



Public Involvement Update Report

**Engagement & Participation
Committee - November 2016**

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1. NHS News

The screenshot shows the NHS News Autumn/Winter 2016 edition cover. At the top left is the NHS logo with the tagline 'NHS Grampian - caring • listening • improving' and 'nhs news'. To the right is the NHS Grampian logo. Below the logo is the text 'AUTUMN/WINTER 2016'. A blue box on the right says 'Keep up to date with NHS Grampian' with the website 'www.nhsgrampian.co.uk' and social media links for Facebook, Twitter, and LinkedIn. The main content area features a large image of autumn foliage and a headline 'Welcome to the Autumn/Winter 2016 edition of NHS News'. Below this is a section titled 'Reminiscing to inspire patients' with a sub-headline 'Left at Dornoch Hospital are' and a photo of two women looking at a framed photograph. To the right of this is a section titled 'New facilities for the Foresterhill Health Campus' with a sub-headline 'Two exciting new health facilities are being planned for the Foresterhill Health Campus. Once open in 2020, they will provide some of the most modern healthcare in the whole of Scotland.' Below this is a section titled 'Stop, Quit, and be Fit' with a sub-headline 'NHS Grampian is working with' and a photo of a group of people. At the bottom right, there is a section titled 'New Leids Smoking Advice Service' with a sub-headline 'We're delighted to be working with'.

The Public Involvement Team have been working hard over the past few weeks to source interesting and informative articles to showcase in the 2016 Autumn/Winter edition of NHS News.

NHS News is one of the ways in which NHS Grampian shares information 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 from colleagues in NHS Grampian, the three Local Authorities, and Third Sector Organisations across Grampian.

The latest edition of the NHS News went live on 31 October. This is the second edition of the bi-annual paper which the Public Involvement Team has produced.

As NHS News is primarily a digital document, it is mainly distributed electronically; however 5000 hard copies have also been produced and are being distributed to key sites and locations in health care settings and local communities across Grampian.

If you would like to receive a copy of NHS News directly into your inbox, or would like to submit an article for the 2017 Spring/Summer edition, 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

Multicultural Health & Wellbeing Forum



2. NHS Grampian Multicultural Forum

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

2.1 Aberdeen Mela 2016 - One World Day

The NHS Grampian Multicultural Forum was delighted to be part of the Organising Committee for this year's Aberdeen Mela – One World Day event, which took place in Union Terrace Gardens on Saturday 17 September 2016.



Lord Provost George Adam with Public Involvement Officer Liz Howarth

The event was an overwhelming success, and was attended by over 4000 people on the day. The Lord Provost, George Adam, opened the event, followed by speech from Kevin Stewart MSP. Other invited guests included Dame Anne Begg, former MP for Aberdeen South, Lewis MacDonald MSP, Kirsty Blackman MP and a number of councilors from Aberdeen City Council.

The event showcased a wide range of performers from across Aberdeen's multicultural communities, including cultural song and dance. This included performances of Salsa, Bollywood and Nepalese

dancing, African Drumming, local Scottish performances and the highlight of the event came from the Aberdeen Bhangra Crew who delighted the audience. There were also an array of arts and crafts and cultural items for people to purchase at the event.

The Aberdeen Bhangra Crew performing at the Aberdeen Mela - One World Day 2016



In addition, there was variety of international foods available to purchase, and opportunities to engage with over 14 local organisations who attended on the day to provide information about different services and activities currently available for people to get involved in. For the children, there was a bouncy castle, face painting and other activities to ensure that everyone could have fun and celebrate a great day out for all the family.

The Public Involvement Team was in attendance on the day to speak with people from a range of diverse multicultural communities about the many opportunities to get involved in the work of NHS Grampian.

If you would like to find out more about this year's One World Day, or hear some of the thoughts people had about the event, you can copy and paste the link below to see a short video which captures some of the highlights from the day.

<https://vimeo.com/189863834>

2.2 Eid in the Gardens Event 2016



The NHS Grampian Multicultural Forum was excited to attend this year's Eid in the Gardens event which took place on Sunday 18 September at Rubislaw Terrace Gardens, Aberdeen.

The Multicultural Forum attended the Eid event in order to speak to people from different communities about the different ways people can get involved with NHS Grampian through the different Public Involvement activities available.

The Multicultural Forum shared a stall with Faiza Nacef, Equalities Officer from the Aberdeen City Council's Equalities Team.

