



REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 20 JULY 2022
REPORT ON: HEALTH AND CARE EXPERIENCE SURVEY 2021-22 ANALYSIS
REPORT BY: CHIEF FINANCE OFFICER
REPORT NO: PAC10-2022

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to update the Performance and Audit Committee on the responses from the 2021-22 Health and Care Experience Survey, which is used to provide measurement for National Health and Wellbeing Indicators 1-9.

2.0 RECOMMENDATIONS

It is recommended that the Performance & Audit Committee (PAC):

- 2.1 Note the content of this report, including benchmarked performance by Dundee for the 2021-22 Health and Care Experience survey provided in appendix 1.
- 2.2 Note the changes to the methodology used to filter responses and report against the National Health and Wellbeing Indicators (section 5).
- 2.3 Note the performance of Dundee Health and Social Care Partnership against the Scottish average and eight Family Group Partnerships (section 6).

3.0 FINANCIAL IMPLICATIONS

3.1 None.

4.0 BACKGROUND

- 4.1 The Scottish Health and Care Experience Survey is a postal survey which is sent to a random sample of people who are registered with a GP in Scotland. The survey has been run every two years since 2019 and forms part of the Scottish Care Experience Excellence Programme, which is a suite of national surveys aiming to provide local and national information on the quality of health and care services from the perspective of the people who access them.
- 4.2 The survey results are used nationally to inform planning and monitor performance, to monitor the NHS Scotland Local Delivery Plan standards on accessing GP services and to inform nine out of the 23 health and wellbeing outcome indicators under the Public Bodies (Joint Working) (Scotland) Act 2014.
- 4.3 The survey results are used locally by GP practices and associated cluster groups and by Health and Social Care Partnerships to understand people's experiences and allows benchmarking with other partnership areas. Survey results are reported publicly by the Scottish Government and are

also included within the Partnership's annual performance report. Survey results for 2021-22 are contained within appendix 1.

- 4.4 The COVID-19 Pandemic continued during the survey period, and associated remobilisation plans, and some emergency response pathways were still in operation. This meant that not all services had returned to pre-pandemic levels/models of delivery; this is likely to have influenced people's experiences and perceptions of service delivery and therefore survey findings.

5.0 LONGITUDINAL ANALYSIS

- 5.1 In order to only report the responses of people who receive services from the Health and Social Care Partnerships, responses are filtered. The way in which responses are filtered was amended between the 2017-18 survey and the 2019-20 survey, making the data incomparable longitudinally.
- 5.2 Health and Social Care Partnerships are required to monitor performance from the pre-integration 2015-16 position to the current position (or for at least the previous five years). It is not possible for this to be done for Indicators 1-7 and 9 because the survey is biennial and the methodology for filtering respondents was changed by the Scottish Government prior to the 2019-20 survey. The Scottish Government has advised that comparing pre and post-2019-20 results should not be done. However, results for the surveys from years 2019-20 and 2021-22 can be compared.
- 5.3 The responses from the section about carers do not require to be filtered, therefore National Indicator 8, which asks if a carer feels supported to continue in their caring role, can be analysed longitudinally. However, it should be noted that not all of these carers will be known to, or receive services from the Partnership or Dundee Carers Centre.

6.0 FAMILY GROUP ANALYSIS

- 6.1 Dundee performed in the top three out of the eight family group partnerships for four out of the nine indicators.
- 6.2 Dundee performed the same as or better than the Scottish average for five out of the nine indicators (compared to two out of nine in the 2019-20 survey).
- 6.3 Overall, Dundee performed well in relation to both the family group and Scottish average in relation to indicators focused on: support to live independently (indicator two); having a say in how care and support are provided (indicator three); co-ordination of care and support (indicator four); and, the overall perception of quality of care and support (indicator five). These indicators reflect focussed improvement work that has been progressed over the last two years to enhance the personalisation of health and social care services and supports, as well as the continuous focus on improving the range and quality of supports targeted to enable people to live independently in their own home for longer.
- 6.4 Indicators that relate to the ability of the population to look after their own health and wellbeing, service impact on improving quality of life, support for unpaid carers and support that enables people to feel safe at home remain areas for improvement. The survey results offer very limited additional detail to aid further analysis in these areas. For example, the survey response options do not allow for free text responses that can be analysed to identify underlying reasons for responses. Indicators that relate to self-care and improved quality of life may have been impacted by wider factors than experiences of health and social care services, with many people having experienced significant negative impacts associated with the pandemic and the emerging cost of living crisis. These wider factors could account, at least to some extent, for poorer performance than the Scottish average, with Dundee's population being more vulnerable to the unequal impacts of the pandemic and poverty than other areas of Scotland. Local intelligence gained through the Carers Partnership pandemic engagement activity points towards the impact of the pandemic having affected results for national indicator 8; through this exercise many carers reflected the negative impact that disruption to services for the cared-for person had on them, rather than describing poor quality in carers support services. The Carers Partnership is continuing to work to

improve services and supports for carers and to implement recently agreed investments to enhance local arrangements.

