

Panel of Reference Meeting
12th August 2009
Florence Barber Room 2

Present

Helen Clark
Donna Clark
Ailsa MacRorie
Martin Meechan
Stephen Hamilton
Fiona Robertson
Rose Hall
Hilda Smith

Apologies

Raymond Chan
Jean Fadda
Ann Morrison
Dr Flowerdew
Margo Taylor
Niall A Brunton
Paula Cassidy
Gavin Kennedy
Morag Ramage
Carla Mills
Dougie Pickering

Guest Speaker: David Rowland – Primary Care Strategy and Grant McHattie - GP
David came to the Panel meeting to discuss/ share what the strategy is actually about. A proposal was discussed in July to bring primary care through – GP's, dentists, opticians, pharmacists etc. Development in community services in partnership with carers, residents groups, council and community groups now and in the future and how they can be develop in the future.
Communication through these services was discussed as it is an on going issue. Recommendations on getting back in touch with the community include ongoing consultation/dialogue.

Shifting the balance of care to the public sector and community services was discussed. Also specialist services provided by GP's instead of a consultant in hospital means accessing quicker appointments.

Community Hub: Treatments based in the community (through the community hub) could include 24hr district nursing, alternative beds (1/2 day stay) which doctor could refer patients too or home stay instead of hospital treatment.
GP access to diagnostic tests, instead of hospital referrals GP's could meet the needs of cancer/rehab or palliative patients.

Diabetic clinics in GP's surgeries are not always helpful. Patients don't always see a GP but most mostly a practice nurse, no leaflets or information is given out. A diabetic specialist nurse would be helpful at appointments.

CPN's : A member stated that she feels that there is no care in the community as she has no support from consultants or CPN's and no one will return her calls when she needs help. We believe there is a 24hr crisis care team in place which no one knows how to contact. We are not sure where they are based but we will attempt to find this out.

Employee Assistant Program: There is a lack of understanding about employees and work. GP's may know that employees are entitled to private help from their employers through the assistant program if they have been in hospital or need physiotherapy. On the NHS patients could wait up to 18 weeks to get help. Many people do not know how or where to get help after they have been discharged from hospital.

Voluntary Groups: Voluntary groups are set up for a 9-5 routine. Some are told more about a patient than their own family. Many are set up to help provide support and information to carers and families and can give more support than GP's. GP's can only offer so much support but cannot listen to problems for as long as they would like. Some groups only last up to 2 years as funding runs out and is not replaced meaning the groups have to fold.

Carers who are no longer caring for a relative could be employed to give help and advice as they know of the issues many are going through. This means the information given out is correct.

NHS 24: There are so many options when you call NHS 24 it can be very frustrating and difficult to cope with. You can receive between 3 and 8 options before speaking to a person. This becomes frustrating when you have an emergency.

Patient Survey:

A patient satisfaction survey has been done and is being processed before release. Jeff Coleman will send Helen a copy of the Mental Health survey as soon as it has been completed.

Andrew Muir will send a copy of the general hospital survey as soon as it has been completed.

See Me Photo Competition:

The photo competition will be entered by local people with a mental health theme. The theme will be: be there be yourself. The panel have been asked to send a member to be a judge, Ailsa MacRorie and Fiona Robertson both volunteered. Helen will be passing on both names to be considered.

Smart Pads: The smart pads have been received but Helen is awaiting the delivery of the pens.

Next Meeting:

Jessie Mitchell will come to the next meeting to discuss the issue of daily money for patients in hospital.

Wednesday 16th September Florence Barber Room 2 from 2-4pm.