

South Ayrshire Public Partnership Forum Bulletin

Issue 2

July 2009



South Ayrshire
Community Health
Partnership

Welcome!

To our second Bulletin – bigger and, dare we hope, better than before. We were very encouraged by the positive response to our first edition and hope to build on the success of this. David of Crossroads had this to say “**What a contrast to the deluge of paper!!! As Chairman of Crossroads (South Ayrshire) and recipient of correspondence from the PPF forwarded by our office I welcome this production. It is easy to read and invites the reader to read on - at least this is what this Reader did. Congratulations on a very positive development.**”

This encourages us to think that we have largely achieved what we set out to do but there is concern that readers might not always note diary dates when reading and we will therefore highlight key information and all dates in **Blue**. Organisers of consultations and events are waiting to hear from you.

While we hope there are many other items that will be of interest to you, we would like to highlight the **Primary Care Strategy** final consultation opportunities available to you, the work the **Community Health Partnership (CHP)** is doing around **Older people’s services** and the new **Single Outcome Agreement (SOA)**.

Our Core Group election process is now underway. I would like to encourage all members to consider this opportunity as we can have some lively discussions at our meetings and it provides an excellent opportunity to ask for more information should we feel we need it.

With thanks and best wishes, **Sheena, Chair PPF Core group**

Draft Primary Care Strategy

Your Health: We’re in it together

Right Care, Right Place, Right time!

Look out for NHS Ayrshire & Arran’s draft primary care strategy which will be out from **1 August 2009 until 31 October 2009**. We feel that it is really important for people to have the opportunity to express their views on getting the right care in the right place at the right time.

Your Health: We’re in it together sets out NHS Ayrshire & Arran’s strategic vision for the future of primary care where the public have ownership of their health and the NHS services which deliver it and that wherever possible services should be local and community focused. During consultation we will meet with a range of groups and organisations, host small focus groups as well as public events. If you would like to be involved or your group would like to have a focus group, please contact **Irene Campbell** on **01292 513662** for more information.

Public Partnership Forums (PPF)

PPFs are legislated for across Scotland.

The PPF is a network of local organisations, groups and individual members of the public who have an interest in health and in the development of their local health services.

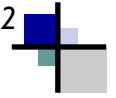
Members of the Forum are provided with:

- 1. information on health topics and local health services and*
- 2. opportunities to be involved in the development of their health care services*

Members can select their own areas of interest

Members can request information and raise topics of interest for discussion

The Core group over see the PPF to ensure it is working in the best way it can.



South Ayrshire Single Outcome Agreement



Dr Wai-yin Hatton

At the recent South Ayrshire Community Conference members of the Community Planning Partnership Board officially signed the formal South Ayrshire Single Outcome Agreement (SOA). Signatories included Councillor Hugh Hunter, Dr Wai-yin Hatton and Sheena Scott.

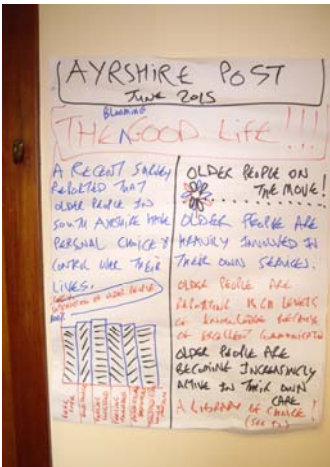
The 3 year agreement provides an overview of the local opportunities and challenges and gives a strategic overview of the 'high level' outcomes that partners want to achieve in partnership for local people in relation to health, the environment, employment, community safety and economic development. The key health priorities include:



Sheena Scott

- Reducing emergency hospital admissions
- Shifting the balance of care to more localised services especially for older people
- Increasing the ability of people with long-term conditions and disabilities to retain independence
- Earlier identification of dementia
- Addressing the problem of alcohol abuse
- Reducing the numbers of unintentional home injuries for children and older people
- Reducing smoking
- Increasing breastfeeding rates
- Reducing obesity levels particularly in children
- Improving the mental health of the community
- Reducing health inequality

Vision of Improved Outcomes for Older People in South Ayrshire South Ayrshire Council, NHS Ayrshire and Arran and the national Joint Improvement Team (JIT) are working in partnership to develop ways of responding to the challenge of an increasingly ageing population. Around 70 participants from local authority, health, voluntary sector and community backgrounds attended a recent 'visioning' event held in the John Pollock Centre, Ayr, to allow local stakeholders to consider the scale of the challenge and to begin to develop solutions. The format allowed senior managers, elected members, front-line workers, researchers, service users, carers and public representatives to consider the way we respond as a partnership of interested bodies.



