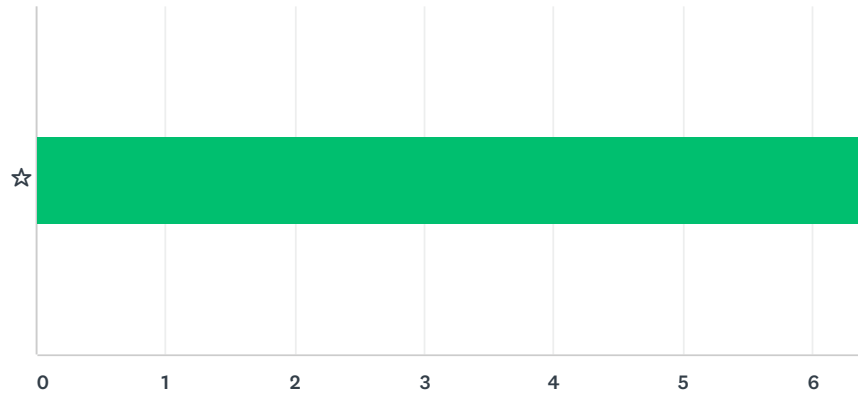


Q1 Ease of reading: On a scale of 1 (not easy to read) to 10 (very easy to read) how easy was the plan to read?

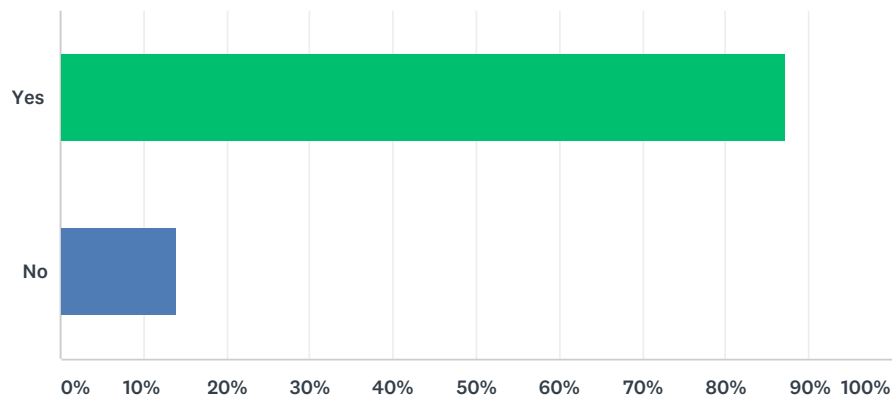
Answered: 63 Skipped: 29



	NOT EASY TO READ	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	VERY EASY TO READ	TOTAL	WEIGHTED AVERAGE
☆	4.76% 3	3.17% 2	11.11% 7	7.94% 5	6.35% 4	6.35% 4	15.87% 10	22.22% 14	14.29% 9	7.94% 5	63	6.4	

Q2 Vision: Do you agree with our vision?

Answered: 78 Skipped: 14



ANSWER CHOICES	RESPONSES
Yes	87.18% 68
No	14.10% 11
Total Respondents: 78	

#	COMMENTS	DATE
1	Add 'services' after 'health and social care'. There also needs to be something about the accessibility and provision of information in the what we will do, to enable people to make informed choices	3/7/2019 9:43 PM
2	Some jargon	3/5/2019 4:18 PM
3	Aspirational on places	3/5/2019 12:11 PM
4	the vision is good but carrying it out is the difficult bit. you need to get everyone on board	3/2/2019 7:56 PM
5	20 pages not helpful to members of the public. Feel a version without detail?	2/28/2019 4:11 PM
6	Please address some jargon - e.g. what is pharmacotherapy	2/28/2019 4:07 PM
7	The focus of the draft plan aligns perfectly with the new model of dementia care that is being developed at the Kirrie Connections dementia support project in Kirriemuir. The charity is working with the University to open the first "Meeting Centre" in Scotland. Meeting centres are a grassroots model. Built from within the communities they sit in. Solid evidence base of the efficacy of Meeting Centres as a successful preventative model. See: Dröes, R.M., et al., Effect of combined support for people with dementia and carers versus regular day care on behaviour and mood of persons with dementia: results from a multi-centre implementation study. Int J Geriatr Psychiatry, 2004. 19(7) Droes, R.M., et al., Effect of combined support for people with dementia and carers versus regular day care on behaviour and mood of persons with dementia: results from a multi-centre implementation study. Int J Geriatr Psychiatry, 2004. 19(7) Dröes, R.M., et al., Effect of the Meeting Centres Support Program on informal carers of people with dementia: results from a multi-centre study. Aging Ment Health, 2006. 10(2) Kirrie Connections will be first Meeting Centre in Scotland. Angus has the potential to be a leader in Scotland for this model. Kirrie Connections are members of University of Worcester Meeting Centre UK Reference Forum and Age Scotland's National Policy & Practice Forum for Dementia.	2/28/2019 9:24 AM
8	I think there are many positives, but it does seem like a lot of words, with no substance, I would like to see tangible plans, with funding options, budget allocation and the commitment of funding to deliver on suggested pathways. I would also like to see target times for delivery of the elements in the plan.	2/27/2019 12:19 AM
9	but clearer, simpler language	2/26/2019 4:25 PM
10	But make it simpler	2/26/2019 3:33 PM
11	You need more staff. We have made choices on services & housing because of staff, only to then have them taken away. We don't want digital mats and beepers - we want a face and somebody there.	2/26/2019 3:27 PM
12	but who will	2/26/2019 3:16 PM

