

<b>NHS Greater Glasgow and Clyde</b>	<b>Paper No. 24/08</b>
<b>Meeting:</b>	<b>NHSGGC Board Meeting</b>
<b>Meeting Date:</b>	<b>27 February 2024</b>
<b>Title:</b>	<b>GP Out of Hours Engagement Update</b>
<b>Sponsoring Director/Manager</b>	<b>Sandra Bustillo, Director of Communications and Public Engagement</b>
<b>Report Author:</b>	<b>Daniel Connelly, Deputy Director, Public Engagement</b>

## 1. Purpose

**The purpose of the attached paper is to:** To provide an update on the GP Out of Hours (GP OOH) Public Engagement process.

## 2. Executive Summary

**The paper can be summarised as follows:**

- This paper outlines the communication and engagement activities undertaken by NHS Greater Glasgow and Clyde to inform considerations of the future of GP OOH.
- It outlines the key steps taken since 2020 to stabilise, evolve and improve the service including an appointment system, Telephone First model, and the development of virtual advice and care.
- It highlights the ongoing engagement since 2020 capturing the feedback and insights of over 1,700 service users and their experiences to inform service delivery.
- It provides an update on the engagement activity ahead of the formal engagement report in April 2024.

## 3. Recommendations

**The NHS Board is asked to consider the following recommendations:**

- Note the range of communication and engagement activities undertaken since 2020, specifically the formal engagement process which concluded on Monday 11 December 2023.
- Note that the full engagement will be presented as part of the service report on Tuesday 30 April 2024.

#### 4. Response Required

This paper is presented for **assurance**.

#### 5. Impact Assessment

The impact of this paper on NHSGGC's corporate aims, approach to equality and diversity and environmental impact are assessed as follows:

- |                        |                               |
|------------------------|-------------------------------|
| • Better Health        | <b><u>Positive</u> impact</b> |
| • Better Care          | <b><u>Positive</u> impact</b> |
| • Better Value         | <b><u>Positive</u> impact</b> |
| • Better Workplace     | <b><u>Positive</u> impact</b> |
| • Equality & Diversity | <b><u>Positive</u> impact</b> |
| • Environment          | <b><u>Positive</u> impact</b> |

#### 6. Engagement & Communications

This focuses on the Engagement and Communications undertaken by NHS Greater Glasgow and Clyde's Patient Experience Public Involvement team, and has been planned and delivered in line with national guidance and the aims set out within the Stakeholder Communication and Engagement Strategy. The engagement activity has been undertaken in consultation with Healthcare Improvement Scotland.

#### 7. Governance Route

**This paper has been previously considered by the following groups as part of its development:**

Finance, Planning and Performance Committee – 06 February 2024

#### 8. Date Prepared & Issued

Paper prepared on: 14 February 2024

Paper issued on: 20 February 2024

## **NHS Greater Glasgow and Clyde**

### **Public Engagement on GP Out of Hours Services**

**February 2024**

#### **1. Introduction**

This report provides an update on the engagement undertaken to support GP Out of Hours.

This briefing note summarises the key activities and process followed for the Public Engagement programme to support GP Out of Hours Service. The engagement achieved over 2,900 responses and direct involvement with over 1,000 individuals.

The formal two-month engagement programme was planned and delivered in discussion with Healthcare Improvement Scotland which started on Monday 9 October 2023, and concluded on Monday 11 December 2023.

#### **2. Background**

The GP Out of Hours (GPOOH) service within NHS Greater Glasgow and Clyde (NHSGGC) provides urgent care to patients during times when their regular General Practitioner (GP) services are unavailable, during evenings, weekends and public holidays. This service is designed to handle non-life threatening medical issues that require attention outside regular working hours.

Many factors have led to a changing model of care for the delivery of the GPOOH service within NHSGGC. Much of this is driven by the need to deliver a service that is stable and sustainable and supports patient safety as well as the safety of staff working within the service.

In February 2020, NHSGGC faced difficulties in maintaining service coverage leading to unplanned closures. To support service stability, the decision was taken to move to a business continuity position. This involved operating the service from a reduced number of centres.

In response to these challenges and opportunities, NHSGGC has actively engaged and sought feedback from patients and the public over the last three years to inform how this service is delivered.

#### **3. Development of the model**

This paper does not aim to go into detail on the model, but for context a number of steps have been taken since February 2020 to stabilise, evolve and improve the service which include:

## BOARD OFFICIAL

- Stopping walk-ins and introducing appointments at the GPOOH Centres (in line with the rest of Scotland)
- Move to Telephone First model
- Extending the Patient Transport Service
- Maintaining the Home Visiting service
- Expansion to Vale of Leven Integrated Care Model
- Expansion to Inverclyde GPOOH model
- Recruitment of salaried clinicians
- Redesign of Urgent Care Implementation
- Improved Working Conditions

### **4. Ongoing feedback from those using the service**

Since moving to business continuity in 2020, there has been several exercises to capture feedback from those using the service. These exercises resulted in over 1,700 people providing feedback on their care and experience of using GP Out of Hours. This feedback has been used to inform the ongoing delivery of the service.

