

We want to hear your views survey Summary and collated responses



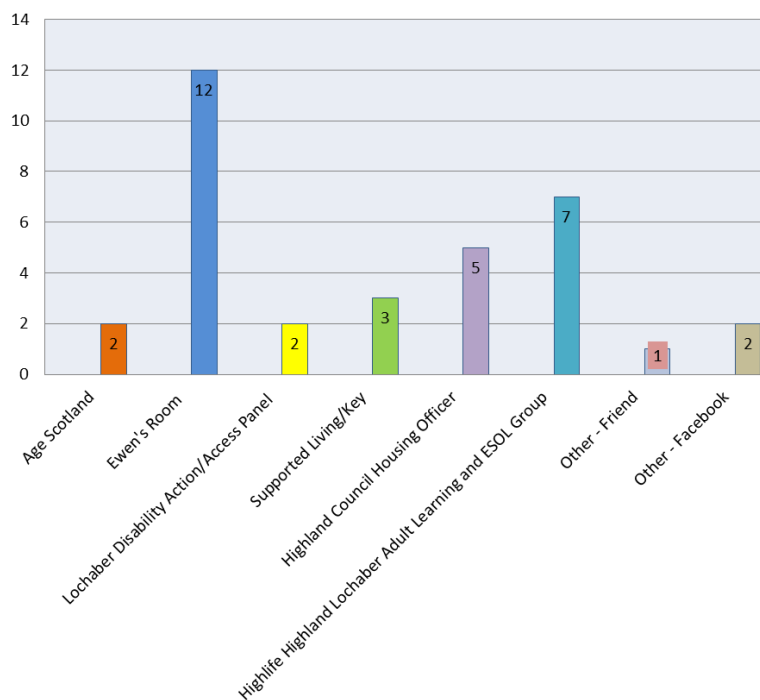
During late July and August we ran a survey and spoke to a number groups within Lochaber, to find out their experience of using health and social care services during the pandemic and what is important to them about the new hospital.

The Groups included, young people, people affected by mental health, disabled people and people who live in supported accommodation, people who have migrated here from another country, and homeless people.

This document contains a summary and combined responses from the 34 people who took part in the surveys and the young people who gave their views to High Life Highland, as part of a collective response. All of the feedback and experiences shared, will inform plans for the new hospital and will be available on our website at

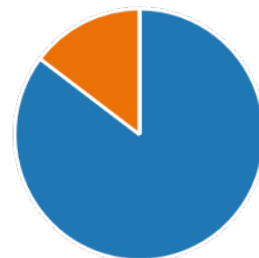
<https://www.nhshighland.scot.nhs.uk/News/PublicConsultation/FortWilliamNewHospitalPlus/Pages/Background.aspx>

1. Please tick the group or organisation that you got this survey from.



2. Have you attended an NHS Highland medical appointment in the last 12 months, for example mental health nurse or service, community nurse, an outpatient appointment or stay as an inpatient at the Belford Hospital.

Yes	29
No	5
Maybe	0



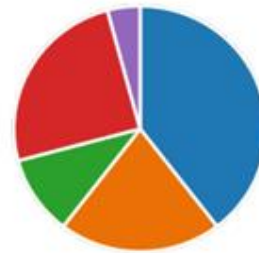
3. Have you supported someone else to attend a medical appointment, as a carer, relative or friend?

● Yes	7
● No	24
● Other	1



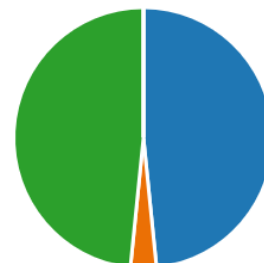
4. Please select which best describes your type of appointment(s)

● Patient attending an out patie...	19
● A inpatient requiring overnigh...	10
● A patient receiving a service a...	5
● A patient attending an appoin...	12
● Other	2



5. Please tell us if your appointment(s) was in person or by telephone or online.

● In person	15
● Virtually - by telephone or int...	1
● Both in person and virtual	15
● Other	0



