

involvingyou



Public Involvement Update Report

**Engagement & Participation
Committee - June 2017**

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Multicultural Health & Wellbeing Forum



NHS Grampian Multicultural Forum

The NHS Grampian Multicultural Forum continues to go from strength to strength, and has lots of exiting activities to report:

Mindfulness Monday



The NHS Grampian Multicultural Forum have teamed up with the Varapunya Meditation Centre and colleagues in Aberdeen City Health and Social Care Partnership to bring free Mindfulness Sessions to NHS staff and members of the public.

These monthly sessions take place on the last Monday of each month. They are usually held at the Health Village on Frederick Street. However, due to a lack of room availability, sessions in May and June are being held at ACT Aberdeen (Aberdeen Arts Centre).

Mindfulness Monday was launched in January 2017, and has proven to be a fantastic success. The sessions are delivered by Ven Sujan, who is an experienced Buddhist Monk from Nepal. Sujan has been involved with the NHS Grampian Multicultural Forum since the Forum began over a year ago.

By adopting an Asset Based approach to the work of the Multicultural Forum, we have been able to create a space which allows us to continue to share the skills and assets in the group and work collaboratively to ensure that those skills and assets have the opportunity to be shared, develop and grow.



MINDFULNESS MONDAYS
Take a break from your desk or from the stress of the day and join us for a calming
Mindfulness Meditation Session
Mindfulness can help you to:
* relax your body and mind. * deal with stress
* help with sleeping difficulties * improve your health and wellbeing
Taught by Ven Sujan, an experienced Buddhist monk from Nepal
ACT Aberdeen (Aberdeen Arts Centre)
33 King St, Aberdeen AB24 5AA
All Welcome
Monday 29th May 11 – 12 pm
Monday 26th June 11 – 12 pm
Places are limited, so **booking is essential!**
Please contact graham.fleming@nhs.net

Numbers of staff and members of the public attend in equal measure, with a total of around 45 – 50 attendees for each monthly session. It is evident that people are finding benefit in taking time out of their day to attend the sessions.

If you or someone you know would like to attend the next session taking place on Monday 26th June, please contact graham.fleming@nhs.net to book a place.

For further information about Mindfulness Monday, please contact elizabeth.howarth4@nhs.net

Aberdeen Mela – One World Day at Aberdeen International Youth Festival



Following on from the great success of last year's Aberdeen Mela – One World Day, the Public Involvement Team are delighted to be invited to be part of the steering group for what promises to be an even bigger and more successful 2017 event.

30 JUL Aberdeen Mela- One World Day at AIYF
Hosted by Aberdeen Multicultural Centre and 1 other · Public

Ahashan Habib shared this with you

Promote Edit Share More

🕒 30 July at 12:00–20:00
📍 Westburn Park
Westburn Park, AB25 3 Aberdeen

About Discussion

In September 2016, the Public Involvement Team were part of a small steering group which delivered the highly successful Aberdeen Mela – One World Day which took place in Union Terrace Gardens and attracted over 4,000 people on the day. With world food, performances of music and dance, organisations and stall holders, arts and crafts, activities for children, and opportunities to purchase multicultural wears, the day was an overwhelming success, and is now set to be even bigger and better in 2017.

Taking place in Westburn Park on 30th July 2017, the Aberdeen Mela - One World Day this year has teamed up with the Aberdeen International Youth Festival (AIYF) and have plans to expand what is on offer considerably.

This year, the event will see two stages, with artist from around the UK performing on the main stage, and local artists performing on the Community Stage. In addition to this, there will be more space and opportunities for local groups, organisations, world food, entertainment, and cultural arts and crafts, which promises to make sure that this will be a day to remember for all the family.

Entrance will be free and all are welcome.

‘International Day for the Elimination of Racial Discrimination.’



The Public Involvement Team was delighted to have had a key role in organising this year's ‘International Day for the Elimination of Racial Discrimination’ event which was held on 21st March 2017 at the Citadel in Aberdeen.

There was a fantastic turn out of over 40 people from different faiths, ethnicities and backgrounds at the event, with representation from Robert Gordon University, Aberdeen Synagogue, Children First, St Ninian's Church and a number of the New Syrian Scots who have settled in Aberdeen.

Public Involvement Officer, Liz Howarth, opened the event by stating how fantastic it was to see so many people in attendance, and advocated the need to not only eliminate racial discrimination but also to build welcoming communities and being good citizens and neighbors.

Liz then handed over to Sandra Howard, Equality and Diversity Manager for Aberdeen City Council, who spoke about the work the Local Authority has been doing to develop their Equality Outcomes. This was followed by Dave Black, General Manager from GREC, who explained some of the important services they can provide to people who have experienced racial discrimination.

Constable Bob McKinney, from the Police Scotland Crime Reduction Unit in Aberdeen, then presented information relating to Hate Crime including how to report it followed by some case studies and provided details about the forthcoming Hate Crime Awareness Week which was running from 27 March 2017.

Finally, David Bernard, Senior Procurator Fiscal Depute in Aberdeen, provided insight to participants about some of the possible scenarios which may occur after someone has been convicted of a Hate Crime.

