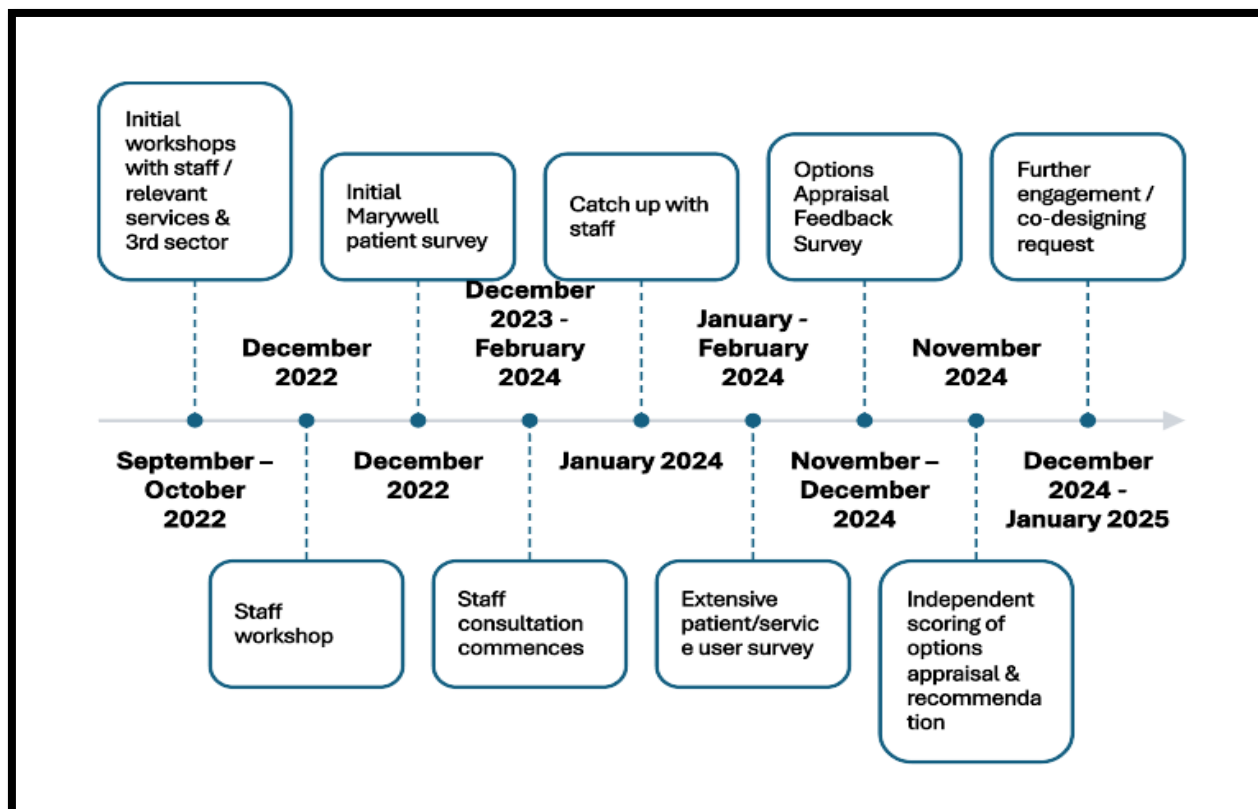


Appendix E Consultation & Engagement Summary

Key Timelines



September & October 2022 – Initial Workshops

Two workshops took place in September & October 2022 with Marywell & Timmermarket staff, relevant services & third sector / lived experience colleagues to outline the needs of this cohort of Aberdeen City residents and what the future service could look like.

December 2022 – Marywell & Timmermarket Staff Workshop

A workshop was held within the Timmermarket clinic to outline the project and provide an opportunity for staff to ask questions / raise any concerns. Written updates were provided to staff and a further catch up was completed in January 2024.

December 2022 – Initial Marywell Patient Survey

A basic survey was completed with 23 patients registered at Marywell.

- 74% were happy with the service at Marywell
- 60% felt the location was adequate
- 65% would like more outreach clinics

December 2023 to February 2024 – Staff Consultation

Staff were given the opportunity to confidentially feedback any queries, concerns or suggestions with 87% of the combined Marywell and Timmermarket teams involved. A further catch up in January 2024 provided the opportunity to give updates, timelines, along with answers to queries / concerns.

STAFF ENGAGEMENT (87%)



January & February 2024 – Extensive Patient / Service user Survey

75 out of 78 patients took part in the detailed survey. Whilst 79% were content with the current location, 21% expressed a preference for services closer to home including Torry, Kincorth, the City Centre, Mastrick / Northfield, Tillydrone and Seaton. A detailed report is available on request.

November & December 2024 – Options Appraisal Feedback Survey

A period of engagement commenced in early November 2024 to review the options appraisal and provide the opportunity to gather feedback and views from Marywell & Timmermarket staff, patients / service users, key stakeholders, GP Practices and outreach services including Aberdeen in Recovery and the Toastie Club. A total of 31 patients / service users completed the survey with option 2 being scored by 30 out of 31 as the most preferred option.

A total of 24 professionals completed the survey with option 2 being scored by 19 out of 24 as the most preferred option. Both detailed survey reports are available on request.

November 2024 – Independent Options Appraisal Scoring & Recommendation

An independent panel made up of an Aberdeen City GP / Clinical Lead, two Aberdeenshire GPs / Clinical Leads, an Aberdeen City Council Housing Access & Support colleague and a person with lived experience who works in the third sector met to review the options following a detailed presentation along with feedback from the survey.

Option 2 was scored the highest and the recommendation was shared widely by email with staff, key stakeholders, GP Practices and outreach services. Patients / service users were informed via a poster in the Timmermarket clinic.

December 2024 to January 2025 – Further Engagement / Co-Designing Request

A short follow up survey was shared widely with the previous services and staff as before. This outlined option 2 as being the recommended option and asked for people to rate how they felt about this as either happy, unhappy or neutral. The survey ran from 11.12.2024 until 13.01.2025. A total of 29 responses were gathered with 28 happy and 1 neutral about the recommendation.

A request to help with co-designing the future service, especially from those with lived experience garnered 13 interested who have provided their contact details.