The Equalities Team from Aberdeen City Council was also raising awareness about opportunities for participation in the various council led activities which are available to members of the public.



Public Involvement Officer Liz Howarth with Faiza Nacef from ACC Equalities Team

2.3 “The Multicultural Forum in the Community” – Working with the Torry GP Practice

The NHS Grampian Multicultural Forum has been hard at work planning new and innovative ways of engaging directly with people and local communities, and to find new ways of involve people in the work of NHS Grampian. One of the ways the forum achieved this was by working in partnership with colleagues at Community Renewal, who are at the forefront of the Modernising Primary Care work with some of the GP Practices across Grampian. The Torry GP Practice is one such practice, and is significant to the Multicultural Forum, as Torry has the highest number of people from minority ethnic backgrounds in Aberdeen (around 15–17% of their patients).



**Public Involvement Officer
Liz Howarth raising
awareness of Public**

To kick start this work, the Multicultural Forum were delighted to welcome Community Engagement Officers Anne Docherty and Sheila Thomson from Community Renewal to a meeting of the Multicultural Forum which took place at the Aberdeen Town House on 5 July 2016.

At this meeting it was agreed that the Multicultural Forum would be well placed to have a presence within the Torry GP Practice.

The Multicultural Forum were located within the Torry practice Waiting Room from 17 to 24 August 2016. In addition to NHS Grampian, a number of other forum members participated in the week’s activities, including:

- GREC
- Ethnic Minority Housing Project from Langstane Housing
- NHS SHARE
- Rape and abuse Support (RAS)
- Aberdeen Polish Association



During the week, the Multicultural Forum was also able to provide a range of leaflets and information in various languages which were provided with thanks by Nigel Firth, Equality and Diversity Manager at NHS Grampian.

During the week in the practice, forum members were able to:

- a) Raise awareness of the NHS Grampian Multicultural Forum, and how people can get involved.

- b) Raise awareness about their own services.
- c) Raise awareness of an upcoming event between members of the Polish Community and the local GP Practice as (per the below flyer) on the 14 September in the Tullos Community Centre in Torry.

The follow up event which took place on 14 September was organised in order to provide the local GP Practice and the Polish Communities in Torry with a unique opportunity to ask questions, share information and find mutually appropriate methods to work together in terms of the GP Surgery delivering best practice within the local community. In addition to the NHS Grampian Multicultural Forum, a number of people attended the event, including Dr Sandy Munro from the Torry GP Practice, James Sheary, Partnership and Engagement Officer from NHS 24 in Glasgow, and representatives from the Polish Community. This piece of work will continue past the life of the project by continuing to work with services both locally and city wide, to ensure that the Polish and wider Eastern European Community have the correct information to access health services effectively.



Dr Sandy Munro from the Torry GP Practice attends We Love Torry Event with colleagues and representatives from the

2.4 Diabetes Presentation to the Aberdeen Mosque and Islamic Centre (AMIC)



Consultant Diabetologist, Dr Sam Philip

The NHS Grampian Multicultural Forum is delighted to be working with the Aberdeen Mosque and Islamic Centre (AMIC) on a proposed range of health talks to the Mosque Community.

General Secretary of AMIC, Nurul Hoque Ali, who attends meetings of the Multicultural Forum, requested a talk about Diabetes for the Mosque community. The Multicultural Forum were delighted to be able to invite Dr Sam Philip, Consultant Diabetologist, (who also attends the Multicultural Forum), to present about this specialist subject at the Mosque on Saturday 8 October.

Dr Philip delivered a presentation, which included PowerPoint, and post-event feedback from the AMIC Committee stated that



Dr Soha El-batrawy from NHS SHARE at AMIC

the information and the evening were very well received by the community members who attended. One participant at the event stated "The talk was excellent and there were many attendees (brothers and sisters). I am sure all have benefited."



Ladies from AMIC finding out about opportunities to get involved in NHS Grampian

In addition to information about Diabetes, Liz Howarth from the Public Involvement Team provided information about the Multicultural Forum, and wider opportunities to get involved with NHS Grampian through Public Involvement, and Soha El-batrawy from NHS SHARE provided information about her services to the ladies.

The AMIC are interested to receive future talks from other Health Care Professionals from NHS Grampian.

