NHS GRAMPIAN

Minute of Meeting of the Patient Focus and Public Involvement Committee held on Wednesday 23 February 2016 in Conference Room, Summerfield House, Aberdeen

PRESENT:
Mrs Christine Lester, Vice Chair and Non-Executive Board Member, (Chair)  
Mrs Louise Ballantyne, Acting Public Involvement Manager  
Ms Anne Brockman, Lead AHP, representing Acute Sector and AHPs  
Mr Alan Cooper, Clinical Governance Co-ordinator  
Mrs Dianne Drysdale, Executive Services Manager (for item 5)  
Mr Nigel Firth, Equality and Diversity Manager  
Mrs Laura Gray, Director of Corporate Communications and Board Secretary  
Professor Stephen Logan, Chairman, NHS Grampian  
Ms Fiona MacPherson, representing Moray Community Health and Social Care Partnership, by vc  
Mrs Maria Prior, Public Representative Lay member  
Ms Catherine Rae, Clinical Equipment Advisor, representing Aberdeen City Health and Social Care Partnership  
Mrs Mary Rasmussen, Public Representative Lay member  
Mrs Anna Rist, Public Involvement Officer  
Ms Judith Scott, Person Centred Manager  
Mrs Rachel Sim, deputising for Wendy Innocent and representing Public Health  

ATTENDING:  
Ms Amy Anderson, Grampian Director, PAMIS  
Mrs Marilyn Elmslie, Communications Officer, Committee Clerk

1 Welcome and apologies  
Christine Lester welcomed everyone to the meeting and introductions were made around the table.

Apologies were intimated on behalf of, Susan Carr, Dr Nick Fluck, Fiona Flett, Cllr M Kitt-Hayes, Mike Ogg, Jacqueline MacKintosh, Jonathan Passmore, Rebecca Riddell and Malcolm Wright.

2 Minute of the meeting held on 25 Nov 2015  
The minute was approved as a correct record of the discussions.

3 Matters arising  
Item 5 – Smoke free sites – information on the number of staff who smoke  
Hazel Dempsey had provided Laura Gray with results from the latest employee well-being survey from each sector. Participation in the survey was low, and the smoking question was often left unanswered. Laura noted that there was a need to explore other routes to determine workforce smoking prevalence more accurately. It was agreed to forward
the results along with a link to the final report of the national smoke free grounds working group to the Committee.  

**Action Laura Gray**

4 Digital Passport

Amy Anderson, Grampian Director, PAMIS (Promoting A More Inclusive Society) introduced herself and provided background on the organisation. In Grampian 150 – 200 families with complex needs and social care requirements were supported by the organisation.

She talked through a powerpoint presentation on the benefits of a Digital Passport, which has been researched and developed by the organisation and the University of Dundee. The passport is a tablet/ipad based communication tool which is owned and updated by the patient or their parent/carers etc. The contents include chapter information on:

- The patient, their family and friends
- Their likes and dislikes
- Their care needs and abilities
- Their communication
- Their future wishes
- Their contacts
- Their guardianship

The chapters allow all relevant information on the patient to be held in one place and is a person-centred tool which gives the patient a voice. It can also be a very useful training tool for staff caring for those with complex needs.

Amy noted that provision of the tool and training to severely disabled people was not chargeable but confirmed that there was a cost implication for providing training for organisations and Health Boards for patients such as stroke/dementia sufferers.

Jude Scott commended the service provision and was keen for Amy to link with the PAMIS representative at Royal Cornhill Hospital to discuss further the benefits of the service for dementia patients. Amy agreed to contact Jude outwith the meeting.

Laura Gray noted that the passport could cover a whole range of client requirements and was appropriate for understanding their individual needs. She acknowledged that there was merit in taking the initiative forward in Grampian and that further discussion within the Board would be required. It was agreed to include the item in the PFPI report to the next NHS Grampian Board meeting.  

**Action Laura Gray**

Amy Anderson was thanked for her interesting and informative presentation.
5 Patient Experience

5.1 Person-centred Update
Prior to providing an overview of the person-centred report Jude Scott explained that the national funding for the person-centred team would cease at the end of March 2016. Laura Gray noted that the matter is actively being discussed and that the Committee’s concerns would be fed back to the NHS Grampian Board and the Nursing and Medical Directors. 

Action Laura Gray

5.2 Feedback Report
Dianne Drysdale provided an update on the Feedback Service report. From 1 Apr – 31 Dec 2015 there were 1169 complaints received and 121 complaints reopened. She noted that NHS Grampian had achieved 100% on the 3 day acknowledgement target and 78.66% on the 20 working day complaint response target.

Christine Lester was concerned that the information in the report had less detail than the reports which were previously provided. It was agreed that a copy of the full report, which is provided to the Clinical Governance Committee, would be circulated to the Committee members.

Action Laura Gray

6 Equality and Diversity

6.1 Equality and Diversity Information
Nigel Firth talked through the Equality and Diversity report.

In addition to the regular routine contact with our local ethnic communities, 5 further successful involvement and consultation events were held in Nov 2015, with 182 members of our local ethnic communities attending. The events were held on a joint basis with the Grampian Regional Equality Council. The write up from the events would be available shortly. An Executive Summary would be brought to the next PFPI Committee meeting.

Nigel highlighted that the involvement events and analysis of recent “Language Line” usage statistics, indicated that there appeared to be an increase in the number of people from Romania coming to Grampian.

