



Primary Care Strategy 2023-2026

Participation and Engagement Consultation Summary

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Introduction

The Primary Care Strategy is currently in development as one of the key 9 strategies defined in the HSCP Strategic Plan 2023-2026. The Strategy will focus on recovery, growth, and transformation to ensure Fife has a resilient and thriving primary care at the heart of an integrated health and social care system. The primary care strategy will focus on recovery of primary care, improving quality and making systems sustainable.

Fife Health and Social Care Partnership's Participation and Engagement Team is supporting the development of the Primary Care Strategy 2023-2026 working group through consultation on the Vision, Mission & Deliverables to ensure that they are realistic, achievable and to identify any gaps that need to be addressed.

This consultation summary highlights the feedback from those who responded to this consultation, which was open for a 5-week period from 24th April to 26th May.

Previous Engagement

The following consultation was previously undertaken to help inform the National priorities.

- ✓ Public engagement was undertaken by the Scottish Government HACE Survey 2022. (Published May 2021-2022) with over 8,000 responses (27% response rate) received from Fife.
- ✓ 'What Primary Care Looks Like for The Next Generation' survey.
- ✓ Local engagement as part of the HSCP Strategic plan.

Further engagement work as required to ensure that the national priorities and delivery plan met the needs of the public as well as ensuring they can realistically be delivered by the 4 key service providers- GPs and surgery staff, community pharmacy, dentistry and optometry.

Methodology

The consultation was conducted online via an online survey (Microsoft forms) and 3 online events which were open to staff from the NHS, Fife Council, Primary Care, HSCP and Third and Independent Sectors.

A further online survey (Microsoft forms) was sent to nominated public representative forums which included:

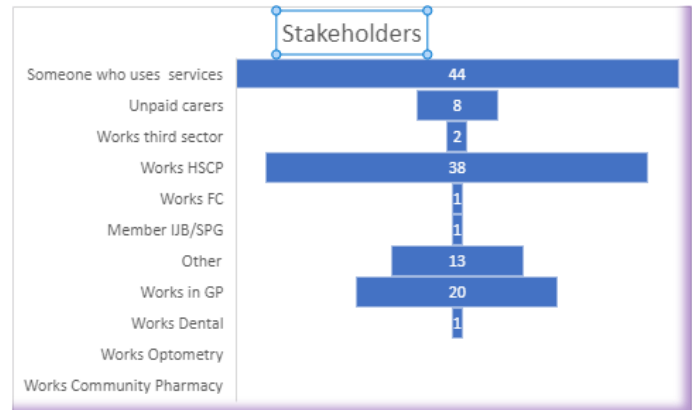
Fife International Forum	FC Peoples Panel	Equalities Forum	IJB Carers representative
	NHS Virtual Group	Fife Carers Centre	IJB Public representative

Consultation Summary

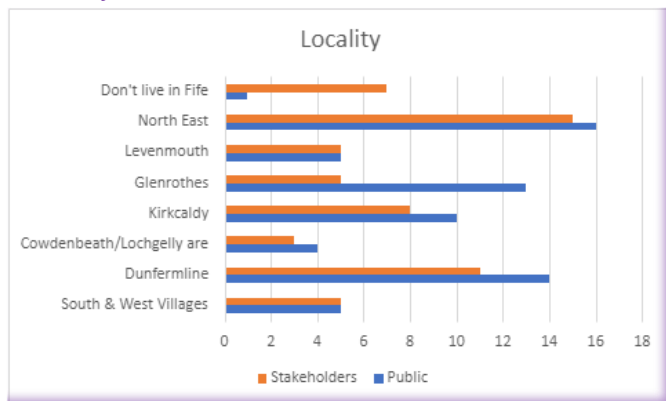
Response Rate

A total of 156 people took part, 128 through the online ms forms consultation and 28 who attended the online events.

- **Staff:** The Microsoft form was completed by 60 staff with a further 28 staff attending one of three online events. The majority of responses were received from Females (70%) with the overall ages being between 35 – 54.
- **Public:** The Microsoft form was completed by 68 members of the public with an equal representation between male and female genders and within the age categories of 45 and above, of which 66% of responders recorded as 65+.



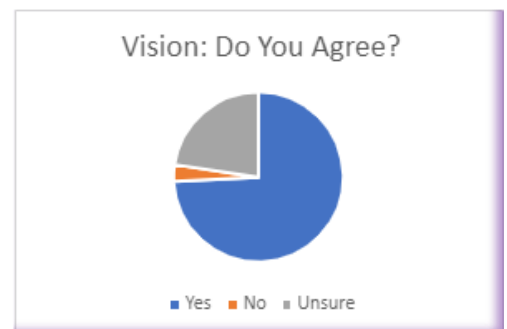
Locality



A representation from across Fife was obtained with the highest responses coming from Dunfermline & North East Fife localities.