The next event, which is scheduled to be about 'women's health', is currently being progressed with a view to providing the community with information about the new Baird Family Hospital. This will provide

the Baird and ANCHOR Team with a unique opportunity to speak with the mosque community about the future of the development. It has so far been agreed that Gail Thomson, who is Service Project Manager at the Baird Family Hospital, will be part of a small team which deliver the event, and will also include the Project Midwife, Project Nurse (Breast and Gynecology) and will be coordinated by Public Involvement Officer Anna Rist.

2.5 The impact of faith on Health and Wellbeing – Spotlight on Judaism



Chrissie Nyssen, Treasurer at the Aberdeen Synagogue with 400 year old Torah Scroll

The NHS Grampian Multicultural Health and Wellbeing Forum have been very busy since it was established about one year ago. The forum members have been working hard to organise lots of exciting activities, and their most recent event took place on Tuesday 6 October, when the forum were invited to visit the Aberdeen Synagogue. About 20 members of the forum joined the event, and were treated

to a guided talk about the history of the synagogue in Aberdeen which was consecrated in 1945.

Forum members were introduced to some of the customs and traditions of the Jewish faith, including information

about some of the Torah Scrolls held at the Synagogue. The scroll photographed above was rescued from what is now known as the Czech Republic.

The forum members then enjoyed wonderful hospitality from the Synagogue, including some traditional sweets and desserts, and shared interesting discussions about some of the customs and traditions of the Jewish faith.



The NHS Grampian Multicultural Forum is open to everyone who is interested in issues which affect the health and wellbeing of people from minority ethnic backgrounds.

People of all faiths and backgrounds attend the Multicultural Forum.

2.6 'Breaking the Silence' – Domestic Violence in a Faith Context

FOUNTAIN of LOVE **Multicultural** **NHS**
Health & Wellbeing Forum

The NHS Grampian Multicultural Health and Wellbeing Forum and the Fountain of Love Church invite you to join us for

An end of year event!
"Breaking the Silence"
Domestic Violence in a Faith Context

Presented by Rev Abiola Crown, Minister of Religion, and PHD Researcher in Cross Cultural Disciplines

Venue: Fountain of Love Church, 21 - 31 Palmerston Road, Aberdeen, AB11 5GP
Date: Tuesday 6th December 2016
Time: 5.30 pm

Booking for this event is essential - Book on line at Eventbrite by following the link below
<https://www.eventbrite.co.uk/e/breaking-the-silence-domestic-violence-in-a-faith-context-tickets-28290349196>

Respect, Culture, Diversity, Health

The next meeting of the NHS Grampian Multicultural Forum will be held at the Fountain of Love Church in Aberdeen. We are delighted to be invited to the church to hear from Reverend Abiola Crown, Minister of Religion, about some of the work she is currently involved in, working with people from Aberdeen's multicultural communities around domestic violence.

This event is free and open to anyone. If you would like any further information about the NHS Grampian Multicultural Forum, please contact elizabeth.howarth4@nhs.net

If you would like to attend this event, please book your place by following the Eventbrite link below:

<https://www.eventbrite.co.uk/myevent?eid=28290349196>

3 Integration Health and Social Care Aberdeen City



The Health and Social Care Partnership in Aberdeen City has undertaken some initial development work with Cormac Russell, Managing Director from Nurture Development, to develop a Community of Practice around the Asset Based Approach to Community Development (ABCD) in Aberdeen City. 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.

Combining this approach with the GP Practice is developing a lot of interest which the Public Involvement Team have been providing support for. This comes at a time when there is a lot of focus on the role of ‘Community Link Workers’ which the Scottish Government has announced funding for over the coming years. ABCD complements this method of working, by developing a community approach as it plays to the strengths of local people and local communities, by building cultural capital and encouraging participation in citizen led and neighbourhood based activities.

In addition to this, by focusing the ABCD approach within the GP Practice, it ensures that people who require the support of local communities the most are at the heart of the work taking place. At this current time, the main piece of work taking place is at the Maryhill Practice in Elgin, however, the Keith Medical Practice and the Torry Medical Practice are now also discussing opportunities for taking this work forward.

3.1 Developing an Asset Based Approach in the Maryhill Practice, Elgin

The Public Involvement Team has been delighted to provide support to the Modernising Primary Care work which is continuing at the Maryhill Practice in Elgin. The Public



Involvement Team is doing this by working collaboratively with Community Renewal and colleagues from Public Health and the Third Sector Interface in Moray.

