

Corporate Strategy Engagement January-March 2024 - summary

Community and Staff Questionnaire Summary
Face-to-Face Listening Exercise Summary

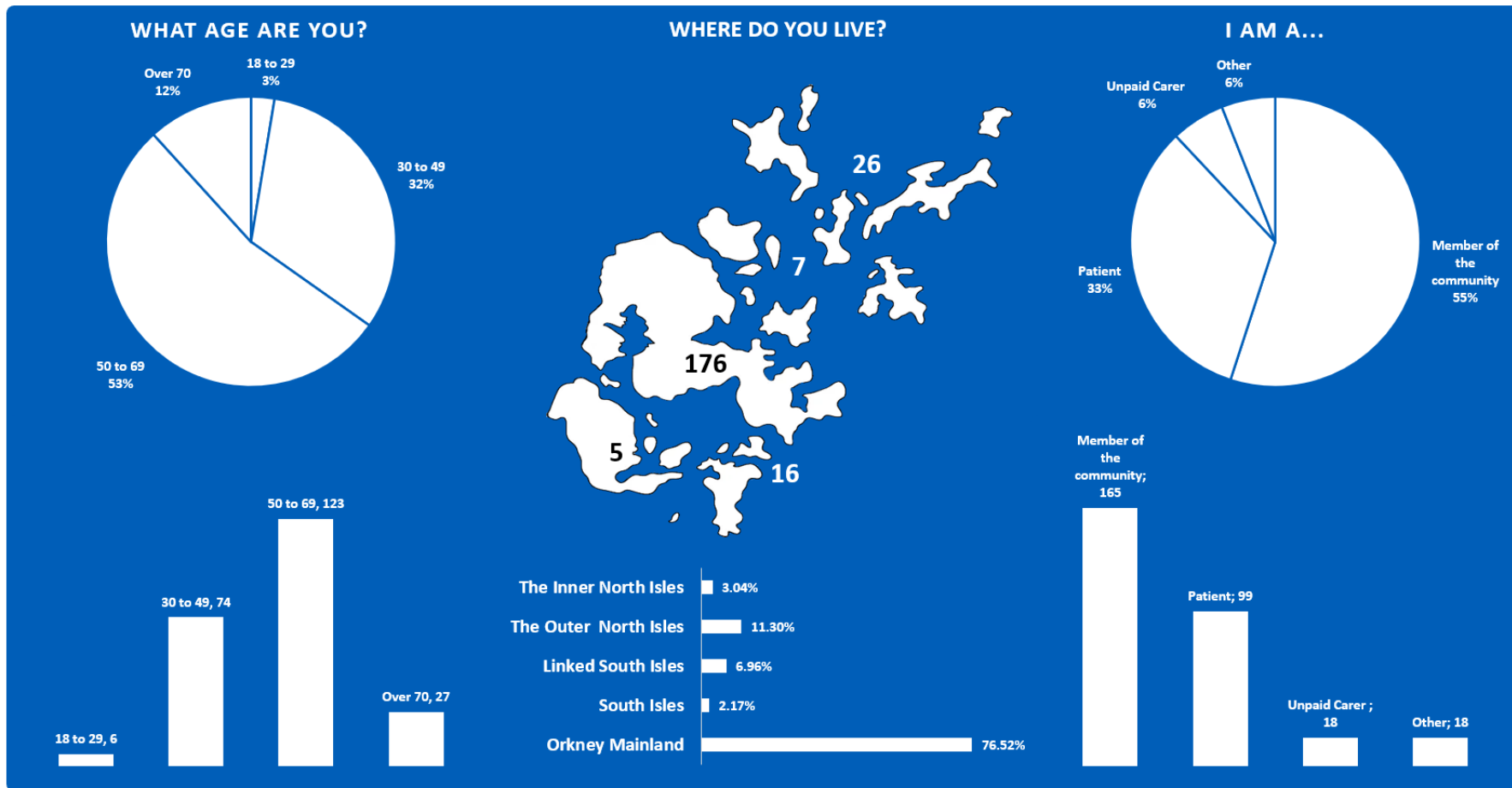
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Community Survey Summary Themes

230 responses between January and February 2024

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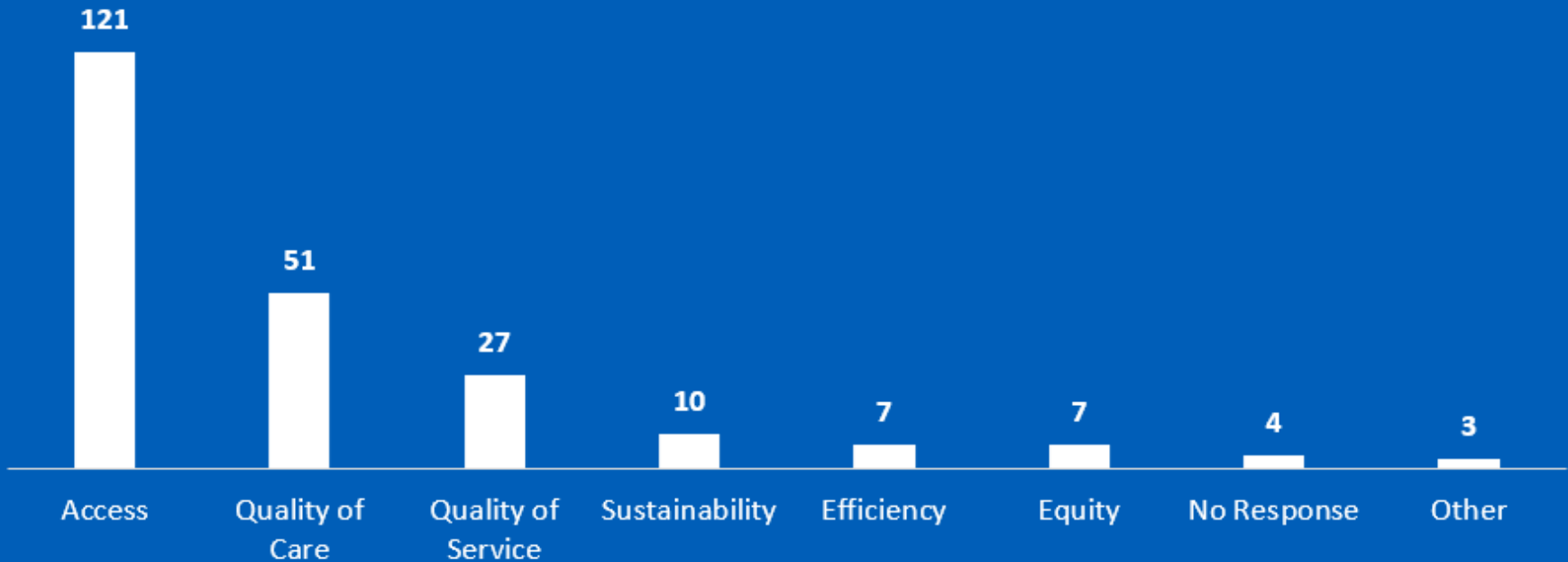
Community Survey



