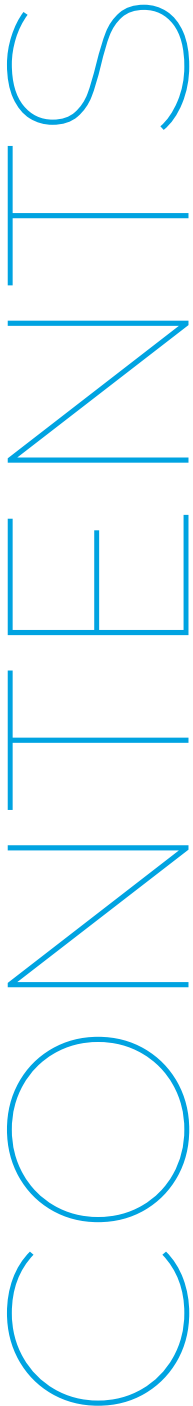


Community Survey Report

2021

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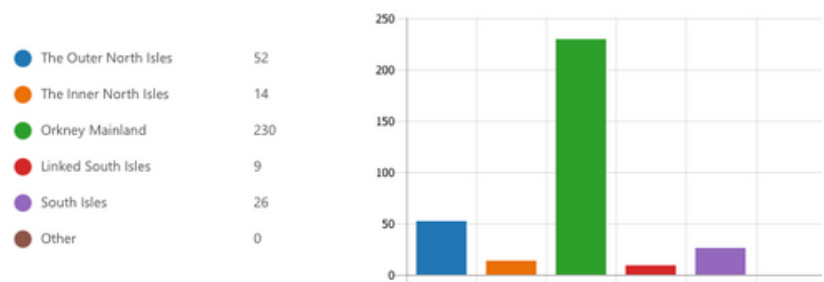
Thank you to everyone who filled in the community survey

We carried out a community survey which was widely promoted through the local media and social media. The survey was easy to access in a digital format, but paper copies were also available.

More than 330 members of our community took part, spending an average of 23 minutes on the survey. The responses have made an extremely important contribution to the development of the NHS Orkney Clinical Strategy.

Residents of all areas of Orkney across both mainland and the isles were well represented in the survey responses:

Where do you live?



All adult age groups were well represented, however there were no people aged under 18 who filled in the questionnaire and we therefore plan to get feedback from this age group through a separate exercise.

