

progressive

NHS Fife

Community & Colleague Conversation survey

Presentation

May 2022



Background & objectives

Operating two main hospitals, a network of community and day hospitals, as well as GPs, dentists, opticians and pharmacies throughout the area, and employing around 8,500 staff, NHS Fife delivers health and care services for the 370,000 strong population of Fife.

NHS Fife wished to open an ongoing conversation with Fife residents, and NHS Fife staff members, about local health and care services, to understand their health and care needs, their views of the service, and their aspirations for NHS Fife.



Progressive was commissioned to conduct a survey with Fife residents and NHS Fife staff as an initial step in this conversation. The survey asked a range of questions to gain insight into attitudes towards NHS Fife and experiences of using NHS Fife services. Staff members were also asked questions about their experiences of health & wellbeing at work.

This report documents results from the survey, conducted during December 2021. Results for NHS Fife staff members and (non-staff) Fife residents have been separated for data analysis but are presented together to allow comparisons to be made.

Method



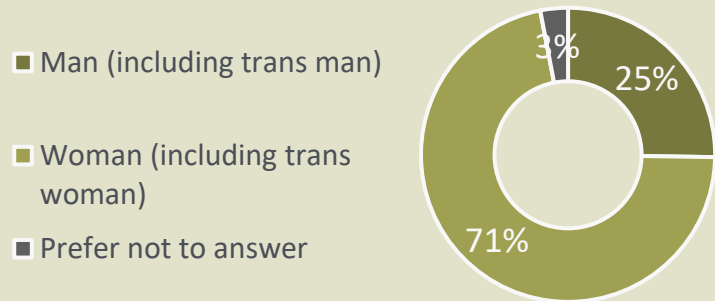
- Data was collected through a self-completion survey, which could be filled in **online** or on **paper**
 - Survey distributed via the NHS Fife StaffLink app, NHS Fife's social media channels, online at www.nhsfife.org/conversation, in hospitals, vaccination venues and libraries, and via the NHS Fife Patient Relations Team
- Fieldwork took place between the 3rd and 22nd of December 2021
- The total sample size achieved was 958
 - The sample size for NHS Fife staff members was 368
 - The sample size for Fife residents was 587
- Please note that the sample is self-selecting, being made up of Fife residents and NHS Fife staff members who chose to complete the survey rather than any quotas being placed on the sample and is therefore is not representative of the population of Fife, or of the profile of NHS Fife staff.



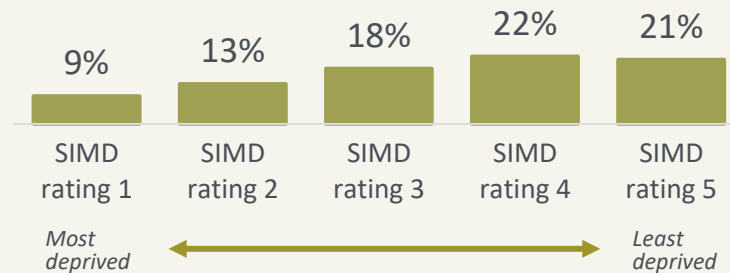
Sample profiles

Community sample profile

Gender

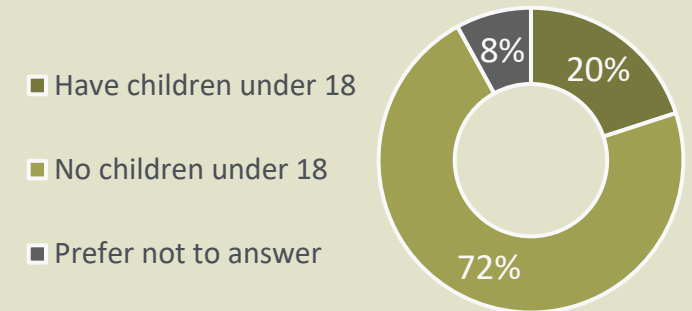


SIMD*

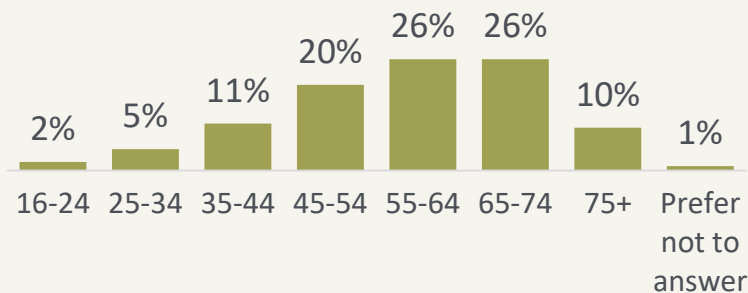


17% did not provide a postcode or the postcode was unclassified

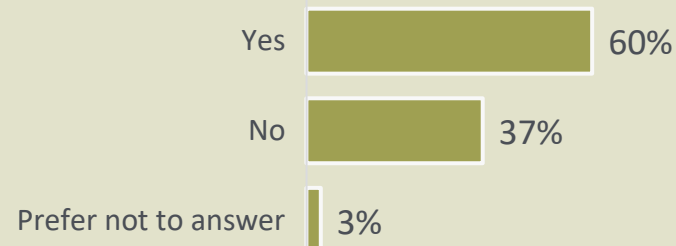
Children



Age



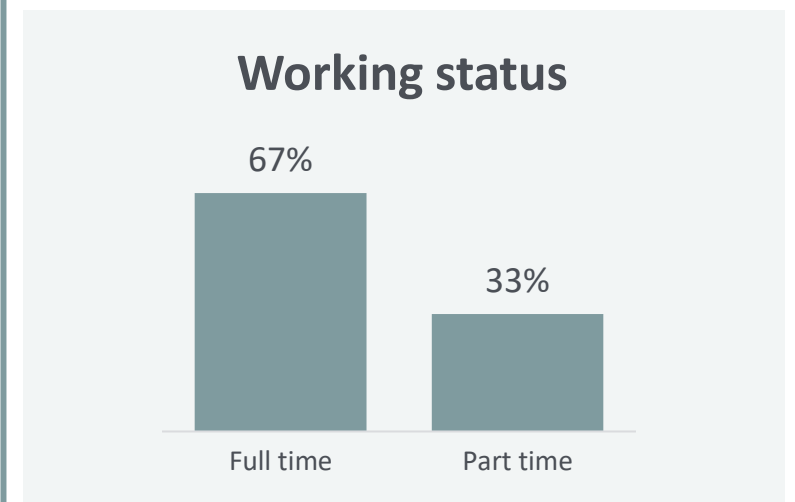
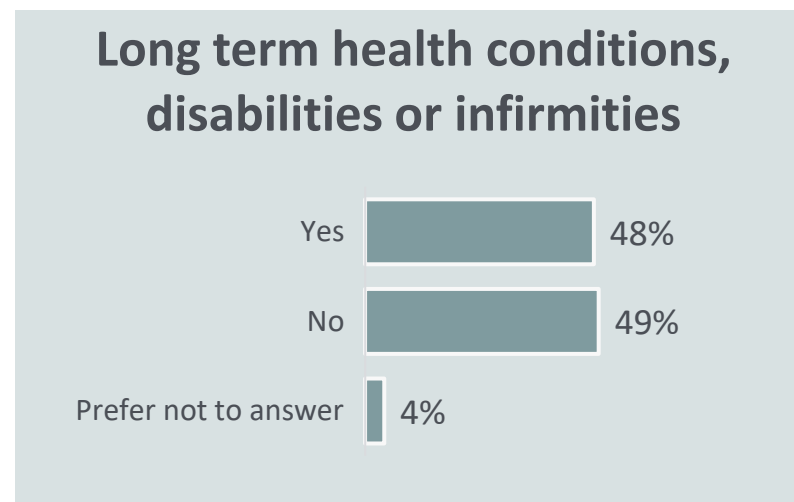
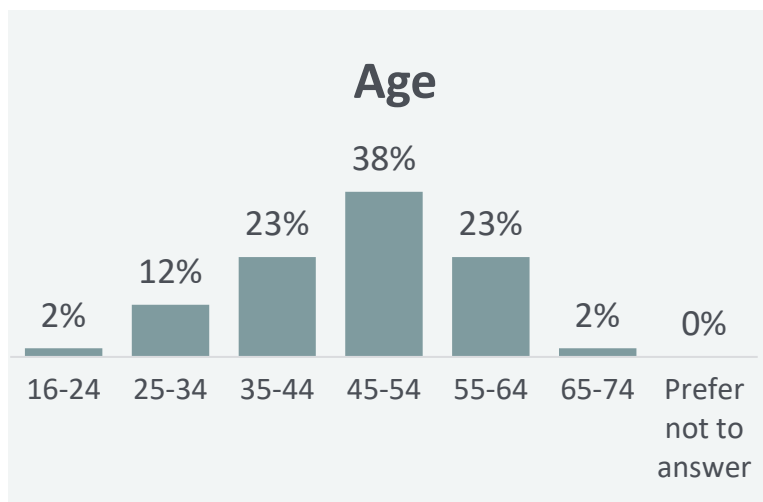
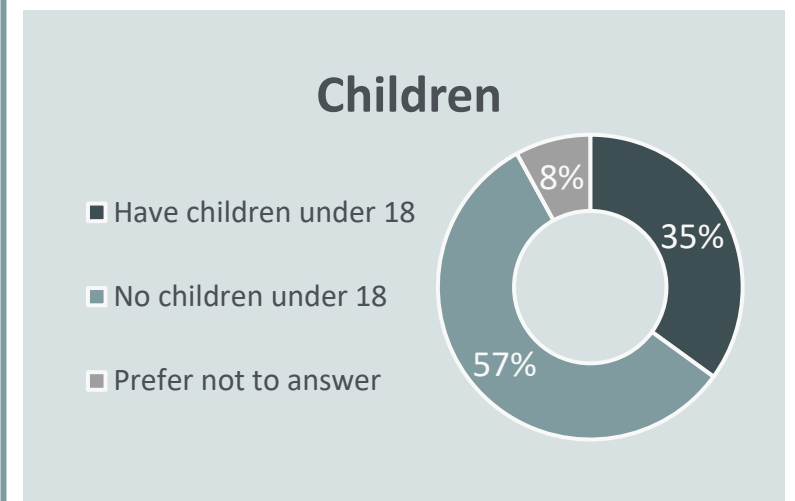
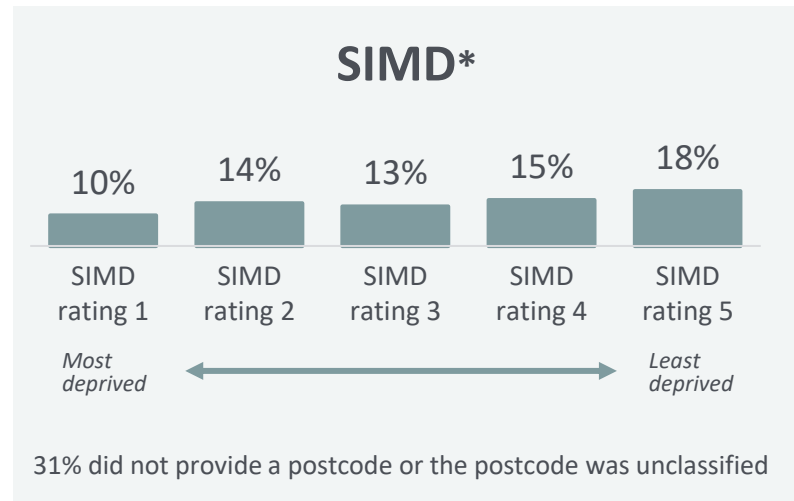
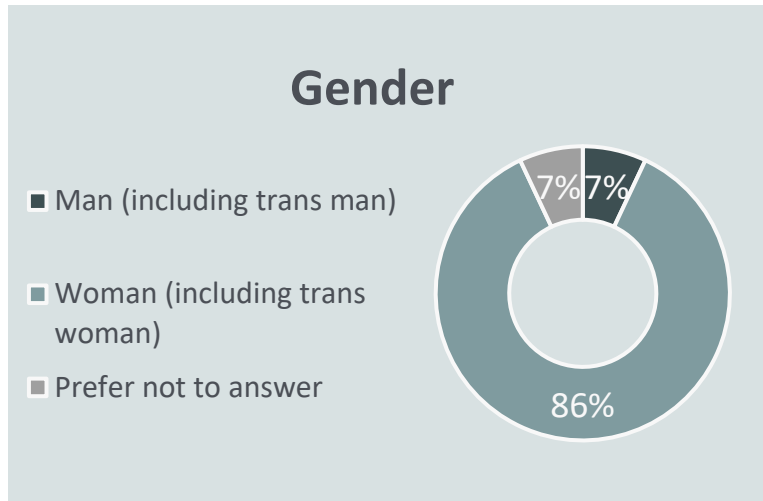
Long term health conditions, disabilities or infirmities



