

MiCase – FOI Case Reference: 202400394225

The following five meetings with practising clinicians were the most recent to the date of your request (17/01/2024) .

1. 15 January 0930-1030 – practicing medical staff at Royal Alexandra Hospital to discuss delays to discharges
2. 10 January 1400-1445 – Dr Sandesh Gulhane to discuss increasing primary care capacity in areas of new build developments at Scottish Parliament
3. 4 January 1015-1115 – practicing medical staff at Forth Valley Royal Hospital to discuss A&E performance and delays to discharges
4. 1 January 1430-1315 – practicing medical staff at Broadford Hospital in Skye to discuss services
5. 18 December 1000-1100 – Senior medical and public advisory forum to discuss challenges and improvements to primary care at the Royal College of Physicians and Surgeons of Glasgow.

1a. Visit to Royal Alexandra Hospital:

- a. Date: 15/01/24
- b. Time: 09:30-10:30
- c. Length of meeting: 1 hour
- d. Location of meeting: Royal Alexandra Hospital
- e. Purpose of meeting: For the Cabinet Secretary to meet with staff working in the Discharge Lounge and frontline services within RAH
- f. Minutes of meeting:

15 January 0930-1030 – practicing medical staff at Royal Alexandra Hospital to discuss delays to discharges

MINISTERIAL ENGAGEMENT BRIEFING: MICHAEL MATHESON

Engagement title	Visit to the Royal Alexandra Hospital to meet with Delayed Discharges Team
Engagement timing	Monday 15 th January, 09:30-10:30
Venue and full address	Main Entrance, the Royal Alexandra Hospital, Corsebar Road, Paisley, PA2 9PN Parking space available for Cabinet Secretary's car after drop off at the Royal Alexandra Hospital main entrance.
Background/Purpose include invitation history	Visit to for the Cab Sec to meet with staff working on delayed discharge and the continuous flow model at the hospital.
Key message	[redacted]
Attendees	<ul style="list-style-type: none">• Discharge Lounge Staff RAH• Renfrewshire HSCP staff
Comms	The Media have been invited and interviews are scheduled for the conclusion of the visit. Comms to provide further details

ANNEXES	[redacted]
Official Support include mobile number(s)	[redacted] Unscheduled Care Team, Performance and Delivery Division, Directorate for Chief Operating Officer, NHS Scotland [redacted] [redacted] Assurance Team Leader, Social Care Immediate Response and Improvement [redacted] [redacted] Senior Media Manager, Communications Health, Scottish Government[redacted]
Parking	Parking space available for Cabinet Secretary's car after drop off at the Royal Alexandra Hospital main entrance.

Agenda

Royal Alexandra Hospital, Corsebar Road, Paisley, PA2 9PN

Event Plan

Date: Monday 15th January 2024

Time: 9.30 am – 10.30 am

Time	Activity	Location	Comments
9.30 am	Arrive Royal Alexandra Hospital main entrance	Royal Alexandra Hospital main entrance	Cabinet Secretary for NHS Recovery, Health and Social Care arrives at the Royal Alexandra Hospital main entrance, greeted by Dr Lesley Thomson KC, Chair, NHSGGC and introduced to: [redacted]
9.35 am	Arrive Boardroom	Boardroom	Party proceed to the Boardroom on the first floor, where the Cabinet Secretary will be introduced to: [redacted]
9.55 am	Arrive Discharge Lounge	Discharge Lounge	Party proceed to the Discharge Lounge, where the Cabinet Secretary will be given a tour of department and have the opportunity to meet and speak to staff including: [redacted]
10.10 am	Press Interviews	Discharge Lounge	Cabinet Secretary photo opportunity with Discharge Lounge staff. Note: Green room provided for Cabinet Secretary & officials [redacted] Press interviews (in Day Room):

			Cabinet Secretary for NHS Recovery, Health and Social Care
10.30 am	Cabinet Secretary departs		Visit concludes

[redacted]

1b. Meeting note RAH 15th January 2024:

The following summary was provided as a note of thanks to staff at RAH.

