

**To: Renfrewshire Integration Joint Board**

**On: 29 January 2021**

**Report by: Interim Chief Officer**

**Subject: Health and Care Experience Survey 2019/20**

Direction Required to Health Board, Council or Both	Direction to:	
	1. No Direction Required	X
	2. NHS Greater Glasgow & Clyde	
	3. Renfrewshire Council	
	4. NHS Greater Glasgow & Clyde and Renfrewshire Council	

## 1. Summary

- 1.1 Performance information is presented at all Renfrewshire IJB meetings. The purpose of this report is to update on Renfrewshire's performance in the biennial Health and Care Experience Survey 2019/20.

## 2. Recommendations

It is recommended that the IJB note:

- Renfrewshire's performance in the Health and Care Experience Survey 2019/20; and
- The Partnership's commitment to improve results in targeted areas, and the actions being undertaken to do so.

## 3. Background

- 3.1 The Health and Care Experience Survey has been commissioned by the Scottish Government every two years since 2009 as part of the Scottish Care Experience Survey Programme. The survey was widened in 2013/14 to include aspects of care, support and caring responsibilities, to support the principles underpinning the integration of health and care in Scotland, outlined in the Public Bodies (Joint Working) (Scotland) Act 2014. The Survey covers five areas of health and care experience:

- The GP practice
- Treatment or advice from the GP practice
- Out of hours healthcare
- Care, support and help with everyday living
- Caring responsibilities

- 3.2. It asks people about their experiences of health and care services so we can learn from those experiences and use them to inform service improvement. The survey was managed by the Scottish Government in partnership with the Information Services Division (ISD) of NHS National Services Scotland. You can view the full Survey Results via the Public Health Scotland Dashboard at the following link: <https://beta.isdscotland.org/find-publications-and-data/health-services/primary-care/health-and-care-experience-survey/>
- 

#### 4. Survey Results

- 4.1 This survey is for the period 2019/2020, but unfortunately due to re-wording of the questions asked, only two questions are comparable with the previous surveys carried out in 2013/14, 2015/16 and 2017/18.
- 4.2 The sample size for the Renfrewshire HSCP 2019/20 survey was 21,234 with 4,984 responses, which equates to a 23% response rate and a 3% increase on the 2017/18 response.
- 4.3 The sample size for the 2019/20 Scotland survey was 605,426 with 160,372 responses, which equates to a 26% response rate and a 4% increase on the 2017/18 response.
- 

#### 5. Survey Results' Tables

- 5.1 In Table 5.2 below, we have highlighted the two comparable Survey questions showing the trend from 2013/14 to 2019/20. In Table 6.1, we have listed the new Survey questions and compared Renfrewshire's 2019/20 results with Scotland. The questions asked in each table align with the nine National Health and Wellbeing Indicators.

#### 5.2 Comparable Indicators

The 2019/20 survey results for Renfrewshire show a slight decline in positive responses in the two comparable survey questions ('rating of overall care provided by GP practice' and 'carers supported to continue caring'), while the rest of the results are similar to the national average.

**Table 5.2: Survey Questions Comparison - 2013/14 to 2019/20**

H&SC Survey questions aligned to National Health and Wellbeing Outcome Indicators	2019/20	2017/18	2015/16	2013/14
Rating of overall care provided by your GP practice	82%	84%	88%	85%
Carers feel supported to continue caring	33%	36%	39%	40%

### 5.3 **GP Practice Care**

Survey results are shared with all GP practices in Renfrewshire and the HSCP is committed to provide any additional support required. This has been an exceptionally challenging year for GP practices due to the pandemic and will remain so for the near future.

The General Medical Services contract includes plans to expand the multi-disciplinary workforce in primary care so they can work alongside GPs to share the delivery of care made up of roles including pharmacists, pharmacy technicians, physiotherapists, advanced nurse practitioners and link workers. Also, there are Community Link Workers in each of our local GP Practices can offer appointments to support patients link with activities and resources in the community, including advice on money, benefits, housing, mental health and wellbeing, volunteering and employability.

### 5.4 **Supporting Carers**

The Partnership is committed to improving on the above areas, particularly focusing on carers feeling supported to continue caring. Numbers have declined in line with national figures which have seen a 6% decrease over the four surveys, with Renfrewshire experiencing a 7% decrease. However a large proportion of respondents gave a neutral response to this question (45% in Renfrewshire and 42% in Scotland), with 22% responding negatively in Renfrewshire (23% in Scotland), which is a 1% decrease on the 2017/18 result of 23%. It should also be noted that 67% of Renfrewshire respondents stated that 'I have a good balance between caring and other things in my life' compared to 64% in Scotland.

The Renfrewshire Adult Carers' Strategy was approved by the IJB on 20 March 2020. It was developed in consultation with carers and sets out several key priorities for the HSCP, including the identification of carers. Improved identification by health and social care staff, third sector organisations and in communities, will ensure a greater number of carers receive the support they need to continue to care. National and local surveys carried out during the COVID-19 pandemic have also highlighted the importance of identifying and supporting carers.

In response, the HSCP has identified non-recurring one-off Carers' Act funding of £200,000. The funding will be used to develop new support for carers and is available due to lower than expected demand for respite due to the COVID-19 pandemic. This funding will be used to support carers in line with the Strategy to develop a sustainable Carers' Partnership and respond to the challenges of continuing to care during the COVID-19 pandemic.

