

*A Picture of Health*Local Consultation Meetings
Public Consultation 20061. *Purpose of meetings*

As part of the *A Picture of Health* consultation smaller local meetings were offered to community groups. These meetings were intended to provide an opportunity for more in depth discussion with stakeholders. The meetings provided an opportunity to gain the views of particular interest groups, hard to reach groups and groups who would find the evening public meetings difficult to attend. These meetings were primarily undertaken by acute and primary care General Managers and Corporate Management Team members. The date, time and venue of the local meetings were set by each of the stakeholder group so that this would be convenient to the members of the stakeholder group attending. Many were in the evening. The structure of the meeting was that there were normally at least two presenters. The *A Picture of Health* DVD was shown and then there was a question and answer sessions of 1-2 hours.

2. *Introduction*

In total, 17 local meetings took place from February to April 2006. Each meeting took place within a local convenient venue subsequently arranged by the individual group. A list of the local meetings can be found in Appendix 1. Various NHS Lanarkshire health professionals were available to attend these meetings and a list of staff is noted in Appendix 2.

Analysis of meetings is detailed individually. This is to ensure that specific issues are captured which represent the diverse nature of each group.

3. *Local meetings*

LHCC Health Advisory Group – East Kilbride
A number of questions around nursing home care provision and GP input to these homes. Concern around amount of new care homes and pressure on GP's regarding additional work.
Why changes have to happen. Why not keep status quo ?
More explanation regarding minor injuries services.
Would be helpful to have a staged report of Picture of Health process. Timescales attached to these stages would give a clearer picture of changes being made.
Concern around divide between North and South Lanarkshire in relation to Picture of Health process

<i>Cumbernauld Community Forum</i>
It's a done deal
Major focus around A&E services in 3 hospitals.
Transport major concern – public and also ambulance journeys to A&E Hospital.
More information on minor injuries services. However, these services would Be welcomed by the public.
Questions around Cross Boundary Flow e.g. use of new Larbert Hospital, case records from Glasgow Hospital's to Lanarkshire Hospitals and vice versa
Issues around local GP services – increase in primary care services to support rise in new homes in local area.
Workforce issues, recruitment and retention.
Timescale for decisions being made.

<i>Kirklands Relatives Forum</i>
Issues around changes to A&E services and possible roles within Level 3 and Level 2 hospitals.
Lot of debate around primary care and its failure in its provision of elderly care services to enable person to remain at home.

<i>North Lanarkshire Volunteer Development Agency</i>
Concerns and confusion around minor injuries services
Consensus that Monklands Hospital would be level 2 planned care site
Did not find mail drop of leaflet helpful. Some had received it, other hadn't. Many put it in the bin with other junk mail.
Concerns around negative press coverage.
Issues around deprivation.
Cross boundary flow questions – appreciation that work was being done at present to address this.
Transport issues e.g. public and also inter-hospital transport systems.
Recruitment and retention issues
Issues around GP access.

Joint Airdrie, Coatbridge & North Area Committees
Focus of discussion was confined to the proposals for the reduction of emergency inpatient care from three to two acute hospitals and the implications thereof for Monklands District General Hospital, Airdrie (<i>Chairs introductory remarks from minutes of meeting 14/02/06</i>)
Deprivation issues – need for acute hospital services in Monklands area
Accessibility & patient flows
Financial considerations & economic impact on Monklands area.
Optional appraisal exercise
Concern around loss of medical services in previous years from Monklands and possibility of losing more.
Public transport
Motion declared that the Council supported the option for the retention of full Accident & Emergency Services at Monklands Hospital.

St. Leonards Community Council
Concerns around A&E Services.
Geographical issues – 2 hospitals in North Lanarkshire none in South. Travel times and role of Scottish Ambulance Services linked to this.
Issues around hospital departments working to capacity
Recruitment and retention

South Lanarkshire Carers Network
Deprivation and ill health concerns
Recruitment and retention issues
Development of community services in particular mental health
A&E services and planned care site. Status quo should have been an option.
Transport issues: public and inter-hospital transfers.
Public meetings – dominated by politicians. Times of meetings did not suit carers and were also unable to ask questions.
No mention of carers in Picture of Health document
Development of new community hospital in Lanark.
Carers input crucial in discussions with transport providers.
Lack of recognition of carers in general in NHS Lanarkshire

<i>Community Action Care for the Elderly (CACE)</i>
Recruitment and retention
Cross Boundary Flow
Development of community services – less dependency on Acute services
Timescales for changes.
Scottish Ambulance Services – skills of paramedics, increase in ambulances, response times.
Issues around funding from NHS Lanarkshire to support Elderly Services.
Discussion around specific proposals for elderly and end of life care services. Development of Cancer Centre.
Transport – inter-hospital transfers.
Group felt local meeting produced better answers than large public meeting.

<i>Coronary Heart Disease – Managed Clinical Network</i>
Removal of interventional services from Hairmyres if it becomes a Level 2 site.
Removal of ITU services from Hairmyres. Possible encourage consultants to move to Glasgow.
Discussion around options in A Picture of Health may help to look at various sites for interventional cardiology services. Challenge and difficulty to achieve equity of access across whole region.
Impact on Scottish Ambulance Services, in particular within areas of deprivation.
Confirmation was given that a cath-lab will be re-provided within Lanarkshire if Hairmyres becomes the planned care hospital site.
Regional view point – interventional services to be focussed at the Golden Jubilee due to modern technology and telemedicine available for patient transfers.

<i>Myalgic Encephalomyelopathy (ME) EK Group</i>
Discussion around long term conditions strategy.
Concern around Picture of Health being a “paper exercise”
Discussion around GP services and the need for social care input to support sufferers.
Care Management approach was explained in relation to vulnerable people living in the community.
Group feel they have little input or impact on decisions made by NHS Lanarkshire, due to lack of any formal support.
Early recognition and diagnosis has shown to help patients manage their condition and improve prognosis.

