

LOCALITY ENGAGEMENT FORUM

Glasgow City
HSCP
Health and Social Care Partnership

QUESTIONNAIRE SUMMARY

MAY SIMPSON, CALLUM
LYNCH, TONY DIVINE
FEBRUARY/ MARCH 2021



ABOUT

WE PUT OUT A QUESTIONNAIRE IN FEBRUARY/MARCH OF 2021 TO GATHER THE VIEWS OF SERVICE USERS, COMMUNITY ORGANISATIONS, SERVICE PROVIDERS AND MEMBERS OF THE PUBLIC.

THIS WAS CARRIED OUT AS WE WANTED TO FIND OUT THE FOLLOWING:

What was important to people regarding health and social care services?

What were their priorities?

What did they want from Locality Engagement Forums?

How we can best engage with individuals?

We also asked what support would we need to provide in order to support individuals attend meetings

This information has now shaped the three Locality Engagement Forums. These will be on:

- **Tuesday 16/3/2021 @3.30pm – NW Locality and Adult services update and Mental Health services**
- **Wednesday 24/3/2021 @ 10.00am NE Locality and Children's services update and Children and Adolescence Mental Health Services (CAMHS)**
- **Wednesday 31/3/2021 @3.00pm South Locality and Older People and GP Services + Dementia Services**



STATISTICS

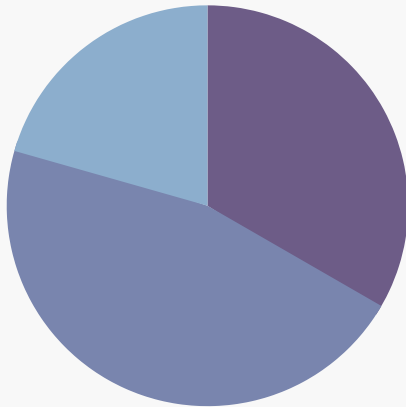
These are the key highlights and overall statistics feedback from the questionnaire:

The total number of respondents:

104

Locality

North East
20.6%

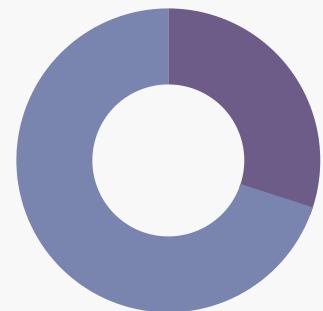


South
33.3%

North West
46.1%

Gender

Male
30%

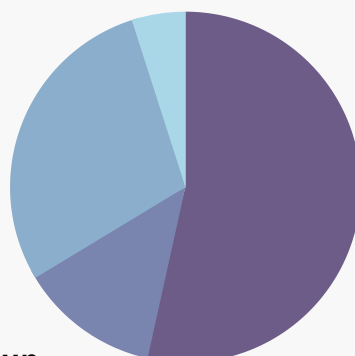


Female
70%

Who are you completing this on behalf on?

