

Dumfries and Galloway Health and Social Care Partnership Participation and Engagement Activity – Quarterly Report

July to September 2023

1. INTRODUCTION:

This report provides an overview of the engagement and activity carried out by Dumfries and Galloway Health and Social Care Partnership during the period July 1 to September 30 2023.

The report provides a comprehensive overview of the partnership's efforts to engage with the community, stakeholders, and service providers. It examines the various activities and initiatives undertaken to address emerging challenges and enhance the delivery of health and social care services in the region.

The partnership has prioritised community engagement as a cornerstone of its decision-making process.

Over the past quarter the partnership has taken forward work resulting from engagement and consultation sessions with stakeholders on a range of topics, preparing further activity in these areas, and providing initial guidance and advice to those undertaking work which may go on to include engagement activity.

The partnership has demonstrated its commitment to listening to the needs and concerns of the community and using this valuable input to shape the future of health and social care services in the region.

2 PARTICIPATION AND ENGAGEMENT STRUCTURES

2.1 Consultation and Engagement Working Group

As formally agreed by the Integration Joint Board, the Health and Social Care Partnership has an established Consultation and Engagement Working Group featuring representation from many different aspects of the partnership.

The group meets monthly and is chaired by the partnership’s Communication and Engagement Manager. Members are either trained in engagement or consultation, and/or have direct, active experience within this area.

Membership of the group has continued to change, with notice given of the the departure of Lewis Shaw who has left his post as Inclusive Development and Knowledge Exchange Enabler with Inspired Community Enterprise Trust to take up a post as Sensory Hub Officer (Sight Loss) with Health and Social Care Alliance Scotland, based locally.

There was a strong feeling from the Working Group at the last meeting that Lewis’ contributions were very much valued, and a recognition of the Health and Social Care Alliance's role as a third sector intermediary. As such, it was felt appropriate for him to continue to serve on the Consultation and Engagement Working Group if his new role permitted him to do so, and that is now being explored.

3. PARTICIPATION AND ENGAGEMENT ACTIVITY

3.1 Maternity Services Review

A report resulting from the independently-led local review of maternity services within Wigtownshire was brought to the last meeting of the Transformation and Innovation Futures Committee on August 10 2023.

This report resulted from 14 weeks of engagement activity which ran from January 23 2023 under the leadership of two experienced and independent chairs, seeking the views of stakeholders including staff and service users to help inform an approach to developing options for intrapartum maternity services in Wigtownshire.

These options were scored, and two front-runners were initially tied - current arrangements providing only for low-risk home births and a second option which would include pre-planned births at Galloway Community Hospital, again only for the same relatively small number of low-risk births.



The second option was narrowly preferred by the independent chairs when the scores by local professional NHS staff were excluded.

Feeling there was a lack of a decisive outcome, and with no proposals or options having yet been taken out for the public to consider, the Transformation and Innovation Futures Committee recommended to the Integration Joint Board that both options be taken out for formal consultation, and this was agreed at the IJB meeting of 27 September 2023.

Acting on the direction that consultation move forward quickly, work has been taking place to make the necessary arrangements.

The Communication and Engagement Manager has been working with the maternity services team to ensure a suite of materials is prepared.

These materials include a consultation survey document written in Plain English, an Easy Read version of the same, an information pack, copies of the report which emerged from the independently-led review, equality impact assessments, a consultation timeline, stakeholder mapping, newspaper adverts, and press releases.

Materials including a completed consultation mandate have been shared with members of the Consultation and Engagement Working Group for assessment, and approval for the consultation to move forward.

Conversations have also taken place individually with Healthcare Improvement Scotland – Community Engagement around the planned consultation, and whether the focus of this work means that it should be carried out within the new engagement quality assurance framework that HIS-CE have developed for all work which relates to major service change.

This new framework was detailed in the previous Dumfries and Galloway Health and Social Care Partnership Participation and Engagement Activity Quarterly Report.

As is set out in the Planning With People document, HIS-CE require to be satisfied of the engagement work undertaken to date before permitting consultation to take place, and this is reflected as a stage in the new assurance framework.