Community Survey

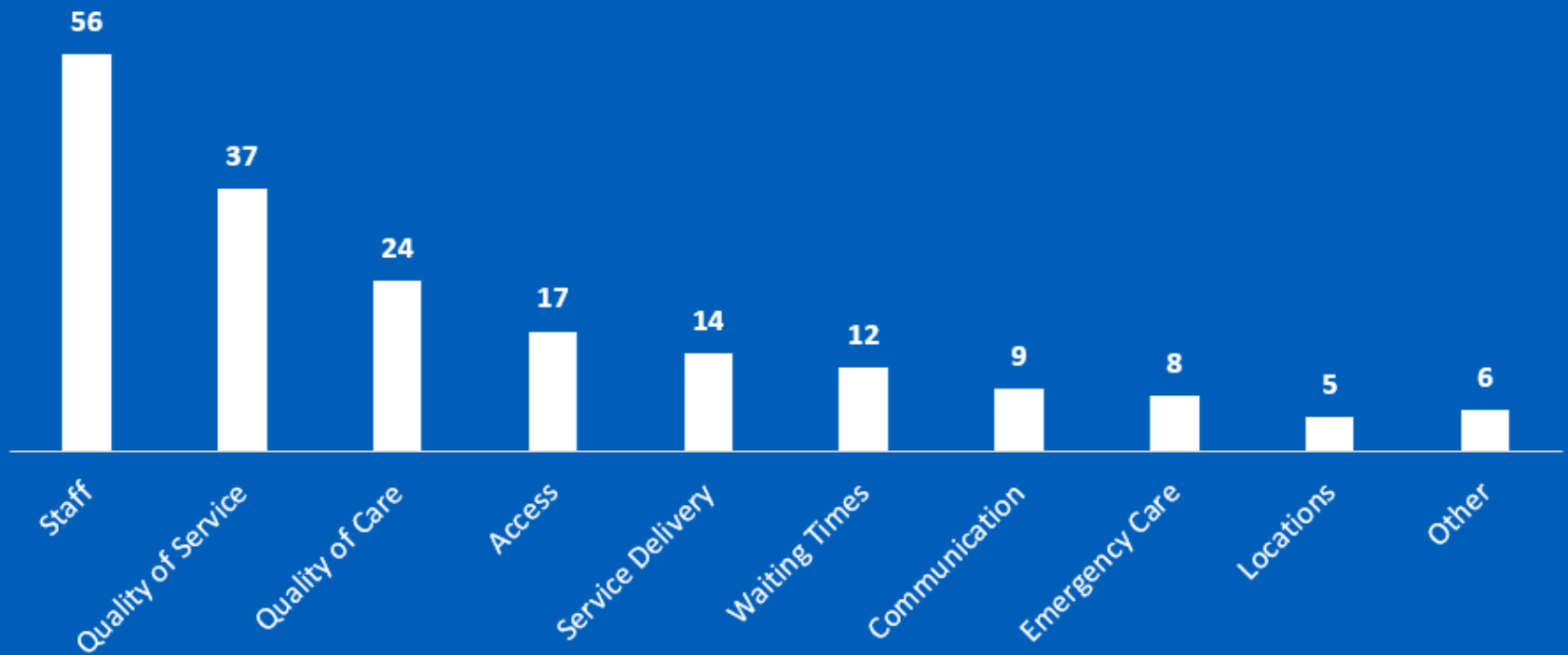


What matters most to you about health and care services at NHS Orkney?



Community Survey

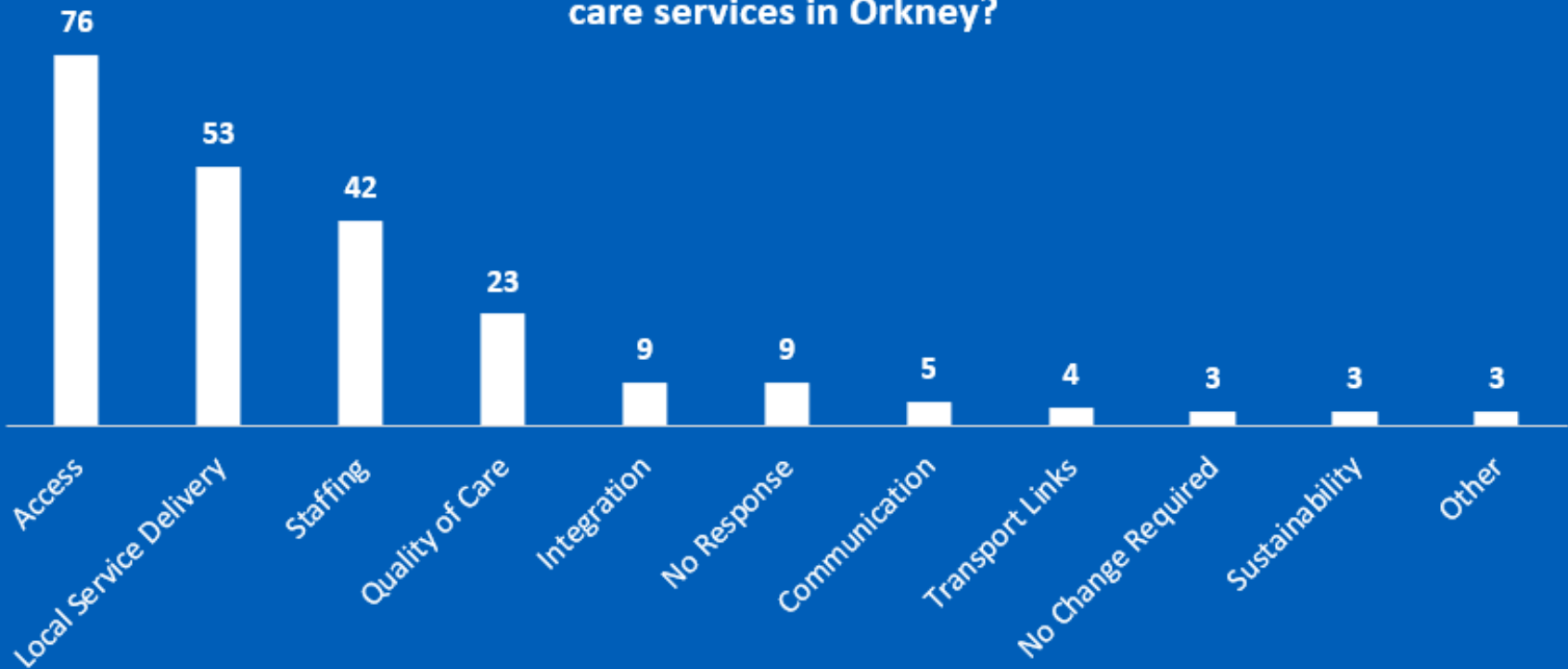
What do we do well?



