

Health and Wellbeing
Stakeholder
Engagement Workshop
Report
for
**Stewarton and
surrounding villages**

February 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 the future design and delivery of Stewarton's Health and Wellbeing services.

This informing and engagement event was held on Saturday 29 February in Stewarton Area Centre from 10.00am -12.30pm. The aim of the event was to capture views on how to best to support the future health and wellbeing of residents in Stewarton and surrounding villages by finding out what currently works well, what needs improved and what services residents think they will need in the future. The range of stakeholders included 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 (from both service users and those who deliver the services) on how health and wellbeing services are currently being delivered and how they might be transformed to meet the future need of the community in 5 –10 years and beyond.

This event was the third of five planned local events to be held in East Ayrshire as part of 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 wider Programme recognises, and is a response to, a range of challenges, including increasing demand and an aging populations often with complex health needs, general poor health, staff shortages, financial limitations and buildings that are no longer fit for purpose. These drivers for change alongside evolving policy, clinical and quality requirements and the increased use of technology necessitate health and social care services become better co-ordinated, have an emphasis on prevention, be delivered closer to home and be more accessible with earlier treatments leading to better outcomes and less dependence on hospital care.

2. What the event involved

Over 80 people attended the event with a wide representation of stakeholders. Stewarton has many active community groups who were invited to attend.

Those attending the event were welcomed by the Director of the East Ayrshire Health and Social Care Partnership, Eddie Fraser, who outlined the changes that are happening in health and social care and the need for change. A short presentation followed by Dr Crawford McGuffie which gave residents an understanding of the inequalities that remain, the pressures the current system is under and why changes to the way health and social care services are delivered are needed.

Angela Gracie gave a colourful presentation which illustrated the complexity of one person's journey through the current health and care system and the difficulties that

often presents. After refreshments, Robert Whiteford gave an update on the Community Led Action plan for Stewarton and outlined the community's hopes for future involvement.

A number of discussion groups followed where the opinions of the community was sought. Key to discussions was the best way to deliver the services needed in the future. The discussions centred on three main questions on health and wellbeing with a fourth on how best to communicate with the community. Refreshments were available between sessions. Throughout the event a number of display stands were available showcasing local organisations providing services supporting aspects of health and wellbeing and the opportunities offered by digital innovations.

3. The Discussion Groups

Methodology

The tables were arranged with a mix of residents and professionals to ensure no single profession or voice dominated the opinion of each group. This ensured no bias by profession. Each group had a facilitator to guide the discussion and prompt opinion. The opinions expressed on each question were written on notes which the facilitator collected. The opinions to each question were later analysed and key themes were identified. This information will be used in future planning and design work and will allow clear areas for improvement to be identified. Each group was asked to consider the following four questions in turn.

Questions

Thinking about current health and wellbeing services provided in your local community:

- Q1 What is working well within your community (examples, stories of success)
- Q2 What is not working well? (Issues and priorities)
- Q3 What improvements would you like to see? What do you want good healthcare and social care to look like in future?
- Q4 How can further engagement and communication be best delivered?

Question 1

The aim of question 1 is find out what is currently working for people and if there is a common reason why the service is perceived to be running well?

Question 2

The aim of question 2 is to gain insight into why some aspects of health and care services are not working well and the factors which contribute to that.

Question 3

The facilitator at each table showed a breakdown of the current populations in Stewarton and surrounding areas and an estimate of how the population is expected to change over the next 10-30 years. The aim of question 3 was to gain insight into how the community expected/wanted health and social care services to look like in the future and what changes they anticipated in levels and types of care.

Question 4

The aim of question 4 was to explore how we can effectively continue to engage and communicate with the community.

4. Key themes and Outputs

The outputs from the answers given during this workshop were analysed and key themes were identified. Concerns and ideas were also captured and recorded.

4.1 Key themes around Q1: What is working well in your community?

4.1.1 Connections

- Lots of community groups – some quite niche
- Community connectors receiving referrals from many areas which is less restrictive
- As a community, self-sufficient in identifying issues and putting actions in place
- Healthcare centre good working relationships with other independent contractors – opticians, dentists and pharmacies
- Getting together and openness.

4.1.2 Community involvement

- Huge sense of community with lots of groups to get the public involved in
- Brew and a blether is a good one on a Friday as it helps with social inclusion
- Community groups are very welcoming
- Community events are bringing more people together
- Hamilton Gardens sheltered accommodation (Council Funded)
- There exists a large social division in the community. There need to be somewhere for young people to mix
- Fears large expansion erode identity of town recognition now commuter town
- Excellent community groups and initiatives
- Hamilton Gardens is a great facility and asset
- Active community appetite to improve things

4.1.3 Business /education involvement/engagement

- Eye care Ayrshire
- School groups are excellent
- Good attainment levels in education
- Schools engagement active in community
- There is a sense of community in Stewarton
- Stewarton is a vibrant community with people putting the town and community first
- Currently council responding well to the needs of the population with the resources available
- Having an active Community Action Plan
- The Health Centre is seen as 'our centre' and at the heart of the community
- Having a Community Hub would be an opportunity to sign post
- Business opportunities - lively high street

