The Unconfirmed Minute of the NHS Fife Community Services (DWF) Public Partnership Forum Reference Group held Wednesday, 15th April 2015 at 2.00pm in Conference Room 4, Lynebank Hospital, Dunfermline

RG Members Present:
Ben Conway
Lawson Rennie
Winn Scott
Isobel Vernolini [Chair]
John Winton
Ruth Winton

Service Representatives in Attendance:
Scottish Health Council, Local Officer, George Cuthill
Head of Clinical Governance, NHS Fife Community Services (DWF), Karen Gibb
Business Manager, NHS Fife Community Services (DWF), Lorraine Cooper King

Apologies Received:
RG member, Hilda Johnson

In Attendance:
Carolyn Walker, Health Improvement Practitioner
Karen Banks, NHS Fife Community Services (DWF) PFPI Administrator [Minutes]

ITEM ACTION

1 Welcome & Apologies

Isobel Vernolini [IV] welcomed all to the meeting and apologies were noted as above.

IV welcomed today’s guest speakers.

2 Declaration of Interest

There were no declarations of interest.

3 Guest Speakers

3.1 Mental Health & Wellbeing Needs Assessment [Carolyn Walker]

Carolyn Walker [CW] presented a 12 page slide show on Mental Health & Wellbeing Needs Assessment. The following areas were explained in detail:-

- Aim and Objectives
- Data Collection and Analysis
ITEM
- Mental Health & Wellbeing in Dunfermline and West Fife
  o Mental Health Conditions which had lasted or was expected to last at least 12 months (City of Dunfermline, Cowdenbeath, South West Fife, Dunfermline West Fife)
- Consultations
- Community Planning Partners
- Service Providers
- Consultation with Local Residents – Case Study:
  o Mothers at a parent & toddler group
  o Young People aged 16-18
  o Service Users at SAMH Going Forth Project

CW asked the group if they had any questions.

A: Only Lochgelly at the moment. Social prescribing is supported by Scottish Government and will be rolling out to DWF.

Ben Conway [BC] asked “What designation/type of person is a Mental Health Coach”?  
A: The Mental Health Coach is a member of the Nursing Team from the Keep Well Team.  
Q: “What is stopping other practices from offering the Mental Health Coach Service if it doesn’t cost the practice”?  
A: The service is commissioned with Keep Well however there are capacity issues.

After further extensive discussion took place, IV thanked CW for the comprehensive update.

4 Minutes of the Previous Meeting held 20 August 2014

IV reminded the group that last local meeting minute, was dated 20 August 2014. This was due to Joint PPF Meetings being scheduled and the cancellation of the local meeting in December 2014.

The Minute of the previous local meeting was confirmed as an accurate record.

5 Matters Arising

5.1 DWF CHP Website Update (Item 6.2) [Lorraine C-King]

Lorraine Cooper-King [LCK] advised the group that the previously known DWF CHP Website has now migrated over to the NHS Fife Website which is hosted by Fife Council. Although this website is not without its problems, LCK advised work in progress.

6 Business Items

6.1 Disestablishment of Community Health Partnerships [Karen Gibb]
Karen Gibb [KG] advised that the report “Transitional Governance Arrangements for the Disestablishment of Community Health Partnerships” had gone to NHS Fife Board on 24 February 2015. The purpose of this report was to explain the impact of the Public Bodies (Joint Working) (Scotland) Act 2014 on the existing community health partnerships and to ensure safe and effective governance during the transitional arrangements.

This paper outlined the transitional governance reporting arrangements for Community Health Partnership’s (CHPs) on an interim basis from 1 April 2015 until such times as the proposed New Structure within Health and Social Care Integration commences.

Work is being undertaken by the Interim Senior Management Team during February to develop the detail surrounding management, structures and reporting arrangements. Specifically:

- Agreeing the services within each of the Partnership’s three divisions
- Specifying the professional and clinical leadership arrangements
- Agreeing the ‘go-live’ date for transition from the existing to new management arrangements and
- Developing a range of briefings for staff on what and when change will occur in relation to organizational structure and how it will affect them.

NHS Fife already has well established governance arrangements and sub-committees of the board in place. There will be a requirement to strengthen reporting to these committees post the integration start date and it would be helpful to all to start using these existing mechanisms on an interim basis. This means that governance arrangements will remain strong despite any organizational structural changes. For this reason option 2 was recommended.

The Board is asked to:

- **approve** option 2 – to cease CHP committees from 31st March 2015 and to ensure that governance is reported via existing NHS Fife Board sub-committees during the interim period.
- **agree** that the March meeting of the Health & Social Care Partnership should be the final meeting of the Partnership and that Fife Council be invited to adopt a similar position.
- **note** the development of the Organisation Transitional

### 6.2 Health & Social Care Integration (H&SCI) News [Karen Gibb]

Within the March 2015 edition of the Health & Social Care Integration:-

- Frequently asked questions
- Integrated services timeline
- Localities Update
- Way forward event
- Get informed
ITEM

6.3 Listening & Learning [George Cuthill]

George Cuthill [GC], Scottish Health Council Local Officer briefed the group on the background of Listening & Learning:-

Empowering people to be at the centre of their care and listening to them, their carers and families is a shared priority for the Scottish Health Council, NHS Scotland and the Scottish Government. There has been an increasing focus on the need for feedback, comments, concerns and complaints to be encouraged and valued as a vital source of information about what is working well, or not working well, in services and enabling identification of necessary improvements.

