



**Perth and Kinross Health & Social
Care Partnership (HSCP)**

**Strategic Commissioning Plan
Priorities – Engagement Survey
Report**

August 20 2019

Over a 5 week period in July/August 2019 the Health & Social Care Partnership engaged with local Perth & Kinross Communities to better determine what Strategic Priorities the Partnership should focus on going forward over the next 3 - 5 years. This engagement programme was designed to build on the initial consultation programme “Join the Conversation” completed prior to publishing our Strategic Plan 2016 – 2019.

1,420 people completed an engagement survey (online and paper based). Respondent numbers were fairly equal across all three Perth & Kinross Localities.

The responses to the survey are reflective of and have influenced our Strategic Objectives and Intentions which will be fully outlined in our (soon to be published) refreshed Strategic Commissioning Plan.

This exercise is only one component of our planned, ongoing programme of consultation and engagement as we deliver on our Strategic Plan priorities and embark on the transformation and redesign of services that will better meet the need of the Communities of Perth & Kinross.

Respondent Profiles:

Age Profile

Under 16 - 0.1%
16-17 - 0.6%
18-64 - 55.5%
65-74 - 20%
75-84 - 16.1%
Prefer not to say - 0.07%
Not answered - 4.9%

Sexuality Profile

Heterosexual 78.9%
Bisexual 0.8%
Gay/Lesbian 1%
Prefer not to say 10.2%
Not answered 9%

Religion Profile

Buddhist 0.3%
Christian 54.7%
Hindu 0.3%
Jewish 0.1%
Muslim 0.3%
Sikh 0.07%
Other 2.7%
None 29%
Prefer not to say 7.1%
Not answered 5.3%

Gender Profile

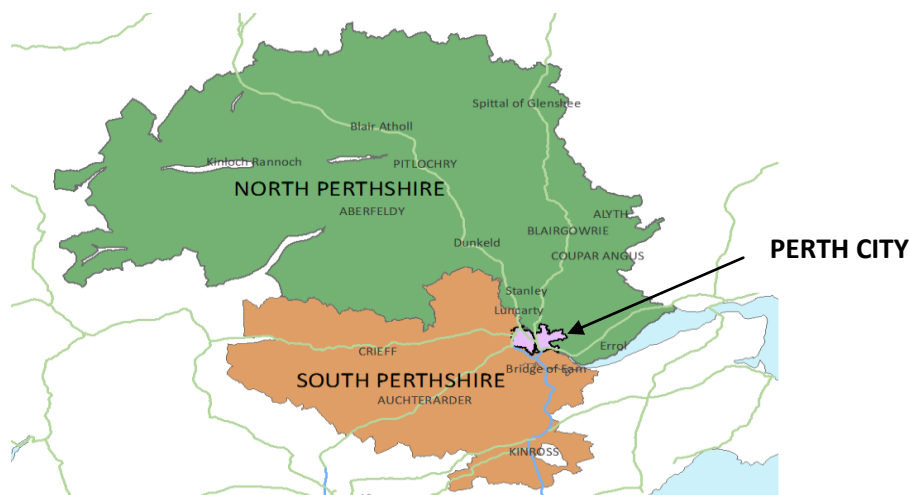
Male 26.3%
Female 67.6%
Non-Binary 0.2%
Prefer not to say 1.7%
Not answered 4.2%

Ethnicity Profile

White Scottish 67.7% White British 20.7% White Polish 2% White Other 3.6%
Asian British 0.6% Asian Scottish 0.3% Asian Other 0.2% African 0.07%
Caribbean 0% Black Other 0.07% Other Ethnic Group 1% Not Answered 3.7%
Free Text Response: 0.1% South African 0.07% Romanian 0.07% White Czech 0.7%
Dual Citizen 0.07%

Which area of Perth & Kinross do you live in?

