



APPENDIX B

STAKEHOLDER ENGAGEMENT FINAL REPORT

NORTH CORRIDOR PROJECT

Community Engagement Sessions Briefing Report at IA Stage

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Findings from the public consultations carried out 2nd July 2018 – 15th August 2018

Background

- The North Corridor Programme aims to redesign primary health and care services for citizens residing in Aberdeen City North and approximately 13,000 citizens in Aberdeenshire who access services in Aberdeen City.
- The Scottish Government has approved in principle, 19M funding from the Capital Investment Programme to transform services and invest in the related infrastructure (to solve the GMS provision across Blackburn, Newmachar and Balmedie).
- The Bucksburn and Dyce areas of Aberdeen have been documented as priority areas for infrastructure investment for some years. This is currently reflected in the NHS Grampian Property and Asset Management Plan 2014-2024 (PAMP), and the NHS Grampian Primary Care Premises Plan 2014-2024. These are two of the main providers to the population in the North Corridor.
- No GMS providers in Aberdeenshire to take on a satellite model for these communities and the on-going growth in residential developments in Aberdeen City North continues to put significant pressure on General Medical Services (GMS).
- While communities of Newmachar, Kingseat, Balmedie & Blackburn, continue to expand with no local access to GMS, as well as expansion now in the Danestone area of the City. Danestone and Scotstown Practices are also to a lesser extent services those communities.
- There are on-going challenges with recruitment and retention in both Aberdeen City and Aberdeenshire North leading to capacity issues across Practices in the North Corridor.



Methodology

Public consultations were carried out from 2nd July 2018 to 15th August 2018 at the following places:

- Dyce Church Hall
- Bucksburn Church Hall
- Bridge of Don Church Hall
- Kinellar Community Hall, Blackburn
- Balmedie Leisure Centre
- Axis Hall Newmachar
- Gilbert Road Medical Practice
- New Dyce Medical Practice
- Bucksburn Medical Practice
- Danestone Medical Practice

A5 flyers and A4 posters signposting the public to the consultation were placed and displayed (where accepted) in businesses, public notice boards, community halls and GP Practices. Public social media accounts (facebook) in the local area were mapped and sent details of the consultation. They were also distributed to Community Councils. Details of the survey link were also made available in an information sheet for individual patients to complete online and the survey link was also emailed to GP practices.

All responses were collated and thematically analysed and presented in this briefing report. The survey questionnaire is shown in Appendix 1.



1. Summary of findings - Overall

There were 526 surveys completed¹. This is broken down as follows:

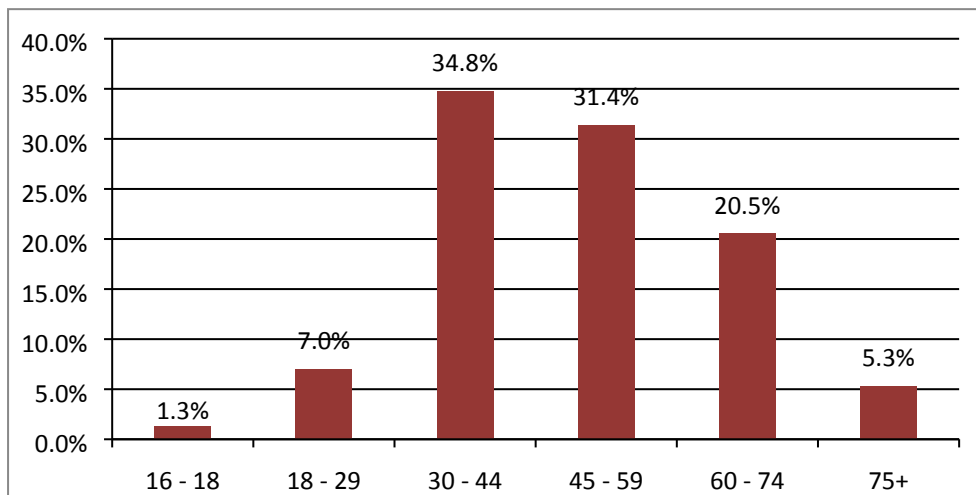
Online – 424 (80.6%)

GP Surgeries – 77 (14.6%)

Drop in Sessions in Localities – 25 (4.8%)

90.0% responses were from patient/service user, 7.0% responses from staff members and 3.0% responses preferred not to say. Most of the respondent were female at 84.4% compare to male respondent at 15.1%. Ethnic origin of most of the respondent were Scottish (84.4%).

