



**THE PANEL OF REFERENCE  
MINUTES OF THE MEETING  
17<sup>th</sup> September 2008  
Florence Barber Room 2**

**Present**

Helen Clark  
Donna Clark  
Anne Morrison  
Martin Meechan  
Hilda Smith  
Morag Ramage  
Katie Williams  
Carla Mills  
Gavin Kennedy  
Gill Rogers  
Diane Graham  
Stewart John  
Dougie Pickering  
Elaine Mitchell

**Apologies**

Dr Flowerdew  
Katy Morrison  
Kay Hall  
Jean Fadda  
Raymond Chan

**GUEST SPEAKERS**

**Gill Rogers – Coordinator for the Public Partnership Forum**

The aim of the PPF is to inform people and groups of the services available in their local area. The forum seeks information from individuals and groups on issues which will be used to help improve services in local and other areas.

Individual people from a group or groups can register to receive information either by post or email or both if requested. Surveys are sent to each person or group to provide more information which helps in future events and information gathering.

Invitations to events of interest are also sent to individuals or groups from a local or wider area. Some National event information may also be sent if the event is of interest to the group each person is part of.

### **Diane Graham – Patient Focus Manager**

The NHS has started to look at patient focus through their staff and the work they do. They will be helping staff to better understand the needs of their patients as well as other public relations.

The Panel members voiced their appreciation for Diane coming along to join the meeting and discussed how the NHS has started to change but not always for the better.

Some issues were raised about CPNs changing or leaving without their patient's knowledge. Staff should tell the patients of changes before hand if possible but patients are being told very little or nothing at all at the moment. Diane has said she cannot comment on the CPN service.

### **Edinburgh Conference - Five years after the act**

The conference mainly involved professionals who discussed issues of carers support and advocacy as well as the hospital closures.

**Crisis Intervention** – members feel the group is not helping as there are only two carers and one service user represented. The rest of the group members are professionals which is difficult for Dougie and causes a lot of stress and pressure. More service users are required for the group and it appears currently there is little being done to invite further members onto the team.

Members have brought up the issue of professionals at meetings or events, using medical or professional jargon which most people cannot understand. The issue has been raised many times at many meetings causing some problems as many people only explain themselves professionally. Communication is a real problem at most meetings or conferences which involve professionals.

**Pathway to Recovery** – A booklet has been published and handed out to public and health care professionals as well as service users and carers. We are now awaiting feedback about the booklet. Donna Wilks and Kay Hall are to be thanked for all of their efforts in making the booklet for the Panel, all member are very impressed with the work put into it. A copy will be sent to Awards for All who provided the funding.

**Languages Leaflet** – An application for funding has been sent to Awards for All after a short problem with paper work the information has been resent and we are awaiting their decision.

**Ardrossan and Saltcoats Herald** – The Herald will be at the meeting on 15<sup>th</sup> October to interview members about the panel with the view to doing an article to be published in the paper. Also Diane Storrie has offered to put a permanent advert for the panel in the Ailsa Newsround; this should be in the next issue. 3Tfm will be playing an advert six times a day for the panel which will be playing in the 3 towns.

**University** – Helen and another carer will be giving a talk on carers issue at the West of Scotland University to a class of nursing students in October.

**Financial Report** – at present we have £3004 in our account, £300 of which will be used for the recovery booklets.

The next panel meeting will be held on 15<sup>th</sup> October in Florence Barber room 2 from 2 – 4pm.