

Developing Our Local Engagement Networks

Anne MacDougall

(Clydebank LENS Chair)

& Barbara Barnes

(Dumbarton & Alexandria LENS Chair)

West Dunbartonshire Health & Social Care Partnership



Our Journey so far....

March 2015

- Review of Community Engagement Structures

July 2015

- CHCP becomes Health & Social Care Partnership Board (HSPB)

2016

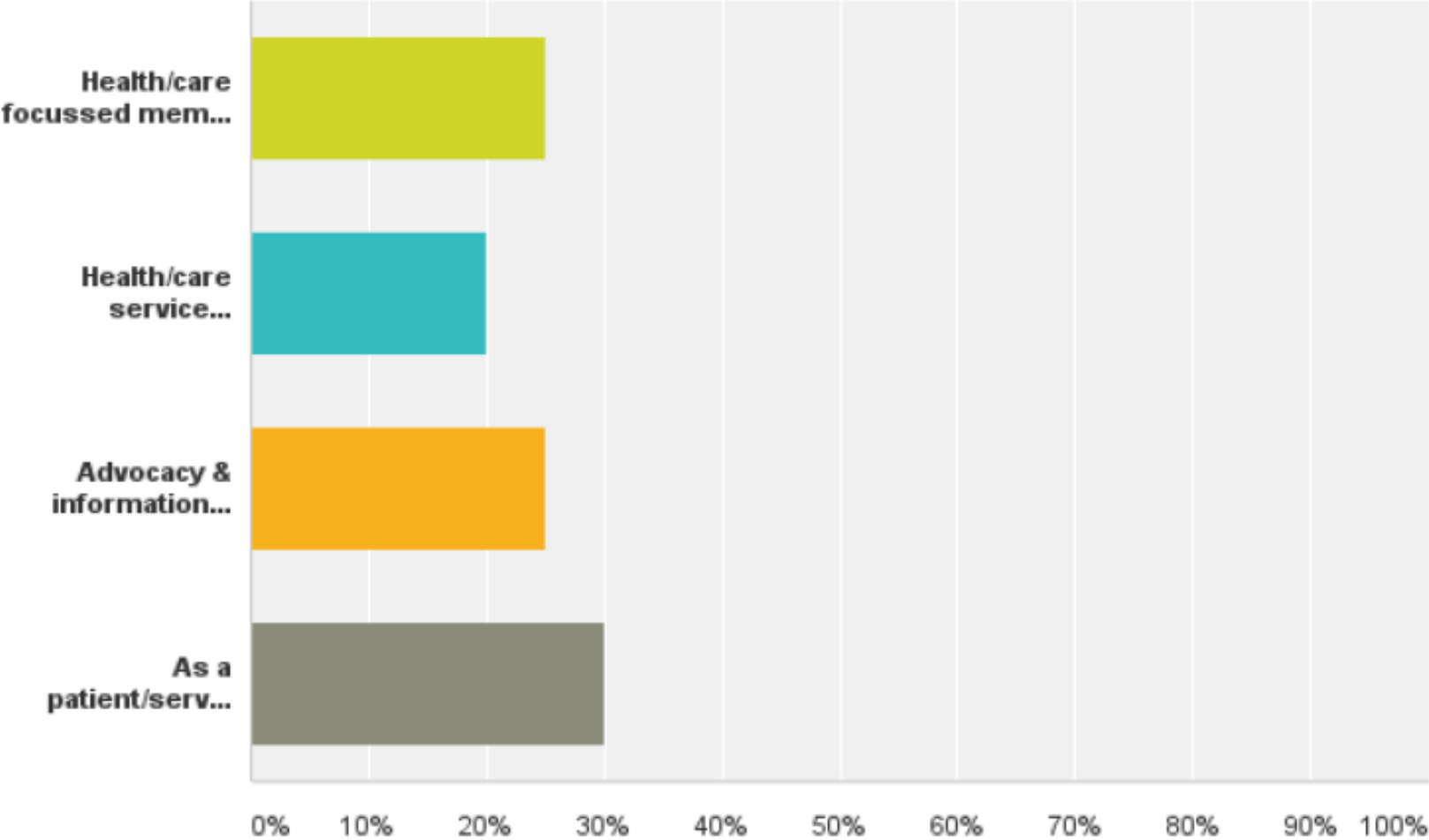
- Launch of targeted LENS meetings

Localities and LENS

- Creation of 2 localities based on population size
 - Clydebank
 - Dumbarton and Vale of Leven
- LENS structure mirrors this
- LENS feedback directly inputted to locality meetings