As a follow up to the event, the Procurator Fiscal's Office is inviting participants to be involved in a 'Mock Trial'. This exciting event is scheduled to take place on Friday 7 July 2017, at the Aberdeen Sheriff Court in Aberdeen. Members of the Ethnic Minority Forum (EMF) and anyone else who is interested are offered the opportunity to play a role within the mock trial. A prior briefing will take place, and the event will be used to raise awareness about Hate Crime.

If you would like to get involved, or find out more about the Mock Trial, please contact David Bernard by emailing David. Bernard@copfs.gsi.gov.uk

NHS Grampian delivers Media Training

On Tuesday 11 April, the Public Involvement Team were delighted to be working with colleagues in Corporate Communications – as part of our asset based approach, working with the skills and assets available to develop people and local communities.



This was provided by Mike McKenzie, Communication/Media Officer, in Aberdeen Town House. The workshop aimed to provide an insight into how to write a news article. It was capped at 12 people, and was fully booked in a matter of days.

Participants from a range of organisations and community groups attended the training, including representatives from the Aberdeen Synagogue, Aberdeen Interfaith, Red Cross, Social Bites and colleagues from Aberdeen City Council and NHS Grampian.

Attendees at the training were those who mostly deliver frontline of services, are working directly with people and communities, and are often those least likely to have access to media training, yet have great stories to share. It is wonderful to be able to offer support to those working with faith and ethnic minority communities to share the 'good news' stories about the often unnoticed work which is taking place across the city.

Feedback from the training included from Denise Kazmierczak, Health Improvement Practitioner - Sexual Health and Blood Borne Viruses at NHS Grampian. She wrote how useful she had found the training, and that it was 'one of the best sessions' she had been at.

Following the great feedback, and due to the popularity of the training, a further date to deliver the training has now been provisionally set for 8 August 2017. If you would like to find out more, or book a place on the training, please contact elizabeth.howarth4@nhs.net



Aberdeen – City of Sanctuary?

The Public Involvement Team are delighted to have attended a preliminary meeting to discuss a bid for Aberdeen to receive 'City of Sanctuary' status.

The meeting was facilitated by Reverend Joan Lyon and was held on Thursday 11 May in Aberdeen.



As a result of the welcome that Aberdeen has offered to Syrian refugees over the last year, there has been interest from a number of groups and organisations who are interested in Aberdeen becoming recognised as a City of Sanctuary. These organisations include the Syrian Project Partners' Group, Grampian Regional Equality Council (GREC), Aberdeen Council for Voluntary Organisations (ACVO), Aberdeen City Council, the newly established Interfaith Forum and other local community organisations.

City of Sanctuary is a UK and Ireland wide movement. A City of Sanctuary involves all levels of society – e.g. businesses, voluntary organisations, education, arts, sports, police,

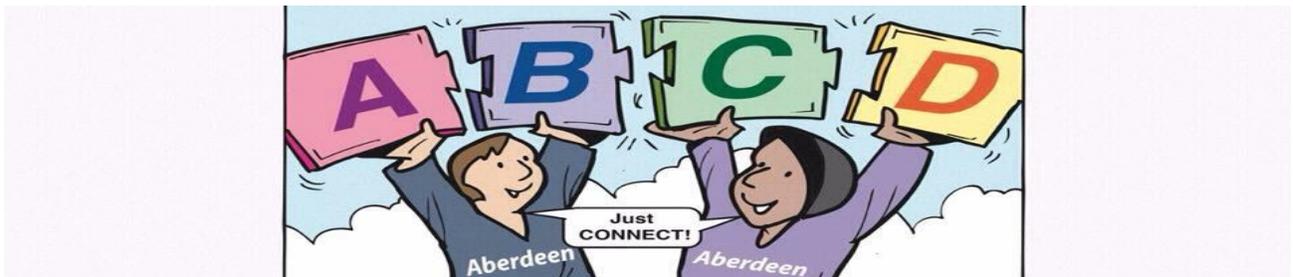
council, health and government, faith groups and local communities. It is a way of raising awareness by way of education, building relationships and shared activities so that Sanctuary becomes a recognised norm in the city of Aberdeen. It is also important that people who are actively seeking sanctuary in Aberdeen or have done so in the past will become part of this movement.

The event was extremely well attended, and participants were delighted to have food which was prepared and provided by New Syrian Scot Families. Participants also heard from the experiences of Glasgow and Edinburgh City of Sanctuary groups and had an opportunity to meet with other Aberdeen organisations, groups and individuals who, by virtue of what they are doing now, are prepared to help spread this initiative right across the city under the umbrella of City of Sanctuary.



There are an estimated 70 UK cities that already have City of Sanctuary status, and the aim of this meeting was to form a core group from different sectors who will head up this project together. The Public Involvement Team will be attending future meetings and providing updates to Nigel

Firth, Equality and Diversity Manager for NHS Grampian.



Following initial development work with Cormac Russell, Managing Director from Nurture Development, the Asset Based Approach (ABCD) is one of the methods the Aberdeen City Health and Social Care Partnerships have adopted to work with local communities within its localities.

