

Annual Engagement Survey

**"Survey to identify
engagement priorities
across Older People,
Adult, Children and
Family Services."**

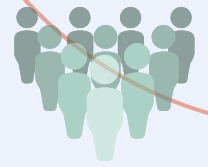
**CALLUM LYNCH
MAY SIMPSON
TONY DEVINE**
Community Engagement
Officers

MARCH 2022

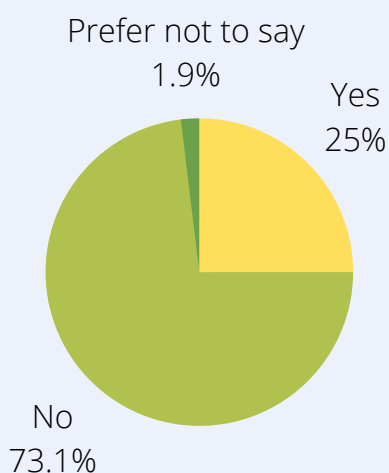
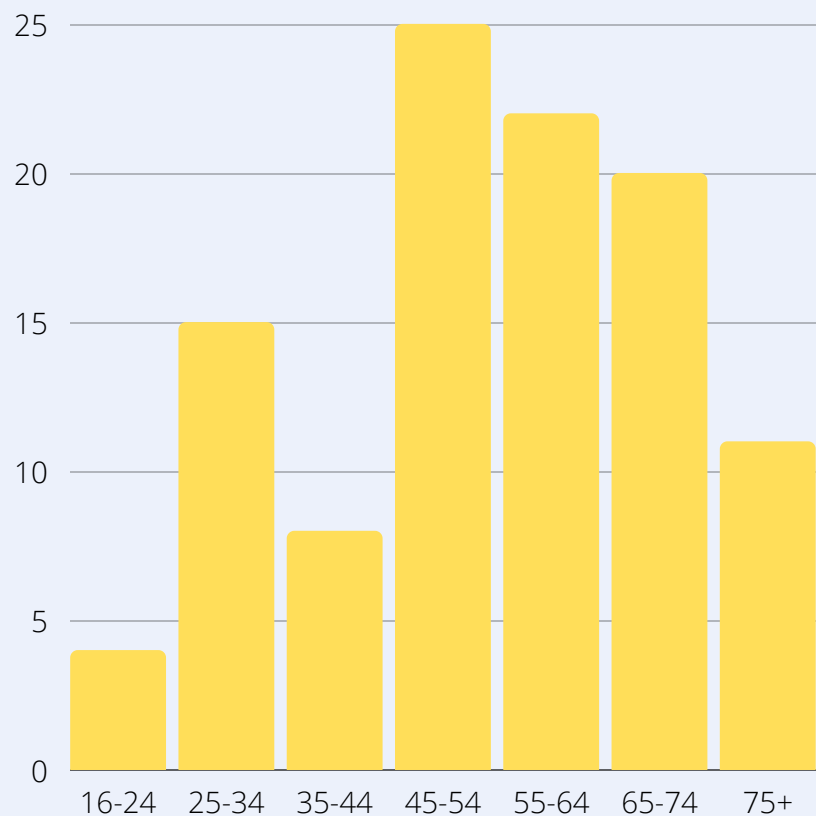
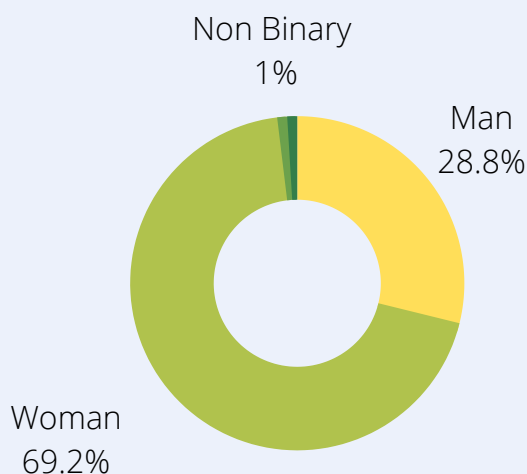


This report is a summary of the findings from Glasgow City Health and Social Care Partnerships (HSCP) Locality Engagement Forum's annual survey. The survey aims to find out the health and social care priorities and areas of interests of members of the community, 3rd sector organisations and community groups. This information will shape an Annual Plan of engagement activities ensuring the engagement is meaningful. In addition to this it gathered suggestions on how to maximise engagement on the review of Glasgow City Health and Social Care Partnership (HSCP) Strategic Plan; views on the HSCP Integrated Joint Board (IJB); reducing poverty and inequality within Glasgow city.