6. If you have attended a virtual appointment, please tell us how.

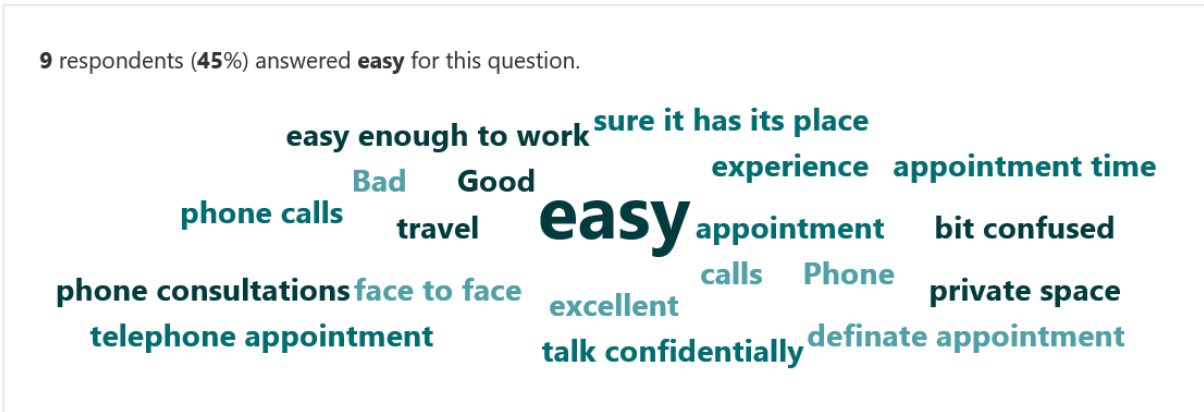
● telephone consultation	11
● video consultation on a smart...	10
● Other	0



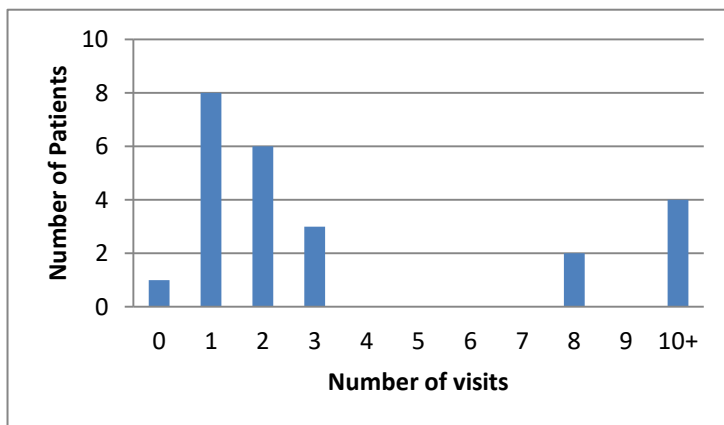
7. Please tell more about your experience of virtual appointment(s) you attended. For example, how easy was it to attend your appointment(s), what did you like and what would have made your experience better

20
Responses

Latest Responses
"Phone calls with GP have been excellent."

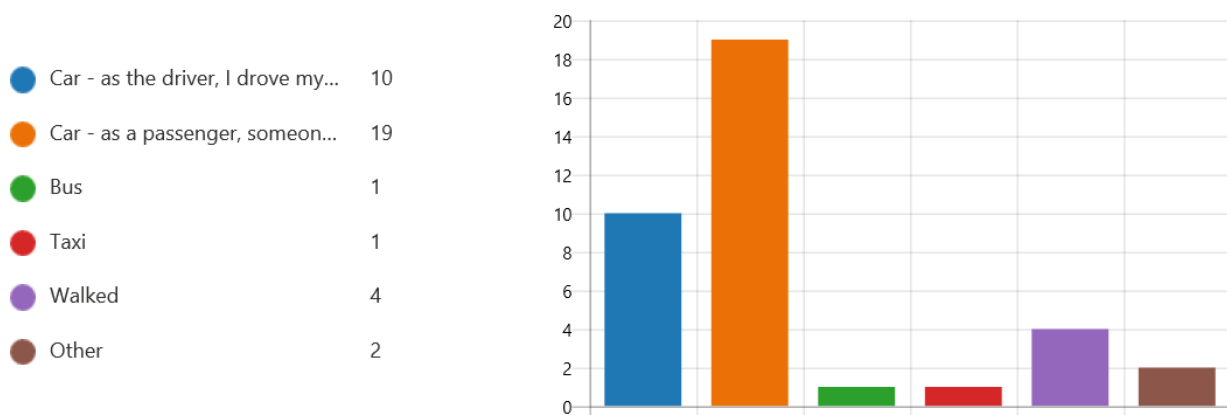


8. If you have attended the Belford Hospital, as an outpatient or in patient in the last 12 months, please tell us how many times



