

EAST AYRSHIRE

**Health & Social Care
Partnership**

Kilmarnock Health and Wellbeing Stakeholder Engagement Workshop Report

January 2020



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1. Introduction

This report will be used as a reference document for consideration and input as part of the wider planning process for Kilmarnock's Health and Wellbeing.

This event was held on Thursday 7 November 2019 at Take A Bow Opportunity Centre in Kilmarnock. The aim of the event was to capture views on how to support the Health and Wellbeing of Kilmarnock from a range of stakeholders including: members of the public, third and independent sector colleagues, healthcare professionals and social work and care professionals. It was important to consider a range of views on how health and wellbeing can be transformed to continue to deliver effective and person centred 21st century services in the coming 5 – 10 years and beyond.

This event was the second of five local events to be held in East Ayrshire reflecting the wider Transformational Change Programme 'Caring for Ayrshire', which aims to drive forward change and improvements in the way health and care services are delivered across Ayrshire. The Programme recognises a range of challenges including increasing demand and poor health, staff shortages, financial limitations and buildings that are no longer fit for purpose as drivers for change alongside evolving policy, clinical and quality requirements.

There were over 100 people at the event with the range of stakeholders well represented (Appendix 1). The programme including a musical performance by Catalyst voices (Centrestage), a number of presentations followed by a workshop considering the following questions:

- What is the story of community need and potential in Kilmarnock?
- What do we want wellbeing to look like in Kilmarnock?
- What are the benefits (and barriers) of a more joined up approach of well being in Kilmarnock?

The final discussion of the day was based on what success would look like if all the issues were addressed. A number of display stands were available to showcase the theme of health and wellbeing as well as the opportunities offered by digital innovations.

2. Presentations

Key speakers provided the following presentations to set the strategic context of "Caring for Ayrshire", to outline the opportunities of Kilmarnock Town Centre Regeneration and to describe some of the current health and wellbeing challenges encountered by the citizens of Kilmarnock:

- Mr Eddie Fraser, Director, East Ayrshire Health & Social Care Partnership - Eddie Fraser opened the event and spoke about opportunities for Health and Wellbeing in Kilmarnock
- Dr Crawford McGuffie, Joint Medical Director, NHA Ayrshire and Arran - Dr McGuffie presented the Caring for Ayrshire vision and set out the ambition to have the best health and care system for Ayrshire and Arran
- Mr Fraser Kerr, Town Centre Regeneration - Fraser Kerr presented on the opportunities for Kilmarnock Town Centre

- Ms Angela Gracie, Health & Wellbeing Partnership Manager, CVO – Angela Gracie provided information on the work of the Community Connectors working in GP Practices in East Ayrshire who support individual health and wellbeing, linking them to community resources, as well as providing a demonstration about how complex health and wellbeing services can be for individuals to access.

3. Discussion Groups

The discussions took place in two rooms and the participants were seated into groups of eight with a facilitator. The participants were asked to discuss three questions firstly in pairs for a couple of minutes, and then two pairs talking together were asked to agree their top 3 issues.

The questions considered were:

- What is the story of community need and potential in Kilmarnock?
- What do we want ‘wellbeing’ to look like in Kilmarnock?
- What are the benefits, (and barriers) of a more joined up approach to wellbeing in Kilmarnock?

The top issues for each of the questions were recorded by group members or facilitators on the web based presentation system Mentimeter.

The participants then reconvened in the main hall and the responses from the three questions were displayed. The participants were then asked a final question to answer on Mentimeter:

- What success would look like if we addressed these priorities?

4. What is the story of community need and potential in Kilmarnock? Key Themes

4.1 Access

Improving access to health and wellbeing services through:

- Accessible, affordable one stop hub in the community. To include various services clubs agencies including health, third sector, advocacy, leisure
- All services under one roof, easily accessible
- Information and awareness
- Improved physical access
- Social isolation of elderly young, homeless, vulnerable - provide access to volunteers and services in an open environment
- Mental Health services should all be provided in one location
- Addiction services are under-funded - addiction treatments need to be planned across services
- Affordable leisure and sports facilities and create free access for young people and families
- More support for community to live well and healthy lives - supportive communities fundamental to this
- Poverty and health inequalities - need for early intervention and prevention

- Encourage people to be able to help themselves where possible - build on local assets
- Improved physiotherapy and mental health services
- Better transport/access to town centre, could be cheaper and better to access health, leisure, work. Requirement to ensure good transport links into Kilmarnock if one hub is the way forward - easier access than what we have.
- Create community hub for inclusion of all sectors to access or link to all services
- Good People live and work in Kilmarnock
- Develop and improve general life skills
- Service based in community centres are not relevant to everyone
- Community groups and community connectors are an asset
- Need more time to support patients in healthcare
- Address high mental health need within the population – could be through building on community connector model and supporting growth of other community services

4.2 Connections and engaging community

Create more opportunities for people to connect and engage:

- Through community build value and pride back into community. Community needs to believe that their inputs will be meaningful. Embed health and wellbeing through joined approach with local community.
- Enable feelings of empowerment and ability to achieve personal goals
- Participation - we have a range of services but not everyone who needs them uses them
- Join dots - provide means in support of whole system
- Establish and embed meaningful connections and integration
- Communication - there is no mechanism for communication between small volunteer groups and organisations who offer similar services
- Develop work opportunities for marginal groups and enhance links to employers, voluntary sector and community groups
- Need continue to join services together
- Join thinking together
- Community ownership