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13	I agree that resources have to be directed to those most in need however, I believe it is unrealistic to expect the reductions you propose on page 5.	2/26/2019 1:54 PM
14	Question is can you deliver?	2/25/2019 9:33 AM
15	I don't believe that the 'working together' words are turned into action. Members of the AHSCP should, when required, make themselves available to individual partners. Working together does not sit well with budgets being threatened/cut	2/22/2019 3:16 PM
16	I agree with the sentiments, and know money must be saved, but feel that the care home sector was hardly mentioned.	2/22/2019 7:59 AM
17	not sure - there was too much to take in easily	2/21/2019 5:06 PM
18	In essence, yes. But to digest the whole thing is asking a lot. some of the print is too small for easy reading. There is rather a lot of repetition and summaries would be useful.	2/19/2019 11:54 AM
19	given the resource shortage its time to do things differently and we all have to step up as part of that given that our health is in our hands.	2/18/2019 2:08 PM
20	However there needs to be more co-production with communities, not this "doing to" attitude and a bigger emphasis on the importance of good communication and communication skills for staff. Lack of good communication and/or having difficulty in communication leads to isolation, social exclusion and inevitably impacts on people's health, mental health and wellbeing.	2/13/2019 11:28 AM
21	In so far as it goes. I am concerned about the centralisation of services and the neglect of rural areas some of whom already stood at SIMD5 for access. Saving money by reducing services and access will have consequences.	2/12/2019 12:54 PM
22	Not enough clear and open consultation with patients or staff. ideas put forward not considered. It appear that the plan has already been developed and consultation has not happened. Communication has been given but it has not been clear and open about loss of services in the community, patient still do not know what the plan is if any.	2/11/2019 2:04 PM
23	I think the vision is broadly okay but needs tidied up	2/11/2019 11:45 AM
24	nice to have a vision but you know and i know without proper funding its a pipe dream	2/9/2019 10:31 AM
25	It's great that it recognises we all have to do something to make a difference and support our NHS and care services.	2/8/2019 10:37 PM
26	We will always need hospital-based services. People are dying in the community due to lack of care and support.	2/8/2019 12:26 PM

Q3 What more do you think Angus HSCP should be doing to make a positive difference?

Answered: 84 Skipped: 8

#	RESPONSES	DATE
1	Promote the realistic medicine message. Catherine Calderwood's definition is about conversation between clinician and client to make shared decisions. It's not about focusing on costs.	3/7/2019 9:43 PM
2	Generally happy with care. Unimpressed with levels of social care (in run up to death husband 3 years ago) No respite No empathy No carer support	3/6/2019 3:10 PM
3	Carnoustie GPs - seems to be a challenge to get services to Barry Downs	3/6/2019 3:07 PM
4	Generally positive experience with good tie up with healthcare & social services. Dying husband well looked after, good comms (Monifieth Integrated care)	3/6/2019 3:03 PM
5	Access to GP appointments. No continuity due to GPs working part-time	3/5/2019 4:23 PM
6	Suffers COPD. Well supported. carer for wife (could do with more info). Website noted. Will go online & complete Q. Happy with Vision statement.	3/5/2019 4:21 PM
7	Keep doing what you are doing. Experience of learning disability support for son has just been excellent.	3/5/2019 4:19 PM
8	Good & bad experiences of both health & social care. Access issues Health practice. Good experience with SDS prior to husband passing last year. Good comms & empathic approach to care	3/5/2019 4:17 PM
9	Not sure, money must be a real problem	3/5/2019 4:15 PM
10	Very enlightened by what we are trying to achieve. Good insight into issues & challenges. Agrees strongly with Vision statement. Worried re future of services generally.	3/5/2019 4:12 PM
11	Uses service regularly. Impressed with aspirations as outlines in Com Plan. Very supporting of Vision statement & fully supports priorities as 'the right approach'. Will complete online.	3/5/2019 4:10 PM
12	Help people at home, make sure enough services available. Access to physio needs to be improved. You wait too long - phoned and asked 16 questions before getting an appointment. Should have been able to send out exercise advice while I was waiting for the appointment.	3/5/2019 3:59 PM
13	Disappointed with service (Carnoustie) No social care support 18 months *Elizabeth McGillivray	3/5/2019 3:52 PM
14	Help people at home when they don't need hospital. GP appointments.	3/5/2019 3:15 PM
15	Communication between services	3/5/2019 3:12 PM
16	Improve quality of care in care homes (Antiquary House)	3/5/2019 2:56 PM
17	Make better use of Stracathro Hospital - why refer to Ninewells always?	3/5/2019 2:55 PM
18	GPs need to work full time (Carnoustie). GP phone systems don't work to get appointments. Too much focus on people who are at GP every week rather than people who phone for appointment but hasn't used the service for months/years.	3/5/2019 2:52 PM
19	Thank you - you are doing a great job	3/5/2019 2:49 PM
20	Keep engaging at all levels & let the public know what you are doing at all times. Use all mediums of engagement. Do it locally, all over Angus & be straight with the public. If it is difficult to deliver something, tell them. They may not like it and moan but honestly is always (well nearly always) appreciated.	3/5/2019 1:00 PM
21	By continuing along the road of encouraging and informing the people of Angus as to what you do and when you do it, talking to the people of Angus on the journey makes it easier for you to get the message out there.	3/5/2019 12:32 PM
22	I appreciate the engagement we have with the partnership however I would like to have more regular communications so that as a department in the college we could support more training and offer apprenticeships for the current workforce	3/5/2019 12:13 PM
23	Make sure the plan is seen by the communities that it is helping.	3/5/2019 12:11 PM
24	I think you are trying to do too much and the report does not show me that you are focussed enough. The team should really think about what is important, the most important things and communicate and implement those well. 4 to 6 really important things. And don't add everything else to them.	3/5/2019 5:26 AM