1.1 Responses by age breakdown



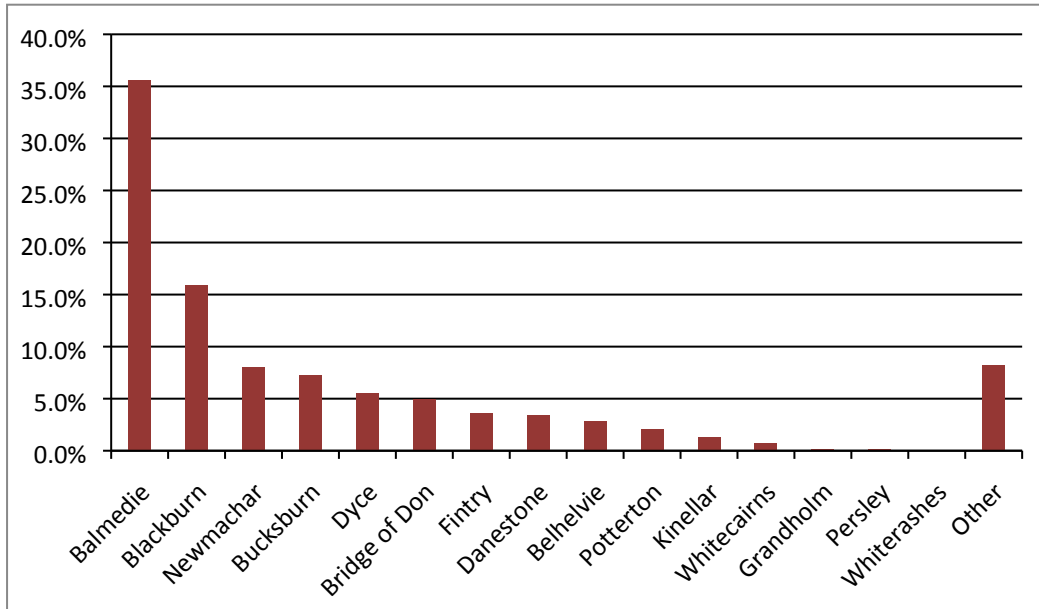
Most of the respondent were in age between 30-74 years.

When asked the question about having disability 89.3% responded negatively, 9.2% responded positively and 1.6% preferred not to say. Again when asked the question about considering as a carer 87.6% responded negatively, 10.7% responded positively and 1.7% preferred not to say.

¹ As the survey was designed using the survey monkey tool, there were a number of questions that forced respondents to respond in a certain way (eg tick only one box) as such when paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) the project team could not enter some of the answers of Q11, Q12 and Q14.



1.2 Responses by Location



The highest response rate was from Balmedie area at 35.6%, followed by Blackburn area at 15.9%, Newmachar area at 8.0%, Bucksburn area at 7.3%, Dyce area at 5.5% and others area at 27.7%.

1.3 Responses by GP Practice registration

GP Practices	Rate%
Scotstown Medical Group	24.8%
Gilbert Road Medical Practice	20.0%
New Dyce Medical Practice	14.9%
Old Machar Medical Practice	12.0%
Danestone Medical Practice	10.5%
Ellon Medical Practice	5.3%
Bucksburn Medical Practice	4.2%
Inverurie Medical Practice	2.7%
Fyvie/Oldmeldrum Medical Practice	0.6%
Haddo Medical Practice	0.0%
Other	5.1%



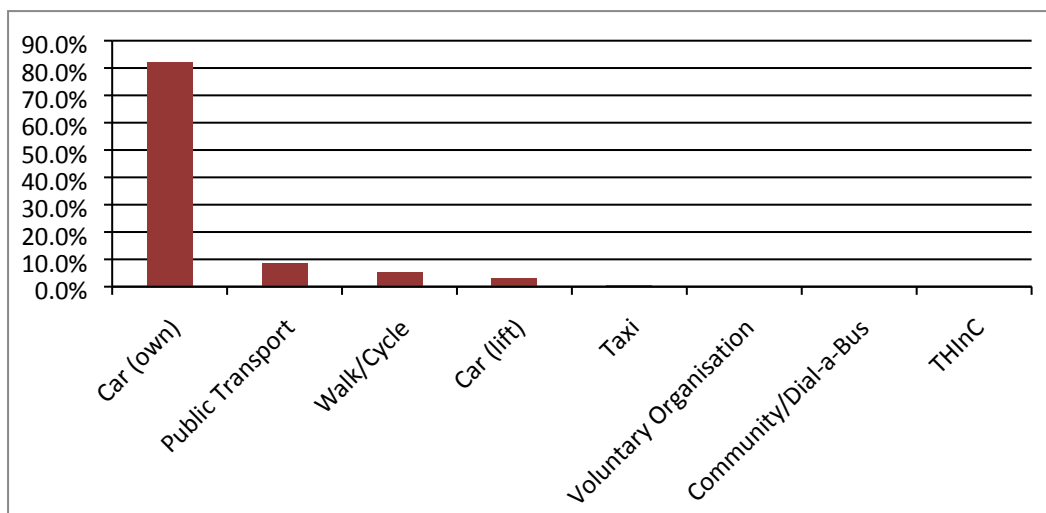
1.4 Access to Primary Care Services

Primary Care Services	Number	Rate (%)
Pharmacist (minor ailments service)	355	70.3%
Dentist	335	66.3%
Diagnostics (e.g. blood tests etc.)	260	51.5%
Health Visitor	223	44.2%
Physiotherapist	191	37.8%
Immunisations	190	37.6%
Community Midwives	185	36.6%
Minor Injuries	127	25.2%
Optometrist	123	24.4%
Community Nurses	109	21.6%
Contraception/Sexual Health	90	17.8%
Occupational Therapist (OT)	49	9.7%
Community Mental Health Services	42	8.3%
Public Health Adviser (e.g. smoking cessation)	22	4.4%
Total Responses	505	

From overall responses, 70.3% respondent mentioned that they have access to Pharmacist, followed by Dentist at 66.3% and Diagnostics at 51.5%. Few respondent (below 10%) accessed Occupational Therapist, Community Mental Health Services and Public Health Adviser.