Thank you for taking the time to host me at the RAH on Monday 15th January. I was thoroughly impressed by the exemplary work taking place as well as the positive attitudes demonstrated by all of the staff. I hope to be able to share some lessons that I took away from my visit with other sites around the country who are currently facing challenges regarding patient flow and delayed discharges.

At a challenging time for the NHS, the work going on in the Discharge Lounge itself was heartening to see. The proactive discharge process demonstrated to me how important a person-centred approach was to the team to allow patients to be discharged as soon as they are medically fit and improve flow through the entire hospital. This is a testament to excellent local leadership and collaborative working between hospital and social work colleagues. There were many valuable pieces of learning to take away, including how important the proximity of a pharmacy hub and the embedded transport hub are to ensuring patients have a smooth experience when they are ready to be discharged.

I am also grateful to colleagues from the Social Work team, who, at short notice, took time out of their busy day to speak to me in detail about the service they provide, and their role in supporting continuous flow of patients through the hospital and back into their local communities. It was interesting to see how the team are completely embedded within the wards and seen as valuable contributors to the MDT and are linked with community/locality teams and how this helps to manage the risks across both settings.

I hope to see this excellent work continue and over time to see links develop with the other local HSCPs to improve patient flow even further.

2a.

10 January 1400-1445 – Dr Sandesh Gulhane to discuss increasing primary care capacity in areas of new build developments at Scottish Parliament

- a. Date: 10/01/2024
- b. Time: 14:00-14:45
- c. Length of meeting: 45 minutes
- d. Location of meeting: The Scottish Parliament
- e. Purpose of meeting: This meeting has been arranged at the request of Dr Sandesh Gulhane, MSP, Glasgow Region, Conservative to discuss the impact of new-build developments on primary care capacity.
- f. Minutes of meeting:

MINISTERIAL ENGAGEMENT BRIEFING:

Copied to [redacted]

<i>Engagement Title</i>	Primary Care Capacity and New Developments
<i>Organisation/Venue and full address including postcode</i>	The Scottish Parliament
<i>Date and Time of Engagement</i>	Date(s): 10 January 2024 Time(s): 14.00 to 14.45
<i>Background/Purpose</i>	This meeting has been arranged at the request of Dr Sandesh Gulhane, MSP, Glasgow Region, Conservative to discuss the impact of new-build developments on primary care capacity.
<i>Bullet point Summary and media handling (key issues, and issues to avoid)</i>	[redacted]
<i>Event Programme</i>	14:00 – 14:45 hrs at the Scottish Parliament,

Guest List or Meeting Attendees

Potential additional attendees

Official and Comms Support (including mobile numbers)

- Dr Sandesh Gulhane

Names:

[redacted] NHS Facilities and Environmental Sustainability: [redacted]

2b.

Minute of Meeting to discuss Increasing Primary Care Capacity in areas of New Build Developments
10 January 2024, 14.00-14.45
Parliament

1. Present:

Michael Matheson, Cabinet Secretary of NHS Recovery, Health and Social Care
Sandesh Gulhane, MSP

In Attendance

Alan Morrison Deputy Director Health Infrastructure, Scottish Government

[redacted] Assistant for Mr Gulhane

2. Background

Mr Gulhane had previously highlighted one particular issue arises with the construction of new-build developments. Planning permission is often conditional on developers improving things such as local infrastructure, roads, rail and cycle paths, and investing in schools to cope with increases in the population of the area. However, no provision is made for increasing primary care capacity, and GP surgeries become inundated with new patients when they are already full to capacity. He had asked if the Scottish Government would look at addressing this issue and this meeting was in response to that request.

The Cabinet Secretary noted that construction inflation means that our investment over the next few years has to be focussed on projects which are already in construction and there was limited scope for new builds.

He also stated that planning authorities can require developers to contribute to the costs of expanding health infrastructure but not all do and the contributions do not cover the full costs.

However, he agreed that this was a critical area and he was keen to explore the possibility of being more proactive in collecting developer contributions in advance of any new primary care premises being built.

3. Action

Alan Morrison will establish what options are available and Mr Matheson will write to Mr Gulhane outlining the position.

