

<i>DRAFT</i>	Assynt House Beechwood Park Inverness IV2 3BW Tel: 01463 717123 Fax: 01463 235189 www.nhshighland.scot.nhs.uk/	
DRAFT MINUTE of MEETING of the AREA CLINICAL FORUM	2 September 2021 – 1.30pm Microsoft TEAMS	

Present

Catriona Sinclair, Area Pharmaceutical Committee (Vice Chair)
 Eileen Anderson, Area Medical Committee
 William Craig-MacLeman, Area Nursing, Midwifery and Allied Health Professionals Committee
 Linda Currie, Area Nursing, Midwifery and Allied Health Professionals Committee
 Catriona Dreghorn, Area Nursing, Midwifery and Allied Health Professionals Committee
 Frances Jamieson, Area Optometric Committee
 Stephen McNally, Clinical Representative (Raigmore Hospital)
 Alan Miles, Area Medical Committee
 Kitty Millar, Clinical Representative (Argyll and Bute)
 Ian Thomson, Adult Social Care and Social Work Advisory Committee
 Wendy Van Riet, Psychological Services Advisory Committee

In Attendance

Veronika Burgess, Committee Administrator (Minute)
 Alison Felce, Senior Business Manager, Medical Directorate
 Carolyn Forsyth, Clinical Director, Flow Navigation Centre (Item 2)
 Jo McBain, Deputy Director for Allied Health
 Gerard O'Brien, Non-Executive Board Member

1 WELCOME AND APOLOGIES

The Vice Chair welcomed those present to the meeting and thanked them for attending. Apologies were received from Margaret Moss, Eddie Bateman, Manar Elkhazindar, Alex Javed and Adam Palmer.

1.1 DECLARATIONS OF INTEREST

There were no declarations of interest.

2. FLOW NAVIGATION CENTRE

The Vice Chair introduced Carolyn Forsyth who presented a slide show presentation which provided an overview of the Flow Navigation Centre (FNC) and the plans for the future.

In response to comments from Forum members C Forsyth provided the following further information:

- Currently the only pathway out of the FNC is self-care, emergency department or the minor injury unit (MIU).
- MSK cases; all trauma cases are best seen by emergency but for the vast majority of non-trauma cases physiotherapy would be the best recommendation but at the moment there is no access to this.
- Community Services; there would be great benefit in being able to refer into

Community Services especially for situations involving comorbidity or simple falls etc.

- Currently the case mix is generally younger people but with more update and more awareness they are hoping older ones will use the service more.
- Interface between primary care and out of hours; there needs to be more substantial discussions regarding this but they are looking for a two way level of referral; an agreement between the services as to what would be appropriate, what workload could be taken on by the FNC, while ensuring there is a route back into the service when needed.
- Eye issues; these correlate to around 7% of the cases with a 50/50 split between eye trauma and other eye issues. There is a current referral pathway and protocol in place but these will be reviewed soon.
- Dentistry; a link with dental services and a formal definitive pathway would be of great benefit to ensure people are referred to a person with the correct skill set first time.
- Exchange of clinical information; all information comes in via the Adastra interface; this includes all information provided to NHS24 by the patient, along with their CHI number which ensures the same access to information as what would be available in the emergency department. In regard to passing information on, all endpoints have access to Adastra enabling them access to all notes in real time. For general practice, a report is generated by Adastra for every contact and forwarded to the GP surgery; this report is currently being worked on and will be simplified.

Action:

- C Forsyth to arrange a time to meet with the GP Sub Committee to discuss the FNC further.
- Any further questions / suggestions / advice regarding the FNC or referral pathways to be emailed to C Forsyth.

On behalf of the Forum members the Vice Chair expressed her thanks to C Forsyth for her presentation and the time taken to present today.

3. DRAFT MINUTE OF MEETING HELD ON 1 July 2021

The minute of the meeting held on 1 July 2021 was **approved**.

4. MATTERS ARISING

4.1 Minutes from Advisory Committees – Update

An update will be provided at a future meeting.