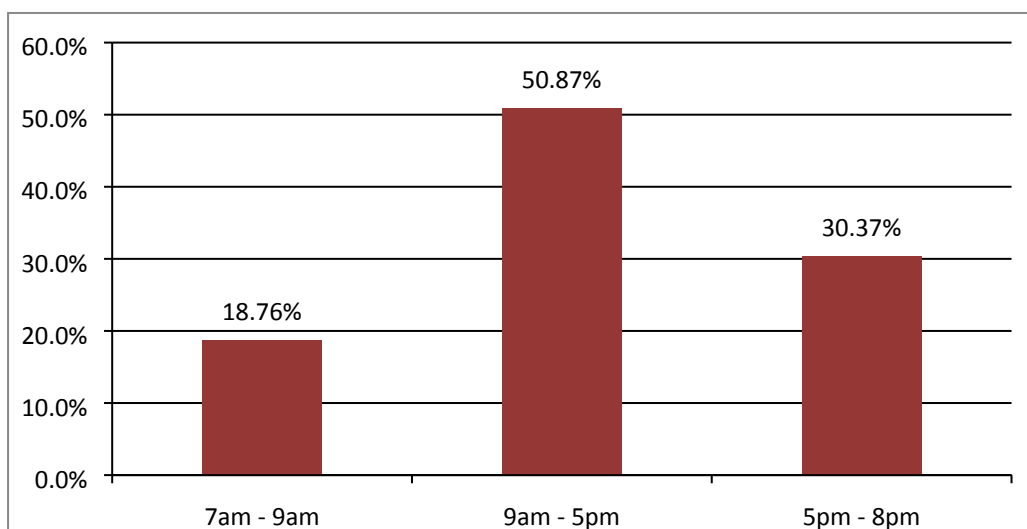
When asked the opinion about accessing Primary Care Services in once place, 88.8% respondent answered yes, 2.5% answered no and 8.7% did not know the answer. Again when asked using more technological means to access Primary Care Services e.g. attend anywhere, eConsult, telephone consultation, 66.5% answered yes, 19.9% answered no and 13.5% did not know the answer.

1.5 Travel to Primary Care Appointments*



*Please note as the survey was designed using the survey monkey tool, where respondents were forced to respond question 11 in a certain way (e.g. tick only one box). When paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) respondents were responded to more than one option. As a result the project team could not enter the true response of the question 11 – see Appendix 1.

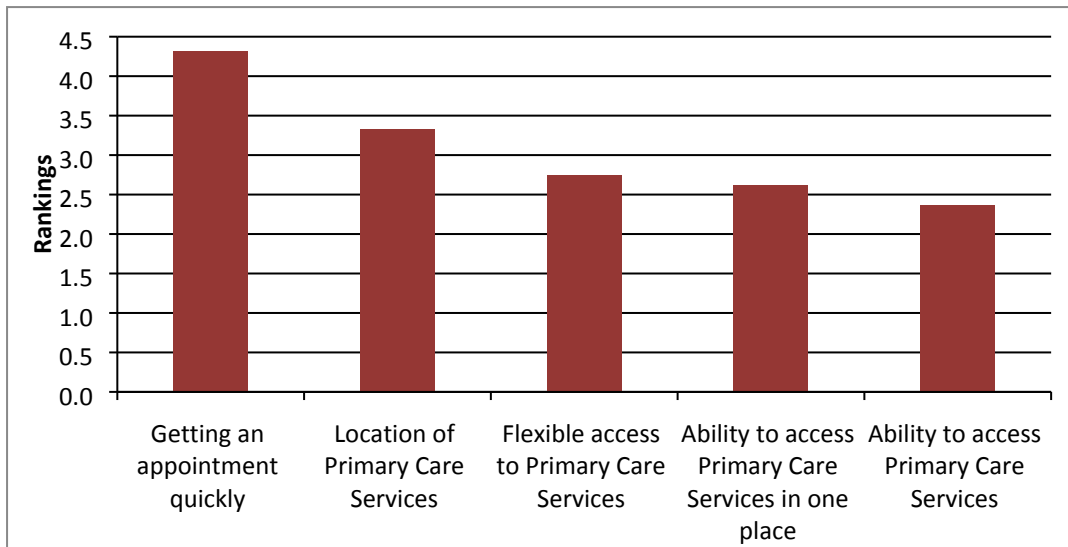
1.6 Best time of the day to attend Primary Care appointment*



50.9% respondents were in favour of the appointment time 9am to 5pm, followed by 30.4% preferred 5pm to 8pm appointments and 18.8% preferred 7am to 9am appointments.

*Please note as the survey was designed using the survey monkey tool, where respondents were forced to respond question 12 in a certain way (e.g. tick only one box). When paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) respondents were responded to more than one option. As a result the project team could not enter the true response of the question 12 – see Appendix 1.

1.7 Accessing Primary Care appointments/services (ranking 1 being most important and 5 being least important)*



*Please note as the survey was designed using the survey monkey tool, where respondents were forced to respond question 14 in a certain way (e.g. not being able to rank same for all options or for some options). When paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) respondents ranked the answer differently. As a result the project team could not enter the true response of the question 14 – see Appendix 1.

1.8 Importance of the services provided by Primary Care

List of Services categories	Number	Rate%
Quick access to an appointment	470	94.2%
Helpful/friendly staff	418	83.8%
Same day appointments	376	75.4%
Being listened to	340	68.1%
Flexible appointment times	330	66.1%
Parking	323	64.7%
Ease of getting to the practice (location of practice)	272	54.5%
Ability to access more Primary Care Services under one roof	247	49.5%
Living close by	244	48.9%
Use of technology to access appointments/help	205	41.1%
Travel time to appointments	165	33.1%
Information on where to go in an emergency	132	26.5%
Public transport links	103	20.6%
The building	49	9.8%
Working close by	42	8.4%
Total Responses	499	

The most common responses received in category ‘Quick access to an appointment’, out of 499 responses 470 (94.2%) of them were in favour of quick access to an appointments. ‘Helpful/friendly staff’ was the second highest category with the response rate of 83.8%.

