

## NHS Grampian Public Involvement & Consultation Quarterly Update – August 2011

Topic (in alphabetical order)	Progress
<b>NHS Grampian <u>Main</u> Public Involvement &amp; Consultation Activities supported by Patient Focus &amp; Public Involvement (PFPI) Team</b>	
Aberdeenshire	<p>To inform the development of the NHS Grampian Health and Care Framework, Inverurie was selected as one of a few pathfinder projects. Central Aberdeenshire LCHP, in partnership with Aberdeenshire Council, is developing a communication and involvement process. One of the key outcomes is to gain a clear description of what health and care provision will look like across Inverurie. Work is underway to inform people of the process and gather views of local people:</p> <ul style="list-style-type: none"> <li>• The first issue of the pathfinder newsletter has been finalised and distribution to staff, key stakeholders and the wider population undertaken.</li> <li>• Successful public events held in February and May 2011 where people from Inverurie were given the opportunity to hear more about the pathfinder project and discuss some of the key issues. A further public event is planned for 25 August to discuss some of the emerging issues and possible models.</li> <li>• Information sessions were held for staff of Inverurie Hospital in June 2011 to update staff of pathfinder progress and address any emerging issues.</li> <li>• Further opportunities to involve members of the public throughout the process will be identified as the project progresses, including possible reference group and lay representation on existing pathfinder groups.</li> </ul>
Better Care Without Delay Programme	<p>Ambulatory Care: mapping of patient movement within Clinic C took place using “shadow” technique (except attending actual patient’s consultation) in April 2011. An exercise to capture patients’ experience of respiratory and urology out-patients clinics at ARI took place in April/May 2011. The post-appointment generic questionnaire used was initially piloted within Respiratory MCN. In total 25 patients were interviewed in respiratory out-patients, and 25 patients were interviewed in urology out-patient clinics. Findings have been sent to the Nurse Manager for Ambulatory Care.</p>
Cancer / Haematology Centre Project	<p>Work on Phase 1 of the Cancer Centre (LINAC bunkers) started on Foresterhill site. Completion date for Phase 1 expected to be March 2012 with commissioning of new</p>

	<p>Linear Accelerators to follow.</p> <p>Communication and Involvement Advisory Group remains in abeyance – one update meeting was held in March where reps were informed of plans for phased process and details of Phase 1. Group will not meet again until project progresses to next stage and there are opportunities for influence. Reps are being kept informed through communication briefs sent at key stages of the project.</p> <p>The newly-formed North of Scotland Cancer Managed Clinical Network is working on developing the North of Scotland Cancer Strategy – the Cancer / Haematology Centre project will continue to be influenced by the developing strategy.</p>
Child and Adolescent Mental Health Services	<p>Survey for service users in Grampian to gather views on local services, travelling to Tayside to access services and use of technology completed at the end of July 2011. Service users, family members and staff encouraged to give their views using online survey, Viewpoint or paper copies – results being collated and report will be submitted through the North of Scotland CAMHS Communication and Engagement Group.</p>
Emergency Care Centre	<p>Building works underway and on target for completion and handover in September 2012. New short life working group being established to take forward plans for entrance foyer – public representative confirmed for this group. Other involvement opportunities for members of the ECC Public Involvement and Advisory Group to be identified.</p>
Foresterhill Masterplanning Project	<p>As part of the Wayfinding Project, information was displayed at Community Corner in the ARI concourse in February and feedback from the public on the proposals has been gathered.</p>
Health and Care Framework	<p>Work is underway to develop a Health and Care Framework which will provide greater detail and direction based on the strategy set out in the Grampian Health Plan 2010-2013. A Communication and Involvement plan has been developed.</p> <p>Work has started on 2 out of 3 aspects of the Framework – the development of the Health and Care Model and on how we guide services in making difficult decisions and allocating resources. A number of clinical groups (which involve staff, members of the public and partners) have been asked to advise on what they feel is the ideal model of care for their population group. A group (with public representation) has been set up to</p>

