



What matters to you engagement report – September 2019

Public aspirations for a new health and
care facility in Keith

Keith & East Locality Project



1. About Health & Social Care Moray

Health & Social Care Moray is the partnership of staff employed by Moray Council and NHS Grampian who work together under the direction of the Moray Integration Joint Board, to plan, deliver and monitor community-based health and social care services.

We work as partners in care with people who use services, their families, their communities, the Third Sector and Independent Care Sector to achieve positive change and improve lives and outcomes.

Our draft Strategic Plan for 2019-2029 has a vision for Moray where we come together as equal and valued partners in care to achieve the best health and wellbeing possible for everyone throughout their lives. The three identified priorities for the future are:

1. Taking greater responsibility for our own health and wellbeing
2. Being supported at home or in a homely setting as far as possible
3. Making choices and taking control over decisions affecting our care and support.

2. About the Keith & East Locality Project

The replacement of the Keith Health Centre building has been an ambition for some time.

At the start of 2019, Health & Social Care Moray established the Keith & East Locality Project to progress this as a priority. The Project Board is tasked with determining a new service model for the locality that will contribute to the planning of a new health and care facility in Keith.

Sustained and meaningful engagement and consultation with all stakeholders is required to identify a preferred option for an Initial Agreement document. This is due to go to the Scottish Government with a request for funding in May next year.

3. About this report

This report summarises the comments received via the “What matters to you?” form. The form was included with the first two project newsletters produced in July and September. It was also made available as an electronic contact form on the project section of the Health & Social Care Moray website. The full comments received are set out at the end of the report.

4. Who we engaged with

A total of 53 responses were received. 47 people were patients of the Keith Health Centre. Eight people worked in primary/social care and the same number were involved in the Third Sector. 20 responses were from those in the 45-64 age group, with 13 aged 65 and over.

4. What matters to you? What people told us

Comments received have been themed into three key areas:



A. Person-centred care and support

Positive experiences of services – It matters to people that they can access the right services at the right time and in the right place in the locality. It is important that patients' needs are understood and put first. People want to work in partnership with approachable, knowledgeable, non-judgemental staff who listen and involve them in making decisions about their care, support and treatment.

One door access to integrated community/multi-disciplinary teams – People want services to be local and more joined-up so that those who provide care, support and treatment are working together to best meet the needs of their patients. People should not have to tell their story multiple times. Key to this for many was co-location - bringing teams together into one building where they could take a more holistic approach to seeing their patient as a whole person.

Being supported to stay well and living independently at home – People recognised the importance of taking responsibility for managing their own health and wellbeing as far as possible. Being able to access information was important as was support for prevention and early intervention approaches to help them avoid or manage any crisis.

B. Improved access to services and clinics

Access to appointments and referrals – People want it to be easier to book appointments and to experience shorter waiting times for available appointments. It matters that they are able to get an appointment for the same week they call and to be able to see the same GP who is familiar with their medical history. There was a call for changes to health centre opening hours so that evening and weekend appointments would be available. This would

enable patients to make appointments out with their working hours. It matters to people that there are shorter waiting times for referrals to specialists and to physiotherapy.

Capacity – People recognised that increased capacity in terms of staffing and appointment/treatment rooms would be required in order to offer greater availability of appointments over extended opening hours.

Reduced travel time/distance – It matters to people that more services are decentralised from Aberdeen and even Elgin. Round trips of hundreds of miles have a physical, emotional and financial impact. People often have to travel all the way to Aberdeen for a 5-10 minute follow-up appointment. They want more clinics and visiting specialists to be available in Keith.

Technology and diagnostics – Up-to-date diagnostic equipment should be available on site, people urged. Utilising technology for virtual appointments should be considered.

Maximise range of services and clinics available in the locality – In addition to the general medical services and clinics currently provided, people highlighted services which are important to them and to which they want better local access. These included: chronic pain, physio, alternatives therapies, and accident and emergency facilities in addition to minor injuries. A large number of responses underlined the importance of mental health support. Incorporating a pharmacy and dental centre into the building was also put forward.

