

NHS 24 BOARD MEETING		31 AUGUST 2023 ITEM NO 10.4 FOR APPROVAL
NHS 24 PUBLIC PARTNERSHIP FORUM (PPF) AND YOUTH FORUM ANNUAL UPDATE		
Executive Sponsor	Stephanie Phillips, Director of Transformation, Strategy, Planning & Performance	
Lead Officer/Author	Mario Medina, Engagement Manager	
Action Required	The Board is asked to note and approve publication of the content of Appendix A, the PPF and Youth Forum Annual Update and be assured that NHS 24 volunteers continue to make a valued contribution to the organisation.	
Key Points for this Committee to consider	<ul style="list-style-type: none"> • PPF and Youth Forum members offer NHS 24 the opportunity to gain public views on our work, support wider community engagement and welcome opportunities to help NHS 24 to develop our services to meet public needs. • The contribution that NHS 24 volunteers (Public Partnership Forum (PPF) and Youth Forum members) continue to make to NHS 24 is detailed in Appendix A, PPF and Youth Forum Annual Update. • The continued involvement of the PPF and Youth Forum in NHS 24's work is one way the organisation can demonstrate that it is meeting its duties in respect of community engagement/ public involvement. • PPF and Youth Forum members act as ambassadors for NHS 24 and can support NHS 24 by sharing information about our services in communities across Scotland. 	
Governance Process	Reviewed by Executive Management Team on 18 July 2023. Reviewed by the National Clinical Governance Group 31 July 2023. Shared with Clinical Governance Committee for assurance on 10 August 2023.	
Strategic alignment and link to overarching NHS Scotland priorities and strategies	<p>This work aligns with NHS 24's strategic ambitions and 'Planning with People' – National community engagement and participation guidance for NHS Boards.</p> <p>It also supports NHS 24 to demonstrate achievement of the National Standards for Community Engagement, promoted by Scottish Government as good-practice principles designed to improve and guide the process of community engagement.</p>	
Key Risks	None identified.	

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Financial Implications	Any costs associated with members of the public volunteering within NHS 24 will normally be met within existing departmental budgets as business as usual or with Executive Management Team approval.
Equality and Diversity	Involving diverse groups of people in the design and development of services helps NHS 24 to consider and address any unintended inequalities at an early stage.

1. RECOMMENDATION

- 1.1 The Board is asked to note and approve publication of the content of Appendix A, the PPF and Youth Forum Annual Update and be assured that NHS 24 volunteers continue to make a valued contribution to the organisation.

2. TIMING

The PPF and Youth Forum update provides an overview of the activities undertaken by NHS 24's volunteers during 2022/23.

3. BACKGROUND

- 3.1 The PPF was established in 2008 and comprises of members of the public from across Scotland, who volunteer their time to provide public input on the work delivered by NHS 24.
- 3.2 A Youth Forum was established in 2017, as it was recognised that the PPF was underrepresented in terms of younger members.
- 3.3 The continued involvement of the PPF and Youth Forum in NHS 24's work is one way the organisation can demonstrate that it is meeting its duties in respect of community engagement/public involvement. The forums also support NHS 24 to offer volunteer opportunities to members of the public.

4. ENGAGEMENT

- 4.1 The PPF and Youth Forum members continue to be regularly engaged in the work of NHS 24 and members from both forums welcome ongoing and additional opportunities to get involved.
- 4.2 Colleagues from across NHS 24 continue to actively engage and attend PPF and Youth Forum meetings.
- 4.3 Additionally, over the past year, there has been a specific programme of engagement to help ensure that PPF members have the opportunity to engage with NHS 24's Directors. The Director of Service Delivery, Director of Workforce, the Chief Information Officer and deputies for the Medical Director and the Nursing and Care Director have all attended meetings over the past twelve months. As well as providing an opportunity for PPF members to learn more about each directorate, there was also an opportunity to explore how public involvement could enhance the work of each directorate.

5. FINANCIAL IMPLICATIONS

- 5.1 Any costs associated with volunteering will normally be met within existing departmental budgets as business as usual or with Executive Management Team approval.

APPENDIX A

NHS 24 Public Partnership Forum and Youth Forum Annual Update

1. NHS 24 Public Partnership Forum

The PPF has a Terms of Reference, which sets out that members will:

- have regular opportunities to share their views on NHS 24's work
- be able to influence our strategic thinking
- help NHS 24 to focus on what matters most to people
- help share information about NHS 24 services within their local community
- be part of a team dedicated to improvement, including promoting equality of access across all NHS 24's services
- contribute to and support NHS 24's approach to community engagement
- contribute to and support NHS 24's Investing in Volunteers award submission

Responsibility for chairing the PPF is shared by two co-chairs, Anne MacDougall, Public Representative and Steph Phillips, Director of Transformation, Strategy, Planning & Performance.

