

Arran Services

Minutes of Patient and Service User Group meeting held on Monday 14th October 2019

Present: Elma Stevenson, Liz Rose, Ruth Betley, Lorraine Hewie, Mark Harwood, Julie Graham, Peter Randell, Fred Shortland, (Chair) Irene Markham, Fiona Robson,(Minutes) Isla Cox

Apologies: None

1. Corrections to minutes 19th August 2019
 - a. IM advised that she had given apologies however not included in the minutes. FR apologised for the oversight.
2. Matters Arising – Proposed FS seconded JG
 - a. Attend Anywhere – Update from RB, CW started a trial but due to unforeseen circumstances this had to be put on hold. Looking to restart as soon as possible and RB agreed she would do email update to the group on outcome of trial once concluded.
 - b. Green Gym – LH has been trying to set up a meeting with Timothy Billings but to date, this has not happened, she hopes to have a new date shortly.
 - c. Clinical Priority Boarding Passes Calmac letter – Service continues to work well when travelling from Arran, however concerns raised re issues travelling back from Ardrossan. PR took this up with the MSP and then received a letter of response (attached) from Calmac offering a solution. However, RB met with Colin McCort who had no knowledge of this offer and on discussion concerns what this meant for the current service? Colin taking up with head office and RB waiting on response.
 - d. New Website – The new AMG website has been up and running for a little while now, feedback positive. FR asked members to think about how they would like to use the PSUG section? Currently has contact details of group members, meeting dates and minutes. Any suggestions please get in touch with FR. One idea is to use to advertise for new members, FR to look into this.
 - e. Transport Group Event – RB attended the recent transport event run by ecco savvy at Brodick Hall. This event was used to look at transport options across the Island which included the potential lift-share scheme for patients attending appointments. Completed questionnaires will be reviewed after the 31st October and hopefully there will be enough interest for something to be put in place.
3. Items for discussion
 - a. PSUG Representative Roles – FS would like to review the purpose of the group and the roles the members have in order to make the group more effective. As a starting point, we discussed what each member currently does in regards to the group within their village (see attached). Agreed to use this information as a base to build on the work the group does, in particular to start looking at obtaining emails contacts for each village for communication purposes. Members asked to bring any further suggestions to be discussed further at next meeting. IM advised that she had planned to resign at this meeting and conscious unable to attend regularly, however she would be very interested in helping set up a village email/contact

group and so agreed to continue. Also noted in this discussion that we do not have representatives in Machrie, Kilmory and Kildonan.

- b. Young Person Representative – FS has spoken to Bethan Remington who had been suggested as a potential Young Person Rep. Following the discussion and explanation of the requirements of members Bethan agreed that she would be happy to take up this role. Proposed by FS – second MH FS to make contact with BR to offer her the role.
- c. PING (Patient Improvement Network Group) attendance, Mhairi Smeir – MS is the representative for the national group for North Ayrshire. Both RB and FS have spoken to her and agree she would be a good connection and asset to the group. Agreed to invite to a future meeting so that she can explain her role and see if there are area's we can work on together.
- d. Integration Update – RB and GH are continuing to work through the process for the HUB which is now at initial agreement stage, there are a number of key meetings and presentations during November and December and hope to have news by the end of the year.
- e. Brodick Concerns – No Rep

4. AOB

- a. Mainland appointment query – the question asked regarding text service and could the hospitals use this to avoid missed appointments? Unfortunately the mainland uses a different IT system to the practice and doesn't have this function. Would recommend if somebody is waiting for an appointment and thinks they may miss a letter that they should contact the department/secretary direct.
- b. Ambulance Numbers – ES wanted to confirm Island numbers, RB confirmed 1 plus spare.
- c. Podiatry Service – LR raised concerns re changes to podiatry service especially impact this could have on the elderly or those who can't afford to go private. RB/FR advised that the Arran service is currently being reviewed and once details received we can discuss further.
- d. Thinking Differently, Doing Better – Members invited to attend these sessions taking part on the mainland. These are being run by the head of the partnership, RB found the session very informative. If anybody would like to attend please advise RB.
- e. Helicopter Landing Site (see attached) – JG had been approached by Fiona Laing to see if the group could help with a proposal for a permanent landing site on Arran. RB updated on the current situation, the market road site in Brodick was unable to be used during the port building works, this sites now need to be reassessed, which is the responsibility of NHS and the council who own the site. If the site is found to be unsuitable a new site will be identified and an automated pad to be installed. The Arran resilience group are leading on this so agreed no involvement required from the group. RB offered to call FL to explain current situation. IC also raised the point that the current service of 2 helicopters is becoming unmanageable due to numbers of transfers required and that ideal solution would be a fixed-wing service.
- f. Patient Complaints – LR was recently asked to attend a complaint meeting by a patient. This meeting was being held between the patient, 2 partners and FR. LR hadn't thought to advise FR and wanted to check on the process. FR advised that if

comfortable this is a role group member can take, if you are approached and agree please to attend a meeting please let FR know.

- g. Lorraine Hewie Update – LH had a number of items to update on which will be forwarded under a separate email.

5. Schedule of dates for the next meetings.

MONDAY 2ND DECEMBER – LAMLASH – 7PM

MONDAY 3RD FEBRUARY – WHITING BAY – 7PM

MONDAY 30TH MARCH – LOCHRANZA – 7PM

MONDAY 1ST JUNE – SHISKINE – 7PM