Bed-based care – It mattered to people that beds continued to be available in Keith for patients who could no longer be cared for at home but who did not require an acute hospital bed. This was particularly important for people with palliative and end of life care needs and for those who required a period of rehabilitation and recovery before returning home.

C. Improved physical environment and facilities for patients and staff

Location – The health and care campus needs to be accessible to patients and staff who may be walking, cycling, driving or travelling by bus, with the importance of good public transport links highlighted.

Parking – It matters to people that there are sufficient car parking spaces, including parking for those with a blue disability badge.

Building design – People envisage a light, bright, modern air-conditioned building which feels welcoming, with a good reception area, layout and signage. Waiting areas should provide a relaxed environment and all areas should take account of sensory needs. The opportunity to work in a first class facility would support the recruitment and retention of staff.

Future-proofing – It matters to people that the campus does not just meet the current needs of the locality but will be able to respond to the continuing demographic challenges.

5. Next steps

This engagement report will feed into the information being gathered to inform the options appraisal process for the new service model and new health and care facility in Keith. You can read more on the project section of the Health & Social Care Moray website (<http://hscmoray.co.uk/keith--east-locality-project.html>).

What matters to you? Comments in full

Person-centred care and support	
Positive experiences of services	<ul style="list-style-type: none"> • Polite, accessible and non-judgemental services if an appointment is missed. • Helpful and understanding reception staff. • Services/people who are open-minded to alternative options/outcomes. • Being listened to and understood. • Being listened to. • Staff being available to help with personal health problems – which so far have been excellent. • Better understanding of patients’ needs. More understanding of patients’ needs. • Friendly, approachable services. No barriers between patients and their care. Easily accessible • They are obtainable and easy to access. • They should put patient’s needs first in regard to accessibility and availability. • Keeping it local. • Having access to local services with a variety of support “on our doorstep”. • Providing the proper services that is nearby. • Having the right services. • That they are easily accessed. Nice to deal with. • It’s very important to have good follow-up appointments and personal contact. • They need to be knowledgeable, open and honest. • Approachable people (on reception) • Staff with a can-do approach
One door access to integrated community/multi-disciplinary teams	<ul style="list-style-type: none"> • They should link up to each other without any difficulty. Good communication between services. • Linked up services, do not want to tell my story several times. • Modern facilities to encourage new GPs to the area and allow the multi-disciplinary team to be in the same building and improve communication. • To provide health, social care and hospital under one roof and home care and OT • Good integration between services. • Space for services such as drug and alcohol, carers, mental health services to be used on a regular basis. • Truly integrated services • Being able to discuss my treatment with all the different specialists e.g. rheumatology, physio, orthopaedics, OT, alternative therapies. • Full care service under one roof. • Everything under the same roof • Multi-disciplinary teams.

Person-centred care and support	
	<ul style="list-style-type: none"> • Having easily accessible services and information, located in one place. • Locally available health service – GP, physio, OT, specialised clinic appointment. Good local/accessible information. • Easy local access to clinics. • Having facilities and professionals near at hand. • Joining of facilities e.g. hospital, surgery, doctors, nurses etc. • A health facility which embraces hospital, health centre and community. • All in one facility
<p>Being supported to stay well and living independently at home</p>	<ul style="list-style-type: none"> • More work in preventing crisis from developing. • Good information • Obtaining appropriate and relevant information at the right time from the correct professional. For that information to be correct, full, informative and productive to promote future wellbeing. • To provide preventative health measures i.e. rehab, counselling, day service • Local access to rehabilitation to aid in return home • As a fairly healthy early 50ish year old I would be worried about facilities for the future, not just for myself but my partner and all others falling within and beyond this age group for all age related illnesses etc. • Being informed and taking a proactive stance to ensure long-term good health and wellbeing. • Available health care/information when required. • As an ex-nurse with over 30 years' service, I am very health aware. I eat well, exercise loads and keep myself healthy. • Being well and of sound mind. • Support and services to encourage people to help themselves when it comes to their health • To be in touch with all facilities and outside facilities e.g. exercise organisations etc. • Look after your health and you should live longer • Managing to keep on top of medications and having the help available nearby if for any reason things went wrong. • I am at the moment fairly healthy but as people are managing to live a longer life so does the health problems expand. • I would like to feel that if in future my health deteriorates, services locally will be available rather than having to travel further afield. • Having health care close at hand