5. MINUTES FROM PROFESSIONAL ADVISORY COMMITTEES AND EXCEPTION REPORTS

5.1 Area Healthcare Sciences Forum meeting

There were no representatives from the Committee present to provide an update.

5.2 Area Nursing, Midwifery, and AHP Advisory Committee

Linda Currie advised that there had been no meeting held in July, and there were no further updates or escalations.

5.3 Area Medical Committee meeting held on 17 August 2021

Eileen Anderson provided an update from the meeting held on 17 August 2021 as a minute from this meeting was not yet available. An overview of what had been discussed at the meeting was provided; this included the following items:

- Jonathan Ball's time as Chair has concluded; E Anderson has taken over the role on an interim basis. Al Miles is now Chair of the GP Sub Committee and Lorien Cameron-Ross is Vice Chair.

- Orthopaedic referrals; elective referrals have been put on hold due to the increased admissions to Raigmore Hospital as well as a high number of staff self-isolating due to track and trace; there is not much more that can be done until wards and theatres become available. A helpline has been setup. There are currently no extra resources that can be made available for pain facilities or physiotherapy.
- Highland mobilisation plans; the Head of Strategic Planning and Performance role has been appointed.
- Highland Health and Social Care Committee; staff self-isolation is impacting on care homes and the care at home service.
- The Area Clinical Forum minute generated good discussion.

The Forum noted the update.

5.4 Adult Social Work and Social Care Advisory Committee meeting held on 9 August 2021

Ian Thomson spoke to the circulated minute of the meeting. He highlighted the following items:

- The way self-directed support is provided is being reviewed; a consultation regarding this is coming to a close.
- The role / concept of the lead professional and how this operates within integrated district teams will be looked at in more detail; the thoughts and opinions of Forum members regarding this are welcomed.

The Forum noted the minute and update.

5.5 Psychological Services Advisory Committee meeting held on 12 August 2021

Wendy Van Riet spoke to the circulated minute of the meeting. She highlighted the following items:

- Funding from the Scottish Government; there is ongoing work being completed to ensure that business plans are created for all parts of the service. A plan needs to be delivered to the Scottish Government by 20 September that highlights all gaps in service and the governance surrounding this.
- A full time Director of Psychology post has been created.
- One of the biggest risks will be ensuring that there is the workforce available to employ.

In response to comments from Forum members W Van Riet provided the following further information:

- Small business plans have been requested and written by all areas of the service that have a gap in service; these will be ready for when a relevant funding stream is released. The initial funding released was specifically in regard to long waiting times but over the next year more funding will be provided for specific remits.

The Forum noted the minute and update.

5.6 Area Pharmaceutical Committee meeting held on 23 August 2021

The Vice Chair advised that the minute of the 23 August 2021 meeting was not yet available. She confirmed that there was nothing arising from the meeting to be escalated.

The Forum noted the update.

5.7 Area Dental Committee meeting held on 4 August 2021

The minute from the 4 August 2021 meeting had been circulated. There were no representatives from the Committee present to provide an update.

The Forum noted the minute.

5.8 Area Optometric Committee

The next meeting is scheduled for November 2021.

6. ASSET MANAGEMENT GROUP

6.1 Minute of Meeting of 16 June 2021 and 21 July 2021

Minutes from the 16 June 2021 and 21 July 2021 meetings had been circulated. Stephen McNally confirmed that there was nothing arising from the meetings to be escalated.

The Forum noted the minutes.

7. HIGHLAND HEALTH AND SOCIAL CARE COMMITTEE

7.1 Minute of Meeting of 30 June 2021

The minute from the 30 June 2021 meeting had been circulated.

Ian Thomson provided an update from the meeting held yesterday, 1 September 2021. He highlighted the following items:

- A presentation was given on the National Care Service consultation; this work has overtaken the work on the Feeley report. The National Care Service includes adult social care as well as community health services and children's services. The consultation is around how this restructure will happen, the details and the governance involved; this includes looking at reforming IJBs. This will involve change all round and the implications will be long lasting; as such it is very important that the Forum is aware of and considers this.
- Remobilisation of adult social care services and the challenges around this, including the impact of COVID19 on the ability of the workforce to staff the services.
- Promoting the voice of lived experiences, service users, patients and carers, and their role in decision making; the need to look at this more broadly.

