

BIG
Health
and
Care
Conversation



**Big Health & Care Conversation
for Speyside – event report
Speyside High School
5th February 2020**



1. About the event

Health & Social Care Moray hosted a Big Health & Care Conversation for Speyside to inform and engage the community in conversations around health and social care in the area.

Led by Sean Coady, Head of Service, and Cheryl St Hilaire, Locality Manager for Keith and Speyside, the evening event at Speyside High School provided an update on the temporary closure of Aberlour's Fleming Hospital to in-patients.

A range of health and care services and initiatives were showcased at tables around the room where facilitators shared information, listened to people's thoughts and ideas and answered questions. Conversations took place around the following:

- Care at Home
- Telecare
- Occupational Therapy
- Health Improvement
- Volunteering Service
- House of Care – Aberlour Medical Practice
- NHS Pharmacy
- Children and Families Health Services
- Speyside Care Home
- tsiMORAY
- District Nursing
- Speyside Car Share
- Keith & East Locality Project
- Moray Wellbeing Hub

Fleming Hospital was high on the agenda for many people and a table was dedicated to discussions around the current closure. A brief review of the update delivered on the night is provided below.

2. Fleming Hospital update

The interim bed closures at Fleming Hospital relates to wider issues and in previous conversations with the local community we have referred to other services that also face challenges. It is therefore important that we also consider the wider context in Speyside.

Fleming Hospital is currently closed on an interim basis due to staffing issues. The decision was not taken lightly to temporarily close the beds. Patient safety and staff wellbeing is always paramount and any decisions to change how we deliver services will always be considered with these in mind.

We continue to struggle to recruit trained nurses, as does the whole of NHS Grampian. Our latest efforts to recruit nurses for Fleming Hospital attracted little response. We will again go out to advert in the hope of attracting more applicants.

Staff who were working in the hospital have been re-located to Stephen Hospital or to the community, allowing for the opening of seven additional beds in Dufftown and an increase in community support.

We are now able to provide additional day treatments at Fleming Hospital that saves people having to travel to Aberdeen.

There have been early developments focusing on community models to support people at home, working with the local care home to provide additional capacity and

