



**REPORT TO: PERFORMANCE AND AUDIT COMMITTEE – 3 FEBRUARY 2021**  
**REPORT ON: HEALTH AND CARE EXPERIENCE SURVEY 2019-20 ANALYSIS**  
**REPORT BY: CHIEF FINANCE OFFICER**  
**REPORT NO: PAC2-2021**

**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 2019-20 Health and Care Experience Survey, which is used to provide measurement for National Health and Wellbeing Indicators 1 to 9.

**2.0 RECOMMENDATIONS**

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

- 2.1 Note the changes to the methodology used to filter responses and report against the National Health and Wellbeing Indicators (section 5).
- 2.2 Note the performance of Dundee Health and Social Care Partnership against the Scottish average and 8 Local Government Benchmarking Framework (LGBF) family group partnerships (section 6 and appendix 1).
- 2.3 Note that the survey results will be further considered as part of the ongoing revision of the Partnership's Strategic Needs Assessment and by the Operational Management Team with a view to identify any further actions required to supplement ongoing improvement activity (section 7).

**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 administered every two years since 2009-10 and forms part of the Scottish Care Experience Excellence Programme, which is a suite of national surveys that aims to provide local and national information on the quality of health and care services from the perspective of the people who use 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 report against 9 of the 23 National 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 Health and Social Care Partnerships to understand people's experiences, allow benchmarking with other area Partnership areas and to inform future service planning and improvement.

## **5.0 LONGITUDINAL ANALYSIS**

- 5.1 Health and Social Care Partnerships are required under the Public Bodies (Joint working) (Scotland) Act 2014, and associated regulations and guidance, to monitor performance from the pre-integration 2015-16 position to the current position. It is not possible for this to be done for National Health and Wellbeing Outcome indicators 1 to 7 and indicator 9 because the survey is biennial and because the methodology was changed by the Scottish Government between the 2017-18 and 2019-20 surveys. The Scottish Government has advised that comparing the results of the 2017-18 and 2019-20 surveys is not accurate and should not be undertaken as part of any further analysis of survey data.
- 5.2 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 these responses were filtered differed in 2017-18 and 2019-20, making the data incomparable.
- 5.3 The responses from the section about carers do not require to be filtered, therefore National Health and Wellbeing Outcome indicator 8, which asks if a carer feels supported to continue in their caring roll, can be analysed longitudinally.

## **6.0 BENCHMARKING ANALYSIS**

- 6.1 Dundee performed in the top 4 out of the 8 Local Government Benchmarking Framework (LGBF) family group partnerships for 3 out of the 9 indicators:
- Percentage of adults able to look after their health very well or quite well;
  - Percentage of adults supported at home who agree that they are supported to live as independently as possible; and,
  - Percentage of people with positive experience of the care provided by their GP practice
- 6.2 Dundee performed the same as or better than the Scottish average for 2 out of the 9 indicators.
- Percentage of people with positive experience of the care provided by their GP practice; and,
  - Percentage of carers who feel supported to continue in their caring role.
- 6.3 Dundee therefore performed poorly when benchmarked against comparable Partnerships (LGBF family group) and / or the Scottish average in all indicators other than indicator 6 – percentage of people with positive experiences of care provided by their GP practice.

## **7.0 NEXT STEPS**

- 7.1 The findings of the 2019-20 Health and Care Experience Survey will be considered and triangulated with other sources of information as part of the ongoing review of the Partnership's Strategic Needs Assessment and of the Strategic and Commissioning Plan 2019-2022 (Article VI of the minute of the meeting of Dundee Integration Joint Board held on 15 December 2020 refers). However, the inability to utilise longitudinal analysis for the majority of indicators is a significant limitation on their use in this context.
- 7.2 The Operational Management Team will consider the findings of the survey, with a particular focus on indicators 3 to 5, indicator 7 and indicator 9 that focus on the co-ordination, quality and impact of care. It should be noted that poor perceptions of quality of care (indicator 5) should be considered alongside National Health and Wellbeing Outcome indicator 17 (proportion of care services graded 'good' (4) or better in Care Inspectorate inspections); in 2019-20 Dundee achieved 80% against a Scottish average of 82% representing a 6% decline from the previous year (2018-19) and a 8% decline from the pre-integration position (2015-16). Whilst there are a range of actions already being implemented to improve local arrangements for the personalisation, co-ordination and delivery of care, the Operational Management Team will consider what further actions may be required to address poor performance identified through the survey.

