

KEITH HEALTH CENTRE PATIENTS ASPIRATIONS

Report on a study conducted on 5th October 2019

Methodology: During a day-long session offering tea and coffee to patients of Keith Health Centre, who had just received their influenza vaccination, were invited to take part in the survey which was entitled 'What do You Want?'

The questions were the same as had been asked in the previous study at Keith Show in August. They were presented with five sheets each with five questions (see Appendix 1) and to choose three from each sheet which were the more important to them. Age/gender definition was achieved by using a different coloured pen for each of five groups.

Female over 60,
Female under 60,
Parents,
Male over 60,
Male under 60.

The total of 25 respondents was slightly disappointing but there were several refusals and unlike Keith Show many present were anxious to move on.

The survey was conducted by Keith Health Centre Patient Participation Group supported by a member of Health and Social Care Moray.

The highest scoring elements were:

(22 respondents) Plenty parking, Adequate modern consulting rooms, Reception area with privacy.

(21 Respondents) Imaging facilities.

(20 respondents) Police and Ambulance on the same site, 3rd Sector accommodation e.g. Cancer, Mental Health Addiction, End of life care.

(19 respondents) Consulting rooms for out-patient clinics, Minor Injuries Unit.

At a conversational level the greatest complaints were the difficulty of getting an appointment and a reluctance to discuss their problem(s) with the reception team in person or on the telephone.

INFRASTRUCTURE

Plenty parking

	TOTAL	TOTAL POSSIBLE	
F 60+	9	10	90%
F 60-	3	3	100%
Parent	1	1	100%
M 60+	5	6	83%
M 60-	4	5	80%
Total	22	25	88%

Once again this is seen as an essential requirement.

Good Transport Links

F 60+	10	10	100%
F 60-	1	3	33%
Parent	0	1	0%
M 60+	2	6	33%
M 60-	3	5	60%
Total	16	25	64%

Almost equally important as parking and in some cases more so.

Room for Premises to Grow

F 60+	4	10	40%
F 60-	3	3	100%
Parent	1	1	100%
M 60+	5	6	83%
M 60-	4	5	80%
Total	17	25	68%

This scored quite highly particularly with younger patients.

Open light spacious design

F 60+	1	10	10%
F 60-	0	3	0%
Parent	1	1	100%
M 60+	0	6	0%
M 60-	0	5	0%
Total	2	25	8%

It may have been assumed that this is what they would get but very low it seems on anyone's priority save the parents.

Access for wheelchairs, prams and less abled

F 60+	10	10	100%
F 60-	2	3	67%
Parent	1	1	100%
M 60+	2	6	33%
M 60-	5	5	100%
Total	20	25	80%

This is now widely acknowledged as a basic requirement.

Disabled Toilets

F 60+	5	10	50%
F 60-	1	3	33%
Parent	1	1	100%
M 60+	5	6	83%
M 60-	2	5	40%
Total	14	25	56%

Understood as a basic essential.

Separate Waiting Room for Children

F 60+	0	10	0%
F 60-	0	3	0%
Parent	1	1	100%
M 60+	0	6	0%
M 60-	0	5	0%
Total	1	25	4%

The lowest score of all.

Mother and Baby Room

F 60+	4	10	40%
F 60-	1	3	33%
Parent	1	1	100%
M 60+	1	6	17%
M 60-	3	5	60%
Total	10	25	40%

This may not have been fully explained as for breast feeding and changing and could be integrated with the waiting room for children.

MANAGEMENT

Good Office Space

F 60+	5	10	50%
F 60-	1	3	33%
Parent	0	1	0%
M 60+	1	6	17%
M 60-	2	5	40%
Total	9	25	36%

Not a high priority for Patients – Staff may feel differently

Safe Storage for Paper Records

F 60+	4	10	40%
F 60-	1	3	33%
Parent	0	1	0%
M 60+	3	6	50%
M 60-	2	5	40%
Total	10	25	40%

The elderly were more aware of the continuing requirements for old records to be stored.

Adequate Space for supplies and equipment

F 60+	6	10	60%
F 60-	2	3	67%
Parent	1	1	100%
M 60+	2	6	33%
M 60-	3	5	60%
Total	14	25	56%

Some understanding of physical requirements but still low in patients priorities

GP SERVICES

Reception area which offers privacy

F 60+	11	10	110%
F 60-	3	3	100%
Parent	1	1	100%
M 60+	4	6	67%
M 60-	3	5	60%
Total	22	25	88%

One of the highest priorities and simply not available in the current premises.

