

## Local Engagement Network Event

### Transforming Health and Social Care; Dalmuir CE Centre 5<sup>th</sup> June 18

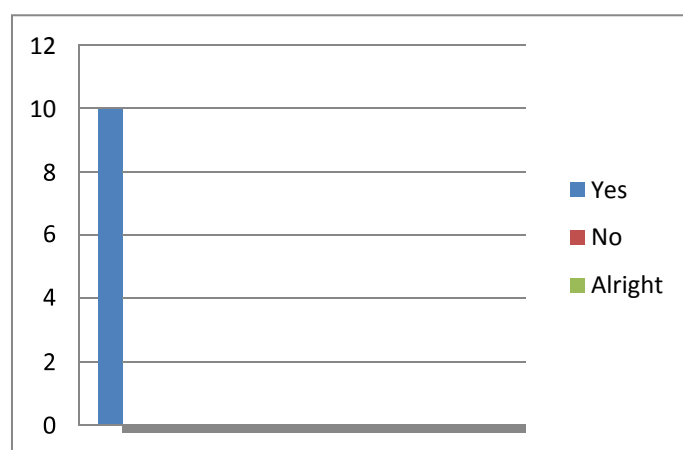
A total of 15 people attended the Moving Forward Together and West Dunbartonshire HSCP Primary Care Improvement Plan event in Clydebank.

Presentations Moving Forward Together from John Barber/David Stewart NHS GG&C.

Presentation Primary Care Improvement Plan Beth Culshaw WDHSCP.

A total of 10 people out of 15 completed the evaluation form on the night. The results are below;

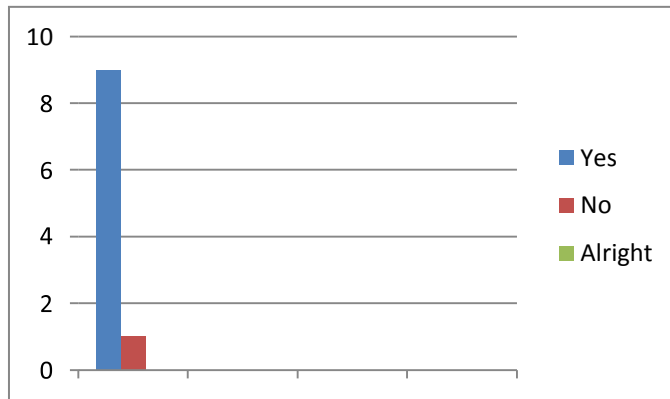
**Did you find the contents of the presentations useful?**



**Would you recommend this type of session to others?**



### Did you learn anything new from attending this session?



### Was the venue suitable?



### Comments:

*Very hot in the room due to weather*

*Yes except for the heat*

*Reasonably long walk from bus stop*

*Yes but very hot room*

### Comments that can improve these sessions:

*Yes we can make content more accessible*

*Opportunity to learn about more effective partnership working*

*Get more people to come*

*Temperature controlled environment*

*Would have been helpful to have handouts at beginning to write comments on which could be raised at the end.*

### Questions/comments from the floor on the night:

*Services are focused in Clydebanks and Glasgow rather than Alexandria – feel like an add on.*

*Older People moved into care homes which are like multi story blocks like hotels*

*Need to ensure people can stay at home for end of life care*

*Prevention/education of new ways of delivery of care services/use of primary care*

*Transitions from child – adult – older people are important and need to be considered as part of planning processes*

*Pathways for range of specific conditions help people navigate the complex system Given*

*the range of disabilities that people have – how do we ensure access to specialists*

*Assessment in hospital different from assessment at home means different package of care when home*

*Xray machine – no Clydebank health centre: means I have to travel to Yorkhill rather than have a local service*

*Who are community optometry and community pharmacy, not sure what this means*

*CVS Footcare service and wider 3<sup>rd</sup> sector need to be considered when planning local services Pharmacy can they help with my medications?*

*Pharmacy – can I choose my own or does the GP tell me which one?*

*Issues of information sharing between services means people have to tell their story more than once*

*Enablement service for neurological conditions, all services linked together works very well and easy access to all professions.*

*10 mins appointments are no long enough where their a number of issues and conditions*

*Health and wellbeing? Complex issue to address, cannot be done easily in one visit, requires cultural change*

*People may not like when they phone for GP appointment they are being asked questions. Signposting and customer services approach needs to be developed, is it an emergency re direction of services. Need to change expectations of public communicate better*

*Be sure that people understand how they manage their conditions and are confident to know and understand. Need for people to understand the cost of how much things cost and who is best to see/and when*

*MSK – self referral excellent service and works well.*