

SHARING and LEARNING together

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PUBLIC PARTNERSHIP FORUMS NETWORKING EVENT ►► 6TH OCTOBER 2009

The Scottish Health Council hosted the second Public Partnership Forum networking event, chaired by John Mitchell, Vice-Chair of South Lanarkshire Public Partnership Forum, in the Glasgow Thistle Hotel on 6th October 2009.

Who attended?

The event brought together a total of more than 80 people, including Public Partnership Forum Chairs, vice-chairs, healthcare professionals and NHS and Scottish Health Council staff from across the country.

What was discussed?

The main theme was how to reach out to some of the groups we may have found it difficult to involve in the past.

A key feature was the 'story telling' sessions, that gave delegates an insight into the issues faced by 'seldom heard' groups and what can be done to improve engagement between these groups and healthcare providers.

Delegates could attend training sessions conducted by organisations including the

Glasgow Homelessness Network, the Scottish Refugee Council and Barnardos, to learn and discuss different techniques on engagement.

Richard Brewster, Scottish Health Council Regional Officer, also gave a report on the Public Partnership Forum Development Tool pilot projects which had been run in Falkirk, Orkney and Midlothian.



Storytelling

Using a mixture of story and structured dialogue within workshop groups, the storytellers described what was done to involve a specific 'seldom heard' group and the listeners were then encouraged to reflect on this and draw on their own experiences to discuss the problems faced, why the problems may have occurred, what was learned and what could be done differently next time.

Engaging Young People – **Inverclyde**



Inverclyde Community Health Partnership was keen to engage with young people as part of the community engagement strategy. The perfect opportunity for the Community Health Partnership to get young people interested in the health forum came at the end of the summer 2008 with the Inverclyde Youth Festival. The events at the festival were aimed at 11-25 year olds and were decided on in consultation with young people.

A Health Zone, with various activities and health information available, was set up in the Inverclyde Waterfront Leisure Centre by the Community Health Partnership. Information included sexual health, oral health, alcohol and drugs and HPF immunisation. There were also activities relating to stress management such as head massage. Fruit and bottled water were provided free of charge to promote healthy eating and drinking.

Incentives were made available for young people to attend the health zone such as competitions to win iPods. Courtesy of 'Young Scot', a big brother video style diary room was set up and the young people were asked questions regarding what health means to them. Diaries were made into a DVD for the purpose of promoting health issues to other young people.

Reflections:

- scope out what is being done in your area to avoid duplication and focus on progressing issues that are "big"
- use social networking sites such as Bebo and Facebook; use a variety of methods to engage with young people
- Scottish Health Council has information sheets, toolkits and lists of national and local organisations
- Borders Youth Forum – good example and a report can be made available and accessed on www.evolvingpractice.org
- go out to people, by visiting youth drop in centres
- build relationships through trust and honesty.

Further information and the DVD from the Inverclyde event are available from:
Engaging Young People
James Stewart, Local Officer
Scottish Health Council
0141 429 7545
james.stewart@scottishhealthcouncil.org



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Involving People with Hepatitis C – Forth Valley

The storyteller was diagnosed as having Chronic Hepatitis C in 2004 and, following unsuccessful treatment, was left feeling “shattered and depressed”. Although she returned to work afterwards, because of the stigma around Hepatitis C, she did not feel able to be entirely honest with colleagues.

Following on from her own experience, she used the internet to gather information on the illness and found there was a lack of reliable patient centred information. Feeling that somebody should do something, and that no other patient should be allowed to endure what she had without proper support and information, she became involved with various local health groups.

She used cards to contact fellow patients, leaving these cards with local chemists and specialist nurses who gave them to patients they felt would benefit from speaking to another patient. She then went on to form a self-help group for Hepatitis C patients, and became involved with a local Community Health Group. Over the months, the self-help group has become more involved in the community, being “loud and proud, not hidden, but able to be open and honest”.

Reflections:


- treat people with respect and let them choose what and how they want to contribute
- understand the failings and the strengths of groups you

want to work with and listen and take action, if appropriate, on their suggestions

- be a team leader, surrogate mother, whatever it takes to gain their trust and boost their self-esteem
- assure them that their opinions and contributions are the most important thing that they can give
- most of all be open and honest.

