

# Citizens' Panel for Health and Social Care

This infographic summarises the key findings from the seventeenth survey. We asked questions about: **planning for healthcare services.**

In total 603 Panel members responded to the survey by post, email or phone, which represents a 56% response rate.

## Planning for healthcare services

### Awareness and involvement in service planning

1 in 5 said they were informed in advance of planned changes



1 in 6 said they were asked for comments about planned changes



1 in 20 said they were involved in discussion about planned changes



### Where people think planning decisions are made



Most thought that

- **urgent and unscheduled care** (58%),
- **primary care** (53%) and
- **specialist services in the community** (60%)

are planned at the **local board level**



56% thought that **specialist services** are planned at a **national level**



Between a third and a half thought that **hospital services** are planned at the **local board** (46%), **regional** (40%) or **national** (35%) level

### How people think services are planned and delivered

39%

Planned and delivered by NHS health boards

51%

Planned and delivered by Health and Social Care Partnerships

49%

Planned nationally and delivered by local NHS health boards

14%

I am not sure

### Sources of information about planning decisions and changes

56%

NHS Inform website

44%

Scottish Government website

37%

Local NHS board/HSCP website

26%

Digital tools such as online search engine

23%

Ask GP/healthcare provider

22%

Social media

### When is it important for people to be involved in planning decisions?

74%

Change affects someone they care for or family

74%

Change affects their care

87%

Change affects their community

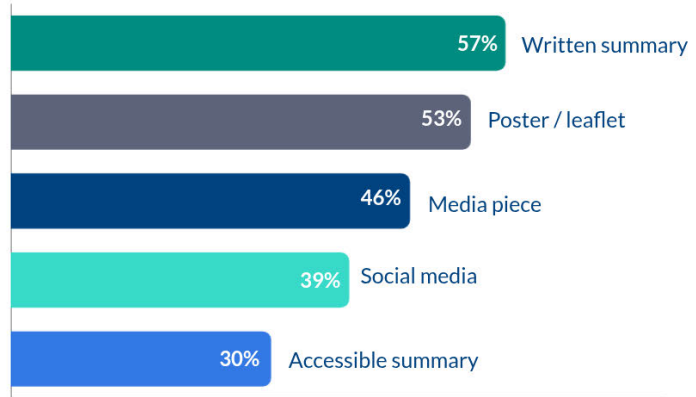
83%

Change affects services in their area

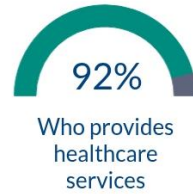
## Public interest in healthcare planning decisions and information source preference



■ Very interested 54%  
■ Somewhat interested 41%  
■ Not very interested 4%  
■ I don't know 1%



## What is important to the public



## What would you want those who make planning decisions to be thinking about when planning healthcare services?

### Accessibility

"Be realistic about the challenges of accessing services when living in rural and distant communities."

"Access to healthcare service without having to wait months upon months."

### People-Led

"People-led. What fits one doesn't always fit another so has to be fluid."

"Consideration for the vulnerable, those not capable of using technology."

### Efficiency and value

"Early diagnosis / intervention could save money and pain."

"How to prevent waste, use the money saved to provide more efficient care."

### Local need

"Investigate feelings of locals initially."

"That they are accessible locally without having to travel to another site."