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25	Making sure communities / users of services are central to plan	3/3/2019 8:31 PM
26	really listen to what the public are saying. they know best what affects them and how. Qualitative evidence is just as valid.	3/2/2019 7:56 PM
27	I have all the help I need - listening to people about their needs.	2/28/2019 4:23 PM
28	Encourage an active lifestyle by subsidising season tickets	2/28/2019 4:21 PM
29	Use finance most effectively	2/28/2019 4:17 PM
30	More communication. Experience in my job shows this is not very good. More use of sheltered housing for those who need it. if it means a flat rate charge.	2/28/2019 4:15 PM
31	GP appointments need to be easier to access. Information for carers. Promotion of available services.	2/28/2019 4:13 PM
32	I'm not sure what you could do & I am aware that finance is difficult but I did not feel this document would make a positive difference.	2/28/2019 4:11 PM
33	Better access to podiatry for diabetic services - seem to be understaffed. Referral to physio takes too long. Referral to psychiatry also takes too long. Pharmacy on discharge from Ninewells can keep you in hospital for several hours waiting for prescription.	2/28/2019 4:07 PM
34	GP telephone appointment system - waste of time. Surgeries all different.	2/28/2019 4:04 PM
35	Influence transport - more public transport between Montrose & Forfar	2/28/2019 3:50 PM
36	nothing at present	2/28/2019 2:28 PM
37	Increasing the availability of mobile digital devices for outreach workers. Include ground level workers in strategic recovery group meetings rather than wholly management. This will greatly enhance the possibility of links being developed at ground level with related community agencies which can offer positive activity and outcomes for our clients.	2/28/2019 11:32 AM
38	The commitment to support the good work the third sector is doing in Angus is commendable. However, if this isn't combined with ongoing financial support it may be pointless. If the third sector is to take up some of the slack from the HSCP then they must be fully supported on all levels.	2/28/2019 9:24 AM
39	Think the plan represents a good way forward given difficult circumstances, however, would like to see more detail on workforce development - care needs are increasing but care roles tend to be very poorly paid despite being such an important job - can anything more be done to address this? It may not be within the gift of local HSCP to address this but doesn't mean that it shouldn't still be raised as an issue.	2/27/2019 3:18 PM
40	I feel there should be more thought to bring health and social care partnership together with Housing provision. Development of new care village solutions across Angus, where there is a care home with high level needs and new social housing allowing extra care surrounding the care home giving independence, but feeling of security from the close proximity of medical help. I would also encourage the inclusion of Nursery provision as part of these care village solutions as this has been proven to aid the elderly in later years, but also help young children grow to respect and understand older members of our society better. It has the potential to share costs across a number of services locating in one facility.	2/27/2019 12:19 AM
41	Move to digital Go online and books appointments at GP's What's available - get it out there.	2/26/2019 4:25 PM
42	Struggle to see GPs	2/26/2019 3:54 PM
43	Better assessment, making sure people get appropriate care. Better access to GPs More care managers - assessment reviews are getting short changed.	2/26/2019 3:53 PM
44	I've found the services I've used to all be excellent, especially good care and support from GP.	2/26/2019 3:46 PM
45	People out of hospital & having people ready to help and not wait on care. More information - people don't know how to get help when they need it and where to get help from. Need more staff.	2/26/2019 3:44 PM
46	Support for children who get into trouble. There's no discipline, parents don't seem to care. Kids going into school carrying knives but no real punishment (eg strap) Need more drug and alcohol services based in communities, needs to be addressed by housing. Police don't seem to be taking action even though 101 contacted by us	2/26/2019 3:41 PM
47	GP services difficult to access. Uncomfortable with receptionist questions. Trying to discuss hospital letter with GP but receptionist won't give appointment.	2/26/2019 3:36 PM

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48	Make sure that care is available for people getting out of hospital. Palliative care at home for people's end of life should be a priority and people shouldn't be left having to try to arrange it themselves.	2/26/2019 3:33 PM
49	You need to get good publicity - it is all bad news. You don't have enough staff in the community. Hard to get care locally. Care provided for people - need local health services. You need to have enough staff to make sure people get care at home & don't have to go into a care home.	2/26/2019 3:21 PM
50	Need public noticeboards Better cover in the Courier & local press GPs services are a bit poor. Relationship with hospital services doesn't seem right.	2/26/2019 3:16 PM
51	Like the Angus Care Model Need to help the public understand that the receptionist at the GP practice is asking questions so they can give you an appointment with the right professional who may not be the GP	2/26/2019 3:08 PM
52	Not enough staff. Physio & Podiatry services are terrible for waiting times - been waiting 2 years for physio & still waiting! We've had to go private for both.	2/26/2019 3:02 PM
53	Be there in future when and if we need care. Address issues at Carnoustie H.C.	2/26/2019 2:58 PM
54	Listening more to service users. - said in the draft 9 Strategic Plan that (page 9) 'paper copies available in a range of accessible areas' in reference to questionnaires outwith online/Twitter & Facebook feeds. When will Angus HSCP put this right to give everyone a voice - many service users in the community are not digital users (for whatever reason) and are all too often denied a voice as paper copies are NOT readily available in a range of accessible areas. Have raised this point numerous times with Allyson Angus/Sally Wilson - NHS Tayside too has this problem, which needs to be rectified	2/26/2019 2:36 PM
55	Really listening to those at grassroot level. Those receiving services, as well as those providing them.	2/26/2019 1:54 PM
56	Gender-specific trauma-informed services Seek out collaborative opportunities, cutting across "traditional" silos, focusing on need rather than people fitting into services	2/25/2019 4:21 PM
57	Getting practical Words are wonderful but caring people delivering is what the public want to see and speak of.	2/25/2019 9:33 AM
58	See previous reply. When interacting with partners/groups/public be clear when this is consultation and be clear about your intentions	2/22/2019 3:16 PM
59	Continue supporting all providers of care in the community and in care homes/nursing homes when community support is no longer working.	2/22/2019 7:59 AM
60	Ensuring that there are enough services where needed.	2/21/2019 10:54 AM
61	I think you need to investigate the causes of the issues you are tackling, by finding the root cause and dealing with that it will help to find the correct solutions to sort the problems	2/21/2019 12:49 AM
62	Involving communities in planning	2/20/2019 10:25 AM
63	Less break off groups doing the same thing but have know idea about the other.	2/20/2019 8:34 AM
64	More communication regarding in-patient mental health and access to GP	2/19/2019 5:08 PM
65	Ensuring that all the provisions are actually put into practise is the key to success	2/19/2019 11:54 AM
66	They should work to get mental health services returned to Angus	2/19/2019 1:24 AM
67	I don't see much evidence of support for health improvement. Its hard to change ingrained behaviours, people need more help to make positive changes in their own health and wellbeing.	2/18/2019 2:08 PM
68	More Public Awareness and education	2/14/2019 2:24 PM
69	Working more with local communities at local level to co-design and co-produce service developments etc	2/13/2019 11:28 AM
70	service user involvement in change	2/12/2019 3:49 PM
71	Planning to deliver services in Rural areas and not just in areas with the max population. Communities could be engaged to see what they need and could contribute.	2/12/2019 12:54 PM
72	Preventative work	2/11/2019 7:09 PM
73	Advertising more widely Via news, newspaper and not only social media or posters which were very misleading, not implying any service closures but a redesign therefore not obvious that this would mean local services were being lost. Clarity and honesty if a service is being reduced or closed for example the minor injury service, local hospitals. Not blaming reductions in service on staff recruitment if this is not the case. Stop centralising services to Ninewells.	2/11/2019 2:04 PM
74	I think the plan is not ambitious enough	2/11/2019 11:45 AM

