

ENGAGEMENT – WHAT YOU TOLD US

A single 'Engagement and Communications Action Plan' was developed for the HSCP Joint Strategic Plan Progress Year One Report to act on the declared vision that:

We want to ensure that everyone has the opportunity to let us know how A&B HSCP are doing, now we are one year into the Joint Strategic Plan.

Community Drop in Events were held throughout Argyll and Bute.

Chief Officer Fiona Davies published an Online Vlog: <https://bit.ly/JSPVlogApr23>

An Online Survey was also available for our communities to share feedback.

An online virtual event was also offered however there were no participants.

Theme of events:

How are we doing? What's Working Well? What are the challenges and barriers of accessing services and what can we do different?

Do you think we are meeting these 4 priorities?

- **Choice and Control & Innovation**
- **Prevention Early Intervention and Enablement**
- **Living Well and Active Citizenship**
- **Community Co-Production**

What are we doing well and/or what could we do better to meet these priorities?

We would like to express our thanks to everyone who attended a drop in event, completed a survey and watched the Vlog. We very much appreciate your time and valuable feedback.

Drop in Events 2023		
Oban Atlantis Centre Function Room	Monday, 17 April	10 Participants
Campbeltown Town Hall	Tuesday, 18 April	5 Participants
Lochgilphhead Community Centre	Thursday, 27 April	21 Participants
Inveraray Nicholl Hall	Thursday, 27 April	1 Participant
Helensburgh Civic Centre Annex 1	Thursday, 27 April	6 Participants
Dunoon Queens Main Hall	Thursday, 4 May	7 Participants
Bute Discovery Centre Exhibition	Thursday, 4 May	20 Participants
Isle of Mull Craignure An Roth Centre	Tuesday, 6 June	2 Participants
Isle of Islay Bowmore Gaelic Centre	Tuesday, 13 June	6 Participants

Community Survey

(With the focus on Women's Health additional question were included within the survey)

Respondents
19

Results from the public survey, although from small numbers of people, provided feedback for potential improvements in areas related to the 4 priorities.



GAPS

If there was one change the HSCP could make towards our aim that 'people in Argyll and Bute will live Healthier and Independent lives', what would it be?

Benchmark with people about their experience of service receipt.

Be more realistic and stop promoting unrealistic plans that differ hugely from reality of situation.

Involving people earlier and more effectively in decisions that affect them and their communities.

More resources, money, staff and reduced waiting lists.

Listen to what PEOPLE want and how they want it, share information with other groups, find out what other groups are doing in the area.

More face to face work letting the community know about services.

STRENGTHS

What is the best thing about the health and social care services provided over the past year?

The increase in NHS Near Me. Being able to have phone consultations with GP as face to face not always needed and are harder to get.

The staff that go above and beyond.

Response to urgent and emergency need, health and social care, vaccination programme, local maternity services, remote vc/digital consultation expansion.

We can still access GP's here if we need them which isn't so easy in urban areas.

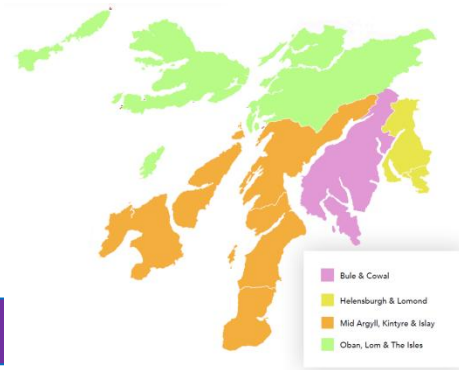
The Enablement team has been really good-responsive and helpful. Occupational Therapy service within that has been good.

Community Engagement.



Community Drop in Events

Total
Participants
78



GAPS- If there is one thing you could change what would it be?

