

EAST AYRSHIRE CHP

Wednesday 28 July 2010

Subject	East Ayrshire Public Partnership Forum (PPF) Surgeries
Purpose	To inform the CHP Forum members of East Ayrshire PPF Surgeries report
Recommendation	CHP Forum members are asked to note that East Ayrshire Public Partnership Forum has begun a PPF Surgery service, a first of its kind in Scotland

1. Background

- 1.1 As part of continual improvement of the Public Partnership Forum in East Ayrshire, the coordinator carries out regular checks on current procedure, with a view to identifying areas that do not easily allow our communities to gain all of the benefits of being involved with East Ayrshire Public Partnership Forum.
- 1.2 After examining our current practice the coordinator felt that some additional methods were required in order to enable better engagement with some of our remote communities and marginalised groups.
- 1.3 Taking information, involvement opportunities and offering a platform for members of public to inform NHS of service topics they would like to raise, out to our communities would reach members of public that we currently find difficulty in engaging.
- 1.4 Having considered how to do this the PPF now delivers a PPF Surgery, which ran as a pilot over six months and has proved to be successful.

2. Current situation

2.1 We are currently building a new programme of PPF Surgeries.

2.2 PPF core group members are keen to see the PPF surgeries continue. The PPF Surgeries have proved to be a valuable service enabling the PPF to meet members of public who we may not have had opportunities to meet elsewhere.

2.3 Citizens Advice Bureau (CAB) and Employability both now attend with the PPF at our surgeries to offer their individual services to members of public

3. Consultation on development of this report

3.1 Core group members are involved in the running of the PPF Surgeries and contribute to the PPF Surgery report

4. Resource implications

4.1 Costs of venues to hold the PPF Surgeries have been met by the Patient and Community Relations Team budget

5. Risk assessment and mitigation

5.1 No risks identified

6 Conclusion

6.1 The PPF surgeries have been mainly successful. Our Public Partnership Forum core group have requested that we keep this service.

6.2 The Public Partnership Forum coordinator has started to pull a list of future venues together. We are currently seeking new venues for the PPF Surgeries i.e. GP practices and Health Centres voluntary organisation events whilst continuing to offer to take the surgery to voluntary groups or organisations regular meetings on request.

6.3 The PPF Surgeries will continue to run once per month

Kenny Milne
Public Partnership Forum Coordinator

14 July 2010



East Ayrshire Public Partnership Forum (PPF)

PPF Surgery

Introduction:

The Public Partnership Forum has been building in numbers and stature by inviting people to register with the forum and have their details placed on the Forum's database.

Public Partnership Forum members identify their own particular health interests after which relevant information is sent to them as it becomes available. They are aware that they can identify any gaps in service and inform NHS Ayrshire & Arran Health Board of them. They are also aware that if they have good ideas for change in local healthcare services, they can bring them to the attention of the Public Partnership Forum (PPF) coordinator or any member of the PPF core group, in turn to the attention of the CHP.

Individuals, voluntary organisations and community groups who register their interest with the Public Partnership Forum are also informed of any involvement opportunities as they arise.

As part of continual improvement of the Public Partnership Forum in East Ayrshire, the coordinator carries out regular checks on current procedure, with a view to identifying areas that do not easily allow our communities to gain all of the benefits of being involved with East Ayrshire Public Partnership Forum.

After examining our current practice the PPF coordinator had some concerns as follows,

- Not fully engaging with our more remote areas/communities
- Current system does not fully provide for people who may have literacy difficulties, or for individuals to gain opportunities to find information that they require and be fully involved with the Public Partnership Forum.
- Lacking provision of a method to allow people who do not register their interest with the PPF to bring topics that they feel could/should be discussed at the Community Health Partnership or to tell us of where they have identified gaps within local health care service.
- There are a number of members of public who feel that they only require information at time of crisis therefore do not register with the Public Partnership Forum to receive regular information.
- There are a number of people who would find difficulty in registering, as they do not have a fixed address, i.e. homeless people.

To add value and attempt to correct these concerns the PPF coordinator studied various ideas. One of these ideas was to form a Public Partnership Forum surgery.

The surgery would take a raft of general health information out into the community. The surgery would also have any current involvement opportunities and give opportunities for any member of public to inform the PPF of gaps in service.