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75	Put more money into good quality social care. Stop cutting services across angus and then expecting higher quality provision	2/10/2019 9:58 AM
76	Focusing on much more engagement and improvement work with staff in developing services. Bottom up approach	2/9/2019 8:45 PM
77	Working more with employed carers so they feel valued. Not introducing new patterns of working(e.g. Shift working) without consultation with the carers themselves and consideration of their family needs.	2/9/2019 7:07 PM
78	I think that until we can ensure that nursing home staff get the same support as mental health inpatient nurses in coping with BPSD and aggression amongst people with dementia it will not be possible to support care home nurses to care for the current inpatient population of dementia assessment units.	2/9/2019 4:34 PM
79	primary care needs to get a shake up you have to stand at door 7 30 a m in a line my wife stood 30 mins to get an app she had a chest infection they wouldnt even open the doors so much for a caring health service	2/9/2019 10:31 AM
80	We need to see more outpatient services delivered in Angus rather than the need to go to Ninewells. Provide a range of therapy services at go practices like dietitians and physios, more nurse practioners would help with problems getting appointments with gps	2/8/2019 10:37 PM
81	more community staff, less management	2/8/2019 3:51 PM
82	investing in support for people in their home homes	2/8/2019 1:53 PM
83	Using council SCOs to support people at home, as the use of private companies is failing people	2/8/2019 12:45 PM
84	Increasing local services, as people are having to travel too far to access services now.	2/8/2019 12:26 PM

Q4 What more do you think you can do to make a positive difference to health and wellbeing in Angus?

Answered: 65 Skipped: 27

#	RESPONSES	DATE
1	Promote the message around taking responsibility for your own health. Not making decisions about people because we think it's in their best interests but asking them what matters to them	3/7/2019 9:43 PM
2	Improve GP support	3/6/2019 3:07 PM
3	take control of own healthcare	3/5/2019 4:23 PM
4	I've had a good experience of staff support through my wife's recent dementia diagnosis. People have come to us, kept us informed & involved.	3/5/2019 4:15 PM
5	Be stubborn about my independence. Keep walking. Learn more about staying well.	3/5/2019 3:15 PM
6	Use services wisely	3/5/2019 3:12 PM
7	If you don't use it, you lose it - stay fit and active.	3/5/2019 2:52 PM
8	Keep busy	3/5/2019 2:49 PM
9	Apart from taking adequate steps to ensure I take all practical & necessary steps to ensure my own health and wellbeing is under my control, being informed taking early steps to seek appropriate medical help and being informed and involved in my local community. Taking every opportunity to give my thoughts & opinions on services and their delivery at every level, local or otherwise, shaping services for the future. I cannot think I can do more, or hopefully I do then make a positive difference in the health and social care area.	3/5/2019 1:00 PM
10	I can make sure I try my best to stay as healthy as I can & seek the advice & help of GP etc at the earliest opportunity if I need to. Have a care to friends, family, neighbours & encourage them to seek appropriate help/advice & help them if I can. Apart from that, I cannot think of anything.	3/5/2019 12:32 PM
11	can the college contribute to short health and well being programmes for the partnership	3/5/2019 12:13 PM
12	Encourage communities to stay involved and promote materials	3/5/2019 12:11 PM
13	Live healthy and promote healthy living. Encourage activity and community sports. The use of saltire david Lloyd and other sports centres, Start Park runs and encourage small local providers of that stuff. You could do that too and better.	3/5/2019 5:26 AM
14	ensure the inequalities are addressed, that the factors influencing health are addressed and only then can health issues be addressed. stop the normalisation of obesity.	3/2/2019 7:56 PM
15	Look after myself	2/28/2019 4:23 PM
16	Be responsible for own health. Share stories about people who have turned their lives around	2/28/2019 4:21 PM
17	Be neighbourly	2/28/2019 4:17 PM
18	Spread the word to those in the community who miss out due to no access to technology	2/28/2019 4:15 PM
19	Need to learn more about services available.	2/28/2019 4:13 PM
20	I do what I can.	2/28/2019 4:11 PM
21	Families & friends - help & support their care needs	2/28/2019 4:04 PM
22	nothing at present	2/28/2019 2:28 PM
23	Continue to promote recovery by joined-up working with other agencies and individuals, promote peer mentorship within our client group.	2/28/2019 11:32 AM
24	Meeting Centres are a proven model in preventative dementia care. They improve quality of life and delay institutionalisation. "...on average people with dementia in regular day care centres attended on average 24.8 weeks before they were admitted to a nursing home whereas those attending Meeting Centres were able to remain at home on average for 51.2 weeks before admission to a nursing home became necessary" Dröes, R.M., et al., Effect of combined support for people with dementia and carers versus regular day care on behaviour and mood of persons with dementia: results from a multi-centre implementation study. Int J Geriatr Psychiatry, 2004. 19(7)	2/28/2019 9:24 AM