- **106** respondents from across the city of Glasgow
- **45 respondents** received or delivered services in the North West, **27** in Glasgow South, **24** in North East and **9** received or delivered services City Wide.
- **71%** of people filled it out on behalf of themselves, **17%** of behalf of a 3rd sector organisation; **10%** for a community group; **2%** for a family member



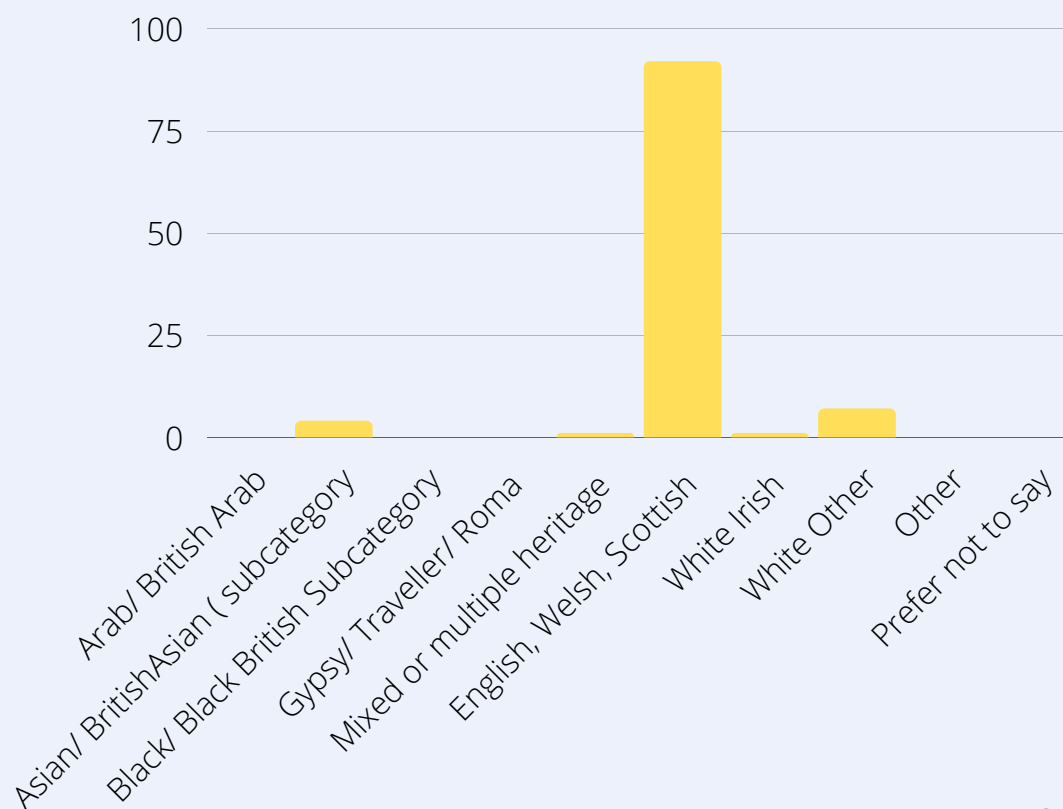
Demographic Breakdown



Do you consider yourself to have a disability?

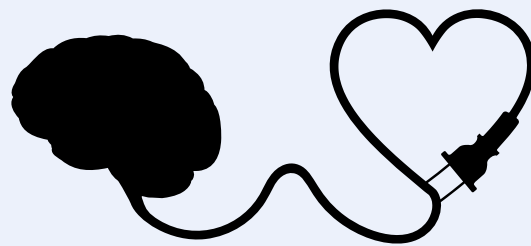
Those who added comment on how to improve access to services stated that we should look at: accessibility of facilities, information on services; using Zoom rather than Teams as an online communication tool; support with transportation and support for those with hearing impairments.

Ethnic Breakdown



We distributed the survey widely including targeting community organisations that work with ethnic minority groups and individuals. However disproportionately the response was White -English Scottish or Welsh. We will revisit this and continue to ensure that Locality Engagement Forums are promoted and accessible to minority individuals and groups.

Health & Wellbeing



We asked what the HSCP could do to help and support people look after their own health and wellbeing. **83** out of **106** people responded to this question and a number of common themes emerged.

Nearly **65%** of comments and suggestions recorded were around information and access to services.

- **14** responses were in relation to visibility of HSCP and what services they provide. Typical comments were '[don't know enough about what is on offer](#)' and '[improved marketing strategy to reach public not just other professionals](#)'.
- **12** responses were around getting information into communities. Typical comments include '[Services and supports are quite good but finding what services are available is the hard thing. More information in public areas](#)' and '[Be out in communities more and share information.](#)'
- There were **12** responses highlighting the need for information on specific health conditions or Long Term Conditions. Comments include 'send out information to people after they get a diagnosis or treatment' and the other ailments or conditions mentioned were mental health, nutrition and diabetes, heart disease and long Covid.
- **7** people requested more online information. Example of comments include '[advertising of a centralised website that is effective at finding good self-care knowledge](#)' and '[put better information out on social media that is more interesting than standard information](#)' and '[Short videos on social media](#)'
- However it was interesting that **9** respondents felt that the information available was good
- **4** respondents want more information on '[how services have changed as a result of the Covid pandemic and restrictions](#)'

Almost **25%** of the comments recorded suggestions in relation to more activities in the community including: 'access to peer support groups; professionally led; quality engagement'; 'community based support that is accessible; friendly and can offer practical help'; and 'more holistic support - options for other support not health service - like well-being activities, life skills support, and coaching'.