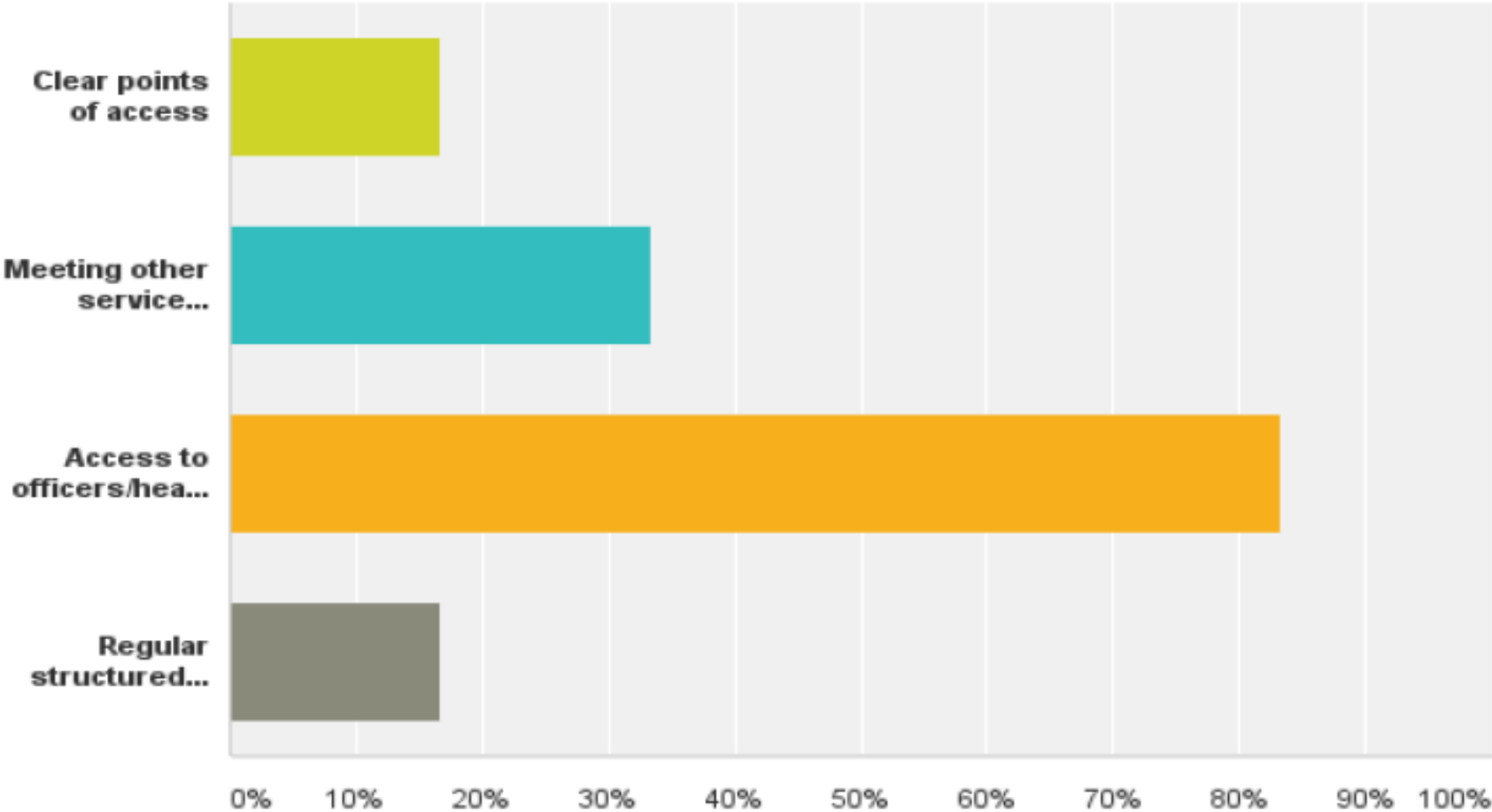
Highlights from Community Engagement Review 2015

Q1 What is your main interest in health and social care engagement?