7.3 Dundee Carers Partnership is currently reviewing the statutory carers strategy for the city (Article VII of the minutes of the Dundee Integration Joint Board held on 25 August 2020 refers). The Carers Partnership will consider the findings of the survey in relation to outcome 8 and measures required to address the continued decline in the percentage of carers who feel supported to continue in their caring role.

## **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**

8.1 This report has not been subject to a risk assessment as it does not require any policy or financial decisions at this time.

## **9.0 CONSULTATIONS**

9.1 The Chief Officer, Head 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:** 21 January 2021

Lynsey Webster  
Senior Officer, Strategy and Performance

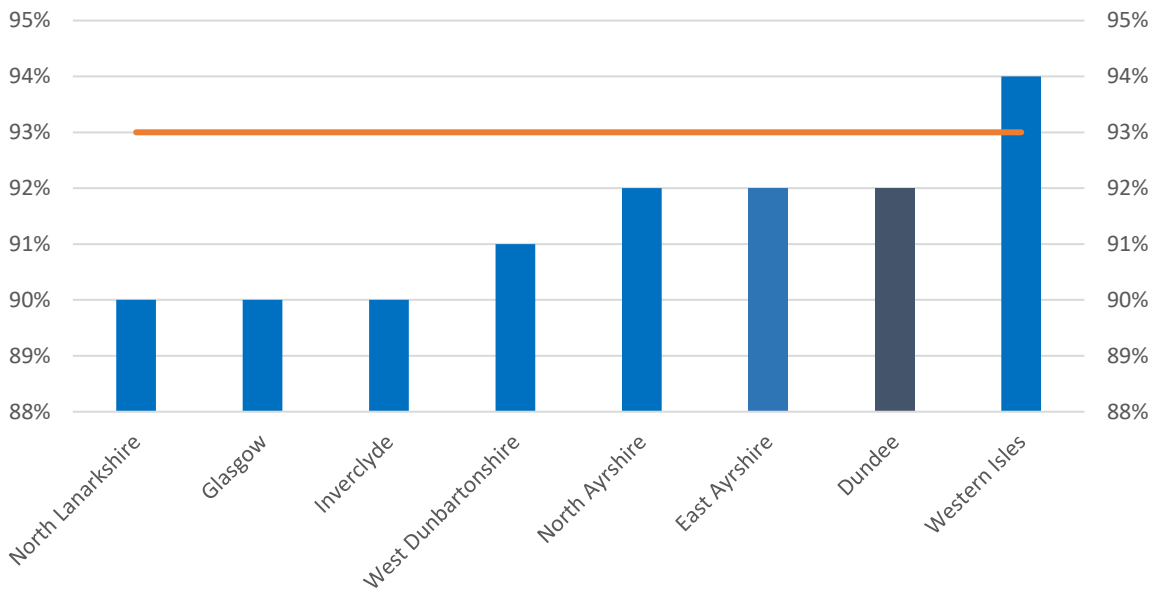
Kathryn Sharp  
Service Manager, Strategy and Performance