This positive approach ensures that services focus on the things that already exist within localities and the skills and passions of local people as a starting point – ABCD focuses on “what’s strong, and not what’s wrong” with local communities. The Public Involvement Team has been supporting this approach by working with Community Builders from the Aberdeen City Council’s Community Learning and Development Team (CLD).

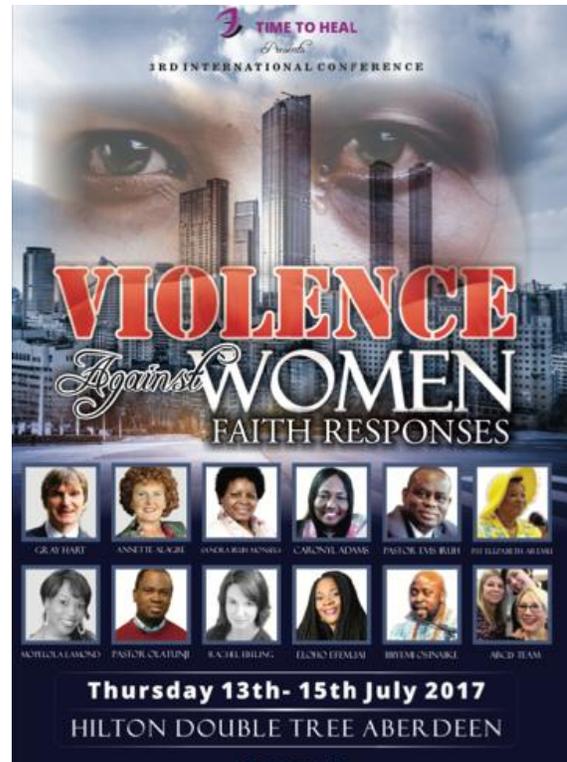
This ongoing work includes working with local communities, delivering workshops, facilitating conversations, and providing guidance and support to staff and communities wishing to develop an Asset Based Approach to their work.

International Women's Conference 2017

Violence against Women – Faith Responses

The Public Involvement Team is delighted to see the International Women's Conference return to Aberdeen for a third consecutive year. This event which is being held in the Hilton Double Tree Hotel will discuss issues relating to violence against women by using a faith context. The event has been organised by the Reverend Abiola Crown, Minister of Religion at the Fountain of Love Church, who is also founder and Director of Time to Heal, which is a registered charity which provides support to women who have experienced domestic violence.

The Public Involvement Team has been invited to deliver a workshop during the event about the Asset Based Approach to Community Development (ABCD) to encourage a focus on strengths and assets in order to help support the development of resilient communities.



ABCD Scottish Network

A preliminary meeting to discuss the formation of a new ABCD Scottish Network took place on April 2017. The meeting saw ABCD Practitioners from across Scotland come together to discuss future opportunities for effective collaboration and to provide support for ABCD activities across the country. The Public Involvement Team was also invited to attend this meeting by Cormac Russell, European Director of the ABCD Institute.

The Public Involvement Team have been working in collaboration with colleagues in Aberdeen City Council and the HSCP to share this practice across the city by delivering workshops and facilitating conversations with staff, communities and the public. The next event takes place on Friday 14 July 2017 when the Public Involvement Team will be helping to facilitate discussions about the ABCD approach at the Aberdeen International Women's Conference where they will have an opportunity to share ideas with delegates from across the world.



Carers Support – Aberdeen City

The Public Involvement Team is currently providing designated support to Heather Tennant, Programme Manager - Carer Information Strategy for NHS Grampian, with consultations and facilitation activities.

Carers Conversations

A comprehensive engagement event was organised to take place on Tuesday 18 April at the Beach Ballroom in Aberdeen. Carers were invited to attend drop-in sessions and were encouraged to provide their thoughts and view about what support and information would help them to continue in their caring role. There was a good turn out on the day, and a lot of data was collated. This information will be processed and used to direct the content of the local Carers Strategy for Aberdeen city.

Me Too! Show

The much anticipated Me Too! Show is being held in the Sir Ian Wood Building on Friday 16 and Saturday 17 June - this runs alongside National Carers Week.

The Me Too! Show is a weekend event which has been put together by Phionna McInnes from the local Aberdeen charity Me Too! The event will showcase local providers which can provide support and activities to parent carers of children with additional support requirements.

The Public Involvement Team is attending this event to engage with parent carers as part of the ongoing consultation for the local Carers Strategy for Aberdeen city.

Aberdeen West Locality Leadership Group (LLG)



Aberdeen City Health & Social Care Partnership
A Learning Partnership

Supporting Health and Wellbeing in
the
West Part of the City!

Have Your Say!

**WHAT DOES YOUR COMMUNITY NEED TO STAY HEALTHY AND WELL?
COME ALONG TO ONE OF OUR EVENTS**

This half day workshop provides an opportunity for you to come along and find out more about how you can shape services and support in the future and how it will impact on you and others.

- An introduction to the new Health & Social Care Partnership in Aberdeen and what that means to you
- Get involved with workshops to help us to develop a plan for the west part of the city.

The event will start with a welcoming tea and coffee.