A significant number of the comments - **8%** highlighted the importance of the role of GP practices in patients gaining access to health and well-being information, services and supports. 'Access to GP to get information and services' and 'good access to GPs' were typical comments

- “ Up-to-date links from documents on line information that are easy to read, clear and understandable. Currently it is very difficult to easily find the information you need. If you've never had to ask for help, the maze is too complex. ”
- “ Be out in communities more and share information. Put better information out on social media that is more interesting than standard info. Not engaging. ”
- “ More holistic support. Options for other support not health service. like well being, life skills support, coaching. ”
- “ Information about services that are available in the local community and online self help tools or activities. Also guidance/advice about how to access health and social care services would be helpful as this often feels very confusing to people. ”

Below is a word cloud. This highlights some of the key words and messages submitted by respondents. If you wish to see all the comments please see the Appendix - Question 8.



Health Inequality and poverty

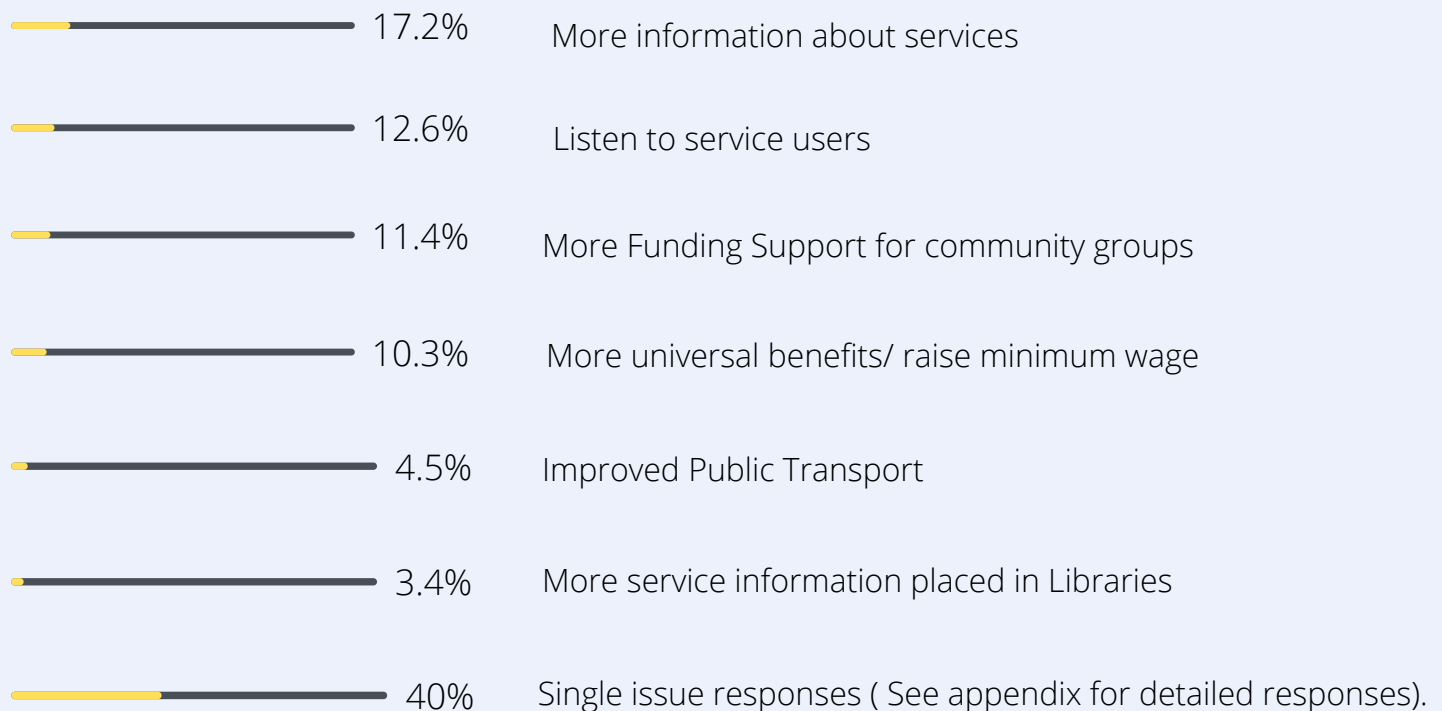


WE ASKED

What can the HSCP do, to reduce health inequalities, poverty and improve access to services?

87 people out of **106** responded to this question giving an **82% completion rate**.

While there was a range of responses most suggestions focused on the need to make people aware of all available service provision with more financial support for locally based third sector providers. The response breakdown of what people wanted follows:



COMMENTS

"Access to Social Works Services is very poor. Preventative interventions are non-existent and with only critical cases being picked up many people are being left unsupported and in very precarious positions. Access to Self Directed Support is impossible and community care assessments for day care and similar services are being completely overlooked."

"Early intervention and preventative work is restricted because of constraints on resources - support should offered to people at an earlier stage."

"Third sector services focus on this type of work but funding is restricted to 3 year - longer term funding is needed. Services need to be more flexible."

Strategic Plan

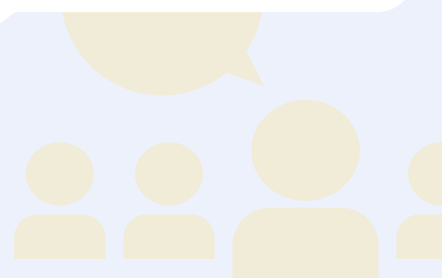
We asked respondents for suggestions to ensure that service users, community groups, carers and the wider public were able to contribute, influence and shape the new HSCP Strategic Plan.

