



Healthcare  
Improvement  
Scotland

Community  
Engagement

# Citizens' Panel on health & social care

Survey on health & social care experience during the COVID-19 pandemic and priorities for health & social care in the future

# Citizens' Panel | Background & context

- Established in 2016 to gather a 'public view' on topics
- Demographics representative at national level - including sex, age, deprivation
- 1,163 members from all 32 local authorities across Scotland
- Questions developed by HIS, Scottish Government, and The ALLIANCE – shaped by the public

# Citizens' Panel | Background & context

- Feedback from 652 members (56%), by electronic survey, postal survey and telephone
- Data accurate to +/- 4.0% at the overall panel level
- Conducted via electronic survey, postal survey and telephone in November & December 2020

# Key Findings | Healthcare experience

Description of health and wellbeing since the start of the pandemic in March 2020



- Health had got worse - females (37%) males (20%)

## Priorities to improve wellbeing:

- Routine appointments opening back up (73%)
- Better access to GP services (65%)
- Shorter waiting times (53%)
- Better access to hospital services (41%)
- Better information on local community services (32%)
- Better support to access services digitally (29%)

# Key Findings | Accessing services

## Experience contacting health or social care professionals during the pandemic



**65%**

Have accessed/tried to access health and social care services during the pandemic.



### Services contacted

80% GP

46% pharmacy

35% hospital outpatient

34% nurse

33% dentist

- Females more likely to have accessed or tried to access services (71%) than males (58%)
- Around half (49%) said they had difficulty accessing services
- A third of respondents avoided accessing services
- 30% of respondents had missed routine appointments

# Key Findings | Accessing services

- Those accessing services - 59% phone, 36% face to face, 10% online

## Appointment experience during the pandemic compared to normal appointment

### Telephone consultation



**19%**  
Better than normal

**30%**  
Worse than normal

### Online consultation (Near me)



**21%**  
Better than normal

**25%**  
Worse than normal

### Face to face consultation



**15%**  
Better than normal

**22%**  
Worse than normal

- In future 64% willing to use video consultations, 58% phone and 55% app, text or online to access services, 65+ age group were less likely to say this



### Virtual visiting

82% said it was very important or important for virtual visiting to be provided as another option for hospital visiting in the future.

# Key Findings | Community support



## Support from the community

**20%** said that their health and wellbeing has been supported by the community since the COVID-19 pandemic started in March 2020. This was most likely to be having someone to have a chat with (**65%**), help with shopping (**49%**) or help collect to a prescription (**31%**).

- A fifth had support from their community – 30% for 65+
- Support included someone to talk to, help with shopping and help with prescriptions
- 53% saw no change in strength of their community, 36% felt it was stronger, 11% weaker (24% most deprived)

# Key Findings | Priorities

## Personal health & wellbeing:

- being healthy & safe – 30%
- accessing services – 25%
- the vaccine – 17%
- meeting family & friends – 17%

### Priorities for health and social care services over the next 12 months

#### Health

- ✓ Access to and availability of health services reinstating services (**52%**)
- ✓ Getting back to normal (**91%**)
- ✓ Getting the treatment and support required (**8%**)
- ✓ Face to face appointments (**8%**)

#### Social care

- ✓ Access to services required (**27%**)
- ✓ Continuation of support and services back up and running (**8%**)
- ✓ Care for the elderly, vulnerable and care homes (**6%**)
- ✓ Support for vulnerable children (**4%**)



# Further considerations

- Supporting women access services, especially in deprived areas
- How should services communicate and engage with the public to improve access as we come out of COVID-19 restrictions
- Impact on mental health , people with mental illness unable to receive face-to-face support, impact of loneliness – especially on the elderly
- Importance of local volunteering and local community groups
- Digital methods, along with traditional methods, would give people the right to choose what meets their needs