

Palliative Care GGC Website Reference Group

Minute of Meeting held 29/05/18 at Clutha House

Present: Paul Corrigan, Stuart Milligan, Claire O'Neill, Elaine Stevens
 Minutes: Jane Pettit
 Apologies: Mairi Armstrong, Shirley Byron, Katie Clarke, Francesca Gray, Euan Paterson

1	Minute of Previous Meeting	Action
1	<p>Minute of Previous Meeting Minute of 07/12/17 meeting approved (February meeting cancelled due to adverse weather).</p>	
2	<p>Group Membership Elaine Stevens (District Nurse, Pollokshaws Clinic) was welcomed to the group as replacement for previous member Michelle Dalgarno. PC gave a brief outline of the purpose of the meetings.</p> <p>It was noted that the group is no longer pursuing Palliative Care Consultant representation but benefits from indirect Consultant input through the StaffNet Palliative Care Resource Folder Group which oversees acute palliative care content duplicated on the website.</p> <p>PC advised that EP has committed to remain a member of the group until at least August and the next meeting of the Glasgow & Clyde Palliative Care Network Group.</p>	
3	<p>Meeting Schedule 2018 PC reported feedback on which working days suited members best and unfortunately no one day suits all. In order to schedule meetings allowing for at least a few days per year that suit all members it was agreed to rotate meetings through Monday, Tuesday and Wednesday afternoons starting at 3pm. Meetings are expected to be short, typically 1 hour long. The next 2 meetings for 2018 were agreed as follows.</p> <ul style="list-style-type: none"> • Wednesday 29th August 1500 – 1630 at Clutha House • Monday 19th November 1500 – 1630 Venue T.B.C. 	
4	<p>Website – Health Care Professionals Area PC reported on various updates including: Home page key resources, bereavement videos, T34 & Acute Teams.</p> <p>No further updates on local DNACPR resources were available. PC & CON will advise when anything further is published.</p> <p>EP has provided some updates for the GP web page and will review existing content. If possible Katie Clark and Francesca Gray may support this.</p> <p>PC updated on a proposed new simplified design for the website to address issues from previous user experience testing and informal feedback. It has not been possible to change the design whilst maintaining full functionality of the existing website so additional server space has been requested from Scottish Health on the Web (SHOW) to accommodate a new test website.</p> <p>CON advised that the Scottish Palliative Care Guidelines are being updated and a printed booklet should be available later in the year.</p> <p>SM raised the possibility of linking to IPOS information through the website as there is currently no content on this tool being trialled in Inverclyde.</p>	<p>PC, CON</p> <p>EP, KC, FG</p> <p>PC</p>

	<p>It was agreed that SM would seek to publish IPOS information on Ardgowan Hospice's website and the palliative care GGC website would link to this from the hospice webpage. PC will also correct a broken link to Ardgowan Hospice referrals webpage.</p>	<p>SM PC</p>
5	<p>Palliative Care Education The education calendar has been updated and online booking continues to be trailed through Webropol.</p> <p>PC demonstrated a new hospice education webpage and discussed adding hospice sessions to the education calendar as some hospices have requested publication on the website previously. It was agreed to trial this and offer hospices publication of their sessions on the calendar if they can provide a list of titles, dates and links to flyers / booking webpage. PC noted it would not be practical to publish flyers, posters and other hospice materials on the website.</p> <p>PC proposed to raise this idea at the next Palliative Care Practice Development Steering Group meeting and if members were in agreement to contact the hospices through this group.</p> <p>PC noted that a short education session about NHSGGC online palliative care education had been delivered that morning to nurses at the QEUH and it had been useful to observe how they were able to find key palliative care resources.</p> <p>PC & CON continue to be involved in setting up a Communication Skills Training Framework (along with Jackie Mearns & Les McQueen) and when live this should provide a further channel into some training provided by palliative care including Sage & Thyme, Breaking Bad News etc.</p>	<p>PC</p>
6	<p>Website – Content for Patients / Carers All content has been updated and checked. No direct patient feedback on content has been received but PC will be alerted to any by the Patient Experience Public Involvement Manager. Fiona Rodgers, Senior Nurse for West Dunbartonshire has offered to support access to patient / carers groups in her area.</p>	
7	<p>User Experience Testing No formal testing scheduled until new website designs are considered by the group.</p>	
8	<p>Social Media and Website Promotion Twitter account numbers have continued to rise and links made with new NHSGGC websites and staff working in Palliative / End of Life Care. Business cards with website and social media addresses are still available.</p> <p>SM asked about website use figures. PC demonstrated recent figures available on the website for visitors, popular webpages and devices used to access the website. ES noted ongoing difficulties with tablets connectivity and the probability that staff use these only to access patient data not as a tool for accessing general palliative care information, guidelines etc.</p>	
9	<p>AOCB Meeting schedule for remaining 2018 meetings agreed at item 3 above.</p>	