

KEITH HEALTH CENTRE  
PATIENTS ASPIRATIONS

Report on a study conducted on 11<sup>th</sup> and 12<sup>th</sup> August 2019

Methodology: At Keith County Show over the two day period individuals identified as patients of Keith Health Centre were invited to take part in the survey which was entitled 'What do You Want?'

They were presented with five sheets each with five questions (see Appendix 1) and choose three from each sheet which were the more important to them. Age definition was achieved by using a different coloured pen for each of five age groups. 16 -25; 26-35; 36-45; 46-55; 56 –onwards. Fresh question sheets were used on day 2 and questions were further randomised  
A total of one hundred and eighty-eight individuals took part

AGE	Day 1	Day 2	Total
16-25	8	5	13 = 7%
26-35	14	6	20 = 10.6%
36-45	11	9	20 = 10.6%
46-55	28	15	43 = 22.9%
56+	52	40	92 = 48.9%
Total	113	75	188

A number were in family groups with children ranging from infant to young teens. There were very few refusals.

No attempt was made at social-economic grouping since NHS services must take no regard of status. Respondents represented a good cross section of the community.

The survey was conducted by Keith Health centre Patient Participation Group with oversight by a member of staff and GP from Keith Health Centre. In addition we were supported by Members from Health and Social Care Moray.

Comments which follow are based on observation, overheard remarks and conversations with those who completed the survey. In the main the numbers speak for themselves.

The percentages in the following tables represent the degree to which that cohort supports the option

## INFRASTRUCTURE

This section deals with the building and its accessibility. Concern was voiced about the distance from much of the town and parking and free alternative transport were high on peoples list of requirements

Note: the second column represent Day1 throughout

### Plenty parking

	Day 2	Day 1	Total	Total possible	
16-25	5	8	13	13	100.0%
26-35	5	15	20	20	100.0%
36-45	6	9	15	20	75.0%
46-55	17	26	43	43	100.0%
55+	38	43	81	92	88.0%
Total	71	101	172	188	91.5%

### Good Transport Links

16-25	4	9	13	13	100.0%
26-35	1	10	11	20	55.0%
36-45	3	6	9	20	45.0%
46-55	11	17	28	43	65.1%
55+	17	31	48	92	52.2%
Total	36	73	109	188	58.0%

Not a high priority for the older groups but should be considered for inclusion in the design stage

### Room for Premises to Grow

16-25	1	9	10	13	76.9%
26-35	5	13	18	20	90.0%
36-45	6	7	13	20	65.0%
46-55	5	19	24	43	55.8%
55+	19	3	22	92	23.9%
Total	36	51	87	188	46.3%

Not highly rated but sympathetic building design can have beneficial effect on all users.

Open light spacious design

16-25	0	2	2	13	15.4%
26-35	1	2	3	20	15.0%
36-45	0	1	1	20	5.0%
46-55	2	1	3	43	7.0%
55+	11	3	14	92	15.2%
Total	14	9	23	188	12.2%

This has been a regular problem at the current premises and needs resolution.

Reception area which offers privacy

16-25	4	6	10	13	76.9%
26-35	5	13	18	20	90.0%
36-45	7	10	17	20	85.0%
46-55	15	23	38	43	88.4%
55+	34	39	73	92	79.3%
Total	65	91	156	188	83.0%

The two following tables are classic no-brainers as they are required in all new builds.

Access for wheelchairs, prams and less abled

	5	8	13	13	100.0%
26-35	5	15	20	20	100.0%
36-45	6	6	12	20	60.0%
46-55	12	17	29	43	67.4%
55+	38	40	78	92	84.8%
Total	66	86	152	188	80.9%

Disabled Toilets

16-25	2	8	10	13	76.9%
26-35	4	12	16	20	80.0%
36-45	7	8	15	20	75.0%
46-55	12	22	34	43	79.1%
55+	34	36	70	92	76.1%
Total	59	86	145	188	77.1%

This was not well supported but the current premises have an adjacent playroom

Separate Waiting Room for Children

16-25	1	0	1	13	7.7%
26-35	1	1	2	20	10.0%
36-45	1	1	2	20	10.0%
46-55	0	2	2	43	4.7%
55+	2	6	8	92	8.7%
Total	5	10	15	188	8.0%

This was a popular option with the younger cohort.

Mother and Baby Room

16-25	3	8	11	13	84.6%
26-35	3	12	15	20	75.0%
36-45	5	3	8	20	40.0%
46-55	5	12	17	43	39.5%
55+	14	18	32	92	34.8%
Total	30	53	83	188	44.1%

## MANAGEMENT

The supporting element of the practice was not of great interest to the respondents but the back up by the reception and office team, not to mention cleaners and others is vital to the efficiency of the operation.