A headline vision for 2015 - by one of the work groups

The objectives for the event were:

- To agree a shared vision for services for older people in South Ayrshire
- To review work to date on service development/redesign for older people
- To identify key priorities – immediate, short term; and medium term.

Council Leader Hugh Hunter welcomed delegates and set out some of the context for the work including the newly agreed Single Outcome Agreement for the area. Margaret Whoriskey and Andrew Reid from JIT described population trends and emphasised that the way we provide services at present will become untenable in a relatively short time-scale.

A huge amount of interesting and practical ideas were documented and will be used in the development of the action-plan for this work stream. Some of the delegates also reminded others that older people should not be seen as burdens and service recipients, but rather as community members who contribute greatly to their neighbourhoods and who want to live active and fulfilled lives.

Hugh, Individual member



Single Equality Scheme Following the launch event on the 24th July, three local events in Ayr, Dreghorn and Kilmarnock are planned to gather public views on how health has different effects on different communities. The event will cover the following: Age – young and old, Disability, Gender, Housing and homelessness, Mental health, Race and ethnicity, Religion and faith groups, Remote and rural communities, Sexual orientation and Socio-economic factors.

The South Ayrshire event is on **19th August** from 10 am to 12.30 pm at University Campus, Beech Grove, Ayr. To book your place and / or further information, or if you are a group member and wish to have your views heard at one of your meetings, please contact **Elaine Savory** tel: **01292 885828** or email: ses@aapct.scot.nhs.uk. Written surveys are also available to you via Elaine.

Living and dying well Service Directory The Palliative Care Network & Respiratory Managed Clinical Network are developing a web based service directory and would like patient, carer and public views on its content. Anyone wishing to be involved in this should contact Sharon Holland tel: 01294 322 157 or email: Sharon.holland@aapct.scot.nhs.uk. Final comments should be with Sharon **by end of August**.

Girvan Community Hospital Some people may not know that a Public Reference Group has been involved in the progress of the new community hospital in Girvan since June 2004. This group is made up of members from a variety of community and voluntary groups and organisations - supported by NHS Ayrshire and Arran staff. I have been a member of the group since it started and have found it to be an interesting and informative experience. All members are asked to report back to their groups and gather any questions their members might have. These questions are discussed during the meeting's question and answer time.

The group has been involved in choosing the hospital's **new name** – Girvan Community Hospital. A number of names were put forward and the group voted on the final ones. The name "Davidson" will not however be forgotten as it is likely one of the wards could be named the Davidson Ward.

Transport has always been a topic of interest for the group. The Stagecoach Girvan Ayr bus services will be servicing the new Girvan Community Hospital and will use a new bus stop near to the hospital main door. The new timetable for Stagecoach Ayr Girvan service, which will include this new stop, will be available shortly before the hospital opens. The 700 Carrick Connector ring and ride service can also be used for journeys to the new hospital.

Girvan Community Hospital is due to **open** Spring 2010 – so not long to wait now!

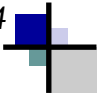
We can ask questions, on your behalf, at one of our meetings. Please contact the PPF Coordinator in the first instance.

Ray, Public Reference Group member

Infant feeding This is an exciting time for all involved in infant feeding in Ayrshire and Arran, as we have launched the Infant Feeding Strategy, with the updated breastfeeding, formula feeding and weaning policies. The strategy has an action plan covering many aspects of infant feeding but which will all lead to improved information and support for families as well as actions to begin to change local culture to be more accepting of breastfeeding.

NHS Ayrshire & Arran is committed to improving on our very low breastfeeding rates as the health benefits to mums and babies are well proven and extensive. As part of this, we are working towards gaining UNICEF Baby Friendly Accreditation for the community. This will be the first time that the community areas have been involved in this initiative.

For more information contact **Elizabeth Smith**, Community Infant Feeding Coordinator, tel: **01563 537243** or by email Elizabeth.smith@aapct.scot.nhs.uk.



