REPORT TO
DUNFERMLINE & WEST FIFE CHP COMMITTEE

THURSDAY 14 NOVEMBER 2013

PATIENT FOCUS PUBLIC INVOLVEMENT PROGRESS REPORT

ISOBEL VERNOLINI, CHAIR, PPF REFERENCE GROUP
1 PURPOSE OF PAPER

1.1 The purpose of this paper is to update the D&WF CHP Committee in relation to PFPI activities during August 2013 and Sept 2013.

The work of the PPF consists of PFPI activities and projects within the Carers Information Strategy.

2 INTRODUCTION/BACKGROUND

2.1 The implementation of the NHS QIS / Scottish Health Council “Participation Standard”, at the instruction of the Scottish Government, means that NHS organisations will be required to continue to report separately on PFPI activities.

The process for reporting is the National “Visioning outcomes in Community Engagement; VOICE online Tool”.

For 2012/2013 Quality Improvements within the Participation Standard are expected in the areas of VOICE Reporting, Staff Training and Wider Community Engagement.

3 GOVERNANCE REQUIREMENTS

Clinical Governance
The Public Partnership Forum reports to the DWF CHP Clinical Governance Group.

Staff Governance
Staff supporting public involvement work are given the opportunity to attend training as required.

Financial Governance
The Public Partnership Forum is funded from core CHP funding. Where funding is allocated to specific pieces of work the resource is used within NHS Fife Standing Financial Procedures.

Information Governance
Staff supporting the Public Partnership Forum have received Information Governance Training and are aware of the need to protect data.

4 EQUALITY & HUMAN RIGHTS

4.1 An extensive amount of work has been undertaken to ensure that there is BSL interpreters available for patients when they attend NHS Fife. This has been done with partnership working with patients and carers. SMS text phone, now allowing access to patients who cannot use the
telephone. There are now 82 patients registered on this system.

The improvement in Hearing Assistance Systems is underway, 3 aims to the improvement

- Identify gaps in availability of systems throughout NHS Fife
- Training staff on the use of the equipment
- Provision of maintenance and checking of systems annually

This work has the involvement of 2 members of the public.

Working with Fife Disability Network to ensure that any issues that would have been identified previously and brought to the Disability Group.

A Gypsy Travellers steering group has been set up; it has members from Housing Department, Social Work, Fife Council, Police Scotland, Children’s Services, FRAE Fife and a manager from Gypsy Traveller Site. Discussions were focused around how to best involve Gypsy Travellers in accessing services in the most appropriate way.

Working with CEMO Scotland to identify how NHS Fife can continue to engage effectively with the community to promote the race equality agenda. This will be done in partnership with FRAE Fife, Migrants Forum and representatives from ethnic communities.

Continuing to work with Carers Centre around access for ethnic minority communities accessing their service which has been identified as an area where there was a lack of representation.

Two members from Equality Participation Network have been chosen to meet with the Health Secretary to be part of the NHS Fife review.

Information about the Health and Social Care Integration is being made available in alternative formats – Braille, community languages, large print and BSL. This will be widely distributed. This is also being done for information about the changes in the Queen Margaret Hospital.

An Equality Impact Assessment (EQIA) was undertaken with Health Scotland to ensure that any adverse impacts would be identified with the development of the Queen Margaret Hospital into a Resource Centre. Any issues which were identified have been prioritized and actions taken to address them.

5 SERVICE USER & PUBLIC INVOLVEMENT

PROGRESS UPDATE:

5.1 PUBLIC PARTNERSHIP FORUM (PPF)

5.1.1 Project Register
During August 2013 & September 2013, Dunfermline & West Fife CHP PPF have received 12 requests to be involved in activities (see extract of register below);

