



Moray Citizens' Panel

Achieving a Healthy and Caring Community

Moray Community Health and Social Care Partnership (MCHSCP) is responsible for organising and delivering NHS and social care services for people in Moray. There are many changes happening, in our population, in their expectations and in the new technology and new ideas about how best to care for people. You can read more about NHS changes in the leaflet *healthfit: an introduction* which is available at www.nhsgrampian.org.

Here the Health and Social Care Partnership want to ask you questions relating to your use of and views on health and social care in Moray. Your responses will help the Partnership to further improve the services they provide, and to improve the health of the population in Moray.

Improving health in Moray

First we ask about a range of issues relating to improving health in Moray, including smoking, physical exercise, healthy eating and alcohol awareness.

Q1 The ban on smoking in public places has now been in place for more than 9 months. Please indicate the extent to which you agree or disagree with the following statements regarding the ban and its effects. Please circle ONE option for each statement

	Strongly agree	Agree	Neither/ nor	Disagree	Strongly disagree	Don't know
The ban on smoking in public places has had a positive impact on health in Moray	1	2	3	4	5	6
I am more likely to visit public places such as restaurants and pubs as a result of the smoking ban	1	2	3	4	5	6
The ban on smoking in public places is an infringement on the rights of people in Moray	1	2	3	4	5	6
The smoking ban will cause more people to stop smoking in Moray	1	2	3	4	5	6
I oppose the ban on smoking in public places	1	2	3	4	5	6
I have stopped/ reduced my smoking as a result of the ban on smoking in public places	1	2	3	4	5	6

Q2 Overall, would you say you were satisfied or dissatisfied with the effects of the ban on smoking in public places in Moray? Please circle ONE only

Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	Don't know/ Can't say
1	2	3	4	5	6

Q3 Which of the following statements best describes your current smoking behaviour? Please circle ONE only

I smoke and have no intentions of giving up or cutting down	1
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I smoke and I want to cut down and/ or give up	2
I no longer smoke but used to in the past	3
I have never smoked	4

Q4 If you are dissatisfied with any aspects of the smoking ban in Moray, why is this?

Please circle ALL that apply

It has not been enforced in all public places	1	It will not reduce smoking in Moray	3
It is an infringement on the rights of people in Moray	2	Other (please write in)	4

Q5 It has recently been proposed that the minimum age at which you can purchase cigarettes should be increased, to help young people avoid starting smoking. Do you think the age should be increased? Please circle ONE only

Yes, definitely	Yes, probably	No, probably not	No, definitely not	Don't know
1	2	3	4	5

Q6 Do you think you would be likely to access help to improve your health on any of the following?

Please circle ALL that apply

Healthy eating	1	Oral health	6
Physical activity	2	Drug use	7
Weight loss	3	Accident prevention	8
Mental health and wellbeing	4	Sexual health	9
Alcohol consumption	5	Other (please write in)	10

Q7 Which of the following statements best describes your levels of physical activity in the past six months? Please circle ONE only

I am not physically active and do not intend to be in the near future	1
I am not physically active but am thinking about starting in the near future	2
I am physically active but only began to be so in the last 6 months	3
I am regularly active and have been for the past 6 months	4

Q8 What, if anything, would help you to *take more physical activity*? Please circle ALL that apply

Better access to pathways for walking	1	More free time	7
Better access to routes for cycling	2	Coaching/ mentoring	8
Local support/ interest groups	3	Better personal motivation	9
Better opening times at sports/ leisure facilities	4	Other (please write in)	10
Lower cost sports/ leisure facilities	5		
General advice on physical exercise	6	Nothing	11

Q9 What, if anything, would help you to *improve your diet*? Please circle ALL that apply

Cheaper healthy food	1	Weight management support	6
Better quality produce available locally	2	Better personal motivation	7
Better access to shops	3	Other (please write in)	8
Improving your cooking/ food skills	4		
General advice on healthy eating	5	Nothing	9

Q10 The Moray Council and partners are implementing the *Hungry for Success* initiative to improve the food children eat in Moray schools. Have you heard of the initiative?