Mental health services As a result of the Mind your health review of the mental health services, five community mental health services have developed new ways of working. These are:

1. A new Crisis out of hours service
2. Three primary mental health link workers for secondary schools
3. A new Mental Health Liaison service working in the general hospitals for people of any age with dementia and people with other mental health problems aged 65 or older with mental health needs
4. The introduction of Primary Care Mental Health Teams in East, North and South Ayrshire
5. The formation of new community Addiction Teams and Primary Care Addiction Teams based in East, North and South Ayrshire

Learning disability services Three new learning disability service liaison nurses are now in post. They will be able to help discharges run more smoothly when adults with a learning disability are discharged from a general hospital. The learning disability service liaison nurse for South Ayrshire is Hilda Griffin and she can be contacted on tel: [01292 614910](tel:01292614910) or by email: Hilda.griffin@aapct.scot.nhs.uk.

“Challenging your condition” Free self management courses of six short sessions for those with any long term conditions starts in Troon on [14th September](#) and in Cumnock on [19th August 2009](#). Further courses are to be held in Girvan, Largs and Ardrossan. For more information and to book a place, contact Alex on [0845 600 3756](tel:08456003756) (calls charged at local rate).

Now for some national developments:

Better Together: Scotland's Patient Experience Programme Better Together is a new improvement programme which gathers feedback from patients and staff in order to improve NHS services in Scotland. The Programme will initially focus on three areas:

- People receiving hospital care (focused on Inpatient)
- People who receive Primary Care (focused on GP Services)
- People with long-term conditions (including Cancer)

Information will be gathered from inpatients from Spring 2009, for GP services from late 2009, and for people with long term conditions from 2010 by NHS Boards.

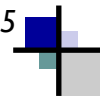
Patients will be asked to participate but involvement in the programme will be entirely voluntary. The information provided by individual patients will be confidential and individual patients will not be identifiable in the results given back to the Health Boards.

There is also a Better Together Scotland website www.bettertogetherscotland.com which enables patients to directly provide their own stories and to read about others' experiences.

Special Health Boards Everyone is aware of their own Health Board - ours is NHS Ayrshire and Arran. However, there are also eight **Special** Health Boards, each with a specialist function. These are: The Scottish Ambulance Service; NHS 24; The State Hospital; NHS Education for Scotland; NHS Quality Improvement Scotland; NHS Health Scotland; NHS National Services Scotland and National Waiting Times Centre Board.

In March 09, an event was held in Glasgow to enable the Special Boards and local Public Partnership Forum members to meet. The aims of the event were for PPF members to learn about the Special Boards and to explore if opportunities for local involvement could be achieved through the PPFs and what challenges there might be. The Special Health Boards would like to engage with local communities and this can be offered through our own PPF Annual Event.

Information on any of the Special Health Boards can be found at www.show.scot.nhs.uk. If you are unable to access the internet, please contact the PPF Coordinator.



And some national consultation opportunities for you:

Scottish Ambulance Service - Your ambulance service – your views! This Special Board want to know what you think their role should be in providing emergency and non-emergency healthcare, in transporting patients and in enhancing services for remote and rural communities. For further information or to contribute to the consultation, email them at sas.strategy@nhs.net or visit their website www.scottishambulance.com/futurestrategy for the consultation documents. If you are unable to access the internet or would like hard copies of the documents sent to you, please tel: 01292 513882 or email Lesley.briggs@aapct.scot.nhs.uk The consultation ends on 14th August 2009.

Scottish Health Council - Participation Standard The assessment of Patient Focus and Public Involvement (PFPI) is an evolving process and is currently based on NHS Boards producing an annual self assessment, in partnership with local communities and stakeholders, which is endorsed by the Scottish Health Council. However, this approach does not enable the collection of systematic, comparable information across NHS Scotland – the Participation Standard will achieve this. To develop a Participation Standard members of the public are being asked for their comments. Following consultation and further development, the Participation Standard will become part of the NHSScotland performance management system from 2010 -11. Should you wish to participate in this consultation process, please contact their local office, tel: 01563 825803 or email noreen.caldwell@scottishhealthcouncil.org The consultation ends on 15th August 2009.

Scottish Government – Better Diabetes Care Consultation The Scottish Government is keen to gather as wide a range of views as possible to help with developing a new Diabetes Action Plan. Should you wish to participate in the consultation it can be found at www.scotland.gov.uk/diabetes. If you are unable to access the internet please contact tel: 01294 323492 or e-mail: laurajane.given@aapct.scot.nhs.uk. The consultation ends on 22nd August 2009.