The NHS 24 PPF normally meets five times per year, and formal minutes are noted for each of the meetings.

As of 1 July 2023, there are 16 members of the public who participate as members of the NHS 24 PPF. During the year 2022/23, 4 members retired, and 4 new members were recruited. 3 of the 4 new members identify as minority ethnic.

Recruitment of new members will continue to target groups of people currently underrepresented within the PPF.

2. The NHS 24 Youth Forum

The NHS 24 Youth Forum allows younger people, aged 16 to 26, to get involved with the work of NHS 24 in ways and at times that better suit them.

The membership of this group continues to be more fluid than the PPF, with younger people getting involved for shorter periods of time before moving on, though, we have retained a core group of around 7 young people who have regularly attended meetings over the past year.

As the turnover of young people involved in the Youth Forum is frequent, there is a need to regularly promote involvement in the Forum to help ensure young people continue to be meaningfully involved in NHS 24's work.

3. PPF Self-Assessment

The PPF held a self-assessment meeting in January 2023. Prior to attending the self-assessment meeting, members of the PPF were invited to complete a questionnaire to capture their feedback.

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Just over 80% of members completed the questionnaire. A summary of the responses provided is included as Appendix 1.

The self-assessment meeting provided an opportunity for PPF members to reflect on their experience over the last year and suggest actions for improvement and priorities for future work planning. One-to-one meetings were also offered to PPF members to share their thoughts and their priorities.

Based on the feedback, a PPF workplan was drafted and sets out actions intended to support an improved volunteer experience for PPF members, including activities that the PPF members can get involved with.

4. Establishing priorities for the Youth Forum

The Youth Forum participated in a planning session to help establish what they felt were their priorities for the year ahead.

Youth Forum members were keen to:

- ensure that young peoples' views are well represented and that the experiences of young people are always considered when NHS 24 are developing new services
- support the exploration of new technologies to deliver services
- have opportunities to promote mental health and wellbeing to other young people
- engage with young other young people to promote NHS 24, particularly looking at social media channels such as TikTok to promote NHS 24
- access personal development opportunities, for example developing their presentation skills

These priorities will inform the future work of the Youth Forum

5. Meeting Caroline Lamb Chief Executive of NHS Scotland

NHS 24 volunteers were offered the opportunity to join NHS 24 colleagues when Caroline Lamb, Chief Executive of NHS Scotland, visited NHS 24's Lumina office. PPF member Eileen Wallace was invited to talk about the importance of public involvement and how NHS 24 has been committed to ensuring that public views always help to inform what we do. Feedback in relation to Eileen's contribution from Caroline and colleagues was very positive.

6. NHS 24 Strategy Development

An area of focus for both the PPF and Youth Forum was supporting the NHS 24 strategy development and engagement activity. As well as sharing their own views on the strategy, members helped to identify groups of people who they felt should be engaged to support the development of the strategy.

Some of the key points shared by PPF and Youth Forum members included:

- Web chat is a popular option, particularly for younger people, and people wanted to see this being made available across all of NHS 24's services.

- Barriers to digital inclusion remains a concern for people and there was strong support for NHS 24 continuing to offer a range of ways for people to access healthcare support and information.
- Long waiting times to get through to services via 111 are frustrating for patients. Giving patients a greater understanding of the current wait times or offering people the opportunity to request a call back within a specified timeframe instead of waiting in a call queue were popular suggestions.
- Access to the 111 service can be difficult due to people having to navigate a long and complex IVR system. It was suggested that the IVR should be simplified to help improve access to the service.
- The public perception of NHS 24 could be improved. NHS 24 could do more to communicate who they are and what they do.

7. User Journey Storyboards

Both PPF and Youth Forum members were given the opportunity to support the development of “user journey storyboards” that were being developed by the Communications Team to support the creation of video clips about what to expect when accessing NHS 24’s services.

