

## **Another visit to the Simulation Centre – Margo Biggs**

Helen, Eileen and Margo took part in sessions for FY1s using the same scenarios as before and honing their acting skills. No makeup was applied, however, but Scott applied a life like ulcer on one "patient's" heel and fixed a line for an intravenous drip to the back of another's hand.

There were morning and afternoon sessions and a visit from Kate Fawley to photograph the unit and to include ourselves. Also, Helena visited us at lunch time and took photographs of our "oscar" ceremony Light Hearted moment but a serious purpose to the day contributing to training in diagnosis and communicating with patients. Each session is filmed and fed back to participants.

Thank you again to Oliver, Mike and Scott for allowing us to participate in the work of the Centre and to Tanya. It was also good to meet our visitor from the Queen Elizabeth University Hospital who is looking at our model of training and other uses of our Simulation Centre for adoption in Glasgow at their own Simulation Centre there.

## **What Matters to You – Margo Biggs**

A stall in the atrium contained posters explaining what the day is all about and encouraging members of the public, of the staff and most importantly patients to fill in post cards summarising what mattered to them.

These were displayed and were wide ranging but of course revisited themes like stress caused by parking difficulties and waiting times but we had a great deal of praise including points from visitors from India whose relative had taken ill while on holiday. There were selfie frames for respondents to be photographed and the opportunity to discuss at length their problems. Pauline and her team worked in wards and clinics to gather views.

## **Volunteering in Dementia Care launch event. June 5<sup>th</sup>. – Helen Macguire**

To mark Volunteers' Week and Dementia Awareness Week, Volunteer Scotland hosted a joint event with the University of Stirling to launch ground-breaking research into the role of volunteers in dementia care.

This project has brought together the diverse areas of volunteering, dementia care and housing through research with volunteers and those living with dementia in Scotland and England over a 3 year period.

Sheila McGhee and Helen Macguire attended this event together with representatives from various organisations eg:

Alzheimer Scotland	Independent Age
Third Sector Clackmannanshire	STRIVE
Health and Social Care Alliance Scotland	Volunteer Now
University of Stirling	Birchwood Highland
Town Break	Scottish Government
Cosgrove Care	WDCVS
Volunteer Edinburgh	DSDC
Linkliving	Cosgrove Care
Sporting Memories Network CIC	Glyph Kreativ

Opening remarks by George Thomson, CEO Volunteer Scotland and Prof Alison Bowes, Dean of the Faculty of Social Sciences, University of Stirling.

The role of volunteers in dementia care was looked at by Dr Vikki McCall, Lecturer in Social Policy and Housing, University of Stirling who mentioned the main challenges and used the acronym ASUME to explain:

**Attract** - use past experience to support both the dementia patient and carer, keep people long term

**Sustain**— training, volunteer support, rewarding

**Understand** - boundaries between volunteer, carer, patient can be blurred integration - activities, feeling needed challenges – feeling part of it, experiencing death of dementia patient, initial stages of volunteer needing support, emotional challenges.

**Motivate** - feelings of altruism, giving back to the community, Professional and personal values

**Environment** - Volunteer as bridge between different environments. Most dementia patients live at home, challenge to independence for those and carer at home.

We were directed to the website: [www.asume.co.uk/attract](http://www.asume.co.uk/attract) for more information.

There was an exchange of ideas session where we broke into groups and discussed volunteering, dementia friendly housing, isolation, stigma and misconceptions, giving volunteers more control and not just given tasks.

This was followed by Kirsty Banks talking about Town Break in Stirling (dementia support services). She said that they cover the whole of Stirlingshire, have been in existence for 25 years and offer 5 services - Day Clubs, Befriending, Friendship Group, Coffee Club and Cognitive Stimulation Therapy Groups. If anyone is interested in volunteering with them, email [info@townbreakstirling.org](mailto:info@townbreakstirling.org) or go to their website at [www.townbreakstirling.org](http://www.townbreakstirling.org). Tel: 01786 476797.

Before closing, we heard of experiences from a volunteer with Town Break for many years who found the work rewarding and said he felt that the families as well as the patients appreciated the support.

Today we were told it was the end of this project, but it was hoped to continue further and for those attending to be part of it.

### **Clackmannanshire Public Partnership Forum – Helen Macguire**

Early in June, Helen Macguire and Sheila McGhee attended the following events in Clackmannanshire:

1. During Volunteers' Week, Clackmannanshire Third Sector Interface (CTSI) held a Stakeholder Event in the Sauchie Community Hall on Friday 2 June 2017. Our assistance at the PPF Publicity Stand was appreciated by Jessie Anne Malcolm.

We had a good networking session and it gave us the opportunity to meet and talk with other volunteer groups as well as the public. A number of new PPF members were signed up on the day!