In 2012/13, for the first time, NHS Boards were required to produce an annual report which included information on how feedback, comments, concerns and complaints had been used for the purpose of service improvement. In January 2014, the Scottish Health Council published an analysis of the key themes in these reports - Review of NHS Boards’ Annual Reporting on Feedback, Comments, Concerns and Complaints 2012/13

It was clear that some NHS Boards did not produce the required information in those reports, some produced what was required and others had gone beyond this to provide a fuller account of feedback, comments concerns and complaints in their Board services. It was difficult to ascertain a true picture of NHS Scotland’s progress in this area and so following publication of that report, the Scottish Health Council met with key staff from each NHS Board to discuss their annual report and consider the findings in more detail. Discussion also included broader approaches to listening to and learning from feedback, comments, concerns and complaints, with a view to better understanding any challenges and barriers facing Boards.

As part of the review, the Scottish Health Council gathered views from local people. The local office network of the Scottish Health Council, with offices in every NHS Board area, puts it in a unique position to gather local public comment and feedback. The key points from the public engagement were:

- the majority of people did not know how to give feedback or make a complaint about their local health service
- most people said they were not aware of the support available to help them do so.

The main barriers to giving feedback or making a complaint were identified by respondents as:

- a fear of repercussions for their own or relatives’ treatment
- not knowing how to make contact or who to make contact with
- a lack of confidence that anything will be done
ITEM

The Scottish Health Council also visited and met with colleagues in all 21 Boards in Scotland and spoke with colleagues in the Scottish Public Services Ombudsman’s office, the NHS Complaints Personnel Association Scotland (NCPAS), NHS Education for Scotland and the Scottish Government.

GC advised the group that further detailed information can be found on the Scottish Government website.

**Patient Opinion**

The Patient Opinion website is one way of letting us know about your experience of local services. When you post a story, Patient Opinion tells us and we are able to make sure it gets to the right people. We will then make sure that a response is posted back via the website – [www.patientopinion.org.uk](http://www.patientopinion.org.uk)

JW agreed that this website is well worth looking at, and should be extending to Primary Care Services.

**Care Opinion**

Care Opinion is a new website where people using social care services can share their comments, compliments and give feedback on their experiences as well as compare their stories with others.

As Fife moves forward with Health and Social Care Integration, improving engagement and listening to users of services and their families and carers is key.

Care Opinion is now running as a pilot in Scotland. Supported by £102,000 of Scottish Government funding, the initial pilot will cover adult care providers in two health board areas, Fife and Ayrshire and Arran and will be completed in Autumn this year.

IV thanked George for the update.

7 **Reports**

7.1 Group Updates/Feedback from PPF RG Members [All]

Updates were provided by:

Isobel Vernolini [IV]
QMH Project Group – IV reported that the purpose-built Urology and Endoscopy facilities are expected to open on 20th May 2015.

A new ‘clinical corridor’ has been created to improve the privacy and dignity of patients using Day Surgery services at Queen Margaret, particularly for those moving between theatre and recovery areas. Access to the clinical corridor on Level 2 will be restricted to designated staff, with no general access available to members of the public.

Carnegie Unit – Progressing well.

Health & Social Care Integration – Public Engagement and Participation Event
A follow up Way Forward Event is scheduled to take place on 13th of May 2015 in the Gilvenbank Hotel, Glenrothes. All Public Partnership Forum Members were invited. IV displayed her disappointment at the events venue, this being the 2nd time the event has been held in Glenrothes.

John Winton [JW]
Project Board – JW advised that IV had covered most of his updates however; JW reiterated the underuse of the Minor Injuries Unit at QMH. JW highlighted the importance of getting more education/information out to members of the public. The NHS 24 information leaflets “who to turn to” seemed to confuse the public.

Midwife Led Unit – Nothing to report. JW has been advised that there is to be a Government Review of Maternity Services in Scotland with the report expected in Spring 2016.

Lawson Rennie [LR]
Older Peoples Health Service - Dementia support team for newly diagnosed patients has joined the ICASS Team. Notes for Hospital at Home patients are now in electronic format. Help with foot care for the general public and care homes in the Dunfermline and West Fife Area will be available shortly through a voluntary care organisation for a £5.00 charge

PFPI Progress Report [K. Banks]

The purpose of this paper is to update the DWF CHP Public Partnership Forum in relation to PFPI activities during February and March 2015.

Karen Banks [KB] highlighted the following areas:

- 16 requests to be involved in activities were sent to Register of Interest (RoI).
- Membership remains at 9.
- D&WF received no new members to their RoI database. Membership has gone down due to members unsubscribing.
- There have been no new Involving People templates added to the database for DWF CHP. KB asked for this issue to be raised at the next Clinical Governance Group Meeting
ITEM
There has been a noticeable reduction in requests for group representation. JW advised that in general, activity was very quiet.

The NHS Fife Community Services (DWF) Public Partnership Forum Reference Group was asked to note the content of the report.

8 Items of Information

8.1 Joint CHP PPF Reference Group Unconfirmed Minutes – 21 January 2015
8.2 Health & Social Care Integration Public Reference Group – Unconfirmed Minute –
8.3 NHS Fife Acute Division Committee Minutes – Wednesday, 21 May 2014.
8.4 Patient Feedback Report

9 A.O.C.B

9.1 At the next local DWF PPF Reference Group Meeting in August 2015, GC agreed to present A Stronger Voice: ensuring the views and experience of service users and the public define health and social care.

GC

10 Date of Next Joint Meeting

The next NHS Fife Community Services, Joint PPF Reference Group Meeting, will be hosted by KLM PPF RG on 24th June 2015 @ 2.00 pm in the Staff Club, VHK