Oban

- ◆ The 4 options, rurality don't often work.
- ◆ Most people default to an option as there is a lack of care companies in the area.
- ◆ Recruitment is providing difficult, with a reduced pool of available applicants. People then go on an "unmet needs" list this list is expanding rapidly.
- ◆ Carers get paid more in supermarkets.
- ◆ English lessons for Ukrainian people who want to provide care.
- ◆ Housing - no availability to attract staff to the area.
- ◆ Carers Act funding not ring fenced unspent carers fund put up for caring but no information.
- ◆ Loss of meals on wheels is a catastrophe!
- ◆ Delayed discharges from Glasgow as no community Hospital.
- ◆ Recruitment challenges for carers on our islands.
- ◆ Difficult to recruit consultants.
- ◆ Wait over 2weeks for a blood test from Community Treatment and Care GP better.
- ◆ Issues with discharges and how unpaid carers aren't included.
- ◆ Disconnect from GP Surgery and hospital for bloods.
- ◆ Care - 15minute visits not workable. Not enough per client.
- ◆ Parking at hospital difficult but Lorne Medical Centre Better.
- ◆ Bus only stops at Hospital roundabout no hospital not good access.
- ◆ No social work team lead in Oban.
- ◆ Finance need to look at options -means that only people who can afford can get carer.
- ◆ Loss of service from Haematology from GGC.
- ◆ Previous consultation on care – Dumbeg – What happened?
- ◆ There are lots of Ukrainian nurses and carers in the area we need to employ them.
- ◆ One year contracts a problem- seasonal staff.
- ◆ Why do we pay agency staff more, Rather than pay agency, pay good carers a good rate.
- ◆ No social work team.
- ◆ In order to offer "best value", what steps is the HSCP taking to work with partners as equals in the delivery of the Self Directed Support framework of standards and the duties outlined in the Self Directed Support framework.

STRENGTHS - What is the best thing about the Health and Social Care Services provided over the past year?

Oban

- ◆ JSP plan on a page good- easy to access and read.
- ◆ Advanced Paramedic in Lorn Medical centre was excellent.
- ◆ Amazing work done by Crossroads. More visible, good staff and nurturers.
- ◆ Hospital liaison carers established good.
- ◆ Carers centres well known locally.
- ◆ Use Social media for Good News stories – especially Social Workers.
- ◆ Learning from good outcomes.
- ◆ Brilliant Social work team in Oban!
- ◆ Good social workers and assistants in Oban- Got a care home place in Oban within hours.
- ◆ We have distilled well what is important for us within the HSCP Priorities.
- ◆ 18%increase in carers being supported carers centres is fabulous.
- ◆ Thanks makes a difference – kindness.
- ◆ 18/25% of unpaid carers being supported.
- ◆ Good news story about housing but should be told this (Locality Planning Group).

GAPS- If there is one thing you could change what would it be?

Campbeltown

- ◆ More Hospital beds required.
- ◆ Care 15 minute visits are too quick not enough time to do everything.
- ◆ Need more investment in Social Care Staff.
- ◆ Meals on wheels required – Social contact
- ◆ Need more support for people caring for people at home – carer not able to work and need a break.
- ◆ Care- More respite.
- ◆ Differences of care across care providers.
- ◆ Respite for Carers is really needed- overnights/weekends– unable to make plans.
- ◆ Postnatal 6 week check was not good. Mum not looked after. Only asked about contraception.
- ◆ Missed mothers health concerns.
- ◆ Really need a Dementia Day Care centre (woodlands would be perfect).
- ◆ No beds/availability at Kintyre Care Centre for people to remain local.

STRENGTHS - What is the best thing about the Health and Social Care Services provided over the past year?

Campbeltown

- ◆ Maternity Services provided a weaning talk it was excellent.

GAPS- If there is one thing you could change what would it be?