## APPENDIX 1

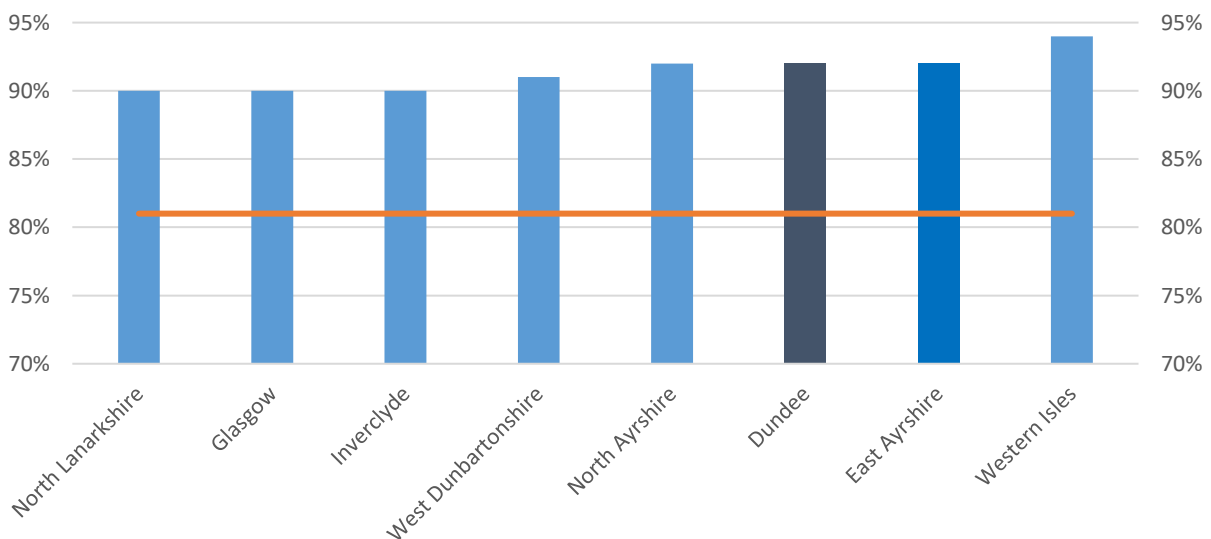
### National Indicators 1-9 Family Group Analysis

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



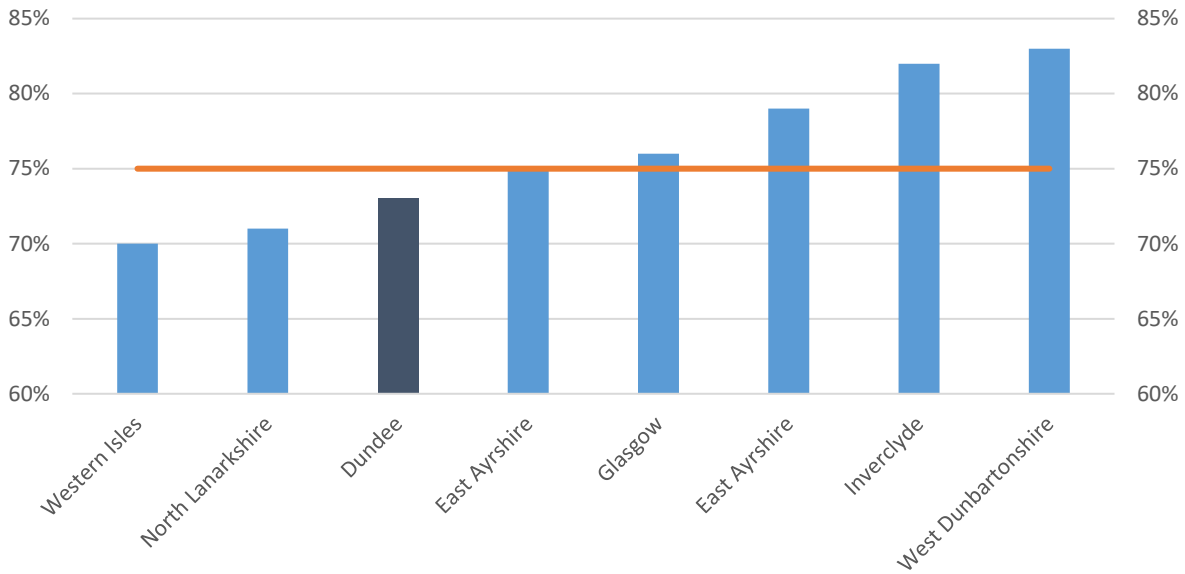
- All family group partnerships except Western Isles performed worse than the Scottish average.
- Dundee performed 2<sup>nd</sup> best in the family group, however worse than the Scottish average.