Please circle ONE only

Definitely heard of	Possibly heard of	Definitely not heard of	Don't know
1	2	3	4

Q11 How do you think the following aspects of food provided in Moray schools has changed in the last 2 years? Please circle ONE option for each aspect

	Much better	A little better	No change	A little worse	Much worse	No opinion
Quality of food	1	2	3	4	5	6
Range of food	1	2	3	4	5	6
Appeal of food to children	1	2	3	4	5	6
Availability of healthy options	1	2	3	4	5	6
Value for money	1	2	3	4	5	6

Q12 Do you think that employers should provide healthy food choices for their staff?

Please circle ONE only

Yes, definitely	Yes, possibly	No, definitely not	Don't know
1	2	3	4

Q13 Does your workplace participate in the Healthy Working Lives (Scotland's Health at Work-SHAW) scheme? Please circle ONE only

Yes	1	Don't know	3
No	2	Not in employment	4

Q14 Overall, do you think that people in Moray consume *more or less alcohol* than people living in other parts of Scotland? Please circle ONE only

Much more	A little more	About the same	A little less	Much less	Don't know/ Can't say
1	2	3	4	5	6

Q15 What would you say your average *weekly* alcohol intake is? Please circle ONE only

As a guide 1 glass of wine = 2 units, 1 pint beer = 2.5 units, 1 large spirit measure=1.5 units

Up to 3 units	4-7 units	8-13 units	14-20 units	21-30 units-	More than 30 units
1	2	3	4	5	6

Q16 Did you hear the Christmas alcohol awareness campaign on Moray Firth Radio?

Please circle ONE only

Yes, definitely	Yes, possibly	No, definitely not	Don't know
1	2	3	4

Your own health and care

Q17 How would you describe *your general health* over the past 4 weeks? Please circle ONE only

Excellent	Very good	Good	Fair	Poor
1	2	3	4	5

Q18 Do you have or do you care for someone with a *long-term health problem or condition* which affects your/their daily activities? If yes, please give brief details. Please circle ONE only

Yes (please write in brief details below)	1	Go to Q19
No	2	Go to Q22

Q19 Do you feel you have enough information about this condition and the care it requires?

Please circle ONE only

Yes, I have all of the information I need	1
I have some information about the condition, but would like more	2
I have little or no information about the condition	3

Q20 Would you and/or the person you care for consider joining a group to get more information and support about the condition? Please circle ONE only

Yes, definitely	1	No, definitely not	3
Yes, probably	2	Don't know	4

Q21 If you *would not* be interested in joining a help/support group, is there a particular reason for this? Please write in below

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Q22 Here we ask about where you get information relating to your household's health - both *keeping healthy* (eg healthy diet) and *managing an ongoing condition* (eg asthma, diabetes).

Which of the following sources do you currently use, and which would you like to use?

	Currently Use Please circle ALL	Don't use, but would like to Please circle ALL
GP surgery/ Practice nurse	1	1
Pharmacy	2	2
Hospital	3	3
NHS 24	4	4
Carer	5	5
Health point	6	6
Community worker	7	7
School	8	8
Library	9	9
Internet	10	10
Newspapers	11	11
Other (please write in)	12	12

Q23 If you had to find a wheelchair or other piece of equipment such as a stair lift or hand rails, where do you think you would go? Please circle ALL that apply

GP surgery/ health centre	1	Red Cross or other charity	5
Social Work services	2	Other (please write in)	6
Other Council services	3		
Hospital	4	I <i>wouldn't know</i> where to go	7

Social care services

Here we ask about any contact you have had with Council Services - for example in relation to home care, meals on wheels, adaptations to your home, day care service.