Local and national feedback documents from past involvement opportunities:

NHS Ayrshire and Arran Board approved strategies The **Infant Feeding** and the **Adults with a learning disability and children with learning difficulties** strategies are available. For copies of either final Strategy, please tel: 01292 885887 or email Anne.McGavin@aapct.scot.nhs.uk

Scottish Health Council Review of Mental Health Services – Mind your health Copies of the Mind your health report are now available from the Scottish Health Council local office - tel: 01563 825803 or email: noreen.caldwell@scottishhealthcouncil.org

Scottish Government Towards a Mentally Flourishing Scotland For copies of the Policy and Action Plan 2009 – 2011 tel: 01292 513882 or email Lesley.briggs@aapct.scot.nhs.uk

NHS 24 Strategic Framework 2009/10 to 2011/12 - Delivering and Moving Forward. For copies of the document tel: 01292 513882 or email Lesley.briggs@aapct.scot.nhs.uk



Local and national events for your diaries

Should you wish to claim for any type of expenses and the information provided is unclear, please contact the organisers. This applies to local and national events, meetings and training opportunities. You might also want to find out if the expenses can be claimed on the day.

Local Events

Patient centric records project (cancer) If you are a patient or carer or are involved in providing care for people with cancer you might like to be involved in shaping a new online information system for those who would like to know more about their treatment and to find out more about cancer. A focus group event is to be held on **11th August 2009** at Gales Lodge, Irvine starting at 2.00 pm (with a lunch at 1.00 pm). To book a place tel: **01292 513878** or email dale.mclelland@aapct.scot.nhs.uk

Ayr Hospital Open day - 12th September 2009 and Crosshouse Hospital Open day - 26th September 2009 An opportunity to find out more about your local hospitals and no need to book! Contact **Eileen D'Agostino** Tel: **01563 826083** Email: Eileen.Dagostino@aaaht.scot.nhs.uk for more information and confirmation of opening times.

South Ayrshire PPF Annual event Planning for the **2nd October 2009** Annual event has begun with the event taking place in the John Pollock Centre, Ayr. All members will receive a booking form with a programme and opportunities will be provided to the voluntary sector, NHS Ayrshire and Arran and the Special Boards for market stalls. Past events have proved to be popular so this is definitely one for your diary. Posters for the event are being developed and should anyone have access to a notice board, posters can be requested and posted out to you.

A year of change - Clinical governance and risk management These events have previously been held for staff; this year members of the public are also invited. The event is on **8th October 2009** in Ayr Hospital. There will be examples of clinical governance and risk management which have had an impact on services and quality of patient care. To book a place contact tel: **01563 826365** or email: Lesley.arthur@aapct.scot.nhs.uk

Annual Review NHS Ayrshire and Arran's Annual Review (2008/09) by the Scottish Government Health Department is to be held on Monday **12th October 2009** at 2.00 pm in the MacDonald Education Centre at Ayr Hospital. The Annual Review is the process through which the Scottish Government holds your NHS Board to account for the way they use resources to develop and deliver services for their local communities. Members of the public are invited to attend this event.

There will be a public question and answer session and this will include a mix of questions invited in advance and a session open to the floor. All questions will receive a response either on the day or in writing following the Review. It should be noted, however, that patient specific questions cannot be answered on the day.

Some patients and carers will also be given the opportunity to meet with the Cabinet Secretary. It should be noted that no more than 6 patients/carers will be involved in this meeting. Therefore not all volunteers will be invited to attend. In the case of over-subscription, names of volunteers will be drawn.

Should you wish to participate or require further information on the event please contact **Margery Ferry**, Programme Manager on **01292 885879** or Margery.ferry@aapct.scot.nhs.uk



Health in partnership event The first 'Health in Partnership' event was held last November in the Menzies Hotel, Irvine. The event was very successful and led to the decision that there should be more of the same, therefore the team are 'at it' again – with this year's event shaping up to be even bigger and better! With the venue changed to the Princess Royal Suite, Ayr Racecourse, with more space and facilities to enhance last year's achievements, the date for your diary is **18th November, 2009** – contact [Eileen D'Agostino](mailto:Eileen.D'Agostino@aaaht.scot.nhs.uk) Tel: **01563 826083** Email: Eileen.Dagostino@aaaht.scot.nhs.uk for your booking.