The aim of the work is to establish ways in which people from the local community can be involved in the GP Practice in practical and meaningful ways.

By introducing local people as Community Connectors within the Practice, and adopting an asset based approach (ABCD), patients can be connected locally and communities are encouraged to find their own solutions by focusing on what already exists.

To date, two ABCD workshops have been delivered to around 50 members of the practice team in Maryhill. The response has been positive, as can be seen in the evaluation document.

ABCD what you told us

What I have learnt today.....
 Connecting People is something we ALL do. I CAN DO THIS!
 Looking at more positive ways of empowering people in our community

Something from today I will leave behind.....
 Nothing
 Stereotypes, views on problem solving
 Preconceptions

Something I really liked about today.....
 The Team's enthusiasm
 Enjoyable
 Having to think outside the box
 The diversity of the turnout
 Looking at people as assets
 Informative

Something from today I will take away with me...
 Considering wider assets – people, activities
 Everyone has a 'gift' and can be a connector

Our Next Steps: Network Event 21st of September

Evaluation Feedback from the ABCD work in Maryhill GP Practice in Elgin



The workshops were followed by a community based event called Healthy Elgin. This event was organised by Community Renewal in partnership with Elgin Bid.

The aim of the event was to bring together local services from across the sectors to look at how organisations can best work together, including with the local GP Practices. Over 40 organisations attended the event and the evaluation showed that participants felt the event provided an excellent opportunity to make new professional contacts.

In addition to providing support to the wider ABCD work taking place with the practice, the Public Involvement Team were in attendance at the Healthy Elgin Event, to raise awareness about opportunities for people to get involved in NHS Grampian. This work is ongoing, with next steps looking at recruiting community members



3.2 Community Link Worker Update Event

The Public Involvement Team is working with colleagues from the Scottish Health Council, ACVO and Aberdeen City Council to hold a Community Link Worker Update Event, which is scheduled to take place on 13th December at the Aberdeen Health and Care Village. The premise for the event is to provide an opportunity for 3rd Sector and community organizations to find out more about plans the Aberdeen Health and Social Care Partnership have to roll out this work in GP Practices across the city. Gail Woodcock, Integrated Localities Manager from the Aberdeen HSCP will present some background to the work, and highlight their plans for the Link Worker role in Aberdeen. If you would like any further information please contact elizabeth.howarth4@nhs.net

If you would like to attend this event, please book your place at the Eventbrite link: <https://www.eventbrite.co.uk/edit?eid=29073686178>

3.3 ABCD Learning Conversations



The Public Involvement Team continues to be busy working with people and local communities using an ABCD approach.

On 22 August, the Public Involvement Team worked with Grampian Regional Equality Council (GREC) at one of their Language Cafés, held in Torry. The Language Cafés are a new initiative being delivered by GREC which provide opportunities for local people to learn and improve their English in an informal environment.

As part of the first Language Café in Torry, the Public Involvement Team delivered an ABCD Learning Conversation to local community members, volunteers and GREC staff. The Learning Conversation creates a space for people to learn about each other, build relationships, and socially connect over identified common interests.

A further Conversation Café launch event took place at Soprano's Café in Aberdeen on 25 August. Feedback from both of the launch events was really positive, and participants stated that it helped to launch the Language Cafés on the positive note they hope to continue throughout the life of the projects.



If you would like to find out more about the ABCD approach, or how to undertake a Learning Conversation, please contact Liz Howarth at elizabeth.howarth4@nhs.net

3.4 North Alliance Conference 2016



This year's North Alliance Conference took place on 5 October in Nairn. This year's conference had a theme of 'Celebrating inclusion and good practice across the North'

The event showcased some of the great work taking place through various workshops throughout the day.

The Public Involvement Team was delighted to facilitate an Introduction to ABCD workshop. The Public Involvement Team delivered this workshop in partnership with Aberdeen City Council's Communities Team.

The workshop, which was fully booked, consisted of people from all levels, who are engaged in work with local communities. The session was very lively, and provoked lots of discussion and enthusiasm from participants. Feedback was very positive and participants were complementary about the workshop and the learning that had been delivered during the session.



3.5 'Continuing our ABCD Story'

The Public Involvement Team is providing support to Gail Woodcock, Integrated Localities Manager for Aberdeen City Health and Social Care Partnership (HSCP), around the development and delivery of a city wide event which is scheduled to take place in spring 2017.