Lochgilphead

- ◆ Digital access to specialised clinics.
- ◆ Not enough knowledge of conditions.
- ◆ Lack of choice for making appointments.
- ◆ Time scales for appointments, referrals and results.
- ◆ Lack of support from Ethnic Minorities.
- ◆ Be listened too.
- ◆ Not be afraid to ask for help.
- ◆ Mid Argyll Community Hospital- A great facility for our town but only if you can get inside. A building of two halves; if you need emergency care the door is open and you are looked after. However if you want to keep yourself out of hospital by seeing a GP, good luck.
- ◆ Women in Mid Argyll struggling to get HRT.
- ◆ Male GP is the menopause specialist not good doesn't understand.
- ◆ Increase young people Mental Health Practitioners.
- ◆ Free classes Health Wellbeing.
- ◆ More community hubs with Technology Enabled Care to use.
- ◆ Lacking in support and practical help for children and young adults with Additional Support Needs.
- ◆ Not always receiving a full prescription.
- ◆ Often a lack of communication.
- ◆ Age discrimination.
- ◆ More home visits provided in certain circumstances.
- ◆ Distance to travel for appointments.
- ◆ More focus on the whole person not just the condition.
- ◆ Establish well Women and well Man clinics.
- ◆ Better communication between services.
- ◆ Home visits and evening clinics needed.
- ◆ Video conference with nurse present to take bloods or do other required tests and reviews of medication.
- ◆ Staff need support to fulfil training.
- ◆ Elderly greater options support to address lonely/isolation and keep skills.
- ◆ Access to services/Groups.
- ◆ Increase support to carers respite.
- ◆ Learn from the young what help them.
- ◆ More young people voices.
- ◆ No formal Mental Health group in Mid Argyll.

STRENGTHS - What is the best thing about the Health and Social Care Services provided over the past year?

Lochgilthead

- ◆ Access to free prescriptions.
 - ◆ Access to free services including; screening testes-bowl, breast, smear, eye tests, hearing and dental checks.
 - ◆ Access to prevention support; Physiotherapy, podiatry, suicide prevention, diabetes, speech therapy.
 - ◆ Near Me for remote areas helps with access.
 - ◆ Listening to community.
 - ◆ More preventative work.
 - ◆ More public information though possibly not enough communication reps.
- ◆ Digital access to some clinics reduces travel time.
 - ◆ Mid Argyll Community Hospital- A building that will mean something to everyone. A place of employment for so many people. We are lucky to have this in our community. A hub of activity. Help and care.
 - ◆ More Integration.
 - ◆ Great Social work support in Mid Argyll.
 - ◆ Joint working and planning.
 - ◆ Improved websites- HSCP better known.
 - ◆ Call centres improve contact from social work.

GAPS- If there is one thing you could change what would it be?

Inveraray

No feedback given

STRENGTHS - What is the best thing about the Health and Social Care Services provided over the past year?

Inveraray

No feedback given

GAPS- If there is one thing you could change what would it be?

Helensburgh

- ◆ No breast screening after 70 have to make own appointment.
 - ◆ Change of language in palliative NOT end of life – link to self managed.
 - ◆ Where does self management sit within clinical – why is wellbeing not built in.
 - ◆ Link in with NHS 24 and Right Care and Right Time.
 - ◆ Mental Health emergencies at night.
 - ◆ Response for young carers in Mental Health breakdowns- advice/advocacy is third sector.
- ◆ 24month wait for MRI.
 - ◆ People are going private.
 - ◆ Need to engage voice of “patient of tomorrow”.
 - ◆ Holistic approach in communities – not always need to go to GP.
 - ◆ NHS 24 – child with asthma – did not call back.
 - ◆ Are we addressing mum rights in our services?
 - ◆ Need Service Level Agreement consultation on NHS 24.
 - ◆ Team at schools about responsibility for health.

STRENGTHS - What is the best thing about the Health and Social Care Services provided over the past year?

Helensburgh

- ◆ Out patients- Now call say would you like to go to “Vale”.