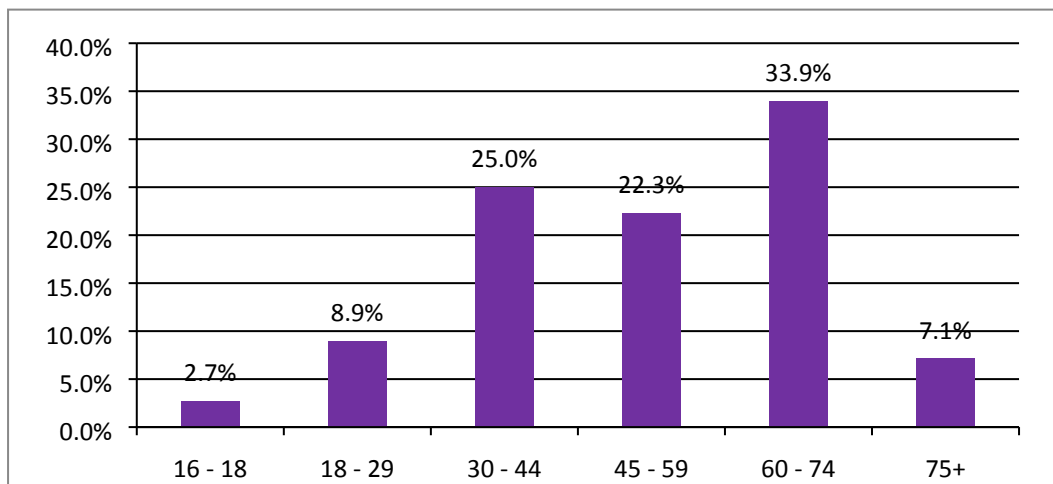


Followed by 'Same day appointments' and 'Being listened to' category were at the rate of 75.4% and 68.1% respectively.

2. Summary of findings – Aberdeen City

112 responses were received for Aberdeen City. 87.5% responses were from patient/service user, 10.7% responses from staff members and 1.8% responses preferred not to say. Most of the respondent were female at 88.4% compare to male respondent at 11.6%. Ethnic origin of most of the respondent were Scottish (93.8%).

2.1 Responses by age breakdown

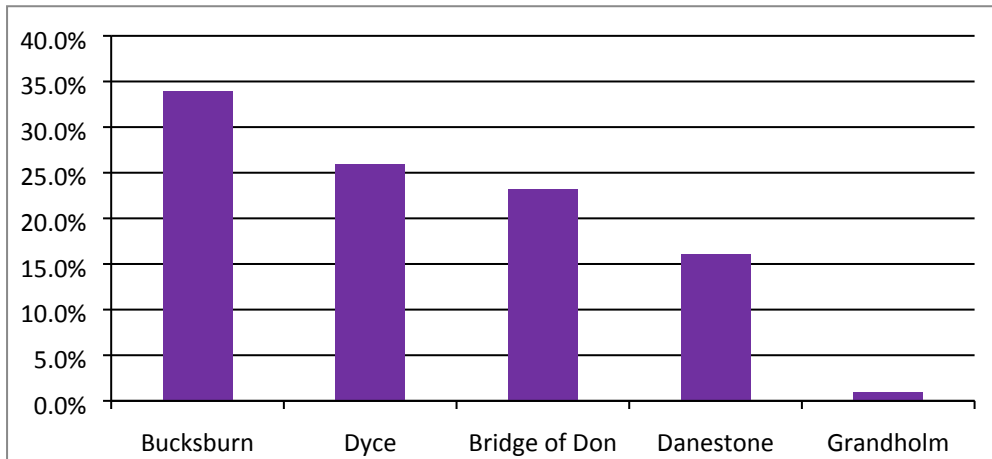


Most of the respondent were in age between 30-74 years. The highest response received from 60-74 age group at 33.9%.

When asked the question about having disability 88.4% responded negatively, 9.8% responded positively and 1.8% preferred not to say. Again when asked the question about considering as a carer 92.9% responded negatively, 6.3% responded positively and 0.9% preferred not to say.



2.2 Responses by Location



2.3 Responses by GP Practice registration

GP Practices	Rate%
Gilbert Road Medical Practice	26.8%
Danestone Medical Practice	24.1%
New Dyce Medical Practice	23.2%
Bucksburn Medical Practice	8.0%
Scotstown Medical Group	8.0%
Old Machar Medical Practice	7.1%