6.5 In addition to the survey questions regarding 'Care, Support and Help with Everyday Living' which are used to report National Indicators 1-9, there are sections in the survey regarding GP and Out of Hours access, care and treatment. Performance in relation to experiences of care provided by GP practices was in-line with the Scottish average, however both the national and Dundee position declined between 2019-20 and 2021-22. It is widely accepted that changes which were necessary during the pandemic to the way in which primary care services are delivered from GP practices has had a significant impact on these indicators in the last survey period. GP Cluster leads are analysing the data for their cluster areas, using this to benchmark across clusters, the city and Tayside and identifying any learning that can be shared.

7.0 POLICY IMPLICATIONS

7.1 This report has been screened for any policy implications in respect of Equality Impact Assessment. There are no major issues.

8.0 RISK ASSESSMENT

Risk 1 Description	Poor performance against national indicators could affect outcomes for individuals and their carers, spend associated with poor performance and the ability of the IJB to deliver fully commitments set out in the Strategic and Commissioning Plan.
Risk Category	Financial, Governance, Political
Inherent Risk Level	Likelihood 3 x Impact 5 = Risk Scoring 15 (which is an Extreme Risk Level)
Mitigating Actions (including timescales and resources)	<ul style="list-style-type: none"> - Continue to develop a reporting framework which identifies performance against national and local indicators. - Continue to report data quarterly to the PAC to highlight areas of exceptional performance (poor and excellent). - Continue to support operational managers by providing in depth analysis regarding areas of poor performance. - Continue to ensure that data informs operational practices and improvements and also that operational activities and priorities are used to interpret trends shown by the data. - Work with operational managers, through a recommencement of the Performance and Finance Group, to identify areas of poor performance that result in operational risk and undertake additional analysis as required.
Residual Risk Level	Likelihood 3 x Impact 3 = Risk Scoring 9 (which is a Moderate Level)
Planned Risk Level	Likelihood 2 x Impact 3 = Risk Scoring 6 (which is a Moderate Risk Level)
Approval recommendation	Given the moderate level of planned risk, this risk is deemed to be manageable.

9.0 CONSULTATIONS

9.1 The Chief Officer, Heads of Service, Health and Community Care and the Clerk were consulted in the preparation of this report.

