

# Skye Communication and Engagement Working Group

Wednesday 15<sup>th</sup> February 2023  
11.00 am – 12.30 noon  
Microsoft Teams meeting



**In attendance:** Marie McIlwraith (Chair) Jo-Anne Ford, Kayleigh Fraser, Dr. Caroline Gould, Jean MacRae, Cathy Shaw

**Apologies:** Nicola Rose, Katre Earnshaw, Ross Mackenzie, Sophie Isaacson

## 1. Welcome & Previous notes

Marie welcomed those present to the meeting. The notes from 15/02/23 were recorded as an accurate record of the discussions.

Marie updated the group on the discussions from the previous meeting.

## 2. NESH updates

Cathy provided the group with the following update:

**Hospital at home** – currently working way through pathways and meeting teams to understand how the teams want the care to be delivered. Discussions will also take place with care homes too. A patient leaflet is currently being designed.

**NHS 24** – Call waiting times to NHS 24 was discussed. It was confirmed that NHS 24 aims to answer calls within an aimed timeframe, however this can depend on the service pressures.

A clinical workshop took place on 25th January to discuss what the plans are going forward for urgent care and out-of-hours care for North Skye GPs chaired the workshop and delivered an SBar which will be presented to SLT for consideration.

**Action:** Communications & Engagement team to support the Patient leaflet

## 3. Community activity or updates

Jo updated the group on the training activities that have taken place which have been a success.

The group was advised of the latest project by Highland Council called Highland Cares. £750,000 of funding has become available and the aim is to support

children and young people in community-based initiatives across Highland that seek to improve the mental health and well-being of local people in Skye, Lochalsh, and Wester Ross. The group was advised there are 4 plans currently being worked on.

The Group agreed young people in the community need to be more informed, and communication such as 'what's on' regular updates could be considered.

**Action:** Jo to send plans to Marie.

#### **4. Feedback**

##### **Care Opinion**

A Care Opinion presentation was circulated to the group before the meeting. Lisa Dendy delivered a presentation to the group and discussed the processes and key points.

The following the presentation the group discussed:

- The need to ensure people who do not use digital devices are able to use Care Opinion and other ways to share their experience and feedback. Lisa and Fraser from Care Opinion described some of the non-digital ways people could share feedback, such as leaflets and telephone feedback.
- Support available was also discussed and reassurance was given to the group around the types of support Care Opinion can provide.
- The ways Care Opinion responds and interacts with people who provide feedback was discussed.

##### **Newsletter Feedback**

Further to the newsletter being distributed the group was asked if they had any feedback on the Newsletter or any other feedback.

Marie advised there was an issue with the phone line which has now been resolved.

It was pointed out that there was a falls advert that did not have information such as a telephone number for the public to contact should they have a query. Marie advised not all adverts will have a telephone number associated with them, however where possible, other options will be considered.

It was suggested Pharmacy services in the community could be considered to signpost people. Marie acknowledged that more work needs to be done around working with communities when advertisements are being shared to support those who do not have access to online resources. Suggestions were welcomed by the group as to how NHS Scotland can make things more accessible.

The following suggestions and comments were made by the group:

- Specific materials to be sent to the relevant people
- A newsletter is distributed to those who use the SDS service, this may be a possible platform to share information.
- Posters need to be laminated in the clinical environment however there is no need to laminate for other community facilities.
- Must ensure materials are relevant to the facility.
- The newsletter is predominately North Skye focused; the group agreed to widen its focus to include the wider area.

**Action:** Kayleigh to distribute posters to relevant facilities.

#### **Potential Future topics**

- Hospital at Home
- Falls
- Hospital Befriending Volunteers

The group were asked to continue to share suggestions for potential features.

#### **5. AOCB**

- Caroline felt that Free Wi-Fi was not currently available in Hospitals, this could not be answered at the meeting due to the meeting over running and relevant people needing to leave for other meetings. Query to be followed up at the next meeting.

#### **6. 2023 Meeting dates**

Wednesday 15<sup>th</sup> March

Wednesday 19<sup>th</sup> April

Wednesday 17<sup>th</sup> May

Wednesday 21<sup>st</sup> June

Wednesday 19<sup>th</sup> July

Wednesday 16<sup>th</sup> August

Wednesday 20<sup>th</sup> September

Wednesday 18<sup>th</sup> October

Wednesday 15<sup>th</sup> November

Wednesday 20<sup>th</sup> December