In summary, the most recent feedback undertaken in Spring/Summer 2023 received feedback from 1,148 service users. Of those responding, 87% rated the care they experienced positively, with 93% stating they felt their need had been met.

### **5. Engagement Approach**

As the service seeks to move beyond the current business continuity arrangements, a programme was developed to inform and involve the public in a decision on the future of the GP Out of Hours service. The engagement programme was designed to be inclusive and informative, recognising the importance of public input in shaping healthcare services within NHS Greater Glasgow and Clyde.

The engagement aimed to:

- Provide open communication and create opportunities where thoughts, questions and suggestions regarding GPOOH services can be shared.
- Build a shared understanding of the way in which GPOOH services operate reflecting on the challenges and opportunities in the service.
- Provide an approach to capturing a diverse range of views and feedback reflective from our communities.
- Provide engagement opportunities to allow a wide range of stakeholders to be involved to provide views and feedback.

To develop the programme, NHSGGC engaged with Healthcare Improvement Scotland to seek their advice and support for the approach to public engagement and to ensure proposed communications and engagement were in line with national guidance.

Healthcare Improvement Scotland agreed with NHSGGC's view that the proposed model did not meet the threshold of major service change. They did however invite

NHSGGC to test a new assurance approach for proposals not deemed to be major service change, which NHSGGC took up.

This would offer a level of feedback from Healthcare Improvement Scotland on the engagement activity and process undertaken. Feedback provided by Healthcare Improvement Scotland will be shared with Board members alongside the final report.

As planning started, it was clear some key groups were in recess for the summer, returning in late August/early September. Following on from this, there was a local by-election and it was decided to start the engagement on Monday 9 of October 2023 to ensure there was no conflict with Scottish Government's pre-election guidance.

The engagement ran for two months until Monday 11 of December 2023.

Healthcare Improvement Scotland were supportive of the proposed approach to engagement.

## 6. Communication and Engagement Activity

During the two-month period, a variety of activities have been conducted to support communications and engagement, including:

- **Press Releases to local and national media:** Disseminating information through press releases and news articles on the purpose of the engagement and how people could get involved
- **Publicity:** Information was distributed via NHSGGC's Involving People Network and local hospital newsletters
- **Resource production:** Production of an engagement document, short videos and infographics explaining the service and reasons for change.
- **Social Media Campaigns:** Implementing a programme of social media activities to raise awareness and encourage feedback
- **Dedicated Webpage:** Creation of a dedicated webpage with information on activities and shared resources.
- **Drop-In Sessions:** Conducting drop-in sessions across NHS Greater Glasgow and Clyde for face-to-face engagement
- **Attendance at Groups:** Participating in various groups and networks to present information and receive feedback
- **Survey Development:** Developing a public survey to capture views and feedback.

The draft survey and engagement materials were tested and reviewed with some of our stakeholders in development and amended to take on board their feedback. We are grateful to Your Voice Inverclyde and the Participation and Engagement Network in East Renfrewshire for their support in the development of our materials.

## BOARD OFFICIAL

NHS Greater Glasgow and Clyde's engagement programme has resulted in very positive levels of participation and involvement. It achieved over 2,900 responses with engagement activities involving over 1,000 people.

Comprising 40 activities, the community engagement plan ensured representation across NHSGGC's diverse population. A variety of venues were identified locally, from drop-in sessions to formal meetings, engaging older peoples' groups, mother and toddler groups and local voluntary organisations. Thematic engagement covered all Health and Social Care Partnerships, communities and groups, including discussions with elected representatives and community councils.

Specific work with marginalised communities was undertaken to hear about their experiences and engage with them on ways to improve information and access. This work was supported by NHSGGC's Equalities and Human Rights Team (EHRT) to develop specialised outreach activities for marginalised groups. This included engagement with 182 people within eight specific groups representing the BAME community, people with disabilities, older people and gypsy travellers.

Geographically tailored drop-in sessions, including four in Inverclyde, and pop-up events in libraries and health centres were also delivered to support an accessible and inclusive approach.

### 7. Conclusions

The comprehensive approach, incorporating a wide range of engagement activities, methods and communication channels has resulted in a significant response, with the opportunity to provide valuable insights into public perceptions, concerns, and expectations regarding the GP Out of Hours service.

The key findings are currently being collated and analysed, and a final report will be brought to the NHS Board to inform a decision on the future of GP Out of Hours. As stated, this will include an assurance statement from Healthcare Improvement Scotland on the engagement process.

### 8. Recommendations

**The NHS Board is asked to consider the following recommendations:**

- Note the range of communication and engagement activities undertaken since 2020, specifically the formal engagement process which concluded on Monday 11 December 2023.
- Note that the full engagement will be presented as part of the service report on Tuesday 30 April 2024.