These developments will be in addition to the current support for carers, including targeted support during the COVID-19 pandemic:

- Developing a triage system for carers who are providing personal care to access PPE. As of November 2020, the Carers' Centre has made 339 PPE deliveries to 130 carers
- Completing Adult Carer Support Plans remotely

- Regular check-in calls to find out if support needs have changed
- Moving training and one-to-one and group support online (Alzheimer and Dementia, Parent Carer, Male Carer, Mental Health Carer)
- Providing COVID-19 specific training courses including: Autism Quarantine Anxiety, Energy Booster During COVID-19, and Helping Carers Cope During Lockdown
- Providing opportunities for online peer support and social interaction, including Stroke Café (with Stroke Scotland) and Family Bingo.

## 6. New Survey Questions

### 6.1 Renfrewshire and Scotland Comparison

In Table 6.1 we show the rest of the questions aligned to the National Outcome Indicators. Renfrewshire HSCP results are similar to the Scotland average.

**Table 6.1: Survey Comparison 2019/20 – Renfrewshire & Scotland Average**

H&SC Survey questions aligned to National Outcome Indicators	Renfrewshire	Scotland
In general, how well do you feel that you are able to look after your own health (very well/quite well)	91%	92%
I was supported to live as independently as possible	67%	70%
I had a say in how my help, care or support was provided	62%	63%
My health, support and care services seemed to be well coordinated	60%	62%
Overall, how would you rate your help, care or support services? Please exclude the care and help you get from friends and family	68%	69%
Overall, how would you rate the overall care provided by your GP practice?	82%	79%
The help, care or support improved or maintained my quality of life	65%	67%
I feel supported to continue caring	33%	34%
I felt safe	70%	73%

### 6.2 Annual Performance Report

The recent Annual Performance Report published in October 2020, illustrated the work we are progressing to improve our performance across these areas. We have highlighted some recent examples below and you can find the full Report at [http://www.renfrewshire.hscp.scot/media/12672/Annual-Performance-Report-201920/pdf/Renfrewshire\\_HSCP\\_Annual\\_Report\\_2019-20.pdf?m=1602257870200](http://www.renfrewshire.hscp.scot/media/12672/Annual-Performance-Report-201920/pdf/Renfrewshire_HSCP_Annual_Report_2019-20.pdf?m=1602257870200)

### 6.3 **Meeting the needs of Service Users**

Our help, care and support services are subject to an ongoing process of review to ensure they are relevant to the changing needs of our service users. In addition, care plans are developed by service users with the support of an allocated worker. Self-Directed support also offers choice and control on how services and supports are provided. We are introducing a Scheduling and Monitoring System for Care at Home Services, which will provide more accurate management information and improve how we schedule our care workers' visits, enabling us to better manage our resources and offer a more responsive service. The system will provide information to support, review and monitor care provision, in turn enabling people to live as independently as possible.

6.4 Our Learning Disabilities Service also operate a system of continual assessment and review, working closely with day and respite services and third sector partners to ensure service users are appropriately supported using their Four Tier model of support. The aim is to minimise the risk of family placement breakdown, carers' stress and anxiety, isolation, and poor mental health. To help them do this they use digital technology such as laptops and social media to help reduce social isolation and communicate with service users. In addition, activity packs have been rolled out, designed by Occupational Therapy colleagues, with the aim of increasing and maintaining independence, motivation, skills and positive mental health. A Risk Register is also in place to help identify and reduce the risk of placement breakdown and admissions to hospital.

### 6.5 **Improving Health and Wellbeing**

In terms of the statement 'the help, care or support improved or maintained my quality of life', we are working closely with third sector and community partners to focus on key priority areas identified by the Strategic Planning Group to improve health and wellbeing. Funding of more than £250k is being allocated to a variety of projects across Renfrewshire which will address a wide range of issues in partnership with local groups and people, encouraging individuals and communities to take more control of their health and wellbeing. In addition, we continue to fund and support the Community Connectors' Project, enabling people to receive more focused support via Link Workers in their GP practice.

### 6.6 **Keeping People Safe**

The last question in Table 6.1 is the statement 'I felt safe'. Renfrewshire's performance of 70% is slightly lower than the Scottish average of 73%. Community and Public Protection remains a high priority for Renfrewshire Council and the Partnership, and we continue to work with partners to achieve five key priorities:

- Protecting vulnerable adults and children, ensuring they can live safely and independently
- Tackling domestic abuse and gender based violence
- Managing risk of harm and offending behaviour

- Supporting prison leavers within the Community Justice arrangements
- Making sure we are ready to respond to major threats and crisis.

6.7 The Community Safety Partnership Daily Tasking also continues on a daily basis with the Police and the Council triaging incidents and ensuring they are passed to the relevant agencies for action. The CCTV Hub also continues to be staffed with cameras fully operational and supported by targeted Warden Patrols in mobile CCTV vehicles.

---

## Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community Planning** – None
4. **Legal** – Meets the obligations under clause 4.4 of the Integration Scheme.
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement have been identified arising from the recommendations contained in the report.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None

---

**List of Background Papers** – None.

---

**Author** Clare Walker, Planning and Performance Manager

Any enquiries regarding this paper should be directed to Frances Burns, Head of Strategic Planning and Health Improvement ([Frances.Burns@renfrewshire.gov.uk](mailto:Frances.Burns@renfrewshire.gov.uk)/ 0141 618 7621/07966 160175)