10.0 BACKGROUND PAPERS

10.1 None.

Dave Berry
Chief Finance Officer

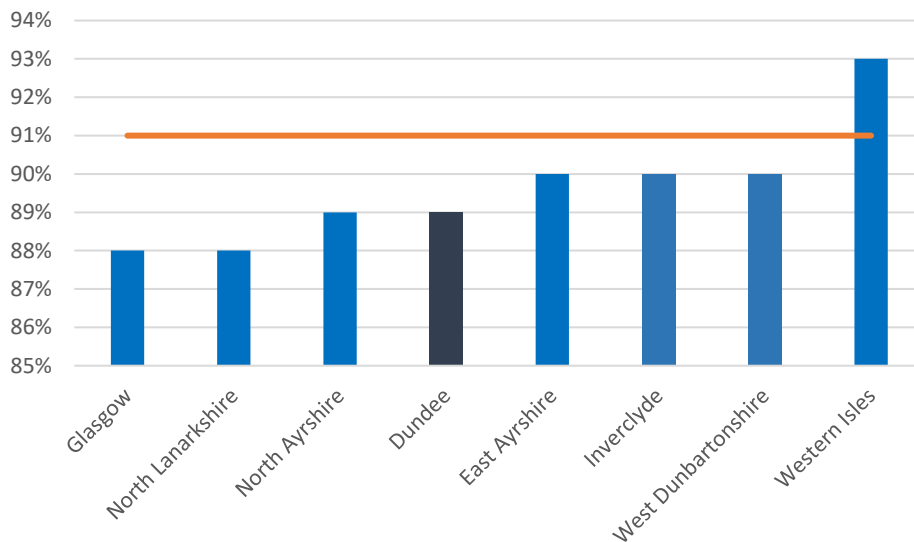
DATE: 5 July 2022

Lynsey Webster
Senior Officer, Strategy and Performance

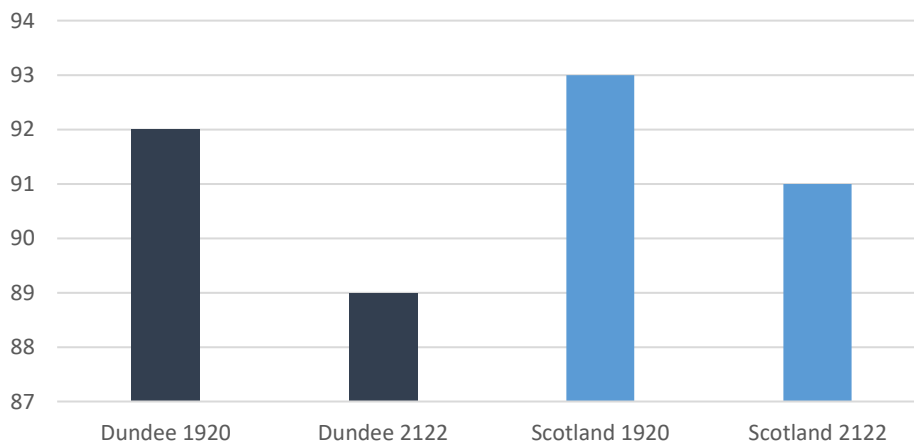
APPENDIX 1

National Indicators 1-9 Family Group Analysis

National Indicator 1: Percentage of adults able to look after their health very well or quite well (Scotland -----)

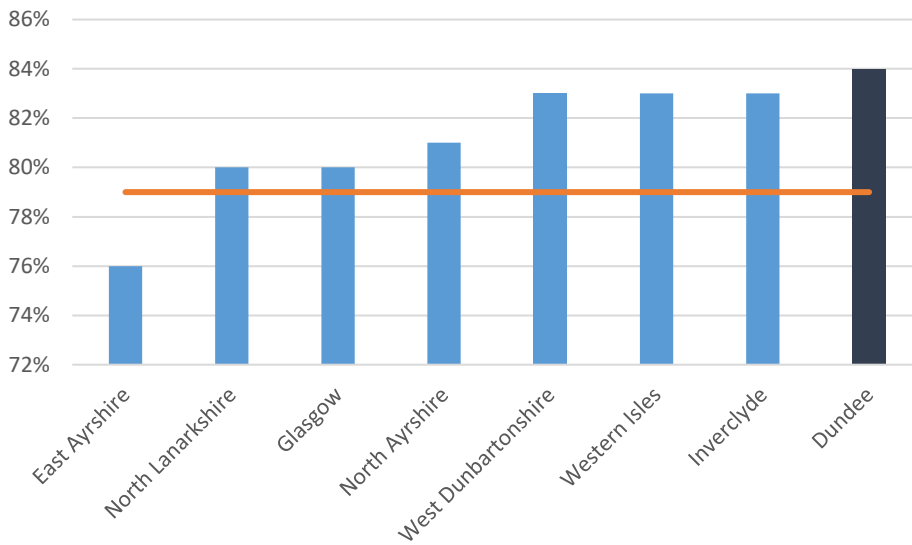


- All family group partnerships except Western Isles performed poorer than the Scottish average.
- Dundee performed 4th poorest in the family group and poorer than the Scottish average.

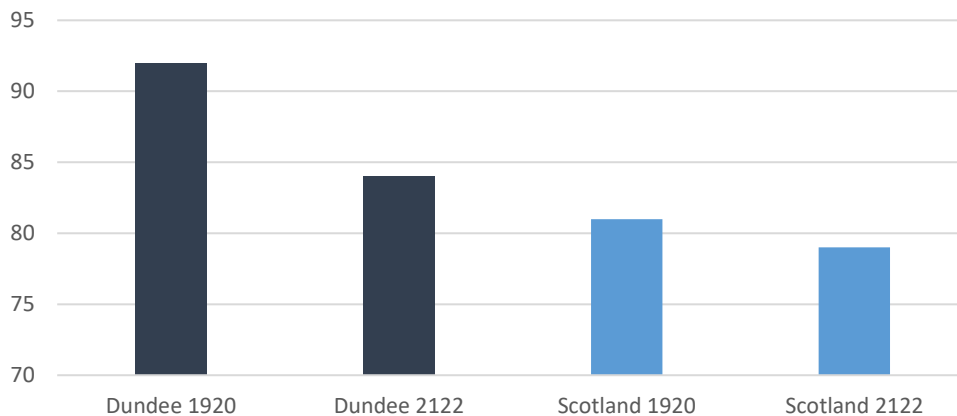


- Dundee performed poorer than Scotland in both 19/20 and 21/22.
- Performance deteriorated in both Dundee and Scotland between the 19/20 and 21/22 surveys.