	<p>oversee the work on developing criteria around making difficult decisions and resource allocation. The criteria were discussed with the NHS Grampian Public Forum and further discussions were held with groups of young people in February 2011.</p> <p>A successful Stakeholder Event was held on 3 March to discuss and debate emerging outcomes so far and lay foundations for future detailed decisions.</p> <p>The Framework is also being informed by a number of pathfinder projects (including Inverurie, Forres, maternity) which are already engaging with key stakeholders.</p> <p>A focussed engagement process will be designed flowing from the papers that will be presented to the October Board meeting.</p>
Health and Care Village in Aberdeen	<p>The information booklet about the Health Village is available. Accessible version is also available. Web pages have been updated.</p> <p>The Outline Business Case for the Health Village has now been approved and can be viewed on the NHS Grampian website. The Full Business Case is currently being worked on. Planning permission was granted in September 2010.</p> <p>A summary report about all of the Health Village communication and involvement work from 2006 - 2010 has been produced and is available on request.</p>
Healthcare Associated Infection (HAI)	<p>Communication and Involvement Framework developed to ensure patients and the public informed and involved in HAI related issues and activities. An Action Plan for 2011 has been agreed – this will consolidate activities in 2010. Procedures for lay reviewer involvement in audits (cleaning/hand hygiene) enhanced. Training for hand hygiene audit lay reviewers delivered in April 2010 and training for cleaning audit lay reviewers delivered in June 2010. New public reps for hand hygiene recruited and all reps will be asked to undertake the e-learning training package for hand hygiene. No new public reps required for cleaning monitoring.</p> <p>System to ensure accurate information on HAI provided for patients/public implemented. Campaign to raise awareness amongst the public of their responsibilities for observing infection control guidance when visiting hospital piloted and public views gathered.</p>

	Information and evidence provided for HEI announced visits.
Intermediate Care (City) Now known as Older Peoples' Pathfinder and Change Fund	<p>A summary report about all of the Intermediate Care communications and involvement work from 2007 – 2010 is now available.</p> <p>The Intermediate Care Groups were disbanded in May 2011. As per previous discussions it was decided that the Older Peoples Health and Care Pathfinder and Change Fund will now be the streams from which most of the Intermediate Care Steering Group agenda items would be picked up.</p> <p>The work that came under the Intermediate Care banner will also continue but will come under the Care of Older People pathfinder and the Change Fund work.</p> <p>The Triage Unit commenced service in Summer 2009. Patient information leaflet has been produced. 10 patient experience interviews have been carried out and a full report is now available.</p> <p>An information booklet about Craig Court is available. Work was undertaken with Craig Court staff to produce questionnaires to capture the views of residents, relatives and staff. These are now being used and two feedback reports are available.</p> <p>Care and support of older people in Aberdeen is one of the Health and Care Framework pathfinder projects, communication and involvement work has started and workshops are being held with various stakeholder groups.</p> <p>Carer experience interviews are also been carried out.</p>
Maternity Service Review	<p>A strategic review of maternity services is being undertaken to ensure the service continues to provide safer, more effective and sustainable maternity services. A Communication &amp; involvement Framework and Action Plan has been developed to ensure staff and public views inform the review.</p> <p>Involvement activities include public representatives on the Review Leadership Group; 4 newsletters for staff and the public; information available on the NHS Grampian website; the views of over 200 women were gathered via discussion groups and survey in May</p>

	<p>2010; staff briefing sessions held; a 3.5 day Service Improvement Event held in August 2010 attended by 5 public reps.</p> <p>A 6 week consultation on the draft maternity strategy for 2010 -2015 undertaken in autumn 2010. The response influenced the final strategy approved at the December Board meeting. The report of the consultation is available on the website. An Option Appraisal about the future configuration of services making good progress. 6 workshops held Feb – April 2011 involving involve key stakeholders, including public representatives. Currently refining shortlist of potential models for future configuration to be presented to NHS Grampian Board in October. Recommendation will be made to Board to launch 3 month formal consultation. Board will then make a decision after consultation.</p>
Mental Health Services	<p>Position of lay and carer representatives on Clinical Management Board advertised and recruited to. Support to reps provided. Service user panel established for unsuccessful applicants. Panel informing work to gather patient experiences of inpatient services and outpatient clinics. A service user questionnaire was developed and handed out on discharge and results informed service improvement. A second questionnaire which will be distributed in the community is due to be piloted before being rolled out. Involvement activities also being undertaken as part of the Mental Health Collaborative.</p>
Moray	<p>To inform the development of the NHS Grampian Health and Care Framework, Forres was selected as one of a few pathfinder projects. Moray Community Health and Social Care Partnership (CHSCP), in partnership with Moray Council, is developing a process of engagement with stakeholders. One of the key outcomes is to gain a clear description of what health and care provision will look like across the Forres area.</p> <ul style="list-style-type: none"> <li>• Work is ongoing with a range of stakeholders to inform them of the process – the first issue of the pathfinder newsletter has been produced and widely distributed.</li> <li>• Stakeholders have been involved in designing and influencing how the work will be carried out.</li> <li>• The process is being planned and evaluated using the VOiCE methodology.</li> <li>• In October/November 2010, a questionnaire was carried out regarding the public’s view on the current and future healthcare provision in Forres. 1,500 questionnaires were completed and 865 returned (response rate of 58%). Data has now been</li> </ul>