<table>
<thead>
<tr>
<th>Project Title</th>
<th>Request</th>
<th>Outcome</th>
<th>No. Sent [Rol only]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft Cancer Quality Performance Indicators (QPIs)</td>
<td>Draft consultation. Respond directly to Scottish Government (Clinical Priorities Team) by 25 October 2013</td>
<td>Sent to Rol, PPF RG</td>
<td>107 email</td>
</tr>
<tr>
<td>Health &amp; Belief in Dialogue</td>
<td>Notification Flyer of Event on 26 September 2013. Contact Theresa Rodigan for booking form by 23 September 2013</td>
<td>Sent to Rol, PPF RG</td>
<td>107 email</td>
</tr>
<tr>
<td>Queen Margaret Development – Site Wide Signage Group</td>
<td>Request for group representation. Respond to Karen Banks by 20 September 2013.</td>
<td>Sent to PPF RG</td>
<td></td>
</tr>
<tr>
<td>DWF CHP Newsletter</td>
<td>CHP Newsletter Update (September/October 2013 - Issue 27)</td>
<td>Sent to PPF RG</td>
<td></td>
</tr>
<tr>
<td>Queen Margaret Development – Reception Sub- Group</td>
<td>Request for group representation (wheelchair user). Respond directly to Ann Hatton by 25 October 2013</td>
<td>Sent to Mobility &amp; Technology Service Manager for onward distribution to wheelchair user group</td>
<td>15 email</td>
</tr>
<tr>
<td>Advocacy for Carers: Best Practice Guidance</td>
<td>Draft Consultation. Respond directly to Scottish Government (Marie McParland) by 8 October 2013</td>
<td>Sent to Rol, PPF RG, uploaded to website</td>
<td>35 email 6 post</td>
</tr>
<tr>
<td>Transition Pathway for people with a Learning Disability</td>
<td>Power point Presentation</td>
<td>Sent to PPF RG</td>
<td></td>
</tr>
<tr>
<td>Queen Margaret Development Project – Service Booklet</td>
<td>Development of Primary Care Resource Centre at QMH</td>
<td>Sent to PPF RG</td>
<td></td>
</tr>
<tr>
<td>Queen Margaret Development Newsletter</td>
<td>Newsletter – Issue 1. For information</td>
<td>Sent to PPF RG</td>
<td></td>
</tr>
<tr>
<td>Better Together Newsletter</td>
<td>For comment &amp; ideas</td>
<td>Sent to PPF RG</td>
<td></td>
</tr>
<tr>
<td>Easy Read</td>
<td>Notification of link to Easy Read news</td>
<td>Sent to PPF RG</td>
<td></td>
</tr>
<tr>
<td>Re-accreditation of Investors in Volunteers</td>
<td>Notification of Event – 4 September 2013</td>
<td>Sent to PPF RG</td>
<td></td>
</tr>
</tbody>
</table>

From August 2013 to September 2013, the Equality and Human Rights Department have received 1 requests to be involved in activities (see extract of register below). Equality and Human Rights Department submit involvement activity bi-monthly.
<table>
<thead>
<tr>
<th>Project Title</th>
<th>Request</th>
<th>Outcome</th>
<th>No. Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better Together Newsletter</td>
<td>Information for distribution</td>
<td>Sent to EPN and FRAE Fife</td>
<td></td>
</tr>
<tr>
<td>Health and Belief in Dialogue - Religious Aspect of Person Centered Care</td>
<td>Information for distribution Visit to St. Margaret's Roman Catholic Church Thursday 26 September</td>
<td>Sent to EPN FRAE Fife</td>
<td></td>
</tr>
<tr>
<td>Cancer Patient Experience Quality Indicator</td>
<td>Information for distribution</td>
<td>Sent to EPN FRAE Fife</td>
<td></td>
</tr>
<tr>
<td>Advocacy for Carers: Best Practice Guidance</td>
<td>Information for distribution</td>
<td>Sent to EPN FRAE Fife</td>
<td></td>
</tr>
</tbody>
</table>

5.1.2 Public Partnership Forum Register of Interest and Reference Group (PPF RG)

Reference Group Membership

- The total number of members has reduced to 10.

Register of Interest Membership

- Dunfermline & West Fife CHP PPF received no new members to their Register of Interest database during August 2013 & September 2013.