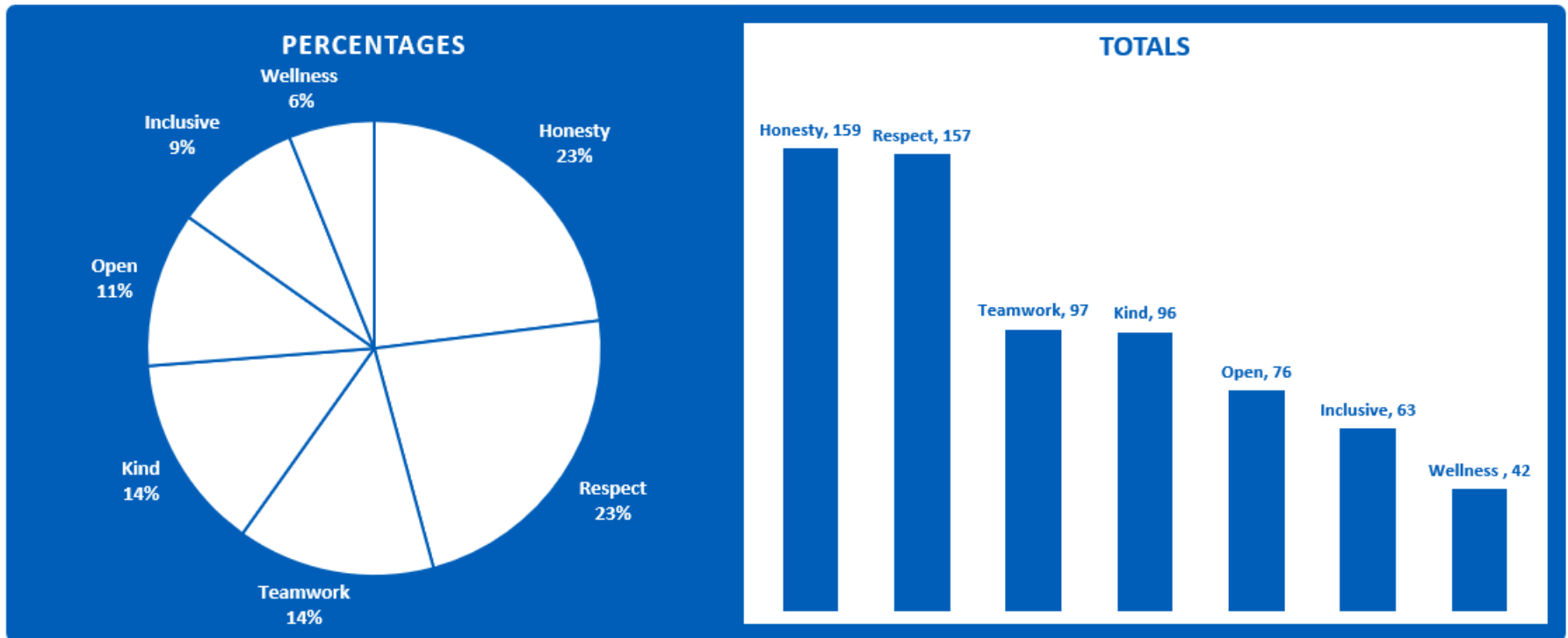
Community Survey



In five years time what change(s) would you like to see in health and care services in Orkney?

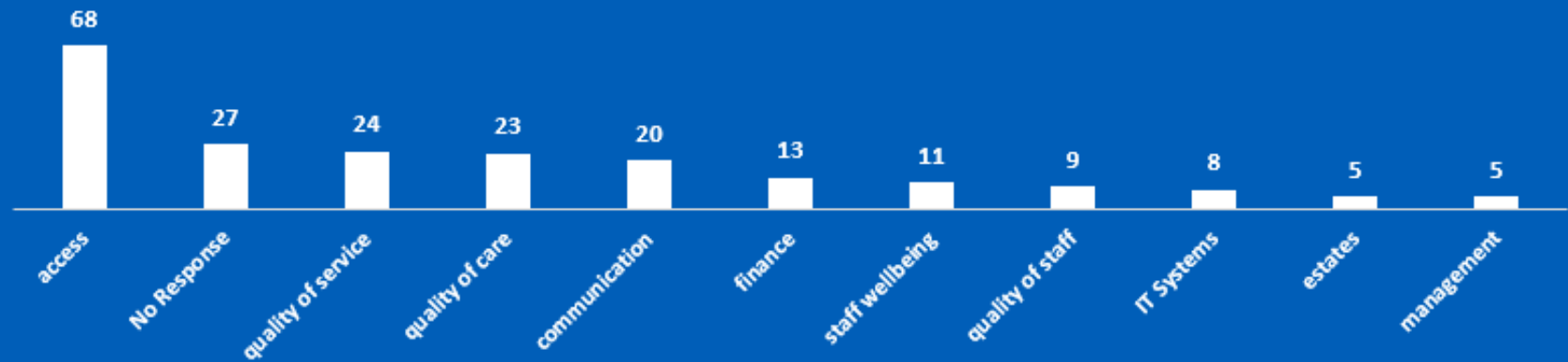


Community Survey



Community Survey

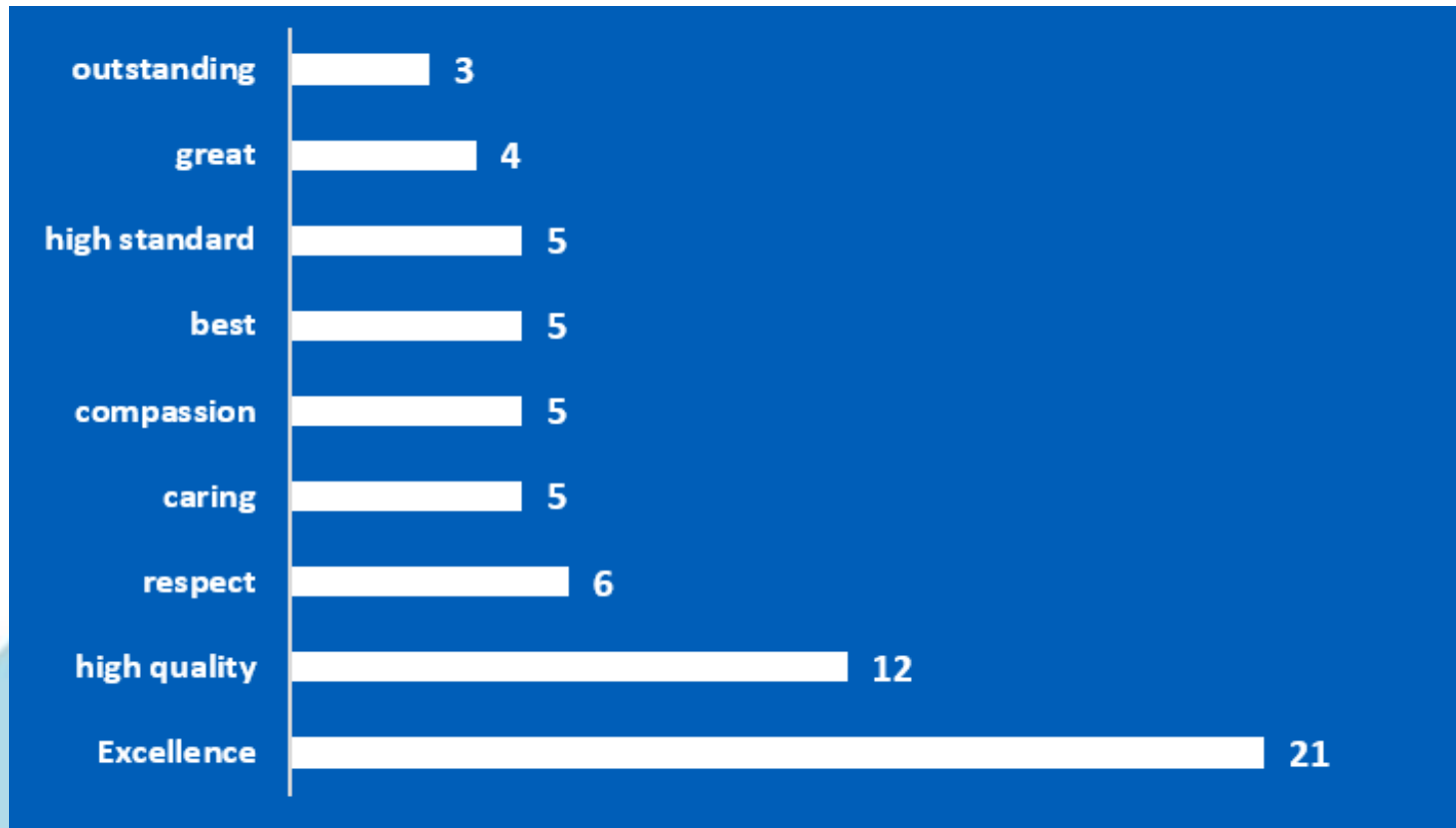
Is there something we could be doing better right now?