Please note: the sample profile of people who responded to the invitation to take part in the Community survey is not representative of the Fife population, in particular in relation to age, gender and SEG (42% of adults aged 16+ in Fife are aged under 45, 48% are male, and 17% of adults aged 16-64 are from socio economics groups A or B**). A high proportion of responses from people with long term health conditions, disabilities or infirmities, who are likely to be regular NHS users, was also received. These factors should be borne in mind when assessing results.

*see notes section for more information on SIMD

NHS Fife staff sample profile



*see notes section for more information on SIMD

Improving health & wellbeing across Fife

Physical wellbeing

Respondents were asked to rate their physical health on a scale of *excellent* to *very poor*.

- Positively, only a minority considered themselves to be in *poor* or *very poor* health, though only one in ten described their health as *excellent*.
- Residents were less likely than NHS Fife staff to consider themselves to be in *good* physical health, in line with the higher proportion of residents reporting having a long term health condition, disability or infirmity.
- Female residents of Fife were more likely than males to say they were in *good* or *excellent* physical health (58% vs 46%).

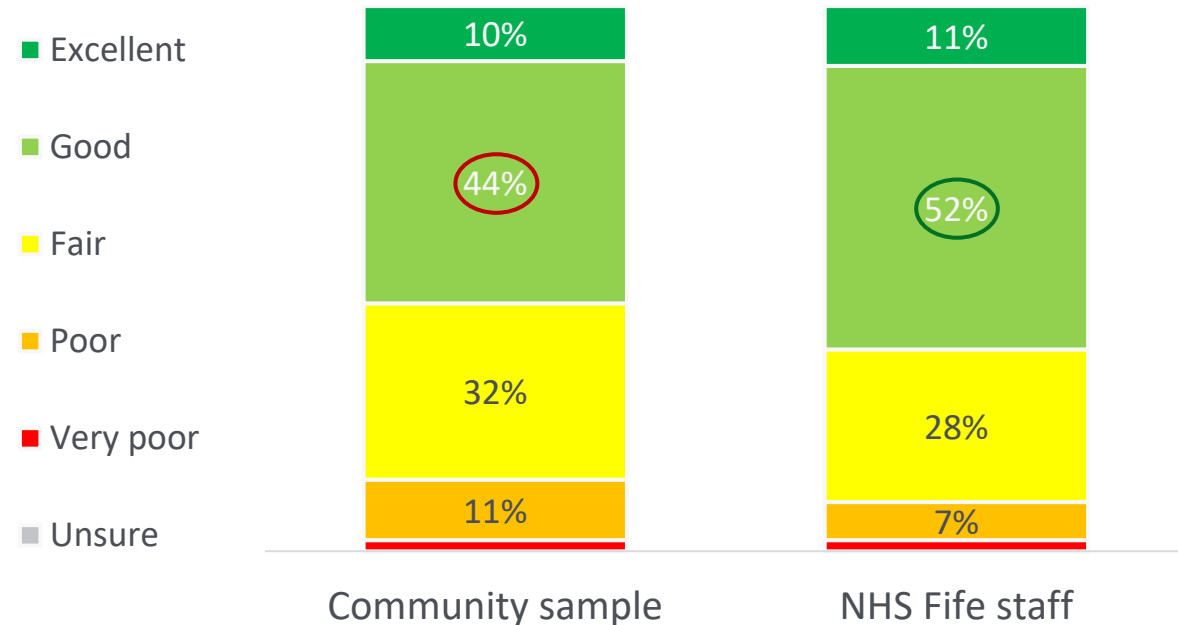
Ratings of physical health



Net excellent/good:

55%

63%



Base Community sample (all who provided a response): 587

Base NHS Fife staff sample (all): 368

Mental wellbeing

Respondents were also asked about their mental health, and the impact of Covid on this.

- Half of Fife residents surveyed and just under two thirds of NHS Fife staff reported a negative impact to their mental health as a result of the pandemic, with one in five staff members' mental health having been *very negatively* impacted.
- Men were less likely than women to say the pandemic had negatively affected their mental health (44% of male NHS Fife staff and 43% of male residents said the COVID-19 pandemic had negatively affected their mental health (*quite* or *very*)).
- 25-34 year olds were more likely to say the pandemic had had a negative affect on their mental health than older respondents (80% of staff and 84% of residents in this age group reported a *quite* or *very* negative impact on their mental health).
- Within the Community sample the impact of the pandemic was also felt particularly strongly by those with a long-term health condition/disability/infirmity (56% net negative impact), and those with children aged under 18 living at home (67%).

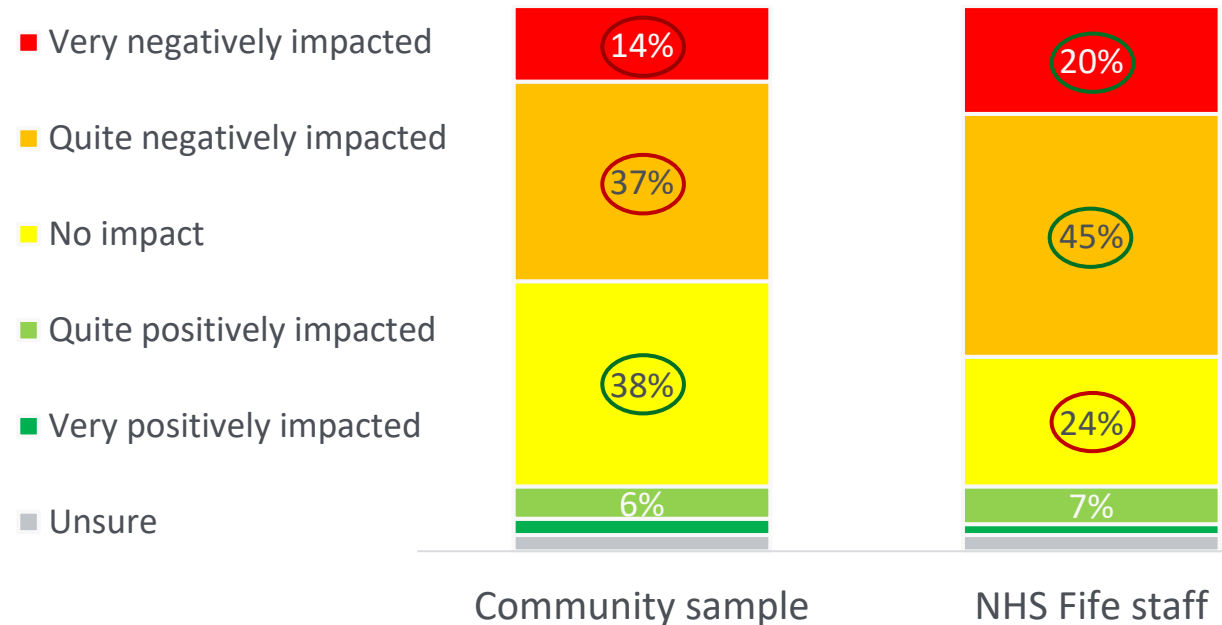
Impact of Covid-19 on mental health



Net negative impact:

51%

65%

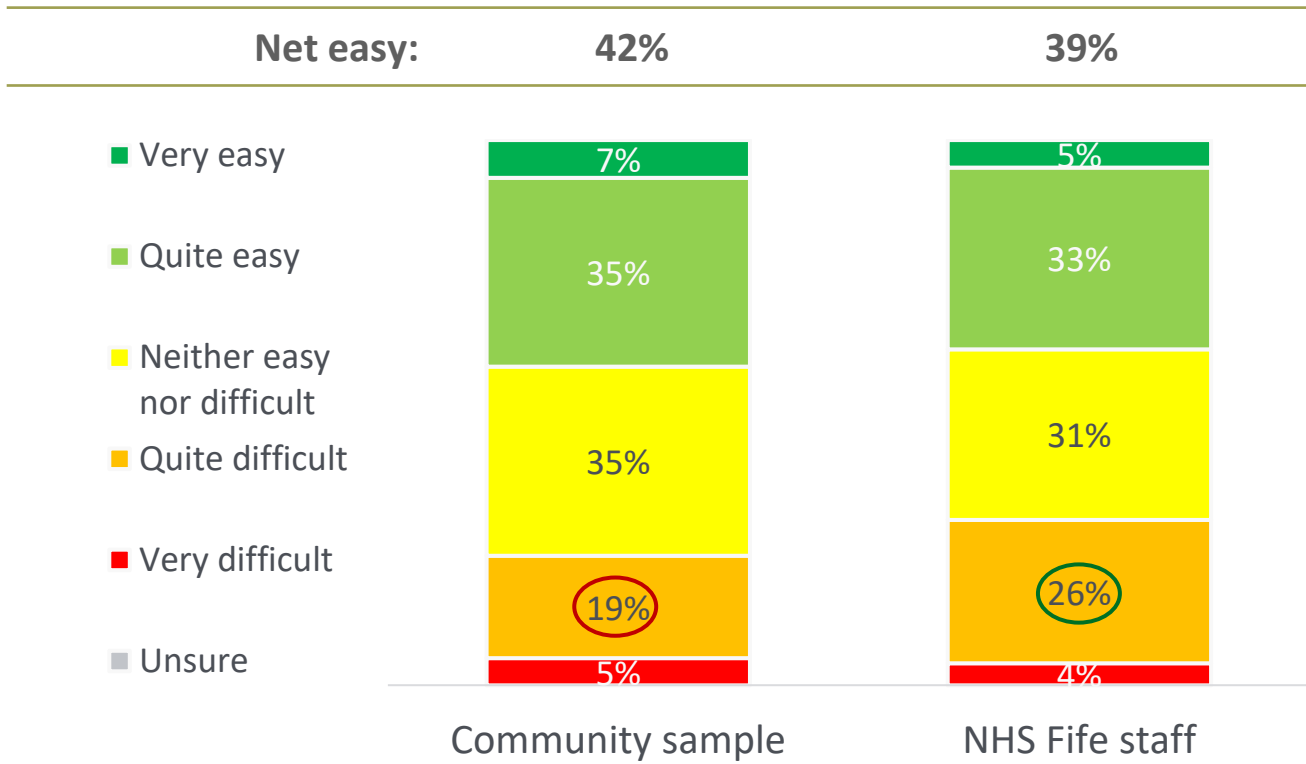


Base Community sample (all who provided a response): 587
Base NHS Fife staff sample (all): 368

Staying healthy and well

- Around four in ten respondents said staying healthy and well was *quite* or *very* easy, with staff more likely than residents to describe it as being *quite difficult*.
- Among the Community sample those with a long-term health condition/disability/infirmity were less likely than others to say it was easy (only 26% said staying healthy and well was either *quite* or *very* easy).
- Fife residents aged 55+ were the age range most likely to say staying healthy and well was easy (net easy = 46%).

Ease of staying healthy and well

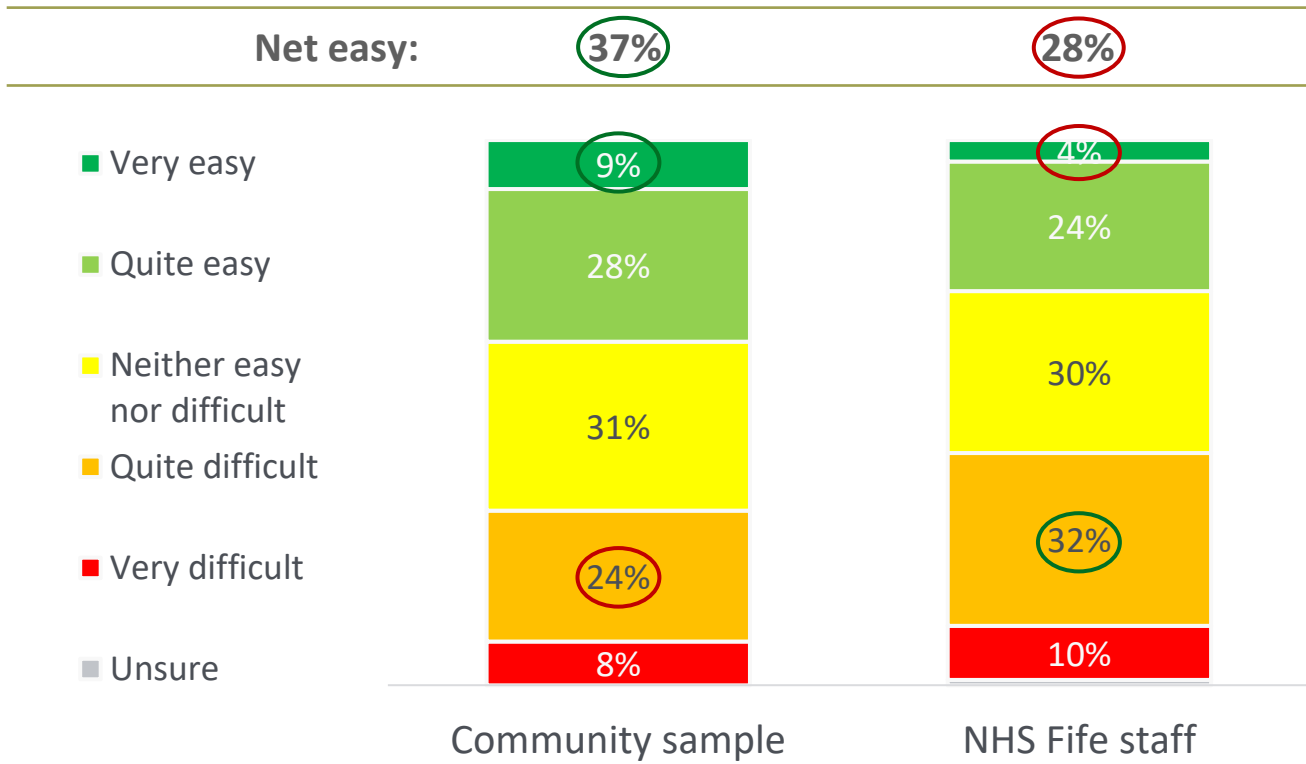


Base Community sample (all who provided a response): 587
 Base NHS Fife staff sample (all): 368

Maintaining good mental health

- When asked about ease of maintaining good mental health, results were varied, with around a third of Fife residents finding it *quite* or *very* easy, but a further third saying it was *quite* or *very* difficult.
- Poor health impacted on results among Fife residents: respondents with a long-term health condition/disability/infirmity were less likely to rate maintaining good mental health as easy (29% = net easy compared to 49% among residents without any of these health issues).
- Residents living with children aged under 18 were also less likely to rate maintaining good mental health as easy (net easy = 29%).
- NHS Fife staff were significantly less likely than residents to say maintaining good mental health was easy, with less staff finding this *quite* or *very* easy than staying healthy and well (39% of staff rated staying healthy and well *quite* or *very* easy).

Ease of maintaining good mental health



Base Community sample (all who provided a response): 587
 Base NHS Fife staff sample (all): 368



Proactive and preventative care

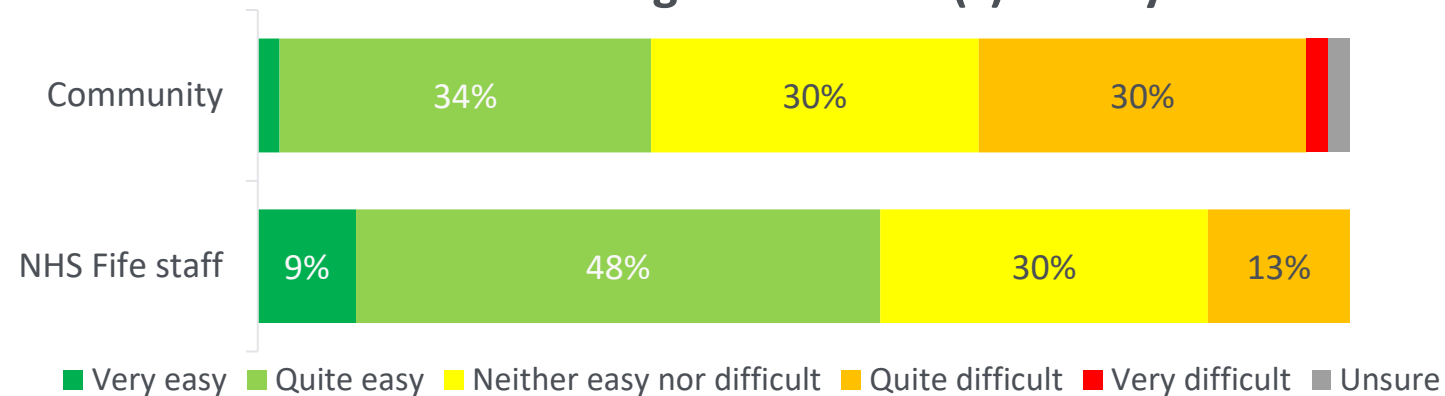
Proactive & preventative care

- Survey respondents were asked if they used any NHS Fife services that support them to stay well:
 - 8% of the Community sample &
 - 6% of the NHS Fife staff sample said they did
- Those that had used services were asked to rate both how easy services were to access, and their overall experience of the services.
- Small base sizes mean results are indicative only, however ratings were broadly positive with few negative ratings given, particularly ratings of *very difficult* or *very negative*.