Margaret, Individual member



Attendees listening to Fiona McQueen, NHS Ayrshire and Arran, opening last year's Health in Partnership event

National events

The **Living with Cancer Group** will be holding a facilitated open-space event - in central Scotland – with the aim to set an agenda "For living with and beyond cancer in Scotland". It will a full day event on **20th August 2009** and involve patients, carers and voluntary groups. For more details please contact Shoana Connell Macmillan Patient & Public Involvement Officer (Cancer) Tel: 01563 825726 Email: shoana.connell@aaaht.scot.nhs.uk

NHS National Services Scotland is hosting an Involving People event – venue likely to be Edinburgh – on the **24th August 2009**. Their aim is to provide an overview of the work they do and to provide PPF members with the opportunity to become a part of their extended network. Should anyone wish to find out more about this organisation and become involved in their lay membership please contact the PPF Coordinator. Two places are available for the day and if oversubscribed, names will be "drawn out of a hat".

CHEX Regional networking events. These events are aimed at community and voluntary organisations and their partners and will provide an opportunity to share learning on:

- Raising awareness on community-led health
- Evidencing community-led health through case studies
- Taking community-led health forward into local health improvement planning structures and
- Strengthening partnership support for community-led health.

The Glasgow date is 1st October 2009 in the STUC Centre and will take place from 10.00 am to 1.00 pm and if you would like to register email Aileen Skillen aileen@scdc.org.uk. For further information on the events email Elspeth Gracey of CHEX Elsbeth@scdc.org.uk or tel: 0141 222 4840

New Ayrshire based voluntary organisations looking for volunteers

Glasgow Simon Community's South Ayrshire Support Services are looking for volunteer befrienders for their service users in Ayr. Contact their head office: Michelle Kirkwood, Volunteer Coordinator, Glasgow Simon Community, 472 Ballater Street, Glasgow, G5 0QW Tel: 0141 418 6984

Contact the Elderly are looking for volunteer drivers and tea party hosts to provide elderly people an opportunity for companionship. Contact: Caroline Learmonth, West of Scotland Development Officer, Tel: 0141 812 5744 Email: caroline.learmonth@contact-the-elderly.org.uk



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Members can join, or have their details removed, at any time.

Core group 2009 meeting dates:

9th September, 21st October and 2nd December. All are Wednesday dates and times of meetings are 7.00 - 9.00 pm.

All meetings are held in the

Skills Lab, Macdonald Education Centre
Ayr Hospital, Dalmellington Road, Ayr

Meetings are open to the public however it is advisable to contact the PPF Coordinator, in advance, to ensure enough seating is available.

PPF information including Core group meeting notes can also be found on the Working Together Group website:
www.workingtogethergroup.org.uk

Join our Bulletin Team!

The Bulletin is currently edited by two members of our Core Group and some of our articles are written by PPF members. If you would like to be involved in the Bulletin either as a contributor or as part of the editorial team, please contact the PPF Coordinator. If you participate in either local or national events – you might want to write about this or you might be interested in summarising documents. The Coordinator can offer support in doing this if required.

Useful snippets:

A **new website** – www.healthinmylanguage.com is being developed by NHS 24. The website provides information about health and health related services in Scotland which have been translated in to different languages.

Scotland-wide free bus travel An NCT 002 certificate can be requested from the Travel Card Section, Buchanan Bus Station, Glasgow Telephone: 0141 333 3211 by those voluntary organisations who support people with mental health or learning disabilities to allow them free bus travel. These certificates need to be completed by a qualified professional from either a Health Board or the local authority.

Outdoor gym equipment for older people



One of our past topics raised has been about accessing this type of equipment. Dr Heather Hall, South Ayrshire CHP Falls Coordinator, has tested out the variety of equipment that is now in the Ayr Beach Play Park. As the photo shows, not only can the equipment be enjoyed by older people, but young people seem to like it too. Many items are for two people – so take a friend – and enjoy your workout!

Motability and use of personal cars for voluntary work

The insurers of cars leased on the Motability scheme has informed the three NHS Ayrshire and Arran's PPFs that their insurance does cover motobility scheme drivers to carry out unpaid voluntary work. The insurance does not cover drivers who are "employed" volunteers or "contracted" volunteers. A letter of proof can be requested from the insurance company if required.