PPF RG Members Training & Development & Evidence of Effective Public Involvement

<table>
<thead>
<tr>
<th>DATE</th>
<th>TITLE</th>
<th>ACTIVITY / IMPROVEMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 2013</td>
<td>PPF RG Meeting</td>
<td>Presentations:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>➢ Equalities Participation Network (EPN) – Colm Wilson</td>
</tr>
<tr>
<td></td>
<td></td>
<td>➢ Transition Pathway for People with a LD [Claire McCulloch]</td>
</tr>
<tr>
<td>August 2013</td>
<td>PPF CHP Committee Development Session</td>
<td>➢ No Session</td>
</tr>
</tbody>
</table>

5.1.3 Awareness Raising

During August & September, NHS Fife have been actively engaging, consulting and informing the local public on the proposal for the creation of a Primary Care Resource Centre (PCRC) at Queen Margaret Hospital. The impact of the proposed relocation of services will mean the
The current focus is the Community Engagement in line with Healthcare Improvement Scotland / Scottish Health Council guidelines: Informing, Engaging, Consulting People in Developing Health and Community Care Services (CEL4(2010)). The impact of the proposed relocation of services will mean the closure of Carnegie and Abbeyview Clinics.

The current period of active Public/Patient/Staff Involvement will continue until 30th September 2013.

The period of active involvement has been advertised in the local press, in leaflet distribution and on NHS Fife Website.

Three Open Events have been held; one morning, one afternoon and one evening in Lynebank Hospital, Carnegie Library and QMH. Personal Invitations were sent to local Politicians, Councillors and electronic notification to community councils

Patients using the specific Services at Carnegie & Abbeyview have been given the opportunity to comment via a touch screen and paper questionnaire on each site. The closing date for the patient Survey is 30th August 2013.

Communication & Information to support the involvement to date consists of the following;

QM Development Newsletter – 5000 paper copies and electronically
Information Leaflet – 2000 paper copies and electronically
Services Information booklet – 2000 paper copies
Comments Card – 2000 paper copies
Information Display Panels and comment cards – display panels are in Carnegie & Abbeyview Clinics and Carnegie and Duloch Libraries.
NHS Fife Website QMH Development pages hosts the information to date and a comments return facility.

Engagement is ongoing in line with the communication plan which is available on request.

5.2 INVOLVING PEOPLE / VOICE

- As part of the NHS Scotland Participation Standards, we are now being asked to populate the National Register for Community Engagement – VOiCE.
- VOiCE [Visioning Outcomes in Community Engagement] was developed and published by the Scottish Government as part of its support for implementation of the National Standards for Community Engagement. It is a planning and recording software that assists individuals, organisations and partnerships to design and deliver effective community engagement. This online system is also used by other public service organisations such as Police and Councils.
- It is now the responsibility of individual services to record their patient / public engagement activities onto the VOiCE system.
• The total engagement activity across NHS Fife since the launch of this web based system is 37.
• The total engagement activities from DWF CHP area is 13.

5.3 CARERS INFORMATION STRATEGY PROJECTS UPDATE

There are no current projects within DWF CHP being funded by the Carers Information Strategy.

The Clinical Governance Facilitator is supporting the ongoing evaluation of the Moving & Handling Service with PAMIS and Fife Carers Centre.

5.4 SCOTTISH HEALTH COUNCIL SUPPORT

The Scottish Health Council have asked for a review of the PCES process. A session is being organized.

6. QUALITY STRATEGY

6.1 This report aims to summarise information in relation to supporting the Quality Strategy; Patient Centred, Effective & Safe.

7. RISK MANAGEMENT

7.1 There are no current risks recorded in relation to the PPF.

8. RECOMMENDATIONS

8.1 The D&WF CHP Committee are asked to:

• Note the content of the report

Isobel Vernolini  Ann Hatton
Chair PPF Reference Group  Head of Clinical Governance
Public Member  DWF CHP
4 November 2013  4 November 2013