

What have people told us so far?

Public involvement is a principle that underpins the Programme to:

- Raise awareness and hear initial feedback about need to change and the proposed direction of travel
- Understand what matters most to people to help inform future service delivery models


Worked with Health and Social Care Partnerships and Stakeholder Reference Group

- January to May held 17 Meetings held across greater Glasgow and Clyde
- 569 people - the public, community planning and Third Sector Staff have provided feedback




Feedback: What matters most?

Person Centred Care

-  People said that the elements that make up person centred care were the most important and future models of care should be built around this to be consistent and coordinated around individual needs



What they asked about / told us:

-  Treat people with respect as individuals recognising the knowledge skills and experience they have to sometimes also know what works best and above all communicate with them and each other

Access


-  People said that access is important in terms of how easy and quickly they get advice and treatment, but also physical access is important and where possible they want local services

What they asked about / told us:

-  Services there when you need them most in emergency and crisis and not waiting too long for appointments, procedures and services
-  Transport and travel can be an issue in terms of time and cost and is universal across the whole of Greater Glasgow and Clyde

Feedback: about the Programme


The challenges

-  People widely acknowledge that health and social care is struggling to keep pace with demand and recognise that there is competition for scarce resource and financial pressures

What they asked about / told us:

-  Where is the funding going to come from to transform services to bridge the gap and where will staff come from?

Direction of travel and new models of care:

-  People welcomed more services being delivered closer to home, understood that that specialist services cannot be delivered everywhere and the increasing use of technology


What they asked about / told us:

-  Don't just shift care to home but connect people to their community and consider how some people have difficulty with travel and not everyone has access to or uses technology





Feedback: about the Programme

Education and Support

-  People said we need to improve knowledge of and confidence in alternatives to change how people use services and more needs to be done to support self-management and healthier lifestyles

What they asked us about / told us:

-  GPs and hospital are trusted as the experts where you can get advice and everything done without going elsewhere so other services need to be as easy to access
-  Provide people with accessible information and support to make better decisions and take more responsibility for their own health and care

Other 'assets' will be critical to success

-  People recognise how the vision was clinically but other critical and valued assets – carers, communities, planning partners and the Third Sector - need to be recognised and much more visible



Table top discussion

- We would like to ask you to spend 15 minutes on each question be

How can health and social care services optimise how we work alongside the Third Sector to meet the challenges we face?



How can we ensure that we are able to reach, engage with and involve people to deliver services that meet their needs?



Displays & Networking



Next steps

