

Citizens' Panel for health and social care

This infographic summarises the key findings from the thirteenth survey. We asked questions about:

- How people prefer to access health and care services, and
- NHSScotland Climate Emergency and Sustainability Strategy

In total **589** panel members responded to the survey by post, email or telephone, which represents a **57%** response rate.

How people prefer to access health and care services

Statements on booking and attending appointments

Booking - First Preference



- Telephone 52%
- Online booking system 35%
- Speak to someone face to face 9%
- Email 2%
- Other 2%

Attending - First Preference



- In person - face to face 89%
- Online video 5%
- Telephone 4%
- Other 2%

Seeking Information - First Preference



- Access information online from a trusted source 38%
- Speak to someone face to face 30%
- Telephone 21%
- Email 6%
- Speak to someone via online video 4%

Seeking Advice - First Preference



- Speak to someone face to face 54%
- Telephone 21%
- Access information online from a trusted source 15%
- Email 5%
- Speak to someone via online video 4%
- Other 1%

What matters to you about access to health and care services

Accessibility and availability of appointments/ being able to get through by phone

Speed and Efficiency

Preference for Face-to-Face/ human interaction