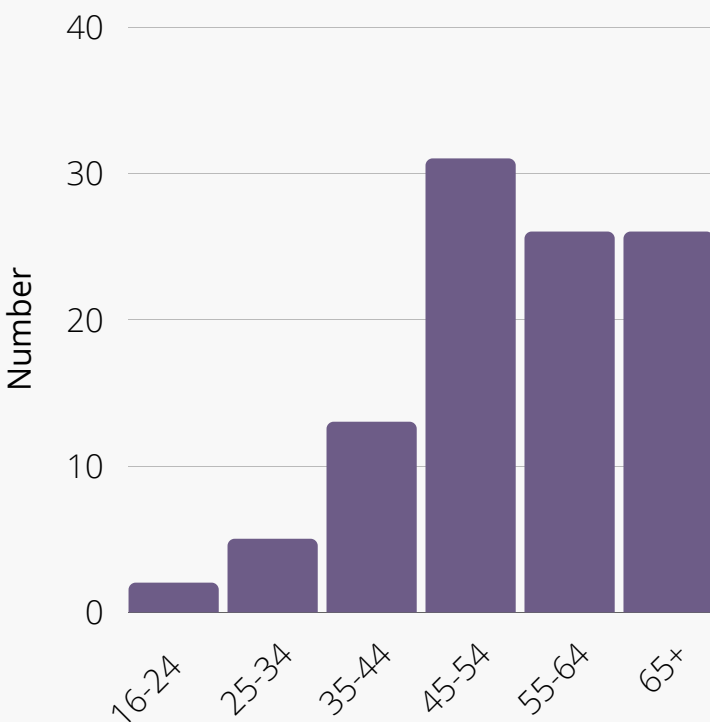
3rd Sector Organisation
28.7%

Other
5%



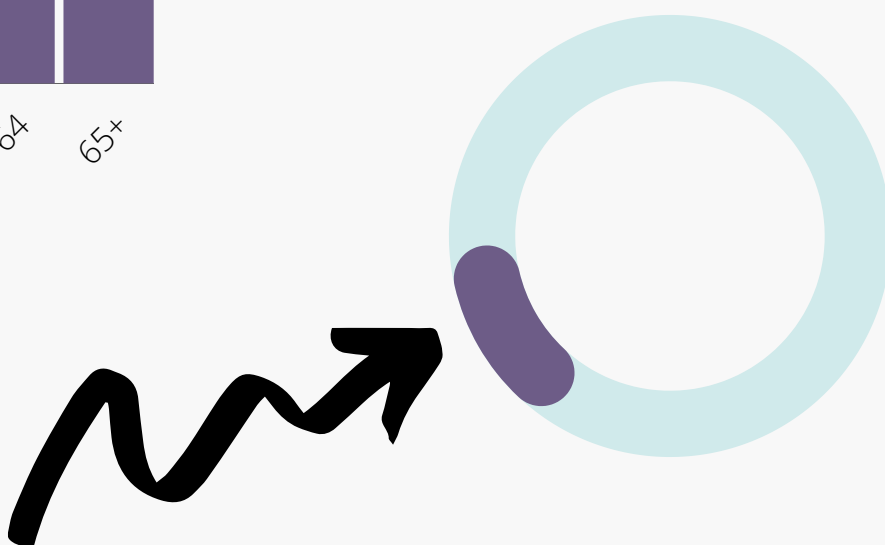
Yourself
53.5%

Community Group
12.9%



The age demographics of respondents

As we can see the majority of respondents were between the ages of 45 and over.



15% of respondents identified as having 'illness, health issue, disability or a caring responsibility which would make it difficult to attend a meeting in person. We also asked what support we would provide to support members to attend.



To support with accessibility we are also providing 1-1 interviews, offering smaller focus groups and in addition providing the necessary support to allow as many people as possible to participate. We recognise that not everyone can access online platforms therefore we have provided traditional methods.