Over half of respondents (57%) helpfully suggested a range of engagement techniques.

'I think that there needs to be a variety of methods used to gather views as not everyone is online or attends a community group eg survey monkey, telephone canvassing, postcards/letters, community radio, QR codes in shopping centres and community centres, social media. More co-ordination between community groups so they can make a joint response to service providers.'

Other suggestions included 'Online forum or platform' and 'Small focus groups, bigger meetings, online, face to face etc' and 'Go to where people are meeting and ask their opinions - bowling clubs, churches, lunch clubs that have started up again.'

Full details of all the engagement suggestions can be found in the appendix.



In response to this question **10%** of the comments highlighted the need to 'try to reach people who feel marginalised and unrepresented'. Some suggestions were:

"Visibility and engagement with the wider community is essential, the least vocal groups are those who should be engaged with'. Related to ensuring seldom heard groups were reached, it was felt that 'Information needs to be provided in a way that ordinary members of the public can understand it, as it can be complicated.'

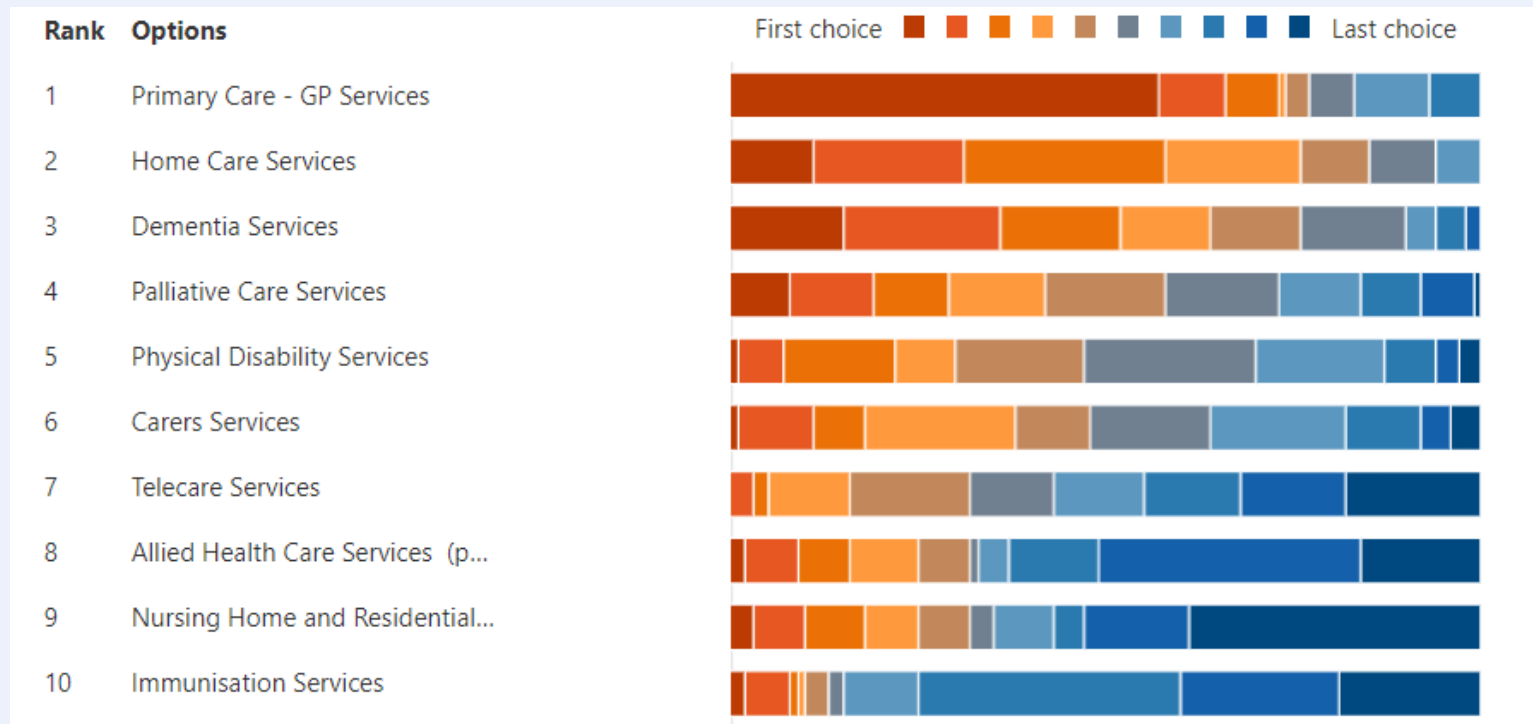
8% of the suggestions related to better advertising of the Strategic Plan engagement opportunities.

Others suggested 'HSCP staff in clinics, social work offices and health centres should ask people what they think' as well as making greater use of HSCP partners to gather feedback.

Therefore, what we know is our engagement must be carried out with varied methodology, multiple times and to various specific and targeted groups. We also know that we must make the strategic plan engagement accessible through our use of language, promotion and availability within local communities.

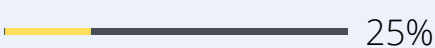
Older Peoples Services

We asked respondents to rate Older People and Primary Care service areas and what was their priority to discuss at the Locality Engagement sessions. Below is the order of top priority to least from the sample.