4. Next Meeting

No further meetings planned, though a follow up conversation may be arranged.

3a. Visit to Forth Valley Royal Hospital

- a. Date: 4/01/2024
- b. Time: 10:15-11:15
- c. Length of meeting: 1 hour
- d. Location of meeting: Forth Valley Royal Hospital
- e. Purpose of meeting: Mr Matheson asked for a visit to be set up on Thursday 4 January at Forth Valley Royal Hospital. He would like to speak to staff who are dealing with discharges, to hear how they are handling these and some of the problems they are experiencing.
- f. Minutes of meeting:

4 January 1015-1115 – practicing medical staff at Forth Valley Royal Hospital to discuss A&E performance and delays to discharges

ENGAGEMENT BRIEFING: CABINET SECRETARY FOR NHS RECOVERY, HEALTH AND SOCIAL CARE

Engagement Title	Visit to Forth Valley Royal
Engagement Timing	Thursday 4 January 2024 10:15 – 11:15
Venue	Forth Valley Royal Hospital, Stirling Road, Larbert FK5 4WR
Background/ Purpose	Mr Matheson has asked for a visit to be set up on Thursday 4 January at Forth Valley Royal Hospital. He would like to speak to staff who are dealing with discharges, to hear how they are handling these and some of the problems they are experiencing.
Key messages	[redacted]
Who	Angie Wood: Co-Director Social Care and NCS Development Karen Gouldie: Director of Nursing Dr Karen Adamson: Associate Medical Director, Unscheduled Care [redacted] Social Work Discharge Lead [redacted] : Chief Officer for the Falkirk Health and Social Care Partnership Karen Goudie and Dr Karen Adamson will meet you at the main front entrance to Forth Valley Royal Hospital and introduce you to staff in the local Flow Navigation Centre, Integrated Discharge Team and Acute Assessment Unit.

	A parking space for the ministerial car in the turning circle outside the main entrance has been arranged.
Annexes	[redacted]
Supporting Official	Angie Wood: Co-Director Social Care and NCS Development

3b. Summary of the points raised at visit today [FV Royal 4th January 2024].

The visit was led by [redacted] Associate Nurse Director Acute, [redacted] Associate Med Dir for acute and [redacted] CO Falkirk HSCP. We met with flow navigation team, visited the ED department and the assessment unit. Cab Sec able to speak to a variety of front line staff. Fairly wide ranging discussion acknowledging that the level of DD was unacceptable but also that other processes will require significant improvement to see the improvement to flow that is required.

Main issues raised –

- AWIs – variance in the approach between Falkirk and Clacks/Stirling with greater resistance within Falkirk to use 13ZA. They have been working with MH colleagues and have made some improvements around this.
- Trak usability – couple of issues raised here. PDD is a mandatory field to be completed on admission. By doing it in this way, feel that it true use as MDT planning tool is lost. Wider issues with the use of Trak also. Still using paper case notes in assessment unit and other areas. Medical Director seeking support to extend roll out of full use of trak including to community staff to aid communication.
- Current configuration of ED and assessment unit and number of different referral routes in to hospital – discussed there plans to review and modify this configuration and routes in to ensure that it worked more effectively.
- Spoke at length regarding recent firebreak. They report they are disappointed they have not sustained the reduction in surge beds use that the firebreak first delivered. They do feel it has allowed them to be clearer in the actions that are required to drive improvement. PDD, criteria based discharge and other good discharge processes all need further work to embed. Also issues with over prescribing of social care, with recommendations made without social work involvement. Medical director keen to challenge in this area to ensure greater MDT approach is taken.
- Plan to bring together discharge planning/coordination resources to be able to support ward staff more effectively and challenge where practice needs to change/improve.

Cab Sec indicated with would be useful to meet with them in 6 months to review progress.

4. Visit to Skye Broadford Hospital:

- a. Date: 01/01/2024
- b. Time: 14:30-15:15
- c. Length of meeting: 45 minutes
- d. Location of meeting: Skye Broadford Hospital
- e. Purpose of meeting: Meet frontline clinicians working over the festive period
- f. Minutes of meeting: No minute of this visit. The following tweet was sent from ScotGovHealth on New Year's day with an image from his visit to Broadford Hospital.