Number of Visits	Number of Patients
0	1
1	8
2	6
3	3
8	2
10	1
15	1
20	1
70	1

9. If you had to travel, how did you get to your appointment(s)? (please choose all that apply)



12. Please tell us what matters most to you about health and care services?

34
Responses

Latest Responses

"Being treated with courtesy and promptness, and being kept fully inf...
"Free at point of use. Not run by private companies. Local in Fort Willi...
"That staff are treated well and there are enough referral spots for pat..."

8 respondents (24%) answered **services** for this question.



13. Thinking about the replacement Belford Hospital for Lochaber, what matters most to you about the new hospital?

34
Responses

Latest Responses

"I hope it will be a better experience for all the NHS staff who have ha...
"Retains excellent A&E. Have more capability for children. "
"More facilities. Eg. Not needing to go to Inverness to have a baby. "

14 respondents (41%) answered **services** for this question.



14. If you would like to receive a copy of the summary directly, please include your email address below.

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Responses

15. Would you like us to email you the NHS Highland redesign newsletter and information about ways to give your views on plans for the new hospital in the future?

● Yes

14

● No

20



Additional Information

Full comments from survey:

Please tell more about your experience of virtual appointment(s) you attended.

"Na"

"It was easy because I had an interpreter"

"It was very easy but would rather visit the doctor in person."

"Good: Phone consultations meant not having to travel to the appointment."

"Bad: surgery is a private space. That makes it easier to talk confidentially without fear of being overheard."

"I missed the personal connection of the physical consultation. The experience was a bit "call centre".

"was fairly easy, prefer face to face"

"was fairly easy once niece showed me how to do"

"All went well"

"I had three conversations on 111 - reception, supervisor, then clinician and then was asked to attend A & E. I then waited for a call from A & E to be told when to attend - but it was actually then "come when you can". That last step was possibly unnecessary."

"Was told I had an open door to speak to my gynaecologist and could never get a hold of her and would take ages for her to phone me back"

"Telephone appointment went well."

"Easy, convenient, less travel"

"Was difficult as my husband was receiving bad news"

"It was easy to attend I just don't like video calls."

"The doctor listened to my concerns and reassured me well. It was a struggle not be able to communicate face-to-face about such a nuanced issue. I was disappointed that the waiting list for therapy/CBT is so long that there was no point even going on it."

“Easy enough to work Near Me appointments, handy as it means I don't need to travel to Raigmore for my appointments”

“I found the near me experiencing good, got bit confused first time how to get on but after shown was ok”

“Having a definite appointment time instead of rough idea”

“Easy for family member to follow instructions to log on.”

“Quality of picture was excellent, also the sound.”

“It wasn't for me. I would prefer to be physically seen. Specifically for the reasons I've been hospitalised, I'm sure it has its place. An option would've been better.”

“Phone calls with GP have been excellent.”

For appointments that you physically attended. Please tell us what was good about your experience(s).

“The appointment was well organised due to covid rules. Timely and fast.”

“Good treatment.”

“Good interpreter service (telephone)”

“Appointments were reasonably on time and, when possible, were booked at a time I could easily attend.”

“Ambulance crew was excellent.”

“Tests and exams were carried out locally.”

“Appointments ran to time. Covid regs were enforced.”

“Better than having to go to Inverness.”

“was good i went to belford all staff nice”

“was good hard to get parked near hospital entrance though and i have walking difficulties”

“received good care eventually but due to #covid never got seen for so long and ended up getting very ill”

“Care from nurses is always exceptional”

"Felt safe to attend. Seen promptly and everything explained to me. Very patient and not rushed."

"Seen quickly. Good treatment. Explained and answered my questions. Did not talk over me."

"All the staff I dealt with were friendly and professional. The wait at the Belford was quite long - but the staff were lovely and the waiting room wasn't ever crowded."

"Because the 'gynaecologists were dealing with it' all they ever did was give me pain killers and pap me off home"

"I liked being able to give birth at my local hospital rather than having to travel to Inverness. The staff were amazing, the care was person-centred & made me feel very well cared for."