The event, entitled 'Continuing our ABCD Story', will encourage local people to connect in different ways, including using an asset based approach, and will also showcase some of the great citizen led initiatives which are currently happening across the city.

The event is also being planned as a launch event for what will be four newly appointed 'Community Builders' for the city. The Community Builders will be employed by the Aberdeen HSCP and will work within two predetermined localities. The Community Builders will adopt an asset based approach to their work, and in order to support this process, community members attending the ABCD event will be invited to identify priorities which will inform their work plan.

Chris Littlejohn, Consultant in Public Health for NHS Grampian, has agreed to be the Keynote Speaker at the event, and we are currently in the process of sourcing additional experts who will play a key role in facilitating some of the important discussions which will include ABCD, the Community Empowerment Act and community building.

4 Adult Mental Health Service Redesign

The Public Involvement Team is currently involved with the Adult Mental Health Service Redesign. To date, the Public Involvement Team provided support in developing questionnaires for people who use mental health services.

The Public Involvement Team then collated this information and developed a report for the Mental Health Services Team. The Public Involvement Team presented the findings at the first Option Appraisal Session which took place on 24 August 2016. In addition to this, a further questionnaire was developed for Carers with input from colleagues at VSA, and was disseminated via Carer networks and bulletins. However, further work is required to engage with Carers, and the Public Involvement Team will be taking this forward with relevant colleagues.

The Public Involvement Team will continue to be a part of the Steering Group and Multidisciplinary Option Appraisal Group, with regular meetings which are currently being planned into February 2017.

5. Fraserburgh Project

The Fraserburgh Project is looking at how services can be improved at various sites across the area, namely Robertson Road, Dalrymple Street, Fraserburgh Hospital and includes finding replacement accommodation for the Kessock Clinic, which is an agreed priority.

In order to identify Public Involvement requirements, meetings have taken place between Lynn Boyd - Programme Manager, Aberdeenshire Health and Social Care Partnership (HSCP), Liz Howarth – Public Involvement Officer, Christopher Third and Emma Ashman from the Scottish Health Council.

During the discussions, it was identified that whilst this will be a significant piece of work, it will not be considered a major service change. In terms of timeframes, there will be building work involved therefore, whilst work may start on the project in the very near future, the likely completion date will be some time away. The HSCP are currently in the process of appointing Locality Managers across Aberdeenshire, and work will commence around the wider consultation process once a Locality Manager has been appointed in Fraserburgh.

6. Keith and Speyside Pathfinder Project

The purpose of the Keith and Speyside Pathfinder Project is to prepare a strategic assessment for the delivery of services for a new health and social care facility in Keith. This assessment will take into account the needs of the wider Speyside Community. To date, the Public Involvement Team has provided support to workshops which have taken place with staff and members of the local community to identify priorities. Key issues which were identified from the workshops were

- Signposting
- Access
- Resources
- Self-management
- Information Hub
- Technology
- Co-location

Next steps for the work are already underway, and include:

- A situation report has been presented to the Asset Management Group of NHS Grampian on 18 May 2016. The project received approval to move to the next stage.
- Further work has been commissioned on establishing the bed base required for the future facility.
- A report on this work was scheduled to be presented to Asset Management Group of NHS Grampian in September. The project will then move to outline business case.

6. ARI Greenspace Project

NHS Grampian would like to develop the green spaces on Foresterhill Site. During August the Public Involvement Team gathered 191 patient, visitor and staff views on how they would like the spaces developed. A consultation report was produced which is supporting an application being made to the Scottish Heritage Fund. If the funding bid is successful, the Public Involvement Team will continue to provide support to future activities which will identify how the funds will be spent through participation and informing activities.

8. NHS Grampian Youth Forum

The NHS Grampian Youth forum has been developing a partnership approach to its meetings by working with Christopher Third, Local Officer with the Scottish Health

Council. Christopher has provided considerable valued support to the forum over recent weeks in the planning and delivery of Forum Meetings. Christopher has worked very hard to secure some excellent guests to the Forum.

Two meetings have recently been held, the first of which took place on 28 September 2016. Six young people attended the meeting, and were delighted to welcome Jenny McNicol, Head of Midwifery, who came to speak with the young people, along with a Midwife and a Midwife Student from her team. In addition to this, the Youth Forum was very happy to hear from two local GP's, Dr Laura Muirhead and Dr Adrian Crofton, who spoke to them about their roles and answered their questions.