Feedback suggested by members included:

- creating a video on topics such as low mood or mental health issues
- using simple terminology and steering away from clinical jargon
- creating video clips that are accessible in different languages and formats
- showcasing language line in a video
- using staff members within the video clips and making it personal and more engaging

8. Improving our approach to staff recruitment

Youth Forum members were invited to share their views on our current recruitment approaches and their feedback helped to inform the Equality and Diversity Impact Assessment that was undertaken in relation to the recruitment process. Their recommendations have been included within the Equality, Diversity, and Inclusion Workforce Workplan. Recommendations included greater levels of engagement with young people, including people of school age, helping to improve awareness of the careers available within NHS 24.

9. Patient Experience and The Duty of Candour

At the November 2022 PPF meeting, Shona Lawrence, Patient Experience and Liaison Manager was joined by PPF member Wayne Davy to discuss patient experience feedback and the duty of candour.

Wayne shared his own, and his family's experience, of providing feedback to NHS 24 and NHS Borders. Wayne spoke about his experience of going through the duty of candour process and how he shared his story with NHS 24 to help improve awareness of the importance of taking on feedback. [Wayne Davy | Duty of Candour - YouTube](#)

10. Mind to Mind

Gail Lumsden, Engagement Co-ordinator, involved PPF and Youth Forum members in the Mind to Mind programme, contributing their views in the development of the new mental health and wellbeing platform. The focus of this resource is prevention and early intervention, and users can watch short videos with people talking about their lived experiences.

Feedback from PPF and Youth Forum members included:

- Ensuring that the content is inclusive and consider the experiences of different groups of people.
- Raising awareness of the resource amongst diverse groups, including groups that our volunteers have links with.
- Working with carers organisations, particularly young carers to create content and share the resource.
- Engaging ex-service personnel and organisations such as SSAFA (an Armed Forces Charity).
- Addressing bullying as a topic, particularly the impact it can have on younger people.
- Exploring the challenges and impact of debt management.

All feedback was shared with the project group and helped inform Mind to Mind as it was developed and launched.

11. Developing SMS Surveys

Dan Harley, Quality Improvement and Evaluation Manager offered PPF members the opportunity to inform the development of the SMS Text Survey that would allow people to share feedback on their experience of using the 111 service.

Dan explained to PPF members that approximately 75-80% of people who call NHS 24 do so from a mobile device so a survey shared via text message is being considered.

Members discussed when it would and would not be appropriate to send a SMS text message to patients. They also shared their view on how soon after a person contacts NHS 24 it would be appropriate to send the SMS text message. Following the engagement session, Dan offered PPF and Youth Forum members the opportunity to share their views via a short survey and 2 volunteers met with Dan and his team to help further develop the survey approach by sharing their experiences and knowledge.

12. In Summary

The above report is intended as a summary of some of the activities that PPF and Youth Forum members have been involved in over the last financial year.

The PPF and Youth Forum continue to offer the opportunity to involve members of the public in the design, development and delivery of services provided by NHS 24.

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Appendix 1

	PPF Self-Assessment Questions	Strongly Disagree	Disagree	Slightly Disagree	Slightly Agree	Agree	Strongly Agree
1	I have a clear understanding of the role of the NHS 24 Public Partnership Forum (PPF)	0.00%	0.00%	0.00%	0.00%	33.33%	66.67%
2	The number of PPF meetings in each year is appropriate	0.00%	0.00%	0.00%	0.00%	83.33%	16.67%
3	The length of the PPF meetings is sufficient	0.00%	0.00%	0.00%	33.33%	50.00%	16.67%
4	The PPF receives adequate information in relation to NHS 24 to help them understand what is being discussed at PPF meetings	0.00%	0.00%	0.00%	16.67%	33.33%	50.00%
5	I feel able to contribute to PPF meetings	0.00%	0.00%	0.00%	0.00%	66.67%	33.33%
6	PPF meetings are well managed, and adequate time is spent on each agenda item	0.00%	0.00%	0.00%	0.00%	33.33%	66.67%
7	I feel that the views of the PPF are valued within the organisation	0.00%	0.00%	0.00%	33.33%	33.33%	33.33%
8	I would like more regular information, or training opportunities to help me better understand NHS 24's work	0.00%	0.00%	16.67%	16.67%	33.33%	33.33%
9	I would like more of an opportunity to influence what is on the agenda for discussion during PPF meetings	0.00%	0.00%	16.67%	50.00%	0.00%	33.33%
10	I would like more opportunities to share information about NHS 24 within my local community	0.00%	0.00%	0.00%	33.33%	0.00%	66.67%
11	I am happy with meetings continuing to take place online	0.00%	16.67%	0.00%	33.33%	33.33%	16.67%
12	I would like meetings to take place in person again when it is safe to do so	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%