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25	With the help of employers (and other agencies where people not employed), more time can be given to importance of looking after health - the one mile walk was introduced for schoolchildren - this could also apply to employers and adults - make it commonplace so it's more odd not to do it - but have alternatives for those with reduced mobility so they are not even more isolated - sometimes unintended consequences of encouraging health active lifestyles in workplace is that those who have a disability feel even more left out.	2/27/2019 3:18 PM
26	I can be more mindful of taking care of my own health and wellbeing	2/27/2019 12:33 PM
27	Support elderly people living in the community, take more time to ensure they are managing in their home.	2/27/2019 12:19 AM
28	Groups of people have knowledge to support others/how it is done "how do we use digital GP appointment system" online prescription systems	2/26/2019 4:25 PM
29	Challenging what services provide to make them better.	2/26/2019 3:53 PM
30	Stay fit and healthy Keep walking and doing for yourself.	2/26/2019 3:46 PM
31	Help to care for relatives, friends & people you know.	2/26/2019 3:44 PM
32	Try different services - be accepting	2/26/2019 3:36 PM
33	Care for our own. Look after ourselves better Look out for each other	2/26/2019 3:33 PM
34	Make sure I keep well and take help from my family, and I don't want to end up in a home.	2/26/2019 3:21 PM
35	We're already achieved so much, e.g. closing Strathmartine & Hillside. This comes with responsibility for the public. We need someone with inspiration to challenge the public.	2/26/2019 3:16 PM
36	Keep active Look after myself Understand my medication and take it.	2/26/2019 3:08 PM
37	Provide what care we can to each other, family & friends	2/26/2019 3:02 PM
38	Community need to take a proactive responsibility for their individual health & wellbeing. How to access information & support from Angus HSCP - a single point of contact is needed - has been raised continuously in SEALIG Improvement Group for SE Angus but still not in place - a community request that hasn't been properly addressed by HSCP. Easier access for self-referral to management of long-term health conditions, i.e. pain management/fatigue management, arthritis management etc.	2/26/2019 2:36 PM
39	I look after my own and my families health and wellbeing. I work in social care and share my views through consultations etc.	2/26/2019 1:54 PM
40	As above, more collaboration and more focus on responding to need, changing the way services are delivered to promote continuity and relationships. minimising case management changes	2/25/2019 4:21 PM
41	I deliver seated exercise classes every week, sit on the board of LTC, read for Angus Talking Newspaper, Vice Chair for U3A in Brechin, Silver Line Friend and Community Engagement Volunteer, lead walking group, enjoy aqua aerobics, the gym, eat healthy, non smoker and drink alcohol sensibly. Not sure what else I can do.	2/25/2019 9:33 AM
42	Patient Participation Groups. Groups seeing Doctors for similar issues. Encourage volunteering and value volunteers for taking the strain	2/22/2019 3:16 PM
43	Individually- very little. Lobby for increased funding for councils from central government.	2/22/2019 7:59 AM
44	All services need to continue to work in partnership and this needs to be improved on greatly.	2/21/2019 10:54 AM
45	More information getting out and shared with the whole community and showing everyone the benefits	2/21/2019 12:49 AM
46	Promoting the vision of making a difference.	2/20/2019 10:25 AM
47	need more money	2/19/2019 5:08 PM
48	Me personally? Spread the word. Be a good example. Volunteer to help (am already pretty busy but there is surely a real need to enlist volunteers to help.)	2/19/2019 11:54 AM
49	Probably as you ask to get involved more, to understand what's going on and how 'the system' works	2/18/2019 2:08 PM
50	Looking at more self management and less prescribing of medication	2/14/2019 2:24 PM
51	more joint working between third sector providers on recruitment and retention of workforce including training	2/12/2019 3:49 PM
52	The structure of the HSCP is not democratic and presently is dysfunctional. Clusters and LIG do not work	2/12/2019 12:54 PM
53	Engaging more with people before they need care. Quicker response to needs.	2/11/2019 7:09 PM
54	Difficult to know when so many services seem to be leaving the area.	2/11/2019 2:04 PM

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55	What kind of a question is this? It seems like a challenge to me when I am being asked to comment on a plan. I could improve my own health and continue in my role as a carer. And perhaps volunteer.	2/11/2019 11:45 AM
56	Keep working hard and closely with service users, their significant others and integrated colleagues	2/10/2019 9:58 AM
57	Focusing on supporting person to make informed choices about their care and treatment by developing Advanced Care Planning approaches in each service.	2/9/2019 8:45 PM
58	We already have a pretty caring community in our village - particularly looking to help our less able elderly but we need to set up some sort of co - ordination so that people feel able to ask for help e.g. with shopping,lifts to hospital or the GP etc.	2/9/2019 7:07 PM
59	continue to be involved in education around dementia and BPSD	2/9/2019 4:34 PM
60	employ more doctors i know the problems recruiting or make sure doctors and nurses work a full week instead of working part time and doing another job as well	2/9/2019 10:31 AM
61	We all need to do our part to use services appropriTely and keep ourselves healthy	2/8/2019 10:37 PM
62	Im doing all that I can, pity Angus Council isn't!	2/8/2019 3:51 PM
63	encourage healthy lifestyle choices encourage active lifestyle to prevent falls and hospital admission	2/8/2019 1:53 PM
64	Health promotion	2/8/2019 12:45 PM
65	Accept all medical help and support available when necessary.	2/8/2019 12:26 PM

Q5 What needs to happen to support the development of communities that actively care?