Feedback from the GP's and Midwife Team was very positive, both stating they were very happy to come along and speak with the young people.

The most recent meeting of the Youth Forum took place on the 9 November 2016. At this meeting eight members of the forum had an opportunity to hear from a PHD Student, Gina Nguyen, who is studying issues surrounding food poverty at the University of Aberdeen, and is based on the Foresterhill Campus. Also during the meeting, the young people were asked their view about eye care services. The forum will next meet in early 2017.

If you would like to find out more about the NHS Grampian Youth Forum, or would be interested in attending a meeting, please contact elizabeth.howarth4@nhs.net

9. Annual Public Involvement Network (PIN) Event 2016

This year's PIN Event took place on Thursday 6 October 2016 at Curl Aberdeen. This year, the PIN Event was held directly after the Annual Review at the same location. This was to make it as easy as possible for PIN members to attend both events. The Public Involvement Team was delighted to have 16 PIN members attend the event.

During the event, two presentations were given, firstly by Virginia Irvine-Fortescue, who is a PIN member and also a Public Representative for the Health Transport Action Plan (HTAP) Group. Virginia provided the PIN members with an update to some of the work that is currently being developed around the HTAP project.

The second presentation was delivered by Gail Woodcock, Integrated Localities Manager for Aberdeen City Health and Social Care Partnership (HSCP). Gail delivered a PowerPoint presentation which provided insight into the progress the HSCP has made towards working in localities across Aberdeen city.

Following the presentations, the Public Involvement Team facilitated a World Café style conversation, which sought opinions from the PIN members about the following topics:

1. What would you like to get involved in that you are currently unable to?
2. Did you receive the NHS News electronically? Did you read it? Any other comments?
3. Would you be interested in becoming a Patient Feedback Volunteer?

The responses gathered from the discussions are currently being put into a report, and once completed will help to inform the work of the Public Involvement Team in these areas.

Feedback from participants about the event was positive, and details from the evaluation will also be contained within the final report.

10. Evaluating the impact of going smoke free

To evaluate the impact of NHS Grampian hospital sites going smoke free on 1 April 2015, a ViewPoint (freestanding electronic questionnaire units) was located at the Kincardine Community Hospital during September 2016 to obtain public and staff feedback on the changes. Only 23 people responded but this group consisted of those who had never smoked (11), ex-smokers (9) and smokers (3). 19 (82.7%) of respondents were aware of the free advice and support provided by NHS Grampian to help people to stop smoking. Most respondents (78.3%) said that they were not exposed to cigarette smoke on entering hospital doorways. The results are with the Smoking Cessation Team which has booked both ViewPoints for December to continue evaluating the impact of smoke free hospital sites.

11. The Baird Family Hospital and The ANCHOR Centre

a. Principal Supply Chain Partner (PSCP) Appointment

The Baird and ANCHOR Project Team is at the last stages of completing the process of recruiting its Principal Supply Chain Partner, or the contractor and design team. The winning PSCP team will be announced towards the end of November.

Prior to the announcement of the winning PSCP, the NHS Grampian Chief Executive, Mr Malcolm Wright, and NHS Grampian Chairman, Professor Stephen Logan, visited the Project Team on 27 October 2016 to find out more about the work that had gone into this exercise. The project had an unexpected change in procurement method in early 2016, changing from a revenue-funded, non-profit distributing (NPD) project into a

Capital project. This also implied a significant change in the way that the building contract was to be tendered. This meant a substantial amount of work in a very short space of time and, as the Baird and ANCHOR project was the first project to have gone through such a change in NHS Scotland, there was no existing procedure to follow. However, feedback from Scottish Government on the team's PSCP recruitment process has been extremely positive. The team was also commended by both Mr. Wright and Professor Logan for managing this complicated transition and keeping the project stakeholders informed about the process throughout.

b. Islands Visits

The Project Team are keen to engage with all staff, patients and Third Sector Organisations with a stake in Maternity, Breast, Gynaecology, Neonatal, Reproductive, Oncology or Haematology Services provided in Grampian. As both Baird and ANCHOR will also cater for Islands patients, service project managers Gail Thomson and Louise Budge visited Shetland on 29-30 August 2016 and Orkney on 15-16 September 2016, to deliver project updates and to gather local views and comments.

NHS Shetland clinical and management colleagues as well as the Public Partnership Forum came to see the reference designs for the new developments. Gail and Louise also met with representatives from Sands (the stillbirth and neonatal death charity) and Friends of the Special Nursery (a charity supporting the Neonatal Unit at Aberdeen Maternity Hospital).