Dunoon

- ◆ Alignment of different plans – include education.
- ◆ Transition for young person did not happen.
- ◆ How are all service areas doing engagement?
- ◆ Patient/carers voice not captured.
- ◆ Prevention before Mental Health Team.
- ◆ Young family moving to work for NHS not given support for accommodation.
- ◆ Primary Care treatment rooms being developed this needs to be communicated.
- ◆ To know how voices are used.
- ◆ Breakfast meeting be good.
- ◆ Have a provider's event along with engagement.
- ◆ Transparency on governance structure.
- ◆ 20 new families moved to Innellan, not captured in locality data.
- ◆ Difference in population to Cowal and other rural locations since Covid.
- ◆ Locality Planning Group's needs engagement
- ◆ Education isn't part of the conversations – co-produce.

- ◆ Too much money going in to crisis rather than prevention.
- ◆ Can't get to see GP.
- ◆ Pharmacy under pressure but doing a lot.
- ◆ Better one hub for a MOT.
- ◆ Triage needs to be explained.
- ◆ 2 years diagnosis appointment for autism.
- ◆ Shaping places will be important.
- ◆ No NHS Dentistry here.
- ◆ Posters; should say things like...are you having trouble...
- ◆ Community Development Trust good to advertise.
- ◆ Communicate Children's Service Plan – are young carers included?
- ◆ Co-production – must have people on the boards from third sector, voluntary and education.
- ◆ Patient/carers not acknowledged in this plan.
- ◆ Great increase in career's assessment but huge

Dunoon Crossroad's Carers Centre

- ◆ Clear diagnosis so appropriate care can be put in place.
- ◆ Flexible day care.
- ◆ Kindness/compassion/understanding.
- ◆ Being able to access what you need when you need it.
- ◆ More things to do together Lunch/music/dance.
- ◆ Quick contact for guidance or assurance.
- ◆ Self direct support – yearly payment to use needed.
- ◆ Not listening to carer's opinion on changes of whom they care for.
- ◆ Struan lodge 9.30/10 – 2/3.00 – More flexible day care longer days/weekends.
- ◆ Hospitals cancelling appointments when you are at the hospital, they don't tell you till you are there.

- ◆ Being able to contact people if something goes wrong.
- ◆ Like minded support someone to turn to.
- ◆ More awareness of information/services/resources.
- ◆ No discharge packages.
- ◆ Should advertise day care more, longer day care.
- ◆ Better pay conditions – Career structure, review of contracts, treated as a professional.
- ◆ Later appointments
- ◆ Getting early appointments across the water that you have problems getting to.
- ◆ Knowing what help is available especially in advance.

STRENGTHS - What is the best thing about the Health and Social Care Services provided over the past year?

Dunoon Crossroad's Carers Centre Group

- ◆ Night shift response - care provider
- ◆ Social work quick response.
- ◆ Cared for package in place prior to discharge.
- ◆ Memory clinic.

- ◆ Good relationships with Social workers
- ◆ Feel included in hospital process.
- ◆ Telecare
- ◆ Groups at carer centre share information. Peer to peer.

Bute

- ◆ Peer group important.
- ◆ Continuity of counsellors in schools.
- ◆ Without support could end up in Criminal Justice System.
- ◆ Phoenix centre good example but not for everyone.
- ◆ Adult protection slow and stressful process.
- ◆ Autism to be included in teacher training.
- ◆ If proper support at beginning save money- mental health, prison, addictions.
- ◆ Not a lot working well for carers.
- ◆ No specialised children with disability team.
- ◆ Getting audiology equipment fixed.
- ◆ People with severe learning disabilities having their health concerns needs understood by health professionals.
- ◆ Autism friendly town initiatives.
- ◆ Fall between cracks if adult has autism.
- ◆ Place of safety does not need to be a hospital.
- ◆ Gap between funding on educational social work/health.
- ◆ Risk criteria too high for CALMS.
- ◆ Transfer from Larkfield – ask for Cognitive Behavioural Therapy, not provided.
- ◆ Mental health carers linked to Children and Young People support.
- ◆ No proper safe room for children.
- ◆ Make dentist more accessible.

