

APPROVED

NHS GRAMPIAN

**Minute of the Area Clinical Forum Meeting
Wednesday 3rd November 2021 - 3.00 pm
Microsoft Teams**

Present:

Mrs Kim Cruttenden, ACF Chair and Chair, Area Pharmaceutical Committee
Ms Catriona Cameron, ACF Vice Chair and Chair, AHPAC
Ms Karen Boyd, Vice Chair, Healthcare Scientists Forum
Mr Mark Burrell, Chair, Area Dental Committee
Ms Helen Chisholm, Chair, GANMAC
Ms Elaine Neil, Vice Chair, Area Pharmaceutical Committee
Ms Vicky Ritchie, Chair, Healthcare Scientists Forum
Mr Elliott Sizer, Vice Chair, Area Dental Committee
Dr Mike Steven, Vice Chair AMC and Chair, GP Sub-Committee
Dr Angus Thompson, Chair, Area Medical Committee
Ms Kathryn Trimmer, Chair, Area Optometric Committee

In Attendance:

Mrs Susan Kinsley, Public Representative
Mr Siddharth Rananaware, Public Representative
Ms Jenna Young, Planning Manager, NHS Grampian (Item 4)

Item	Subject	Action
1.	<p>Welcome</p> <p>Mrs Cruttenden thanked everyone for attending and apologised that the planned workshop had to be postponed at short notice but it would be rescheduled as soon as possible. She also informed those present that the meeting would be recorded for the purposes of taking a minute.</p> <p>Apologies were noted from Adam Coldwells, Craig McCoy, William Moore, Rachael Smith and Catriona Sutherland.</p>	
2.	<p>Minute of meeting held on 1st September 2021</p> <p>The minute of the previous meeting was approved as an accurate record.</p>	
3.	<p>Matters Arising</p> <p>None.</p>	
4.	<p>NHS Grampian – Plan For The Future (Ms Jenna Young, Planning Manager)</p> <p>Ms Young attended to provide an update on engagement around the development of the NHS Grampian Strategy. She reported that</p>	

there had been a high number of responses during Phase 1 of the consultation, including from Health and Social Care Staff, frequent service users, carers and staff groups. This had highlighted some key themes and information regarding what is important to people in Grampian.

- ~ Availability of services – which services can be accessed locally.
- ~ Concerns regarding access to GP Services, pharmacy, dental and other services during Covid but also appreciation of the hard work undertaken in adapting to changes.
- ~ Waiting times – not just in relation to Acute but also appointments with GPs and other services.
- ~ Some people had welcomed changes brought about by the use of digital solutions, including making appointments on-line and ability to consult without travelling to medical practice or clinic. Others had not adapted so well and had raised concerns regarding access to PCs or portable devices and lack of technical skills.
- ~ Some feedback from staff groups had been shared with Learning and Development and the We Care Programme.

The next phase of developing the strategy will extend engagement and the intention is to open up candid conversations with respondents around the key themes highlighted. Effort by the team will be placed on reaching seldom heard from groups such as young people and diverse communities. A draft plan will be prepared in December to share with public, staff, patient groups and system leaders asking for feedback regarding whether it is relevant and bold enough. The Medium Term Financial Strategy, the Infrastructure Plan and the Digital Plan will be included into the final plan prior to presentation to NHS Grampian Board for approval in February 2022.

The main points discussed included:

- Ms Cameron was pleased to note good engagement with AHPs but disappointed that more nurses had not responded, given that they are a significant staff group. She asked if the positive messages and recognition of the hard work undertaken during the past year would be passed on to staff. Ms Young confirmed that quotes would be reviewed and communicated to staff.
- Public involvement in the consultation process had been managed through print media, social media and input from Health and Social Care Partnership colleagues to involve citizen panels, carer organisations and others.
- Dr Steven noted that the feedback had highlighted the same concerns brought to the attention of GPs for some time and reflected patient feedback around the changes made across general practice during Covid.