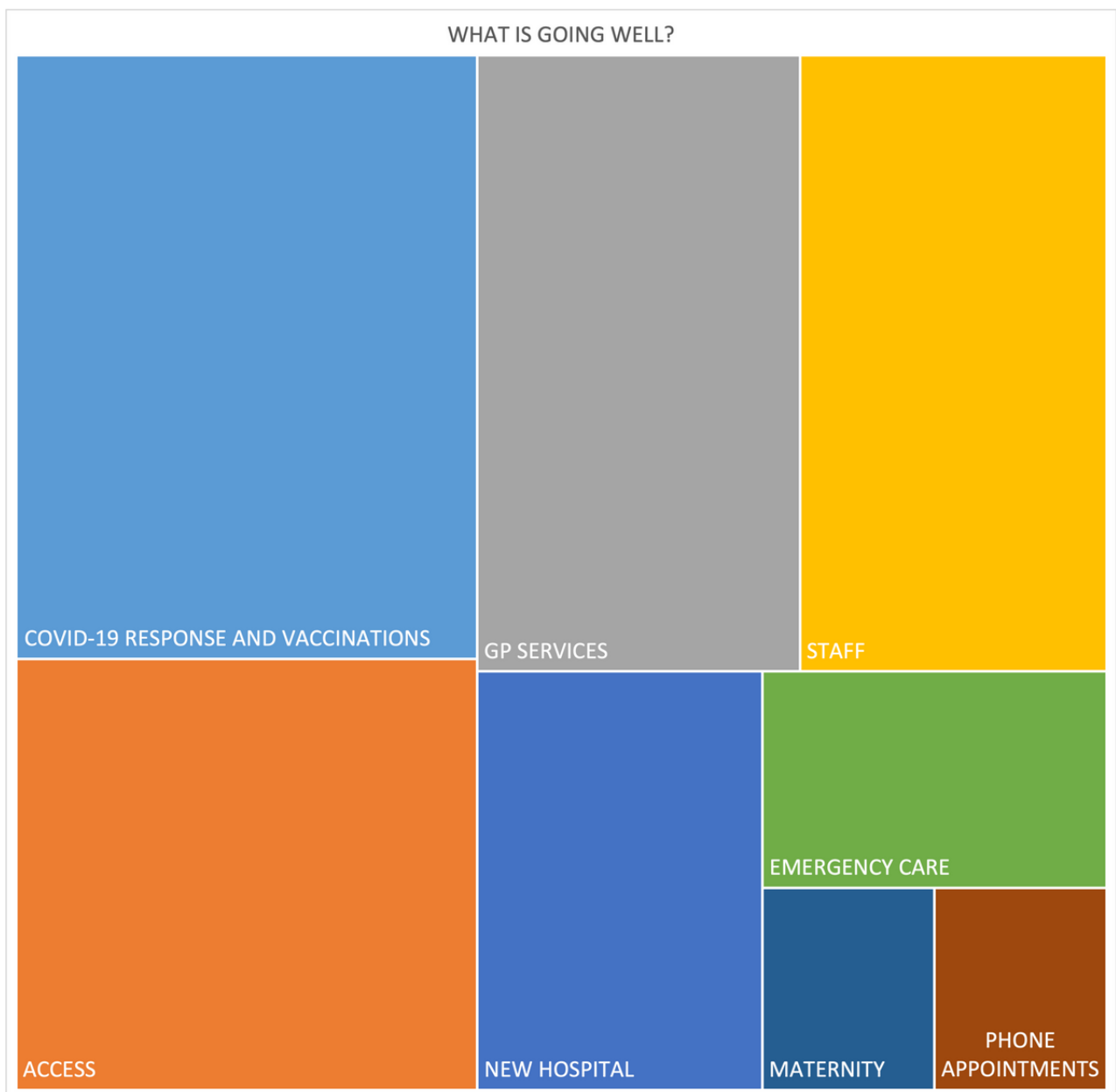
2. What age are you?

Age Group	Number of Respondents
Under 18	0
18 to 29	14
30 to 49	104
50 to 69	175
Over 70	38



WHAT IS GOING WELL

We asked participants what they felt was going well in the service. 299 respondents gave us feedback with the largest number highlighting the vaccination rollout and Covid-19 response. The diagram below represents the areas which were highlighted and how often they were mentioned.



Excellent care given by front line health care professionals

Maternity facilities are fantastic. Visiting services are excellent and save the Board money on sending patients away unnecessarily

All services in Orkney seem to be functioning much better and to be more accessible than anywhere else in Scotland