National Indicator 2: Percentage of adults supported at home who agree that they are supported to live as independently as possible (Scotland -----)

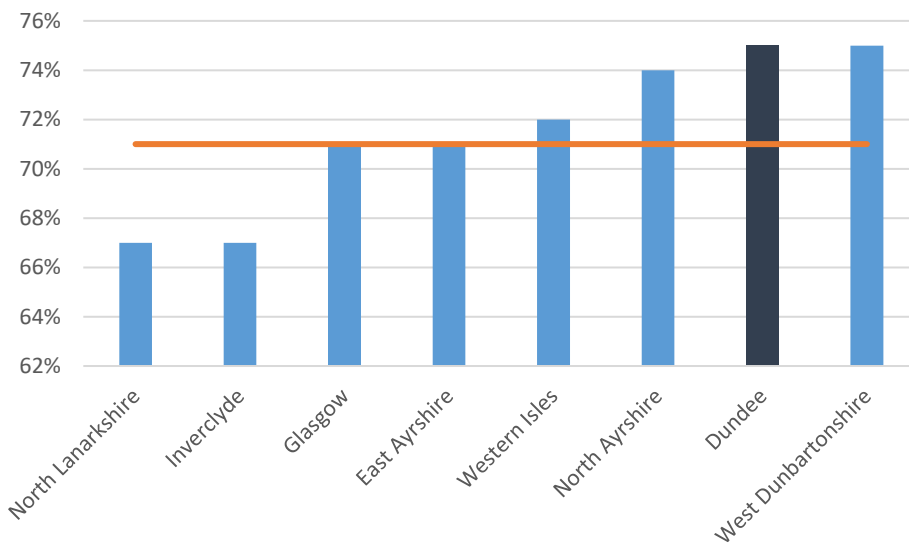


- Dundee performed best in the family group (improvement from being 3rd best in 19/20 survey) and considerably better than Scotland.
- 7 of the 8 family group partnerships performed better than the Scottish average.

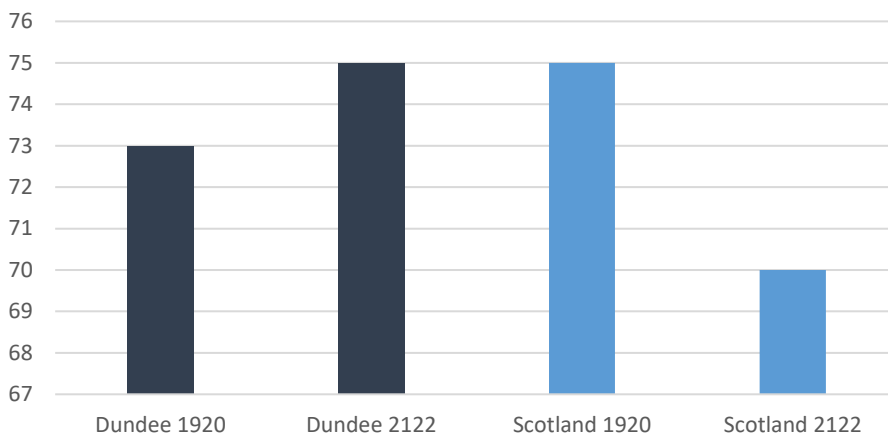


- Dundee performed better than Scotland in 19/20 and 21/22
- Performance deteriorated in both Dundee and Scotland between the 19/20 and 21/22 surveys.

National Indicator 3: Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided. (Scotland -----)

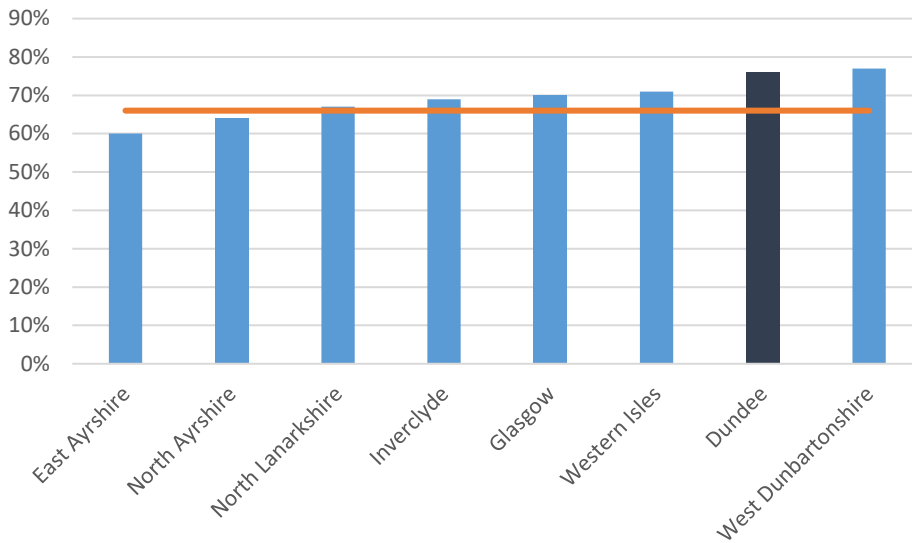


- Dundee performed 2nd best in the family group and considerably better than Scotland.
- 6 of the 8 family group partnerships performed the same or better than the Scottish average.