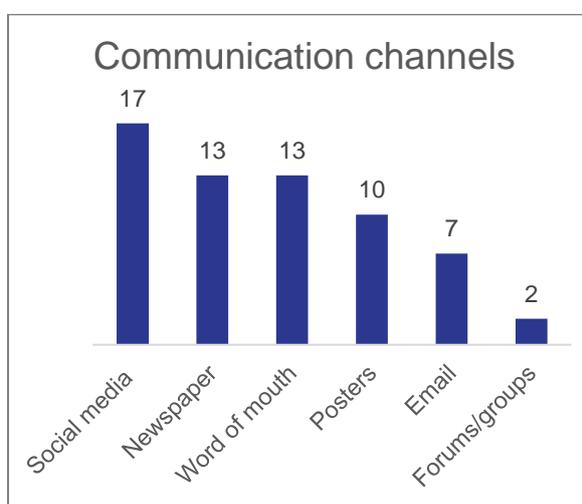
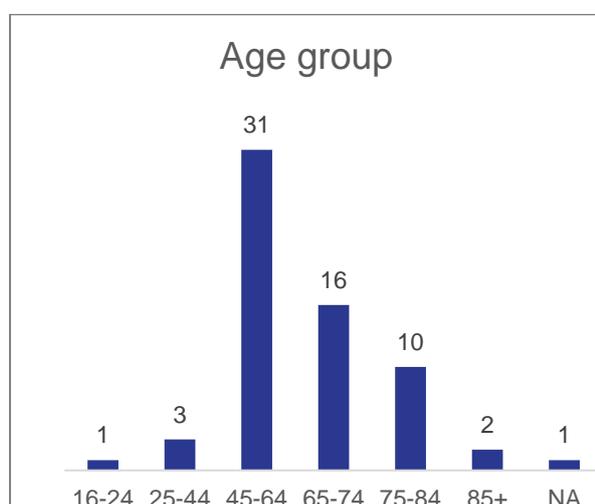
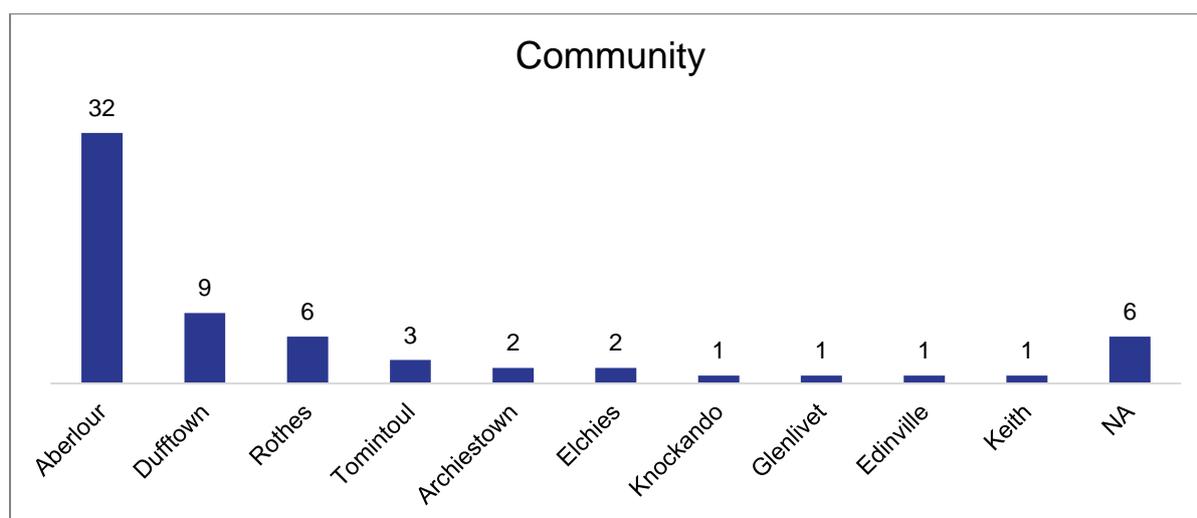
some focused work on developing volunteers in the area. A ‘Know who to turn to’ session was held in November and was well received by the members of the local community who attended and they provided helpful feedback.

Unfortunately, there is no quick fix to current and future challenges and we acknowledge the need to work through this with the community to ensure the longer-term sustainability of services in Speyside. We held several meetings and surgeries in November and agreed to come back and look at the wider context. Participation is key to where we go next and it is essential that the local community is involved in the bigger picture.

3. Who joined in the Big Health & Care Conversation

More than 80 people attended the 5th February event and 64 gave their details via sign-in forms.

- Half of those attending identified Aberlour as their community
- Almost half (48%) were in the 45-64 age group
- Social media was the most popular means by which people heard about the event. Many heard about it from more than one source.



4. We asked, you said

Attendees were invited to complete a “growing the conversation” feedback form at the end of the evening and 35 forms were returned. The following is a summary of the key themes identified from those conversations.

➤ **What matters most to you about managing your health and wellbeing?**

You told us:

Being able to access the right medical services easily and in a timely manner –

People want to be able to get an appointment to see their GP or another health professional as soon as possible. This was particularly important to patients with ongoing health issues. Services should be as local as possible and well staffed. People valued good health centre provision, efficient pharmacy services and community hospitals where they can access the help they need.

“Access to dr/nurse practitioner appointments ideally within a week or earlier.”

“Help must be available immediately or as soon as possible when needed and should not be made to feel like an inconvenience or a timewaster.”

Building resilience – The importance of making positive lifestyle choices to enable people to manage their own health and wellbeing was recognised. They keep physically active and socially connected to their community. It was particularly important to those who have caring responsibilities that they stay well.

“My inclusion in my community.”

“I take care of my health as it’s important I am here for them (sister and her husband). They are well supported – my sister had wonderful nurses and carers.”

➤ **What resources in your community support you to live well?**

Groups and activities – People take part in a the wide range of activities from yoga, tai chi and qi jong to walking, dancing and fitness classes to maintain and improve their physical health. They also listed social inclusion activities that support wellbeing. Cost is a factor that stops some people accessing paid-for activities.