We must note 57% of people said GP services were the main priority which was significantly higher than any other services area.

We asked people to specify areas of Older Peoples Service priorities and below is a summary of the most frequent comments. See appendix for further information.



Mentioned GP services as a priority such as; waiting times, seeing GPs face to face and some people felt GP services have **"withdrawn from communities"**



Highlighted Home Care services, where some stated that they need **"better support in communities"** and within peoples own homes.



Mentioned dementia services being areas they wanted to focus on. It was mentioned **"Dementia services are needed most not only for the patient but for the family carers"**

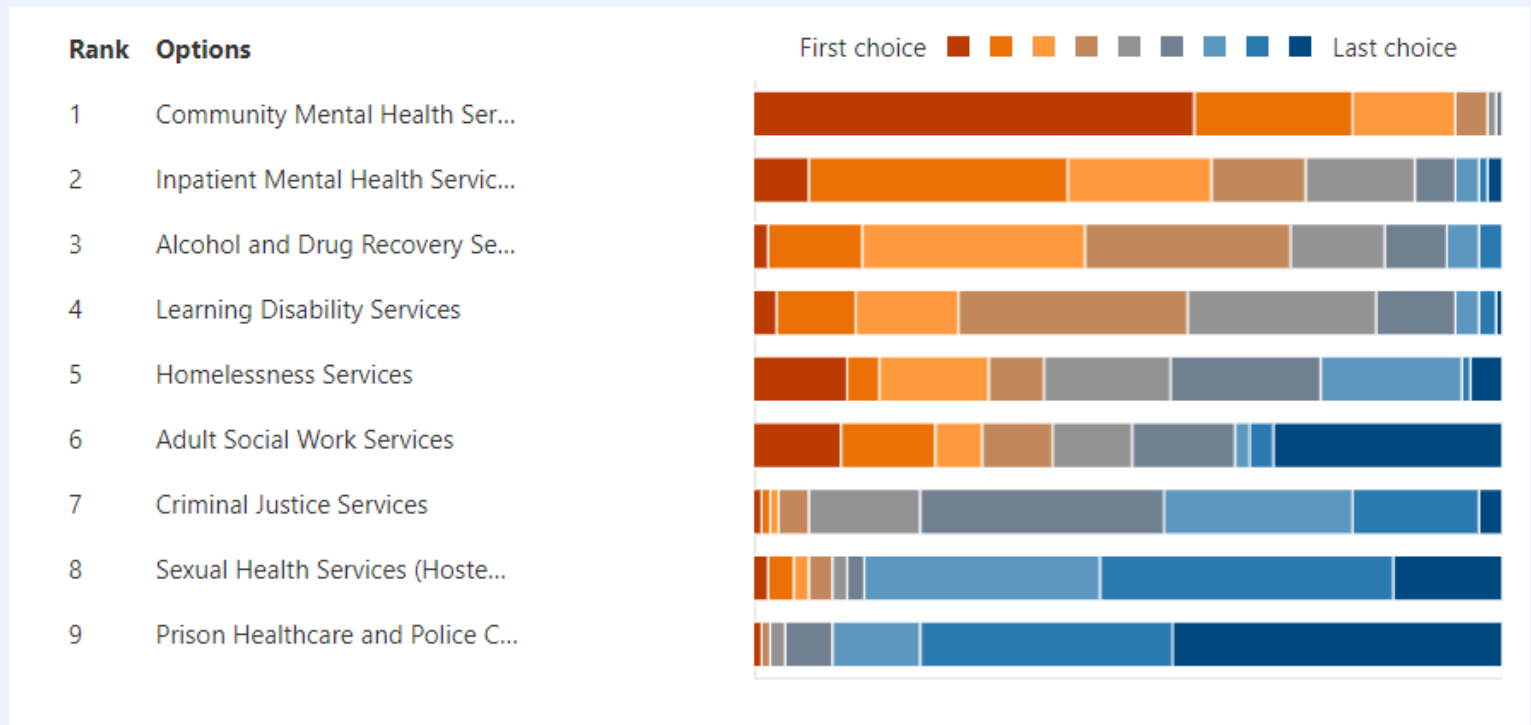
Other areas that were common themes from the respondents was; Isolation; dementia services; day centre services for older people; digital inclusion; sheltered housing; waiting times for acute services; podiatry services; community activities for older people; staff recruitment; carer services and others. See appendix for additional quotes:

“Getting a face to face GP appointment - that is the priority. I still don't understand why the hospital were running and shops were open but you still can't see a GP. The service is now awful.”