Gerry O'Brien further highlighted the following item from the meeting:

- The extent of the scope of the National Care Service consultation; this includes adult social care, children's services, addiction services and community health services; this has potential far ranging clinical consequences. The remote and rural aspect is also something to be aware of and mindful of, as well as how the changes would be implemented locally. 2023/2024 is the timeline being discussed. This will also involve legislative changes. This is an important issue and he encouraged the Area Clinical Forum to submit a response to the consultation either through the NHS Highland Board or separately. The deadline for responses is 2 November.

Action:

Following discussion by the Forum members regarding the National Care Service consultation, the following was agreed:

- The presentation regarding the National Care Service consultation is to be forwarded to Forum members as soon as possible in order to circulate to their Committees for review.
- Ian Thomson to provide the pro forma document that outlines questions for the consultation.
- Linda Currie to review what is entailed in providing a response.
- The Vice Chair to email the NHS Highland Board Chair to confirm what is involved in submitting a response for inclusion with the Board's response, and the timelines involved.

The Forum noted the minute and update.

8. DISCUSSION ITEMS

8.1 Culture Update / Whistleblowing Standards Implementation Oversight Group

Eileen Anderson provided a culture update. She advised that the last culture group meeting had concentrated on the Listening and Learning Survey and the high level results received. She provided the following summary:

- Those who have worked for the organisation for a short period of time are happy.
- Support services seem to be more content compared to medical, dental, nursing and allied health professionals.
- There seems to be higher problems in Argyll and Bute, New Craigs, and the RNI.

Gerry O'Brien confirmed that the high level results had been discussed at the Board Development session, and will be on the agenda for the next formal Board meeting in September. The emphasis is now on encouraging managers to engage with their staff at a departmental level, have conversations, and formulate actions to move forward.

Linda Currie advised that Argyll and Bute have looked at the locality heat map and service heat map to determine areas of success and those that need improvement; on a whole the teams felt they supported each other and their managers supported them; the gap came from strategic planning and the links to the staff on the ground.

Eileen Anderson further confirmed that the whistleblowing oversight group is continuing and progressing well.

The Forum noted the update.

8.2 Integrated Performance and Quality Report (IPQR) June 2021 - Discussion and Feedback from Advisory Committees

The June 2021 IPQR had been circulated to Forum members for review.

The following feedback was provided:

- The tables are not the easiest to follow; it requires a lot of concentration.
- There is not much information included that is directly relevant to primary care.
- Where is the front line staff impact being seen, what is the meaningful activity; how do we see the output from our input.

9. FOR INFORMATION

9.1 Dates of Future Meetings

4 November 2021
13 January 2022
3 March 2022
5 May 2022
7 July 2022
1 September 2022
3 November 2022

10. FUTURE AGENDA ITEMS – For Discussion

- Sharing Success – Adult Social Care (Ian Thomson to look into this and advise who to invite)
- Presentation by Emma Watson from the Systems Leadership Team Meeting Entitled 'Delivering Care Differently'
- Cancer Diagnosis, Treatment And Waiting Times Update (2022)

The following agenda items were suggested:

- Invite Simon Steer to discuss the National Care Service consultation in more detail.

11. ANY OTHER COMPETENT BUSINESS

Update on eHealth regarding visibility of medical records for pharmacy, optometry and dentistry; the Vice Chair confirmed that work is happening on this within the coming week and she will provide a further update once known.

The Vice Chair advised that this is the last meeting for Veronika Burgess, Committee Administrator, and expressed her thanks on behalf of the Forum members.

12. DATE OF NEXT MEETING

The next meeting will be held at **1.30pm on Thursday 4 November 2021. Venue to be confirmed.**

The meeting closed at 3:15pm

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