The coordinator consulted with various members of public to find if this service would be useful to them. Everyone consulted said that this would be a useful service and that they would use.

Aims.

- To enable the Public Partnership Forum better linkage with the more remote areas of East Ayrshire.
- To better enable the communities of East Ayrshire opportunity to engage with the Community Health Partnership and NHS Ayrshire & Arran Health Board.
- To better enable engagement with the marginalised groups
- To Promote East Ayrshire Public Partnership Forum and add value to the systems that we currently have in place.
- To offer all of our communities all of the opportunities that can be gained from the Public Partnership Forum, i.e. information, involvement opportunities, engaging with The Community Health Partnership.

Expected outcomes.

- Many more people being aware of the Public Partnership Forum and how they can make use of it
- More members of our communities in East Ayrshire will gain relevant knowledge on health topics.
- More members of our communities will have opportunities to be involved in decision making in the planning, designing and delivery of local healthcare services
- All of our communities being offered all Public Partnership Forum opportunities.

Planning.

PPF Coordinator explained how the proposed surgery would operate to various groups that he visited while carrying out his day-to-day duties. He asked individuals and people attending groups to give their views on the idea.

Concept was originally thought of in June 2008 and was then researched between June 2008 - January 2009

Planning began March 2009. Pilot began in September 2009 and ran to April 2010 after which an evaluation of the project was completed.

Agreement from our PPF Core Group and their involvement in this project was required.

Methodology:

Public Partnership Forum surgeries will be held in Community Centres, Schools, GP Surgeries, Health Centres, Church Halls, ect. The surgery will also be available to attend local voluntary groups or organisations, homeless centres, carer's organisations, centres where service users meet.

Newspaper advertisements, posters etc will inform members of public of the location of surgeries and at what time. Groups and organisations can request a Public Partnership Forum surgery visit.

Volunteers who have come forward from the Public Partnership Forum staff surgeries. All volunteers took up training on NHS Ayrshire & Arran Health Board Customer Care policy. Our volunteers also took up training from NHS Ayrshire and Arran Health Board resource department to train our volunteers on how to display information to achieve best results.

The public Partnership Forum coordinator will attend each surgery as a support to the volunteer staff.

Public Partnership Forum surgeries are of a “drop – in” nature. The PPF Surgery will carry a mix of general local health care information, which will be available to any member of public who attends the surgery session.

When any member of public who attends the surgery requests information that we do not have, then the member of public is asked to leave his/her contact details with the public Partnership Forum Coordinator.

Members of public will also have an opportunity to pass topics that they feel may be discussed at the Community Health Partnership or to inform us of where they feel there are gaps in local health care services. Topics that are raised at the surgery will be recorded through the PPF recording process and passed to the Public Partnership Forum core group who will then discuss how best to deal with each one.

Members of public will be required to sign in when attending the surgery; this is to assist with evaluation of the surgeries success. This will also serve as evidence of how many people use this service.

The Public Partnership Forum Coordinator will ensure that all requests and that all topics brought to the Public Partnership Forum surgery are answered appropriately

The PPF Surgery will also offer any current involvement opportunities to all attendees of the surgery. All venues used will be accessible.

Citizens Advice Bauru (CAB) agreed to offer their service during PPF Surgery sessions as they recognise this to be an opportunity to reach particular communities that otherwise they experience difficulty in reaching.

Likewise, Employability (who are part of the Wise Group and offer advice to people who receive health benefits and wish to return to work) have also requested that they offer their service during PPF Surgery sessions. East Ayrshire Public Partnership Forum welcome the opportunity to work with both of these organisations as in doing so we add strength and value to the PPF Surgery giving our communities more opportunities to gain valuable information.

Recruitment;

The Public Partnership Forum Coordinator has spoken to many organisations across East Ayrshire to inform them of the Public Partnership Forum Surgeries and how they operate.

Presentations have been delivered at learning disabled events, voluntary organisation meetings, individual members of public and other partner organisations of the Public Partnership Forum Surgeries.

All registered members of the Public Partnership Forum were sent information about the surgeries and an invite to volunteer to staff the Public Partnership Forum surgeries. As volunteers make themselves known to the Public Partnership Forum coordinator the coordinator invites them to meet with him to explain the volunteer's duties and what commitment is expected of them, on this project.