Community Survey



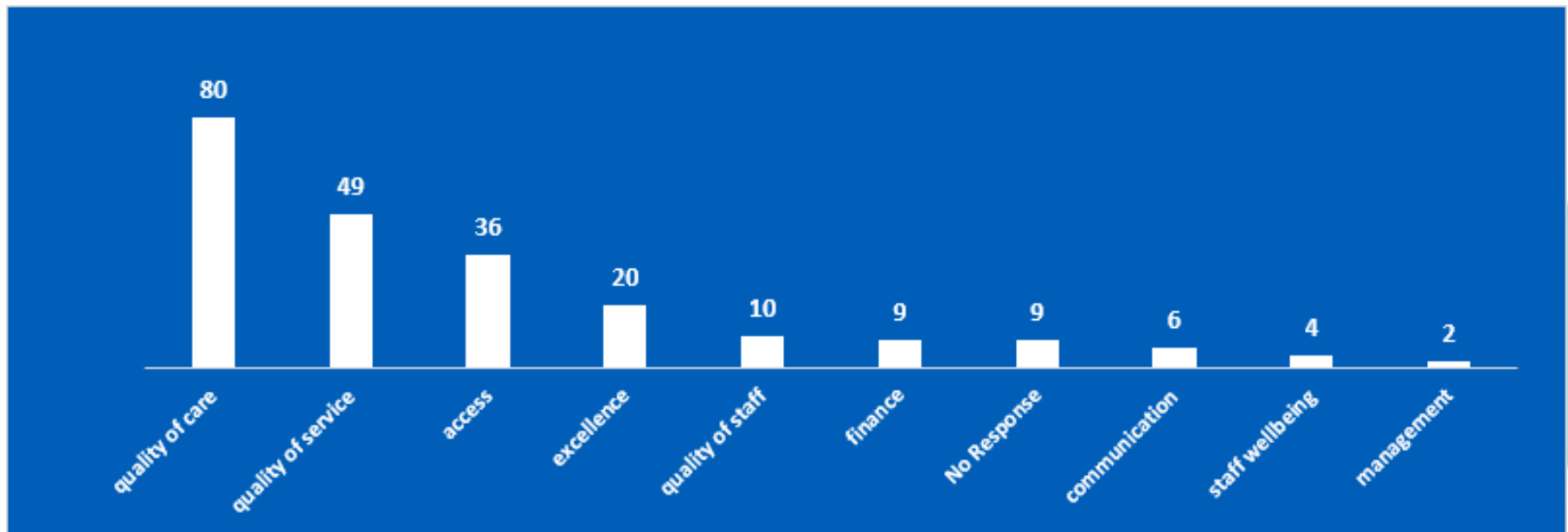
What would you like NHS Orkney to be known for in 2028? Words most frequently used.



Community Survey



What would you like NHS Orkney to be known for in 2028? Themes.

