

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

February 2024 to April 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 February 1 2024 to April 30 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 seen the conclusion of the period of formal public consultation around maternity services in Wigtownshire, along with the conclusion of stakeholder workshops aimed at developing options within Right Care, Right Place and planning for next steps within this ongoing work.

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 continues to meet monthly, chaired by the partnership's Communication and Engagement Manager and with members who are either trained in engagement or consultation and/or have direct, active experience within this area.

A number of significant pieces of engagement and consultation work have now become standing items on its agenda.

These include the Right Care, Right Place, the maternity services consultation, Greening the Estate, the Complex Needs Plan and the Independent Advocacy Plan.

The group continues to play an important role in overseeing the significant engagement and consultation work being carried out within the partnership, providing advice and co-ordinating efforts, and signing off on formal public consultation in line with the agreed Framework.

3. PARTICIPATION AND ENGAGEMENT ACTIVITY

3.1 Maternity Services Review

Consultation on options for maternity services within Wigtownshire began on November 20 2023 and concluded on 12 February 2024.

The consultation followed the report developed after 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.

After reviewing the report, the Transformation and Innovation Futures Committee recommended to the Integration Joint Board that both options be taken out for formal consultation.

Have your say on Maternity Services in Wigtownshire

Local Drop-In Sessions
Stranraer Library, Stranraer
7 March 2023 10.30am to 1pm
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://dgscop.co.uk/wigtownshire-maternity-services-engagement>

Developing a Future Model for Maternity Services

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**



DUMFRIES AND GALLOWAY
Health and Social Care Partnership



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 were commissioned to carry out the thematic analysis of the responses generated from the consultation, resulting in an independently-produced report to help inform decision-making around the options for provision of intrapartum maternity services.

Healthcare Improvement Scotland – Community Engagement play a national role in advising on and supporting engagement and consultation activity, and have been involved during the process – with representatives sitting on the Consultation and Engagement Working Group.

3.2 General Medical Services in Nithsdale

In August last year a meeting took place with community council members, senior representatives from health and social care and two senior representatives from the practice – focused on a community-originated survey focused on satisfaction with local GP services.

The conclusion drawn was that all parties viewed the meeting was positive and highly productive, with a follow-up meeting between all parties scheduled to take place in January 2024.

That meeting was postponed due to lack of anticipated updates, with a decision that it is in the hands of the practice to arrange a follow-up meeting – and we are aware of continuing questions from the community around when this will take place.

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, with the series of workshops concluding in Dumfries on February 1 and Newton Stewart on February 6.

The final workshop was considered one of the most successful, embodying what had been seen without in terms of good, detailed and constructive discussion bringing in valued experiences and perspectives.

The workshops were followed with feedback provided to participants on the topics that were discussed. This feedback was accompanied by a questionnaire, seeking to assess participant's perspectives on whether these sessions had been viewed as being successful.

The response received was overwhelmingly positive, with many respondents stating they felt the sessions provided enough time for them to express their views, and to discuss the considerations fully and in detail.

Since the conclusion of the workshops, work has taken place to articulate the options available for the four home team areas where cottage hospital in-patient beds are currently suspended. An appraisal process will shortly be taking place, involving stakeholders, and it is anticipated that this will then lead into a formal public consultation process.

Work is currently taking place in anticipation of formal public consultation – ensuring that all necessary materials are prepared, that the consultation can be promoted, and that in-person consultation events are ready to take place at venues across the region.

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.

Flyers have now been created which mirror advice on the web-page around how people can manage oral and dental health at a time when immediate access to routine NHS care may be challenging.

The flyers help address the fact that not everyone will have access to the internet, with the plan having been that they would be distributed to the likes of GP practices, pharmacies and local authority offices.

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

Further engagement is planned around land surrounding Mountainhall Treatment Centre, and how it can support environment-focused goals.

Around 70 stakeholders recently attended an event held at the treatment centre, seeking to gain views and perspectives on the land.

There was some degree of concern that the project might lead to the redevelopment of the land, and the loss of the green space. However, assurances have been provided that the goal is to ensure that the land best serves the green agenda, informed by the perspectives of stakeholders.

Further engagement activity is currently being planned.

3.8 Galloway Community Hospital

The proposed review of Galloway Community Hospital has been brought to the IJB Transformation, Innovation and Futures Committee.

It has been stated that this would take place with full community and stakeholder involvement.

Conversations have taken place with representatives of Acute and Diagnostics and Strategic Planning to start planning approaches to this engagement activity, looking at how it could be aligned with the current activity within Right Care, Right Place.

If agreed, the project would become a standing agenda item at the Consultation and Engagement Working Group.