Further information is available from:
THE HEP C TRUST
Petra Wright
Telephone:
01312471407
Petra.wright@hepctrust.org.uk

Involving People with a Visual Impairment – **West Glasgow**



Involving People
with Visual
Impairment -
Glasgow West PPF



Reflections:

- not all disabilities are obvious
- good physical and practical support needs to be supplied
- need to involve people in a meaningful way, not just involve people
- you never know how other people feel
- important that all voices are heard
- involve more service users
- educate public on visual impairment
- avoid tokenism
- no jargon.

The storyteller has been blind since birth. His experience of being sent to a residential school, away from his family, spurred him into getting involved with disability groups as he wished to improve things for other disabled people. This involvement then led to him joining the Public Partnership Forum.

He spoke of his experience in acting as Chair of the Public Partnership Forum. He must

have all the papers in Braille and allow adequate time to review them. It is important to make people aware of needs and issues in order to obtain both practical support, eg transport and accessible information, and physical support, eg to assist him chair the Public Partnership Forum. The Manager of the Community Health and Care Partnership is on hand to assist as required.

**Further details
are available from:
Alan McDonald
Public Partnership
Forum Chair
West Glasgow PPF
07538 386375**



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Lesbian Gay Bisexual Transgender Pilot – **Ayrshire and Arran**

A social attitudes survey was issued to Public Partnership Forum members in Ayrshire and Arran as part of a larger project, but the information was not fully used before the project concluded. However, the Public Partnership Forum can choose to use this information so that it is not wasted.

In group discussion it was agreed that:

- where projects invite “partnership working”, it needs to be a fair and equal partnership, with no hidden agendas
- just because someone “belongs” to a minority community, you cannot make assumptions that they want to represent that community. They may wish to take part as a member of the public without a “label”
- timescales for projects are usually too tight to achieve real cultural change
- you need to think creatively about who to involve; don’t assume that your database will have people beyond “the usual suspects”
- need to respect people’s right to confidentiality when it comes to minute taking etc
- important not to label people
- need good representation of the communities that you are trying to reach at the planning stage and throughout

Further details are available from:
Carole Blair
North Ayrshire PPF Coordinator
01294 322039
carole.blair@aapect.scot.nhs.uk

Involving Gypsy Travellers and Polish In-migrants – Fife



The storyteller (Colm Wilson, FRAE Fife) talked about his work reaching out to Polish Gypsy Travellers. Gypsy Travellers have a high incidence of health problems, but on-going contact with health services is very difficult due to a variety of reasons, including: the itinerant life-style of the Travellers; differing concepts of dates, times and appointment-keeping; and distrust of health services. Colm told us about successful initiatives such as: the use of “access points” to the community; the Keep Well project; and a medical “phrase book” which could be used to facilitate conversations with medical staff.

Colm stressed the importance of building trust with the community over a significant period of time through personal introductions and the building of personal relationships with members of the community. Lack of contact and/or frequent changes of staff would undermine this process

Reflections:

- Public Partnership Forums can link in with people who have an established relationship with the groups
- difficult to establish an identified community leader

- recognise that people have their own culture and history
- problems with worker registration scheme / employment regulations
- problems with getting people into education; no resource to public funds so can't access school dinners
- important to find out which language/means of communication is most appropriate e.g. can use signs and symbols or specific language
- be willing to be an advocate
- share good and bad practices throughout the country
- very protective of own culture but this is a good way of engaging by using cultural events
- talk to people not at them
- can engage with teenagers who will then discuss issues with parents
- be flexible when engaging with travelling communities
- allow time and energy to build relationships.

Further details
are available from
Colm Wilson
Community
Development Worker
FRAE Fife
01592 204005
Colm.wilson@fife.gov.uk

Public Partnership Forum Development Tool

Richard Brewster gave a report on the pilot projects carried out in Falkirk, Midlothian and Orkney, which aimed to get members to reflect on progress and identify possible improvements in their Public Partnership Forums. The focus groups were facilitated by Scottish Health Council staff, with people who had different levels of involvement, and used a format adapted from one used by the Centre for Involvement in England.

The pilots focussed on broad questions around the effectiveness and accessibility of networks; understanding of local communities and their health and social care needs; the level of influence of the Public Partnership Forum; developing the knowledge and skills of participants; and planning and accountability. The work was then written up and sent to focus group members and the wider Public Partnership Forums for comments, following which focus groups re-convened to look at key actions and draft development plans. Meetings were then held with Community Health (Care) Partnership Managers to agree development plans.

Overall, comments from those involved – Public Partnership Forum members, Community Health (Care) Partnerships and NHS Boards – were positive and encouraging.