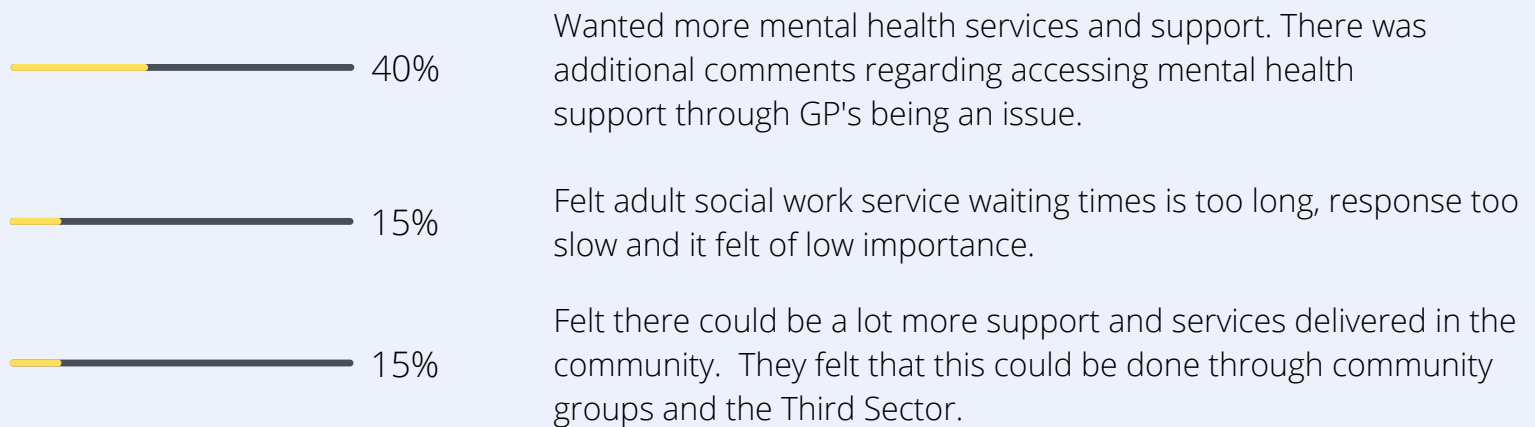
“Older people are lonely. What are you doing to support them after the pandemic.”

Adult Services

We asked respondents to rate Adult service areas and what was their priority to discuss at the Locality Engagement sessions. Below is the order of top priority to least from the sample.



We asked respondents to identify specific Adult services priorities and **66 out of 106** respondents offered further comments.



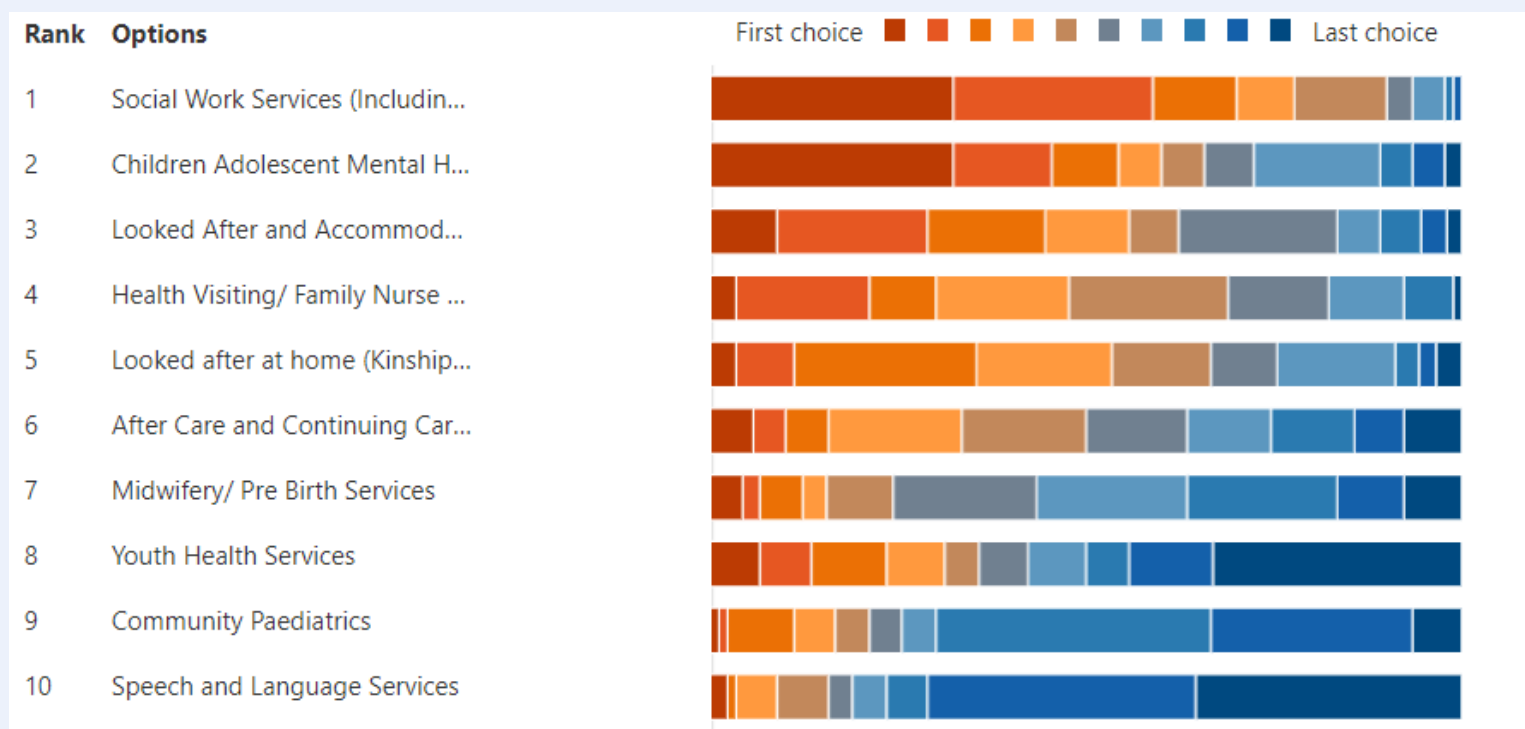
Compared to the 2021 survey there appears to be **increased concern about homelessness** and the need for greater working partnership with housing providers. Other areas mentioned were; alcohol and drug recovery services; information; younger people with Dementia and carers; social care and support for people with learning and physical disability; Sexual Health Services and Hospital services. (Further information within the appendix)

