

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

October 2023 to January 2024

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 October 1 2023 to January 31 2024.

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. Happily, the group has seen the return of member Lewis Shaw, who had 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 within the Working Group that Lewis’ contributions were very much valued, and that his continuing role within the third sector made it appropriate that he continue to serve on the group if his new position allowed.

3. PARTICIPATION AND ENGAGEMENT ACTIVITY

3.1 Maternity Services Review

Consultation on options for maternity services within Wigtownshire began on November 20 2023.

This followed the report resulting from the independently-led local review of maternity services within Wigtownshire.

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.

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Have your say on Maternity Services in Wigtownshire

Local Drop-In Sessions
Stranraer Library, Stranraer
7 March 2023, 10.30am to 1 pm
McMillan Hall, Newton Stewart 14
March 2023, 10.30am to 1pm

Virtual Engagement Session
On Microsoft Teams 22 March 2023
from 9am to 4pm

Pop-Up Stalls
Stop for a chat at one of our pop-up stalls:
Machars Action, Wigtown High Street,
17 March 2023, 12.30pm to 3pm
Ryan Centre, Stranraer, 22 March
2023, 12pm to 4pm

Bookable 1-1 Sessions
McMillan Hall, Newton Stewart
14 March 2023, 1pm to 3pm
Millennium Centre, Stranraer
28 March 2023, 10am to 2pm

Complete an online survey
Scan the QR code

Anyone interested in a bookable 1-1 or the virtual engagement session, please email well in advance to dg.maternityservices-comms@nhs.scot to request an invitation. For more information or to complete the online survey, visit <https://dghscp.co.uk/wigtownshire-maternity-services-engagement>

Developing a Future Model for Maternity Services

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.

Materials in support of the consultation were finalised ahead of its launch in November. These included 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 were shared with members of the Consultation and Engagement Working Group for assessment, and they approval for the consultation to move forward.

A schedule of consultation was put in place, which included in-person events at scheduled locations, pop-up events, virtual consultation events and an online version of the consultation survey document.

Consultation on maternity services in Wigtownshire

**Have your say on options for local
low-risk, pre-planned birthing services**

Pop-up events:

06/02/24 - 2 pm to 4 pm

Newton Stewart

Medical Centre

07/02/24 - 2 pm to 4 pm

**Morrisons supermarket,
London Road, Stranraer**

**For information on the options and to
take part online, please visit
dghscp.co.uk/maternity-consultation**



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In-person events took place at Stranraer Library on 30 November, at Lesser Parish Church Hall in Wigtown on 6 December, and at McMillan Hall in Newton Stewart, again on 6 December. The event in Wigtown also saw interaction with Wigtown Mother and Toddler's Group.

Bookable, 1:1 online sessions were scheduled for 12 and 17 January.

A meeting with midwives took place on 22 November, and again on 17 January. On 18 December, a meeting took place with staffside/HR. A meeting with Galloway Community Hospital staff took place on 17 January, and a meeting with the GP cluster

group took place on 24 January.

Online sessions with elected members took place on the evening of November 28 and the afternoon of December 19, and in-person meeting with Galloway Community Hospital Action Group took place in Stranraer Library on November 30

Pop-up sessions meanwhile took place at the Medical Centre in Newton Stewart on the afternoon of February 6, and at Morrisons supermarket in Stranraer on February 7.

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, with a follow-up meeting between all parties scheduled to take place in January 2024.

However, a decision was taken to postpone the meeting, due to lack of anticipated updates – with there having been an unexpected leave of absence among management at Upper Nithsdale Group Practice.

3.3 Right Care, Right Place – Engagement and Consultation

Work was initiated in December on the next phase of engagement as part of this work, arranging focused workshop sessions looking to develop new models for provision of intermediate care within our communities.

Initial workshop sessions for staff and local stakeholders took place on December 4 in Moffat, as part of the work in the Mid and Upper Annandale home team area.

The public session was very well attended, and saw good, constructive and detailed discussion take place. The discussion was documented at the time on a flip chart so that the combination of stakeholders and managers could see how what was being said was recorded. Subsequent to this, a written report of the workshop has been produced and shared with those who participated, inviting them to consider if this is a fair and accurate representation.

They were also provided with a questionnaire similar to that recommended by Healthcare Improvement Scotland – Community Engagement, looking to gauge how successful the engagement had been, and how satisfied the participants.

Those who attended were also asked if they would be open to further involvement, such as in the analysis of any resulting options which are developed before those are taken out to formal public consultation.

In the new year, similar workshop sessions involving stakeholders, GPs and staff took place in Kirkcudbright, followed by Langholm and a Dumfries, with other sessions set to follow in Newton Stewart on February 6 and Stranraer on February 14.

Virtual online sessions have also been offered, noting that travel to locations might deter some people from participating.

As the sessions conclude, work will take place to develop options for models of intermediate care within communities – with stakeholders contributing to an

analysis, before options are ultimately brought to the Integration Joint Board for consideration.

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 involved 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.

A website has now been created and successfully launched, which provides information to people on what dental support is available and actions people can take to help maintain their dental and oral health.

Recognising not everyone will have access to a website, flyers featuring this information have been readied, with an agreement due on numbers to be distributed to locations including GP practices and pharmacies.

We meanwhile continue to highlight any changes around access to NHS dental services as and when these take place – using them as an opportunity to promote an understanding as to what help is available, and signposting to information available through the likes of the local website and NHS Inform.

Healthcare Improvement Scotland – Community Engagement are particularly interested in the health impact of a reduction in NHS dental availability, and have noted that work has been taking place within Public Health Scotland to assess the impact in locations including Dumfries and Galloway.

3.5 Complex Needs Plan

Work has been taking place around the implementation of the Complex Needs Plan, with engagement sessions with staff and wider stakeholders taking place last autumn.

Good relationships have been established with people within protected characteristic groups, and these relationships continue to 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.

3.7 Greening the Estate

Work is planned around parcels of land surrounding Mountainhall Treatment Centre, and how these can be employed.

The Consultation and Engagement Working Group recently welcomed Public Health Improvement Lead Julie Currie who is looking to engage with local stakeholders including nearby residents and third sector groups around developing the land.

This resulted in several offers of support, in particular around connecting Julie to several of the individuals and organisations that she would need to speak with in order to take this work forward.