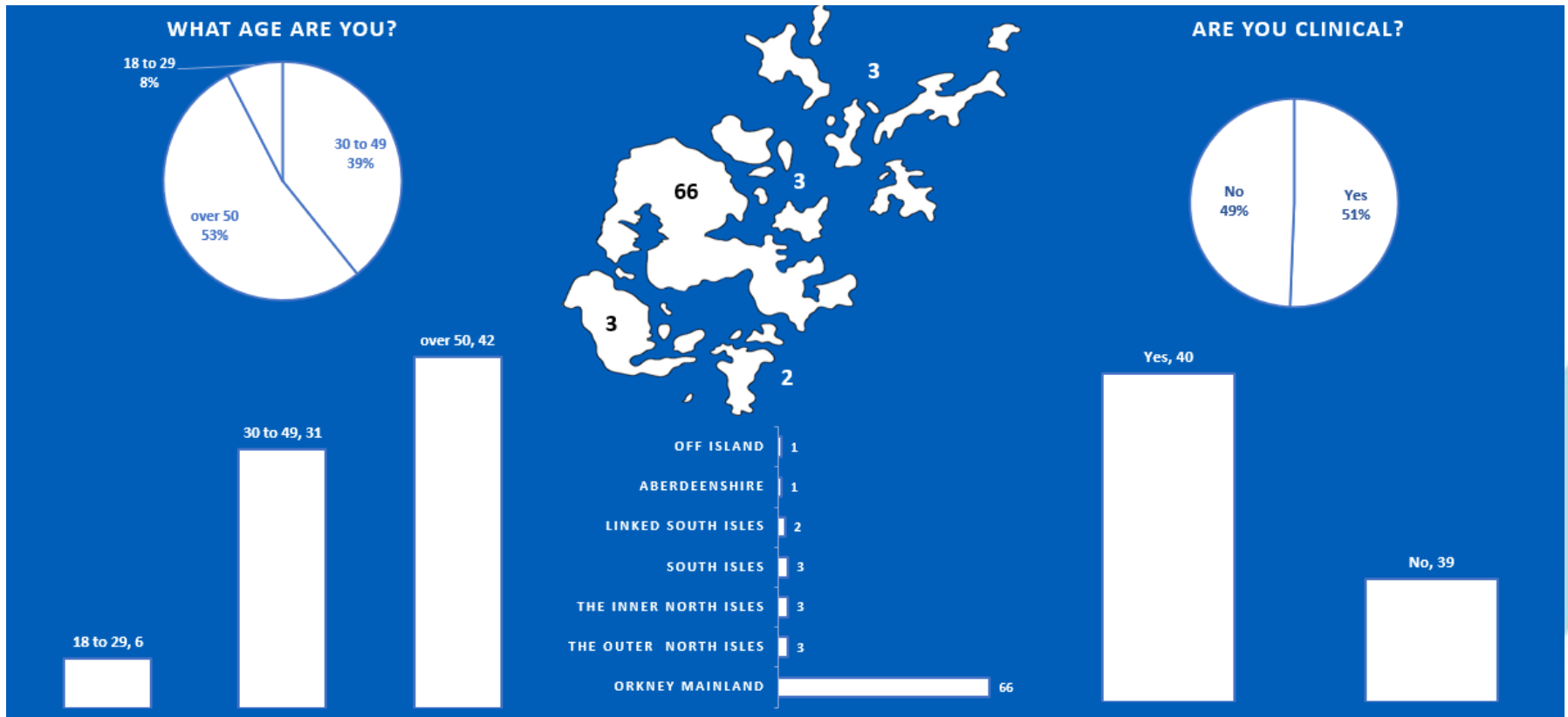


Staff Survey Summary Themes

79 Responses between January and February 2024

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Staff Survey



Staff Survey

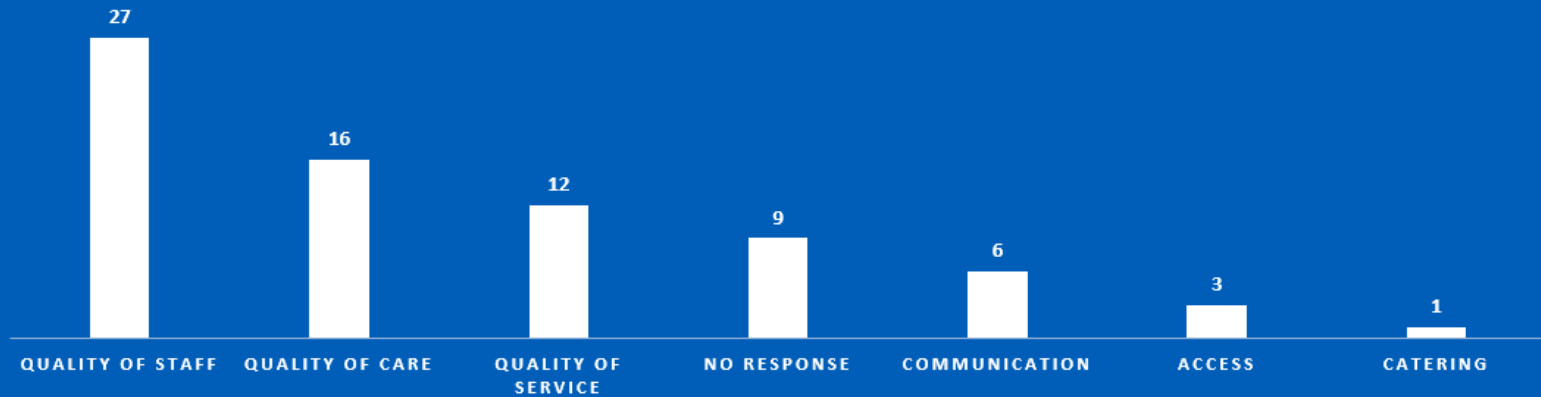


WHAT MATTERS MOST TO YOU ABOUT HEALTH AND CARE SERVICES AT NHS ORKNEY?



Staff Survey

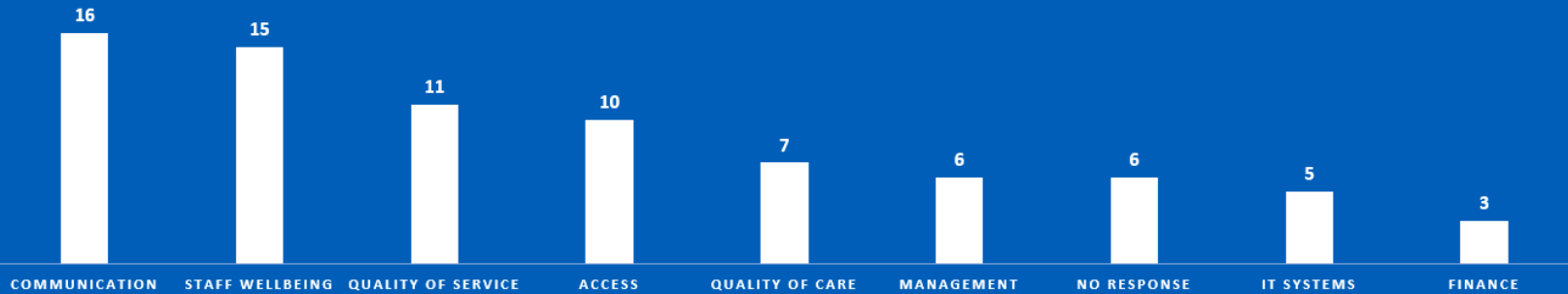
WHAT DO WE DO WELL?



Staff Survey

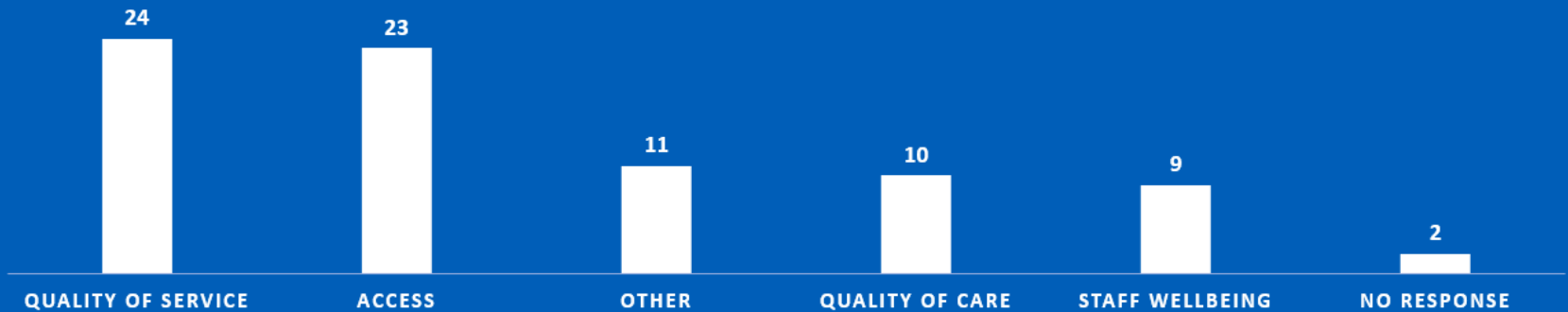


IS THERE SOMETHING WE COULD BE DOING BETTER RIGHT NOW?