“ Our mental health has been badly effected over the pandemic and access to mental health services is a priority’ and ‘The waiting list for community mental health services is too long’. ”

“ ‘access to GP services needs to improve for adults especially those struggling with mental health - telephone and online consultations are not satisfactory’ ”

Children and Family Services

We asked respondents to rate Children and Family service areas and what was their priority to discuss at the Locality Engagement sessions. Below is the order of top priority to least from the sample.



We asked if possible, please give us specific areas of Children and Family Services that are a priority for you? **55** out of **106** responded to this question.

The main theme of the responses referred to the provision of Children and Adolescent Mental Health Services (CAMHS).

Responses overwhelmingly asked for more personal support from all service users groups, particularly for young children and families.

Another concern was the length of time it takes to receive an assessment, followed by another period of time before receiving a service. Typical comments were:

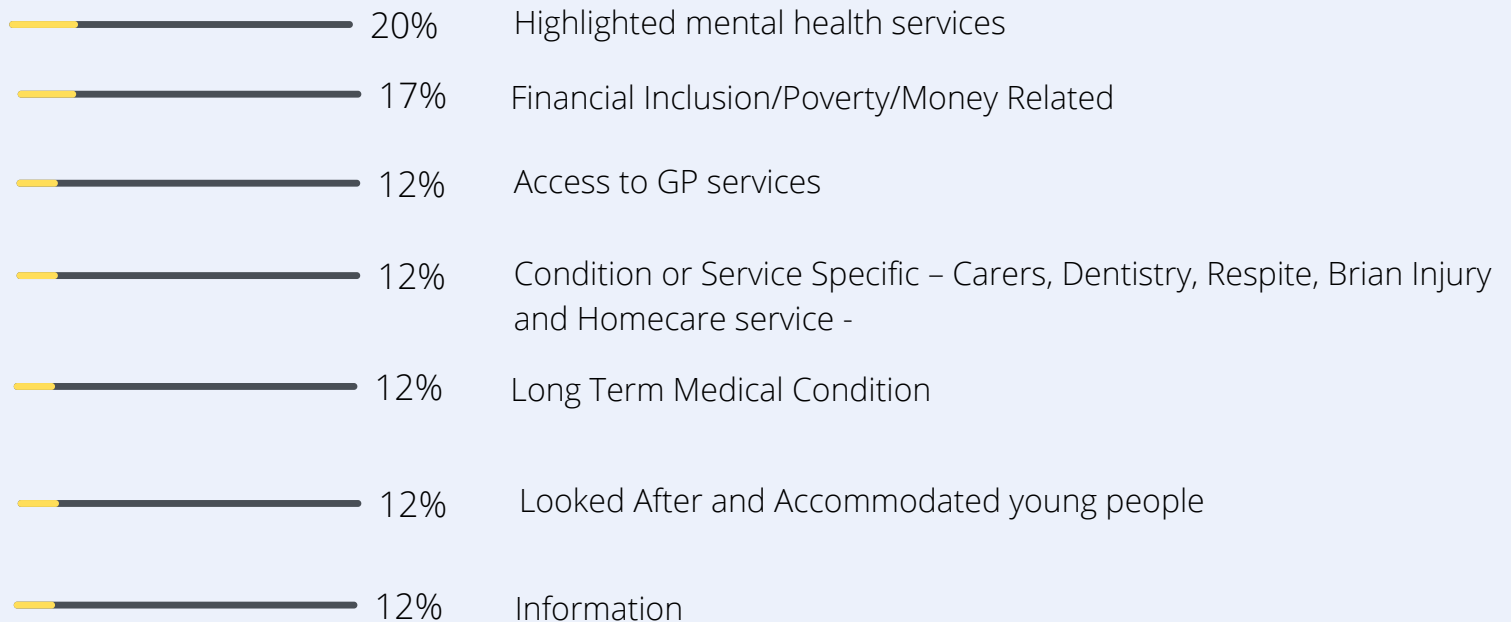
“Waiting times are awful to get an assessment and even longer time spent waiting to receive the service as they are extremely under-resourced.”

“Better access to face to face GP services for young families as some families’ carers, kinship carers, children with autism are really struggling with life, health and social pressures. CAAMHS is not fit for purpose it was actually damaging when we tried to use the services.”

“Kinship care support should be treated the same stop saying we are informal carers. Clearer pathways and support for young people similar comments were also raised at the virtual Locality Engagement Forum meetings.”