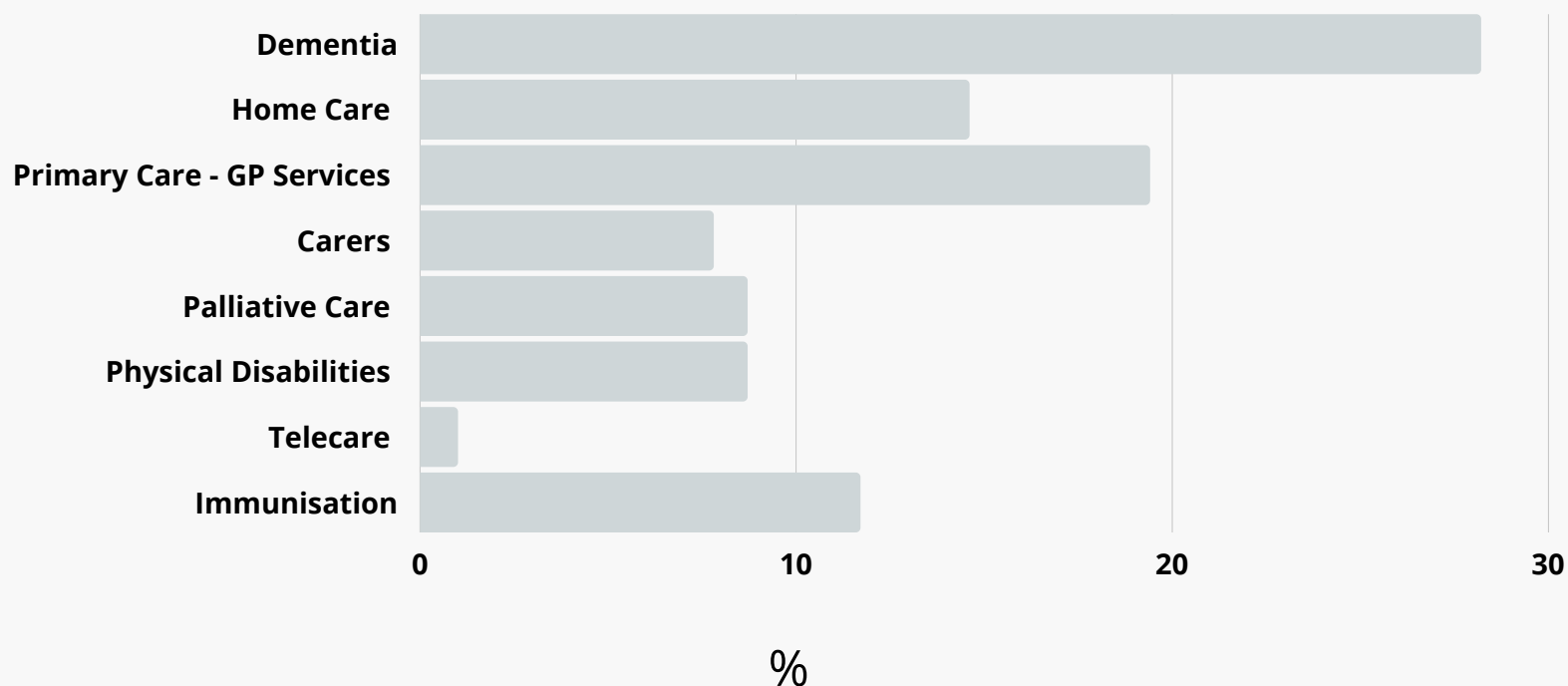
PRIORITIES

We asked respondents about the areas that were most important to them regarding health and social care services. We asked them to rate what was most important to least. However, we must state that all elements of services were rated important to people. We broke this down into the 3 care areas:

- Older People's Services
- Adult Services
- Children's and Families Services

Below is an indication of the percentage (%) that found health and social care services the most important to them.

OLDER PEOPLE'S SERVICES

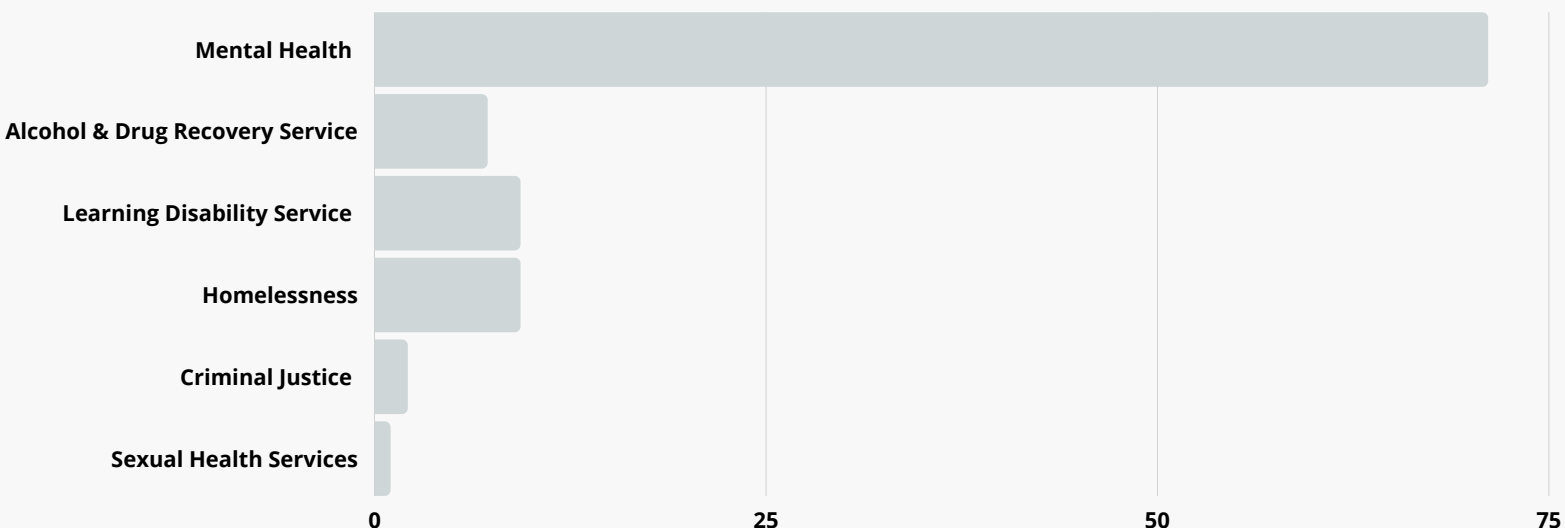


Additional comments:

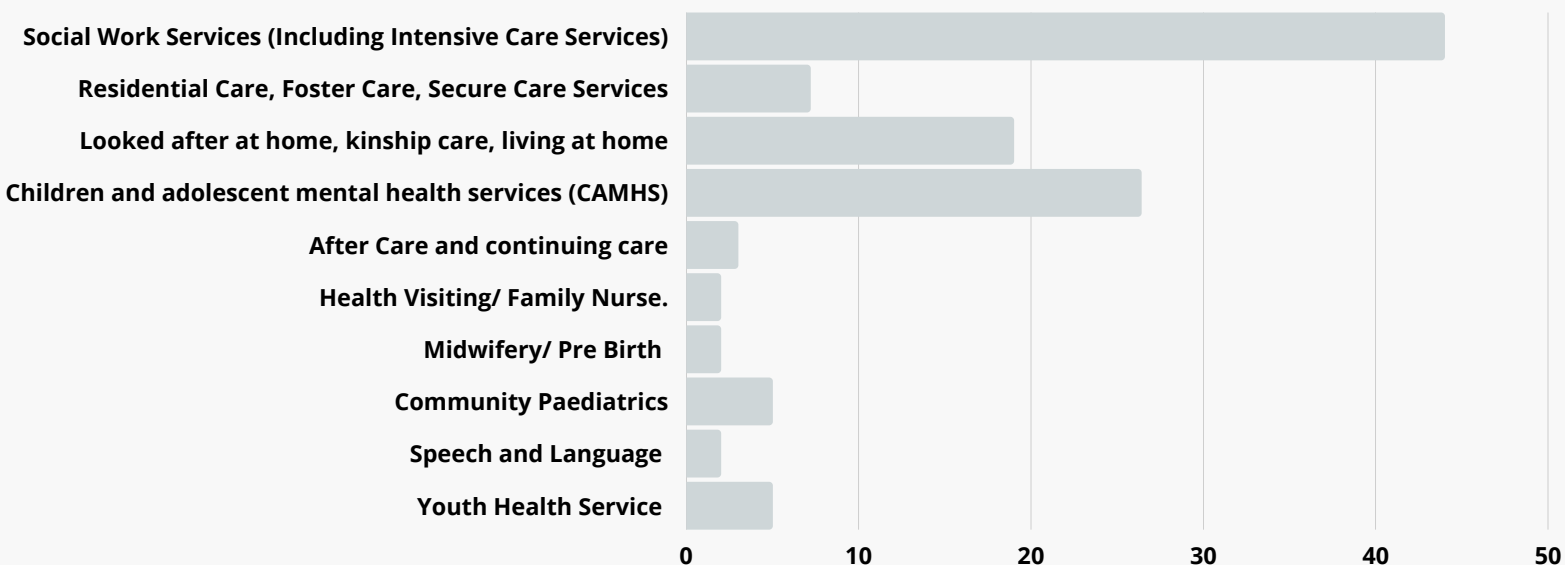
**18% chose Palliative care as 2nd choice
7% chose physical disabilities as 2nd choice**

ADULT SERVICES

Results of what individuals chose to be most important regarding adult services



CHILDREN AND FAMILIES SERVICES



Additional comments:

Residential Care, Foster Care, Kinship Care, Looked after at home, Secure Care, Continuing Care, Living at home and CAMHS were respondents **TOP FIVE CHOICES**

OTHER AREAS

IMPORTANT!

