



Your Moray Citizens' Panel

Newsletter No. 2 July 2007

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www.yourmoray.org.uk

Introduction

The Moray Community Planning Partnership would like to thank all members of the Citizens' Panel for making this such a successful venture. Originally planned to have a membership of 850, the recruitment campaign established a panel of over 1200, which reflects the enthusiasm of Moray residents to participate in the consultation process.

The Panel allows consultation on a scale never previously attempted – providing valuable public perceptions and opinions about a wide range of services delivered across Moray. The surveys undertaken so far have had excellent response rates and the results from these confirm the excellent potential of the Panel both to influence decision-making within the partnership and to improve service delivery.

This newsletter is the second in the series, providing feedback to Panel members on the recent survey: *Achieving a Healthy and Caring Community*. The newsletter acts as a vehicle for dealing with topics arising from this important research and in this edition we have responded to all the issues you raised.

Full survey results and analysis can be downloaded from the Community Planning Website, www.yourmoray.org.uk, by clicking on the Citizens' Panel button. I hope you find the newsletter both interesting and informative, and I welcome feedback on how we could improve future editions.

*Eric McGillivray, Chair,
The Moray Community Planning Partnership*

Any Questions?

To find out more about any aspect of the Moray Citizens' Panel, please contact:

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If you have a question about a letter or survey form that you have received, or wish to update your contact details, please contact:

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ACHIEVING A HEALTHY AND CARING COMMUNITY SURVEY RESULTS

The aim of this survey was to gauge your experiences and views of health and social care services in Moray, specifically connected with: improving health in Moray; your own health and care; use of and views on social care services; caring for people in and close to their own homes; health/social care appointments; waiting times and getting to health and social care services.

The survey was again well received, with a response rate of 70%.

Improving Health in Moray

Ban on Smoking in Public Places

You Said	There was general support for the smoking ban with 73% of you in agreement on the positive impact on health in Moray as a result of the ban in public places. The majority of you felt more likely to use public places such as restaurants and pubs now that the ban is in place (77%). A minority of respondents opposed the smoking ban (11%), however the majority of the 12% of respondents who currently smoke indicated that they would like to cut down or give up their smoking. The overwhelming view was that the minimum age at which you can buy cigarettes should be increased.
Our Reply	The smoking ban has been implemented across all public establishments in Scotland. Smoking cessation services are established in Moray to provide support to smokers who wish to give up. Call the Smoking Advice Service freephone on 0500 600 332.

Healthy Living

You Said	Around 7 in 10 respondents indicated that they would be likely to access help to improve one or more aspects of their health: healthy eating (56% and 66% for those with children), physical activity (55%) and weight loss (50%). 2 in 5 respondents mentioned that cheaper healthy food would encourage them to improve their diet as well as better quality food available locally.
Our Reply	A pilot vegetable box delivery scheme took place in Speyside to make vegetables more accessible and affordable. Further research is being conducted into the establishment of a fruit and vegetable box social enterprise to supply more areas and promote healthy eating. Weight management support has been established in most local health centres to promote healthy eating habits, help individuals lose weight and maintain weight loss and to promote appropriate exercise, through weekly clinics and information provision.

Physical Activity

You Said	A large proportion of respondents reported being regularly physically active (71%) during the preceding 6 months and the 1 in 5 who were currently inactive reported that they were thinking of starting regular exercise in the near future. Factors identified to help respondents take more physical activity included more free time (41%), lower cost sports/leisure facilities (38%) and better personal motivation (32%).
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Our Reply	Active Schools Co-ordinators work in Moray schools to encourage young people to be more active, Play @ Home training has been provided to all health visitors, family support workers and community sports coaches to encourage parents to get their children active through play from an early age. Jogscotland groups have been established by volunteer coaches in Forres, Buckie, Keith, Fochabers and RAF Lossiemouth to encourage people of all fitness levels to jog and run. A 5k run/walk/jog has been organised in Moray as part of the jogscotland national series of events; The BALL (Be Active Live Long) Project encourages older people to become and stay physically active and develop social networks.
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Food in Schools and the Workplace

You Said	Awareness of the Hungry for Success school food provision initiative was relatively low, however this may reflect the large number of panel members who do not have children of school age. Most of you who felt able to give a view felt that the availability of healthy options, the range and the quality of food in schools had improved in the past 2 years. A great majority of you felt that employers should provide healthy food choices for staff and only a little over a fifth of those in employment indicated that your employers participated in the Healthy Working Lives Scheme.
Our Reply	Hungry for Success is a Scottish Executive initiative that aims to meet the nutritional standards for school meals. This includes the implementation of Healthy Choice menus in primary and secondary schools as well as introducing cash-less catering in schools to increase the uptake of school meals. The Healthy Working Lives Scheme is a new initiative that provides support and services to employers and employees to improve overall health, well being and fitness for work. Building on the success of Scotland's Health at Work (SHAW), the award programme includes a range of workplace related topics such as health promotion and occupational health and safety. Further information is available at www.healthyworkinglives.com

Alcohol Consumption

You Said	The majority of you reported that you consume up to 7 units of alcohol a week. You also felt that the levels of alcohol consumption in Moray are similar to those across other parts of Scotland.
Our Reply	Support services available for alcohol related issues include: Moray Drug & Alcohol Services; Moray Council on Addiction; Criminal Justice Social Work and the HealthPoint. Studio 8 is committed to providing direct access to information, support and guidance for those who are affected by drug and alcohol problems. Moray New Futures supports people who have drug & alcohol problems to gain training and employment.