Improved access to services and clinics	
Reduced travel time/distance	<ul style="list-style-type: none"> • Seeing visiting specialists without having to travel to Aberdeen • Need services to be local to avoid travelling. Satisfying the persons in Moray, Banffshire • Visiting specialists to H/C without having to travel to Aberdeen. • Available and delivered locally, not having to travel 100+ miles for appointment. • To provide clinics for consultants who are otherwise only accessed by travelling to Aberdeen or further. • Being able to see specialists at Keith rather than travelling to Elgin or Aberdeen for 5-10 min appointments. • Possibility for more services to save people travelling to Elgin etc. • Visiting specialists • GP/Nurse led with visiting specialists with support to patients reduce visiting referral clinic waiting times • I would like to not have to travel to Elgin or Aberdeen for basic services. • Travelling when you are ill adds to stress. Too many services are being relocated to larger health practices • Need more consultants coming to Keith to save travel. • Although all needs would be difficult to meet we must try our best to have facilities where possible to hold clinics where appropriate referrals can be offered and minor treatments can be offered so relieving stress on larger hospitals. • The time taken to travel to Aberdeen. Keith is the middle of this journey. • Ability to provide a “hub” which will support medical needs e.g. taking chemotherapy to hub instead of travel to Aberdeen. • Important not to have to travel too far. • Up to date equipment without having to travel out with the town of Keith. • Not requiring to travel out of town for Consultant clinic appointments or for X-ray/Physio. • -Aberdeen/Inverness is too far for Moray/Keith patients to travel as this can entail whole day trips for a less than 10 minute follow up appointment for frail, elderly and unwell people. This in turn is stressful for these individuals and their families. This includes patients receiving chemotherapy/radiotherapy in ARI - some of these folk still use public transport at their own cost to get to these appointments (despite being directed to Keith Cancer Link for financial assistance).
Maximise range of outpatient clinics	<ul style="list-style-type: none"> • Better physiotherapy • Physio • Diabetic clinic GP/nurse • A diabetic clinic/nurse/GP • Introduce a chronic pain group with readily available information board

Improved access to services and clinics	
	<ul style="list-style-type: none"> • Chronic pain group • Chronic pain support groups. • Chronic pain day room for chronic pain sufferers. There is no other areas • Room to continue extra services i.e. smoking cessation. • Drop-in health visitors • Counselling teams and groups • Wide variety of services over and above doctors and nurses e.g. physios, OT, acupuncture etc. • Care of young and children • Care of the elderly • Maternity care if not full, at least pre and after care. • Accessible, available, fit for purpose to support the community on a variety of needs • Availability of services • Information and support. • Keeping all clinics that we already have • To have sufficient and adequate clinics to cater for health issues for the local population i.e. arthritis, cancer etc. For clinics to be targeted for population requirements. • A&E on site • A&E. • Facilities for minor surgery • Room for day treatment (minor surgery) • Reconsider minor injury unit only being used Mon-Fri 8-5. • Facilities where advice can be sought for minor ailments offering help and support where required. Emergency facilities. • More minor surgery done at Keith • Out-patient facilities • That the present services provided by the Health centre are not affected by any changes i.e. taken away from Keith. That current services are improved and not taken away from Keith i.e. clinics, practitioners, X-ray/physio/hospital clinic appointments.
Mental health	<ul style="list-style-type: none"> • Mental health support • More for mental health • More care for mental health. • Bereavement support. • My family's health and wellbeing. Mental health for all. • Mental health • Mental health and my family's health in all aspects. • It matters due to having mental health • Having mental health workers close by. • I'd like to see that there are more support about mental health. • We need more access for help with mental health • I feel like Moray needs more facilities for mental health specific, including CBT classes etc.