WE DO HOPE TO SEE YOU THERE!

We need YOU!

Saturday 22nd April
Urban Village Hotel, Kingswells
9.30am-1pm

Wednesday 28th April
The Sanctuary, Mannofield Church
3.30pm-7pm

RSVP by 7th APRIL. Email anne.murray@ahs.scot.nhs.uk to confirm your space!

Follow us on   #west17

The Public Involvement Team are currently working with colleagues from across the Health and Social Care Partnership to identify and support ways to involve people and local communities in the work of the Health and Social Care Partnership in the Aberdeen West Locality area.

Scottish Government Localities Guidance provides details of the requirements that each HSCP must consider, when involving the public. Currently, each of the four Locality Leadership Groups (LLGs) in Aberdeen is perusing a different strategy to involve the public in its respective work.

The method of involvement the West LLG has decided to pursue is the development of a 'Community Partnership Group'. The West LLG has now set up a Community Partnership 'Sub Group' to take this work forward. In

addition to the Public Involvement Team, the Community Subgroup also includes in its membership: ACVO, Scottish Health Council, Independent Care Sector, Aberdeen City Wellbeing Team, Public Health and representatives from the local Community Councils.

The Community Subgroup took advice from Anne Smith, Integration Development Officer, and the outcome of initial meetings was delivery of two Appreciative Enquiry Sessions, which took place in April 2017 and involved both members of the public, and staff working within the locality.

The wider purpose of the session was to establish the level of interest and the preferred methods of engagement and participation, to provide a framework for the Community Partnership Group. Once the data has been processed, it is hoped that local communities in the West will be effectively consulted in order to ensure that their views are considered and included in the emerging Locality Plan.

Buurtzorg Model of Community Care

Buurtzorg is the Dutch word which translated means 'neighborhood care'. Aberdeen Health and Social Care Partnership is working to develop a similar model of community based self managing teams to deliver neighborhood nursing services in Aberdeen.

A Project Team has been established to take forward the Buurtzorg Model of Community Care with two test teams still yet to be established within Aberdeen. This work is being funded using Transformation Fund money from the Aberdeen city Integrated Joint Board (IJB). It is anticipated that the two test teams will be live by November 2017.

The Public Involvement Team also attend meetings of the Buurtzorg Steering Group, and will be working with Graham Lowther, Communications Officer for the Aberdeen City HSCP, and Local Officers from the Scottish Health Council, to develop a communications plan for the work, and support future public engagement and public involvement activities.

Mental Health Movie ‘Swiss Army Man’ at the Belmont Cinema for Mental Health Awareness Week



To mark Mental Health Awareness Week 2017, the Public Involvement Team supported a special showing of ‘Swiss Army Man’ at the Belmont Picture-house, on 8 May.

The showing was presented in association with the Aberdeen City Health and Social Care Partnership, the Mental Health and Wellbeing Network (MHWN) and RGU Mental Health Movie Monthly.

The showing was open to the general public and entrance was free. Over 100 seats were booked and the event was considered by organisers to be very well attended.

After the film, a conversation about the film took place, with the discussion facilitated by Scott Macpherson and Dan Warrender, both lecturers in Mental Health at RGU. The discussions were centered on pulling out the themes around mental health from the movie.

Mental Health Movie Monthly is a free public event which is held at RGU each month. If you would like to attend or find out more, you can find them on facebook @RGUmentalhealthmoviemonthly



**Aberdeenshire
Health & Social Care
Partnership**

Aberdeenshire Public Representative – Integrated Joint Board (IJB)

The Public Involvement Team has been providing support to colleagues within the Aberdeenshire HSCP to develop the role of Patient Representative for the IJB. Following a successful recruitment campaign, the Partnership has received six applications. All of the six candidates have received an invitation to attend the Aberdeenshire IJB meeting in May, after which, interviews are scheduled to take place on 16 June 2017.

Carer Support Aberdeenshire - Third Sector Engagement Event



A Third Sector Engagement Event took place on Friday 21 April at the Garioch Heritage Centre in Inverurie.

This well attended event was designed to provide Third Sector Organisations and local

Community Groups with a better understanding of what the Carers (Scotland) Act 2016 is going to mean for them and the people that they support.



The consultation will now focus on engaging with Carers in Aberdeenshire. This is expected to be done by using on-line surveys, face to face conversations, and through the development of a consultation tool which professionals can use to gather feedback at groups they attend where carers may be present.

The following feedback about the event was received from Wendy Probert, Project Officer (Carers) Aberdeenshire Health and Social Care Partnership:

"I wanted to say a big thank you again for all your support and help in making the event a great success, the event was definitely a team effort. Whilst I think the facilitators had a tricky job your knowledge, encouragement and professionalism resulted in the capture of very useful data."

NHS News



The Public Involvement Team have just completed and published the NHS News Spring / Summer 2017 edition.

NHS News is one of the ways that NHS Grampian shares information and opportunities with the public and communities about health services, and how to get involved with activities in their local area.