Your Own Health and Care

General health and long-term problems

You Said	Nearly half of you described your recent health as excellent or very good, and only 1 in 20 as poor. Around a quarter of you indicated that there were one or more persons in your household who had their daily activities affected by a long-term health problem or condition. Most of you had all the information you needed on this condition and around half would consider joining a support group.
Our Reply	Work is underway to review the range of support groups in Moray and health information provision. This will identify any gaps to be addressed. We will work with the Volunteer Centre and Carer's groups to identify how best to get good quality information to people who need it.

Information and long-term problems

You Said	The most commonly used source of general health information was GP surgeries and/or practice nurses, followed by pharmacies. The survey also suggested that you would like to make greater use of health points and libraries to access health related information.
Our Reply	The healthpoint service will be reviewed to ensure that it addresses the health information needs of the public, and work in partnership with other information providers such as libraries, community hospitals and GP practices. The healthpoint can be accessed at 239 High Street, Elgin or by calling the free Healthline on 0500 20 30 30. The Mobile Information Bus (MIB) has an on-going programme of visits to rural communities to provide information to young people of secondary school age.

Social Care Services

Contact with social care services

You Said	Only 1 in 7 of you have been in contact with social services or community care services in the past 2 years and this contact typically involved a face-to-face meeting. Most of you got an appointment within a week.
Our Reply	Information about access to social care services can be obtained from Moray Council's website including the social work out of hours services or by calling the Moray Council from Monday to Friday 9am - 5pm on 01343 563451. For Out of Hours Service (after 5pm, public holidays and weekends) call 08457 565656.

Satisfaction with service

You Said	Satisfaction levels amongst those who had accessed these services were high, particularly with the overall service received. It was noted that satisfaction with services keeping you informed of progress on your enquiry was lower.
Our Reply	Community Care teams will ensure that those waiting for a service will be informed of any potential waiting time.

Caring for people in or close to their own homes

You Said	The majority of you indicated that you would consider using new technology if it would help you remain in your own home, or return home sooner. Although few of you would be happy to receive treatment in a community hospital outwith your local area, most of you would be willing to do this.
Our Reply	Community consultations have been piloted and the Lhanbryde Minor Illness Clinic has proved very successful. The local community identified the need for a local health service, access to pharmacy provision and health information. A drop-in, nurse-led clinic was then established to provide these services. Social care services are targeted to support people in their own homes as an alternative in any form of long term care. Suitable patients in Moray will be offered new technology to support them at home. Social care, GP's and other health staff are working together with the Scottish Centre of Telehealth to develop the most appropriate solutions for the people of Moray.

Appointments and Waiting Times

Missed Appointments

You Said	Telephone reminders to patients were seen as the most effective method for cutting missed appointments. Improved parking, transport to the hospital, appointment cards and text/email reminders were also suggested.
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Our Reply	A Patient Focussed Booking System will be introduced at Dr Gray's hospital. This is part of a national project with has been proven to reduce missed appointments. The implementation will start in August 2007.
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Use of A&E Services

You Said	In terms of treating A&E patients by other services, you preferred options to provide information at the point of accessing services such as GP surgeries and hospitals. You also supported the delivery of information through pharmacies, awareness campaigns and newspapers/leaflets delivered to the door.
Our Reply	We are supporting the implementation of the new Community Pharmacy Contract, which will enable appropriate patients to receive free medicines for minor ailments without having to contact their GP practice. We are investigating options for the extension of community pharmacy opening hours to facilitate their use as 'drop-in' health centres.

Getting to Health and Social Care Services

You Said	Private car was by far the most commonly used mode of transport for you to access health and social care services. Very few of you relied exclusively on public transport. In terms of improvements to public transport for this use, the timing and frequency of services was suggested as was providing a direct transport service to health and social care service points. However, a significant minority indicated that nothing could encourage you to use public transport for this purpose.
Our Reply	We are working with public transport providers to plan better routes and services

Patient Participation Forum

You Said	Just over a quarter of you indicated that you would be interested in finding out more about the Patient Participation Forum. Take-up was highest amongst those ages 50-59.
Our Reply	Thank you to those who noted an interest in Patient Participation Forum. You will be contacted again in due course.

Future Surveys

You will have received the survey on the Community Planning theme of 'Investing in Children and Young People' along with this newsletter. Surveys on 'Building Stronger Communities' and 'Working for Increased Prosperity' will follow later this year. You can also respond to further consultations, listed on the Community Planning website www.yourmoray.org.uk, by clicking on the Consultations button.

Next Newsletter

Newsletter number three will feedback on comments received in response to the surveys on the Community Planning theme of 'Achieving a Safer Community' and 'Protecting and Enhancing the Environment'.