Primary Care Vision

78% of public representatives agreed with the vision in comparison to 70% of staffing group with a larger percentage of staff being unsure. A key theme was the feasibility to deliver the vision and whether aspirations were matched by appropriate mechanisms and resources, with funding and work force plans being a primary concern. Minimal comments were received from Dentistry, but the pressure dental services are under was referenced.



There was recognition from the public that they needed to take responsibility for their own health as well as from 'staff' that 'patients needed to be educated and empowered.

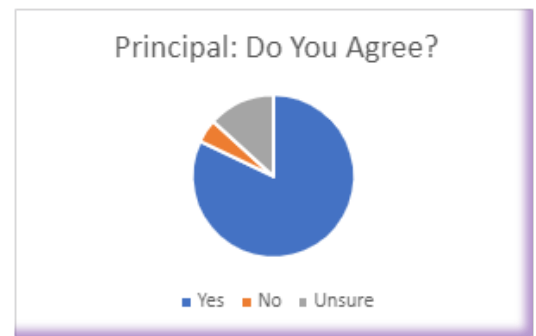
'Agree, but infrastructure funding may be needed to achieve the vision'.

'I agree but in reality, this feels highly ambitious given the crisis that the NHS is in and the staff shortages both within primary and community settings'.

Primary Care Principles

The public and staffing groups were in alignment with both having 82% agreeing with the principles.

There was a high level of support for the principles with positive comments recognising the recognition of requirements. There is the appetite to see these delivered with evidence of impact to ensure accessibility of services, expertise, and support for everyone. The key theme from the public were around access to services whilst stakeholders focused on delivery of these in view of work pressures.



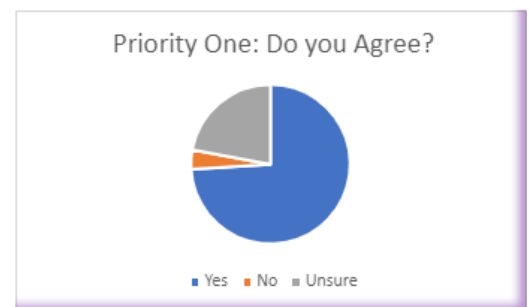
‘Many people have difficulty finding or contacting the help they need. These principles seem to address this’.

‘Local access to information, expertise and support is important. Good information delivered early and with community support helps early interventions and ultimately help support the NHS long term’.

‘Principles are sound, my concern is how they will be put into practice’.

Priority One Deliverable

Similar results were received from the public and staff with overall 74% agree with this deliverable. There was also minimal difference between those staff who completed the survey online and those who attended the live events and had the benefit of a presentation. This deliverable had the lowest percentage of those that disagreed however the highest percentage of those that were unsure.



Key comments related to: resources, effective communication, and connectivity between services with the requirement to enhance partnerships, understanding & flexibility across organisational working. Resources were a key theme featured in all categories relating to time, funding, staff & support to enable people to be able to deliver this, to reduce backlogs and deliver a continuity of care. Request for a clear line of vision of where we are now and sight of deliverables as it was felt the ‘Devil is in the detail’, Comments also surrounded ability for easier access to services and enhanced communication within the public domain of the proposed delivery plan as well as the status of services.

‘Invest more in a dual-focus approach - help services to both transform and try new ways of working whilst addressing backlog. This requires clinicians to be given job-planned time and space for new ways of working. It cannot be something fitted into existing work requirements.’

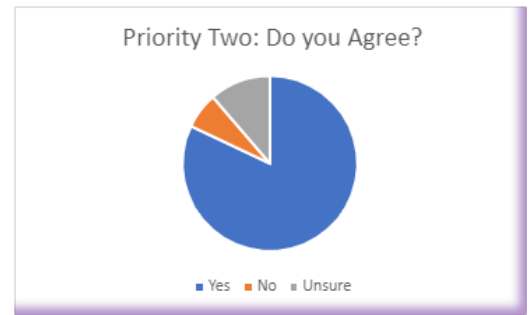
‘Be open to the idea of providing services outwith normal hours so tat everyone is able to access the help they need even those that work during normal office hours’

Priority Two Deliverable

87% of the public and 76% of staffing groups agreed with this deliverable with 12% of staff compared to only 3% public disagreeing. This may be due to the operational knowledge by stakeholders as the key theme related to the recruitment and retention of staff with comments surrounding pay, acknowledgement, support, terms & conditions and incentivisation. There was recognition that:

'A lot of this is outside of the control of Fife' and that *'This deliverable should be more specific on what can be achieved'*.