2.4 Access to Primary Care Services

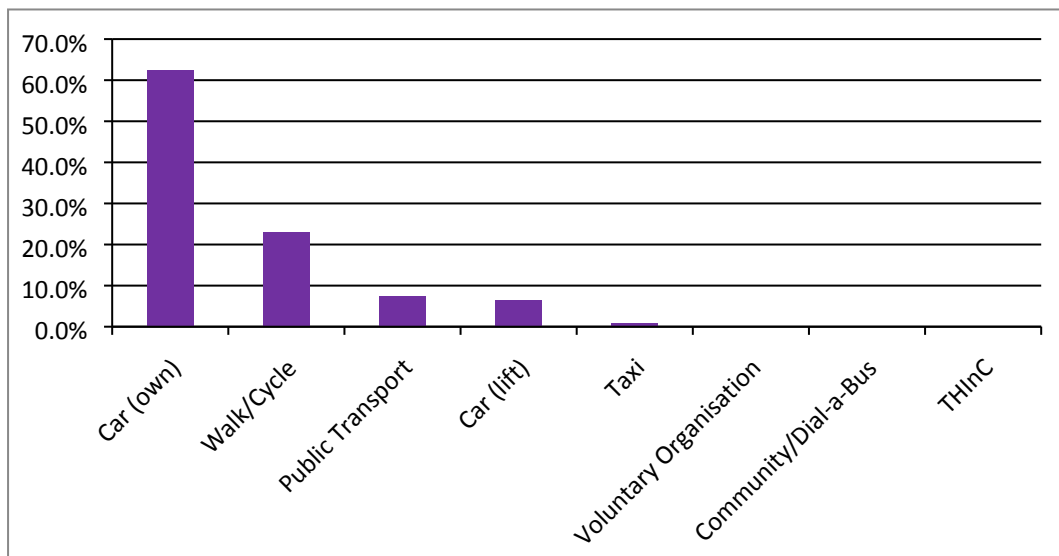
Primary Care Services	Number	Rate (%)
Dentist	73	68.2%
Pharmacist (minor ailments service)	70	65.4%
Diagnostics (e.g. blood tests etc.)	58	54.2%
Physiotherapist	40	37.4%
Health Visitor	39	36.5%
Immunisations	39	36.5%
Community Midwives	28	26.2%
Community Nurses	25	23.4%
Minor Injuries	25	23.4%
Optometrist	23	21.5%
Contraception/Sexual Health	19	17.8%
Occupational Therapist (OT)	15	14.0%
Community Mental Health Services	11	10.3%
Public Health Adviser (e.g. smoking cessation)	5	4.7%
Total Responses	107	



From overall responses, 68.2% respondent mentioned that they have access to Dentist, followed by Pharmacist at 65.4% and Diagnostics at 54.2%.

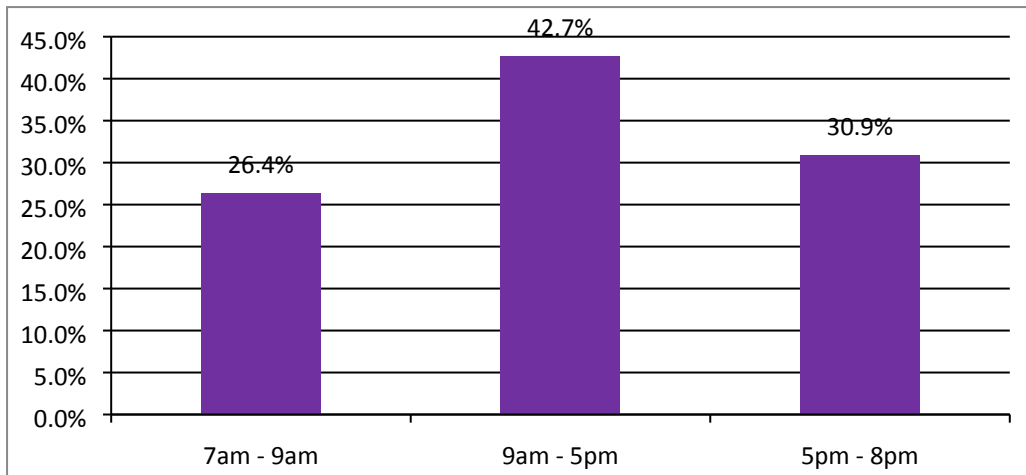
When asked the opinion about accessing Primary Care Services in once place, 83.6% respondent answered yes, 3.6% answered no and 12.7% did not know the answer. Again when asked using more technological means to access Primary Care Services e.g. attend anywhere, eConsult, telephone consultation, 64.6% answered yes, 18.2% answered no and 17.3% did not know the answer.

2.5 Travel to Primary Care Appointments*



*Please note as the survey was designed using the survey monkey tool, where respondents were forced to respond question 11 in a certain way (e.g. tick only one box). When paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) respondents were responded to more than one option. As a result the project team could not enter the true response of the question 11 – see Appendix 1.

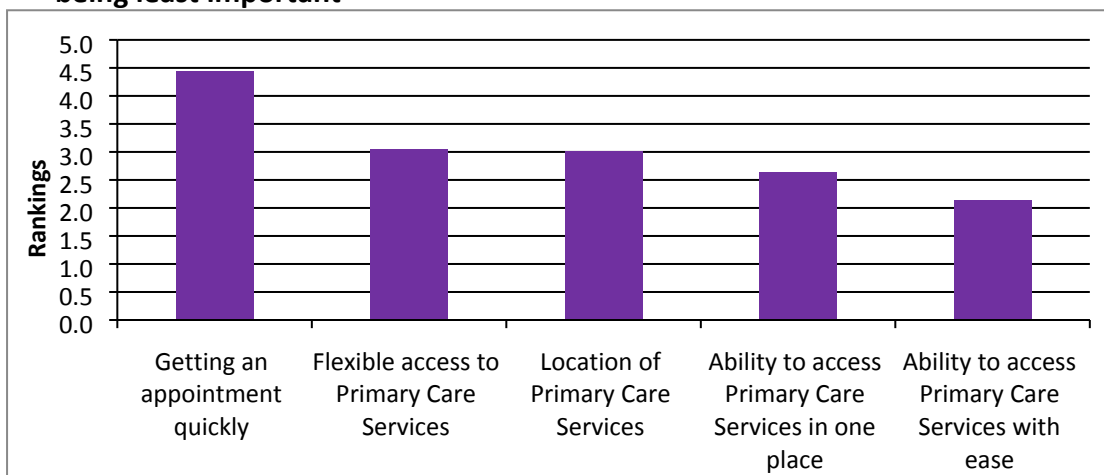
2.6 Best time of the day to attend Primary Care appointment*



42.7% respondents were in favour of the appointment time 9am to 5pm, followed by 30.9% preferred 5pm to 8pm appointments and 26.4% preferred 7am to 9am appointments.