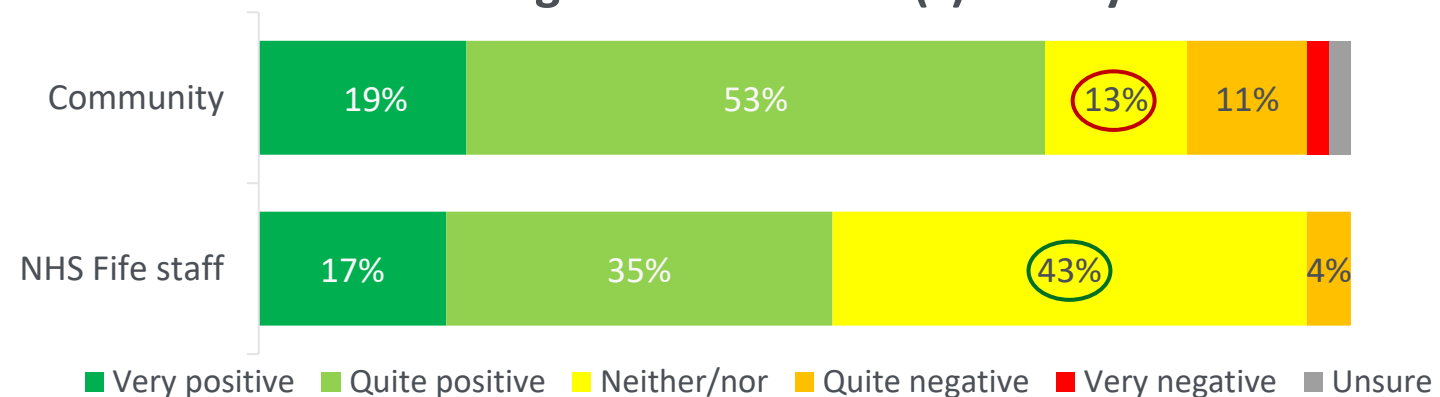
Use and experiences of NHS services to support staying well



Ease of accessing NHS service(s) to stay well



Ratings of NHS service(s) to stay well



Base (those who use NHS services currently that support them to stay well)
Community sample: 47, NHS Fife staff sample: 23

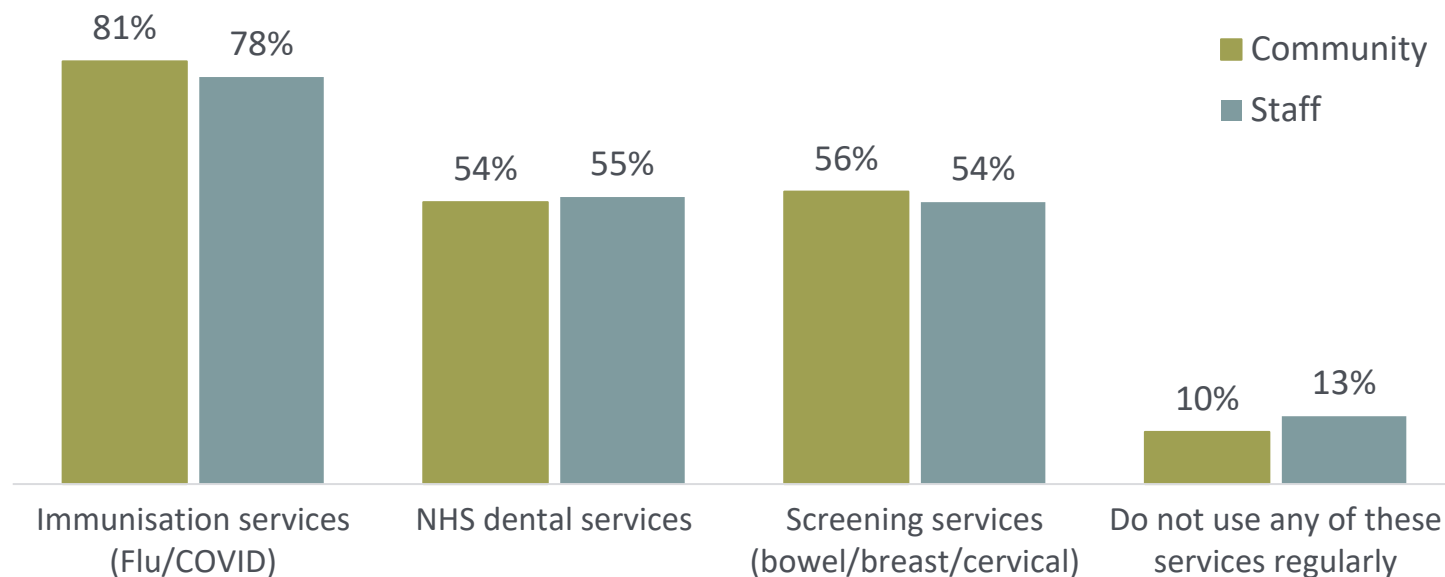


Q9. Do you use any NHS services currently that support you to stay well? (For example, smoking cessation services, CookWell:LiveWell etc.)
Q10. How do you find accessing the service(s) you use? &
Q11. How would you rate your experience of using these NHS services?

Proactive & preventative care

- Most residents and staff surveyed regularly used one or more of NHS Fife's immunisation, dental and screening services. However, it is worth noting that only just over half of both residents and staff regularly use an NHS dentist.
- Screening services were most likely to be used by respondents in the 55-64 age group (75% for Fife residents and 77% for NHS Fife staff), reflecting screening eligibility for some health conditions being as of age 50.
- Women were also more likely than men to use screening services (63% of women vs 36% of men among the Fife resident sample, and 56% of women vs 19% of men in the NHS Fife staff sample).

Use of NHS preventative services



Base Community sample (all who provided a response): 587
Base NHS Fife staff sample (all): 368



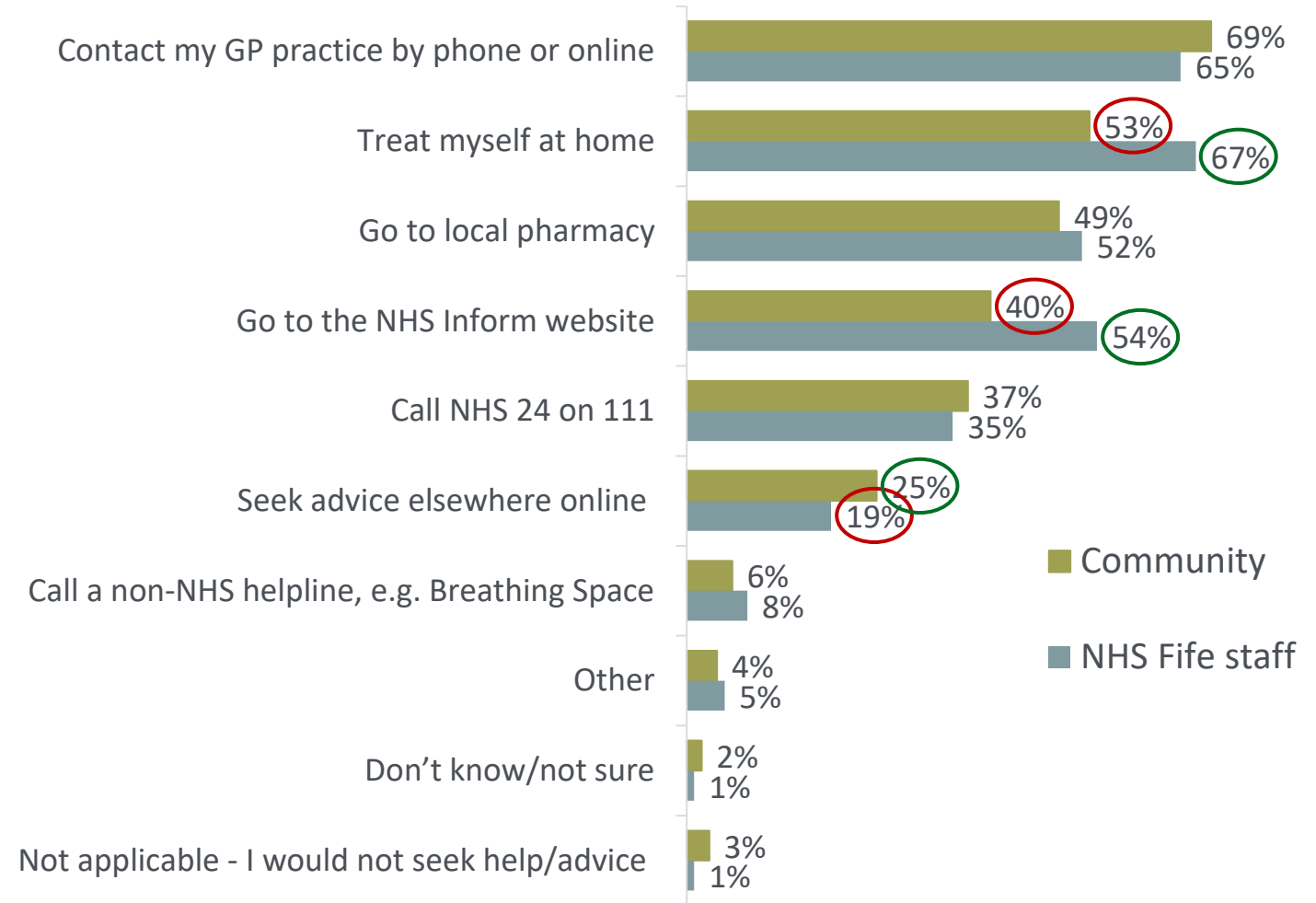
Use of NHS Fife services

Right Care Right Place

Respondents were asked where they would go for advice/help if concerned about their health but not in an emergency situation.

- NHS Fife staff were more likely than residents to treat themselves at home, with female staff more likely to try this option than male staff (71% vs 44%). Use of NHS Inform was also higher among NHS Fife staff than residents.
- Among Fife residents, women were also more likely than men to treat themselves at home (57% vs 40%), as well as being more likely to use NHS Inform (43% vs 29%) and to go to a local pharmacy (54% vs 35%).
- Fife residents aged 65+ were less likely than others to use NHS Inform (28%), and those 45+ reported being less likely to use NHS 24 (32%) than younger residents (54%).
- Fife residents living with children under 18 had higher use of all healthcare options listed.