We asked respondents about other areas that were important to them. The following two pages is a noted list of the responses:

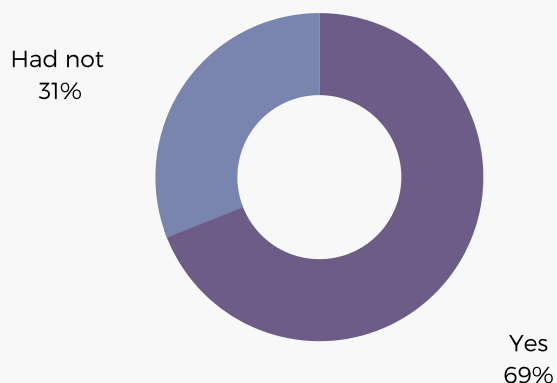
- **Sensory services, Audiology.**
- **Self Directed Support**
- **Day Care Centres etc such as for elderly and learning disability**
- **Development & improved partnership working with more local community-based initiatives for Older people & those with a learning disability**
- **podiatry**
- **Older Persons Care Staff Vaccinations, Home Visits, Day Care Centre's Re-opening, Transport Compliance of Older People**
- **Asian Elderly Needs - based on Cultural and Faith**
- **Services for elderly, Day Centres, Social Isolation**
- **Out of Hours Service for Mental Health services**
- **Loneliness. People with mental health issues and older people without families who seem to fall through the net.**
- **Local community support for mental health services.... spending too much time on the phone waiting to speak to G.P**
- **Mental health is a big deal with people staying in- Weekend services**
- **Somewhere to go rather than A&E when my loved one is in crisis.**
- **Trauma-Informed approach**
- **Adult Protection and referrals from hospitals when someone presents in A&E Departments**
- **Loneliness for all age groups**
- **Carers support services**
- **Unpaid Carers and Young Carers**
- **Young Carers**
- **Adult and Young Carers**

- **Services for children and adults with disabilities**
- **Autism services, youth mental health**
- **Crohn's Disease: Arthritis: Bowel Disorders - Young Carers Mental Health Services for Primary and Younger Children**
- **BME Representation**
- **Inclusive Communication: strategy; how to make all services more inclusive especially for people with language/communication support needs; and how to provide accessible information**
- **Ethnic Community Services based on Cultural and Faith**
-
- **Need to be able to contact your GP by phone or visit the at surgery some people don't have IT**
- **Home care services Alcohol..... support services.....waiting to long on the phone to speak to Doctor 20 minutes**
- **Preventative health care - screening services lifestyle, fitness & diet etc (2)**
- **Addiction – peer support**
- **Commissioning services that make profit**
- **The living environment**
- **Collaborative working with community based partners**
- **Interested in all as I work in social work services.**
- **COVID-19 recovery and vaccination priority**
- **Difficulty speaking GP face to facepeople who don't have IT skills are excluded from participating or engaging**
- **Ease of transport to assist people just getting out there**
- **Greenspace, support via services like Care and Repair, food poverty, fuel poverty**

REMOTE AND ONLINE SERVICES

We asked respondents if they had experienced Health or Social Care Services over the phone or online. This was to help us understand the success of delivering online services and also gauge how we can support greater online participation. Due to Covid-19 we will continue to deliver LEFs online which inherently provide barriers for many individuals.

% of people who had received services over the phone or online.



The overall rating of remote experience was 3.5 stars out of 5 stars. 56% of the 67 people who have experienced remote services rated services between 4 – 5 stars

LEF FOLLOW UP AND ENGAGEMENT

63 respondents would you like to know more about the LEF in their area, come along to a meeting and be added to our mailing list.

28 respondents were already members

97 respondents were happy to be contacted to arrange to attend the online LEF in spring 2021

ADDITIONAL SUPPORT REQUIRED TO ATTEND MEETINGS

- Support worker to attend with me
- I would need transport if I wasn't accompanied by my PA.
- Transport support
- Accessible building
- Caring responsibility
- Electronic Notetaker to provide live captions in online meetings and face-to-face meetings
- Can only access Zoom not MS Teams
- Reminder for the meeting

CONCLUSION

From the information gathered from the LEF Questionnaire we have decided to carry out 3 LEF Events.

These will be segregated into three separate events that will allow participants to engage in the area and services that they come into contact with and also that have been deemed the most important. We must note that the feedback has allowed us to identify services and elements of the HSCP work that respondents have seen as important and we will be able to facilitate a work plan for future engagement and HSCP priorities.

The events orchestrated through event-brite and will be held online via MS teams however we will be also offering telephone interviews, smaller engagement sessions, smaller focus groups and 1-1 discussions to make the session as accessible as possible.

They will be held on the following:

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