“The church is where we meet friends and we feel at home there.”

Facilities – Facilities such as the Shand Centre in Dufftown and community centre for the swimming pool were well utilised. Tennis courts, bowling club and library were also listed.

The environment – Spending time outdoors helps people improve their health and wellbeing.

“The countryside for wellbeing. Clean air and open spaces.”

Medical resources – Health centres/GP surgery and pharmacies were mentioned along with the Oaks and Moray Resource Centre.

➤ **What is working well in the health and care system in Speyside?**

GPs and health centre teams – Positive comments were made about GPs, health professionals based in health centres and support staff.

“Lucky to have GPs and associated skilled staff.”

“Efficient and genuinely caring health centre. Have felt very supported during illness.”

Health and care staff working in the community – Similar positive comments were made about teams who work in the community and care for people at home.

“I’ve had reason to have district nurses to care for my dad who was terminally ill and they were wonderful.”

“Fantastic district nurse team and carers. Greatly valued.”

Commissioned beds in the care home – The recent addition of district nurse-led beds in Speyside Care Home was commented on positively.

“A relative is in at the moment and the family are satisfied with the service provided.”

➤ **What can be improved?**

General Medical Services – People felt there were not enough GPs resulting in longer waiting times for appointments. There was considered to be an over-reliance on locums and people would prefer to see the same GP each time.

Health and care staff – Calls were made for an increase in staffing to reduce waiting times for health appointments. The shortage of home carers delayed people returning home after a hospital admission. The working hours of nurses and social care assistants (home carers) was a concern and it was suggested that more flexible hours could support recruitment and retention of staff.

“Look at the working hours of nurses and carers – 12 hours is not family friendly and people with no extended family can’t afford childcare.”

Community hospital and minor injury unit – Community hospitals are valued and there are many concerns over their future. People consider they have a role to play in supporting people who cannot be cared for at home but who don’t need to be in an acute hospital bed, giving time to prepare for a return home.

“Fleming to be re-opened for patients as this is important for those from hospital before returning home. This gives confidence and ensures the care package is in place to support the person and then saves them returning to hospital.”

“The community hospital needs to be improved. I do appreciate this is due to staffing.”

Home care – Social care assistants (home carers) have a lot of responsibility and visit a high number of people in a shift, supporting individuals with increasingly complex needs. They shouldn’t have to rush visits. They should be rewarded with higher rates of pay and this would attract more people to enter the profession. Shifts

should be more flexible to allow people who have to work round family commitments to take up jobs.

Access to services – Concerns were raised over the lack of services in Tomintoul.

Pharmacy – People want to see improvement in the links between the GP surgery and pharmacy in Aberlour.

Working together – Comments were made that the current health and care system is not working well. Continuity of care and communication between teams/departments needs to improve to support more joined-up working. More should be done to engage with patients/service users, carers and the public as equal partners in care.

“The gaps in the system are so enormous that most of us will fall through them.”

“Continuity between services needs to be improved as there is very little communication between all services so the best care can be provided.”

“Concerns from the public are not listened to or if they are they are not acted upon.”

“Communication with family members and listening to family.”

Information and signposting – Access to service information requires improvement so people have clarity around what is available and they know who to turn to for advice and support.

“The public need information put to them in an easy way so they can understand and they know clearly what services to use and when.”

End of life care – Moray is missing an inpatient palliative care hospice to provide care and support for patients who choose not to die at home.

Building resilience – People would like more focus on prevention and early intervention approaches with support for self-management. Improvements are needed to public transport.

“It would also be useful to have the opportunity to meet up with other people suffering from the same illness (particularly chronic illness).”

“More services available to help avoid illness e.g. targeted exercise classes, assistance with weight loss.”

➤ **What matters most to you about the future planning and delivery of health and social care services in Speyside?**

Care close to home – People want support to live independently in their own homes with services available locally to prevent avoidable hospital admissions and enable people to be discharged promptly.

“Keeping as many aspects of health care as local as possible.”

“Home care for the elderly.”

