

Engagement and Participation Committee Report to Grampian NHS Board Committee Meeting on 27 February 2019

Purpose of Report

This report updates the Grampian NHS Board on key issues arising from the Committee meeting on 27 February 2019 which the Committee considers would offer assurance to Board members about engagement around the design and delivery of health services.

Recommendation

The Board is asked to note the following key points:

1 Mental Health and Learning Disability (MH&LD) Services

The majority of the Committee's time at its February meeting was devoted to Mental Health and Learning Disability Services.

Jane Fletcher, Head of Hosted MH&LD Services) presented an overview of the projects within MH&LD Services that have benefitted from having involvement and engagement with the public, staff, patients, carers and third sector organisations. The projects reviewed covered the Child and Adolescent Mental Health Service (CAMHS) Redesign and Relocation Project, the Adult Mental Health and Learning Disability Review, Ligature Reduction, the Occupational Therapy Services Project, and Social Media, Feedback and Care Opinion themes. Although these were wide-ranging services, covering a diversity of location, service model and staffing, they all demonstrated the efforts that had been taken to seek the views of patients, carers and families.

In each case, the focus was on the proactive engagement and involvement activity that had been undertaken and how this had influenced the final outcome of the project or service. The support of the Public Involvement Team, both in terms of the undertaking of the work but also the provision of advice and ideas, had been greatly appreciated.

2 Equality and Diversity Activity

Nigel Firth, Equality and Diversity Manager, presented a report of recent activity to the Committee. This included an analysis of requests for interpretation and translation services over a 9 month period in 2018.

It was noted that 2,148 face-to-face interpreting requests had been received and 97% of requests had been met. For the requests that could not be met, the Language Line telephone interpretation service had been used instead. Six commonly requested local ethnic languages accounted for 91% of all requests, although a total of 29 different foreign languages had been requested. 69 translation requests had been received with Polish and Arabic being the 2 main languages requested.

Nigel also reported on the socio-economic duty of the Equality Act 2010 which became law in Scotland in April 2018 through the Fairer Scotland Duty legislation. All Health Boards were required to ensure that their major decisions and actions were designed to reduce the inequalities of outcome which result from socio-economic disadvantage. To achieve this, each major decision/option required to be Health Impact Assessed using the full EQIA methodology. A number of Impact Assessors have been fully trained to carry out these assessments to ensure compliance.

The Committee was pleased to note that Stonewall, an organisation that administers a Benchmarking tool called Workplace Equality Index, informed NHS Grampian in January that the Board had made substantial progress in its score and ranking and said this is "a testament to all the work you've put into the index and championing LGBT equality".

3 Public Involvement – Activities and Evaluation

The Public Involvement Team Projects updated template provides information on every project the team is working with. This report comes to each meeting of the Committee and provides a very interesting and comprehensive overview of the team's activity. It was noted that some of the projects only require light support but many of them have a need for active engagement and involvement. The report highlighted a number of projects, including the successful "Come Dine with Me" event arranged for members of the public to provide feedback on the food prepared for patients

The Committee acknowledged the volume of activity and requested that staff leading projects where engagement had been more challenging or where capacity had limited activity should be invited to a future meeting of the Committee to discuss the ongoing support that is available.

Amy Anderson
Engagement and Participation Committee Chair
March 2019