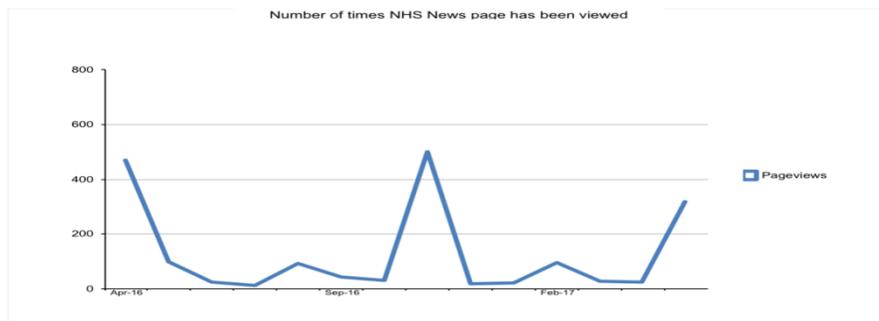
The team had a fantastic response to their call for articles, with responses from colleagues in NHS Grampian, the three Local Authorities, and Third Sector Organisations across Grampian.

This is the third edition of NHS News the current Public Involvement Team has produced.

As NHS News is primarily a digital document, it is mainly distributed via:

- Public Involvement Networks
- Corporate Communications
 - Global NHS Grampian
 - Social Media
 - NHS Grampian Website (the website page for the Spring / Summer edition was visited 754 times from 1 April to 14 October 2016).
 - NHS Grampian Intranet
- Submitted to partner organizations for inclusion in local Bulletins and newsletters such as ACVO, AVA and Partnership Matters

The below graph demonstrates the number of times the NHS News has been viewed via the NHS Grampian Website. This data will be closely monitored moving forward.



In addition to this, 5,000 hard copies have been produced and distributed to key sites and location across Aberdeen.

If you would like to receive a copy of the NHS News directly into your inbox, or would submit an article for the Autumn / Winter edition 2017-18, please contact Liz Howarth by email at elizabeth.howarth4@nhs.net.

You can access a copy of the NHS News by visiting www.nhsgrampian.org/NHSNews

Monitoring of Cleaning Services

The Monitoring of Cleaning Services Engagement and Participation Committee are looking forward to meeting for its next bi-annual meeting taking place at Summerfield House on 16 June 2017.

At the previous meeting a new format was approved by the group whereby Public Representatives will be able to suggest guest speakers they would like to invite to meetings to provide information about their service or research within the field of infection prevention and control.

For the June meeting, the group agreed to invite Preston Gan, Estates Head of Quality and Performance, who manages the Independent Auditors, and Ian Esslemont, Estates Officer.

Adult Mental Health Service Redesign

The Public Involvement Team has been involved with the ongoing Adult Mental Health Service Redesign since August 2015. In the first instance, the Public Involvement Team provided support to develop a questionnaire about the service for patients to complete. From this, a report was compiled and presented at the first Option Appraisal Session in August 2016 and shared with colleagues.

The Option Appraisal process has now been completed by two Scoring Workshops and two preferred options identified. These options have now been presented and the Public Involvement Team is now also part of the Adult Re-design Steering Group.

Priorities for public involvement moving forward will involve ensuring consultation materials are developed in partnership with patients, families and Carers, ongoing communication with the Scottish Health Council, and supporting future public consultation activities.

It has also been agreed to have involvement from patients and carers on the Working Groups which will be developed to start looking at how each of the preferred options will work.

Peterhead Mental Health Pathway

The Public Involvement Team has been providing support to the Peterhead Community Mental Health Team who are interested to develop a Recovery Pathway for patients living in the local area.

In the first instance, the Public Involvement Team have been working with Susan Madden, Specialist Occupational Therapist, to develop questionnaires for both staff and for patients, families and carers, which will be printed in hard copy and left in locations in the area. The Public Involvement Team will also provide support for the development of an electronic version of the survey, and produce a report to help analyse data received from the consultation process.

The questionnaire will help the team to better understand what is currently working well in the area, and what are the potential gaps or issues that can be supported through the development of a Pathway.

Real Stories

Listening to patients and carers tell the story of their experiences, in their own words, is a valuable way of gathering qualitative information. We use patient stories to help understand the patient journey or to look at one aspect of a patient's care – asking patients to talk through what happened and what mattered to them, where, when and with whom.

Patient stories can have a very powerful impact with staff and patients, as they explore how patients feel and tend to highlight emotions or situations that people can resonate with. People will not always remember the whole story but they will remember how it made them feel.

Once recorded, stories are sometimes edited, but not always, and then shared with the service involved, the wider organisation or sometimes the public to help with learning and development, inspiration and improvement.

The Public Involvement Team has been working with NHS Grampian's Clinical Quality Facilitator, Kirsten Dickson, to capture some of the 'Real Stories' from members of our own Public Involvement Network (PIN). Our Public Reps give so much of their time and expertise to NHS Grampian, so the Public Involvement Team have been delighted to have an opportunity to find out more about the people behind the role they perform.