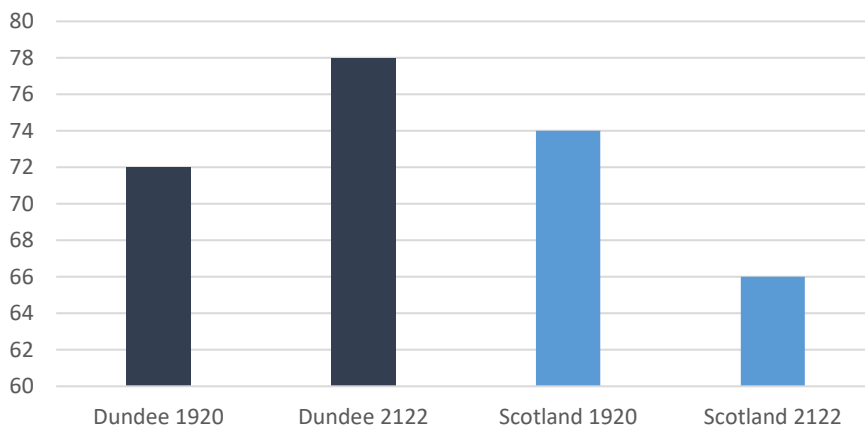


- Dundee performed poorer than Scotland in 19/20, however considerably better than Scotland in 21/22.
- Performance improved in Dundee between the 19/20 and 21/22 surveys, however deteriorated in Scotland.

National Indicator 4: Percentage of adults supported at home who agree that their health and care services seemed to be well co-ordinated (Scotland -----)

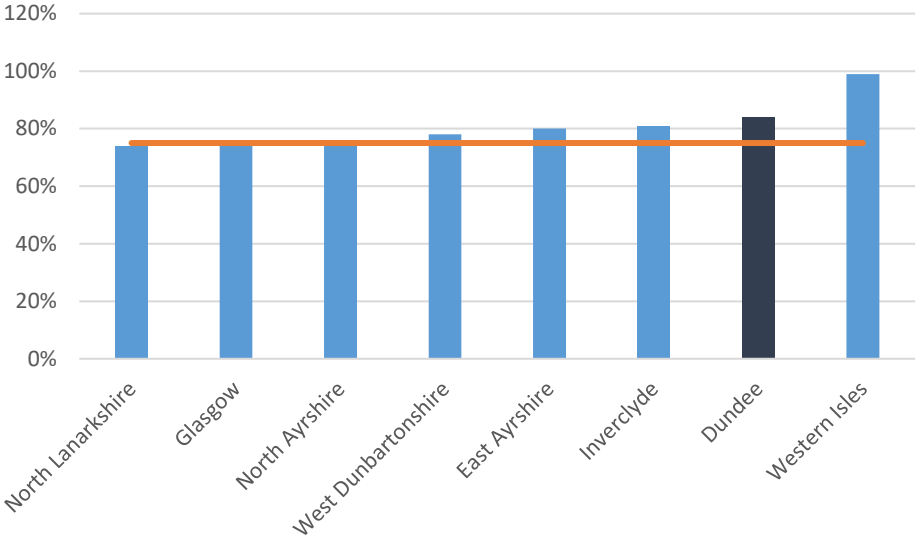


- Dundee performed 2nd best in the family group and better than Scotland.
- 6 of the 8 family group partnerships performed the same as or better than the Scottish average.

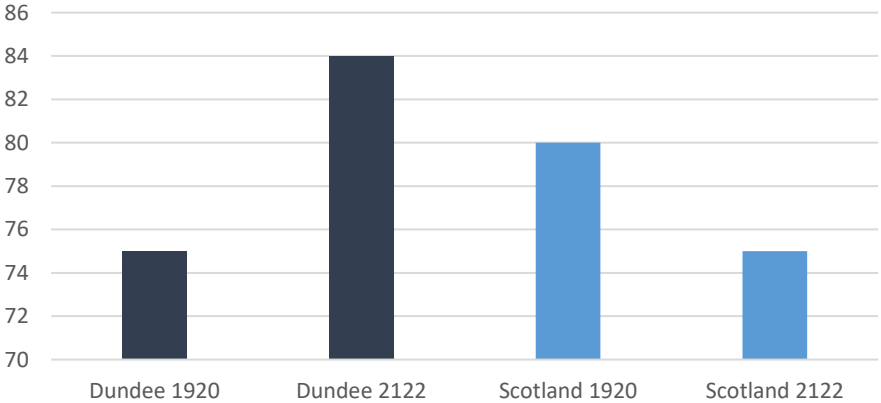


- Dundee performed poorer than Scotland in 19/20, however better than Scotland in 21/22.
- Performance improved in Dundee between the 19/20 and 21/22 surveys, however deteriorated in Scotland.