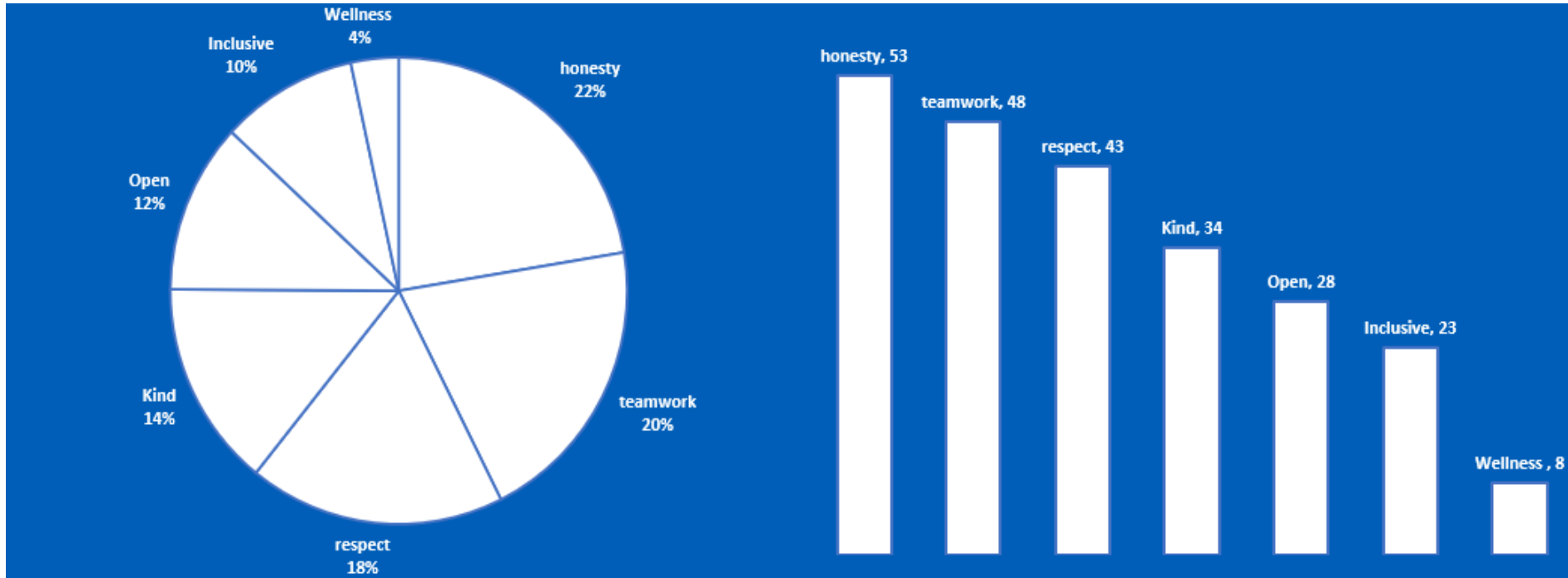


Staff Survey

IN FIVE YEARS TIME WHAT CHANGE(S) WOULD YOU LIKE TO SEE IN HEALTH AND CARE SERVICES IN ORKNEY?

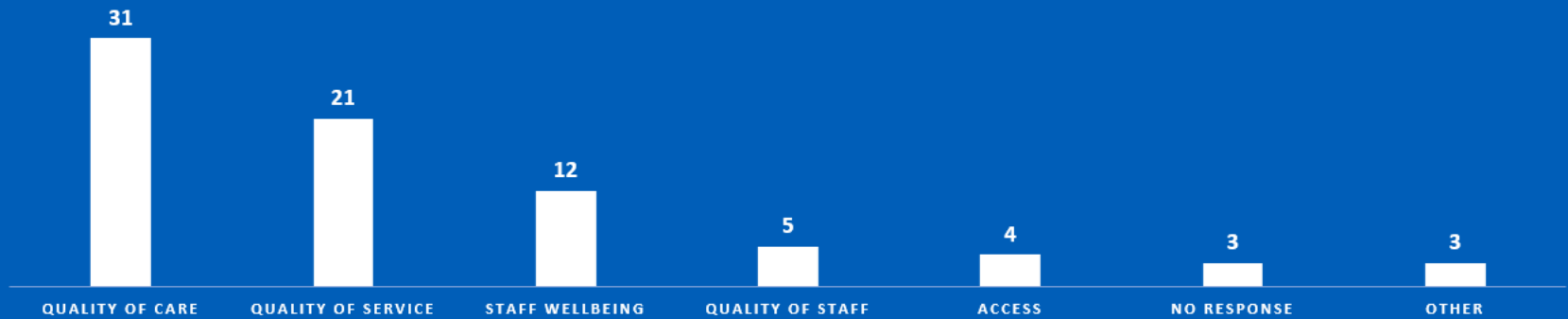


Staff Survey



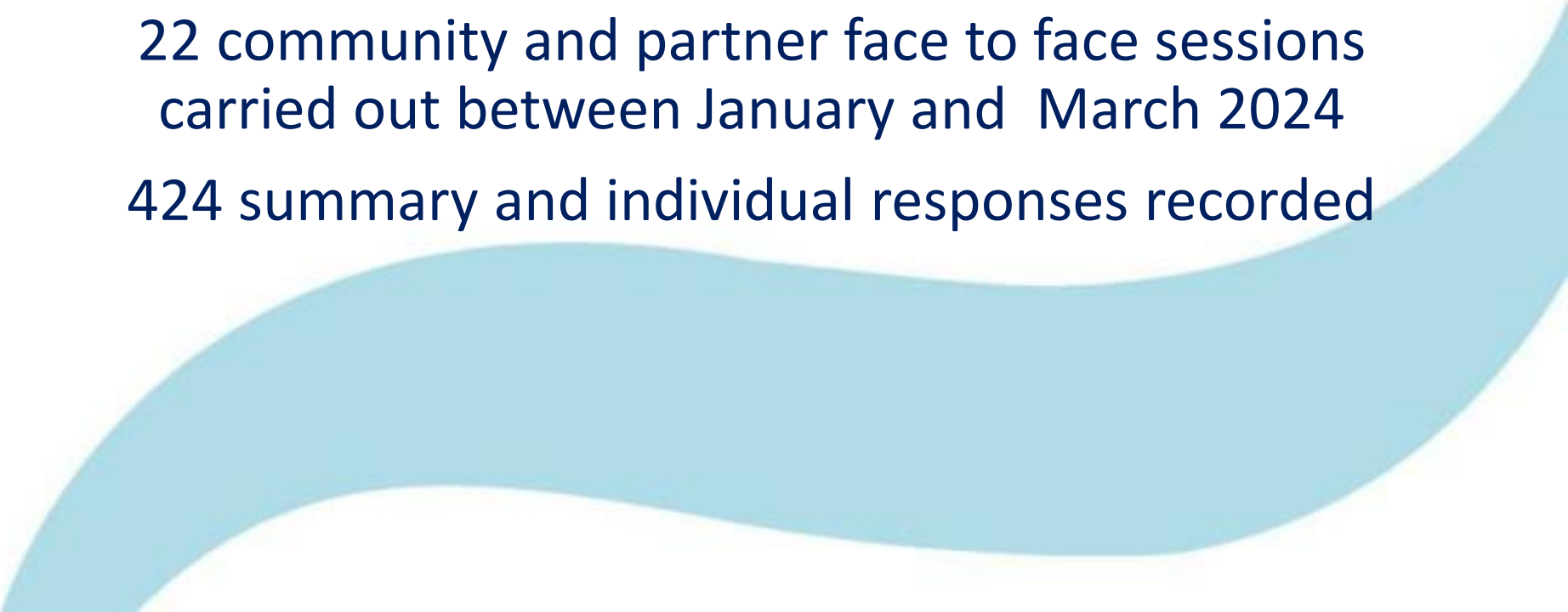
Staff Survey

WHAT YOU WOULD LIKE NHS ORKNEY TO BE KNOWN FOR IN 2028?