During the month of April, the Public Involvement Team were very grateful to collect two Real Stories from PIN Members Claire Maitland and Marian Cowie. These stories will be available for use within NHS Grampian, and if you would like to find out more about Claire or Marian's stories, or about Patient stories in general, you can do so by contacting Kirsten Dickson at kirsten.dickson@nhs.net

Scottish Older Peoples Assembly (SOPF)



The Public Involvement Team supported the Scottish Older Peoples Assembly event which took place in Aberdeen on 1 June 2017.

The event was organised by Aberdeen City Council and Grampian Regional Equality Council (GREC) with a view to developing an older people's forum for Aberdeen.

The Deputy Lord Provost opened the event, with further presentations from GREC and from the Scottish Older Peoples Assembly. In addition, a number of local organisations attended the event to provide information about the services they can provide for older people.

The event was extremely well attended, with over 50 participants from a variety of backgrounds, and there was an overwhelming consensus that an Older Persons Forum was required to ensure that older people's voices are heard, and have the power to influence.

The Public Involvement Team attended the event to facilitate one of the table discussions. A wide range of matters were discussed, with some of the key issues centered around a lack of care provision for older people, particularly in light of Brexit and an anticipated lack of people who will be available to take up paid caring rolls.

Social isolation was also an important topic of discussion, and the impact this has on mental health. There was also debate about how older people can maintain their physical health in order to continue working with an ever increasing age of retirement.

The Public Involvement Team will continue to work with colleagues at Aberdeen City Council and at GREC to support the development of the forum as plans develop.

NHS Grampian Youth Forum



The NHS Grampian Youth Forum was excited to hold their most recent meeting at the Denburn Centre, which is situated next to the Clan building on Westburn Road, on 28 March 2017.

The venue has been offered by Peter McDonnell, Youth Team Manager for Children's Social Work at Aberdeen City Council.

The Public Involvement Team and the Scottish Health Council are working collaboratively to develop the role of the Youth Forum, and have been working with Forum members to identify new areas of interest to take forward.

One area of interest which continues to be discussed among the young people are issues related to mental health and wellbeing. In order to provide a space to develop this area of

interest, the NHS Grampian Youth Forum invited Dan Warrender, Lecturer in Mental Health at Robert Gordon University (RGU), to attend the meeting.

Dan is one of the coordinators of the RGU Mental Health Movie Monthly event, which involves showing a film with specific mental health themes, followed by an informal facilitated discussion about the main topics and issues.

Dan attended the NHS Grampian Youth Forum to show a film called 'Adam and Paul' which was specifically chosen as it contained specific themes around mental health.

Following the film, Dan facilitated a discussion with participants about some of the themes in the film.

As a result of the meeting, it was felt that collaboration with both of the Universities in Aberdeen would be a helpful to the Youth Forum, and a meeting has now been organised with Dr Barbara Gorgonie, Participation and Engagement Officer for the University of Aberdeen. The purpose of the meeting will be to discuss opportunities to deliver joint events around issues that young people have identified as being interesting or important.



The Baird Family Hospital and The ANCHOR Centre

a. Stakeholder Engagement Design Development

Regular stakeholder sessions have been held, involving both patient representatives and clinical colleagues, to advance the 1:200 floor plans for both developments. These meetings have proved to be very productive in largely reassuring the Project Team that the plans are adhering to the key clinical principles as outlined in the clinical briefs and also matching patient and third sector expectations in relation to both the buildings and service delivery. This stage of design development is expected to be completed in the next few weeks.

b. Project Open Day, 13 April and Drop-in Sessions, 19-20 April 2017



As part of the project's ongoing public involvement process and following discussions with colleagues in the Aberdeen City Council Planning Department, internal and external communication sessions to review the emerging floor plans were held in April 2017. A Project 'Open Day' took place at Cummings Park Community Centre on 13 April and internal drop-in sessions took place in four different locations (Rotunda Entrance, Pink Zone Canteen, RACH and Aberdeen Maternity Hospital) on the Foresterhill Health Campus on 19-20 April. Early artist's impressions of what the buildings might look like were available to view alongside with the emerging floor plans. The drop-in sessions were particularly successful, with new ones scheduled for 7 June 2017.

c. Third Sector Involvement in Grampian

The project team continues to proactively engage with its Third Sector partners in Grampian.

Sands the charity reviewed the emerging designs for maternity and bereavement spaces in the Baird at two dedicated meetings on 17 and 27 February. The Grampian Maternity Services Liaison Committee meeting held on 20 February 2017 was dedicated to going through the Baird plans in detail and yielded excellent positive feedback.

A project presentation was given to the PINK (People In Need of Kindness) breast cancer support group on 14 March 2017.

For the ANCHOR development, monthly meetings have been held with residents in the CLAN Haven space and also with Maggie's specialty-specific support groups. A successful Men's Vision Breakfast was held on 5 March 2017 to seek the views of male patients into the ANCHOR design. This was the second of these events and was kindly supported and organised by the Friends of ANCHOR. Friends of ANCHOR also facilitated a focus group with women taking part in their annual Courage on the Catwalk fundraiser on 18 April 2017

The Project Team was also invited to give presentations about The ANCHOR Centre to CLAN Support Volunteer Forum on 25 April 2017 and to the Aberdeen Myeloma Support Group on 26 April 2017.

d. NHS Grampian

The Project Team attended the NHSG Cancer Conference on the 1 March 2017. Professor Mike Greaves was a keynote speaker on the programme and provided an update on planning for The ANCHOR Centre and the team also held an information stand throughout the conference.