Bute Crossroad's Carers Centre

- ◆ Lack of support for carer.
- ◆ Continuity in support.
- ◆ Not knowing where to get help/what is available- professionals not knowing.
- ◆ More services to suit needs not just learning difficulties.
- ◆ Carers recognised as a job/paid/financial support. I need help means I need help not "I'm not coping".
- ◆ It's a small community can be difficult in terms of confidentiality.
- ◆ Better education for professionals and implementation.
- ◆ Information and training for carers.
- ◆ Information on legal stuff e.g. guardianship, Power of Attorney (Costs?).
- ◆ Funding for services.
- ◆ Benefit battles - what is available no one tells us.
- ◆ Listen to carers/parents don't make them feel guilty and treating them as the problem e.g. prescribing anti-depressants. Help and support.
- ◆ Mandatory Teacher and education staff training.
- ◆ Breaks/regular respite.
- ◆ Treat carers with dignity and respect.
- ◆ Technology- help with costs of wifi/lpads etc.
- ◆ Better understanding compassion/empathy.
- ◆ Better/more support to cared for person to reduce pressure on carer.
- ◆ More services (workers) from Crossroads.
- ◆ Long diagnosis process.

STRENGTHS - What is the best thing about the Health and Social Care Services provided over the past year?

Bute Crossroad's Carers Centre Group

- ◆ GP thinking of others.
- ◆ Great increase in carer's assessment but huge pressure on carers centre.
- ◆ If correct support – it works well for carers

GAPS- If there is one thing you could change what would it be?

Mull

- ◆ Homecare – Fragility, geographical barriers.
- ◆ Island impact assessment – not heard of one.
- ◆ Place of safety/quiet room at hospital – used for storage.
- ◆ Could this session have been delivered at groups rather than expect people to go out there way to attend an event.
- ◆ Third sector- case studies/story telling to promote the benefits to people who may need to use third sector services.

- ◆ Plan on the page be customised for each local area with the locality profiles.
- ◆ Safe and sound group widen further than mental health eg. Social support for older people.
- ◆ Social prescribing terminology bit off putting.
- ◆ Communication- how can this be better what were the key messages for the public from the IJB last week?
- ◆ Asset mapping what's available in communities.

STRENGTHS - What is the best thing about the Health and Social Care Services provided over the past year?

Mull

- ◆ Shoots of support, CPN cover, GP support great they go above and beyond.

- ◆ Some volunteers are involved in a range of things.

GAPS- If there is one thing you could change what would it be?

Islay

- ◆ Lack of Social work.
- ◆ Addictions a huge issue – alcohol abuse
- ◆ Children's psychiatric services not available.
- ◆ Scottish ambulance calls issues.
- ◆ Ferries access.
- ◆ Lack of women's health services.
- ◆ Lack of Sexual health services.
- ◆ Not a lot of areas for young people to attend.
- ◆ Needs assessment for the Island. See it as a locality in itself.
- ◆ Confidentiality and privacy issues.

- ◆ Affordable housing.
- ◆ Lack of Islay reception on HSCP groups – LPGs.
- ◆ Local support required for dementia and palliative care.
- ◆ No specialist dementia care on the Island
- ◆ Responder service required.
- ◆ Community transport required. Support required co-production.
- ◆ Co-production between the third sector and statutory services.

STRENGTHS - What is the best thing about the Health and Social Care Services provided over the past year?

Islay

- ◆ There's a community are willing to help.
- ◆ Healthy weight a success.

- ◆ GPs are great.

Key Themes

Need to get more involved in communities and consult alongside provider events and community development trusts

Near Me and Enablement Teams seen as assets

Needs more and a better range of carer's breaks

*Patient transport
- Lack of*

Many barriers to choice and control including stretched services and lack of choice

Prevention for mental health

Lack of services (especially mid Argyll) and better use of community hubs/community hospitals

Specialised services and social work team for children with disabilities including autism