In Kirkwall, Gail and Louise met with NHS Orkney clinical and management colleagues as well as service users and representatives from CLAN, Macmillan and Friends of the Special Nursery.

Feedback from both visits will contribute towards the final designs for both buildings as well as the service redesign agenda. The project team is grateful to everyone for their contributions.

c. Third Sector involvement in Grampian

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

A focus group for patients staying at CLAN Haven during their cancer treatment was held at CLAN House on 22 September; useful feedback was gathered on a number of topics affecting patients from remote areas (including the Islands), including better use of VC and better communication between acute and primary care.

A project update presentation was given to Buckie Cancer Link on 28 September, and also to The ARCHIE Foundation board on 29 September 2016.

d. NHS Grampian

Staff awareness sessions about the project continue, with most affected staff groups now covered and a second round of staff awareness sessions with the final designs for both buildings planned for early 2017.

NHS Grampian Youth Forum was given an informal talk about the project on 30 September and the young people were also shown the Reference Designs for both buildings. Their feedback indicated that it had been very interesting for them to hear about how health facilities are planned and how patient needs are put in the centre of service redesign.

A well-attended drop-in session was organised for staff based at Summerfield House (SFH) on 8 September, after a staff member highlighted the difficulty for SFH staff getting to drop-in sessions held at ARI.

The project had a dedicated display at the NHS Grampian Annual Review and the annual Public Involvement Network event on 6 October 2016. The project's stakeholder involvement activities were referred to as 'exemplary' by Yvonne Summers, Scottish Government Performance Manager. Malcolm Wright and Stephen Logan, leading the Annual Review, were also very complimentary about the scale and quality of stakeholder involvement undertaken by the project to date. The Project Team will deliver a presentation on their public engagement and communication activities to the Project Board on 25 November 2016.

e. Integration

A Project update was given to the Aberdeenshire Integration Joint Board (IJB) on 23 September 2016. The project team continues to engage with all IJBs and keep them updated on project developments.

f. Planning in Principle approval

Aberdeen City Council approved the project's Planning in Principle (PiP) application on 18 October 2016. This major milestone was widely publicised in local and national press and has helped to raise the project's profile and the public's interest.

g. Communication

The project's out-facing website is now available at www.bairdanchor.org. This site will be the project's main external communication tool for outwith NHS Grampian, and has the capacity to develop with the project. It is planned to eventually incorporate features like podcasts and a YouTube channel, as well as construction time lapse videos.

The project's social media sites also continue to grow in popularity. The Facebook site at www.facebook.com/bairdANCHOR has nearly 400 likes and the Twitter account at @bairdANCHOR has approximately 100 followers.

12. Move of ENT/Audiology from Woolmanhill to Woodend Hospital

The refurbishment of Wards 5 and 6 North at Woodend Hospital began on 25 July and is expected to be complete in March 2017. Works include the construction of eight single occupancy audiology test rooms along with one multi-occupancy room, all of which will be fitted with bespoke modern audiology booths. Audiology accommodation which will be located in the former Ward 5 North, also includes a hearing aid workshop, balance rehabilitation and assessment room along with office, reception and patient waiting areas. Former Ward 6 North will accommodate ENT services and in addition to one single occupancy audiology booth, there will be consulting and treatment rooms, pre-assessment facilities along with an office, reception and patient waiting area.

The site map for Woodend Hospital requires revision and David Cooper (Public Involvement Officer) is working with Gillian McDonald (Service Manager) to look at all forthcoming changes on the site and to liaise with our Graphics Department.

13. Primary Care

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

The 90 working day joint consultation for a proposed pharmacy at Cuminestown ended on 15 April and the application was considered by the Pharmacy Practice Committee (PPC) on 14 September. The application was refused because the PPC considered that the provision of pharmaceutical services was adequate and that following on from this, the granting of the application was neither necessary nor desirable.

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.

Review of dispensing GP practices

A public consultation regarding a review of 6 dispensing GP practices in Aberdeenshire (Auchenblae, Gardenstown, Portlethen, Rhynie, Skene and Udney Station) was carried out from 4 July to 1 October. A total of 1,674 responses were received to the consultation but following verification and collation this number came down to 1,348. It was the biggest response to a public consultation that NHS Grampian has ever experienced. As part of the review, NHS Grampian has to decide whether patients who

currently get, or are eligible to get, their dispensed medicines from one of the six GP practices would have a 'serious difficulty' in accessing dispensed medicines from a community pharmacy. 1,237 (91.8%) of respondents stated that they would have a serious difficulty in getting their dispensed medicines from a community pharmacy should current dispensing arrangements cease at their GP practice.