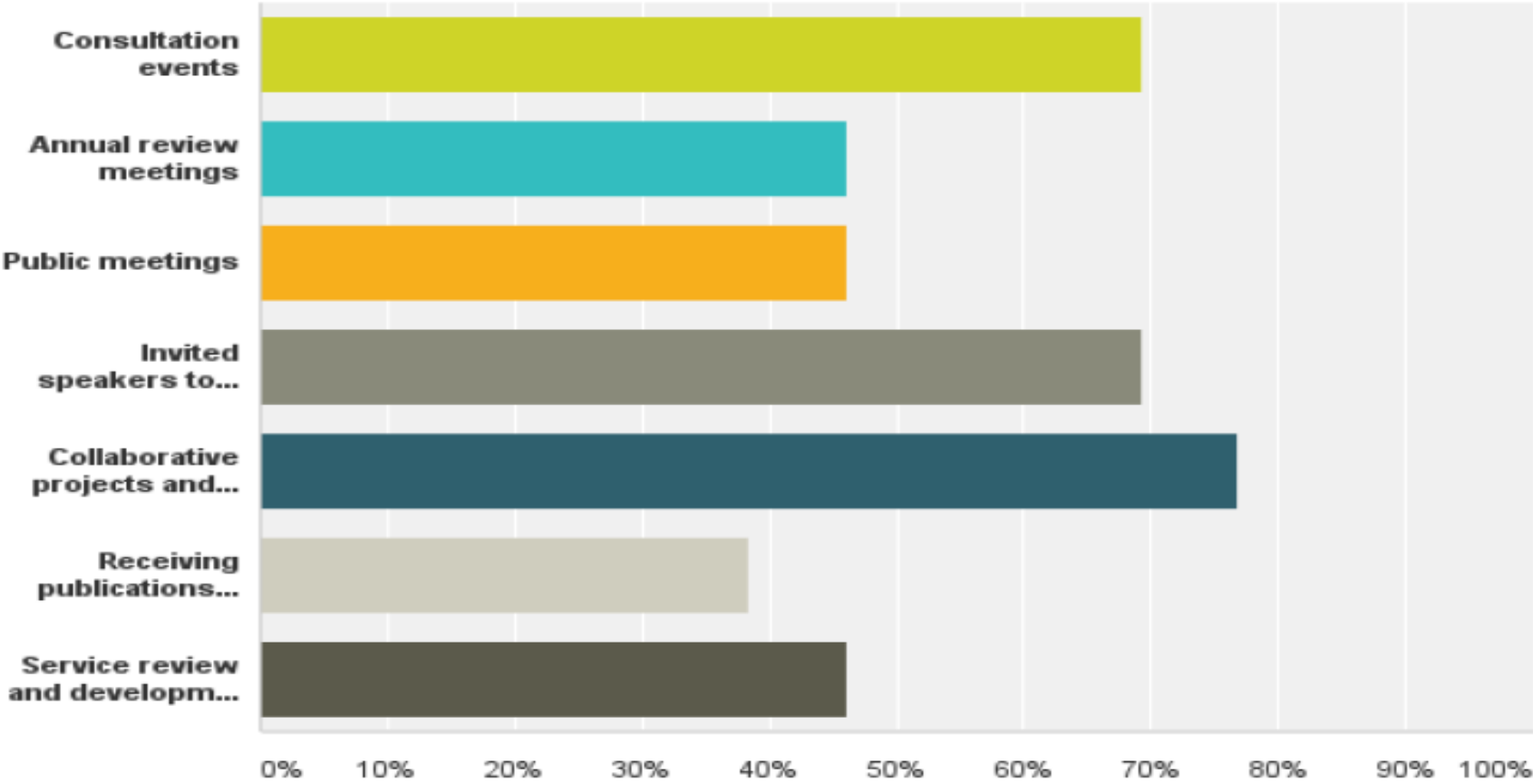
Highlights from Community Engagement Review 2015

Q9 What do you find most useful about your engagement?



Highlights from Community Engagement Review 2015

Q14 What kind of engagement activities might you support?



Why LENS?

2.3 Ensuring effective community engagement in health and social care partnerships offers four benefits moving forward:

- Determining local needs and aspirations
- Promoting health and seeking to reduce health inequalities
- Improving service design and quality of care
- Strengthen local accountability.

What the LENS can cover?

- Local primary care services
- Health and Social Care services locally

What the LENS is not

- Forum to discuss acute (hospital) services
- Forum to discuss personal issues

LENS MEETINGS HELD

- | | | |
|---------------|---|---|
| Feb 2016 | - | Community Mental Health (Clydebank)
Frailty (Dumbarton & Vale of Leven) |
| June 2016 | - | COPD (joint network) |
| August 2016 | - | Frailty (Clydebank)
Community Mental Health
(Dumbarton & Vale of Leven) |
| November 2016 | - | Children's and Young People Access to
Primary Care |
| February 2017 | - | Carers |

FORMAT OF LENS

Targeted invitations

Survey Monkey Questionnaire

Presentation from Service Lead

Targeted Session Questions

Session Write Up

Presented to Localities Meeting

Posted on Website

FEEDBACK FROM MH WORKSHOP...

- Information leaflets/marketplaces/etc in venues other than health centres would be helpful to raise awareness
- Information should be brief and direct – who to contact, where they are and how to contact them
- Provide out of hours appointments for people in employment or with caring responsibilities
- Did-not-attends could be due to negative reasons (can't face attending) or positive (feel better and don't feel they need the appointment).
- How could text messaging help? Unclear what is done beyond text messaging at the moment – could telephone calls be made for human contact?
- Do appointment times suit – maybe fewer in the morning and more in the early evening?

FEEDBACK FROM COPD WORKSHOP...

- Target some promotional activity specifically to potential areas of interest to the age group.
- Campaign on the council and health intranets and public information screens
- Look at opportunities to use engagement with schools as a means to have children inform parents and grandparents in inhaler use
- Acknowledge that denial, fear of unknown and stigma (self inflicted) may be key factors and target engagement accordingly
- Non attendance could be due to negative reasons (cant face attending) or 'false –positive' (I don't think I'm that bad yet).
- Is employment a factor? – A targeted information and engagement campaign with local employers may be useful

HELP US TO PROGRESS THE LENS?

**WHAT TOPICS SHOULD WE BE LOOKING AT IN
2017?**

- FOR CLYDEBANK**
- FOR DUMBARTON & VALE**
- FOR WEST DUNBARTONSHIRE**