Face-to-face sessions: summary themes

22 community and partner face to face sessions
carried out between January and March 2024
424 summary and individual responses recorded

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Who we heard from – individual sessions



- Two sessions with all staff – NHS Orkney
- NHS Orkney Board
- Senior Leadership Meeting – NHS Orkney
- Nursing and Midwifery Advisory Committee
- GP Sub Committee
- Voluntary Action Orkney
- Pride Tribe
- Community engagement session - Dounby
- Community engagement session - Kirkwall
- Kirkwall Grammar School (pupils)
- Orkney Heart Support Group
- Police Scotland Orkney
- Kirkwall Grammar School (staff)
- Orkney Islands Council - Executive Team
- Community Council
- Isles Wellbeing Co-ordinators
- Orkney Islands Council Community Learning and Development
- Orkney Blide Trust
- Stromness students
- Age Scotland Orkney

Have your say on our new Corporate Strategy and help to shape our future



What matters most to you about health and care services at NHS Orkney?

What do we do well?

In five years time what change(s) would you like to see in health and care services in Orkney?

Is there something we could be doing better right now?

Which of the values below do you think are most important?

KIND

OPEN

HONESTY

RESPECT

TEAMWORK

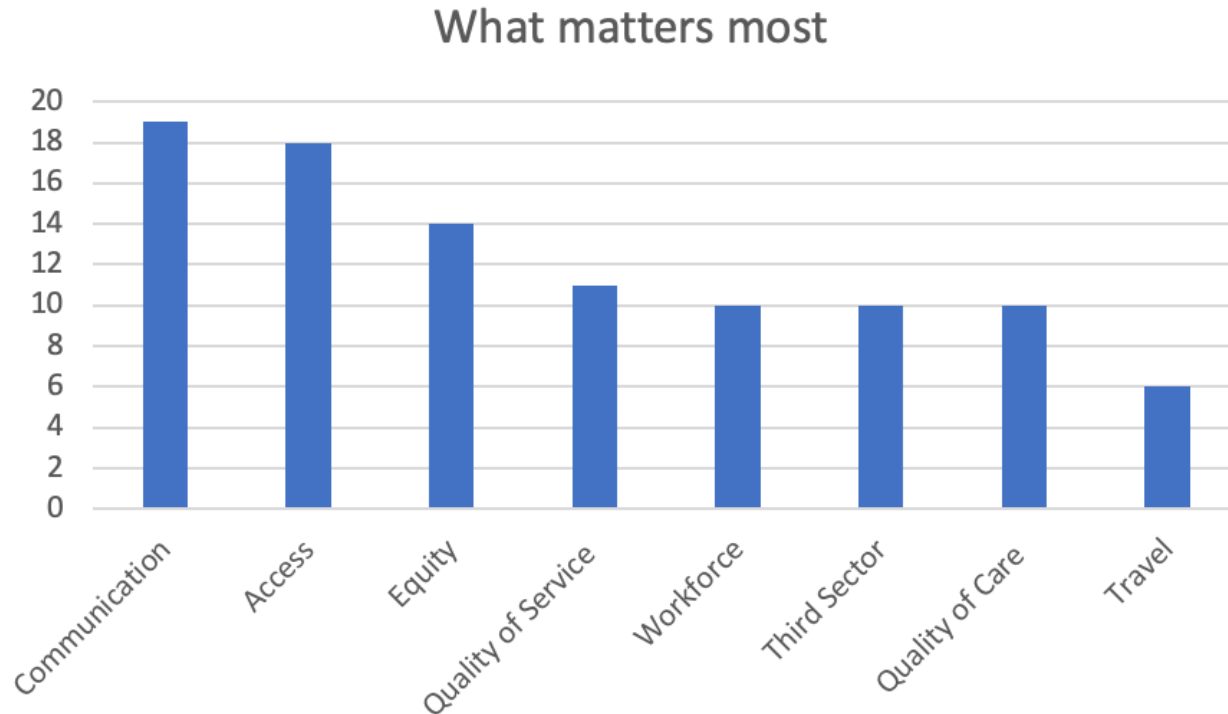
INCLUSIVE

WELLNESS

What you would like NHS Orkney to be known for in 2028?

Thanks for taking part.

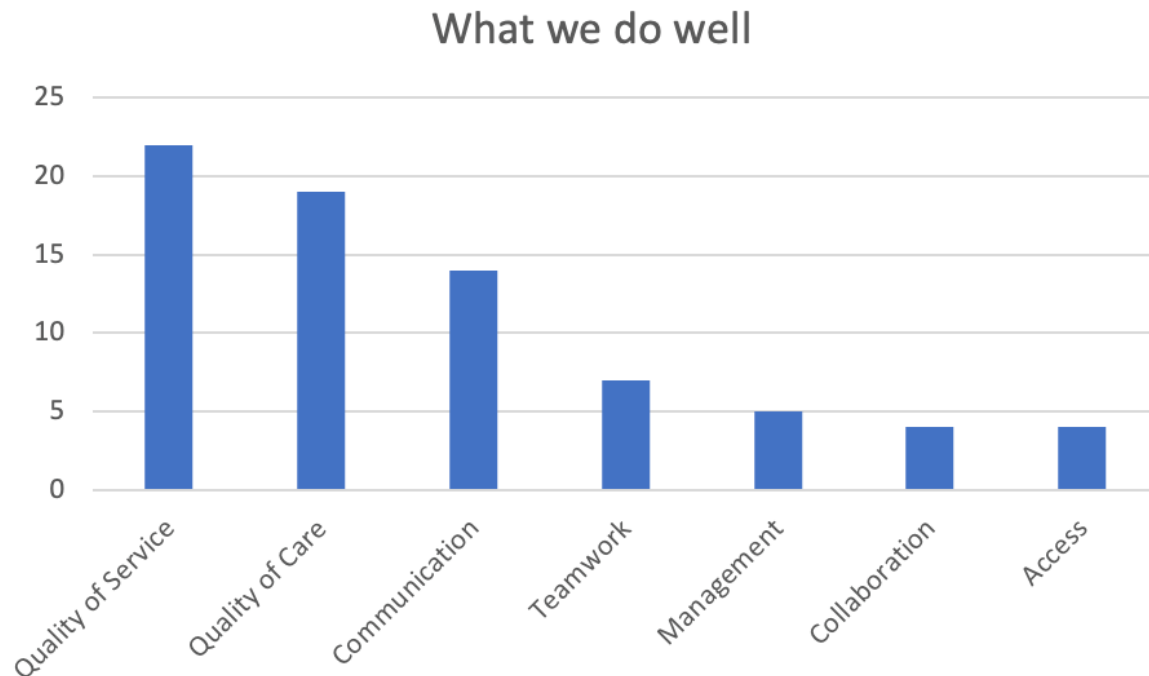
What matters most to you about health and care services?



Communication with patients and communication between service providers. Speed of **Access** and delivery closer to home. **Equality** of care for those living on the isles. Attract and retain **Workforce**. Timely **Quality of Service** and partnership with the **Third Sector**. Avoid unnecessary **Travel**.

Also mentioned: Management, Digital and information sharing, equipment. Services free at the point of access and privacy. Inclusive service which is sustainable.