"Care"

"Care was good. Covid precaution good"

"The Fort William medical centre is a nice building. My nurse was friendly."

"I had to attend appointments in Raigmore as the Belford, other appointments have been on NearMe. The service I required took over 18 months for me to receive which was far too long."

"Met at the front door for the temp check and given new mask. Receptionist was very helpful in pointing me in the right direction."

"Was good to get seen however the wait was long"

"Taken in minutes of arriving. No waiting"

"Prompt service and treatment plan given"

"Physically attended apts have mainly been home visits by District Nurse & GP"

"Have regular support from both these teams - have a good relationship with both teams."

"Prior to Covid - apts at Health Centre, Dentist & Podiatrist. Health Centre V.easy to access - spacious. Teams V.friendly"

"Care was fantastic, especially from the infusion team in outpatients."

"Visiting A&E I was seen immediately. The staff were extremely caring and kind. Attending outpatients, again I was seen immediately. The staff knew my name and I was treated with respect and dignity."

“Amazing staff.”

“I could not fault the GP appointment or the Belford inpatient stay - I received excellent care at both places and all sanitation practices were carried out properly.”

Please tell us what would have made your experience(s) better.

“Don't think it could have been better. “

“It would be better if it wasn't so busy.”

“Staff and the care they gave was wonderful, the treatment was a nice as it could be! It was scary going into operating spaces that looked like a cupboard, and the fact that they looked really old, therefore a new hospital with more space and less crumbly would be reassuring.”

“Staff at the Belford were pleasant but too rushed.”

“Being informed of the results of the test would have been good!”

“The building is gloomy and shabby. Access eg to A&E is difficult, up a steep ramp or a flight of stairs.”

“Appetising food would help patients to recover faster.”

“I'd been told it wouldn't be painful but it was.”

“Different departments didn't seem to share information. I was put in a room and left for hours on my own while they worked out where to put me.”

“Took ages to get the medicines so I could get discharged.”

“was all good”

“parking needs to be better for drop off and pick ups as was very difficult for me, i need someone to help me and car couldnt be parked near the hospital had to drop me off then go park then help me in”

“getting to see consultant sooner”

“More comfortable rooms”

“Nothing in particular was treated very well. Maybe more and better seating in waiting area not very comfortable.”

“More space and comfortable seating, in waiting area not lined up in corridor. Relaxing colours and background music. Magazines when able.”

“Later in the evening, I was contacted to come back the next day for an injection as they had decided that, on discussion at the end of the day, it was better for me to have it. I live quite a distance from the hospital - and I had to take an additional half-day off work - so perhaps the assessment of whether I needed an injection could have been arrived at before I left the hospital?”

“The cubicles at A & E currently don't give much privacy as you can hear everything that's going on around you. It would be good if the replacement hospital could address this.”

“If they actually cared about the patient, listened, tried to help, instead of thinking giving painkillers fix all”

“Newer facilities where maternity has its own entrance & doesn't need to go past the medical ward annex.”

“home treatment”

“It would be good to have improved access to non-medication-based treatment for mental health.”

“Didn't have to wait more than a few minutes. Very efficient staff.”

“Nurses were very busy had to wait a while before seen felt uncomfortable waiting”

“Getting results sooner!”

“Happy with waiting areas and treatment given”

“There is a need for closer liaison between community teams & Hospital. I have special needs - am quadriplegic - unable to use nurse call system. This has to be pointed out to staff on each admission - Have to be reminded to use special head button allows me to call for help.”

“Overhead tracking is needed in the Hospital, also training for staff re moving & handling from physio.”

“The health assistant I saw in outpatients was less experienced and the initial visit was extremely painful as she wasn't aware of the extent of my injuries. She needed advice from them in from a more senior nurse.”

“I should have returned the crutch's sooner! Apologies”

“It would have been good to have had information about my condition and aftercare communicated better to my carer who collected me from hospital but I appreciate

that it's a very busy time for NHS staff- however, the information had been passed to my GP who was very helpful."

Please tell us what matters most to you about health and care services?

