

Follow up questions from Health, Social Care and Sport Committee - Attendance by Dr Alan Mathers on behalf of NHS GGC

During the session, Gillian Mackay MSP asked questions around if the Service has processes/standard ways of communicating with women in relation to:

1. Information about the service and what to expect.

Information about the service and what to expect is on the GGCHB web site (<https://www.nhsggc.scot>). It is readily accessible through search engines. Patients are also contacted by phone *before* their clinic appointment advising them on what to expect by our nurses, and they have a video consultation with our psychologist 2 weeks prior to their clinic appointment to also inform them about what to expect and that also serves to inform the clinical team of what are the expectations of the patient.

We are developing a patient information leaflet which will be sent to patients on receipt of a referral into the mesh service. This will also direct them onto the website. We aim to share this with all health boards and primary care providers so it can be given to patients by their local teams.

2. Follow-up information following an appointment and how the service ensures women can digest information that is being sent to them.

Again a significant amount of information is already on the website. Furthermore when patients attend clinics, further written information is offered (electronic versions of which are on the website). Patients are given leaflets pertinent to their specific condition(s) and signposted again to the links to the web site resources.

All patients are advised (both before their first mesh centre appointment and during the appointment) that a decision is *not* expected at this appointment. A period of reflection is strongly encouraged, even if the patient is sure at the initial visit of their chosen treatment pathway. This allows time to digest information given and further consider their options.

All patients are offered a follow up appointment with the team (Virtual or “face to face”), for further questions to be addressed and they can convey their management wishes to the team. Patients attending the mesh clinic are also provided with a mesh help line number. Through this, they can contact the department on matters such as: where they can request further appointments, information or speak to the team advising on how they wish to proceed

3. Information on how women can keep themselves well and receive alternate support while on the Service waiting list. And where they can access this support.

Access to non-surgical management of mesh complications can and should still continue in the local units whilst patients are waiting to be seen. Advice on this is again on our website and we will emphasise this further.

Further work is being done to develop the website and make it, as described at the Committee, less ‘clunky’: we encourage feedback and will add any further information or updates as they becomes available and/or necessary.