“Planning care prior to discharge from hospital. Clients want to stay in their own homes so carers should be available no matter what the distance is. People do live in the country!”

Community hospitals – Renewed efforts to recruit staff for Fleming Hospital so it could be re-opened as soon as possible were urged. People from Aberlour face issues with transport when they want to visit patients in Dufftown.

“Attracting staff nurses so that the Fleming Hospital can open with beds. There is a need for it here for all the stated reasons.”

“Too difficult for elderly and disabled people to go to visit family in Dufftown – no buses in evenings/Sundays.”

Palliative care – Everyone is entitled to a good death and it matters to people that individual needs and choices can be met. The call for a 24-hour hospice unit was repeated.

“That we meet the needs of people with a chronic and/or terminal illness with access to appropriate professionals in the appropriate settings – not a general hospital, not a care home.”

“Palliative care facility for people of Moray as currently Roxburghe House is a long way, particularly for families to visit and spend time with them when they need them most.”

Sufficient resource to meet demand – The rise in demand for health and social care services is putting pressure on limited resources. People want more to be done to recruit to the health and care workforce to improve access to services and reduce waiting times.

“Need for more GPs and carers (but I know there are no magic answers).”

“Care service needs to be made much more attractive. Higher pay, better hours, more respect, less bureaucracy.”

Working together – Work is needed to ensure person-centred care and support is there when needed. Communication between everyone involved in supporting the person and their family needs to improve. Honest and open conversations should be the basis for discussions around the challenges for health and care and how models of care must transform to ensure future sustainability of services. More people need to be encouraged to be part of these conversations.

“Strategic decision makers need to involve themselves.”

More creative ways to consult with community members to have their say.

“Clear and honest information on future resources, services.”

5. A big thank you

A massive thank you to everyone who attended the Big Health and Care Conversation for Speyside.

We are grateful for everyone's input and we will be reviewing and utilising this feedback as appropriate moving forward.

We have taken on board the various comments regarding the venue and format and will bear this in mind when planning future engagement events.

6. What next?

Copies of this report will be sent to all those who requested it on the night. It has also been published on the Health & Social Care Moray website at: www.hscmoray.co.uk.

We will continue to keep people updated and provide opportunities to get involved in Health and Social Care matters in the Speyside area through workshops, events, awareness raising sessions and a quarterly Speyside Update newsletter.

If you or anyone you know would like to receive the quarterly update newsletter and updates via email then please email us directly to request this. We will aim to distribute some printed copies to key locations, including medical centres, but these will be limited.

You can also follow Health & Social Care Moray on [Facebook](#) and [Twitter](#) – search for us @HSCMoray for news and updates as they happen.

7. How to contact us

You can get in touch with us in any of the following ways.



Health & Social Care Moray
9C Southfield Drive
Elgin
IV30 6GR



www.hscmoray.co.uk



involvement@moray.gov.uk



01343 567187

8. Additional information

In response to feedback received at the event and to support you to know where to turn to for information, advice and support, the following websites may be useful.

	<p>Call NHS 24 on 111 if you are too ill to wait until your GP or dental practice reopens. This is your fastest way to the right care in the right place at the right time. You will get advice depending on your symptoms. If you need emergency treatment you should call 999.</p>
	<p>NHS Inform www.nhsinform.scot provides a co-ordinated, single source of quality assured health and care information. If you're looking for advice on treating common health problems you can check the self help guides. To find health services near you, visit Scotland's Service Directory on the NHS Inform website.</p>
	<p>Care Information Scotland understand that providing or receiving care can be a daunting prospect. The amount of information available can be confusing. Through its website, freephone and webchat service, Care Information Scotland provides comprehensive information on all aspects of care. www.careinfoscotland.scot or call 0800 011 3200.</p>
	<p>Breathing Space provide information and advice is you're feeling low, anxious or stressed. You can phone the service free on 0800 83 85 87, Monday to Friday: 6pm to 2am and 24 hours at weekends.</p>
	<p>Quit Your Way Scotland is an advice and support service for anyone trying to stop smoking. Contact an advisor on 0800 84 84 84 or visit the NHS Inform website.</p>