Answered: 54 Skipped: 38

#	RESPONSES	DATE
1	Promote more opportunities on how to get involved. Check your neighbour etc	3/7/2019 9:43 PM
2	We all need to do our bit to help each other but not everyone sees that.	3/6/2019 3:07 PM
3	Looking out for each other, especially older neighbours.	3/5/2019 4:15 PM
4	Not sure but giving examples of neighbourliness	3/5/2019 3:15 PM
5	Give the people who actively in the many groups and the public representatives on the various health groups the training & the knowledge & the tools to get the message out there to others in their communities. It helps to spread the workload.	3/5/2019 1:00 PM
6	encourage people in our communities to come forward and be part of the solution - people like myself who are already involved in the capacity of a public representative, Perhaps giving people training where appropriate & asking for them to join in with health related groups, giving them the tools to be part of a process. Building peoples ability & confidence to speak up & speak out in a structured way and help shape things.	3/5/2019 12:32 PM
7	stronger links with the college to support the communities	3/5/2019 12:13 PM
8	Get the communities involved at grass routes levels not just strategic levels.	3/5/2019 12:11 PM
9	This question being so far up your questionnaire makes me think it's one of your priorities, but it's not specially identified in the report. Why not?	3/5/2019 5:26 AM
10	Educate and inform through various mediums	3/3/2019 8:31 PM
11	listen, listen, listen and really hear what people are saying and feeling	3/2/2019 7:56 PM
12	People need to be more aware of their neighbours and their needs.	2/28/2019 4:23 PM
13	Advertising - what's happening?	2/28/2019 4:21 PM
14	Share storied about the difference it makes when communities actively care.	2/28/2019 4:17 PM
15	Continuity of care, e.g. same faces visiting service users.	2/28/2019 4:15 PM
16	More people to informally check up	2/28/2019 3:50 PM
17	more incentives for people to enter the care sector	2/28/2019 2:28 PM
18	Raising of awareness about recovery from substance misuse and mental health problems within the wider community. Funding for suitable group and other recovery initiatives.	2/28/2019 11:32 AM
19	Meeting Centres are a perfect example of a community lead health initiative. The model has been employed in the Netherlands for over 20 years and there are over 150 centres across the country. The centres grow from within their own communities, so each one will be unique, and this means the model works as well in a rural or an urban environment. They are relatively inexpensive to run, with a staff of three working over three days. They also involve volunteers from the local community they sit within. They work holistically with both the person with dementia and their family carer and support them both to remain active and involved with their local community. The model aligns perfectly with several of the vision statements in the draft plan.	2/28/2019 9:24 AM
20	Would like the message to get out that caring is everyone's responsibility - just getting out asking those in the community what they think/would like to see would be a start. A citizens that care charter?	2/27/2019 3:18 PM
21	people need to be involved and consulted on the development taking place. Work should be done with schools to further the selfcare model	2/27/2019 12:33 PM
22	Awareness of help and support available from various bodies.	2/27/2019 12:19 AM
23	Get communities to rally round. Budgetary constraints - people don't realise - how do we communicate that?	2/26/2019 4:25 PM
24	This will take years of education	2/26/2019 3:46 PM
25	People need to know what help is available and how to get it.	2/26/2019 3:44 PM

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26	Work together. neither the hospital or social care got anything sorted for us but as soon as we contacted Marie Curie they got it all sorted.	2/26/2019 3:33 PM
27	An inspirational community activist	2/26/2019 3:16 PM
28	More schemes to support the community to care, Asda driver delivers groceries to many people who have community alarm - gets to know them and how they are - wellbeing. If the community alarm could be extended to include a card at the door with emergency contact (with consent) then they would know who to contact. Need to inform public more.	2/26/2019 2:56 PM
29	Wider recognition & support of the role of the third sector. Better support for carers with particular reference to child carers and those caring for dementia sufferers. Again (see over Q4) a single point of contact within AHSCP for community to access the info and direct support needed. Many don't know who to contact or where relevant support can be accessed.	2/26/2019 2:36 PM
30	Again, REALLY listen to those at grassroot level. These are the people that really know what is happening, what is needed and what does not work in the current system.	2/26/2019 1:54 PM
31	Active engagement with communities to focus on their responsibilities; not only individually but collectively	2/25/2019 4:21 PM
32	Speak to each other, try not to duplicate opportunities and just get on with the job	2/25/2019 9:33 AM
33	Acknowledging volunteers. Speak and make reports in plain English. Be transparent about bad news eg cuts. Be seen to believe in partners	2/22/2019 3:16 PM
34	Move away from money based ideology, increased taxes are not the end of the world, celebrate the good things about the older community/	2/22/2019 7:59 AM
35	To ensure that communities have the support to gain knowledge.	2/21/2019 10:54 AM
36	Find the local groups that can help to spread the word; aim to work with many diverse groups (community groups, schools, health/fitness groups). Work with people to get their opinion and information	2/21/2019 12:49 AM
37	Information and support.	2/20/2019 10:25 AM
38	Need more money	2/19/2019 5:08 PM
39	See above answer. Volunteers cost little. Professional carers, helpers, professionals are expensive.	2/19/2019 11:54 AM
40	Probably more support of the ground to help us all see that its in our hands to make a change and not someone else's	2/18/2019 2:08 PM
41	Foster more community spirit	2/14/2019 2:24 PM
42	Good communication	2/13/2019 11:28 AM
43	.	2/12/2019 3:49 PM
44	Proper engagement	2/12/2019 12:54 PM
45	Listen to people. Work with providers who already help the communities. Provide services that react to need not staff.	2/11/2019 7:09 PM
46	More effort to engage communities. I get the feeling that professionals don't really want communities to interfere.	2/11/2019 11:45 AM
47	I have no idea. I feel this is a very optimistic and unrealistic goal. People only think about these things when it directly affects them is their families, people are too busy to think about this normally	2/10/2019 9:58 AM
48	Meeting with those who have experience of providing schemes for community involvement and working with eg. Community Councils or church groups like the Guild.	2/9/2019 7:07 PM
49	I think that there is a need to look at staffing levels in care homes and replicate staffing levels in inpatient care as care home nurses are continually challenged in their ability to deliver safe and effective care to people with BPSD	2/9/2019 4:34 PM
50	Workplace volunteering schemes seem to work elsewhere	2/8/2019 10:37 PM
51	finances to drive forward community led initiatives	2/8/2019 3:51 PM
52	community engagement and awareness of projects, facilitation of community projects to be self managed	2/8/2019 1:53 PM
53	Raise awareness and education	2/8/2019 12:45 PM
54	More local hospital services.	2/8/2019 12:26 PM

Q6 How can we involve communities more in the work Angus HSCP is delivering?

