

**Lochaber Health & Social Care Redesign
Stakeholders Group**

Thursday 29th July 2021
Via Microsoft Teams



Present:	Louise Bussell, Chief Officer Community Services, NHS Highland - Chair
	Anne Boyd-Mackay, Clinical Services, Manager, Belford Hospital, NHS Highland
	Brian Murphy, Chair of the Transport and Access Sub-Group
	Bryan Gregg, Voluntary Action Lochaber
	Denis Rixson, Liberal Democrat Councillor, Ward 11, Caol and Mallaig
	Dr Duncan Scott, Consultant Physician, NHS Highland
	Dr Michael Foxley, University of Highlands & Islands
	Dr Willem Nel, Clinical Director, North & West Division
	Elaine Ward, Deputy Director of Finance, NHS Highland
	Eric Green, Head of Estates, NHS Highland
	Gillian Bratt McManus, Buchan Associates
	Heather Cameron, Senior Project Manager, NHS Highland
	Iain Buchan, Buchan Associates
	Iain Macniven, Chair Arisaig and District Community Council
	John Gillespie, Chair of Caol Community Council
	John Hutchison, Kilmallie Community Council
	Karen-Ann Wilson, District Manager Lochaber, NHS Highland
	Laurence Casserly, Thomson Gray
	Lydia Rohmer, Principal and Chief Executive, West Highland College UHI
	Malcolm Gillespie,
	Marie McIlwraith, Project Manager for Community Engagement, Communications and Engagement Team
	Patricia Jordan - Secretary, Fort William Inverlochry & Torlundy Community Council
	Ross Mackenzie, Area Manager, North & West Division, NHS Highland
	Steve MacKenzie, Senior Estates Operations Manager, NHS Highland
	Stuart MacPherson, Head of Strategic Projects - LSWR, Highlands & Islands Enterprise
Apologies:	Alan Grant, Consultant General Surgeon, Clinical Director for Surgery, Anaesthesia and Critical Care, Foundation Programme Director, NHS Highland
	Alan Knox, Scottish Ambulance Services, Skye
	Alan Wilson, Director of Estates, Facilities and Capital Planning, NHS Highland
	Andrew Devlin, Communications Department, NHS Highland
	Andrew Ward, Acute Surgical Representative, Divisional General Manager, Surgical Division, NHS Highland
	Chris Stirrup, Senior Charge Nurse & Emergency Nurse Practitioner, A&E, Belford Hospital, NHS Highland
	David Sedgwick, Belford Appreciation Group representative
	Denise Anderson, Sunart Community Council representative

	Donald Stewart, Director South Lochaber Community Company
	Dot Ferguson, Senior Ward Manager, Highland Council
	Dr John Goodall, Arisaig and District Community Council
	Dr John Wallace, GP Partner, Lochaber District medical lead (community), Interim Chair NHS Highland CAC leadership group
	Fraser Mackenzie, Project Manager, NHS Highland
	Gordon Bell, Communications Manager for Kate Forbes MSP
	Hugh Wright, Project Manager, NHS Highland
	Isla Campbell, Police Scotland
	Jim Frame, Secretary, West Ardnamurchan Community Council
	Josie Thomson, Clinical Advisor, Estates Team, NHS Highland
	Karen le Ball, Consultant Geriatrician, Clinical Lead, Belford Hospital
	Kate Forbes, Constituency MSP for Lochaber
	Neil Simpson, Service Planning Analyst, NHS Highland
	Pam Dudek, Chief Executive, NHS Highland
	Rev Sandy Stoddart, Church of Scotland Presbytery of Lochaber and Duror and Kentallen Community Council
	Ros Philip, Head of Finance, North & West Division, NHS Highland
Minuting:	Angee Relf, Admin Assistant, NHS Highland

1. Welcome and apologies

Louise Bussell welcomed everyone to the meeting and apologies were noted as above.

2. Minutes from the previous meeting – 27th May 2021

The minutes of the previous meeting were agreed as an accurate record

- June 2021 meeting minutes from clinical presentations
- Louise Bussell reported that she did not have answers for this meeting from the list of questions received after the clinical presentations as the services had been exceptionally busy. She confirmed she had started a response and would get feedback from the teams shortly as the service pressures and leave permitted
- John Hutchison requested progress with questions/answers week by week rather than at the monthly meeting

3. Matters arising from previous meeting – 27th May 2021

3.1 Transport and Access Group

- Meeting has taken place and Neil MacRae will do a review on this focus primarily on hospital and wider transport network – all aspects of transport in relation to health care will be included. Ensure concentration on direct links between NHS facilities
- Neil will report back periodically with feedback on information and progress
- Community involvement – will be included as a key part
- Access roads – Alan Wilson is currently on leave and the update is not available
ACTION: Alan to provide update at next meeting

3.2 Communication and Engagement Plan (as item 6 on agenda)

- Marie McIlwraith confirmed that all actions from May minutes have been completed

4. Project Team

Project team meeting held, focus is on design set up and the option appraisal AEDET (Achieving Excellence In Design Evaluation Tool Kit) workshops:

- Workshops will take place over the coming weeks
- Duration of workshops is generally two hours, with exception of more detailed workshops which will take more time
- AEDET Workshop invites will be sent out imminently to the stakeholder group and the project team
- Programme currently on schedule for completion by end of October

Heather Cameron and Laurence Casserly updated the meeting and explained that the programme sets out the process which we need to go through to complete the initial agreement, which is where the second stage in the Scottish Government's business case process for the Capital Investment Group

The process breaks out each section within the initial agreement:

- Executive Summary
- Strategic Case
- Economic Case
- Commercial financial management case

Then sets out the governance route that the initial agreement will go through once completed

- The first workshop is a workshop that sets out the design quality of existing premises and aims to set a benchmark for how good or bad current facilities are in architectural terms
- The second Workshop will set targets as to what should be improved for future premises and what is achievable
- A design statement workshop will take place, and involve colleagues from Health Facilities Scotland, to start the design assessment process and to ensure high standard design quality is built. Architecture and design Scotland will be involved and aspirations from patient, staff, visitor and families perspective. A second workshop has been planned to ensure time is given to this design statement
- 'Need for Change' workshop will be run by Health Care planners (Buckley and Associates) to look through what needs to be changed, what service changes are required etc.

Programme for delivery issue the initial agreement which will be presented to NHS Highland Board in October/November, on approval will then get onto the Capital Investment Group for October/November, seeking approval by the end of the year.

It was stressed that the importance of this business case process and that it is followed correctly and that the documents in the AEDET templates are set out to do that, also to ensure time is saved and that it is done once and getting it right first time is crucial

Historical information which contains a lot of detail is being reviewed, although some is now outdated, and tweaked, it is being used in the process along with the review of the current situation

Regular dialogue takes place with Scottish Government to keep them informed of the process and progress

This project was one of the only geographically identified projects on the SNP manifesto prior to the election

Scottish Futures Trust are part of the Capital Investment group, general approval route is through Health Dept.

Detailed information in terms of clinical services has been sought and the project team are able to access the data. A good review of non-clinical areas is also available after a site visit by Gillian and Ian. Further site visits will take place

It was felt that a written report from the project team to stakeholders prior to this meeting would have been helpful for stakeholders to be more up to date, rather than one step behind. Getting the balance right about asking the stakeholder group for a view and receiving information considering the tight deadlines ahead was discussed

IA Clinical Gap – frustration over uncertainty of delivery of clinical model of services delivery, clarity over what is to be delivered and how they will be delivered – it is hoped that this will become clearer and answers provided at the workshops. Anne Boyd MacKay will liaise with Louise Bussell over the answers to questions that have already been submitted.

New Deputy Medical Director for acute services will be in place in September

Alan Grant would like an oversight of clinical questions being asked. There's a lot to learn and being able to provide reassurance that it's fully invested and it's absolutely essential to have an all 'singing and dancing' surgical and medical service for Lochaber to enable essential support to Raigmore

Request to share good news in the area with the media: On recruitment change the narrative from recruitment problems to the recent recruitment success which will give reassurance and confidence to the public and update the sceptics. It should also be shared that repatriating work to rural general hospitals is expected, ensuring services are provided as close to home as possible. Include how the design of the new hospital needs to be fit for the future. It was noted that recruitment success is featured in an article in the local newspaper today and also in the recent newsletter

A list of services that we already provide and a list of services that are planned for development was issued some time ago, a refresh of the document could be re-sent in the future.

Request from Michael Foxley for an indication/examples of the scale and quality of services that will take place in the future from a patients point of view rather than a doctor

ACTION: Louise Bussell

5. Lochaber Redesign – non hospital

ACTION: First Agenda item at next meeting – issue topics for discussion beforehand and input can be provided prior to the meeting

Non Hospital will include services and infrastructure that need to be taken into consideration out with the hospital: Care Homes, Care at Home, District nursing, care packages, social care, accommodation

6. Communication and Engagement Plan

- Dates to be changed to plan to reflect the changing landscape of forthcoming workshops
- Patient survey ends this week
- Reach to members of the community that are not active members of the community (members who will learn English, adult learners groups etc.)
- Targeted community engagement – started last week, survey issued but response fairly slow
- People are fatigued with surveys and seem to be more likely to respond face to face
- Speaking to many groups and will build on response
- News Letter issues last week has been very successful. Local radio and papers have

reported on the newsletter being distributed

- Website is out of date, it's to be overhauled in the next few weeks and it will also include meeting documents
- Input has been provided by Key and High Life Highland Centres. The Montrose centre (for learning disabilities) will be contacted to get input from them.

10. Date of next meeting

Thursday 26th August 3pm – 4pm via Teams

Date of future meetings:

3.00pm – 4.00pm	Thursday 30 th September
3.00pm – 4.00pm	Thursday 28 th October
3.00pm – 4.00pm	Thursday 25 th November
2.00pm – 3.00pm	Thursday 16 th December