Discussion has taken place around the fact that this work around maternity services was initiated before the framework was established. In their most

recent correspondence, HIS-CE have recognised that the direction by the IJB to undertake this consultation has already been issued, and they are content to review the documents without the consultation going through this new framework process.

Nevertheless, HIS-CE have set out expectations around reviewing materials. The need for a review and determination from HIS together with further input from the Consultation and Engagement Working Group, plus the continuing work around finalising materials, has seen the proposed starting date for consultation moved back from November 13 to a provisional date of November 20.

A schedule of consultation has been readied, which includes in-person events at scheduled locations, pop-up events at supermarkets and leisure centres, virtual consultation events and an online version of the consultation survey document.

Independent agency Sleeping Giants have meanwhile been commissioned to carry out the thematic analysis of the responses generated from the consultation. This will result in an independently-produced report to help inform decision-making around the options for provision of intrapartum maternity services.

3.2 General Medical Services in Nithsdale

In the second quarter of 2023, an approach had been made to the partnership by community councils in Sanquhar and Kirkconnel and Kelloholm highlighting a community survey focused on General Medical Services.

The survey comes after the awarding of the contract for delivery of services to a new independent provider in spring of 2022.

A copy of the survey was provided, and saw it focused on gaining information on people's experiences accessing services – specifically accessing GPs. The survey findings relayed frustration over accessibility and perceived visibility of these services.

A meeting took place on 17 August at Sanquhar Council Chambers attended by community council members, senior representatives from health and social care and two senior representatives from the practice.

The conclusion drawn was that all parties viewed the meeting as very positive and highly productive, serving to satisfy many of the concerns which had been raised.

The practice has committed to undertake work to address frustrations in the interim, while a follow-up meeting between all parties has been scheduled to take place in January 2024.

3.3 Right Care, Right Place – Engagement and Consultation

A report on the Right Care, Right Place programme was brought to the Integration Joint Board meeting of 27 September 2023.

Extensive discussion took place around the report, before the IJB agreed its recommendations.

Since then, work has been taking place to develop the next phase of engagement - aimed at helping advance towards agreeing and establishing new models around provision of bed-based intermediate care within our communities.

A commitment was made during the last phase of Right Care, Right Place consultation to engage with stakeholders around developing potential models for delivery of these services.

Officers are currently at work on a programme of developmental workshop sessions, looking to engage with stakeholders who have already considered the situation and contributed to the process – currently exploring the format of sit-down facilitated sessions in each of the Home Team areas, bringing in staff, public, action groups and elected members.

A document setting out this plan has been readied for the meeting of the Health and Social Care Partnership Leadership Group on November 16.

3.4 Primary Care Engagement

A Dental Task Force has been established within the Partnership, aimed at addressing a continuing challenge around provision of NHS dental services within the region.

One aspect of this work is developing materials communicating an understanding of the situations to stakeholders including the public, such as a new web-site focused on maintaining oral and dental health.

Work has now taken place to develop the content of the website in a physical form, on flyers, which are being readied for distribution to locations including GP practices and pharmacies.

The idea of carrying out in-person public engagement focused on the four areas of primary care – general medical services, dentistry, pharmacy and ophthalmology – have been discussed with representatives of these areas. The proposal is generally supported, but with recognition of the current level of busyness.

3.5 Complex Needs Plan

Work has been taking place around the implementation of the Complex Needs Plan.

This includes the completion of recent engagement sessions with staff and wider stakeholders which took place in August.

This engagement has resulted in some challenge from stakeholders around some of the language and terminology employed in this area, and this is being considered by Strategic Planning.

Good relationships have been established with people within protected characteristic groups, and these relationships will be fostered.

3.6 Independent Advocacy Plan

Pre-engagement work has taken place to establish a multi-sector, multi-disciplinary advisory group, as part of work to develop the Independent

Advocacy Plan for Adults, Children and Young People in Dumfries and Galloway.

Early stakeholder mapping has taken place, and it has been identified that resources will be required in order to have the necessary conversations with stakeholders – reliant on partner organisations to carry out this activity due to GDPR and data protection in respect of confidential service user contacts.

Negotiations are continuing with partner agencies around who will undertake this work, and the project is being brought through various governance routes including the Consultation and Engagement Working Group.