"That it continues to be free and is well staffed"

"Contact with Doctor"

"Short waiting times"

"Good interpretation services"

"Interpreter"

"being able to see a specialist"

"Interpreter"

"being able to see a specialist"

"get quickly appointment "

"getting an appointment quickly"

"being able to see a specialist "

"Mental health services"

"Availability, length of waiting lists, proximity to home."

"Prompt diagnosis, effective treatment, consistency in care provider, local services, ease of access, sufficient staffing, mental health support, 24/7 care, communication. (Why do hospitals shut down at the weekend?)"

"Local care, all day every day. More support for mental health and dentistry. Maternity services and support for elderly and infirm."

"been able to be treated in a timely manner not having to wait ages"

"getting seen on time and treatments available"

"getting seen quickly espically if its cancer or heart problems"

"Getting treatment on time , bn in a relaxed atmosphere"

"That they explain and are patient not long waiting for appointments "

“Treated with respect and dignity. Prompt appointments.”

“That the right care is accessible at the right time in the most appropriate setting. That staff treat people with humanity and dignity. That staff themselves receive good training, support, remuneration and conditions.”

“That areas are clean and bright and safe. That people have proper, clear information about the health and care opportunities available to them.”

“Gynaecologists need to get back to normal ASAP!! Help the ladies with endometriosis who have been left and classed as not important”

“Patient safety, person-centred care, not having to travel too far to receive care.”

“Easy to access, personal service, reducing stress on family carers”

“Provided locally by skill professionals”

“Clear and concise communication. Reducing surgical waiting times”

“Providers that really listen to their patients”

“Better mental health services, easier access to the services”

“Getting access to treatment quickly, locally and receiving results as soon as possible.”

“Getting fast and effective treatment”

“Local, efficient, clean, caring staff. Getting gp appointment when you need it not weeks later. Getting hospital appointment also when needed not months later. Free!!”

“Easily accessible and local”

“Easy to access services”

“Co-ordination between services”

“Robust review of care plans”

“Holistic approach”

“Awareness of role of Carers/family)”

“That they revert back to patient facing.”

"That staff are treated well and there are enough referral spots for patients to be directed to the correct service. Waiting times for procedures are reduced and people are seen and treated in a reasonable and reassuring timeframe."

"Patients are listened to properly and their thoughts taken into consideration"

"Free at point of use."

"Not run by private companies."

"Local in Fort William. Not three hours to Inverness. "

"Being treated with courtesy and promptness, and being kept fully informed about any procedures or medication"

Thinking about the replacement Belford Hospital for Lochaber, what matters most to you about the new hospital?

"We might not have to travel to Inverness"

"Standard of care should be as good as present we have at the present moment"

"Local service"

"More doctors"

"More parking"

"Intensive care unit"

"More specialist doctors"

"Specialist"

"more doctor specialist, more car park, intensive care unit"

"more specialist doctors, "more parking, intensive care unit, "emergency services better"

"Easily accessible with good mental health services"

"The urgency. We are desperate here for this long promised building. The Belford is small and limited. The staff are wonderful but don't have the facilities for most treatments or operations. We are quite far from major hospitals and with the congested roads, the mountains, aging population, expectant mothers etc it is important we get up to date here. A bigger hospital will attract more staff which are desperately needed."

"That it provides the above."

"That much more information is made available to the general public about the proposals."

"That staff are consulted for their views."

"That NHS Highland doesn't take this as an opportunity to scale down the service."

"It's really important that we have a full time hospital with a wide range of care. It needs to be well staffed and maybe having guaranteed places for staff to stay would encourage people to work at the Belford."

"parking and bus stops"

"easier to get to, better parking and more services under one roof"

"its bigger and has better services and consultants to deal with patients the journey to Raigmore inbetween belford is hard going"

"Having a separate infusion suite"

"Accessible and comfortable"

"Easily accessed, spacious and comfortable. Short waiting time."

"That it is fit for purpose for both staff and patients and can provide as many services locally as possible."

"Getting better services in fort William"

"To have a wide range of services reflecting the needs of the local community. "

"Hospice/end of life care away from the busy medical wards which allow patients & family privacy."

"Maternity unit - access to prenatal ultrasound scans locally!"

"Breastfeeding/pumping room for staff & visitors to use."

"Allied Health Professionals such as Physiotherapy, Occupational Therapy, Dietetics, Speech & Language Therapy, specialist nurses, etc."