The survey gave a choice of 10 larger townships within the region of Perth & Kinross. There was also the opportunity for Respondents to identify the place they lived in out with the given choice of the 10 larger townships. 76 “other” smaller settlements within the North & South Localities were indicated. 7 “other” smaller settlements were indicated which lay within the outer boundaries of Perth City Locality. Perth & Kinross HSCP is geographically split into three localities:



Total Number of Respondents per Locality

Locality	Total per Locality
North	490
South	414
Perth City	474
Out of Area – do not live in Perth and Kinross	22
Not Answered	20

What keeps you healthy and well?

When asked to indicate what was most important to them – the survey gave Respondents 5 choices to choose from.

The following responses have been ranked, in terms of importance, based on the number of Respondents per choice:

Rank	Choice
1 st	Family and friends
2 nd	Exercise and diet
3 rd	Access to activities in your local community
4 th	Social events
5 th	Volunteering

There were 13 non responders to this question.

There was the opportunity given to indicate “other” choices in a free text option. 220 Respondents chose to provide more detail using this method.

The following highlights the top ten responses in order of what appeared important to the majority (1 being most important):

1. Church activity
2. Hobbies e.g. swimming, walking, golf, reading, meditation and reflection
3. Work and a good work-life balance
4. Good communities, good neighbours and good friends
5. Gardening and Green Spaces
6. Having good Health & Social Care Services, Mental Health Services, GP Services and Pharmacy Services
7. Holidays and travel
8. Music
9. Wildlife and keeping animals
10. Good public transport

There were a small amount of comments that highlighted that improvements could be made to the environment of local neighbourhoods.

What do you think your community can do to support people keep healthy and well?

The survey offered four statements for Respondents to choose from.

The following responses have been ranked based on the number of Respondents per choice:

Rank	Choice
1 st	Create activity for local people in the community
2 nd	Create opportunities for people to take part in exercise
3 rd	Organise social events
4 th	Volunteering to support community activities

There were 53 non responders to this question.

There was the opportunity given to indicate “other” choices in a free text option. 151 Respondents chose to provide more detail using this method.

The following highlights the top ten responses in order of what appeared important to the majority (1 being most important):

1. Communities should support Communities - Create better opportunities for inter generational activities
2. Better accessible transport – particularly in rural areas
3. More events and career opportunities for those with a disability
4. Make access to exercise amenities and activities less expensive
5. Create visiting and befriending services to reduce isolation

6. The HSCP should work with Communities to understand their issues
7. Create events to explore healthy eating activities, especially in schools
8. Better accessible transport – particularly in rural areas
9. Create opportunities for adult learning
10. Encourage church activities

There were a few comments that highlighted potential improvements within communities in respect of reducing the stigma attached to those with a mental health issue, introducing outdoor gyms within parks, create better cycling opportunities with safer roads, introduce healthy living campaigns and reduce dog fouling.

How easy do you find it to get care and support close to where you live?

The survey offered three statements for Respondents to choose from.

The following responses have been ranked based on the number of Respondents per choice:

Rank	Choice
1 st	Sometimes easy/sometimes difficult
2 nd	Usually easy
3 rd	Usually difficult

There were 35 non responders to this question.

If you found it difficult to get care and support, please tell us what the barriers were for you?

The survey offered eight statements for Respondents to choose from.

The following responses have been ranked based on the number of Respondents per choice:

Rank	Choice
1 st	Long waiting times
2 nd	Distance to travel
3 rd	Inconvenient appointment times
4 th	Not knowing who to contact
5 th	Access to information
6 th	Lack of money
7 th	Access to internet
8 th	language

There were 467 non responders to this question which would indicate that these Respondents did not perceive any barriers or difficulties in receiving care and support.

The electronic survey version gave the option to indicate what larger township the Respondent lived in with a free text box to indicate if you lived out with these and in an “other” smaller settlement. The vast majority within the “other” category were living in either the North or South Locality. The over all 3rd place ranking above is reflected by a high score on this choice in Perth City and the

aggregated scoring from across the “other” smaller settlements in both the North & South Locality. From those who lived in the larger townships their top three barriers were indicated as follows:

Township	Top 3 Barriers
Perth City	<ol style="list-style-type: none"> 1. Long waiting times 2. Inconvenient appointment times 3. Not knowing who to contact
Kinross	<ol style="list-style-type: none"> 1. Distance to travel 2. Long waiting times 3. Not knowing who to contact
Blairgowrie/Rattray	<ol style="list-style-type: none"> 1. Long waiting times 2. Not knowing who to contact 3. Distance to travel
Aberfeldy	<ol style="list-style-type: none"> 1. Distance to travel 2. Long waiting times 3. Lack of money
Dunkeld	<ol style="list-style-type: none"> 1. Distance to travel 2. Long waiting times 3. No knowing who to contact
Pitlochry	<ol style="list-style-type: none"> 1. Long waiting times 2. Distance to travel 3. Access to information & not knowing who to contact
Crieff	<ol style="list-style-type: none"> 1. Long waiting times 2. Distance to travel 3. Not knowing who to contact
Auchterarder	<ol style="list-style-type: none"> 1. Distance to travel 2. Long waiting times 3. Not knowing who to contact & lack of money
Alyth	<ol style="list-style-type: none"> 1. Distance to travel 2. Long waiting times 3. Not knowing who to contact
Bridge of Earn	<ol style="list-style-type: none"> 1. Long waiting times 2. Distance to travel 3. Lack of money
All other smaller settlements – predominantly North & South Locality	<ol style="list-style-type: none"> 1. Long waiting times 2. Distance to travel 3. Inconvenient appointment times

There was the opportunity given to Respondents to also indicate “other” choices in a free text option. 122 Respondents from across all localities chose to provide more detail using this method.

The following highlights the top ten responses in order of what appeared important to the majority (1 being most important):

1. Poor transport
2. Difficult to access Carers in rural areas
3. Travelling to Ninewells was expensive and difficult
4. Long waiting times for GPs and hospital appointments

5. Lack of communication
6. Poor provision of child mental health services
7. Lack of joined up resources and poor co-ordination of care
8. Difficult to get through to the GP on the phone
9. Not being listened to effectively
10. Services centralised in Dundee

There were a few comments that highlighted potential improvements within communities in support of breaking down barriers to accessing care and support and these related to signposting what Partnership services currently exist, increase alternative or complimentary services, increase access to diagnostic services locally and not being so reliant on the internet as not all people have internet access.

The following section asked questions on five specific statements directly relating to the Perth and Kinross Health and Social Care Partnership.

It matters to me that the Health & Social Care Partnership works with people and communities to support people to live as independently as they can at home

The following responses have been ranked based on the total number of Respondents per choice:

Rank	Percentage of total responses	Response
1 st	69%	Strongly agree
2 nd	24%	Agree
3 rd	4%	Neither agree nor disagree
4 th	0.5%	Disagree
5 th	0.35%	Strongly Disagree

The following are the number of responses per age group from those responding strongly agree, agree and neither agree nor disagree.

Age Group	Strongly Agree	Agree	Neither Agree nor Disagree
Under 16	0	2	0
16-17	6	0	2
18-64	578	165	29
65-74	188	77	12
75-84	147	66	10
*Prefer not to say	24	11	4
*Not answered	39	21	4

* It was commented on within the survey that there was no opportunity to complete an 85 year plus option. This was an error on our part and will be included in future surveys. This may account for the level of prefer not to say or not answered choices in the age group category.

Based on these results the Partnership is committed to better engage and consult more fully with younger people going forward.

The Health and Social Care Partnership should support and care for more people at home rather than in hospital or care home

The following responses have been ranked based on the number of Respondents per choice:

Rank	Percentage of total responses	Response
1 st	56%	Strongly agree
2 nd	27%	Agree
3 rd	11%	Neither agree nor disagree
4 th	2%	Disagree
5 th	0.21%	Strongly Disagree

The following are the number of responses per age group from those responding strongly agree, agree and neither agree nor disagree.

Age Group	Strongly Agree	Agree	Neither Agree nor Disagree
Under 16	0	1	1
16-17	5	1	2
18-64	432	210	111
65-74	168	87	20
75-84	137	66	19
*Prefer not to say	20	10	7
*Not answered	35	17	10

* It was commented on within the survey that there was no opportunity to complete an 85 year plus option. This was an error on our part and will be included in future surveys. This may account for the level of prefer not to say or not answered choices in the age group category.