If after having this informal meeting, the volunteer feels confident that they still want to be involved, some light training is offered to ensure that the volunteer is given sufficient assistance to enable her/him to staff our PPF surgery.

Volunteers from across East Ayrshire would be an advantage in order to minimise the need for volunteers to travel any distance. The Public Partnership Forum Coordinator will attend all surgeries

Sessions:

For the purposes of the pilot, our surgeries are two and a half hour sessions i.e. 10.00am – 12.30pm and 2.00pm – 4.30pm

When attending groups or organisations meetings the timing of surgeries is governed by the time that the organisations meet and we will try to accommodate this.

The surgery took place once per month during the pilot period.

The Public Partnership forum Surgery is open to any member of public who lives, works or uses health services in East Ayrshire

The Public Partnership Forum coordinator will order information leaflets and gather any new relevant general health information and supply this to each surgery session. Volunteers from the Public Partnership Forum will staff the surgeries along with the Public Partnership Forum coordinator.

The Public Partnership Forum coordinator will attend at the surgeries to offer advice/support to our volunteers and to take personal contact details from any particular member of public who requests information that we do not have at the surgery. The coordinator will also take personal details from members of public who would like to register their interest in the Public Partnership Forum. The coordinator will be responsible for the running and staffing of the Public Partnership Forum Surgeries.

The Public Partnership Forum surgery will travel to across East Ayrshire to a variety of groups/organisations and communities. The Public Partnership Forum Surgeries have completed the pilot period during which the surgery visited the following venues,

- *New Farm Loch Community Centre, Kilmarnock*
- *Riverside Centre, Cumnock*
- *The Centre, Kilmarnock*
- *Stewarton Community Centre*
- *Allies (Homeless People) Kilmarnock*

- *Hansel, Symington*

Evaluation:

East Ayrshire Public Partnership Forum Surgeries are evaluated using the following methods,

- Number of people using the surgery
- Each member of public who attends the Public Partnership Forum surgery will be given an evaluation questionnaire and encouraged to complete it before they leave, (Assistance to do this will be on offer should this be required)
- Verbal feedback from members of public

Twenty-eight evaluation forms have been returned and the results of the evaluation forms are,

(Q1) If you were looking for particular information, did you find it?

All answered yes with no additional comments

(Q2) Did you find our staff helpful to your needs?

All answered yes with no additional comments

(Q3) Do you think the Public Partnership Forum Surgery is a useful service for your community?

All answered yes with no additional comments

(Q4) Was the venue suitable?

All answered yes with no additional comment

(Q5) Did you find that the Public Partnership Forum Surgery met your expectations?

All answered yes, one additional comment “and then some”

(Q6) Do you have any suggestions that would improve your experience of the Public Partnership Forum Surgery?

Three comments requesting that venues and times of surgeries are better advertised,

(Q7) Do you have any further comments that you would like to share with us?

“I found the surgery to be very helpful, I found some new information”

“Better advertising, in schools perhaps”

“Better advertising of future surgeries, address of venue”

Twenty-eight evaluation forms were returned

We had eight verbal comments around how useful the Public Partnership Forum Surgeries were and one member of public requesting that we advertise a programme of dates and venues showing where future surgeries will be held.

Overall, 69 people attended our PPF surgeries

Some of our surgeries were not as well attended as others. However, there are various reasons why we think this was. Our surgery pilot took place over the winter months and on some of the surgery dates, the weather was poor.

We have found that Community Centres are good venues for our surgery provided there is another public event taking place at the same time. The best venues have been service user centres or venues that are being used by people for other reasons.

Conclusion,

The PPF surgeries have been mainly successful. Our Public Partnership Forum core group have requested that we keep this service. The Public Partnership Forum coordinator has started to pull a list of future venues together. We hope to take the PPF Surgery to GP practices and Health Centres whilst continuing to offer to take the surgery to voluntary groups or organisations on request. The surgery will continue to run once per month.

If you wish to learn more about East Ayrshire Public Partnership Forum Surgeries, please do not hesitate to contact the Public Partnership Forum coordinator.

Contact,

Kenny Milne: Public Partnership Forum Coordinator (East Ayrshire)
East Ayrshire Community Health Partnership,
Strathlea Resource Centre,
House 1
Holmes Road,
Kilmarnock.
KA1 1TR
Tel: 01563 535289
Email: Kenny.milne@aapct.scot.nhs.uk