The responses from Auchenblae, Gardenstown, Rhynie and Udney Station showed that the majority of respondents stated that they would have a serious difficulty. This ranged from 83.3% of respondents in the Gardenstown area to 98.7% from the Auchenblae area. The main themes for serious difficulty were distance and additional travel time and poor or non-existent public transport.

For Portlethen and Skene at Westhill, responses showed that most respondents would not have a serious difficulty in getting their dispensed medicines from a community pharmacy. This ranged from 57.1% of respondents from the Portlethen area to 65.7% from Skene at Westhill.

As part of the public consultation, six advertised public drop-in sessions took place during the consultation period at each community. 201 members of the public attended the sessions. In addition, Foveran Community Council held a public meeting on 24 August at Udney Station and the Tap O'Noth Community Council held a public meeting at Rhynie on 30 August. Both meetings were very well attended.

The findings for each dispensing GP practice and a summary report have been submitted to the Steering Group and the Review Group for consideration.

Changes at Northfield and Mastrick Medical Practice

Aberdeen City Health & Social Care Partnership and NHS Grampian will be carrying out work over the next several months which may result in some changes to how GP services are provided in the Northfield and Mastrick areas of Aberdeen. The work is required to ensure continuation of services now and in the future. Recent GP resignations together with national and local difficulties in GP recruitment have contributed to the practice's current challenging situation. The practice is a 2c (salaried) practice and comes under the responsibility of NHS Grampian and has 5,200 patients.

A letter from Judith Proctor (Chief Officer) was sent to patients on 26 October to provide reassurance that the practice will continue to operate normally but advising that there will be some changes to services. A Northfield Tendering and Transition Group have been set up and it is expected that there will be a Communications Sub Group on which the Public Involvement Team will have representation.

Initial expression of interest has been requested for the provision of Primary Medical Services through a General Medical Services contract in the Northfield and Mastrick area. The successful contractor will be expected to deliver the full range of core medical, additional and enhanced services, currently offered.

14. Acute Care

A focus group for people with type 1 diabetes took place on 17 August at the Suttie Centre. 14 patients with type 1 diabetes attended the group which looked at the patient experience of out-patient medical consultations. The focus group was co-facilitated by David Cooper (Public Involvement Officer) and staff from the Diabetes Psychology Service. Findings will be presented to the service on 16 November.

National Consultations: (as on 10 November 2016)

Consultation on a Human Trafficking and Exploitation Strategy for Scotland

All of the comments the Scottish Government receives will be taken into account and will be used to create the final version of the Trafficking and Exploitation Strategy to be published in spring 2017.

<https://consult.scotland.gov.uk/human-trafficking-team/a-human-trafficking-and-exploitation-strategy>

Consultation ends on 7 December 2016

Scotland's Oral Health Plan: A Scottish Government Consultation Exercise on the Future of Oral Health Services

This consultation exercise will help to shape the oral health care and NHS dental services in Scotland for the next generation.

<https://consult.scotland.gov.uk/dentistry-division/oral-health-plan>

Consultation ends on 8 December 2016

A Blueprint for 2020: The Expansion of Early Learning and Childcare in Scotland

Alongside the current Governance Review, the Scottish Government is using the Blueprint Consultation to seek views on the range of policy choices that it faces, including funding models and phasing of provision, as it takes forward the commitment to providing 1140 hours per year of early learning and childcare by 2020.

<https://consult.scotland.gov.uk/creating-positive-futures/expansion-of-early-learning-and-childcare>

Consultation ends on 9 January 2017

Consultation on the New National Health and Social Care Standards

Following on from the consultation of the National Care Standards in 2014, the next phase of the National Care Standards Review is to develop a set of Standards linked to

the overarching Principles which were approved by the Cabinet Secretary for Health and Sport in February 2016. The purpose of this consultation is to gather information from those with an interest in Health and Social Care and to use the responses in the development of the specific and general standards.

<https://consult.scotland.gov.uk/care-and-support/national-care-standards>

Consultation ends on 22 January 2017

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