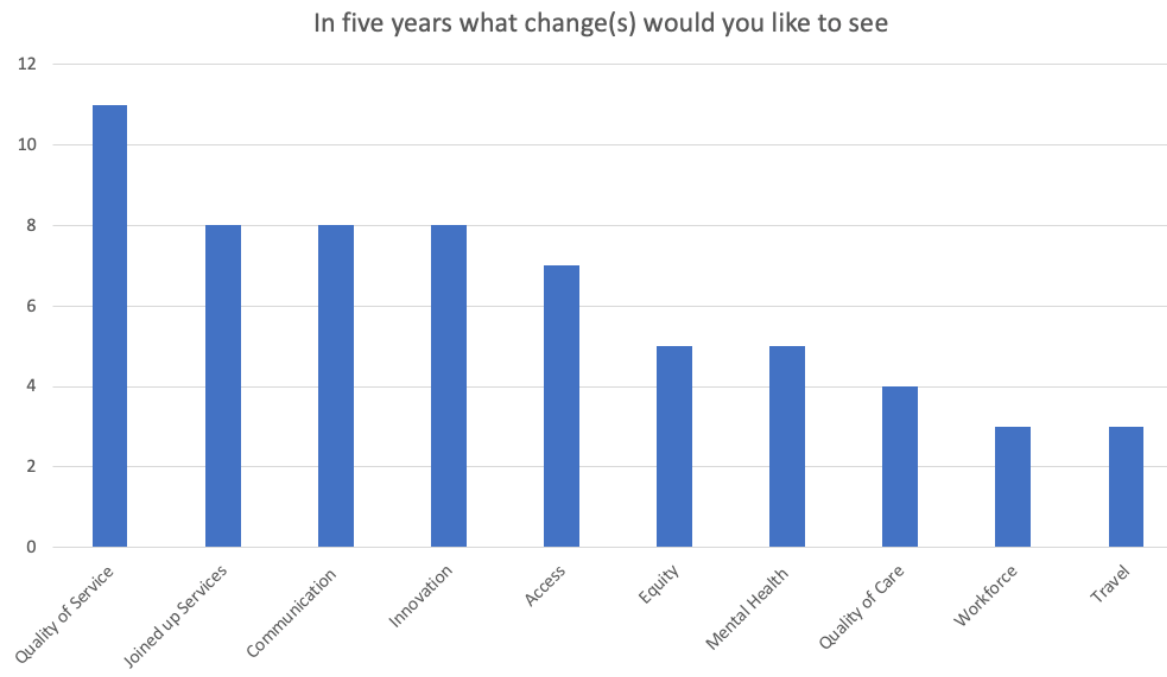
What we do well?



A number of areas of the **service** were highlighted including primary care with Stromness being mentioned, vaccination, maternity, MND and inpatient services. The discharge nurse, and the learning disability nurse were also mentioned. Areas highlighted for the **Quality of Care** include dentistry, the asthma nurse, gender identity services, diabetes and A&E.

It was noted that **communication** internally had improved with “staff feeling heard and outcomes becoming more visible”. Patient communication which is honest and remains confidential was highlighted.

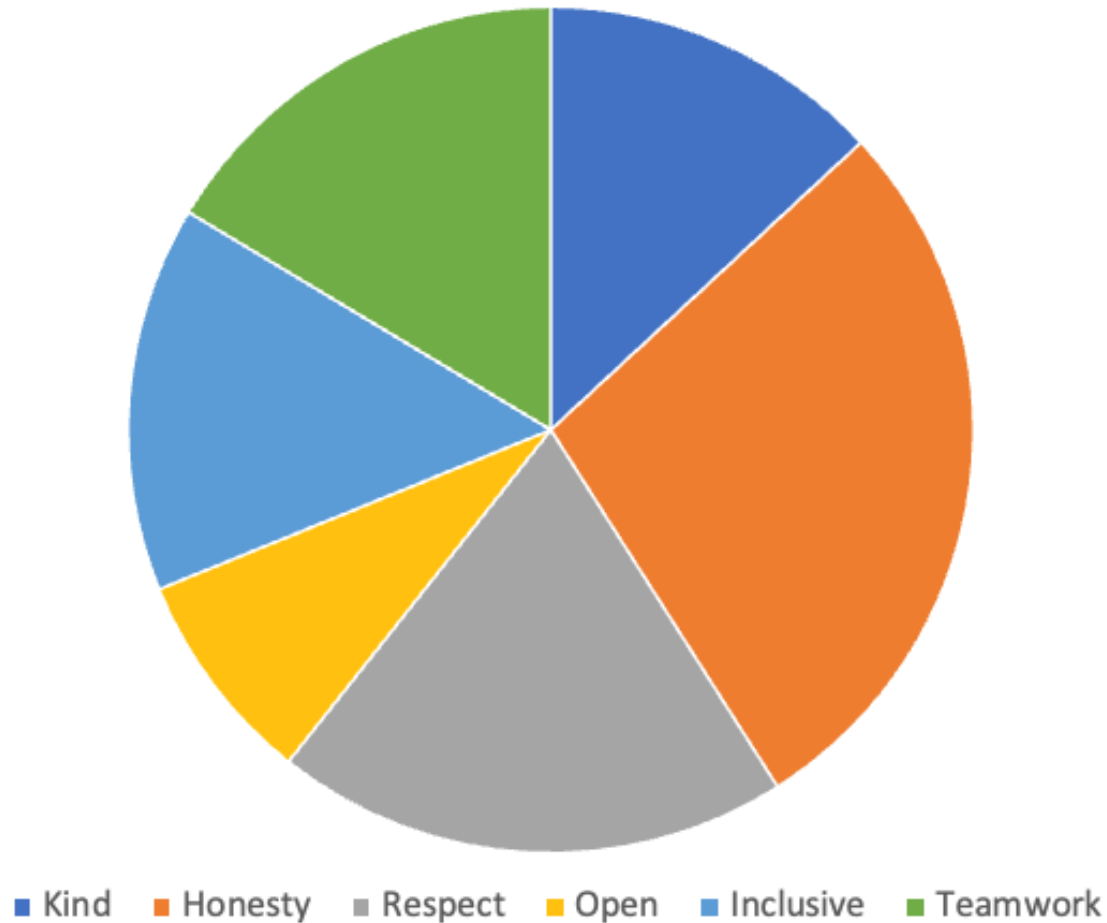
In five years, what change(s) would you like to see in health and care services in Orkney?



Safe, easily accessed, fast **quality joined up services**. The community could own more of their care if the pathways were better understood. The small size of the board offers more opportunity for **innovation** but needs to be driven by the demographics and engagement with staff and the community. More use of digital and pharmacies were highlighted. Greater **access** to opticians, orthodontic services, dentists, mental health and young people's services were all mentioned.

Which values are important?

Which values are important?



What would you like NHS Orkney to be known for in 2028?



Quality of Care (13) Patient- centred care which is kind and trusted.

Quality of Service (13)

- Modern healthcare that meets the needs of the population.
- Walking the walk and talking the talk
- People feel safe.
- We are doing the best we possibly can.
- Equitable care delivered with respect and honesty.
- A cradle to grave service that creates a safe and vibrant life for children and dignified.
- Confidential (even in a small community).
- Modern and reflective of real life.
- We want to be known for having the best health and social care and in our community. Receiving care in the right place, at the right time.

Mental Health Provision (3)

Partnership (2)