



ALLIANCE Insight

People at the centre

**A conversation with the people
of Scotland**

Open Call

Open Call

Thank you for joining in our conversation with the People of Scotland. We are extremely grateful for your input which will directly feed in to a final report of recommendations for the Cabinet Secretary and in to the Mobilisation Recovery Group (MRG) on an on-going basis.

Brief

As a member of the Mobilisation Recovery Group, the Cabinet Secretary has invited the ALLIANCE to lead on engagement work with people and communities across Scotland over the coming months to ensure there is a systems wide person centred focus from the outset of remobilisation efforts.

To achieve this the ALLIANCE has designed the People at the Centre Engagement Programme which aims to inform short and longer term reform of the health and care support system, following the COVID-19 pandemic outbreak in Scotland.

We are keen to ensure lived experience and the perspectives of all people who access support and services are heard. Therefore we are inviting the people of Scotland to contribute their health and wellbeing experience during the COVID-19 pandemic, and to tell us how you want to access health and care support and services as we respond to, and look beyond COVID-19.

How to contribute

Please complete the following table of questions to contribute your experience, ideas and opinions into the People at the Centre programme.

If you have feedback or comments which do not directly relate a question or topic, then please record it against the area it most closely links to.

If there are questions or topic areas which you do not wish to respond to, please just leave these blank and move on to the next question.

If you have any questions or queries relating to completing this feedback template please email: people@alliance-scotland.org.uk

Please read the [Privacy Statement associated with this activity](#), which sets out privacy considerations we'd like you to take into account before participating in our conversation with the people of Scotland.

Please return responses by Wednesday 4 November 2020 to people@alliance-scotland.org.uk - Any responses returned after this date may not be included in the final report.

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Your experience of health services	
Think about the last six months, what has been your experience of health services?	
What has worked well for you?	Comments:
Is there anything that has not worked so well?	Comments:
Is there any service you've not be able to access?	Comments:
Think about the last six months, what has been your experience of mental health services?	
What has worked well for you?	Comments:
Is there anything that has not worked so well?	Comments:
Is there any service you've not be able to access?	Comments:

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Thinking particularly about the impact of the pandemic:	
Are there any services that you yourself have decided not to access?	Comments:
If yes, can you please describe what service and why?	Comments:
In terms of your health and wellbeing, is there anything you have done differently to keep well during this time?	
Comments:	
There is evidence of neighbours and communities providing mutual aid and support during this time. Can you share any experiences of this?	
Comments:	
Is there anything else you want to tell us about you experience of the pandemic?	
Comments:	
What matters to you - We want to understand what matters to people, what has worked well and what we could do differently in the future.	
Due to the pandemic, there was a greater emphasis on digital access to digital care and using a range of professionals such as pharmacists. Thinking about the experiences you have had, what importance do you place on:	
Being able to make an appointment online	Comments:

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Seeing a health professional face-to-face	Comments:
Getting support and advice to manage your condition	Comments:
Getting treatment closer to home	Comments:
Having general access to services	Comments:
Waiting times	Comments:
Families and carers are informed and involved in decisions about care and treatment	Comments:
24-hour treatment centres in local communities	Comments:
Of the above, what do you place the most importance on?	Comments:
In closing the conversation, what one improvement to health services would make the biggest impact for you or your family in the future/ within the next five years?	
Comments:	

Get in touch

If you have any further questions, please don't hesitate to contact the lead team.

Email: people@alliance-scotland.org.uk

Website: <https://www.alliance-scotland.org.uk/people-and-networks/people-at-the-centre-engagement-programme/>

Twitter: @ALLIANCEscot

About the ALLIANCE

The Health and Social Care Alliance Scotland (the ALLIANCE) is the national third sector intermediary for a range of health and social care organisations. We have a growing membership of nearly 3,000 national and local third sector organisations, associates in the statutory and private sectors, disabled people, people living with long term conditions and unpaid carers. Many NHS Boards, Health and Social Care Partnerships, Medical Practices, Third Sector Interfaces and Access Panels are also members.

The ALLIANCE is a strategic partner of the Scottish Government and has close working relationships, several of which are underpinned by Memorandum of Understanding, with many national NHS Boards, academic institutions and key organisations spanning health, social care, housing and digital technology.

Our vision is for a Scotland where people of all ages who are disabled or living with long term conditions, and unpaid carers, have a strong voice and enjoy their right to live well, as equal and active citizens, free from discrimination, with support and services that put them at the centre.

The ALLIANCE has three core aims; we seek to:

- Ensure people are at the centre, that their voices, expertise and rights drive policy and sit at the heart of design, delivery and improvement of support and services.
- Support transformational change, towards approaches that work with individual and community assets, helping people to stay well, supporting human rights, self management, co-production and independent living.
- Champion and support the third sector as a vital strategic and delivery partner and foster better cross-sector understanding and partnership.

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📘 Health and Social Care Alliance Scotland 📷 [alliance.scotland](https://www.instagram.com/alliance.scotland)

www.alliance-scotland.org.uk

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