

SCOTTISH HEALTH COUNCIL

Minutes of the meeting of the Scottish Health Council Held on Thursday 11 August, 2005

Present: Brian Beacom, Chairman
Anne Brown
Irene Garden
Sue Kinsey
Jacquie Malcolm
Agnes Robson

In Attendance: Richard Norris, Director
Rosemary Hill, Development Manager (for part of meeting)
Catherine Tait, PA to Director and Chairman

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Kate Alexander.

2 URGENT BUSINESS

There was no urgent business at this meeting.

3 CHAIRMAN'S REPORT

The Chairman provided a brief verbal report of the Scottish Health Council Official Launch, which had taken place in June, 2005. He stated that this event had been a success and that the panel speakers were very good. The feedback and comments received were positive with wide media coverage. It is proposed that future Scottish Health Council events will be organised over the coming months.

The Chairman and Director met with the Health Minister on 01 August, 2005 and this meeting was very useful. The Minister is keen for it to be made clear that the Scottish Health Council will not be dealing with complaints. However, we will have a role in monitoring this process. The meeting flowed very well and the Minister commented he was pleased with the progress that the Scottish Health Council has made to date.

Visits are now underway with Chief Executives and Designated Directors in all Health Board areas across Scotland.

4 MINUTES

The minutes of the meeting held on 09 June, 2005 were approved by council subject to the following:

Page 2 - Paragraph 5
Scottish Parliament Health Committee Debate paper still to be distributed to members
Action: Hard copy will be posted to members
Page 2 - Paragraph 6
Scottish Health Council does not have the role of reviewing NHS sites, - to read <i>Scottish Health Council does not have a formal role of reviewing or visiting NHS sites</i>

5 MATTERS ARISING FROM PREVIOUS MEETING

A list was circulated to members containing details of Local Advisory Council members who have accepted membership with the Scottish Health Council. The Chairman expressed concern at the low number of members so far in Fife, Forth Valley and Greater Glasgow.

6 DIRECTOR'S REPORT

1 Staff Update

There are now 45 permanent staff in place and recruitment is ongoing for a further nine, seven of which should be completed by early September.

2 Local Advisory Council Recruitment Update

It was agreed this subject would be discussed under agenda item No 7. – Paper No 7

3 Facilities Issues

David Elder, Facilities Manager is now in post and his role will include meeting with all Boards to agree facility arrangements for local offices and confirming the arrangements set up as per the HDL letter. Progress has been made already in some areas and David will be negotiating service agreements with NHS Boards over the next 3 to 4 months.

4 Media Coverage

The Director advised members that the launch had been covered by a number of media organisations.

5 Working Draft Papers

The Director welcomed views and feedback from members and highlighted that when working draft papers are amended they are still in draft format and will be distributed to stakeholders for further comment/action.

6 Local Advisory Council Members

As highlighted in Paper No 5 a short life working group met on 10 August, 2005 in the Lothian Office to discuss Local Advisory Council members' information and support needs.

7 Performance Assessment Framework – Section 5

As a result of organisational changes in the Scottish Executive Health Department the Performance Assessment Framework is to be changed but the role of the Scottish Health Council will not change. We have now received from the Scottish Executive Health Department the final assessment of Boards' performance for last year. Three regional events are to take place with the aim in equipping Local Officers to make contact with a range of community groups and organisations to gain their experiences of consultation and community engagement activity.

8 Other Meetings

Highlighted in Paper No 5 are various meetings which the Director has attended.

9 Meeting with Health Boards

Highlighted in Paper No 5 a meeting to introduce the Scottish Health Council has taken place with the Chief Executives of Greater Glasgow Health Board, Borders Health Board, and Tayside Health Board. A number of other meetings with Chief Executives across Scotland are in the diary for the next few months.

10 Development Event

The Director advised members that there is a projected underspend which will enable the Scottish Health Council to organise several events and recruit more staff. It is planned a development event will take place in October/November involving members of the Council, Senior Management Team and Regional Officers. There will also be a national event planned which will include Local Advisory Council members. The Director stated that an Events and Publication Officer will be recruited to organise future events.

The Director informed members that Aberdeen University are carrying out research on public involvement, and that the Scottish Health Council will have an input into this project.