Richard explained that an evaluation report was being presented to the Scottish Health Council Senior Management Team for consideration and that there would be ongoing monitoring of development plans and support from the Scottish Health Council.

It will be recommended to NHS Boards that this tool could be used in conjunction with the

new Participation Standard to demonstrate consultation with Public Partnership Forum members on how to achieve improvement.

Training Sessions

'Taster' training sessions providing approaches to involving seldom heard groups were available in the afternoon. These sessions covered the involvement of homeless people, refugees, children, LGBT youth, and service users and carers.

Further information on training available can be obtained from the following organisations:

Selwyn McCausland, *Participation Development Co-ordinator*
Barnardo's Glasgow Office, Skypark SP5
45 Finnieston Street, Glasgow G3 8JU
0141 222 4700
selwyn.mccausland@barnardos.org.uk

Jill Little, *Policy and Training Officer*
LGBT Youth Scotland
Centrum Offices, 38 Queen Street, Glasgow G1 3DX
0141 548 8121
jill.little@lgbtyouth.org.uk

Stephanie Plotnikoff,
Development Coordinator (Service User Involvement)
Glasgow Homelessness Network
Granite House Floor 1, 31 Stockwell Street
Tel: 0141 276 4825
splotnikoff@ghn.org.uk

Flutura Shala, *Asylum Support Adviser*
Scottish Refugee Council
5 Cadogan Square, Glasgow G2 7PH
Tel: 0141 248 9799
Flutura.Shala@scottishrefugeecouncil.org.uk

Alan Ross
30/12 Abbey Lane
The Arc, Edinburgh
EH8 8JH
07796 171795
rossconsulting@btinternet.com



Rapid Participatory Appraisal Feedback from this Public Partnership Forum Networking Event

Attendees were asked for their opinion on the Public Partnership Forum Development Tool, the story telling sessions and the training 'taster' sessions.

In response to the statement 'I would like to see the Development Tool piloted with my Public Partnership Forum', 88.5% of those who responded would like to see this piloted in their area.

Of those who responded to the question 'How useful were the story telling sessions? a total of 96% found these 'very useful' or useful'.

In respect of the training sessions, a similar number of those who responded (97%), found the sessions 'very useful' or 'useful'.

contact information



Scottish Health Council Offices

National Office

Delta House, 50 West Nile Street, Glasgow, G1 2NP
0141 241 6308

Ayrshire & Arran Local Office,

49A Lister Street, Crosshouse Hospital, Crosshouse,
Kilmarnock KA2 0BB 01563 825801

Borders Local Office,

71 High Street, Galashiels TD1 1RZ 01896 661420

Dumfries & Galloway Local Office,

11 Buccleuch Street, Dumfries DG1 2AT 01387 261222

Fife Local Office,

Hayfield Clinic, Hayfield Road, Kirkcaldy KY2 5AD
01592 200555

Forth Valley Local Office,

46 Barnton Street, Stirling FK8 1NA 01786 471550

Grampian Local Office,

Westburn House, Forresterhill, Westburn Road,
Aberdeen AB25 2XG 01224 559444

Greater Glasgow and Clyde Local Office,

44 Florence Street, Glasgow G5 0YZ 0141 429 7545

Highland Local Office,

Larch House, Stoneyfield Business Park,
Inverness IV2 7PA 01463 723930

Lanarkshire Local Office,

Strathclyde Hospital, Airbles Road,
Motherwell ML1 3FE 01698 250131

Lothian Local Office,

Pentland House, 47 Robb's Loan,
Edinburgh EH14 1SQ 0131 537 8545

Orkney Local Office,

Unit 2 Stromness Business Centre, Back Road,
Stromness, Orkney KW16 3AW 01856 852957

Shetland Local Office,

Administration Offices, Montfield Hospital,
Burgh Road, Lerwick Shetland ZE1 0LA 01595 741260

Tayside Local Office,

Ashludie Hospital, Victoria Street, Monifieth,
Angus DD5 4HQ 01382 527966

Western Isles Local Office,

4 Harbour View, Cromwell St Quay, Stornoway,
Isle of Lewis HS1 2DF 01851 703292

What happens next?



At the end of the networking event, attendees agreed that they valued the opportunity to meet and wanted to continue with six-monthly events.

The next Public Partnership Forum Chairs national networking event is planned for 10th/11th March 2010.