Adequate Modern Consulting Rooms

F 60+	10	10	100%
F 60-	2	3	67%
Parent	1	1	100%
M 60+	4	6	67%
M 60-	5	5	100%
Total	22	25	88%

Fully supported

Consulting rooms for outpatient clinics

F 60+	8	10	80%
F 60-	2	3	67%
Parent	0	1	0%
M 60+	6	6	100%
M 60-	3	5	60%
Total	19	25	76%

The time and expense of travel to Elgin or Aberdeen was mentioned several times

Digital technology for Consultations and meetings

F 60+	5	10	50%
F 60-	1	3	33%
Parent	1	1	100%
M 60+	2	6	33%
M 60-	3	5	60%
Total	12	25	48%

It is clear that there is neither full understanding or confidence in this at present.

Training Facilities for GPs, Nurses , Pharmacists

F 60+	4	10	40%
F 60-	1	3	33%
Parent	1	1	100%
M 60+	2	6	33%
M 60-	3	5	60%
Total	11	25	44%

There was a certain reluctance to support this as not all respondents were comfortable with a student present.

ASSOCIATED REQUIREMENTS

Turner Memorial Hospital on same site

F 60+	9	10	90%
F 60-	2	3	67%
Parent	1	1	100%
M 60+	6	6	100%
M 60-	3	5	60%
Total	22	25	88%

The TMH has a strong resonance with 60+ age group and is overall one of the most preferred options in the survey.

Short Term Nursing Care

F 60+	6	10	60%
F 60-	3	3	100%
Parent	0	1	0%
M 60+	3	6	50%
M 60-	4	5	80%
Total	16	25	64%

A slightly lower score than that of the wider cohort in the previous survey.

End of Life

F 60+	10	10	100%
F 60-	3	3	100%
Parent	0	1	0%
M 60+	3	6	50%
M 60-	4	5	80%
Total	20	25	80%

Another indication of the need for a continuing service.

Small Injuries

F 60+	7	10	70%
F 60-	3	3	100%
Parent	1	1	100%
M 60+	5	6	83%
M 60-	3	5	60%
Total	19	25	76%

As above.

CO-SERVICES

Turner Memorial Hospital on same site

F 60+	9	10	90%
F 60-	2	3	67%
Parent	1	1	100%
M 60+	6	6	100%
M 60-	3	5	60%
Total	22	25	88%

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Parent	1	1	100%
M 60+	5	6	83%
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Total	19	25	76%

As above.

CO-SERVICES

Room for Alternative Therapies

F 60+	7	10	70%
F 60-	2	3	67%
Parent	1	1	100%
M 60+	3	6	50%
M 60-	2	5	40%
Total	15	25	60%

This is a potentially a contentious issue given that not all such therapies are evidence lead.

3rd Sector - Cancer, Mental Health Addiction

F 60+	9	10	90%
F 60-	2	3	67%
Parent	1	1	100%
M 60+	4	6	67%
M 60-	4	5	80%
Total	20	25	80%

Seen as more important than alternative therapies

Share accomodation with Social Care

F 60+	4	10	40%
F 60-	1	3	33%
Parent	0	1	0%
M 60+	2	6	33%
M 60-	3	5	60%
Total	10	25	40%

Not so well supported by this group.

Police and Ambulance Service on Site

F 60+	9	10	90%
F 60-	2	3	67%
Parent	1	1	100%
M 60+	4	6	67%
M 60-	4	5	80%
Total	20	25	80%

Very well supported at all levels.

Appendix 1

- Plenty Parking
- Good Transport links
- Open light spacious design
- Room to grow
- Adequate modern consulting rooms

- Good office space
- Safe storage for paper medical records
- Adequate storage space for supplies and equipment
- Reception Area which offer privacy
- Access for less able, prams wheelchairs

- Consulting Rooms for outpatient clinics
- Training facilities for GPs Nurses, Pharmacists
- Digital technology for virtual consultations and meetings
- Small Injuries Unit
- Imaging facilities eg Xray, Ultra-sound, MRI

- Separate waiting room for Children
- Bobychange/ Nursing Mothers Room
- Disabled toilets
- 3rd Sector accommodation eg Cancer, Mental Health, Addiction,
- Shared accommodation with Social Care

- Room for alternative therapies
- TMH replacement on same site
- End of Life Care
- Short term nursing care
- Police and Ambulance Service on Site