Bill of Health for Stirling Community Hospital – Helena Buckley

Stirling Community Hospital has been given a clean bill of health following an unannounced inspection by the Healthcare Environment Inspectorate (HEI).

The HEI inspection team visited the hospital on 6<sup>th</sup> and 7<sup>th</sup> September 2016 to meet patients and staff, and to inspect wards and departments to assess cleanliness and to check that the hospital meets national standards.

Speaking of the report, Claire Sweeney, Interim Director of Quality Assurance for Healthcare Improvement Scotland, said: "This was the first inspection of this community hospital following the transfer of services from acute to community in 2011. The inspection was very positive. The standard of cleanliness of the environment and patient equipment was good throughout the hospital. Frontline staff had a positive relationship with the infection prevention and control team, and the team was highly visible on the wards."

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Professor Angela Wallace, NHS Forth Valley's Director of Nursing said: "We welcome the results of this unannounced inspection which are very positive and resulted in no requirements and recommendations.

"The report reflects the hard work carried out by staff to maintain a safe, clean and pleasant environment. I was particularly heartened to learn that 100% of patients who completed a questionnaire thought the standard of cleanliness on their wards was good and that the equipment used by staff was always kept clean.

"This was the first inspection of this community hospital since acute services transferred to Forth Valley Royal Hospital in 2011 and many different areas were assessed during the visit. These included the Minor Injuries Unit, Outpatients Department, X-ray Department and several inpatient wards.

"Work will continue to maintain and further improve the consistently high standards of cleanliness and care across the hospital."

The full HEI inspection report is available to view at this link:

[http://www.healthcareimprovementscotland.org/our\\_work/inspecting\\_and\\_regulating\\_care/nhs\\_hospitals\\_and\\_services/nhs\\_forth\\_valley/stirling\\_community\\_hospital.aspx](http://www.healthcareimprovementscotland.org/our_work/inspecting_and_regulating_care/nhs_hospitals_and_services/nhs_forth_valley/stirling_community_hospital.aspx)

### **Simulation Centre – Shelia McGhee**

After the presentation at the last PPP meeting five members volunteered to be "patients" in the Simulation Centre. After a briefing on the 21<sup>st</sup> November we presented ourselves today to follow scenarios for four groups of FY 2s to follow and conduct diagnostic conversations with the PPP volunteers.

The volunteers, Sheila McGhee, Helen Macguire and Margo Biggs in the morning and Mary Miller and Eileen Wallace who joined them in the afternoon worked through three scenarios of patients with a palliative end of life care cancer diagnosis, a heel ulcer infected combined with MRSA and high vancomycin levels. And an elderly confused patient with an MRSA infection after a cannula became infected after antibiotic treatment for a UTI.

Briefings were done by the lead Clinicians, make up related to their conditions was done by Sahra (a make-up student from Cumbernauld). With an active lead from "nurses" Scott and David we worked through the questioning of four sets of FY2s.

I thought Sahea deserved a mention too for her excellent work. She is a 2nd year student who loves the work and by mutual agreement returned for a 2nd year.

This is some feedback from the event: *"Just wanted to say a very big thank you to you all for coming yesterday and your crucial help with our course. The feedback was very good from the trainees and a few of them specifically mentioned the quality of the patients in their feedback. I know that Olly was very impressed too so thank you for all your work in memorising the roles. The Oscars are just around the corner!"*

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## **Clacks and Stirling H&SC Strategic Planning Group – Helen Macguire**

On 9 November Clacks & Stirling Health & Social Care Partners held an event in the Alloa Town Hall entitled Creating a Foundation for Change. This was to look at a Market Position Statement for adults in Clackmannanshire and Stirling. We looked at why services such as health, social services and housing, needed to change and how everyone could work together to make the best use of all the available resources. It was well attended by Health Services, Local Authority, groups such as Carers Centre, RVS, Caledonia Social Care, Crossroads and private care companies.

On 23 November Clacks & Stirling Health & Social Care Partners held a Whole System Working Session at Dunblane Hydro. This was to give various groups the opportunity to discuss the Draft Locality Plans for Clacks & Stirling before being discussed at the Clacks & Stirling H & S Strategic Planning Group's monthly meeting the following day. Again, this was well attended by Health staff, GPs, Social Services, and Carers Centre. There was an interesting presentation about a GP Fellowship in Fife that was set up a year ago by a group of GP practices.

The draft Locality Plans will now be presented to the Integration Joint Board on 1 February 2017. Thereafter, it is planned to have Public Consultation on these Locality Plans during February and March 2017. Once the public have given their views, the Locality Plans will be revised and published in June 2017.

Next Clacks and Stirling Health & Social Care Strategic Planning Group meeting is on 17 January 2017.

## **Cleanliness of NHF Forth Valley Hospitals – Helen Macguire**

It was another good news story this week that NHS Forth Valley had been commended nationally by the Scottish Government's Health Associated Infection Policy Unit and Health Protection Scotland as being the ONLY Board in Scotland where cleanliness in all its hospitals has not been raised during a HEI inspection over the last few years.

Congratulations to both the NHSFV and SERCO Domestic Services staff for this achievement in keeping all our hospitals clean and safe for the patients and staff.

Over many years, members of the PPP and Public Partnership Forums have accompanied NHSFV and SERCO staff on monitoring the cleanliness of the Acute and Community hospitals. It is now rewarding for us to know that we have contributed to NHSFV receiving this commendation.

## **Stakeholder Event Bereavement – Margo Biggs**

This event was held in the Park Hotel on 8<sup>th</sup> December.

Bereavement and End of Life Care are part of the Person Centred Care Strategy. After an introduction by Angela Wallace who has this as part of her portfolio, Sandra Campbell presented on the Bereavement Section of the Strategy and updated those attending on developments such as the bereavement trolleys in each ward keeping everything together that will be needed.

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The tables contained examples of the bags for belongings and cards developed after our member Helen Russell brought the concerns of bereaved relatives before the Steering Group. There was a presentation on the Bereavement Care provided by Strathcarron Hospice including the provision of support courses for Bereaved Children.

Catriona Addison spoke on the support provided in Women's and Children's surrounding stillbirths and other aspects of obstetric deaths. She described the Beautiful Tree with names on each leaf to mark the death of children and engraved by a local jeweller. There were discussions on presentations identifying support out there and education needed. Case Studies were presented and conclusions will be written up.

### **Thanks from Terence**

Once again, many thanks for all the contributions to this edition. Merry Xmas to all of you!



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