2. On Tuesday 6 June we attended the CTSI's Volunteer Awards Ceremony at Lornshill Academy, Alloa and, together with Linda Mathieson, received the NHS Forth Valley Volunteer Award. Teresa McNally received a special Award for her contribution to Health and Social Care. It was an enjoyable evening with entertainment being provided by a number of talented young local people.
3. Clackmannanshire Public Partnership Forum Meeting held on Wednesday 7 June 2017 in Sauchie Community Hall. The speakers for the evening were

Susan High – Community Development Coordinator, Strathcarron Hospice who gave a presentation on Living Right up to the End and the importance of Developing Community Support for People with Long Term Conditions.

Susan Bennett – Community Development and Partnerships Manager, North of Scotland Stroke Association who defined a Stroke, the effects it can have, risk factors and how to lower them. She also told us what the Stroke Association does and how we could support them.

There was a good attendance and many took the opportunity to ask questions following the presentations. At the end the audience were invited to take advantage of having their blood pressure checked and many did.

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)

## **Another PPP Success Story – John McGhee**

A new article has been published on the PPP Success Stories web page covering the involvement of PPP members in the FVRH Simulation Centre training exercises for student doctors and consultants. Success Stories can be found at <http://nhsforthvalley.com/get-involved/public-involvement-groups/patient-public-panel/success-stories/>

## **Notes from the PPP Meeting on Monday 19 June 2017 – Helen Macguire**

After welcoming everyone, the Chair introduced Sandra Campbell, Macmillan Nurse Consultant for Cancer and Palliative Care and National Clinical Lead for Palliative and End of Life Care. Sandra had been invited to give a presentation on the Macmillan One to One Service, which started as a pilot in 2012 and became a permanent service in 2016.

There is a changing story around the approach for working with patients who have incurable and curable cancer and the UK Service needs a cancer workforce to meet this. The Macmillan One to One Project tests new roles over 16 sites in the UK. NHS Forth Valley is the only Scottish site. There are approximately 30,000 new cancer cases a year in Scotland with 1,900 in NHSFV.

Cancer and Palliative/End of Life Care priorities were listed, key objectives shown and update on current situation given. A holistic needs assessment is carried out for each patient with person centred outcomes to demonstrate good care and, where possible, the impact. Various means of evaluation are used to obtain patient feedback.

A question and answer session followed and members thanked Sandra Campbell for her presentation.

Members were then given updates on Infection Control and SERCO services as follows:

Eliza Jenkins, Infection Prevention and Control Nurse, advised us that all NHS Boards in Scotland now have a mandatory requirement to screen all patients for Carbapenemase-Producing Enterobacteriaceae (CPE). This is in addition to the existing MRSA screening programme. Therefore, from Monday 26 June 2017, the existing screening programme in NHS Forth Valley will be extended to cover all patients admitted to Forth Valley Royal Hospital. Patient Information leaflets are available

Tony McLaughlin, Contract Director, SERCO, advised us that there would be a tasting session in the Children's Ward and invited us to come along. He said that SERCO had provided 1.2 million meals in NHS Forth Valley over the past year and only 2 written complaints had been received. Other topics for discussion included car parking issues at main and purple car parks and televisions within the Wards at Forth Valley Royal Hospital.

The Business Meeting then took place, which included feedback from the Communication and Media Task Group; Leaflet Task Group; Ward Surveys and Diaries of Involvement.

We then made our way to the new Maggie's Centre situated in a peaceful woodland area beside a lochan within the grounds of NHS Forth Valley Royal Hospital. The staff and volunteers were

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welcoming and gave us a tour of this uniquely designed building. Leaflets were available and we were told that Maggie's offers free practical, emotional and social support to people with cancer and their families and friends.

### **Diaries of Involvement (More details on PPP webpage) – Helen Macguire**

During April and May 2017 members undertook the following tasks:

1. Carried out Ward Surveys on Patient Experience, Infection Control and Catering. The wards covered were Cardiology, Surgical and Orthopaedic. Feedback from these surveys has yet to be received. Reports from members show that their work is greatly appreciated by staff.

One member also regularly helps in a Short-Stay Ward for patients with dementia, but who are being treated for physical ailments.

2. Leaflet Task Group carried out tasks including coordinating draft responses to 'Sit Less Move More', 'Exposure of an Impacted Tooth', 'Patient Engagement' and 'CAMHS Event' Poster.

3. Attending the following NHS Forth Valley Meetings:

- Car Parking and Travel Group
- Person Centred Healthcare Steering Group
- Neurological Voices
- Clinical Governance Committee
- Clinical Governance Working Group
- Arts and Wellbeing Group
- 1:1 TCAT Steering Group
- Research and Development Committee
- Stakeholders Meeting re post of NHS Forth Valley Head of Person Centred Care

4. Involvement with the Simulation Centre, assisting with patient scenarios for sessions with trainee doctors.

5. Helping Bereavement Team to prepare Bereavement Packs and materials.

The full Patient Public Panel, Steering Group and Communications and Media Group have also held meetings. A number of PPP members participated in the 3 NHS Forth Valley Public Partnership Forums and the 2 Health and Social Care Partnerships' Integrated Joint Boards for Clackmannan and Stirling, and Falkirk.

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