

Our Positive Voice (Grampian) Note  
Thursday 20<sup>th</sup> July 2017 5.30pm

**Present:** IR, S1, CS, S2, Rik, BD, SL, Denise

**Apologies:** CP, W1, Dani, Vicky

**Note of previous meeting**

The note of the previous meeting was approved.

**Outstanding actions were updated**

**Peer support:** THT have been awarded funding and are setting up a national project offering peer support. THT staff are facilitating a meeting in Aberdeen on Monday 24<sup>th</sup> July to discuss this. Several members of Our Positive Voice Grampian are attending. There was a query about the type of support available for young people living with HIV in Grampian.

**ACTION:** Forum members to feed back in August

**ACTION:** Denise to find out support available to young people living with HIV in Grampian.

**HIV Scotland National Involvement Standards**

Rik explained about the [standards](#) and asked the forum if they would be willing to test the questionnaire which will be used at the point of assessment for the standards. The forum agreed.

**ACTION:** Rik is to circulate an electronic link to the questionnaire to the forum members.

**ACTION:** Denise will send the link to the staff questionnaire to NHS Grampian staff and also make them aware of the patient questionnaire so any other interested patients can take part.

**Patient Leaflet**

The patient information leaflet with local and national support detailed that was developed with the forum was shared. The forum agreed that it detailed their suggestions and thought it would be useful to put in information pack for newly diagnosed individuals alongside a forum flyer. It was thought it would also be useful to give to all patients.

**ACTION:** Denise to arrange for the same information leaflet with Infection Department contact details

## **Our Positive Voice (Grampian) website**

CS confirmed the website was live. Denise confirmed that it was linked to from NHS Grampian Sexual Health website and on the forum flyer. There was discussion as to what information should be included on the website. The forum thought agendas and notes of the meeting should be uploaded. The group agreed that their first names be included on the notes but new members will be asked their preferences. A note to this effect is to be put on the website so potential new members are aware it is not necessary to have their first name included. Discussed the website and what should be included on it should be a standing item

**ACTION:** Denise to send action notes and agendas to CS for upload on website.

**ACTION:** CS to upload to action notes and agendas to website.

**ACTION:** Denise to add Our Positive Voice (Grampian) website as standing item on agenda.

## **Agenda Items**

### **1. Pharmacy Update session/Q & A**

The topics/questions put forward for Vicky to discuss in August were reviewed and two additional added –

- Latest developments/new medications
- Generic prescribing protocol
- PrEP update
- PEP in Grampian – local data on number accessing, has this decreased over recent years?
- How much information does my pharmacist have about me?
- What percentage of PLWHIV use community collection?
- Can you get medication delivered?
- Can anyone use community collection?
- What else can my community pharmacy support me with?

**ACTION:** Denise to share topics/questions with Vicky

### **2. Sharing details with other members of forum**

A member of the forum asked if email address could be shared with each other. The group present agreed. Each new member of the forum would be asked if they would wish their email address shared and there would be no expectation to do so.

**ACTION:** Rik to facilitate sharing of members of the group who were present's email addresses.

### **3. Recommendations for service improvement workplan**

Priorities for improvement were decided from the recommendations suggested previously based on the clinic experience survey.

1. Receiving results – Only get satisfactory results at clinic visits. Could a call/text/email be sent to say test results are satisfactory?
2. Lack of awareness of other support services e.g psychology
3. Appointment times are all within 'office hours' – could a monthly evening clinic be trialled?
3. Clinics based nearer home/more widespread in Grampian
4. Exploring other ways of booking appointments – e.g. online
5. Privacy and confidentiality in reception – difficult balance between staff acknowledging you in front of other clients between staff not acknowledging you

The issue to be discussed and a workplan written in August is how individuals receive their results when they are satisfactory. Group members felt they are informed if a test result is abnormal however they would also like to receive acknowledgement that a result is satisfactory. Each month a new priority will be discussed.

**ACTION:** Rik to find out how other clinics in Scotland communicate satisfactory results

**ACTION:** Denise to find out the current pathway for communicating results in Grampian.

### **4. Any other business**

#### Funding sources

CS updated on potential funding sources including the Lottery Fund and Awards for All.

#### Feedback

There was discussion on how feedback on experience was collected at the Sexual Health Service and Infection Department. Feedback is collected through Improvement Tree at the Sexual Health Service.

**ACTION:** Denise to find out if there is an opportunity to provide feedback via Improvement tree or feedback box at the Infection Department.

**Next meeting –17<sup>th</sup> August 2017 at 5.30pm**