Access to reliable health and social care professionals and input into the decision making process.
<i>Craigmarloch Community Council</i>
Public transport
Lack of GP and Primary Care Services in relation to access and increase in new housing to the area. The need for CHP's to address this.
Health Improvement was discussed at length.
A&E Services discussed at length - General opinion that if Monklands became Level 2 site, people from Cumbernauld & Kilsyth still had Larbert and GRI as Level 3 and would therefore have the best of both worlds.
Welcomed proposals for minor injuries service to the area.
Issues around Scottish Ambulance Service
Smaller forums more beneficial than large public meetings.

<i>North Lanarkshire Carers Together</i>
Welcomed the appreciation shown by NHS Lanarkshire in recognising the needs of carers and their aim to improve positive outcomes.
The need for carers health to be made a public health issue.
NHS Lanarkshire should help develop an occupational health service for carers that matches that of paid carer staff. Need faster access to counselling and emotional support services.
NHS Lanarkshire should ensure continuation of Carers Co-ordinator post at Monklands and develop a similar post at Wishaw.
More support and funding needed from NHS Lanarkshire to support recruitment and training for carers in various health and social aspect of life.
The need for appropriate levels of respite care provided within NHS continuing care services.
Looking forward to positive outcomes for carers and good partnership working with NHS Lanarkshire.

<i>Lanarkshire Ethnic Minority Action Group</i>
Concerns around hospital closure was alleviated.
Media coverage confusing – appreciated clearly explanation from representative at meeting. Felt that NHS Lanarkshire could have done more work with media to stop misinformation.
Recruitment and Retention discussed
Planned services – impact on communities.
Building of Airdrie Health Centre
Primary care services – more outreach and community based services.
Aging population – elderly services

Plains Community Council
A&E Services at Monklands Hospital
Deprivation issues
Access to services – transport/travel
Cross Boundary Flow
ITU Services at planned care site
GP and Community Services

4. Recurring Themes

As the tables clearly show, each meeting has issues pertaining to specific concerns or questions around service delivery for individual groups. However, it is apparent that there are issues which have arisen that demonstrate common concerns in relation to A Picture of Health. Below is a table highlighting the most common issues noted from 14 local consultation meetings.

Common Themes	Number of meetings raised
A&E Services and planned care site	11
Transport/travel/inter-hospital transfers/Scottish Ambulance Service	10
GP Services & Development of Community Services	8
Workforce/Recruitment & Retention	6
Nursing homes/Care of the Elderly	5
Minor injuries services	4

Other questions and concerns were raised by various Carers Groups. These range from valuing the input that NHS Lanarkshire has made to hearing the voices and concerns of the groups, to the need for more NHS Lanarkshire funding to support the groups continuation to fulfill their aims and objectives. A 'done deal' came up at 3 of the meetings, which in light of 14 minuted meetings was less than a quarter.

Questions around cross boundary flow were more relevant to local meetings held in the Cumbernauld & Kilsyth areas.

Questions around media coverage, accessibility and the option of the status quo were raised twice within the 14 minuted meetings.

4. Conclusion

The general feeling of the meetings from both stakeholders and NHS Lanarkshire staff was there was value in having local consultation meetings where more focussed discussion could take place around specific issues. Group members felt they were given the opportunity to voice concerns and ask questions

Appendix 1

List of local meeting groups

	Dates	Group
1.	01/02/06	Kirklands Relatives Forum
2.	08/02/06	Scottish Health Council Local Advisory Group
3.	14/02/06	Cumbernauld Community Forum
4.	14/02/06	NLC Airdrie Area Committee
5.	16/02/06	North Lanarkshire Volunteer Development Agency
6.	06/03/06	Phoenix Ladies Club
7.	08/03/06	Coronary Heart Disease – Managed Clinical Network
8.	13/03/06	LHCC Advisory Group, East Kilbride
9.	14/03/06	Plains Community Council
10.	22/03/06	St. Leonards Community Council
11.	28/03/06	ME Group, East Kilbride
12.	28/03/06	Ethnic Minority Action Group
13.	05/04/06	South Lanarkshire Carers Network
14.	12/04/06	Bellshill, Wishaw, Motherwell Councillors
15.	20/04/06	Craigmarloch Community Council
16.	21/04/06	Cumbernauld Action Care for the Elderly (CACE)
17.	25/04/06	North Lanarkshire Carers Together

Appendix 2

List of NHS Lanarkshire staff available to attend local meetings

Jim Wright, General Manager
Marilyn Aitken, General Manager
Tom Bryce, General Manager
Craig Cunningham, General Manager
Judith Hope (WG) General Manager
David Hume (HM) General Manager
Rosemary Lyness (MK) General Manager
Stephen Kerr, General Manager
Jim Loudon, General Manager
Geoff Sage, General Manager
Owen Watters, General Manager
Paul Wilson - Director Of Nursing
Calvin Brown, Communications Manager
Yvonne Chalmers, Development Manager
Susan Dunne - Deputy Director, Organisational Development
Iain Hair
Karon Hamilton, Press & Communications Manager
Martin Hill, Modernisation Director
Irene McKie, Director Strategic Planning
Pamela Milliken, Programme Director
David Steele, Head of Communications
Hugh Sweeney, Employee Director
Patricia Kent, Integrated Care Pathways Manager
Kate Bell, Change & Innovation Manager
Colin Blair, Change & Innovation Manager
Cathy Dunn, Change & Innovation Manager
Tony Fitzpatrick, Change & Innovation Manager