Nigel also reported that he had produced draft Equality Outcomes and “Mainstreaming” Reports for Aberdeen City, Aberdeenshire, Moray and Orkney Health and Social Care Partnerships. By law the HSCP’s were required to have these documents in place by the 30th April 2016.

In preparation for the arrival of Syrian refugees in Grampian, Nigel confirmed that NHS Grampian has recruited and trained an additional eight bi-lingual English/Arabic interpreters.
In advance of the arrival of the refugees, Nigel has liaised with the GP practices in the areas where the Syrian refugees would settle and had provided information and advice.

Equality and Diversity Training was ongoing. Since the last PFPI meeting, a further 10 Seminars had been held.

7 Public Involvement and Consultation

7.1 Public Involvement Team- quarterly update
Louise Ballantyne provided an overview of the detailed quarterly update. She highlighted the National Conversation events held in Aberdeen City and in Fraserburgh. She noted that the findings from all events will be produced in a full report from the Scottish Government and should be available by the end of March.

Discussions were held on the Foresterhill site development drop in event on 4 Feb. It was noted that the effects of the changes at Foresterhill impacted on everyone within the Health Board area. It was agreed to contact Gerry Donald, Head of Property and Asset Development, to enquire about the feasibility of similar drop in events being held throughout Grampian.  
**Action Louise Ballantyne**

7.2 Public Involvement and Health and Social Care Integration
The paper demonstrated several ways that the Public Involvement team are involved in terms of Health and Social Care Integration in Aberdeen City. Laura Gray stated that similar mapping is ongoing with Aberdeenshire and Moray Health and Social Care partnerships.

Christine Lester noted that she and Laura have agreed to review the PFPI Committee’s role and remit and will ensure that it is aligned strategically with the integrated boards.

**Action Christine Lester/Laura Gray**

7.3 PwC Public Engagement and Internal Communications Audit Action Plan
Louise Ballantyne talked through the paper which provided the background to the audit and its findings and the lessons learned. As a result of the audit, an agreed action was to ensure that major public engagements would be subject to a formal evaluation process and the output will be reviewed by the PFPI Committee. To achieve this the public involvement team now utilise a database to record all engagement projects and events to enable the evaluation process and project outcomes to be recorded and evidenced. An engagement evaluation form is being developed and the full detail will be provided to the PFPI Committee at a future meeting.

Louise confirmed that the team works closely with the Scottish Health Council on all areas of improvement and change.
Mary Rasmussen enquired whether the team worked with British Sign Language users. Nigel confirmed that NHS Grampian is piloting the use of their video system which allows staff to use ipads/tablets to communicate with patients who use BSL in hospital.

It was agreed to circulate the full Audit report to the Committee members.  

Action Laura Gray

8 Sector PFPI Updates

8.1 Aberdeen City, Aberdeenshire, Moray Health and Social Care Partnership, Acute sector, Mental Health Sector & Public Health service update

All sectors provided a written update on the public involvement activities within their sector. The sector representatives who were available to attend highlighted several of the items in their reports.

Anne Brockman highlighted that the Speech and Language Therapists had concerns regarding the national review into Cleft Lip and Palate Services for NHS Scotland. The formal consultation was ongoing and she invited Committee members to respond to the consultation. Laura Gray agreed to circulate the consultation to the members and will enquire from the service to find out if a generic NHS Grampian response was being provided.

Action Laura Gray

Discussions took place on the implications of the review and whether the current practice of the Consultant travelling from Edinburgh to provide 10 outpatient clinics a year for Grampian patients would continue. Louise Ballantyne confirmed that the Scottish Health Council was satisfied that the review did not constitute major service change. It was agreed that the matter would be discussed as an item at the next briefing which NHS Grampian holds with the local MPs/MSPs on 18 March.

Action Laura Gray

9 Patient Public and Carer Information

9.1 The Carers (Scotland) Bill update – Stage two amendments

Laura Gray noted that the update provided useful information on the amendments which have been agreed and will be included in the next draft of the Bill.

10 Advocacy and Volunteering

Laura Gray confirmed that Advocacy Service Aberdeen had successfully tendered and secured the provision of advocacy services for Aberdeen City. Aberdeenshire and Moray are also going through a re-tendering process and the Committee will be provided with an update on the successful bidders at the conclusion of the process.
11 Report to NHS Board
The Chair confirmed that a report on a selection of the subjects discussed at the meeting will be provided to the NHS Grampian Board. It was agreed that the report would include:

- Person Centred work – arrangements for continuing of the person-centred team following cessation of national funding
- PAMIS – Digital Passport
- National review of Cleft Lip and Palate services – to be raised at the next MP/MSP briefing with NHS Grampian

12 Items for Noting

12.1 Scottish Health Council – quarterly report
12.2 Carer’s Information Strategy Group Minute of Meeting 24 November 2015
12.3 a) Vale of Leven Inquiry report cover paper for Clinical Governance Committee
   b) NHS Grampian response to the Vale of Leven Inquiry

13 Any other Competent Business
Christine Lester noted that the work to review the PFPI Committee’s role and remit and strategic direction would also involve the Director of Modernisation, the Interim Director of Public Health and public representatives. The process will ensure that the very useful and high quality public engagement work is being directed correctly and appropriately. As the process may take some time it was agreed to reschedule the date of the next meeting.

The Chair thanked everyone for their attendance and closed the meeting.

15 Date of next meeting

10am Wednesday 25 May 2016 (subsequently changed to 10.00am Wed 29 June)