

<p>NHS 24 BOARD</p> <p style="text-align: right;">20 OCTOBER 2022 FOR ASSURANCE ITEM 8.6</p> <p>NHS 24 PUBLIC PARTNERSHIP FORUM AND YOUTH FORUM ANNUAL UPDATE</p>	
Executive Sponsor:	Steph Phillips, Director of Transformation, Strategy, Planning & Performance
Lead Officer/Author:	Mario Medina, Engagement Manager
Action Required	<p>The Board is asked to note the update and be assured that NHS 24 volunteers continue to make a valued contribution to the organisation.</p> <p>The Board are invited to consider any future opportunities to involve PPF and Youth Forum members in work undertaken across NHS 24</p>
Key Points	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Approved by EMT on 6 June 2022 • Approved by National Clinical Governance Group 27 July 2022 • Presented to Clinical Governance Committee 8 August
Strategic alignment and link to overarching NHS Scotland priorities and strategies	<p>This work aligns with NHS 24's strategic organisational objective:</p> <ul style="list-style-type: none"> • to deliver high quality, accessible services, that meet the needs of the Scottish population.
Key Risks	<p>Meaningful volunteer involvement and wider public involvement should be integral to all areas of work within NHS 24. Public views should be a key driver for everything that we do.</p>
Financial Implications	<p>Any costs associated with volunteering will normally be met within existing departmental budgets as business as usual or with Executive Management Team approval.</p>
Equality and Diversity	<p>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.</p>

1. BACKGROUND

- 1.1 NHS 24's Public Partnership Forum (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.
- 1.2 NHS 24 established a Youth Forum in 2017, as it was recognised that the PPF was underrepresented in terms of younger members.
- 1.3 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.

2. ENGAGEMENT

- 2.1 Despite the challenges presented by the restrictions put in place to control the spread of COVID-19, the NHS 24 Public Partnership Forum and Youth Forum members have continued to play an important role in supporting NHS 24 and have continued to meet virtually over the period 2021-22

3. RECOMMENDATION

- 3.1 The Board is asked to note the update and be assured that NHS 24 volunteers continue to make a valued contribution to the organisation.
- 3.2 The Board are invited to consider any future opportunities to involve PPF and Youth Forum members in work undertaken across NHS 24.

Appendix A: Annual update

APPENDIX A

NHS 24 Public Partnership Forum and Youth Forum Annual Update

1. NHS 24 PPF

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, currently, 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 at 1 October 2022, there are 16 members of the public who participate as members of the NHS 24 PPF.

The emphasis on improving the diversity of the group remains a key priority. The recognition that diversity leads to a more effective PPF continues to be driven by the members themselves. Recruitment of new members will target groups of people currently underrepresented within the PPF.

2. The Youth Forum

To help address some of challenges around engaging with young people, NHS 24 established a Youth Forum in 2017, as it was recognised that the PPF was underrepresented in terms of younger members.

The 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 is more fluid than the PPF, with younger people getting involved for shorter periods of time before moving on, though, the opportunity for young people to transition to the NHS 24 PPF is offered.

As the turnover of young people involved in the Youth Forum is frequent, there is a constant need to promote involvement in the Forum to help ensure young people continue to be meaningfully involved in NHS 24's work. A recruitment campaign during winter 2021/22 resulted in 13 young people expressing an interest in joining the Youth Forum. The aim is to host 5 to 6 Youth Forum events per year.

To help maintain engagement with Youth Forum members during the pandemic, they were all invited to attend PPF meetings during 2020 and 2021. Representatives from the Youth Forum continue to be welcomed at PPF meetings.

3. Self-Assessment and Workplan

The PPF held a self-assessment meeting in January 2022. Prior to attending the self-assessment meeting, members of the PPF (including Youth Forum members who attended PPF meetings during 2021/22) were invited to complete a questionnaire to capture their feedback.

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 workplanning.

The Workplan sets out actions intended to support an improved volunteer experience for PPF members and activities that the PPF members can get involved with. An approach has been taken forward where each of the Executive Directors will be invited to attend meetings, provide an overview of their areas of responsibility, and involve the PPF members in jointly identifying opportunities for public involvement.

With regard workplanning for the Youth Forum, a different approach is employed as there are different needs, expectations, and ways of working with young people. However, the programme of involvement is representative of both the young people's interests and alignment with NHS 24 priorities.

4. PPF Co-Chair Appointment Process

In April 2022, the term of the NHS 24 Public Partnership Forum Public Joint-Chair expired.

Public Partnership Forum members were invited to express an interest in taking on the role of Public Joint-Chair.

