

Patient and Public Engagement about Health and Social Care in Clydesdale Locality, South Lanarkshire

Problem

Clydesdale is the most rural part of South Lanarkshire and has the largest landmass for its 61,000 population. There are 9 GP practices with many struggling to recruit and retain GPs as well as other members of the healthcare team. Only one practice has an active Patient Partnership Group so there has been a gap in patient and public engagement at Practice level.

The former Public Participation Forum was revitalised at the onset of the integration of Health and Social Services agenda and a new Working Agreement was signed off with NHS Lanarkshire. Clydesdale Health & Social Care Forum is currently reviewing its effectiveness in ensuring that it is effective in representing the voice of the communities.

Our Vision

To ensure that Clydesdale residents are actively involved in developing health and social care services that meet their specific needs.

The Forum has worked tirelessly to have a meaningful participatory role within South Lanarkshire Health and Social Care Partnership and NHS Lanarkshire Health Board by working extensively with the community to redesign services.



Principles and Objectives

- Influence the policy makers to ensure that the uniqueness of Clydesdale is considered in any services changes
- Support GP practices by ensuring that the public understand the challenges now facing them
- Be active partners for change by participating in new models of care
- Develop PPGs in at least 50% of the GP practices and ensure that robust feedback systems are in place
- Ensure that members of Clydesdale Health & Social Care Forum provide feedback information to the public



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Barriers to Change

- Recruitment of new members especially the younger generation.
- Time constraints.
- Lack of information
- Feeling supported by the community and understanding the facilities available in the community.
- Patient representation in Primary Care activities.
- Public Awareness of the Forum.

Our Solutions

To ensure that our voices are being heard and that there is meaningful engagement, we acknowledged that we needed to :

- Develop a communication strategy to:
 - Raise public awareness of our activities.
 - Recruit a more representative membership.
- Review engagement in key strategic groups.
- Establish a network of interested parties.
- Engage with national strategies and participate in applicable consultations.
- Review our outcomes every six months

Adapting to Change

- We participated in the review of the working agreement with South Lanarkshire Health and Social Care Partnership and NHS Lanarkshire.
- We developed a presentation which we are presenting to community and voluntary groups in Clydesdale.
- We are about to embark on a recruitment campaign.
- We are developing an initiative with Biggar High School staff and pupils.
- We now have representation on the key strategic groups in South Lanarkshire.
 - Clydesdale Locality Planning Group
 - Clydesdale GP Forum
 - Clydesdale Remodelling of Care Services



Nationally we have members involved in :

- Alliance Self-Management, Realistic Medicine Care Opinion, RCGP and the Carers Act Implementation Steering Group.

Our Outcomes and Continuing Success

We believe this model is successful due to our meaningful engagement strategy. We acknowledge the geography and demographic challenges of our area and the importance of Primary Care services. We also acknowledge that our public needs to be better informed and engaged with changes to the models of care, often imposed on them, without appropriate discussion. We believe that all Health Boards and Partnerships should follow the recent guidance as detailed in the Primary Care Improvement Fund allocation letter and in the Memorandum of Understanding re the nGMS contract to ensure that meaningful engagement is evidenced, and that the public can always be treated in the right place, at the right time, and by the right person.