

We Have Listened

Talking to people in the community about
the Strategic Plan





NDTi have been doing some work for the Scottish Borders Health and Social Care Partnership.



NDTi have been talking to the people about their experiences and priorities for health and social care. This will contribute to the Strategic Plan for 2023-2026.

What we did



NDTi did an online survey and 737 people responded.



We also did face to face events such as drop-in sessions. 27 people came to these sessions.



We spoke to 130 people from different equality groups, including people with a Disability, carers, people from ethnic minority communities and people in the LGBTQ community.

What did people with learning disabilities say?



We spoke to 13 people with learning disabilities and their families.



The questions we asked included:



- Which parts of health and social care work well where you live?
- Which parts of health and social care could be improved where you live?
- What are the priorities for health and social care in the next 3 years?





They said that some things that work well at the moment are:



Having a voice and being part of panels.

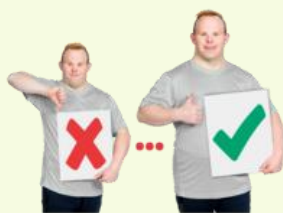


Getting support in the community, including peer support.



Taking part in community groups such as walking groups and the gym.

The hospital liaison service.



They said that some things that could be improved are:



A better way of letting professionals know when someone has a learning disability.



Better transport options, especially when you live in the countryside.



Home carers being able to spend more time with people.



More things for people to do during the day such as doing a job, volunteering and doing things with other people.



Knowing where to go for information.

What did most people say?



People said that the following things were Important to them:



Staying independent – staying in your own home and your community.



Better communication – so that people know what's happening.



Living a good life – helping people to stay well and happy.

What is working well?



Involving people who use social care when making decisions about services and jobs.



Services that people use in an **emergency**.



When **voluntary and charity organisations** work together with the council and the NHS in the local community.



Peer support for people with mental health conditions and people with dementia.

What needs to be improved?



Being able to see a **GP** when you need to, particularly for people with long-term health conditions.



Staff shortages in the **NHS** and social care.



More support for **people who care for a family member**.



More support for **people with dementia**.



Being able to see an NHS dentist.



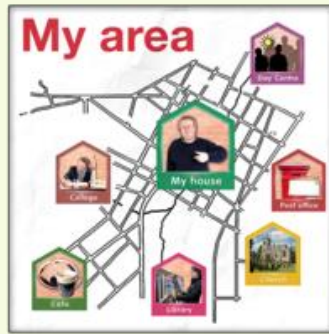
Better communication between different services like housing, transport, benefits and health and social care.



Better communication with patients to let people know what's happening and make things easier to understand.



Involving people who have lived experience when planning services.



Being able to get health and social care **where you live.**

What is most important for the Strategic Plan?



Information about how to get help when you need it, available in different formats.



Talking to communities and people when planning services.



Better access to primary care, including GPs, dentists and community nursing.



Getting more people to work in health and social care.



Services working together.



Shorter waiting times for social care and support.



More support for family carers.



Keeping fit and healthy.



Helping people early so health problems don't get worse.



We would like to thank everyone who provided comments.



This feedback will be used to help inform the next Health and Social Care Strategic Plan for 2023-2026.