'It's fine thinking the partnership is going to achieve your goals but can the staff cope with these new values and will it have a knock-on effect to the patients'.



Priority Three Deliverable

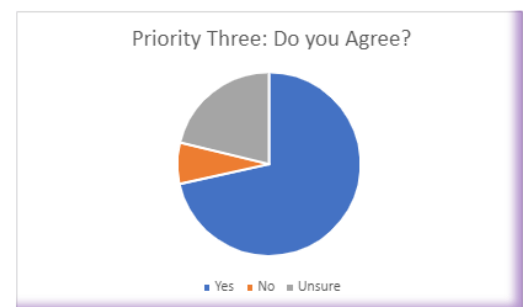
Overall, 72% agree with this deliverable with a breakdown of 81% from public and just 64% from staffing groups.

Staff commented mainly on the condition of properties, the cost to improve these, funding provision and communication whereas the public's focused on the need for more staff and for budgets to be provided to enhance access to services. There were also some comments that reflected on the definition of 'asset-based approach' and 'neighbourhood'.

'a baseline to be achieved before moving'.

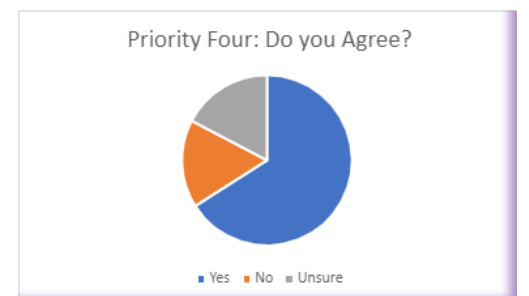
'Facilities need investment. Care needs to be provided in an environment that is fit for purpose, welcoming, feels safe. Run down clinics do not convey a sense of value to people accessing these services.'

'More money needed to recruit and retain staff.'



Priority Four Deliverable

This question regarding digital solutions generated the lowest 'agree' response of only 66%, driven by the public response rate of 55% compared to 78% from staffing groups. Similarly, both 'no' and 'unsure' responses were at 17%. The two main themes emanating from both the public and staff around digital solutions was that only part of going forward should be digital and access to face to face should always be an option. It was felt that there is also a requirement to invest in IT to enable more digital pathways, joined up IT systems and enhanced IT communication between departments so that everyone can share information easily.

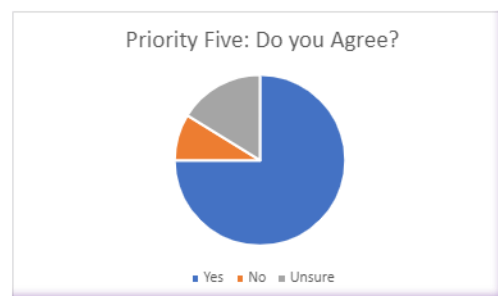


‘Digital and technology methods are only part of the solution - the major emphasis should be on a people-based delivery mechanism’.

‘Ensure any innovation in digital technology used in Primary care is fully integrated across the board and if possible, between boards across Scotland’.

Priority Five Deliverable

The overall percentage of 75% agreed which was boosted by the staffing group at the online events who voted 90% in agreement to this deliverable around Primary Care contributing to improving health and wellbeing and reducing inequalities. Most people agreed with the need to reduce inequalities, those unsure were needing more information such as the ‘how’. Comments went back to access and the importance of local services. Partnership working was also a theme with the suggestion of patient hubs, wellness spaces and health education. Co-design was mentioned in the outcome and several comments were unsure this could really be achieved.



‘Work with other agencies: have patient hubs where they can access computer and help e.g. wells’

‘Develop systems to actively identify where inequalities exist (similar to the GIRFEC model) and then use this to plan care and support.’

Conclusion and Key Themes

The public and staff have been very passionate about the importance of getting primary care right. Overall, the public and staffing groups have agreed with the proposed vision, principles, and deliverables with the key themes on delivery relating to access to care, availability of resources particularly staff, communication through information sharing, to patients and technological ability and the need for a joined-up approach. There have been many comments around funding, lack of staff and difficulty in accessing services but there is an appetite to understand the delivery plans and how they will achieve the proposed deliverables.

The Partnership has received a significant number of positive comments during this consultation, complementing the vision with positive messages *‘It appears to show an awareness of the needs of the users whilst mindful of the challenges facing providers at present’*.

Fife Health and Social Care Partnership would like to thank everyone who has responded to this consultation for their time, and for sharing their views on the draft of the Primary Care Strategy 2023 – 2026.