

Skye Communication and Engagement Working Group



Wednesday 21st December 2022

11.00 am – 11.45 am

Microsoft Teams meeting

In attendance: Marie McIlwraith (Chair), Dr. Caroline Gould, Nicola Rose, Cathy Shaw, Ross Mackenzie

1. Previous notes

Marie updated the group on the discussions from the previous meeting. As there were several apologies, it was requested that absent members should comment and approve the notes remotely.

Membership

Sandra from Skye and Lochalsh Mental Health Association has agreed to join the group and hopes to attend future meetings. Contacts have been made with The Scottish Ambulance service in the hope someone will be able to join the group.

Claire Cameron who has led the NHS community led development and support work has also been invited to attend the meetings.

Newsletter

Marie shared the easy-read newsletter with those present and advised the easy-read version was created based on guidance that was received from internal experts. The information that was in the main newsletter has been condensed into easy read and key content has been used to create the new version.

The group was asked for any comments and feedback.

Requested changes

- Pg 2 – Hospital at Home content needs to be reviewed. Cathy to send Nicola the required changes.
- Pg 5 & 6 – Portree Urgent Care Centre – Content needs to be broken down and terminology needs to be reviewed. 'NHS 24' needs to be explained.
- Pg 7 -Portree Urgent Care Services should be available from the week beginning the 9th.
- Pg 8 – It was requested that the Recruitment update is changed to 'Employee Updates.'
- Pg 9 – box to be added to explain what the website is used for and what the purpose of the videos is.

- Pg 10 – The only feedback methods are online and email, Caroline asked if there were other methods where others can give feedback. It would be useful if there was a phone line for feedback and complaints. Make readers aware that Care Opinion is an independent organisation, also include their phone number. Ross requested there be an option for feedback to be provided back to Sophie.

Marie reminded the group the newsletter is available in accessibility mode meaning the format of it can be changed and call also be read out to people. There will also be a small number of hard copy of the newsletter available to be distributed around communities.

Marie asked Caroline and Ross to give suggestions on where to display posters and distribute the newsletters. Caroline offered to distribute some newsletters and posters and requested these would be posted to her. Caroline reminded the group that laminated posters would not be appropriate for people with visual impairment.

Skye Radio Slots

Marie updated the group about the Skye Radio slots that continue to take place every month.

Survey

Survey item to be discussed and the questions reviewed at the next meeting.

AOCB

Caroline sought further information about the NHS Near me and Telecare service. She shared examples where people did not have the right equipment to use the service and who had to travel instead. The group discussed and agreed that information about support available to people would be helpful. This could be via AbilityNet, a national community organisation that supports people in their own home, to access and use digital equipment. Ross felt that Skye labs may also be able to provide support to local people.

Caroline reminded everyone that information about services should be available in different formats and places, to make sure they are accessible for people who do not have access to or use the internet. etc.

2023 Meeting dates

Wednesday 18th January
Wednesday 15th February
Wednesday 15th March
Wednesday 19th April
Wednesday 17th May
Wednesday 21st June
Wednesday 19th July
Wednesday 16th August
Wednesday 20th September
Wednesday 18th October
Wednesday 15th November

Wednesday 20th December