National Indicator 5: Percentage of adults receiving any care or support who rate it as excellent or good (Scotland -----)

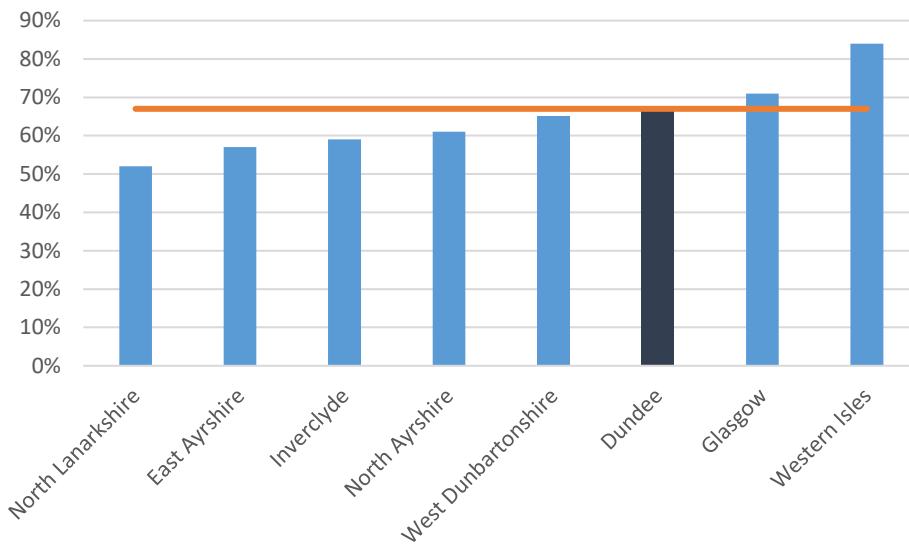


- Dundee performed 2nd best in the family group and better than Scotland.
- All of the 8 family group partnerships performed within 1% or better than the Scottish average.

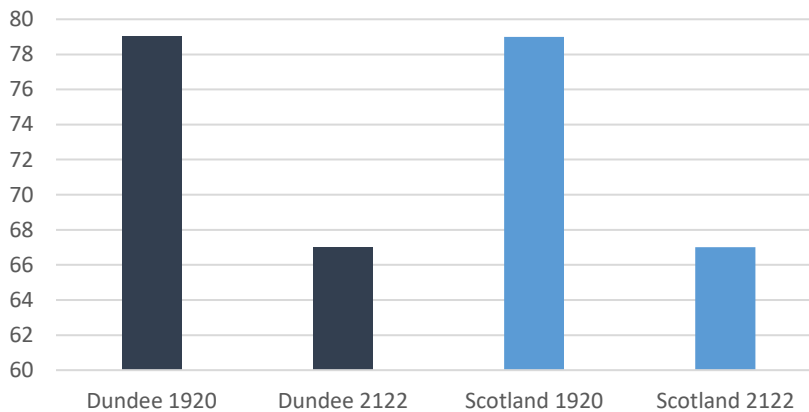


- Dundee’s performance was poorer than Scotland in 19/20, however was better than Scotland in 21/22.
- Performance improved in Dundee between the 19/20 and 21/22 surveys, however deteriorated in Scotland.

National Indicator 6: Percentage of people with positive experience of the care provided by their GP practice (Scotland -----)

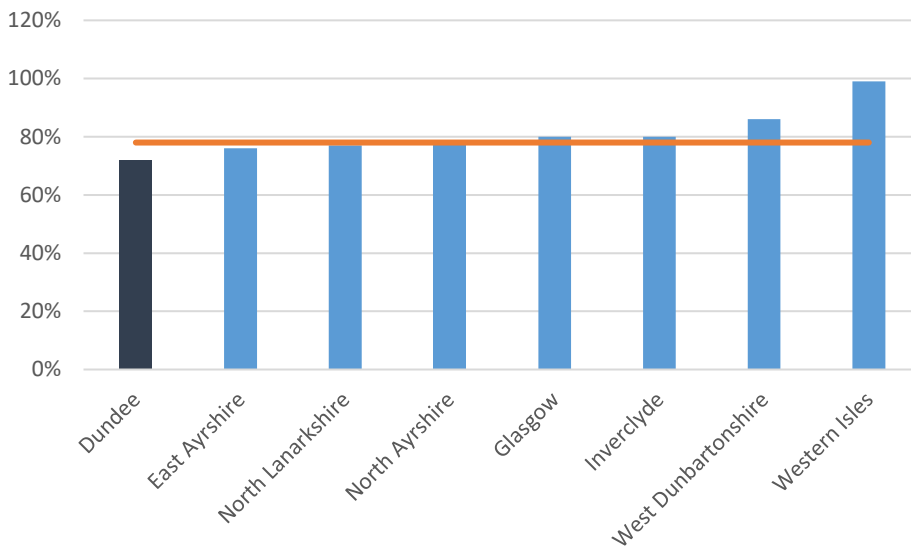


- Dundee performed 3rd in the family group and the same as Scotland.
- 3 of the 8 family group partnerships performed better than the Scottish average.