New hospital...new building

Good nurse practitioner cover and good access to GPs

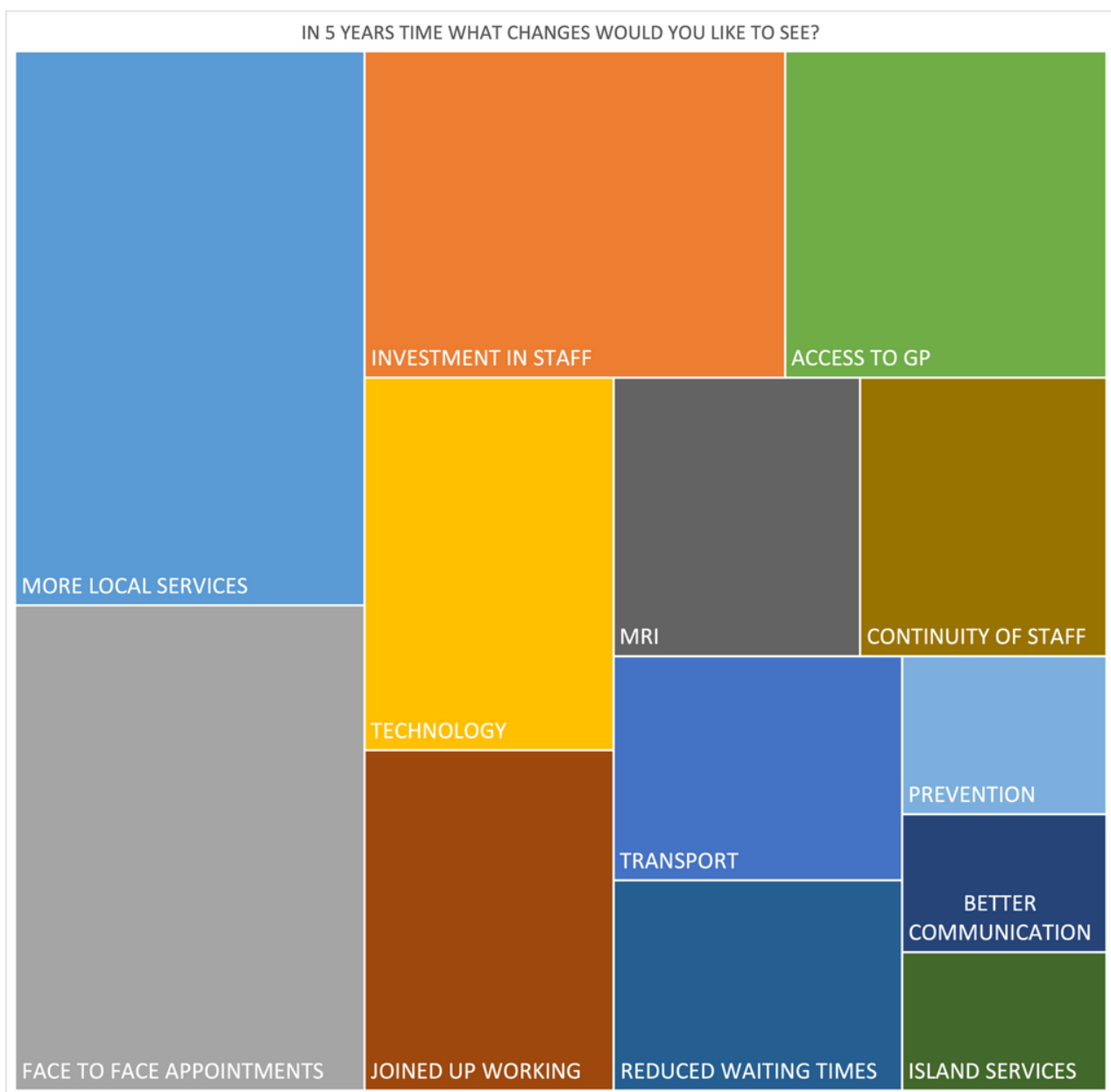
The staff at my GP Practice are always polite and helpful. The Covid-19 vaccination effort was phenomenal. The OHAC team deserve a pat on the back!

Being able to speak to or get appointment to surgeries when necessary and prompt appointments at Balfour hospital when required

We are so fortunate to have the staff working for health care that we do. The response during the pandemic has been amazing and the fact we now have a mix of telemedicine, phone consults and face to face so we can have the choice of where/how we are seen.

WHAT CHANGES WOULD YOU LIKE TO SEE?

We asked participants what changes they would like to see in health and care services in 5 years time. We received responses on both how you would like to see the service delivered and specific clinical areas. The diagram below represents the changes in the ways of working that people have asked for with the size of the block representing how often it was mentioned.



17% of the responses mentioned that they would like to see more services delivered locally, avoiding travel to Aberdeen. Some participants also highlighted increased services on the inner and outer isles to avoid travel to mainland Orkney.

More services being offered locally so less requirement for flights to Aberdeen for a half an hour appointment

15% of the responses asked for a return to face-to-face, reflecting the necessary move to phone appointments during the Covid-19 pandemic.

Services have adapted and become more flexible in their approach due to Covid-19, and have been doing a grand job. However a return to more face to face consultation for those that prefer it would be good

Investment in all frontline staff including GPs was mentioned in 12% of the responses. Increased staff numbers and investment in training the current staff were both areas which were highlighted.

More investment in front line staff for all services and a continuation of services running as they currently do.