Improved access to services and clinics	
	<ul style="list-style-type: none"> • Moray Wellbeing Hub are an excellent group. It would be amazing to have access to this or similar group who have been very instrumental in cutting GP appointments for those suffering from depression and anxiety or similar related. A very underestimated group of amazing people. • Being able to access mental health help • Having someone to talk to, someone trained in talking therapies.
Access to appointments	<ul style="list-style-type: none"> • Opening hours to suit modern working lives • Varied opening hours • Opening times • Evening appointments to see GP and nurses. • Maybe weekend appointment for those patients who work away from home all week. • That there are later appointments • Online patient booking dr/nurse appointment • Easier appointments with doctor. • Better appointment system • Doctors being on time • GP nurse appointment referral time quicker • Being able to get an appointment soon as sometimes I have to wait four weeks and by that time my mental health has gotten greatly worse. • Less waiting time for app. • Quicker availability for appointments. • Ongoing doctor care locally. Ability to be seen quicker. • Quicker access to doctors. • More readily daily appointments to visit a GP without having to wait up to 4 weeks • Easier access to appointments • Quick access to GP or NP as appropriate • Speaking to a doctor face to face without a long waiting time for appointment. Dr being familiar with my medical history • Not waiting for weeks to see a doctor then you don't need it when the time comes. • There should be more doctors' appointments • Not having to wait too long to see doctor or any medical staff • Reduced waiting lists. • Not having to wait a long time for test results. • Quicker appointments. • Not having to wait for a doctor's appointment. • Being able to get appointments when we need them. • Seeing a GP or nurse freely. Possibility of patient online booking service. Straightforward referrals to specialist doctors. Repeat prescriptions.

Improved access to services and clinics	
	<ul style="list-style-type: none"> • Booking to see a GP/Nurse quicker. More freely availability of appointments – evening appointments. Weekend GP if possible • Ability to see a doctor/nurse timeously • A time set aside every week so that people could phone up and ask a question about anything that may be worrying them. It may mean they would not need an appointment, just peace of mind. On the other hand they may be told to make an appointment so that their condition can be checked. • Being able to get appointments to suit working hours with doctors/nurses. • Being able to get a quick appointment for the week you need it. • You hardly ever see a doctor, it's always a nurse. • Quicker appointments. • Quicker appointments for physio therapy (not 37 weeks!!!). Need to get appointments within a reasonable time. • To be seen in a reasonable time. • Availability of appointments. • Waiting lists not meeting guideline dates, going over 18 week period • Accessibility to GP and other appointments matters to me. I use the online booking system and advocate this but not everyone does
Capacity	<ul style="list-style-type: none"> • Sufficient health care providers available including GPs, physios etc • More doctors and nurses. • More staff so that waiting times are less • That there is more help available • More doctors/nurses, treatment and consultant rooms. • Will services already on offer be improved and expanded? • A variety of clinics to cover the needs of the community. • Wide spectrum of services. • To provide a resource which is equipped to meet the every-increasing “needs” of our population. Focusing on efficiency. Centre of excellence for many needs e.g. diet, wellbeing, increased aging population, obesity, diabetes, cancers. • That staff are trained to cope with any additional or new services they may be expected to provide.
Bed-based care	<ul style="list-style-type: none"> • Local end of life care. Treatment/hospice type facility. • A cancer care facility with information at all stages of cancer pathways as well as practical, psychological and emotional support. Access to the best possible care and support as different people need different help at different times. • Rehab beds to enable people to get home with real skills • Local access to inpatient care • Local hospital bed provision. • Community hospital

Improved access to services and clinics	
	<ul style="list-style-type: none"> • Beds for those not requiring to be at larger hospital. • Community hospital • Hospital essential • To have facilities for end of life care. • Day service beds for day cases/treatment. • That the future of Turner Hospital is made transparent to the people of Keith from the offset. Do they know that 24 hour care services in the town as they know them may change further down the process as a follow on from the Health Centre relocating. I am a staff member at Keith Health Centre in Keith. I am foremost a resident in Keith registered with the practice who has family young and old in the town. I'd like to think that my elderly parents and those of the people I love and care for will be looked after well locally in their dying days should they need it. As an ex RGN at the Turner hospital, and an ex Marie Curie Nurse, I know the Nurses at Turner care for their patients locally with kindness and dignity and this should not go unnoticed or forgotten about as we move on with getting our new facility set up. I'm not a political person, but if I'd to choose where to die, I know I'd be looked after well by the staff in TMH.
Technology and diagnostics	<ul style="list-style-type: none"> • Blood diagnosis testing on site. • Blood diagnostic testing on site without having to wait for results. • X-ray • X-rays • Better access to x-ray etc. • Need a better X-ray department. • Up to date technology to assist in patient diagnosis and treatment. • Supportive technology. • MRI scanner • Up to date technology for perhaps FaceTime appointment with specialists if the specialist can't be in Keith.
Pharmacy and dental	<ul style="list-style-type: none"> • On site pharmacy without having to travel – chemists • Pharmacy • Integrated dental care
Other	<ul style="list-style-type: none"> • Teaching hospital • Having alternative therapies alongside traditional as at the end of the day prevention is better than cure (with drugs)!!. • 24-hour ambulance availability. • There are more and more blood donors. Would there be a possibility for facilities to have more sessions (appointment only) although in Keith catering for areas surrounding?