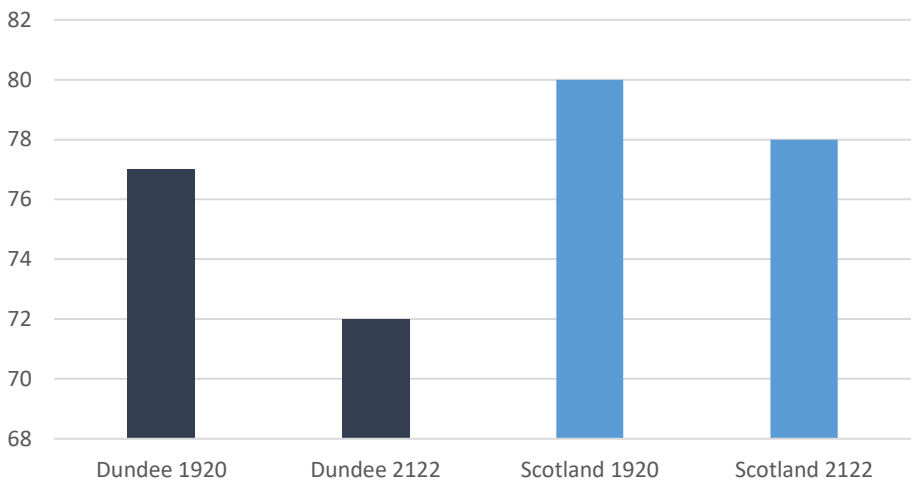


- Dundee performed around the same as Scotland in both 19/20 and 21/22.
- Performance deteriorated in both Dundee and Scotland between the 19/20 and 21/22 surveys.

National Indicator 7: Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life. (Scotland -----)

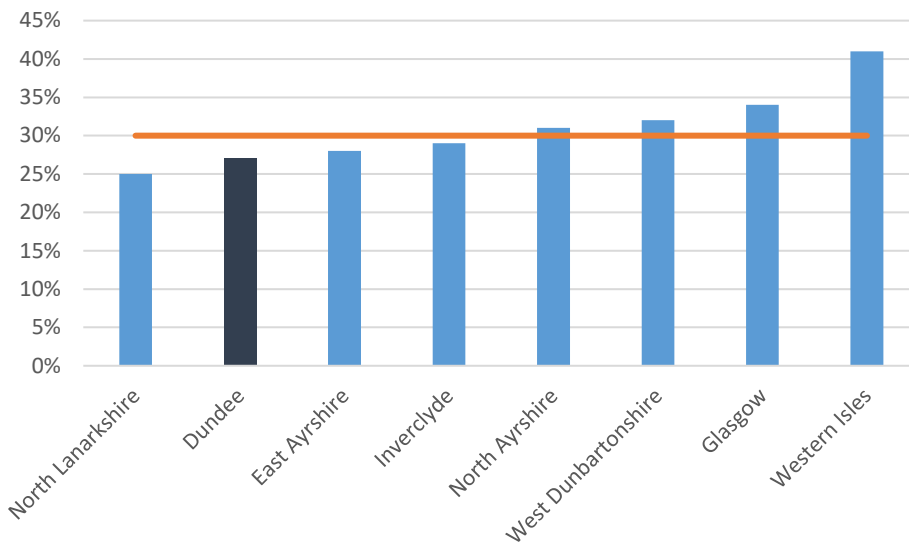


- Dundee’s performance was poorest in the family group and poorer than Scotland.
- 6 of the 8 family group partnerships performed within 1% or better than the Scottish average.

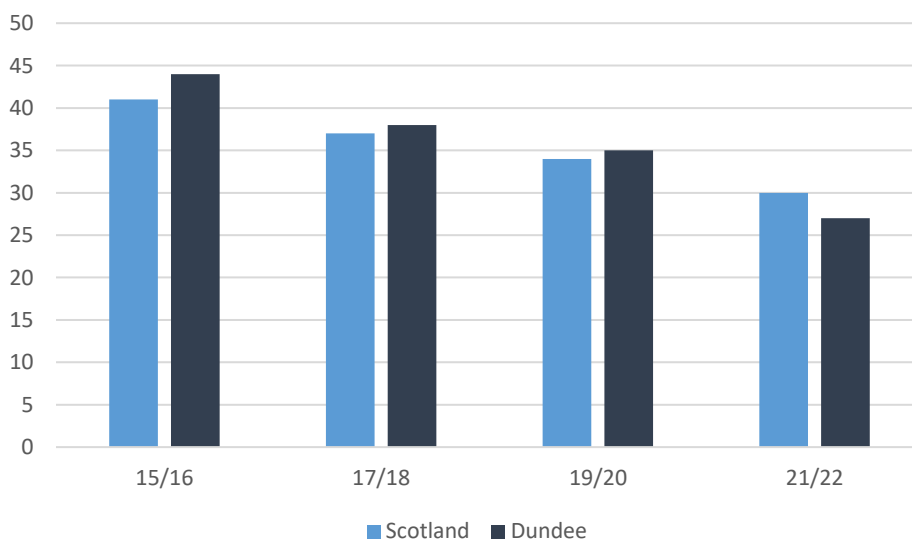


- Dundee’s performance was poorer than Scotland in both 19/20 and 21/22.
- Performance deteriorated in both Dundee and Scotland between the 19/20 and 21/22 surveys.