### Good Office Space

16-25	0	0	0	13	0.0%
26-35	1	1	2	20	10.0%
36-45	3	2	5	20	25.0%
46-55	4	4	8	43	18.6%
55+	5	7	12	92	13.0%
Total	13	14	27	188	14.4%

### Safe Storage for Paper Records

16-25	5	6	11	13	84.6%
26-35	6	10	16	20	80.0%
36-45	7	7	14	20	70.0%
46-55	11	12	23	43	53.5%
55+	27	32	59	92	64.1%
Total	56	67	123	188	65.4%

### Adequate Space for supplies and equipment

16-25	1	10	11	13	84.6%
26-35	2	8	10	20	50.0%
36-45	4	4	8	20	40.0%
46-55	5	9	14	43	32.6%
55+	10	21	31	92	33.7%
Total	22	52	74	188	39.4%

## GP SERVICES

The rooms in which patients are to meet the GPs were of concern and these must fit the general desire for easy access for wheelchairs, prams and the less abled.

### Adequate Modern Consulting Rooms

16-25	5	8	13	13	100.0%
26-35	6	11	17	20	85.0%
36-45	9	9	18	20	90.0%
46-55	10	20	30	43	69.8%
55+	40	30	70	92	76.1%
Total	70	78	148	188	78.7%

The prospect of not having to Elgin or Aberdeen was widely supported.

### Consulting rooms for outpatient clinics

16-25	2	7	9	13	69.2%
26-35	5	10	15	20	75.0%
36-45	7	6	13	20	65.0%
46-55	12	22	34	43	79.1%
55+	33	31	64	92	69.6%
Total	59	76	135	188	71.8%

This drew little support even from younger respondents and some doubted its value.

### Digital technology for Consultations and meetings

16-25	0	2	2	13	15.4%
26-35	0	3	3	20	15.0%
36-45	1	3	4	20	20.0%
46-55	1	6	7	43	16.3%
55+	7	8	15	92	16.3%
Total	9	22	31	188	16.5%

Not of great concern to the public but considered an important part of the GPs work and a useful recruiting sergeant.

Training Facilities for GPs, Nurses , Pharmacists

16-25	4	8	12	13	92.3%
26-35	5	8	13	20	65.0%
36-45	0	5	5	20	25.0%
46-55	6	9	15	43	34.9%
55+	24	12	36	92	39.1%
Total	39	42	81	188	43.1%

## ASSOCIATED RERQUIREMENTS

The modest scoring for the TMH may reflect a growing awareness that the current premises are now outdated. However the high scores for the services TMH supplies (below) would indicate a demand for these to continue to be provided adjacent to the new premises.

### Turner Memorial Hospital on same site

16-25	1	5	6	13	46.2%
26-35	3	10	13	20	65.0%
36-45	5	1	6	20	30.0%
46-55	9	8	17	43	39.5%
55+	23	26	49	92	53.3%
Total	41	50	91	188	48.4%

### Short Term Nursing Care

16-25	3	8	11	13	84.6%
26-35	2	11	13	20	65.0%
36-45	4	12	16	20	80.0%
46-55	7	23	30	43	69.8%
55+	24	55	79	92	85.9%
Total	40	109	149	188	79.3%

### End of Life

16-25	4	8	12	13	92.3%
26-35	5	15	20	20	100.0%
36-45	7	9	16	20	80.0%
46-55	14	29	43	43	100.0%
55+	35	38	73	92	79.3%
Total	65	99	164	188	87.2%

### Small Injuries

16-25	4	8	12	13	92.3%
26-35	5	15	20	20	100.0%
36-45	8	10	18	20	90.0%
46-55	14	24	38	43	88.4%
55+	46	46	92	92	100.0%
Total	77	103	180	188	95.7%

## CO-SERVICES

These are additional services and opportunities to co-operate which would enhance the value of the new hub to the community by improving communication and thus benefit both patients and community,

### 3rd Sector - Cancer, Mental Health Addiction

16-25	5	8	13	13	100.0%
26-35	5	15	20	20	100.0%
36-45	6	10	16	20	80.0%
46-55	16	27	43	43	100.0%
55+	37	48	85	92	92.4%
Total	69	108	177	188	94.1%

### Share accommodation with Social Care

16-25	4	3	7	13	53.8%
26-35	5	9	14	20	70.0%
36-45	5	7	12	20	60.0%
46-55	12	16	28	43	65.1%
55+	32	25	57	92	62.0%
Total	58	60	118	188	62.8%

### Police and Ambulance Service on Site

16-25	4	8	12	13	92.3%
26-35	3	16	19	20	95.0%
36-45	4	9	13	20	65.0%
46-55	8	24	32	43	74.4%
55+	22	38	60	92	65.2%
Total	41	95	136	188	72.3%

This may raise problems with conventional medicine but there appears to be a demand for such services provided they do no harm

### Room for Alternative Therapies

16-25	5	8	13	13	100.0%
26-35	5	9	14	20	70.0%
36-45	7	8	15	20	75.0%
46-55	9	18	27	43	62.8%
55+	31	44	75	92	81.5%
Total	57	87	144	188	76.6%

## Appendix 1 – What we Want

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 e.g. X-ray, Ultra-sound, MRI

Separate waiting room for Children

Babychange/ Nursing Mothers Room

Disabled toilets

3<sup>rd</sup> 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