Health and Social Care Staff should work together in the same place in local communities so that it is easier to get help from the right people if you need to

The following responses have been ranked based on the number of Respondents per choice:

Rank	Percentage of total responses	Response
1 st	61%	Strongly agree
2 nd	29%	Agree
3 rd	7.5%	Neither agree nor disagree
4 th	0.5%	Disagree
5 th	0.07%	Strongly Disagree

The following are the number of responses per age group from those responding strongly agree, agree and neither agree nor disagree.

Age Group	Strongly Agree	Agree	Neither Agree nor Disagree
Under 16	1	0	1
16-17	6	0	2
18-64	472	231	70
65-74	183	82	14
75-84	137	78	10
*Prefer not to say	25	11	3
*Not answered	41	14	7

* It was commented on within the survey that there was no opportunity to complete an 85 year plus option. This was an error on our part and will be included in future surveys. This may account for the level of prefer not to say or not answered choices in the age group category.

The Health and Social Partnership should encourage and support people to better look after their own health and wellbeing through exercise and diet

The following responses have been ranked based on the number of Respondents per choice:

Rank	Percentage of total responses	Response
1 st	53%	Strongly agree
2 nd	35%	Agree
3 rd	9%	Neither agree nor disagree
4 th	0.5%	Disagree
5 th	0.3%	Strongly Disagree

The following are the number of responses per age group from those responding strongly agree, agree and neither agree nor disagree.

Age Group	Strongly Agree	Agree	Neither Agree nor Disagree
Under 16	2	0	0
16-17	6	0	2
18-64	435	260	76
65-74	144	116	21
75-84	115	86	23
*Prefer not to say	19	14	5
*Not answered	36	21	4

* It was commented on within the survey that there was no opportunity to complete an 85 year plus option. This was an error on our part and will be included in future surveys. This may account for the level of prefer not to say or not answered choices in the age group category.

The Health and Social Partnership should support people to get more involved in community activities to keep well

The following responses have been ranked based on the number of Respondents per choice:

Rank	Percentage of total responses	Response
1 st	45%	Strongly agree
2 nd	40%	Agree
3 rd	12%	Neither agree nor disagree
4 th	0.6%	Disagree
5 th	0.3%	Strongly Disagree

The following are the number of responses per age group from those responding strongly agree, agree and neither agree nor disagree:

Age Group	Strongly Agree	Agree	Neither Agree nor Disagree
Under 16	1	1	0
16-17	5	1	2
18-64	370	314	88
65-74	117	124	35
75-84	103	90	32
*Prefer not to say	12	19	6
*Not answered	35	22	4

* It was commented on within the survey that there was no opportunity to complete an 85 year plus option. This was an error on our part and will be included in future surveys. This may account for the level of prefer not to say or not answered choices in the age group category.

There was the opportunity to indicate what other priorities Respondents thought were important in relation to the last five statements. There were 430 responses. The following highlights the top ten responses in order of what appeared important to the majority (1 being most important):

1. Improve transport in general which will ensure social inclusion and support those with a disability
2. Communicate what you do and don't do by better signposting and advertising. Clearly define what you are as a Partnership
3. Improve Mental Health Services with a focus on early intervention and prevention for adult and older people's care
4. The HSCP needs to work better as a Partnership and communicate better with other Partners such as Third Sector and Housing. Don't waste money and reduce bureaucracy.
5. Better support for young people and young people with a disability
6. Build more residential homes for the elderly
7. Create more home carers with better training
8. Take responsibility for our own health – don't create a "nanny state"
9. Build on Church support
10. Look after your staff – invest in training and create the right skills

What do you think the Health and Social Care Partnership can do to make your views and suggestions influence the way we do things?

This was a free text request for responses. There were 538 responses to this part of the survey. Of this number 27.5% of Respondents passed comment that the Health & Social Care Partnership should not ignore this survey and should listen and act on what has been highlighted to them. There was a strong urge to be more open and transparent and learn from what has been said.