The public members of the Public Partnership Forum were then given the opportunity to elect, by secret ballot, the Public Joint-Chair from a list of members who had expressed an interest. The Public Joint-Chair was announced at the PPF meeting held in June 2022. Anne MacDougall was appointed as the new Public Joint-Chair. The position will be held by the Anne for a period of two years with the option of one further year, with the formal approval of the Public Partnership Forum public members.

5. Investing in Volunteers (liV)

Investing in Volunteers (liV) is the UK quality standard for all organisations that involve volunteers in their work. In Scotland, liV is delivered by Volunteer Scotland.

liV is a development tool, with a quality framework that supports organisations to achieve best practice in volunteer involvement and management. The process of accreditation supports organisations to review

and improve volunteer programmes. It is also an opportunity to highlight the effectiveness of an organisations work with volunteers.

Accredited organisations receive an award and logo from Volunteer Scotland. The use of this logo during volunteer recruitment can help to attract more interest in volunteer opportunities.

We will be seeking to regain the liV accreditation for NHS 24 across 22/23

PPF and Youth Forum members will be invited to join a steering group to support the achievement of this award. This steering group will be involved with each stage of the liV accreditation process and it is an opportunity for volunteers to support further improvements to the volunteer experience within NHS 24.

6. Activities Undertaken by the NHS 24 PPF and Youth Forum

During the year 2021/22, NHS 24 volunteers have:

- Contributed their views on the development of the '[Ok to Ask](#)' campaign, positively influencing the creative design and campaign messaging.
- Provided their feedback on the development of the "My important information for NHS 24" card. This card allows people to keep information they might require when they call NHS 24 handy. Volunteers will also be supporting the distribution of this card in their local communities.
- Provided a public view on the development of the NHS 24 Remobilisation Plan 2021/22.
- Supported the work to develop a new strategic plan for NHS 24. Volunteers helped to plan the engagement work that took place, sharing their views on which groups of people should be consulted. As well as sharing their own views, volunteers helped to encourage participation from people within their local communities in the engagement sessions.
- Shared their views on the development of an e-learning module focussed on helping staff to understand the importance of delivering person centred care
- Supported the recruitment of young people to the Youth Forum by contributing to the design of promotional materials for social media and external engagement.
- Provided their views on NHS 24's current Recruitment process, helping to consider how it could be improved to help attract more diverse candidates.
- Supported the '[What Matters to You? Day](#)' campaign. Volunteers shared stories about what was important to them when accessing health and care services, including NHS 24 services, and what matters to them as volunteers.
- Discussed the implications for NHS 24 of the '[Planning with People Guidance](#)', published by Scottish Government, which they contributed their views on during its development.
- Been updated on the national public messaging that the NHS 24 Communications Team have been delivering and contributing to, to help people better understand the changes to the way that urgent care is being delivered.
- Been kept informed of NHS 24's ongoing response to the COVID-19 pandemic.
- Been provided with information about whistleblowing

- Had the opportunity to meet with NHS 24's Chief Executive, Jim Miller, further to his appointment in 2021.

7. Quotes from NHS 24 PPF and Youth Forum members

"PPF members can and do make valuable contributions to the services delivered by the staff at NHS24. **Margaret – NHS 24 Public Partnership Forum Member**

"My thoughts and questions are always taken on-board. As an NHS 24 Public Partnership Forum, we will support, encourage and work together with staff to deliver a health service fit for 21st century." **Eileen - NHS 24 Public Partnership Forum Member**

"Being part of NHS 24 Public Partnership Forum helps me better understand the many difficulties staff face on a daily basis, and I can't praise them enough." **Ann - NHS 24 Public Partnership Forum Member**

"Volunteering as part of the Youth Forum and PPF has brought many opportunities to get involved with NHS 24, from participating in board meetings, contributing towards internal live projects and representation at external events. Being a volunteer has allowed me to feel part of this organisation and make a transformational impact on NHS 24 services moving forward." **Ross - NHS 24 Youth Forum Member**

"It (NHS 24's Youth Forum) is a very welcoming community, everyone is always happy to help, and it feels amazing to know your ideas are being used and taken into consideration." **Arianna - NHS 24 Youth Forum Member**

"The NHS 24 Youth Forum has allowed me to build on my ability to confidently communicate within a team of new people. I really enjoy being part of the Youth Forum, I get to work with staff and other young people in a relaxed and safe manner where I feel respected and included. It is great to see improvements and changes be made based on my feedback." **Kieran – NHS 24 Youth Forum Member**

8. 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 NHS 24 the opportunity to involve members of the public in the design, development and delivery of services provided by NHS 24.