Additional topics of engagement

We asked respondents if there was other areas of Health and Social Care services that they wished to discuss at Locality Engagement Forums. The responses where:



Connecting people. Loneliness and isolation have a huge detrimental impact on wellness. Covid anxiety is prevalent in our communities and each individual has been affected differently. People need the opportunity to meet in a safe environment where they can have the opportunity to explore how they feel now. For some transformational change has happened and they are confused about what they have lived through.

See the word cloud below for more feedback or see appendix for further details of the responses.



Integrated Joint Board (IJB)

We asked those who completed the survey if they had any suggestions, topics or areas of service, that they would like to see discussed at the IJB Public Engagement Committee. Almost **70%** of those who completed the questionnaire gave a response to this question.

the responses were wide and varied with **37%** of people commenting on the Public Engagement Committee itself - comments like: "I think there needs to be a good review of the committee – it's not very user friendly and so few people know it exists and what it is supposed to do."

9% of respondents felt that the committee should focus on mental health services, possibly as a result of increased demand on services due to the impact of the Covid pandemic. Typical comments were:

long waiting list for both children's mental health services and adult mental health services."

Nearly **14%** of those who completed this question highlighted the need for the committee to discuss funding, services in the community and support for 3rd sector services. Comments: 'Information about what grants and support that are available for local community groups' and 'Fair and ethical commissioning.'

2% of comments in relation to GP services with a repeat of some of the comments already reported in this summary.

A flavour of other the comments recorded was "getting GP services back to normal and more supports for families in their local community."

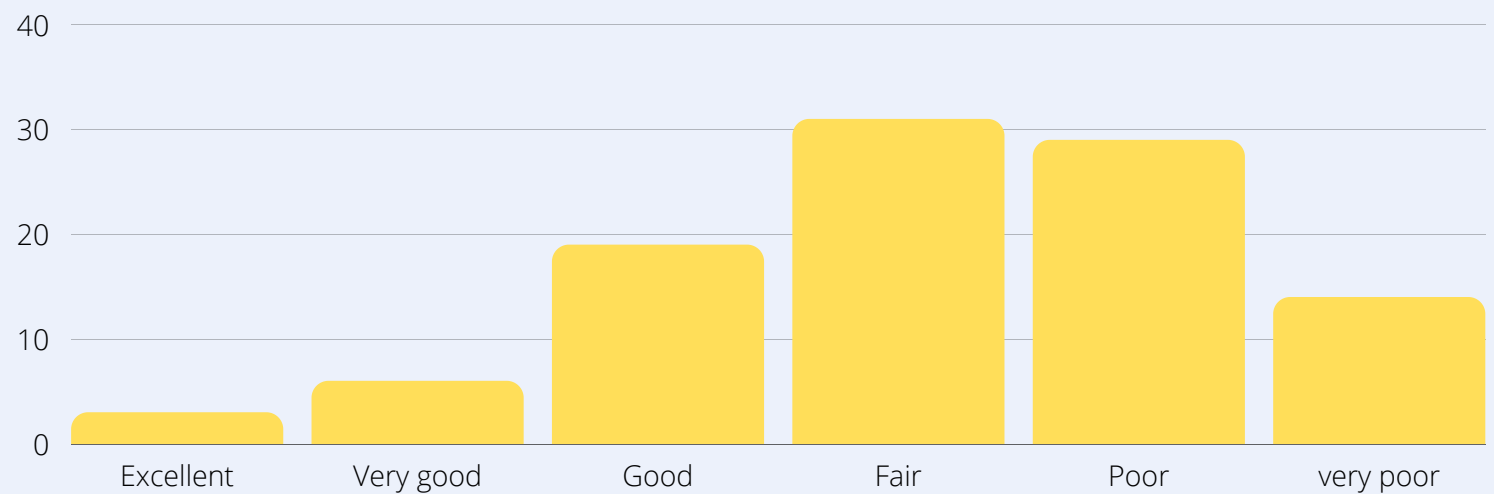
Other areas the respondents would like to see discussed at the Committee was: more family supports and support services for young people leaving care; homelessness, carers issues; information and access to services; better integration of services; addiction services and digital inclusion.

See the below word cloud and the Appendix for more detail:



Services moving digitally

In the 2022 survey we asked for respondents to rate how they have found accessing services digitally. The response was:



As we can see from the **102 responses** the majority found accessing services either **fair** or **poor**. This response may indicate that digital methods of delivery may not be the most accessible or preferred for some people.

In comparison to last years survey where we asked a similar question and the result was **more than half** found the new delivery methods **good**. In last years survey **54%** rated the digital delivery of services **good** or **very good**.

Therefore we can see from the 2022 survey people are less satisfied with the current digital delivery of services in comparison to 2021.

LEF Membership

65% of respondents want to become members of the LEF's

27% are already members of the LEF's

8% of respondents don't want to become members of LEF's

This demonstrates members of the community are interested and want to contribute their views and opinions on their local health and social care services.

Conclusion

To conclude, we appreciate all the respondents taking time to complete the survey. The community engagement officers across all 3 localities, South, North West and North East Glasgow will put together engagement events throughout 2022 to 2023 shaped by the feedback and priorities captured in this survey.

Information and opinions gathered will also contribute towards the review of Glasgow City HSCP's Strategic Plan.