Tweet copy:

Health Secretary @MathesonMichael visited Broadford Hospital to meet staff and thank them for their work over the festive period.

Tag @NHSHighland in photo

1 January 1430-1315 – practicing medical staff at Broadford Hospital in Skye to discuss services

MINISTERIAL ENGAGEMENT BRIEFING: Cabinet Secretary for Health Michael Matheson to visit the Skye Broadford Hospital

Engagement title	Visit to Skye Broadford Hospital
Engagement timing	Monday 1 January, 14:30 – 15:15
Venue and full address	Skye Broadford Hospital, High Road Broadford, IV49 9AA
Attendees	[redacted]
ANNEXES	[redacted]

5a. Senior medical and public advisory forum 18/12/23

- a. Date: 18/12/2023
- b. Time: 10:00-11:00
- c. Length of meeting: 1 hour
- d. Location of meeting: Royal College of Physicians and Surgeons Glasgow
- e. Purpose of meeting: To discuss challenges and improvements to primary care at a Senior medical and public advisory forum
- f. Minutes of meeting

18 December 1000-1100 – Senior medical and public advisory forum to discuss challenges and improvements to primary care at the Royal College of Physicians and Surgeons of Glasgow.

5b. Senior Medical & Public Health Advisory Forum – Minute

Monday 18 December 2023, 10 am – 1 pm

Lower Library, Royal College of Physicians & Surgeons of Glasgow

In attendance:

Professor Andrew Elder, President, Royal College of Physicians of Edinburgh

Dr Tom Harding, Chair, Scottish Academy Trainee Doctors' Group

Professor Sir Peter Mathieson, Principal & Vice-Chancellor, University of Edinburgh

Dr Miles Mack, GP & Past chair of Scottish Academy, RCGP Scotland

Dr Crawford McGuffie, Co-chair, Scottish Association of Medical Directors

Mr Mike McKirdy, President, Royal College of Physicians & Surgeons of Glasgow

Dr Calum McPherson, Scottish Clinical Leadership Fellow

Professor Andrew Morris, Director, Health Data Research UK

Professor Rowan Parks, President, Royal College of Surgeons of Edinburgh

Dr Boyd Peters, Co-chair, Scottish Association of Medical Directors

Dr Nick Phin, Medical Director, Public Health Scotland

Dr Chris Provan, Co-Chair, RCGP Scottish Committee

Professor Lewis Ritchie, Mackenzie Chair of General Practice, University of Aberdeen

Professor Sir Aziz Sheikh, Director, Usher Institute & Dean of Data, University of Edinburgh

Professor Steve Turner, Chair, Scottish Academy

Dr Daphne Varveris, Honorary Secretary, Scottish Academy

Professor Emma Watson, Director of Medicine, NHS Education for Scotland

Dr Susan Webb, Chair, Directors of Public Health

Scottish Government:

Professor Sir Gregor Smith (chair), Chief Medical Officer for Scotland

Mr Michael Matheson, **Cabinet Secretary for NHS Recovery, Health and Social Care**

Professor Marion Bain, Deputy Chief Medical Officer

Professor Dame Anna Dominiczak, Chief Scientific Officer, Scottish Government

[redacted]

Professor Graham Ellis, Deputy Chief Medical Officer

Richard Foggo, Director of Population Health

[redacted]

[redacted]

Niamh O'Connor, Deputy Director of Population Health

Apologies:

Dr Simon Watson (vice-chair), Medical Director, Healthcare Improvement Scotland

Dr Katie Dee, Convenor, Faculty of Public Health Scotland

Professor Nicola Steedman, Deputy Chief Medical Officer

[redacted]

Dr Chris Williams, Co-chair, RCGP Scottish Council

Dr Jane Morris, Chair, Royal College of Psychiatrists in Scotland

Dr Juliette Murray, National Associate Clinical Director, Centre for Sustainable Delivery

1. Welcome & Apologies

CMO welcomed all to the meeting and apologies were noted as above.