Q24 Have you been in contact with social services or community care services in the past 2 years?
Please circle ONE only

Yes	1	Go to Q25
No	2	Go to Q34

Q25 Did your *most recent contact* with social care services involve a visit or face to face meeting?
Please circle ONE only

Yes	1	Go to Q26
No	2	Go to Q33

Q26 Had you *made an appointment* before the visit/ meeting? Please circle ONE only

Yes, by phone (go to Q27)	1	Yes, by visiting the service (go to Q29)	3
Yes, at an earlier visit (go to Q29)	2	No, I just turned up (go to Q30)	4

Q27 If you telephoned, how quickly did you get through? Please circle ONE only

First time I rang (go to Q29)	1	After three or more attempts	3
Second time I rang	2	Can't remember/ don't know	4

Q28 If you *did not get through first time*, why was this? Please circle ONE only

The line was engaged	1	There was an answering machine on	3
There was no reply - the phone "rang out"	2	Can't remember/ don't know	4

Q29 How long did you have to *wait for an appointment* - eg how long was it between your request for the appointment and the actual appointment date? Please circle ONE only

Got appointment for the same/next day	1	Between one and three months	5
Up to a week	2	Between three and six months	6
Between one and two weeks	3	More than six months	7
Between two weeks and one month	4	Can't remember/ don't know	8

Q30 How quickly were you seen *once you arrived*? Please circle ONE only

As soon as I arrived/ at appointment time	1	After waiting over 30 minutes	4
After waiting up to 15 minutes	2	Can't remember/ don't know	5
After waiting between 15 and 30 minutes	3		

Q31 And would you say that this was: Please circle ONE only

far too long, a major inconvenience?	1
longer than I would have liked, but not a major inconvenience?	2
not a problem?	3

Q32 If you had to wait for longer than 30 minutes, was an explanation given? Please circle ONE only

Yes	1
No	2
Can't remember/ Don't know	3

Q33 Thinking about your *most recent* contact with social care services, how satisfied or dissatisfied were you with the following? Please circle ONE option for each aspect

	Very satisfied	Fairly satisfied	Neither/ nor	Fairly dissatisfied	Very dissatisfied	Don't know/ can't say
Ease of contacting the right person	1	2	3	4	5	6
Their friendliness	1	2	3	4	5	6
Their helpfulness	1	2	3	4	5	6
Their knowledge	1	2	3	4	5	6
Their understanding of my situation	1	2	3	4	5	6
Their ability to deal with my request	1	2	3	4	5	6
How well they kept me informed of what was happening	1	2	3	4	5	6
The service OVERALL	1	2	3	4	5	6

Caring for people in or close to their own homes

Wherever possible we would like to provide care to people in their own home through the support of carers and in some cases new technology - for example installing motion sensors to detect movement in the home. Here we ask for your views on how best to do this.

Q34 Do you think you would consider using this kind of technology, if it would help you to stay in your own home or to return home sooner (eg from hospital)? Please circle ONE only

Yes	1	No, definitely not	3
Possibly - I would need more information	2	Don't know/ Can't say	4

Q35 If you *don't* think you would be happy using this kind of technology, why is this?

Please circle ALL that apply

It would be too intrusive	1	I wouldn't trust the technology	4
I would feel uncomfortable being monitored by technology	2	Other (please write in below)	5
I would prefer face-to-face contact	3		

Q36 If we are not able to care for people in their own homes we may need to provide care for people with minor to moderate conditions in a community hospital outwith their immediate area.

If you needed in-patient health care, how happy or unhappy would you be going to a community hospital *outwith your immediate area but within Moray*? Please circle ONE only

Happy - I would have little or no problem with this	1
Willing to go if needed but would not be happy about leaving my immediate area	2
Very unhappy, unwilling to go	3
Don't know/ Can't say	4

Appointments and waiting times

We are working hard to reduce the time you have to wait to access health and care services, both in relation to getting GP/ hospital outpatient appointments and when accessing accident and emergency services. One of the ways in which we are trying to do this is to encourage the public to keep their appointments, and to ensure that those who could avoid using emergency health services use the most appropriate services. We would like your views on both of these issues.

Q37 During 2006 in Moray, a total of 25% of GP appointments, 16% of practice nurse appointments and 9% of hospital outpatient/inpatient appointments were missed.