4.3 Pride, safe and valuing

Build pride in Kilmarnock, allowing people to feel safe and valued:

- Build value and pride back into the community for self and others
- Feeling Safe
- Reinvent Kilmarnock as a destination
- Town Centre is not welcome at night - nowhere to go in suburbs
- Reduce Stigma
- Reduce social deprivation which in turn influences health care outcomes
- A lot of mental health problems and lack of self esteem are caused by poverty and lack of opportunity
- Inclusive public spaces for everyone regardless of circumstances

4.4 Physical infrastructure

Regenerate our infrastructure:

- Make available more substantial parking or out of town park and ride
- Consider out of town wellbeing centre to accommodate GPs and multi-disciplinary team with plenty of free parking
- Regenerate the town centre - reduce rent/free vacant units to encourage new business, renovate empty units
- Increase our community wellbeing hubs e.g. groups in Take a Bow. Share information more effectively in range of accessible formats
- Develop a service led town centre

5. What do we want ‘wellbeing’ to look like in Kilmarnock? Key Themes

5.1 Empowering and maximising assets

Maximising community assets and empowering the citizens by:

- Strengths based approach backed up by infrastructure
- Help promotion of independence
- Empower communities to look for funds to help and resource some projects
- Signposting to hub designed by children
- Shared ownership
- Co-design to meet standards
- A strong workforce with opportunities to learn and earn in the area
- Well being to be self directed by the community and based on person centred needs
- Increased transparency
- Inclusive – equality and diverse
- Accepting community that included all

5.2 Access

Enabling good access to services through:

- Increased rail links from other parts of Ayrshire
- Easier access to treatment: right treatment at right time for the right job
- Access to support
- Better access to services. Perhaps more digital technology
- Services being available at weekends and holidays
- Have a hub and spoke model to make services accessible to all communities and communities to feel ownership
- community triage

5.3 Connections

Improved connections between the community and services:

- Joined up services
- Create sense of community and connectedness
- Build the experience of being sociable

- Utilise modern communication means - different methods to meet different needs of all groups
- Foster sense of community

5.4 Healthier lives

Healthier lives promoted:

- Affordable sports facilities and access to physical activities
- Addressing key public health priorities
- helping people to grow
- Better availability of education and training. Encouraging people to have realistic expectations and take ownership of their health
- Better understanding of what is available and who provides what and how utilising it can impact life positivity.
- More life coaching and make it easier to reinforce not all issues are medical - give people options to treat their own conditions
- Prevention not treatment
- More employment opportunities and reduced poverty
- Consider recovery cafe or similar covered centre area

5.5 Infrastructure

Pride in Kilmarnock town centre and improved infrastructure:

- Want it to look like Kilmarnock and maintain identity
- Add some character to King Street, less prefab 70's
- Sense of pride
- Ownership and flexibility
- Use empty shops to create pop up services
- Reduce unsociable behaviour in town centre, increase community wardens
- Some areas of Kilmarnock are not safe. The causes need to be identified before solutions can be put in place
- Better use of space
- Flexible space around the individual
- Replace a clinical feel with a more social feel

6. What are the benefits (and barriers) of a more joined up approach to wellbeing in Kilmarnock? Key Themes

6.1 Empowerment and maximising assets

Empowered, healthier and self sustaining communities:

- Self-sustaining communities
- A healthier more supportive community that expects minimal input from services
- Increased skills and knowledge of communities e.g. cooking skills
- Community champions
- Cultural shifts take time to happen

6.2 Connected and accessible

Services which are joined up and easy to access and navigate:

- Too much individual gate keeping within services
- Governance issues cause barriers. Helpful to establish basic principle of information sharing
- I.T not comparable between health and social work and lack of information sharing
- Private ownership of GP surgeries
- Multi disciplinary team approach
- Having multi-agencies based together is better for staff to manage care and also to direct people easily in one building
- One way system in Town Centre is a barrier

6.3 Poverty, inequality and stigma

Challenge of poverty and reduce inequality and stigma:

- Universal credit introduction has increased poverty and many people are deprived of basic needs
- Reduce poverty and reduce inequalities
- Reduce inequalities - happier people
- Reducing stigma
- Narrow mindedness and reluctance to change by many parts of our community
- Employment benefits, jobs and volunteering opportunities for more

7. What success would look like if we addressed these priorities? Key Themes

7.1 Empowered and assets maximised

- Less reliance on service
- Busy and thriving communities
- Equal
- Inclusive
- Healthier empowered communities

7.2 Connected and accessible

- Caring and compassionate community who are well connected
- Mobile units
- Information more widely available
- More information about plan for a hub
- The public are not getting information about the transformation of services in GP Practices
- All patient requirements and needs under one roof
- Joined up care

7.3 Healthy communities and reduced inequalities

- Reduce health inequalities
- Improvement in life expectancy
- Healthy and happy community

- Smiley happy people
- Vibrant
- Great new community and health facility
- Less need for acute services
- A better place to work and live

8. Next Steps

The event was very well attended with attendees providing a range of expertise, knowledge and ideas on how best to develop health and wellbeing in Kilmarnock. The report of the event will be considered by the Kilmarnock Health and Wellbeing Steering Group and from this the next steps will be planned.

Attendees

Appendix 1