Sources of advice/help that would be accessed if concerned about health



Base Community sample (all who provided a response): 587

Base NHS Fife staff sample (all): 368

Q23. If you are concerned about your health but feel it is not a life threatening emergency, where would you go to for advice/help?

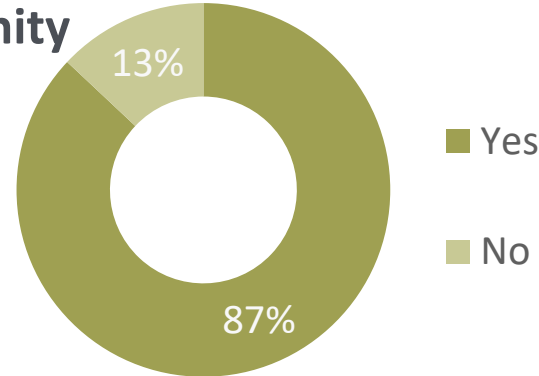
Physical health services

- Most respondents had had an appointment or treatment for their physical health with NHS Fife in the last 5 years.
- Of those who had, 50% of Fife residents and 56% of NHS Fife staff reported finding arrangements for the appointment or treatment *quite* or *very* easy.
- Fife residents with a long-term health condition/disability/infirmity were less likely to find arrangements for appointments or treatment *quite* or *very* easy (45%), as were younger residents aged 16-34 (28%), and residents who described their attitude to their health as: 'I don't think much about my health, and find making healthy choices and leading a healthy lifestyle difficult' (27%).

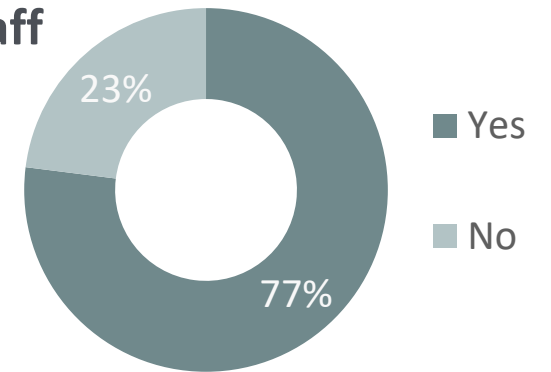


Appointments and treatments for physical health

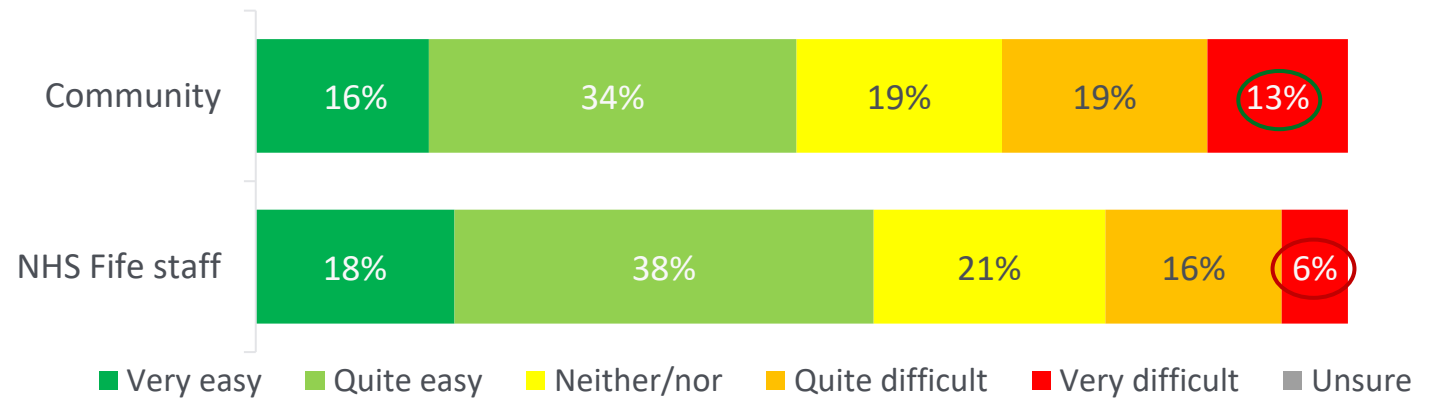
Community



Staff



Ease of arrangements for appointment/treatment



Q24. Thinking about your physical health (i.e. any aspects of your health excluding mental health), have you had an appointment or treatment with NHS Fife in the last 5 years? &

Q25. How easy or difficult did you find the arrangements for your appointment or treatment?

Base Community sample (all who provided a response): 587, NHS Fife staff sample (all): 368
 Base (all who've had an appointment/treatment in the last 5 years) Community sample: 508, NHS Fife staff sample: 285

Physical health services

Those who'd had an appointment or treatment for their physical health in the last 5 years were also asked to rate their experience of NHS Fife's health services, and the ease of access to services.

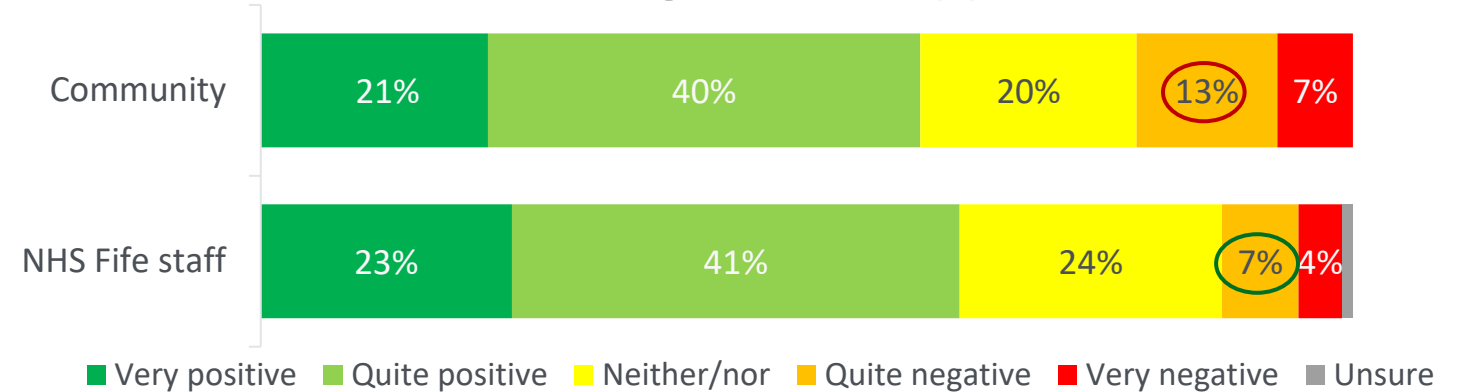
- A majority rated their experience of NHS Fife's services as positive (61% of Fife residents and 65% of NHS Fife staff rated their experience as *quite* or *very* positive), with staff less likely to give a negative rating than residents.
- Ease of access to physical health services was rated as *quite* or *very* easy by 49% of residents, and 58% of staff.
- Ease of access was rated less highly by Fife residents with a long-term health condition/disability/infirmity (42%), and residents who described their attitude to their health as: 'I don't think much about my health, and find making healthy choices and leading a healthy lifestyle difficult' (18%).

Q26. How would you rate your experience of NHS Fife's health services?
 Q27. And how easy or difficult did you find accessing the service or services you used?

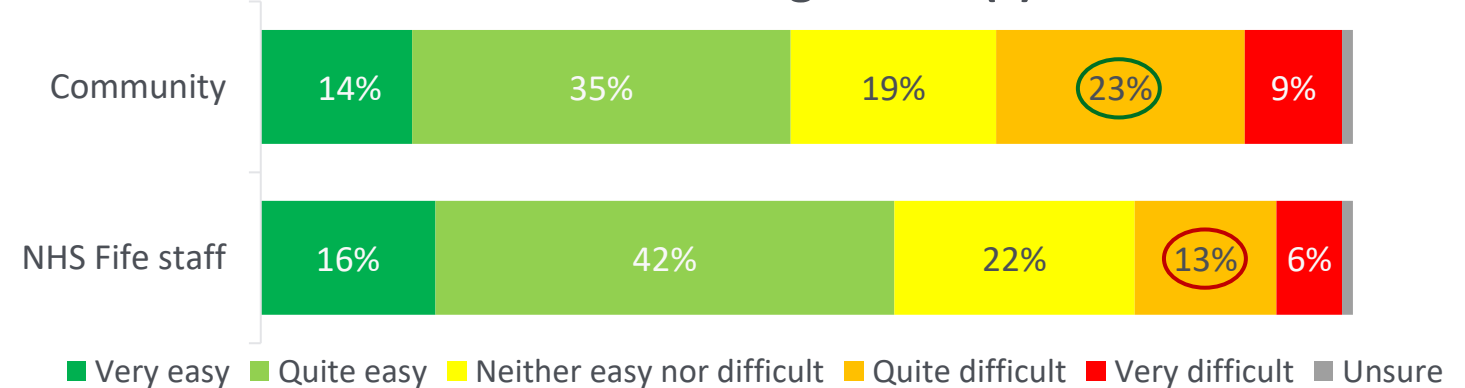


Experiences of appointments and treatments for physical health

Ratings of service(s)



Ease of accessing service(s)



Base (all who've had an appointment/treatment in the last 5 years)
 Community sample: 508, NHS Fife staff sample: 285

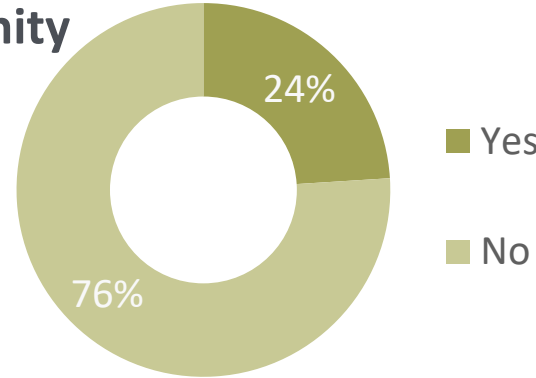
Mental health services

- Fewer people reported having had an appointment or treatment for their mental health and wellbeing in the last five years than for their physical health.
- Among Fife residents who had had an appointment or treatment there was considerable variation in ratings of the ease of arrangements for these: 39% rated arrangements as being *quite* or *very* easy, but the same proportion found them *quite* or *very* difficult.
- NHS Fife staff were more likely to have found arrangement easy (net easy = 50%), however around a quarter of staff rated arrangements *quite* or *very* difficult.