Frontline staff need to be valued a lot more.

Access to GPs was mentioned in 9% of the responses. Quicker access to appointments and more freedom to choose the time for an appointment, possibly with online booking were highlighted. Longer opening hours was also mentioned and a number of responses mentioned that they don't want to tell the receptionist the reason for the appointment.

Improvements in GP surgeries - more appointments, reduced waiting times for non emergency appointments, virtual appointments (though nothing can ever remove face-to-face consultations to draw out underlying health concerns/issues)

More video appointments and online booking of appointments/prescriptions and telemedicine were also mentioned in 8% of the responses.

Acknowledge the 21st Century, digital by default not on top of traditional models of care. More telemedicine links from isles to group therapy activities so increased access without travel

Better communication between and integration with partners in Orkney was highlighted. Coordination with the NHS as well as links with NHS Grampian were also mentioned in 7% of the responses.

More joined up communication between the many parts of NHS Orkney and its partners

6% of responses asked for an MRI scanner, reducing travel to Aberdeen. The same number of responses mentioned the value of continuity of staff and a desire to move away from locum staff.

Having named GP instead of potluck

Travel was also mentioned in 6% of the responses. This included improved availability and funding for patient travel including air and ambulance transport which was mentioned a number of times. The timing of appointments to coordinate with ferry times was also mentioned a number of times.

Hospital appointments relating to ferry times

I would like to see a funded transportation service for folk who have returned from Aberdeen after surgery to enable folk to be able to get from Kirkwall airport to their home whether they stay on the mainland or the isles

5% of responses highlighted wanting to have shorter waiting times for appointments with specialists and allied health professionals.

Reduced waiting times for those appointments and procedures with the longest times currently.

Better communication with patients (2%) and a desire to move more towards prevention of ill health (3%) were mentioned.

Better communication between GPs and patients re medication, changes to medication and the risks of these medications

There were a similar number of comments (2%) on inner and outer island services.

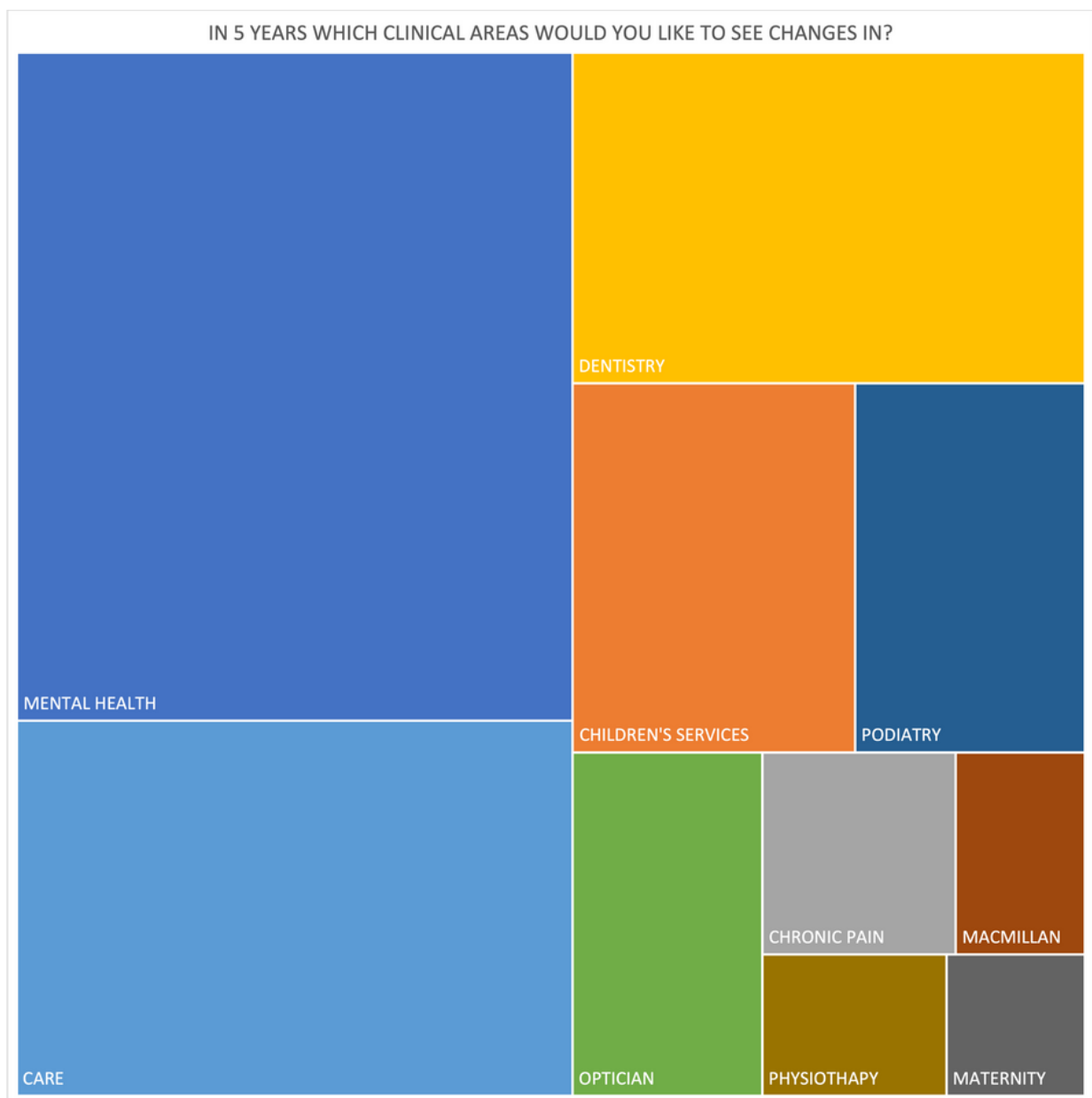
Constant nurse presence on the island, pro-active mental health care for island residents who find it difficult both to seek the care they need and to leave the island.