	<ul style="list-style-type: none"> • Mrs Kinsey was pleased to note public involvement in the consultation and the effort to include young people and seldom heard from groups. She highlighted the concerns that people would experience during a period of uncertainty and how that may influence responses during Phase 2 of the consultation. She also asked that carers be consulted around their role in supporting people to use technology when engaging with services. • Dr Thompson asked if the findings from the consultation around the 20:20 vision from some years ago had been incorporated into the development of this strategy and whether there had been any analysis of what had progressed from that exercise and why other items had not progressed. • Ms Chisholm noted that the opposing views on digital solutions was not a surprise and although staff were aware of the reasons for continuing with at least a blended model for some time it would be important to communicate that to the public, highlighting the positives and ensuring that the personal touch which patients expect is not lost. • Dr Steven observed that there had been mixed use of digital solutions across GP practices, with some not using this as much as others. It had opened up an ease of access and demand for services which had been difficult to meet and this had led to some criticism. Work will continue to ensure ongoing improvements. • Ms Young confirmed that there had been much positive feedback but agreed that more work is required to ensure public awareness of the challenges across the system and the overall context for the changes made. Mr Burrell agreed that some public information regarding digital solutions would be useful and could also help to manage expectations regarding access to services. <p>Ms Cruttenden asked how the ACF could effectively feed into the next stage of developing the strategy. Ms Young confirmed she will send the draft strategy to Ms Cruttenden to cascade into the advisory structure in December. Staff across the advisory structure would also have the opportunity to be directly involved in the consultation process.</p> <p>It was agreed that feedback on the draft strategy would be provided early in January to fit in with timescales for presentation to the NHS Grampian Board on 3rd February.</p>	<p>ALL</p>
5.	<p>ACF Workshop (Mrs Cruttenden)</p> <p>Mrs Cruttenden advised that the workshop planned for this meeting had been delayed and not cancelled and in preparation for a rescheduled workshop she proposed that members consider three</p>	

	<p>key questions:</p> <ul style="list-style-type: none"> • What value are we looking for from the ACF and wider professional groups? • How can we ensure the wider system is aware of the value of the advisory structure and knows how to access the expertise and advice available. • What and where are the current and emerging opportunities in the system for the ACF to be more involved, and are there any potential barriers. <p>Mrs Cruttenden observed that there are a number of meetings across the system and it would be useful to know where the ACF could link into conversations. She asked if there would be any benefit in having alternate meetings between the scheduled formal bi-monthly ACF meetings to provide an opportunity to review consultations and provide input in a quicker timeframe.</p> <ul style="list-style-type: none"> ~ this would provide opportunity to improve engagement. ~ it would be helpful to have something in diaries which can be cancelled if there are no items for discussion. ~ it is always useful to be involved in discussions at an early stage. ~ mindful that not everyone will be able to attend an additional meeting due to clinical commitments. ~ there would be difficulties for independent contractors to participate – loss of clinical time and income – but could attend on an ad-hoc basis. <p>It was agreed that it would be useful to create the space and review the effectiveness.</p> <p>Mrs Cruttenden will send out a doodle poll seeking preferences for days/times for additional meetings.</p>	<p>KC</p>
<p>6.</p>	<p>Updates from Advisory Committees and ACF Chair</p> <p><u>Chairs Feedback</u></p> <ul style="list-style-type: none"> • No recent ACF Chairs meeting. <p><u>Public Health</u></p> <ul style="list-style-type: none"> • no update at this meeting. <p><u>Area Pharmaceutical Committee</u></p> <ul style="list-style-type: none"> • Had discussed the development of the NHS Grampian Strategy. • Concern raised of the impact on workforce resulting from the new GMS contract and agreement that any additional closures of community pharmacies would not improve an already difficult situation. • APC had welcomed the development of the new education programme for pharmacy staff but acknowledged the additional 	