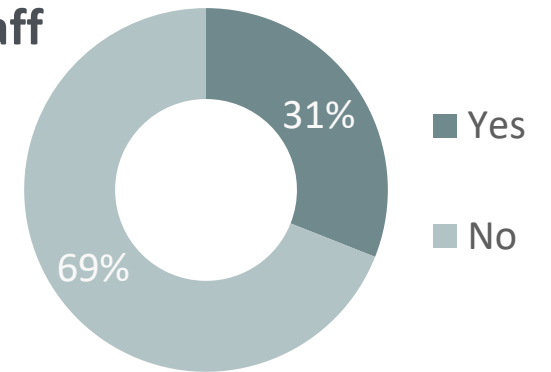


Appointments and treatments for mental health

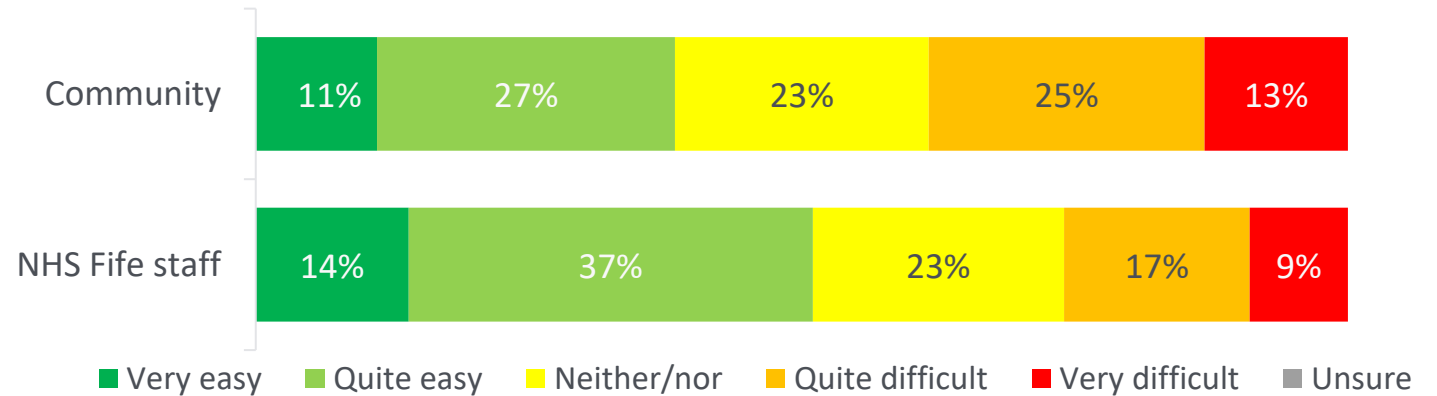
Community



Staff



Ease of arrangements for appointments/treatment



Q28. Thinking about your mental health and wellbeing, have you had an appointment or treatment with NHS Fife in the last 5 years? & Q29. How easy or difficult did you find the arrangements for your appointment or treatment?

Base Community sample (all who provided a response): 587, NHS Fife staff sample (all): 368
 Base (all who've had an appointment/treatment in the last 5 years) Community sample: 142, NHS Fife staff sample: 115

Mental health services



Experiences of appointments and treatments for mental health

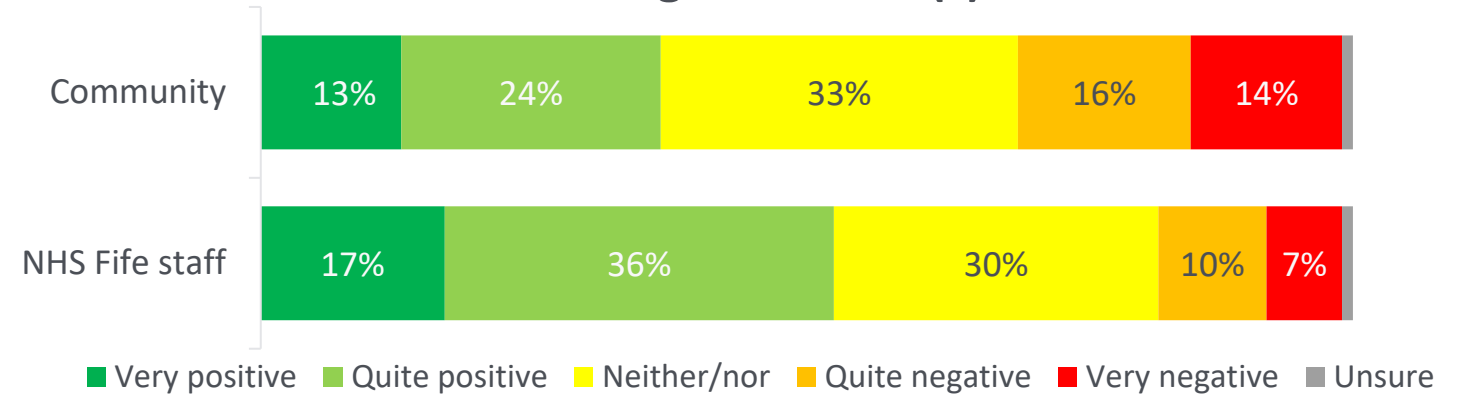
Those who'd had an appointment or treatment for their mental health in the last 5 years were also asked to rate their experience of NHS Fife's health services, and the ease of access to services.

- Ratings of mental health services were less positive than physical health services, particularly among Fife residents. In total, 52% of staff and 36% of residents rated their experience of the service as quite or very positive, while 48% and 27% respectively rated access as quite or very easy.
- Ease of access was rated less positively among Fife residents with a long-term health condition/disability/ infirmity (net easy = 21% vs 48% among residents without any of these health issues). Residents with children aged under 18 living at home were more likely to say access was quite or very difficult (64%) than those without children (37%).

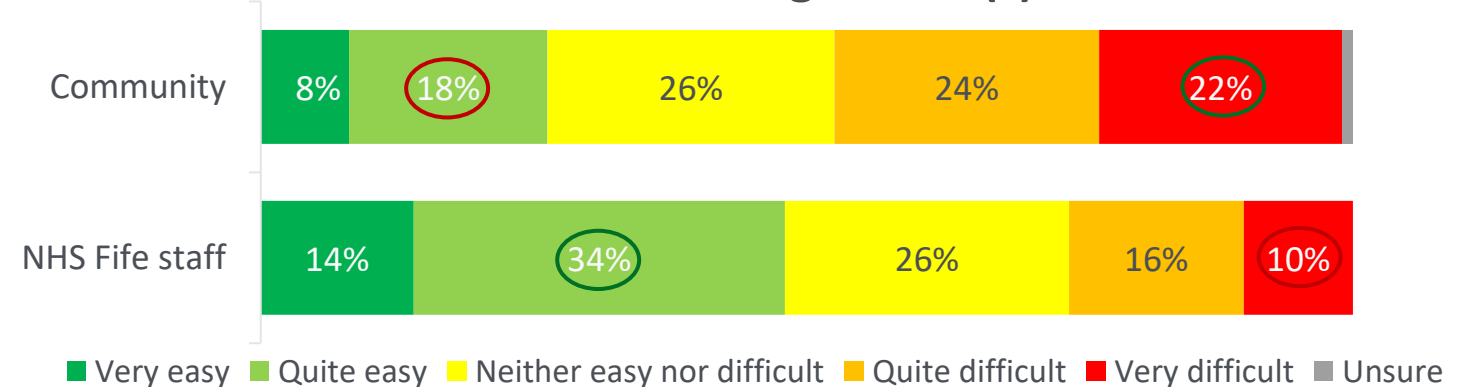
Q30. How would you rate your experience of NHS Fife's health services in relation mental health and wellbeing?

Q31. And how easy or difficult did you find accessing the service or services you used for mental health and wellbeing?

Ratings of service(s)



Ease of accessing service(s)



Base (all who've had an appointment/treatment in the last 5 years)
Community sample: 143/142, NHS Fife staff sample: 115

Improving staff experience and wellbeing

Health & wellbeing support

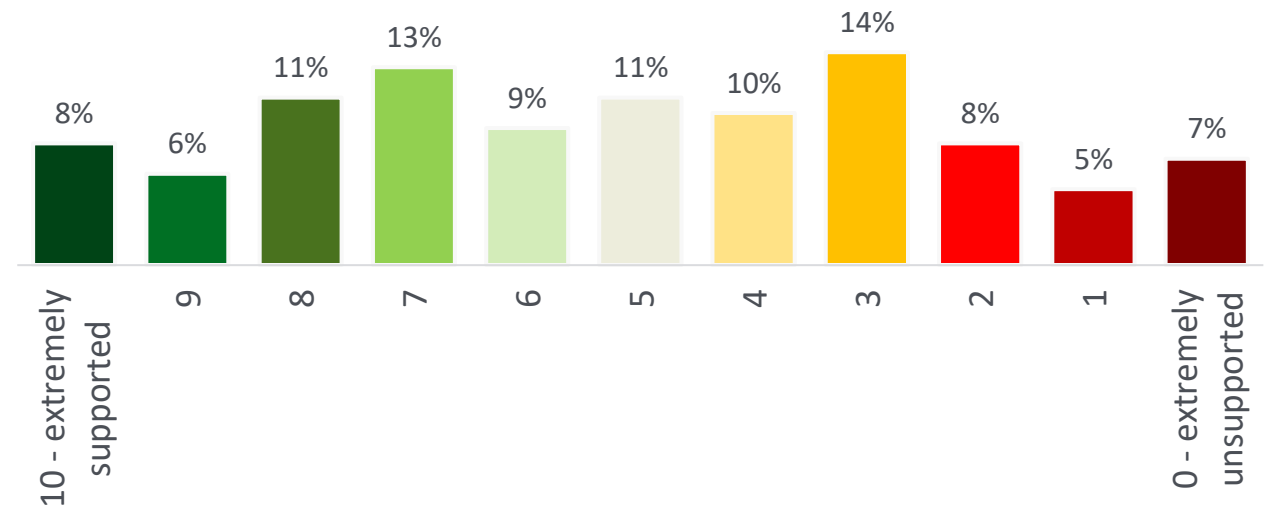
NHS Fife staff were asked some additional questions about their health and wellbeing at work.