Answered: 55 Skipped: 37

#	RESPONSES	DATE
1	Apart from asking them, I'm not sure...	3/7/2019 9:43 PM
2	Make volunteering compulsory if you don't work and aren't retired.	3/6/2019 3:07 PM
3	I need to find your website and follow you on facebook	3/5/2019 4:19 PM
4	I'll go on your website and take a look.	3/5/2019 4:15 PM
5	Like this	3/5/2019 3:15 PM
6	Use and train people in the community to engage with the support of a member of staff.	3/5/2019 2:49 PM
7	By simply asking those who are involved in say the LIGs (public reps), patient groups, those with longterm conditions groups etc. Church groups get a wide spread of interested local people in their communities, willing to come on board by involving a community in something. It could work and be a good thing.	3/5/2019 1:00 PM
8	Giving the opportunities to take part in relevant events - health related, using all forms of media meetings etc to reach out. Ask opinions on health matters, service delivery, service change - people have a lot to say and can sometimes make a difference, have ideas. Let people know what it is you do, what your remit is, involve them. Those who are interested will come along and be involved.	3/5/2019 12:32 PM
9	More partnership working would be supportive	3/5/2019 12:13 PM
10	workshops, local events promoting the work and how to become involved in HSCP activities	3/5/2019 12:11 PM
11	You will have to make your communications much more direct. Your actions in the report are usually, work to, try to, attempt to, drive to enable etc. Tell us what you intend to do and then tell us how we can support. Lead and drive ,don't be so wishy washy.	3/5/2019 5:26 AM
12	Forums , information events	3/3/2019 8:31 PM
13	understand how communities are represented and who by. many groups are doing sterling work representing communities. you need to work with them and develop a real grass roots approach rather than the continuing top down approach	3/2/2019 7:56 PM
14	Improve communication	2/28/2019 4:21 PM
15	Keep coming to talk to us in accessible places. Website address in surgeries.	2/28/2019 4:13 PM
16	People in the community are either carers, users of services - getting older - in need of services.	2/28/2019 4:11 PM
17	Get in contact with local groups - scouts, cubs, schools - get involved from an early age.	2/28/2019 4:04 PM
18	regular meeting and plain talking	2/28/2019 2:28 PM
19	Publicising activity which is taking place and looking to make appropriate links with relevant agencies, notifying all staff concerned about these, not just management.	2/28/2019 11:32 AM
20	As above - be seen going out to places where people are - surveys and 'community consultations' rarely get much impact - but short, sharp, pop ups seem to work better and get more engagement	2/27/2019 3:18 PM
21	Not sure as apathy is high. people are not always willing to get involved.	2/27/2019 12:33 PM
22	Public awareness campaigns, social media, positive communications, we need to change mind sets and that has to start at an early age within society.	2/27/2019 12:19 AM
23	More understanding of what is available.	2/26/2019 4:25 PM
24	More talking to the public in public places	2/26/2019 3:53 PM
25	More of this	2/26/2019 3:36 PM
26	Different ways - digital for the younger folk & face to face for older folk.	2/26/2019 3:16 PM
27	Information. How do the community get in touch if they are worried about a neighbour or someone they visit in the community?	2/26/2019 2:56 PM

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28	The work of Angus HSCP needs to be brought to the attention of the community by rethinking the current strategies used - our health/social care services are undergoing massive restructuring and the man/woman in the street knows little about consultation exercise to gain public opinion. Needs more concerted effort on part of AHSCP to engage with communities.	2/26/2019 2:36 PM
29	Send this draft plan by e-mail to those involved in the Angus Citizens panel. Send out easy to read questionnaires to local G.P surgeries, libraries etc.	2/26/2019 1:54 PM
30	Adopt models that work; learn from good practice and community engagement; promote communities	2/25/2019 4:21 PM
31	Perhaps hold days in community halls encouraging older/ unemployed and generally people with time on their hands to meet people who already are engaged in helping their community to listen to how by helping others you help yourself. Think of the unused talent there is out there in Angus.	2/25/2019 9:33 AM
32	Plain speaking, honesty, transparency. Road shows with lots of management and staff - questions raised about hierarchical structures and too many managers. Stop activities that look expensive - venues, cartoonist. Keep it simple	2/22/2019 3:16 PM
33	School visits to care homes, increased support for carers in community schemes.	2/22/2019 7:59 AM
34	Possibly have more events available to the community.	2/21/2019 10:54 AM
35	Be visible, get out there so people know who you are and what your plans are. Invite groups to meet and hear from you	2/21/2019 12:49 AM
36	Use community groups that are associated with Health and Wellbeing. Target schools.	2/20/2019 10:25 AM
37	Be more open and take ideas forward, too many dismissed	2/20/2019 8:34 AM
38	Talk to them in plain English	2/19/2019 5:08 PM
39	Work at it.	2/19/2019 11:54 AM
40	Maybe if there was some sort of community panel that we could join where ideas can get tested and commented on	2/18/2019 2:08 PM
41	By going out to communities and speaking to them	2/14/2019 2:24 PM
42	Real engagement, not lip service or listening to the usual loudest voices in communities. Actively seeking out the quiet ones/difficult to reach communities. Give evidence to show they have been listened to by "You said, we did"	2/13/2019 11:28 AM
43	although the angus connecting events are welcoming, not alot of people from the community are aware of these especially if they are not involved in HSC. Consideration should be given to how Angus HSCP can connect with various people in the population of Angus	2/12/2019 3:49 PM
44	Absolutely	2/12/2019 12:54 PM
45	Be open, honest and transparent with decision making.	2/11/2019 7:09 PM
46	More consultation which is open and honest and involved. There seems to be an apathy amongst the community but they need to be engaged with.	2/11/2019 2:04 PM
47	Make it an expectation that this is a public duty.	2/11/2019 11:45 AM
48	Be more open, honest and trustworthy and people would listen and pay attention more	2/10/2019 9:58 AM
49	more opportunities for the community to visit departments, services, or staff to go out into other departments, services, ie schools, leisure centres, clubs, groups,	2/9/2019 8:45 PM
50	By talking to local groups particularly Community Councils. In my experience people are usually very willing to help but this help needs to be coordinated and made public so that people need to feel comfortable asking for help.	2/9/2019 7:07 PM
51	only one way education	2/9/2019 10:31 AM
52	community panel	2/8/2019 3:51 PM
53	media coverage,	2/8/2019 1:53 PM
54	Increase accesibility and visibilty	2/8/2019 12:45 PM
55	Talk to people to see what they feel they want and need.	2/8/2019 12:26 PM

Q7 Are there any other comments you would like to make or questions you would like to ask?