	<p>time pressures to effectively mentor and support those participating.</p> <p><u>Healthcare Scientists Forum</u></p> <ul style="list-style-type: none"> • Dr Emma Hepburn had attended recent meeting to provide background and update around the We Care Programme. • There had also been an update on NTC-Grampian and the HCS Forum had welcomed assurance that it would be located on the Foresterhill Campus site. • Concerns were raised around winter pressures. • Audiology would appreciate public messaging to manage expectations regarding access to the service. Highlighted that social media had provided messaging regarding access to GP services but other services also need support in communicating with the public. <p><u>Area Dental Committee</u></p> <ul style="list-style-type: none"> • Recent meeting had discussed significant pressures across NHS dentistry. Confirmed that 20% access rate for NHS patients should be maintained and this will remain the basis for the model of payment to dental practices. Given all the current challenges this will be difficult to maintain. • There are ongoing issues relating to ventilation and although funding is starting to come through to replace ventilation systems it is a slow process. • A decrease in the number of practices taking on NHS patients had been noted, leading to longer waiting times and concerns that patients are being pushed towards private treatment. • Work is ongoing to confirm 'true' waiting list information as some patients are recorded on multiple lists in trying to secure the earliest available appointment. • New guidelines will also impact. There were indications of a push to return to normal without any of the reforms required and general concerns had been raised regarding morale across NHS dentistry. • A number of factors had impacted on staffing including, loss of cohort due to students not graduating earlier this year, retirements, practices not wishing to continue working within the NHS model and loss of EU dentists post Brexit. <p><u>Area Medical Committee</u></p> <ul style="list-style-type: none"> • Recent meeting had discussed the recovery plan and agreed that meeting in December will include a presentation regarding IT initiatives across the acute sector. • A letter outlining the role of AMC will be distributed. • AMC had agreed it would be important not to duplicate conversations at GP and Consultant Sub-Committees but to consolidate on themes from those meetings for further discussion at AMC. 	
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Consultants Sub-Committee

- No update at this meeting.

GP Sub-Committee

- The Sub-Committee was pleased to note that the vaccination programme is progressing well.
- Concerns had been raised regarding morale in GP practices and reception staff had noted an increase in unreasonable behaviour by patients.
- Covid Hubs – there had been a lot of success in getting these up and running and they had been useful in separating Covid patients from GP premises. However, it had become more challenging to provide staff for them and it may be necessary for patients to return to GP practices. Acknowledged that some premises are not ideal and it will be difficult to ensure effective separation of patients.
- The Sub-Committee had also discussed the pressure on bed capacity in hospital settings leading to more use of care home beds and pressure on community based staff to manage patients at home.

Allied Health Professions Advisory Committee

- Recent meeting had an update from VCreate, a company which provides a secure video messaging service used by Speech and Language Therapy and other children's services.
- Concerns raised that not recruiting to vacancies and staff leaving are leading to low morale. Some disciplines, including podiatry are now providing essential services only.
- HR will be asked to attend a future meeting to provide more information on how job train works and to discuss the pressures which implementing the system has on clinical service managers.
- The meeting had also discussed concerns relating to lack of exposure during Covid and how this had resulted in staff not having the confidence to apply for promoted posts.

Grampian Area Nursing and Midwifery Advisory Committee

- October meeting had been cancelled due to pressures across the system. Team reports submitted had indicated that the key issues are staffing and staff wellbeing. Significant concerns raised by Frailty Pathway in Aberdeen City and Community Mental Health Team. Mental Health Team had also highlighted the rising acuity of patients and increasing incidence of violence and aggression towards staff.
- Supporting newly qualified graduates reported as more challenging which had raised concerns regarding retention of this staff group and other trainees if they are not adequately supported.

	<p><u>Area Optometric Committee</u></p> <ul style="list-style-type: none"> • Reported that optometric service had been remobilised and was in a reasonably positive position. • Diabetic screening service Scotland wide asked if community optometry could help reduce backlog for retinal screening - after discussion decided no need in this health board area as backlog small. <p><u>Grampian Area Applied Psychologists Advisory Committee</u></p> <ul style="list-style-type: none"> • No update at this meeting. <p>The ACF noted the challenges experienced by all staff groups across the system and agreed the need for everyone to be kind to each other.</p> <p>Members are reminded that if there are important issues which advisory committees wish to raise at Area Clinical Forum they should ask to have them included as main agenda items.</p>	
9.	<p>AOCB</p> <p>None.</p>	
10.	<p>Key Messages from ACF to the Board</p> <p>Main Themes:</p> <ul style="list-style-type: none"> • Significant challenges relating to dental services. • Concerns regarding violence and aggression towards staff. • Staff turnover. • Cross-system pressures. 	
	<p>Date of Next Meeting/Workshop</p> <p>Wednesday 12th January 2022. 15.00 – 17.00 by Teams</p>	