Other topics in the survey mentioned a small number of times include:

- better education of the community on how and when to contact services
- improvement of the 111 service
- expanded ambulance service
- increased funding for health and care services
- improved palliative care
- less wasted medication

WHAT CHANGES WOULD YOU LIKE TO SEE?

When we asked about the changes you would like to see in health and care services in 5 years time we received responses on both how you would like to see the service delivered and specific clinical areas. The diagram below represents the areas which have been highlighted for focus:



33% of the responses highlighted the need for faster access to mental health services and for those services to be improved and invested in. Mental health in children and young people was mentioned in a number of responses.

Significant improvement to mental health services. Easier access to clinics and support, for those with both severe mental health conditions, and those who are perhaps just going through a hard time and need short term support...

Care was mentioned in 17% of the responses with easier access, care tailored to the individuals' needs, improved care in the home and the need to involve and value family and friends who take on care responsibilities more. The need for more sheltered housing and care staff was also highlighted.

Carers in care homes having more input into GP visits and being more involved in the professional meetings

Better services like small care home facilities on the islands so that elderly people could stay near to family

More investment in community based services to allow staff the time to adopt a more proactive approach to helping support people to manage their conditions

9% of the responses highlighted the need for more investment in children and young people's services.

15% of the responses which highlighted a clinical area mentioned access to dentistry.

The NHS Dental services to be up and running again...not all of us can afford to go private.

Response from the dentistry service:

Whilst the provision of urgent dental care has been maintained throughout, access to routine dental care has been significantly impacted by the Covid-19 pandemic. Social distancing and increased infection prevention and control measures have reduced capacity for routine care. This will continue until restrictions are eased, consequently, the offer of routine NHS dental care will be on a strict prioritisation basis where the patients with greatest need and those that will derive greatest benefit are seen first.

Recruitment to Board run dental services has begun. This process should be carried out in a measured fashion as it may risk inadvertently undermining independent contractors. Close attention to the developing policies of Scottish Government will be required as NHS dental care is likely to undergo an extended period of change.