11 E-Mail

It is proposed that a new National Office and Fife Local Office e-mail system will be tested over the next few months. The new system will enable access to e-mail from any location. It will then be “rolled out” for all staff.

7 **DRAFT - WORK PLAN**

The Chairman introduced Rosemary Hill, Development Manager who joined the meeting for the item and asked if members had any questions or comments for discussion.

Amendments and comments from members:

Page 1 (Introduction) Paragraph 1
To include a definition for patient focus and public involvement
Page 3 (North) Paragraph 3
Amend Golden Jubilee Memorial Hospital - to read <i>Golden Jubilee National Waiting Times Hospital</i>
Page 3 (West and North) Paragraph 1 and 2
More clarity on the function that Golden Jubilee and State Hospital are Pan-Scotland
Page 4 (Ethos) bullet points
Degree of overlap in some points - It would be useful to pull things out as an appendix task page to identify objectives and timescales for completion
P5 (1.2.3. Functions) Paragraph 3
To make clear the Scottish Health Council will continuously work with NHS Boards to evaluate their performance on Patient Focus and Public Involvement
P6 (2.2 Where are we now?) Paragraph 5
Members queried limited consultation with patients and carers and sought reassurance that there is detail within document about the broad range of individuals and groups who will be consulted with
P7 (How will we get there?) Paragraph 3
NHS Representatives - to identify within document NHS Representatives who will be involved
P7 (How will we get there?) Paragraph 4
Hard to reach and marginalised groups - It is essential Scottish Health Council identify hard to reach and marginalised groups. It has to be made clear that this is not an easy process and the Scottish Health Council will be

creative in this process
Rosemary Hill informed members that Carolyn Adams, Regional Manager North has had experience in contacting hard to reach groups and it is hoped the process used can be replicated in other areas.
P7 (How will we know it's happening?) Paragraph 4
Boards, patients and communities - to include the following within document patients, carers, users and NHS staff
P8 (Where do we want to be?) Paragraph 2
Community Health Partnerships - to make clear that we need to work closely with Community Health Partnerships

Members agreed this was a very good document and easy to understand.

Action: It was agreed the amended draft paper including an appendix task page will be sent to members for approval before distribution

8 **DRAFT - CONTINUING RECRUITMENT FOR LOCAL ADVISORY COUNCILS**

The Chairman stated this was a fairly straightforward paper and asked Agnes Robson for feedback from the short life working group meeting she attended on 10 August, 2005 in the Lothian Office to discuss Local Advisory Council members' information and support needs.

Agnes stated the meeting was interesting with productive discussion but there is still uncertainty on the role of Local Advisory Council members and members would like more clarity of what they are expected to do. There is a need for briefing materials and guidance such as check list which can be used by members. It was agreed at the meeting that a Local Advisory Work Plan is needed.

Agnes suggested first steps for information would be literature on complaints process. The Chairman has concern that some staff members believe the complaints process is the same process as the previous organisation. It has to be made clear to staff the role for the Scottish Health Council and that this is a new organisation.

Action: It was agreed that a future event for Local Advisory Council members, members and staff will be arranged.

A member informed Council that old literature from the Health Council is still being displayed in NHS facilities.

Action: The Director will ask staff to request that old literature be removed.

9 DRAFT - A CODE OF CONDUCT (OR COMPACT OF UNDERSTANDING) FOR LOCAL ADVISORY COUNCIL MEMBERS

Amendments and comments from members:

Page 2 (Conflicts of Interest) Paragraph 4
Declaring any conflict of interest - To change to - <i>Declaring any conflict of interest or any potential conflict of interest</i>
Page 3 (Confidentiality) Paragraph 1
Service to - <i>service</i>

Council approved subject to amendments

10 DRAFT – REFRESHING THE NHS QUALITY IMPROVEMENT SCOTLAND PATIENT AND PUBLIC PARTNERSHIP – A REFORM AGENDA

The Director informed members that comments had been received and the changes are now within this document. If members have any further comments please contact National Office.

Irene Garden asked if documents are accessible to people with learning difficulties and different languages. The Chairman advised if such requests are made to contact the Information Office at Quality Improvement Scotland who accommodate such requests.

11 DATE OF NEXT MEETING

Thursday 13 October, 2005
10.30am – Delta House

Signed:

Brian Beacom
Chairman Scottish Health Council

Date:

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