

Leaflet Task Group. – Shelia McDuff

There have been no recent leaflets for the Leaflet Group to review but we were delighted to receive feedback copy of a leaflet worked on in October 2015.

‘Staff Guidance on Patients/Visitors Taking Photographs/Recording in NHSFV Healthcare Settings’

This leaflet and further feedback had been passed to us from the Information Governance Group through John McGhee.

The Leaflet Group were extremely pleased to receive the finalised copy showing almost all of the changes recommended by the Leaflet Group had been implemented.

Voices Training May 18th – Margo Biggs

Derek Blues of the Scottish Health Council spoke to the PPP members at their December meeting and outlined the Voices programme launched by the SHC. A training session was held in the Forth Valley Health Council Offices which I attended along with Lee Campbell and Mary Miller and several others working in patient involvement roles.

The morning looked at what is effective Public Involvement and the structure of Health and Social Care in Scotland. An ice breaking exercise involving us each selecting a card relating to our perceptions of care either positive or negative from Emotional Touchpoints. We then sought to define effective public involvement using words we felt illustrated the areas of importance. We discussed areas such as appropriate communication and points were put on a flip chart and summarised by Derek at the end of the first part of the morning.

In the second part we were updated on the parts of health and social care brought together under integration. This included the discussion of case studies and who would be responsible for care in each. There was some general discussion and questions were answered with feedback to come. An interesting morning ably delivered and networking meaningful between those attending.

PPP Representation on the Information Governance Group - John McGhee

I attend the NHS Forth Valley Information Governance Group as the PPP's representative. The Group has a very wide remit which takes in: Data Protection; Risk management; Incident reporting; Security Policies and Protocols; Monitoring use and access to information; Records Management; Computer virus controls; Training and Education; Auditing, amongst other things.

The requirement for Information Governance is mandated by central government and is driven by a number of frameworks, including:

- The Data Protection Act
- Privacy and Confidentiality
- The Freedom of Information (Scotland) Act
- Information Security
- Records Management
- Data Quality

The IGG is responsible for governing the use and security of information by all areas of NHS Forth Valley, including GP practices. Formal meetings take place quarterly and a typical meeting covers: Health & Safety, including risk management; policy and protocol reviews; reports on monitoring activities, requests for information and incidents; Data Protection; training and education.

The subject matter is sometimes specialised but, in essence it is to ensure accurate, accessible and secure data, which supports and contributes to the highest quality of care for patients. From a patient and public perspective, the more important aspects are accuracy and accessibility of information, while security and privacy remain, of course, important.

The IGG handles a range of challenges ...

- Increasing numbers of FoI requests
- The introduction of revised data protection regulation, known as *The General Data Protection Regulation*
- The introduction of electronic patient records systems
- Increasing incidence of cyber crime targeting public organisations

By its nature the work of the IGG is necessarily specialised but the PPP representative is not expected to be an expert in the subjects covered. The PPP representative provides an oversight role, supporting decisions of the group and can ask questions about any aspect of the IGG's activities.

Spotlight on Helen Russell

1. What might people not know about you?

When, I retired in June 2010, I was Clackmannanshire Council's longest serving employee with 48 years service.

2. Are you musical or tone deaf?

Tone deaf, however I sing my heart out on a Sunday when, Ewen my husband, and I go to church in Tullibody. Ewen, like me is also tone deaf!

3. What was life like before the PPP?

I worked in a very busy Family Centre working with dedicated staff. We supported children and parents / carers in a variety of ways depending on their individual needs. It was a lovely place to work, every day was different and a challenge.

4. Funniest experience.

Being locked in the toilet in our house for an hour. Ewen was working in the garage, unaware! Afterwards, I kept a screwdriver in the toilet cupboard. (I can laugh about it now!)

5. What is your happiest memory?

I have lots. However, going to Butlins's Holliday Camp in Ayr with my parents and brother, John "Happy Days".

6. What makes you feel good?

Making someone happy, giving them a smile and a few kind words.

Spotlight on Margo Biggs

How did you come to join the PPP?

Transition from Local Advisory Council of the Scottish Health Council in 2005 and full membership thereafter.

What are your hobbies?

Film ,television and theatre; Reading; Cooking and eating out; Travelling. Writing poetry for occasions.

What makes you feel good?

Spending time with friends and family and supporting both when necessary.

Funniest experience?

Going to the wrong wedding in Newcastle.

Are you musical or tone deaf?

Musical but with limited talent. Best in choirs; Worst in Karaoke.

Film Choice?

Drama, I'm especially drawn to films where people refuse to conform Favourites are "Cool Hand Luke" and "American Beauty".

What is your happiest memory?

Having burgers cooked over an open fire by a Native American and shared with good friends and my husband and best friend in Monument Valley.

Would you describe yourself as a follower or leader?

Prefer to be a team player but if I had to commit it would be to leadership.

What might people not know about you?

That I sponsor a child in Cambodia after visiting his school there last April.

What are you looking forward to?

Grandparenthood.

If you had one wish

That there was much more progress in improving outcomes for patients with pancreatic and other cancers and life limiting diseases.