Improvement in podiatry services, currently very short of staff

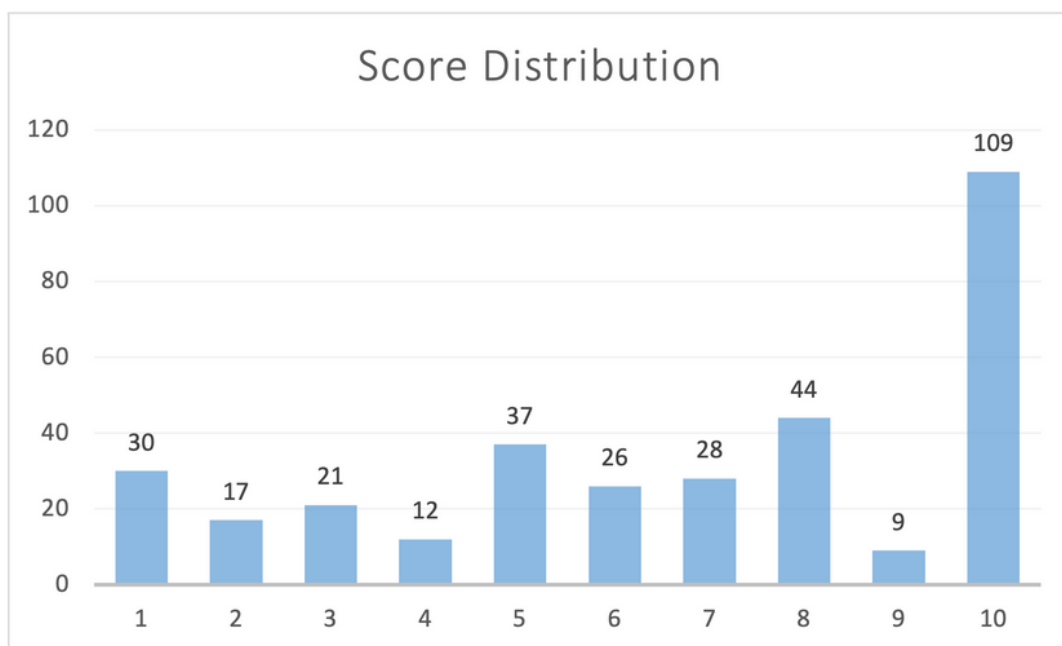
Optician services and podiatry services were mentioned in a total of 14% of the responses which highlighted a clinical area. The chronic pain service was mentioned (4%) as was the maternity services and physiotherapy.

The Macmillan service and centre was mentioned asking for services to be restored. However, the Macmillan Team have worked throughout the pandemic to continue to support families facing the challenges of cancer, understanding that the Macmillan Team are more than just a space in the hospital. At present (Autumn 2021) we need to maintain a dedicated group of beds for Covid-19 patients in the Balfour and the Macmillan unit has been repurposed for this as a temporary measure.

VIRTUAL APPOINTMENTS

We asked participants how willing they would be to have a phone call or video call with a healthcare professional instead of a face-to-face appointment (if they and their healthcare professional felt it would be appropriate).