"Low environmental impact & low carbon built in, i.e. anesthesiology thinking about their usage of gases, recycling, renewable energy, green travel options."

"Community/3rd sector organisation outreach."

“Emergency mental health safe space with family room adjacent (bit like the one on Mull) - suicide & mental health crises are major issue in Lochaber & placing individuals on ward with older people would be very distressing/inappropriate.”

“Location, access, personal service, having treatment available”

“Range of clinical specialities available”

“Availability of investigations ie mri scans”

“Parking”

“Sufficient resources and staff so traveling to Raigmore isn't required.”

“Paediatric provision”

“Dedicated mental health facilities”

“A bigger hospital to allow it to have more patients, with a wider range of services. Most services now involves a journey to Raigmore, for an appointment which takes 15 minutes max.”

“A&E, department.”

“Easy to get to plenty parking bigger better hospital”

“More local services, no more travelling to Inverness!”

“Having consultant appointments locally”

“Having access to health and social services under one roof as well as all appropriate visiting consultants and equipment needed e.g. MRI scanning, for optimal treatment done locally”

“Better disabled access – parking”

“Tracking hoist in all rooms”

“Discharge planning - to be more organised”

“More physiotherapy, occupational therapy, social work input.”

“That it is built for purpose - a large car park especially for staff, working equipment to ensure less stressful time for the patient.”

“More facilities. Eg. Not needing to go to Inverness to have a baby.”

“Retains excellent A&E.”

“Have more capability for children.”

“I hope it will be a better experience for all the NHS staff who have had to put up with the Belford all these years: they have done a great job despite the drawbacks of an outdated building. Also that there will be plenty of public bus services and good parking.”

Collective experiences and comments from young people

High Life Highland collected responses from the young people and their development workers from across the Lochaber area, about their experiences of accessing health services during the last 12 months. Below are the collective responses of the people they spoke to. Please note, any reference to local area or identifiable information has been removed.

Most common points raised by young people are:

- Staff are generally excellent, please pass on thanks from our young people ...
- There is a clear demand for a paediatric ward and/or paediatric doctor/team in hospital
- Waiting times are a major issue
- Creating a more comfortable space for waiting is suggested, though really if it's possible to reduce waiting times, this would be less important
- Waiting areas need windows for natural light, ventilation and be big enough to socially distance if COVID restrictions require it or another pandemic occurs
- A cafe on sight for people waiting or accompanying patients in for treatment
- Sound proofing of walls and solid doors instead of curtains is encouraged in A&E
- Need more "better" mental health workers - a structured Mental Health team would be ideal for the area!
- Having to go to Inverness or Glasgow for non-emergency treatment and surgery
- No children's services/ward. When you are in pain, so you go to the Belford then sent onto Inverness in the ambulance.
- Midwifery – sent to Inverness or elsewhere.
- Lack of mental health services, particularly for Young People
- Nothing to do in the waiting room, no WIFI
- Needs repainted
- No TV on ward or services to keep patients occupied
- A&E too small making it very busy.
- Got there by ambulance, parents driving the car.
- Journey in Ambulance
- I can't remember, in the car once we went via the ferry which wasn't comfortable, and another time had drive around the loch which is a single track which is poorly maintained road.
- Mental health facility or lack of it; sent to New Craigs for clinical assessments etc 85 miles away – 3hr drive by car or an all day/2 day event by public transport depending upon the appointment time
- Belford doesn't have a children ward – no paediatrics
- Children and YP access: if GP referral or directly into Belford we get sent straight to Raigmore, even for a temperature for a toddler/young people up to 16

- If a YP goes into /Belford A&E unaccompanied (without parents) and/or get referred/advised to go to Raigmore, the likely hood is they won't go to Raigmore due to socioeconomic factors (money, transport)
- Mental health crisis – there are no social workers on site at the Belford
- No mental health crisis centre/holding place those who are presenting as vulnerable
- Assessment centre to hold patients until they sober up and can be assessed before being released
- Pregnancy for a scan is done up in Raigmore.
- YP that have tried to complete suicide and have been seen at the Belford have then been released, YP not held to be assessed before released.
- Mental health worker on the end of the phone are saying a plan is in place yet we are seeing young people often in crisis being released.
- Drug and Alcohol are often factors in young people presenting to A&E in crisis and no provision for this