	<p>analysed and results presented at a community engagement event on 14 February 2011.</p> <ul style="list-style-type: none"> <li>To date four community engagement events have taken place in Forres. The next stage of the process will include looking in detail at the provision of 24hour care.</li> </ul>
Patient Safety	<p>Communication framework and action plan written and approved by Executive Group. Patient Safety articles included in NHS News, Up Front etc. Plan to increase number of public reps taking part in Patient Safety Walkrounds agreed – will be part of recruitment drive in New Year and the provision of training.</p>
Primary Care Redesign in Aberdeen Programme	<p>Another city wide event was held in June 2011 with GP leads, our cluster leads, representatives from the local authority and members of our Public Reference Group attended. We plan to have another event bringing primary care teams, various stakeholders and our Public Reference Group together in June 2011.</p> <p>The city's structure has changed and is now set up into four clusters with a GP cluster lead in each. New structure needed to support future work in the city. Work has started to establish how this new structure will work and how other areas will feed into this structure.</p> <p>Web pages and a general patient information sheet been set up and sent out.</p> <p>Various practice changes are happening:</p> <p>Whinhill Medical Practice opened in December 2010. Official opening ceremony was held in June 2011. Full report now available that gives an overview of all communication and involvement during the move and merger. This report is available on request.</p> <p>Northburn &amp; Viaduct practices officially merged in June 2010 and are now known as Denburn Medical Practice. Work ongoing to identify suitable site for new premises in the future.</p> <p>Design workshops held to look at designs for the potential new purpose built premises for Woodside Medical Group. Early stages of project, open day event held on 10 August 2010 at Woodside Community Centre to show and discuss proposals with patients and</p>

	the local community.
Redesigning health services for children with complex needs in Aberdeen and surrounding area	<p>Option Appraisal process undertaken during 2009/10 and included range of involvement activities - parent reps on Steering Group; workshops; attendance at Raeden Parent/Staff Association; Parent/Carer Virtual Reference Group and a Staff Engagement Group set up; information on website. Interviews with small number children and parents, finding out family experiences of health service, undertaken.</p> <p>Final Option Appraisal Workshop in May 2010 scored the proposed new model more highly than the current service. NHS Grampian Board approved formal consultation process which ended on 3 September. Consultation includes wide distribution of consultation paper and questionnaire – hard copy/electronic; open sessions for parents in August; opportunity for existing groups to request NHS staff attend a meeting to discuss plans; availability of Voxur unit at Carers Centre.</p> <p>The consultation findings were presented to the NHS Grampian Board in October together with the Steering Group recommendations to approve the consultation process and support the implementation of the proposed model. The Board agreed with the recommendations.</p> <p>Services are now in implementation phase and a communication and involvement activities are ensuring parents and staff continue to be involved as the new model is implemented in Aberdeen and Aberdeenshire. The proposed model is one of hub and outreach – with a resource centre at the hub and community based multi-disciplinary health teams as the outreach.</p>
Wheelchair Service	<p>An involvement action plan was developed and agreed in August 2010. A network of 70 users/carers and disability groups across Grampian has been established. This has now been handed over to the service to manage. A new Wheelchair Service leaflet has been printed (ref: 1278). 5,000 copies printed. 17 individuals and disability organisations were involved in the drafting of the text.</p>

**For further information please contact the Corporate Communications PFPI Team on 01224 554400.**

Topic	Progress
<b>Nationally led consultations and initiatives</b>	
<b>Patient Rights (Scotland) Act 2011 – Consultation on Secondary Legislation</b>	<p>The Patient Rights (Scotland) Act 2011, which received Royal Assent on 31 March 2011, aims to improve patients' experiences of using health services and to support people to become more involved in their health and health care.</p> <p>The purpose of this consultation is to seek views on the proposed secondary legislation which will provide more detail about how the Act should be implemented, and the steps that relevant NHS Bodies and, where appropriate, relevant service providers must take to make sure the provisions within the Act are implemented and delivered.</p> <p>Consultation launched on 22 July 2011. Consultation closes on 14 October 2011.</p> <p>Link - <a href="http://www.scotland.gov.uk/Publications/2011/07/21152328/0">http://www.scotland.gov.uk/Publications/2011/07/21152328/0</a></p>

**National consultation documents can be viewed on the Scottish Government website:  
[www.scotland.gov.uk/consultations](http://www.scotland.gov.uk/consultations)**