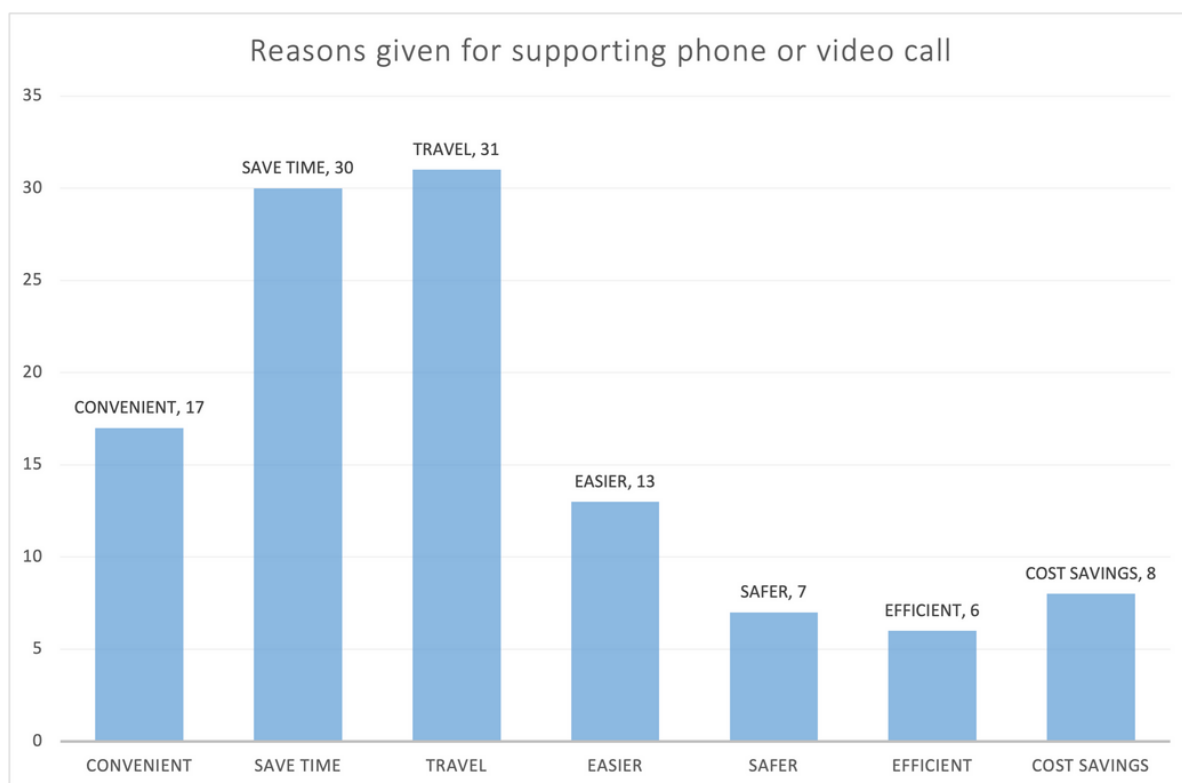
The diagram below describes the response we received where 1 is "not willing at all" and 10 is "extremely willing".



49% rated between "8 - 10". We received an average response of 6.71. The reasons given for not favouring phone or video call included reading body language and other prompts (21) and building rapport (10). Hearing difficulties and challenges with the technology and digital coverage were mentioned. Social contact was also mentioned as being a benefit of a face-to-face appointment.

I personally need the face-to-face interaction to read facial expressions to glean the meaning of conversations.

The reasons given for favouring phone or video call included:



Having young children, a phone call can be easier than trying to take them to an appointment or find childcare, however there are some cases where it's easier to discuss certain things, for example mental health issues, face-to-face.

An appointment at Aberdeen Royal Infirmary means three days away from home. We don't all have time for that. Not to mention the cost.

It also helps people who are working or have difficulties travelling to be seen without them having to spend time and money attending a distant site. I've experienced GP phone appointments which work really well and feel confident about and trust the process.

I am willing. But I know many folk who just don't like speaking on the phone and others would not open up to discuss their worries. It's about equal access for all whatever their mental or physical capacity

Not always much privacy at home and it delays things ie speaking on the phone and then having to book an appointment to see the doctor in person.

Wouldn't mind if face-to-face was still available if required. Don't believe it should be a substitute.

For me personally I feel it saves me and the doctor time especially if the appointment ends up being only a five minute conversation to check up on something and even more so if I'm struggling that day with anxiety or social interactions.

A number of participants asked for a shorter window to be given for a phone appointment. There were a number of comments noted asking for an alternative to describing the reason for an appointment to the GP receptionist.

I do not feel it is appropriate that you have to tell a receptionist what is wrong with you for them to determine if you will have a face-to-face appointment

ANY OTHER COMMENTS?

We asked for any other comments. A small selection is included below:

I am concerned about transport access to hospital with elderly and ill folk from the isles waiting for hours in Kirkwall with nowhere 'safe' to wait

Generally we are so very lucky in Orkney to have the health service we do and I often feel that those who decry it the loudest are the ones who have the least experience of healthcare elsewhere!

I do feel that at hierarchical and strategic, upper level needs to come to the ground to see better...Maybe brain-storming with a wider audience...Like this survey is

Responses which mention specific teams have been shared with the relevant teams within the NHS and at Orkney Health and Care.

Three cheers for NHS Orkney and all its staff and management.