

Health in Your Hands: What Matters to You?

For more information or to contact us visit:

www.nhsborders.scot.nhs.uk



Over 700 Responses

3 Questions Asked

'Pop-Up' Stalls

Group Discussions

Accessible Services

- The NHS has always been there for the majority of people
- Quick access to GP's is one of the things that matters the most
- More flexibility to appointment times, such as evenings and weekends
- Very important to people that services are available in local communities rather than centrally

Community Services

- Voluntary sector partners doing good work in the community
- Focus on care in the community and providing services close to home
- Having the care and support available to ensure you can stay at home as long as possible

Care for Older Adults

- A priority area for the NHS
- This is linked to the desire to see improved community services
- To expand services for the elderly, including Mental Health services

We asked, you said:

Tell us about your experience of using NHS Borders.

Can you suggest any ways in which we could improve our services?

Thinking about the future of healthcare services in the Borders, where should our focus be?

Promoting Personal Responsibility for Health & Focus on Prevention

- Provide more help and advice so people know how to prevent illness, including healthy eating and regular exercise
- This should be done from an early age, for example with young people in schools

Person-Centred Care

- Staff praised for being very caring, friendly and kind
- Honesty and plain talking is appreciated
- Personal interaction with all staff is very important
- To treat all with dignity and respect

Communication

- Appreciate more time with clinical staff to listen and communicate
- Support for all to communicate effectively, including those with a sensory impairment
- More use of on-line resources to provide healthcare information

Improvements we will focus on:

- Reduce waiting times
- Receive test results quickly
- Services for people living with Dementia and their families / carers
- Supporting people who are living with a long term illness / condition
- Support for the workforce
- The patient experience of using health services
- Engagement with the public of all ages within their own communities

What we will do:

- This learning and feedback will:
- Be shared with services for information so they know what improvements need to be made
 - Help NHS Borders and its Partners improve how feedback from people of the Borders is collected and used
 - Be used for future service engagement exercises