The Project Team was invited to attend and give a presentation at the NHS Grampian Area Partnership Forum Staff Communication Sub Group to give a presentation on our approach to staff communication on 15 March. The presentation was well-received and we have been asked to present a project update to GAPF in their June meeting.

The Project Team had an information display at the inaugural NHS Grampian Health and Wellbeing Event for people with a recent cancer diagnosis or living with cancer on 21 March.

e. Media

The Project Team participated in the SHMU FM Health Show on 20 April 2017, raising more awareness of the Project locally.

Social media also continues to be a successful engagement platform, with the Project Facebook page currently standing at nearly 600 followers.

f. Collaboration with Robert Gordon University (RGU)

The Baird Project Team was involved in a collaboration project with the RGU on a lecture and workshop on maternal healthcare spaces on 24 April as part of the Look Again Festival.

g. Feedback on Project Communication and Involvement Activities

There is increasing recognition of the wide-ranging scope of communication activities being carried out on this project. Acknowledgement has recently been received from Martin Blencowe, Scottish Futures Trust, that communication on the project is acknowledged to be excellent. The Gateway review of May 2017 was also very positive about the proactive scope of the project's communication and engagement activities.

h. Benefits Realisation Plans and Project Survey Strategy 2017

The project team is currently working on its survey strategy for 2017. Both buildings have a Benefits Register listing improvement targets for different aspects of patient and staff experience and a Benefits Realisation Plan detailing how these targets will be achieved. A

post-project evaluation in 2021 will establish whether or not the targets have been met. So that meaningful comparisons can be made in 2021, the project team needs to establish existing baseline values for all the benefits listed in the Benefit Registers. This information must also be included in the project's Outline Business Case in September 2017. A number of qualitative and quantitative patient surveys using a variety of methods are planned to be carried out in from July 2017, with the planning and preparation stage to be completed by the end of June 2017.

Viewpoint

Both ViewPoint devices are currently at Royal Cornhill Hospital with a survey to capture opinion on involving and supporting carers. The survey is aimed at patients, carers and staff with each group having their own set of questions. The survey also coincides with Carers Week (12-18 June).

Final Move of Services from Woolmanhill Site to Woodend Hospital

These last two remaining services left the Woolmanhill site on 20 April and were open to patients on 24 April at Woodend Hospital.

The refurbishment of Wards 5 and 6 North at Woodend Hospital included the construction of eight single occupancy audiology test rooms along with one multi-occupancy room, all of which have been fitted with bespoke modern audiology booths. Audiology accommodation is now based in the former Ward 5 North, which includes a hearing aid workshop, balance rehabilitation and assessment room along with office, reception and patient waiting areas. Former Ward 6 North accommodates Ear Nose and Throat (ENT) services and in addition to a single occupancy audiology booth, there are consulting and treatment rooms, pre-assessment facilities along with an office, reception and patient waiting area.

All actions in the Communication Plan were implemented and as 85,000 registered patients across both services needed to receive or see communication about the re-location, flyers, posters and patient appointment letters were developed. NHS Grampian's website, Facebook and Twitter accounts were also utilised to announce the move. The closure of Woolmanhill Hospital was well documented by the local media with a history of the site provided by Fiona Musk (NHS Grampian Archivist).

Revised map of the Woodend Hospital site

As part of the move of ENT and Audiology services to Woodend Hospital, the map for the site required a major revision as other changes and additions (e.g. Craig MRI Centre) needed to be incorporated. A direct link to the new map can be found here: http://foi.nhsgrampian.org/globalassets/foidocument/foi-public-documents1---all-documents/woodend_sitemap_mono.pdf

Primary Care:

Pre-application joint public consultation on a proposal to open a new community pharmacy in Pitmedden

A 90 working day pre-application joint consultation for a proposed pharmacy at Pitmedden was launched on 1 November 2016. A public drop-in session to meet the applicant, A&L Porter Ltd, took place on 8 February in Tarves and attracted 15 members of the public. By the closing date of 10 March 2017, 93 responses were received to the consultation together with 4 responses from organisations. A Consultation Analysis Report (CAR), which included an analysis of all individual responses, was agreed with the applicant on 3 May. The CAR will be submitted together with A&L Porter's application for the Pharmacy Practice Committee by 8 June.

Changes at Northfield and Mastrick Medical Practice

The practice with its list of approximately 5,200 patients went out to tender. Expressions of interest were submitted from some local GP practices with two practices submitting business cases for consideration. A panel was set up to interview the two bidders on 13 December (which included a public representative). The decision was to award the contract to Denburn Medical Practice.

The contractual handover of Northfield and Mastrick Medical Practice did not take place on 1 May as planned. The contractual handover has not fallen through, but is delayed a further month. General Medical Services are still being provided at Northfield and Mastrick with Denburn providing clinical cover from 1 May.