*Please note as the survey was designed using the survey monkey tool, where respondents were forced to respond question 12 in a certain way (e.g. tick only one box). When paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) respondents were responded to more than one option. As a result the project team could not enter the true response of the question 12 – see Appendix 1.

2.7 Accessing Primary Care appointments/services (ranking 1 being most important and 5 being least important)*



*Please note as the survey was designed using the survey monkey tool, where respondents were forced to respond question 14 in a certain way (e.g. not being able to rank same for all options or for some options). When paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) respondents ranked the answer differently. As a result the project team could not enter the true response of the question 14 – see Appendix 1.

2.8 Importance of the services provided by Primary Care in Aberdeen City

List of Services categories	Number	Rate%
Quick access to an appointment	97	94.2%



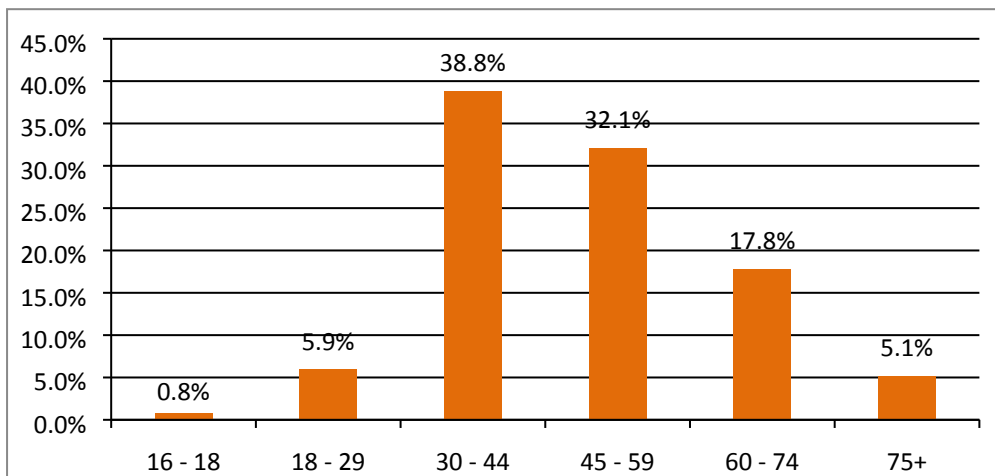
Helpful/friendly staff	88	85.4%
Being listened to	86	83.5%
Same day appointments	80	77.7%
Flexible appointment times	65	63.1%
Parking	54	52.4%
Ability to access more Primary Care Services under one roof	54	52.4%
Use of technology to access appointments/help	50	48.5%
Living close by	46	44.7%
Ease of getting to the practice (location of practice)	44	42.7%
Information on where to go in an emergency	33	32.0%
Travel time to appointments	19	18.5%
Public transport links	18	17.5%
Working close by	9	8.7%
The building	8	7.8%
Total Responses	103	

The most common responses received in category ‘Quick access to an appointment’, out of 103 responses 97 (94.2%) of them were in favour of quick access to an appointments. ‘Helpful/friendly staff’ was the second highest category with the response rate of 85.4%. Followed by ‘Being listened to’ and ‘Same day appointments’ category were at the rate of 77.7% and 63.1% respectively.

3. Summary of findings – Aberdeenshire

371 responses received for Aberdeenshire. 94.3% responses were from patient/service user, 3.0% responses from staff members and 2.8% responses preferred not to say. Most of the respondent were female at 83.2% compare to male respondent at 16.2%. Ethnic origin of most of the respondent were Scottish (80.3%).

3.1 Responses by age breakdown

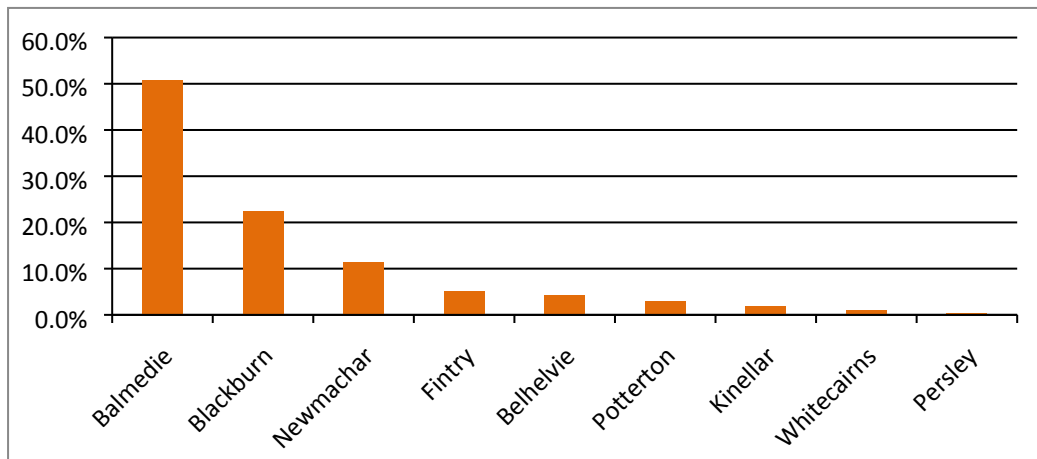




Most of the respondent were in age between 30-74 years. The highest response received from 30-44 age group at 38.8%. The second highest response received from 45-59 age group at 32.1%.