- When asked how well they felt their health and wellbeing was supported this varied considerably, with the average (mean score) being just above the mid point between extremely supported and extremely unsupported.
- Younger staff surveyed were more likely to have given the lowest score of 0 than their older colleagues (11% of 16-44 year olds said they felt extremely unsupported at work, compared to 4% of those aged 45+).

Health & wellbeing support in NHS Fife workplaces



Mean score: 5.18



Q35. How do you feel your health and wellbeing is supported when at work (on a scale of 0 to 10, where 0 is extremely unsupported and 10 is extremely supported)?

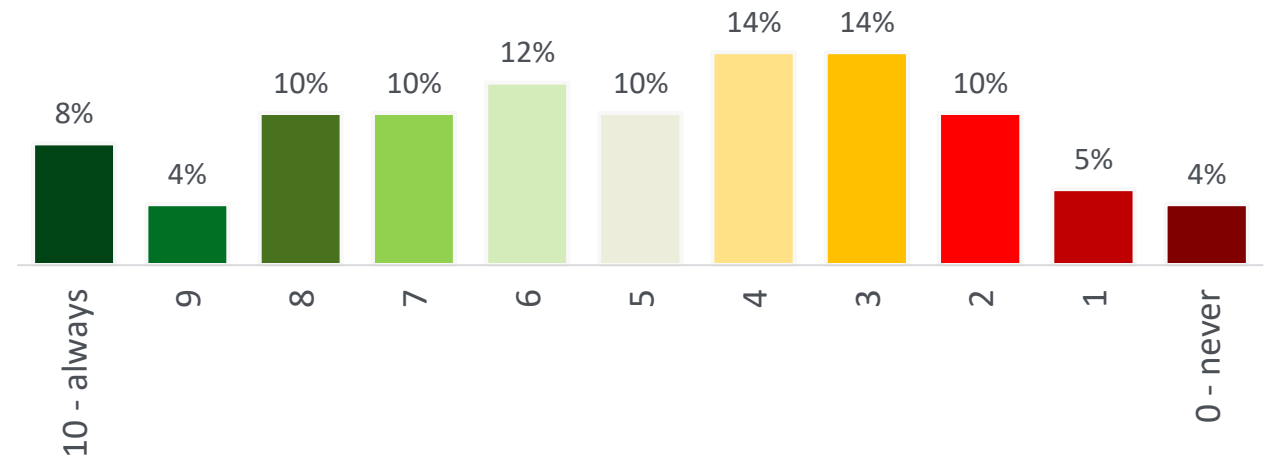
Breaks

- For a majority of NHS Fife staff surveyed, breaks during shifts were not reported as being routinely taken, with only 22% scoring their frequency of taking breaks an 8, 9 or 10 out of 10.
- Again results show experiences vary significantly across staff.
- For around one in five members of staff (18%) taking regular breaks to rest during shifts was very infrequent, being scored either 0, 1 or 2 out of 10.

Taking regular breaks



Mean score: 5.06



Q37. Do you take your regular breaks to rest during shifts (on a scale of 0 to 10, where 0 is never and 10 is always)?

Delivering value & sustainability

Remote appointments

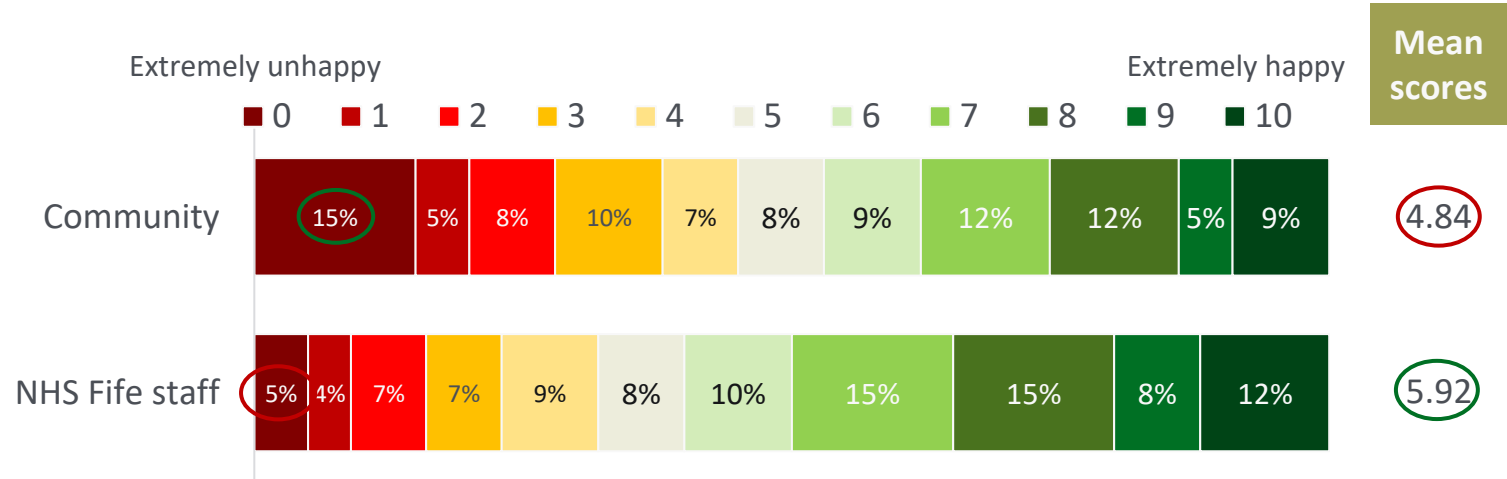
Respondents were asked to rate the acceptability of service delivery via telephone or video calls.

- Support for appointments being delivered remotely was variable.
- Respondents were less likely to say they would have been happy to have hospital appointments delivered by telephone or video than GP or practice nurse appointments
- Fife residents were less likely to be happy with telephone or video appointments than staff.

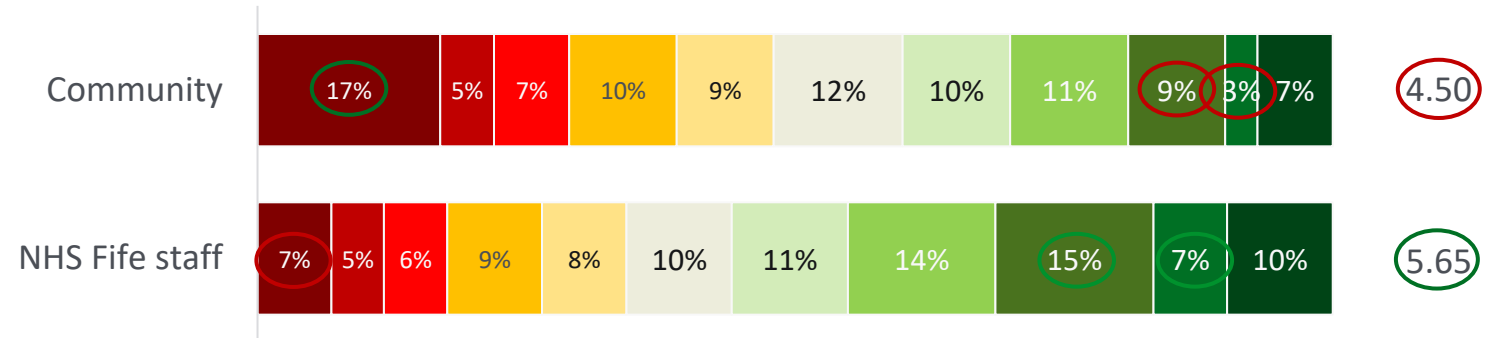


Telephone/video appointments

Routine care GP or practice nurse appointment delivery



Routine care hospital appointment delivery



Base Community sample (all who provided a response): 587/586

Base NHS Fife staff sample (all): 368

Q34a. Since the start of the COVID-19 pandemic a number of NHS services have been delivered in new ways, for example, appointments by telephone or video call. On a scale of 0 to 10 (where 0 is extremely unhappy and 10 is extremely happy) how happy would you have been to have your routine care GP or practice nurse appointments delivered by telephone or video call? &