Answered: 45 Skipped: 47

#	RESPONSES	DATE
1	P5. I don't understand the tables under our ambition re where we are now? P8. Why isn't smoking included in improving health and well-being? ?should be staying hydrated as opposed to drinking water P9. Bottom right box is unfinished P11. Explain transformation programme P13. First bullet point isn't clear P14. What are hosted services? P15. The case for change - I think this needs to be earlier in the document P19. DNs provide treatment in homes and communities Explain secondary care	3/7/2019 9:43 PM
2	No complaints about health services. Don't use social services.	3/5/2019 3:15 PM
3	The services I've used have been really good.	3/5/2019 3:12 PM
4	Very appreciative of community alarm services, especially as live in a rural area. Set up support went very smoothly. Particular issues re access to GP in Brechin - struggles to get an appointment.	3/5/2019 2:55 PM
5	Keep going.	3/5/2019 2:49 PM
6	I think by & large this plan is good - a well thought out document & a step in the right direction.	3/5/2019 1:00 PM
7	This is quite a good plan - easy to read and understand I thought. Full of important and useful information & setting out a clear vision of the proposed way ahead. I very much hope that I can influence and be part of that way ahead. I hope to play my part by giving my views at any and every opportunity as part of the groups I have input into and also as an individual.	3/5/2019 12:32 PM
8	n/a	3/5/2019 12:11 PM
9	I'd love to take a shot at rewording this report so and other lay people can understand it. To focus the report and find out what you are trying to say. Who should I call to offer help?	3/5/2019 5:26 AM
10	holding conversation sessions really doesn't let you hear the voices of the community. there are many "seldom heard" groups of people who you need to find and listen to.	3/2/2019 7:56 PM
11	'staff' need to be more aware of needs of the people they care for. Put themselves in the shoes of the person they care for.	2/28/2019 4:23 PM
12	Good luck - press on with what you're doing.	2/28/2019 4:17 PM
13	I felt the document was too 'wordy' without any detail of 'how' to achieve your aims. Very little about residential care needs or provision.	2/28/2019 4:11 PM
14	no	2/28/2019 2:28 PM
15	Please get in touch to discuss the work going on in Kirrie Connections graham@kirrieconnections.com	2/28/2019 9:24 AM
16	I do think the layout is good ,	2/27/2019 12:19 AM
17	The system is rubbish just now Beds at whitehills are empty People paying for care when they need hospice care Points system before you can get into Roxburgh This is not what was envisaged for palliative care	2/26/2019 3:53 PM
18	Get people out of hospital & have staff ready to provide care when they need it.	2/26/2019 3:44 PM
19	Totally agree with everything you are doing	2/26/2019 3:36 PM
20	We had added stress and anxiety and a very different time because your system didn't work and things weren't put in place.	2/26/2019 3:33 PM
21	Yes - it saved in the paper you saved £4.5m - so where has the money gone - if not on staff - why not? What happened in Brechin is a disgrace.	2/26/2019 3:27 PM
22	It doesn't work. Everything is a fight. You need more staff.	2/26/2019 3:21 PM
23	Keep moving forward	2/26/2019 3:16 PM
24	I know there are money problems but you need to keep going.	2/26/2019 3:08 PM
25	Our experiences at Ninewells have been excellent, both in terms of standards of care from staff and we got all the information when we needed it. However, there is just not enough staff around. General staff on shop floor are great but senior hierarchy are not.	2/26/2019 3:02 PM

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26	Keep improving	2/26/2019 2:58 PM
27	With all the change which is going on in Angus HSCP why is there a lack of information in GP surgeries/Arbroath infirmary outpatients dept/ local library - places where there is an ongoing audience to engage with this information? *Community meals service - quality of food for dependant & vulnerable clients seriously needs to be reviewed. From my own experience there is inadequate communication within multi-disciplinary teams in supporting dementia patients within the community.	2/26/2019 2:36 PM
28	Comment - Page 8, Promoting Health and Wellbeing action states "following sensible alcohol intake guidelines". This is now recognised within the alcohol field as too abstract a term and is no longer used. This should be replaced with "following CMO's low-risk alcohol intake guidelines"	2/25/2019 4:00 PM
29	Look forward to watching this grow.	2/25/2019 9:33 AM
30	The plan has great ambitions - it's the 'how' this will be delivered that matters. Section 6 Forecasted Outturn - jargon - it switches people off and makes a gap between AHSCP and the reader.	2/22/2019 3:16 PM
31	Increasing numbers of people with dementia is the huge problem facing us all. Proper funding is essential for continuing care and support.	2/22/2019 7:59 AM
32	it is an overwhelming amount of information if you have other things to do apart from sit and wade through it.	2/21/2019 5:06 PM
33	No	2/21/2019 10:54 AM
34	No	2/20/2019 10:25 AM
35	It is a big strategic plan to digest and it would have helped me to do so if the main elements had been summarised and i could have accordingly skipped some of the nitty gritty.	2/19/2019 11:54 AM
36	There still seems to be problems about getting appointments at the GP practices. can you help them to have better systems, accessible appointments after work. There is more information needed in different places so people also know they don't need to go to a GP for everything, other help is available.	2/18/2019 2:08 PM
37	Reduce number of old people using personal care by 10% seems ludicrous when we have an ageing population (also seems to conflict with "rebalance care, maximising support for people in own homes"!!! Where is the financial investment in IT coming from? I cannot even get a basic PC for staff to use for essential daily work "modernise the approach to administration of medications" - yes PLEASE! Let's move from dark ages to 21st century and train care staff to administer medication	2/14/2019 2:24 PM
38	There are fundamental problems with the present system which leads to patients going to central areas for treatment or if unable to get there they either neglect the problem or 999.	2/12/2019 12:54 PM
39	There seems to be an inequality of services dependant on where you live which means an inequality of care to patients in the community who are all entitled to the same care no matter where they stay.	2/11/2019 2:04 PM
40	I think the document needs a different running order with the plan going forward at the end and the context at the beginning.	2/11/2019 11:45 AM
41	Sixty years ago when I trained to be a health visitor it was our mantra that prevention is better than cure and at last we seem to be working towards this and I congratulate you on this new approach towards care in the community. I only wish you could have the funds to implement your proposals. Good luck!	2/9/2019 7:07 PM
42	i would love to see improvements but i dont hold any hope bot then again austerity is over???	2/9/2019 10:31 AM
43	The draft plan says something about funding third sector organisations, who and how much. I see organisations advertising that they are lottery funded or funded by other organisations but not the Council, the NHS or the partnership. Why not? We should know where your money is going.	2/8/2019 10:37 PM
44	nothing will change, more money spent on managers than communities	2/8/2019 3:51 PM
45	We do not need more 'care in the community'. We need more local health care services.	2/8/2019 12:26 PM