Professor Sir Peter Mathieson, Professor Lewis Ritchie, Dr Calum McPherson, Dr Chris Provan and Dr Tom Harding were welcomed as new members of the Forum. CMO also thanked Scottish Government colleagues in attendance.

CMO introduced the Cabinet Secretary for NHS Recovery, Health and Social Care and invited him to provide some opening remarks.

The Cabinet Secretary referred to the CMO's Annual Report for 2022/23, specifically noting the challenges faced in delivering health and care during times of austerity and the impact of financial hardship both on services and on the health of the population. He emphasised the potential of the Forum in bringing together the expertise, skills and knowledge from senior leaders within the medical profession. He noted the opportunity to shape the future direction of the healthcare system, working collaboratively to help inform decisions around prioritisation.

2. Minutes & actions arising from previous meeting

The minutes of the previous meeting were accepted as a true and accurate record.

CMO referred to an updated version of the Terms of Reference. As previously agreed, this had been amended to include reference to empathy to risk as one of the Forum's core values.

ACTION: CMO to consider a future agenda item on the management of risk within clinical practice.

The ToR was accepted, subject to the follow amendments;

- 2.2 – to be revised from 'evidence driven' to 'evidence informed'.
- 4.2 – to be revised to reflect that members may be invited to join the Forum on an individual basis in addition to members who are representative of their national clinical groups.

CMO advised that he did not plan to extend membership of the group any further, at this stage, but that this would be continuously reviewed.

CMO advised members of two forthcoming dates for their diaries: i) Realistic Medicine Conference on 22 April, and; ii) a meeting of Scotland's senior health and care leaders on 23 April. Professor Victor Montori, Professor of Medicine, Mayo Clinic had confirmed his attendance. Both events would take place at the University of Strathclyde and invitations would be sent to Forum members in due course.

Given the scope and ambition of the Forum, CMO advised that a small Executive Group had been established to provide support and maintain momentum between Forum meetings. Dr Simon Watson, Medical Director, Healthcare Improvement Scotland had agreed to become Vice Chair.

3. Using data to support Primary Care

The Forum had a general discussion around the benefits of a data platform which would support whole system intelligence to impact meaningful change to individuals and populations.

ACTION: Timelines to be circulated to the Forum.

4. Update on EAVE II & Future Plans

The Forum heard a presentation on how EAVE II had supported the COVID-19 response and had a discussion around the merits of applying the approach to other clinical areas. CMO formally noted his thanks to Professor Sir Aziz Sheikh for his outstanding contribution during the COVID-19 pandemic.

5. Lessons from the CSO at 50 Conference

CMO congratulated CSO on an exceptional conference with world-class speakers. The Forum discussed the importance of research & innovation and acknowledged the importance of building on existing relationships with industry and academia.

6. Continuity of Care in the NHS

Following a discussion, the Forum noted that due to the breadth and complexity of the topic, a sub-group would be formed to establish an evidence base which would be presented at a future meeting of the Forum.

ACTION: Members who would like to volunteer to support this work to contact [redacted]

ACTION: [redacted] to work with Dr Simon Watson to develop a proposal for CMO to consider which sets out the proposed membership and timelines for this work. The membership would be multi-disciplinary to reflect the way that care was delivered across primary, secondary, tertiary and social care. This would also include a mechanism to secure meaningful public engagement to help inform approach.

7. Update & Discussion: Population Health Reform

The Forum received an update on the current developments on population health reform. The Forum noted the importance of this work and were keen to contribute going forward.

8. A National Conversation

An update was provided on discussions within Scottish Academy in relation to a national conversation.

It was agreed that the Forum would consider obesity at a future meeting.

ACTION: [redacted] to liaise with Dr Susan Webb and Dr Nick Phin regarding an agenda item for the next meeting of the Forum.

9. AOCB

No further issues were raised.

10. Date & Time of Next Meeting

27 February 2024, 10-1 pm, Royal College of Physicians of Edinburgh

n.b. This minute will be confirmed by the group at the next meeting – details above.