4.2 Key themes around Q2: What is not working well in your community?

4.2.1 Infrastructure

- Infrastructure is struggling
- Infrastructure needed to support new developments prior to further building.
- Issues as it's a commuter town, so don't engage with wider community.
- Health Centre needs replaced, not fit for growing population
- Schools need more investment
- MDT's could be relocated to other areas within the town.
- Services can't cope with current population – concerns on how community can cope with 2028 population projections.
- Need for new health centre
- Space required to accommodate multi-disciplinary team.
- More patients and wider services out in primary care.
- Infrastructure/services in Stewarton are not equipped to cope with additional residents/housing.
- Community perhaps becoming disjointed due to population boom/people only living for easy commute.
- Schools oversubscribed and unable to cope with new resident requirements.
- Difficult access to Stewarton Academy.
- GP Surgery premises not big enough to cope with patients or additional MDTs.

4.2.2 Communication

- Some disconnect between GP/Pharmacy Contractors.
- Access to health appointments could be better.
- Services can't cope with current population – concerns on how community can cope with 2028 population projections
- Signposting
- Engagement and communication with the community – what needs to be done to target public?
- Flyer on parent website for school was not clear open to all – thought invites only & social media/leaflet drop.
- Connectedness – need to know who are out there and links.
- Traditional populations engage but more challenging with the new population
- Communication links between services i.e. vibrant communities and community connectors, almost duplicating in places and no referring in others i.e. PDS (OHI) team are crying out for referrals but cc and vc didn't know how to do this!!
- Some stigma associated to services/groups – sometimes groups have more helpers than participants.

4.3 Key themes around Q3: What improvements would you like to see? What do you want good healthcare and social care to look like in the future?

4.3.1 Better infrastructure

- New Health Centre
- Flexible rooms
- Places to meet up – meeting rooms
- New Health facilities for MDT's.
- Social activities/centre for young people.
- Parking needs improved to allow people to access health services in community
- Identify an appropriate area for a hub which allows easy parking and access to transport.

4.3.2 Improved services

- Physio first – reluctance to use and lack of understanding
- Access to mental health services in schools
- Services collocated together better joint working
- Sports centre used to greater potential
- Medical Practice premises needs to grow along with population growth
- Bring clinics based in Acute into the community

- Would like to get GP/MDT appointment within 2/3 days for non-urgent issues.
- Allow time to explore lifestyle issues with public rather than just focus on medical issues – sometimes there are underlying issues which contribute to physical presentations.

4.3.3 Improved availability of information

- More engagement from wider new community. Ripple effect as children come along.
- Patient education about new systems or processes to improve care and the new MDT's for the community.
- Promote Tech better in the same way as Irvine Valley approach.
- Produce photographic journeys for patients.
- Increase the vibrant communities input into Stewarton to empower the public more.
- Parking needs improved to allow people to access health services in community.
- Better engagement with community groups to educate public on other options available rather than a GP appointment.

4.4 Key themes around Q4: How can further engagement and communication be best delivered?

4.4.1 Use social media

- Facebook and Twitter linked to local groups pages.
- Vibrant communities
- Regular Briefs
- Stewarton Voice – Facebook Page
- Use of social media doesn't reach everyone – information needs to be more widely communicated.

4.4.2 Use printed media

- The Review Stewarton newspaper
- Stewarton Advertiser contains lists of organisations we can engage with.
- Distribute flyers – invite?

4.4.3 Have conversations

- Have less formal events. Go and have conversations with fewer presentations
- Community Council Meetings – short presentation with key points and changes we are trying to make and listen to members.

4.4.4 Use other methods such as:

- Central Notice Board at the cross.
- Better engagement with community groups to advise of MDT and that appointments are available with other clinicians, not just a GP.
- Everything needs to be connected.
- Target supermarkets/shops to engage.
- Open door group – Thursdays

5. Next Steps

This event is the start of a Community Engagement process which will inform how best to deliver the health and social care services in the future based on the views of the community.

The event provided access to a wide range of expertise, knowledge and ideas on how best to develop health and wellbeing in Stewarton and surrounding villages. The report of the event will be considered by the Stewarton Health and Wellbeing Steering Group and from this the next steps will be planned.

Updated information will be available on the [East Ayrshire Council website](https://www.east-ayrshire.gov.uk/SocialCareAndHealth/East-Ayrshire-Health-and-Social-Care-Partnership/Caring-for-East-Ayrshire/Community-Engagement/Stewarton.aspx) when available. <https://www.east-ayrshire.gov.uk/SocialCareAndHealth/East-Ayrshire-Health-and-Social-Care-Partnership/Caring-for-East-Ayrshire/Community-Engagement/Stewarton.aspx>

Attendees

Appendix 1