National Indicator 8: Percentage of carers who feel supported to continue in their caring role (Scotland -----)

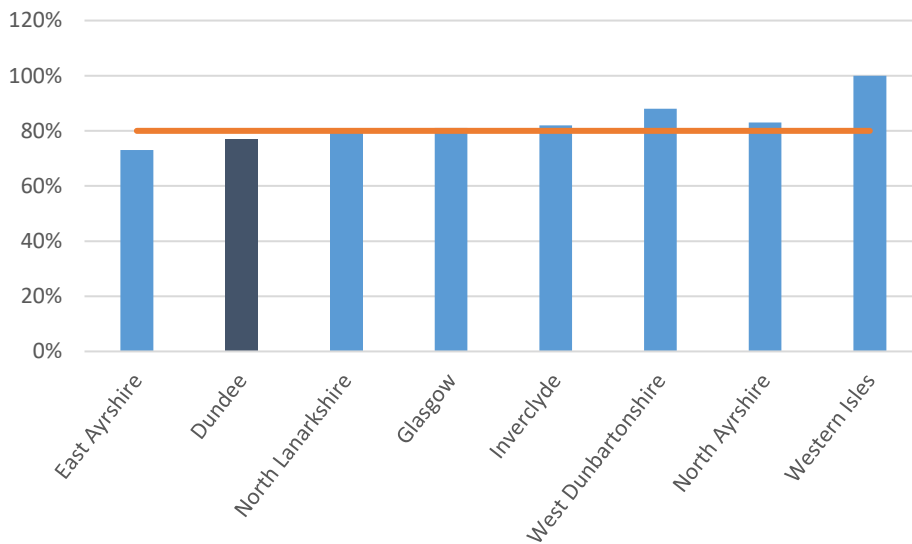


- Dundee performed 2nd poorest (3rd poorest in the 19/20 survey) in the family group and poorer than Scotland.
- 4 of the 8 (50%) family group partnerships performed better than the Scottish average.

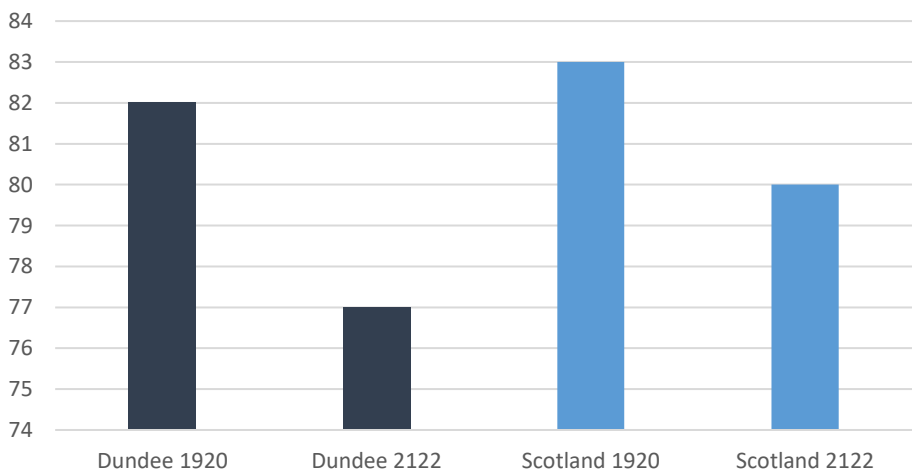


- In 15/16, 17/18 and 19/20 Dundee performance was better than Scotland, however in 21/22 it was poorer than Scotland.
- Performance deteriorated in both Dundee and Scotland between the 15/16 and 21/22 surveys.
- This question was answered by everyone who states they provide unpaid care, which means that the cohort is wider than those unpaid carers supported by the Partnership and Dundee Carers Centre.

National Indicator 9: Percentage of adults supported at home who agree they felt safe (Scotland -----)



- Dundee’s performance was 2nd poorest in the family group (4th poorest in the 19/20 survey) and poorer than Scotland.
- 6 of the 8 family group partnerships performed the same or better than the Scottish average.



- Dundee’s performance was within 1% of the Scotland performance in 19/20, however was 3% less than the Scottish performance in the 21/22 survey.
- Performance deteriorated in both Dundee and Scotland between the 19/20 and 21/22 surveys.

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