When asked the question about having disability 89.7% responded negatively, 9.2% responded positively and 1.1% preferred not to say. Again when asked the question about considering as a carer 87.6% responded negatively, 11.1% responded positively and 1.4% preferred not to say.

3.2 Responses by Location



3.3 Responses by GP Practice registration

GP Practices	Rate%
Scotstown Medical Group	32.6%
Gilbert Road Medical Practice	20.2%
New Dyce Medical Practice	14.0%
Old Machar Medical Practice	14.0%
Danestone Medical Practice	7.0%
Ellon Medical Practice	5.7%
Bucksburn Medical Practice	3.5%
Inverurie Medical Practice	2.2%
Other	0.8%

3.4 Access to Primary Care Services

Primary Care Services	Number	Rate (%)
Pharmacist (minor ailments service)	268	74.2%
Dentist	240	66.5%
Diagnostics (e.g. blood tests etc.)	183	50.7%
Health Visitor	173	47.9%
Community Midwives	150	41.6%
Immunisations	139	38.5%

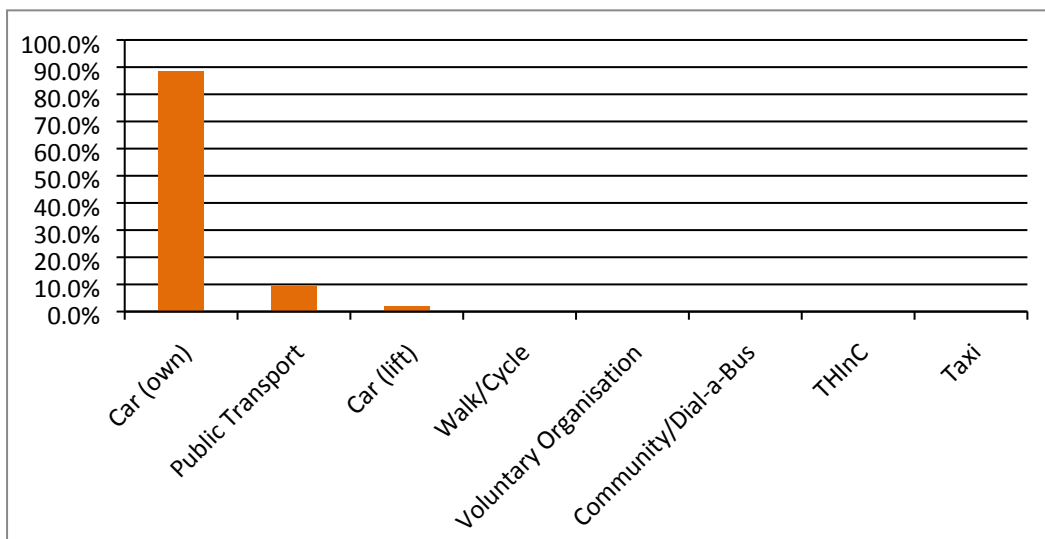


Physiotherapist	135	37.4%
Minor Injuries	94	26.0%
Optometrist	89	24.7%
Community Nurses	78	21.6%
Contraception/Sexual Health	67	18.6%
Occupational Therapist (OT)	29	8.0%
Community Mental Health Services	28	7.8%
Public Health Adviser (e.g. smoking cessation)	16	4.4%
Total Response	361	

From overall responses, 74.2% respondent mentioned that they have access to Pharmacist, followed by Dentist at 66.5% and Diagnostics at 50.7%.

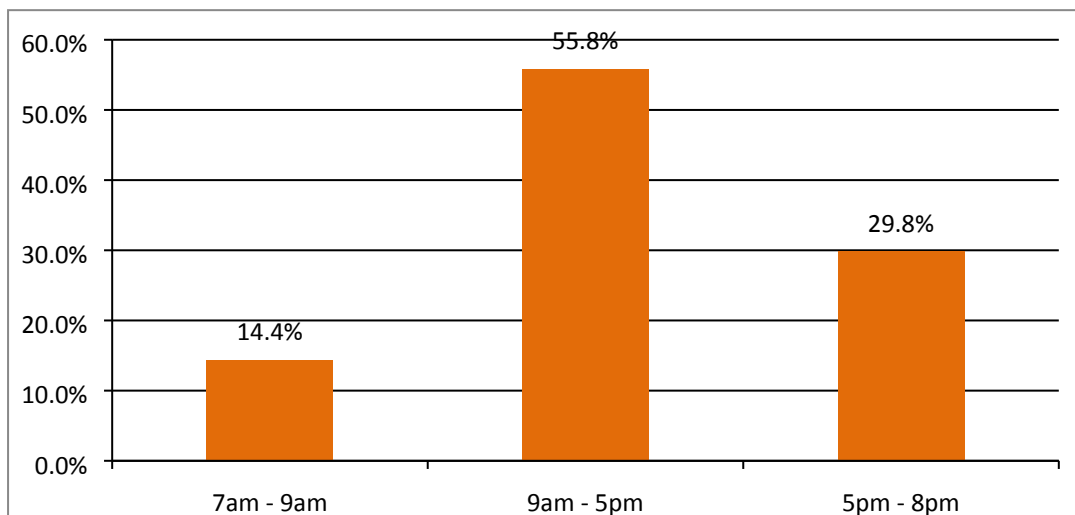
When asked the opinion about accessing Primary Care Services in once place, 91.1% respondent answered yes, 2.2% answered no and 6.8% did not know the answer. Again when asked using more technological means to access Primary Care Services e.g. attend anywhere, eConsult, telephone consultation, 67.4% answered yes, 19.8% answered no and 12.8% did not know the answer.