Please indicate below how effective or ineffective you think the following methods would be in encouraging people to keep their appointments? Please circle ONE option for each method

	Very effective	Fairly effective	Neither/ Nor	Fairly ineffective	Very ineffective	Don't know/ Can't say
Appointment cards	1	2	3	4	5	6
Telephone reminders a few days before the appointment	1	2	3	4	5	6
Text/ email reminders	1	2	3	4	5	6
Improved parking at GP surgery	1	2	3	4	5	6
Improved parking at hospital	1	2	3	4	5	6
Better provision of transport - GP surgery	1	2	3	4	5	6
Better provision of transport - hospital	1	2	3	4	5	6
Other (please write in)	1	2	3	4	5	6

Q38 During 2006 in Moray, approx 25% of patients attending A&E at Dr Gray's could have been treated more appropriately by another service, allowing staff to treat patients who needed A+E services.

Please indicate below how effective or ineffective you think the following methods would be in providing information to people on this issue? Please circle ONE option for each method

	Very effective	Fairly effective	Neither/ Nor	Fairly ineffective	Very ineffective	Don't know/ Can't say
A public awareness campaign	1	2	3	4	5	6
Information in newspapers	1	2	3	4	5	6
Leaflets/ flyers delivered to your door	1	2	3	4	5	6
Information in GP surgeries, hospitals	1	2	3	4	5	6
Information in pharmacies	1	2	3	4	5	6
Information in other public places	1	2	3	4	5	6
Information in the workplace	1	2	3	4	5	6
Information on the internet/ by email	1	2	3	4	5	6
Other (please write in)	1	2	3	4	5	6

Getting to health and social care services

It is important that we ensure people can access health and social care services. Here we ask about use of public transport services and specific types of health and social care transport.

Q39 Which, if any, of the following changes would encourage you to make greater use of public transport to get to health and social care services? Please circle ALL that apply

More frequent services	1	More evening/ weekend services	7
More reliable services	2	Bus stops closer to your home	8
Timetables which link to health/social care service opening times	3	More space on buses/ trains for wheelchairs and walking aids	9
Cheaper fares	4	Better disabled access (eg more buses with lower floors)	10
Better public transport information	5	More bus shelters	11
Services direct to specific health/ social care services	6	Other (please write in)	12
Nothing could encourage me to use public transport to access health/ social care services			13

Q40 Please indicate which of the following travel options you have used to access health and social care services. Please also rate those you have used in terms of their effectiveness?

	← Effective → Ineffective	Have used (please tick ALL)										
			1	2	3	4	5	6	7	8	9	10
Public transport services (bus or train)	1	1	2	3	4	5	6	7	8	9	10	
Own car	2	1	2	3	4	5	6	7	8	9	10	
Patient transport service	3	1	2	3	4	5	6	7	8	9	10	
Babs dial-a-bus service	4	1	2	3	4	5	6	7	8	9	10	
Laich of Moray bus service	5	1	2	3	4	5	6	7	8	9	10	
Buckie Community Bus	6	1	2	3	4	5	6	7	8	9	10	
Speyside car sharing	7	1	2	3	4	5	6	7	8	9	10	
WRVS service	8	1	2	3	4	5	6	7	8	9	10	
Other (please write in)	9	1	2	3	4	5	6	7	8	9	10	

Would you like to get involved in health and social care issues?

Q41 Moray Community Health and Social Care Partnership currently involve local people in developing health services through a Patient Participation Forum. Would you be interested in getting more information on this?

By circling "yes" below, you are giving your consent for Craigforth to pass your contact details to the Moray Community Health and Social Care Partnership (MCHSCP).

Yes	1	No	2
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THANK YOU FOR YOUR HELP

Please return your completed questionnaire using the reply PRE PAID envelope provided to:
Craigforth, 19 Scion House, Stirling University Innovation Park, STIRLING, FK9

ANY QUERIES?

Freephone 0800 027 2245 or Email c.thornton@craigforth.co.uk

All information you send to us is strictly confidential. It will be processed and held in accordance with the principles of the Data Protection Act (1998).