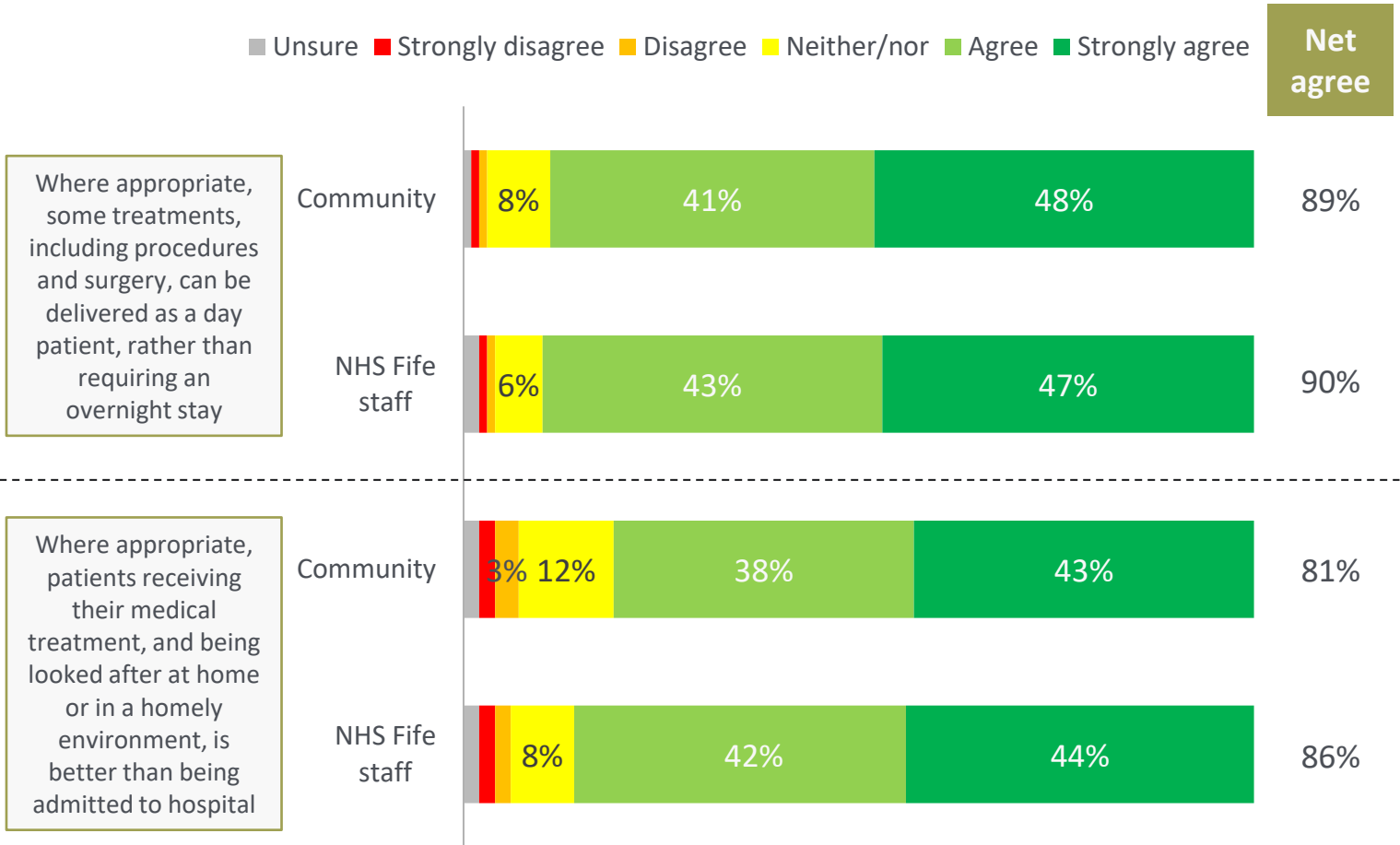
Q34b. And on a scale of 0 to 10 (where 0 is extremely unhappy and 10 is extremely happy) how happy would you have been to have your routine care hospital appointments delivered by telephone or video call?

Attitudes to healthcare

- Most respondents agreed that some treatments can be delivered as a day patient, and that patients receiving medical treatment at home may be better than being admitted to hospital.
- Agreement was broadly consistent across subgroups, however, Fife residents without children under 18 living at home had higher net agreement with both statements than those who were living with children under 18.
- Staff were slightly more likely than residents to agree that patients receiving medical treatment at home may be better than being admitted to hospital.



Attitudes to day patient and home care



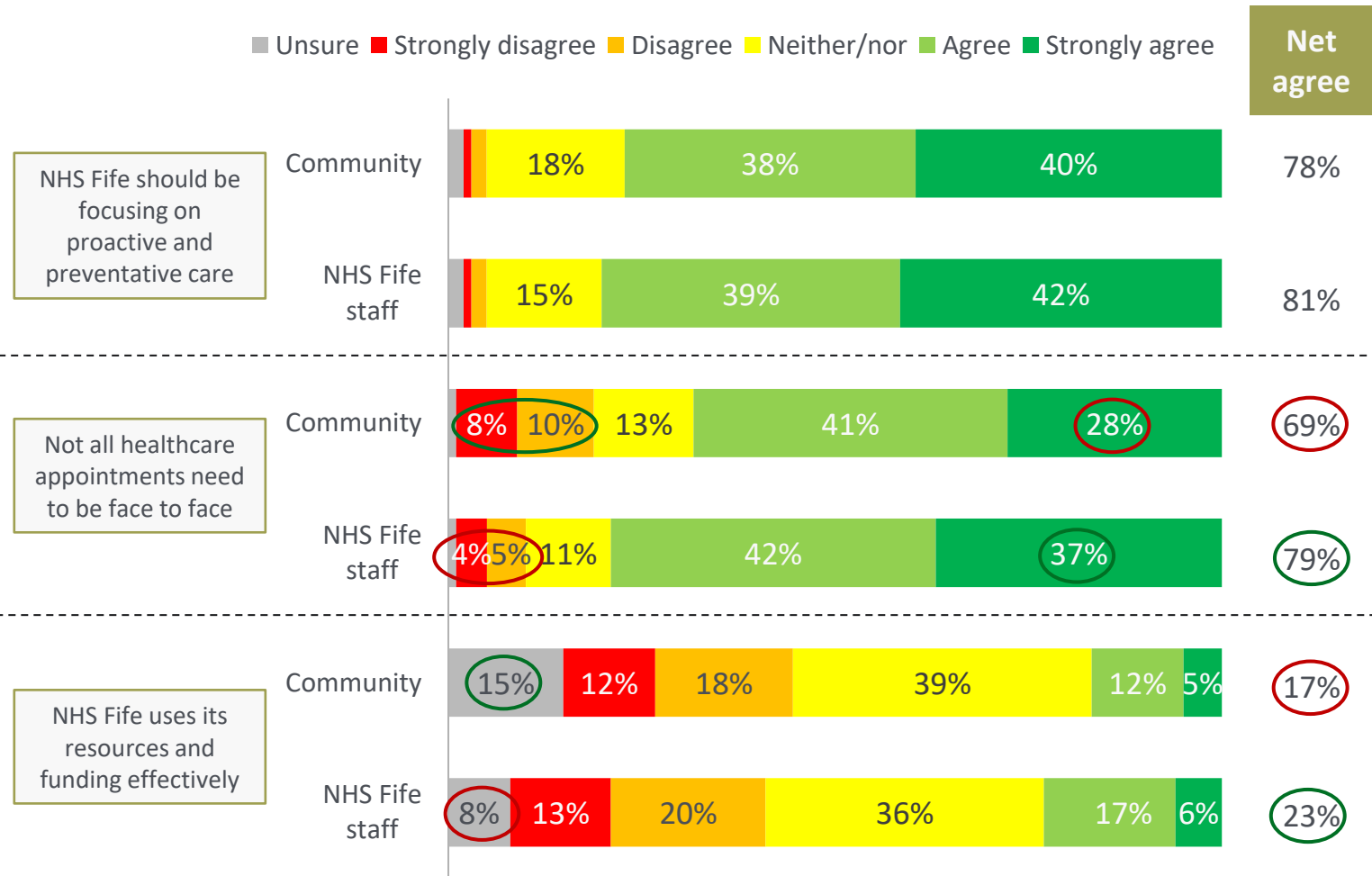
Base Community sample (all who provided a response): 587
 Base NHS Fife staff sample (all): 368

Q41. Here are a number of statements that people have made about healthcare in Fife. For each one we would like you to let us know how much you agree or disagree.

Attitudes to healthcare

- A majority also agreed that proactive and preventative care was an appropriate focus for NHS Fife, and that not all healthcare appointments need to be face to face.
- It should be noted that a significant minority disagreed that not all healthcare appointments need to be face to face however, in particular among Fife residents, with *strong* disagreement recorded from almost one in ten residents.
- Agreement that NHS Fife uses resources and funding effectively was low, with high rates of 'neither/nor' and 'unsure' responses, suggesting many may not feel informed about these issues.

Priorities for care – mean scores



Base Community sample (all who provided a response): 586/587
 Base NHS Fife staff sample (all): 368

Q41. Here are a number of statements that people have made about healthcare in Fife. For each one we would like you to let us know how much you agree or disagree.



Summary and conclusions

Summary and conclusions

- The study has provided a benchmark and ‘conversation starter’ for NHS Fife to develop its services for residents of Fife and NHS Fife staff. The data provides a comprehensive picture of levels of health and wellbeing and experiences of services to help guide decision making, improvements and support.

Health and wellbeing

- Most residents and staff described their physical health as at least ‘fair’ but over half reported experiencing a deterioration in mental health as a result of the Covid-19 pandemic.
- Few found staying healthy and well, or maintaining good mental health, very easy; indicating there is room to improve health and well being.
- NHS Fife staff were more likely to say they found staying healthy and well, and maintaining good mental health, difficult, with life being too busy to prioritise these things a key challenge.
- Just under half of NHS Fife staff felt their physical environment at work had a negative impact on their health and wellbeing.
- Most staff did not report systematically taking regular breaks and there was very little use of Wellbeing Hubs.

Staff experience particular challenges in staying healthy and well due to work environment and pressure of workloads, particularly in the wake of covid. The availability of more focussed support and better communication of the support/resources already available could help staff to improve their health and wellbeing at work.

Summary and conclusions

Experiences of NHS Fife services

- Experiences of appointments for physical health were rated positively, but arrangements for appointments/treatments, and access to them, were less highly rated.
- Mental health appointments/treatments were rated less positively than those for physical health issues, particularly by residents.

Attitudes to development of NHS Fife services

- Most staff and residents agreed that some treatments can be delivered as a day patient, that patients receiving medical treatment at home may be better than being admitted to hospital, and that proactive and preventative care was an appropriate focus for NHS Fife, but a significant minority reported they would be extremely unhappy with service delivery via telephone or video calls.
- When asked about NHS Fife's use of resources and funding there were high rates of 'neither/nor' and 'unsure' responses suggesting many do not feel informed about these issues.

The feedback from residents indicates potential to improve appointment efficiency and access – particularly for mental health services.

Many residents are open to changes in the way that care is delivered, however, some have serious concerns and will require more information of the benefits and reassurance that standards of care will not be diminished.