3.5 Travel to Primary Care Appointments*



*Please note as the survey was designed using the survey monkey tool, where respondents were forced to respond question 11 in a certain way (e.g. tick only one box). When paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) respondents were responded to more than one option. As a result the project team could not enter the true response of the question 11 – see Appendix 1.

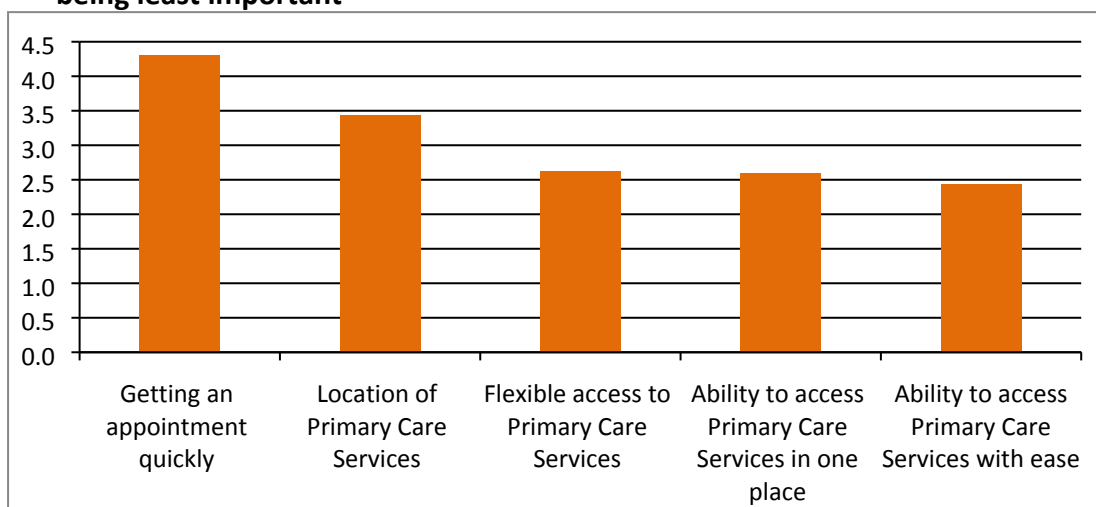
3.6 Best time of the day to attend Primary Care appointment*



42.7% respondents were in favour of the appointment time 9am to 5pm, followed by 30.9% preferred 5pm to 8pm appointments and 26.4% preferred 7am to 9am appointments.

*Please note as the survey was designed using the survey monkey tool, where respondents were forced to respond question 12 in a certain way (e.g. tick only one box). When paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) respondents were responded to more than one option. As a result the project team could not enter the true response of the question 12 – see Appendix 1.

3.7 Accessing Primary Care appointments/services (ranking 1 being most important and 5 being least important)*



*Please note as the survey was designed using the survey monkey tool, where respondents were forced to respond question 14 in a certain way (e.g. not being able to rank same for all options or for some options). When paper copies were used at the patient engagement sessions (both in the Community and at GP Practices) respondents ranked the answer differently. As a result the project team could not enter the true response of the question 14 – see Appendix 1.

3.8 Importance of the services provided by Primary Care in Aberdeen City

List of Services categories	Number	Rate%
Quick access to an appointment	344	95.3%



Helpful/friendly staff	302	83.7%
Same day appointments	275	76.2%
Parking	245	67.9%
Flexible appointment times	244	67.6%
Being listened to	228	63.2%
Ease of getting to the practice (location of practice)	213	59.0%
Living close by	188	52.1%
Ability to access more Primary Care Services under one roof	178	49.3%
Use of technology to access appointments/help	144	39.9%
Travel time to appointments	136	37.7%
Information on where to go in an emergency	94	26.0%
Public transport links	79	21.9%
The building	38	10.5%
Working close by	28	7.8%
Total Response	361	

The most common responses received in category 'Quick access to an appointment', out of 361 responses 344 (95.3%) of them were in favour of quick access to an appointments. 'Helpful/friendly staff' was the second highest category with the response rate of 83.7%. Followed by 'Same day appointments' and 'Parking' category were at the rate of 76.2% and 67.9% respectively.

Appendix 1: Survey Questions

- Q1. Are you a Staff member, Patient/Service user or Prefer not to say?
- Q2. Age
- Q3. To which gender do you most identify?
- Q4. What is your ethnic origin?
- Q5. Do you consider yourself to have a disability?
- Q6. Do you consider yourself to be a Carer?
- Q7. Which of the following best describes the area you live in?
- Q8. Which GP Practice are you currently registered with?
- Q9. Which of the following Primary Care Services are you currently, or have in the past used? (Select as many as apply)
- Q10. Would you like to be able to access Primary Care Services in one place (e.g. GP, Community Nurses, Physiotherapists, Health Visitors etc.)?
- Q11. How would you normally travel to your Primary Care appointments?
- Q12. What is usually the best time of the day for you to attend Primary Care appointments?
- Q13. Would you be interested in using more technological means to access Primary Care Services (e.g. Attend Anywhere, eConsult, Telephone consultations)?
- Q14. When thinking about accessing Primary Care appointments/services, please rank the following in order of importance with 1 being the most important and 5 being the least important?
- Q15. When thinking about Primary Care Services which of the following are important to you? (Choose as many as you like)



If you require further analysis or more information about this briefing report please contact:

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