A public meeting at Mastrick Community Centre took place on 25 April and a further public meeting is planned for 30 May at Northfield Community Centre. It is anticipated that the last meeting of the Communications Sub Group will take place on 13 June.

Review of dispensing GP practices

A Public Involvement Officer continues to sit on the Steering Group. The Communication and Involvement Plan has been updated regarding the process of the post-public consultation period.

Other Primary Care projects in early planning stages:

Denburn Project - Initial Agreement currently in revision. Discussions regarding level of patient/public involvement are ongoing.

North Corridor Project - working with Kay Dunn (Lead Planning Manager) and Project Team. Discussions regarding patient/public involvement are ongoing.

Acute Care:

Support was given to the following projects within the Acute Sector during the last quarter:

- Survey regarding patient choice about possible expansion of Ultrasound Services (Dr. Gray's Hospital and community hospitals). Survey to go out to patients in June 2017.
- Ambulatory Emergency Care (AEC): collated data from 85 patient surveys to produce a summary of findings. Findings indicated a general high satisfaction rate from patients about the service provided (e.g. 98.8% regarded the professionalism of staff as either very good or good), but some negatives included waiting time for scans and test results. AEC consultants are keen to gain more feedback from specific subsets of patients, produce a video about AEC to explain the service, update and develop an AEC leaflet and will look into the long waiting times in AEC.
- Chronic Pain Clinic, RACH: working with Dr. Graham Wilson looking at gaining feedback from patients and parents/carers attending the Chronic Pain Clinic at RACH.
- Excellence in Care (EiC): met with Alison Melville (Project Team Manager) and Jill Ferbrache (Lead re. EiC) to look at options on how best to involve the public/patients with local measures and assurance and how we share information.
- Revised protocol for involving public representatives in Leadership Walkrounds (formerly Executive Safety Walkrounds).
- Mapped all patient/public involvement activity by the Public Involvement Team during the past 5 years in relation to the Elective Care Project.

National Consultations: (as on 29 May 2017)

Guidance on Engaging Communities in Decisions Relating to Land

Under Part 4 of the Land Reform (Scotland) Act 2016, Scottish Ministers have a duty to issue "guidance about engaging communities in decisions relating to land which may affect communities". The purpose of the Guidance is to encourage land owners and land managers to develop co-operative and positive working relationships with local communities. The aim is to support good working practices that can lead to mutually beneficial solutions to land-related problems and better local outcomes for economic, environmental, social or cultural issues. The consultation seeks the views of key stakeholders on the draft Guidance.

<https://consult.scotland.gov.uk/land-reform-and-tenancy-unit/engaging-communities-in-decisions-relating-to-land/>

Consultation ends on 16 June 2017

Severance Policy in Devolved Public Sector in Scotland

Scottish Ministers want to hear your views on whether recent powers should be used - or other reforms taken forward - to achieve better outcomes by delivering best value to taxpayers, flexible and responsive public services and a fair deal for public sector employees, through changing exit payments arrangements, in particular through the introduction of an exit payment cap, recovery of exit payments and changing exit payment terms.

Across the devolved public sector in Scotland, over 3,000 exit payments at a cost of £119 million were made in 2015 16. In most cases, the cost of this exit payment is recovered from the year on year savings from no longer paying salary for such posts. This consultation represents an opportunity to provide assurance this is money well spent and assess whether reform is required.

<https://consult.scotland.gov.uk/financial-strategy/severance-policy-in-devolved-public-sector/>

Consultation ends on 23 June 2017.

Improving parking in Scotland

The consultation paper will set out proposed arrangements that aim to deliver a consistent approach to managing parking in Scotland. It invites views on how we can improve the clarity of the laws on parking, what restrictions that should be applied, the exceptions that should be granted, how those responsible can deliver an integrated approach to managing parking, how we should tackle displacement of vehicles and support town centre regeneration whilst improving accessibility for all.

<https://consult.scotland.gov.uk/road-policy/improving-parking-in-scotland/>

Consultation ends on 30 June 2017.

A Consultation on the draft Delivery Plan for Equally Safe: Scotland's strategy for preventing and eradicating violence against women and girls

In 2016 Scottish Government published a revised version of Equally Safe, Scotland's strategy to eradicate violence against women and girls. The strategy envisions a Scotland where all individuals are equally safe and respected, and where women and girls live free from all forms of violence and abuse - and the attitudes that help perpetuate it.

<https://consult.scotland.gov.uk/violence-against-women-team/equally-safe/>

Consultation ends on 30 June 2017.

Safe and Effective Staffing in Health and Social Care

This paper seeks views on what we mean by safe and effective staffing; the requirement on Health Boards to apply the workforce and workload tools consistently; and the requirement on Health Boards to apply the tools in conjunction with professional judgement, local context and quality measures. The consultation is open to everyone, but in particular the Scottish Government would welcome the views of those working in a healthcare setting.

<https://consult.scotland.gov.uk/nursing-and-midwifery/safe-and-effective-staffing-in-health-care-setting/>

Consultation ends on 5 July 2017.

For further information please contact the Public Involvement Team on 01224 558098 or at nhsq.involve@nhs.net