Improved physical environment and facilities for patient and staff	
Location	<ul style="list-style-type: none"> • Keep the health centre where the hospital is so that it is central and within easy walking distance for older people. The hospital could be on a separate site further out. • Use the old Tesco building for a new health centre. I am disgusted they are not thinking about this. Much handier location and just down the road from the hospital. Why build something new outside Keith which everyone is going to have to drive to? • Don't build it beside these electric pylons • The area is absolutely correct for Keith area. This is not a large town. It will be easily accessible if a public footpath/access from Drum Road as well as Banff Road. The area is ideal (if set out properly) for future expansion if needed. Please make sure it is not someone sitting at a desk in Glasgow who has not seen the area drawing up plans. • This would also take in access to the proposed new Health Centre on the Banff Road. There would need to be a whole new infrastructure put in place to facilitate this centre as currently getting out onto the A96 from Banff Road is difficult as it is. Add in a new Health Centre and 122 new houses and this will only get worse. • Being close by. Able to walk to so needs to be close to town just like the proposed site. • Accessibility i.e. bus routes • Easy access. Transport to get there. Volunteer transport. • Ease of access for all patients • Easy to get to • Better access • Handy health centre for people who have no transport. • Good transport links • Transport • Easy access • Having easy access to the health centre with local facilities. • Local access is paramount.
Parking	<ul style="list-style-type: none"> • Parking facilities for staff and patients • Plenty of parking spaces please • Car parking • Proper and bigger parking places • More car parking spaces • More parking • Parking • More parking • Car parking space along with disabled is top priority. • Better parking. • Good parking. • Car parking with shelter

Improved physical environment and facilities for patient and staff	
	<ul style="list-style-type: none"> • One centre with enough parking and access for as many as need it and for the staff. • Sufficient parking • I was late today by 10 minutes because I couldn't get parked. • Easy access to a Health Centre/Health Hub with adequate car parking on site for staff, patients, disabled users, OAP's, mother and child parking and for services.
Building design	<ul style="list-style-type: none"> • Appropriate, modern, hygienic space • Welcoming and accessible reception area • Good reception for all services in building • Reception area/clear signposting to services. • Info board for specific medical conditions • To provide an open, friendly environment where people feel relaxed and comfortable Air conditioned waiting area. • Waiting areas split so no noisy children. • Sensory area – noise/smell/room brightness. Sensory waiting areas. Noise/smell/room brightness. Migraine lights. • Sensory areas in waiting room. • No noise/smell/ light brightness. • Easy access for disabled • Larger facility • Best resources for staff and patients • Fresh water fountain or similar recycle cups. • Space for meeting rooms. • Consider carbon footprint e.g. biomass plan to fuel building
Future-proofing	<ul style="list-style-type: none"> • It's big enough to house current and future GP + NP + nurses. • Room to add services as and when they are needed • Services big enough to support local population with room for growth. • Locality. Health centre fit for purpose. • To be up to date • Building fit for purpose • That they can cope with demand from all sectors of the area • A modern health centre will attract professionals to work there and also families to settle in the area thus making Keith an attractive town to relocate to. This would improve the local economy. • Fit for purpose; availability in timely manner; long-term sustainability. • An up to date website with up to date information about the Health Centre would be an area to improve on.