Respondents also encouraged the Partnership to be more open to suggestions, give feedback and publish results of surveys such as this one. 15% of the Respondents wanted more meaningful consultation and engagement, surveys, open meetings and not to make these events tokenistic.

There was a clear plea through the responses for the Partnership to improve communication and get the message out there about what the Partnership means. There was a request for communication to happen through local advertising and social media (although not all appreciated everything being digital based) and by using clear and concise, plain English. It was suggested by many that Locality drop in sessions set up by the Partnership would be good for communities. Communities want the Partnership to work with them and respect their views so that what is expressed by them as needed is seen as real. Respondents clearly wanted to be involved in decision making and in designing local services. There were comments made about the Partnership requiring to be more “joined up” in the way that it works and that decision making should not always be financially driven.

Elderly Respondents wanted to be listened to and younger Respondents expressed the desire for more groups and activities for younger people.

The Health and Social care Partnership faces a number of challenges over the next few years. Constraints on our budget, a growing older population and growing numbers of people with complex needs means that we need to make changes in our services.

The survey asked Respondents to identify from the following list of 8 priorities their top three priorities. When aggregated we were able to rank these priorities in order of importance (1 being most important).

1. Health and care should be provided closer to your own home
2. There should be more opportunities for you to get care and support from local people and different organisations such as charities and the private sector
3. Reducing stress for unpaid carers
4. People should get out of hospital more quickly to be supported at home
5. Provide opportunities for local communities to influence how health and social care budgets are spent
6. The Health and Social Care Partnership should support you to look after your health, care and wellbeing
7. Make better use of technology to support more people at home
8. Support more volunteering as safe alternatives to services

When broken down, the following chart outlines the number of Respondents answering the question per age group (**top three choices**):

Choice	Under 16	16-17	18-64	65-74	75-84	*Prefer not to say in what age category	*Not answered in what age category
Health and care should be provided closer to your own home							
1 st choice	0	0	182	95	72	19	19
2 nd choice	0	0	91	41	22	5	6
3 rd choice	1	1	76	15	13	0	2
There should be more opportunities for you to get care and support from local people and different organisations such as charities and the private sector							
1 st choice	0	1	106	28	29	6	10
2 nd choice	0	0	159	45	36	3	9
3 rd choice	1	0	119	26	17	6	4
Reducing stress for unpaid carers							
1 st choice	1	3	99	29	29	2	8
2 nd choice	0	1	115	42	17	2	10
3 rd choice	0	0	118	46	43	7	3
People should get out of hospital more quickly to be supported at home							
1 st choice	0	1	115	45	40	5	7
2 nd choice	0	2	83	54	52	13	8
3 rd choice	0	1	74	34	24	4	4
Provide opportunities for local communities to influence how health and social care budgets are spent							
1 st choice	0	1	91	26	18	2	6
2 nd choice	1	0	87	27	13	4	3
3 rd choice	0	2	132	57	49	11	18
The Health and Social Care Partnership should support you to look after your health, care and wellbeing							
1 st choice	0	0	108	36	14	2	3
2 nd choice	1	0	112	33	33	5	9
3 rd choice	0	1	94	34	29	2	11
Make better use of technology to support more people at home							
1 st choice	1	0	34	8	5	0	0
2 nd choice	0	2	62	14	15	3	4
3 rd choice	0	1	80	32	27	1	5
Support more volunteering as safe alternatives to services							
1 st choice	0	1	17	5	7	1	1
2 nd choice	0	2	40	12	20	1	5
3 rd choice	0	1	55	21	8	3	5

* It was commented on within the survey that there was no opportunity to complete an 85 year plus option. This was an error on our part and will be included in future surveys. This may account for the level of prefer not to say or not answered choices in the age group category.

In free text Respondents were given the opportunity to identify other priorities not included in the list above. There were 174 responses. The following chart indicates the top five responses by majority:

Rank	Priority
1 st	Improve transport
2 nd	Reduce stress for unpaid carers
3 rd	More investment in mental Health Services
4 th	Charities and volunteers should not be a replacement for Health and Social Care
5 th	Longer Care at Home visits

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