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



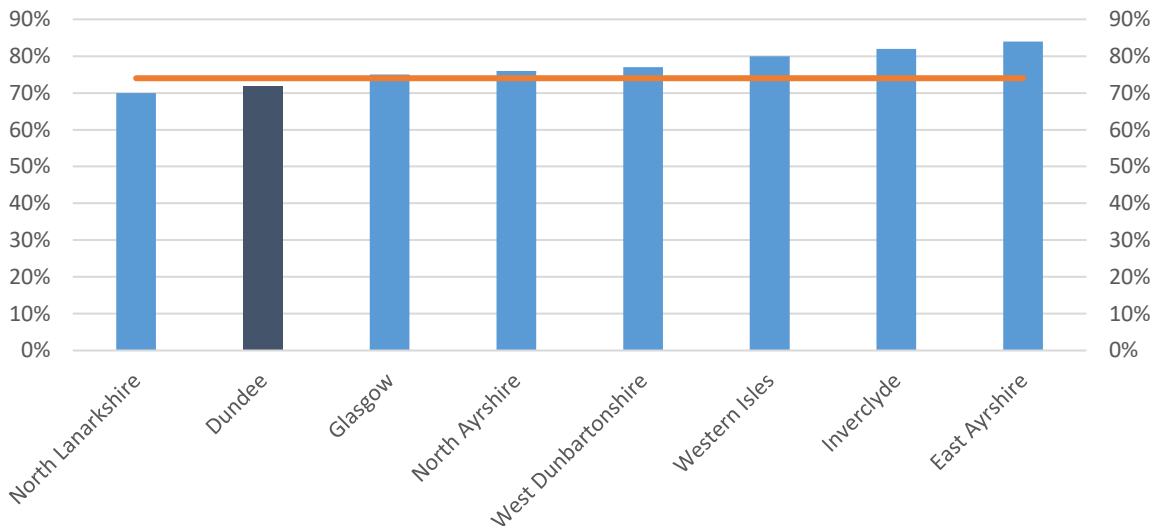
- All family group partnerships except Western Isles performed worse than the Scottish average.
- Dundee performed 3<sup>rd</sup> best in the family group, however worse than the Scottish average.

**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 -----)**



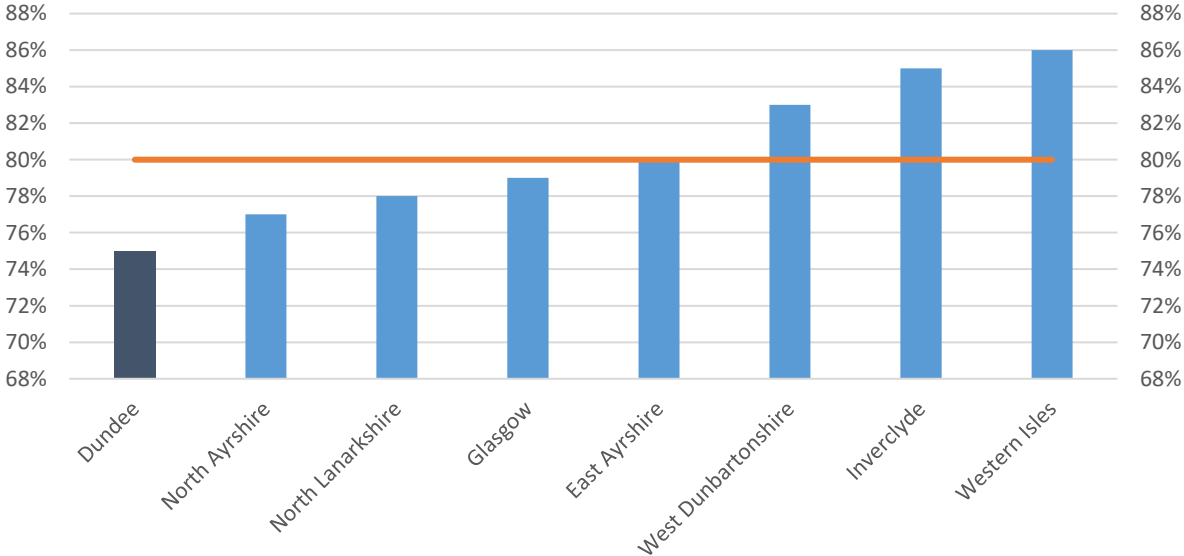
- 5 of the 8 family group partnerships performed the same or better than the Scottish average.
- Dundee's performance was the 3<sup>rd</sup> poorest in the family group and poorer than the Scottish average.

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



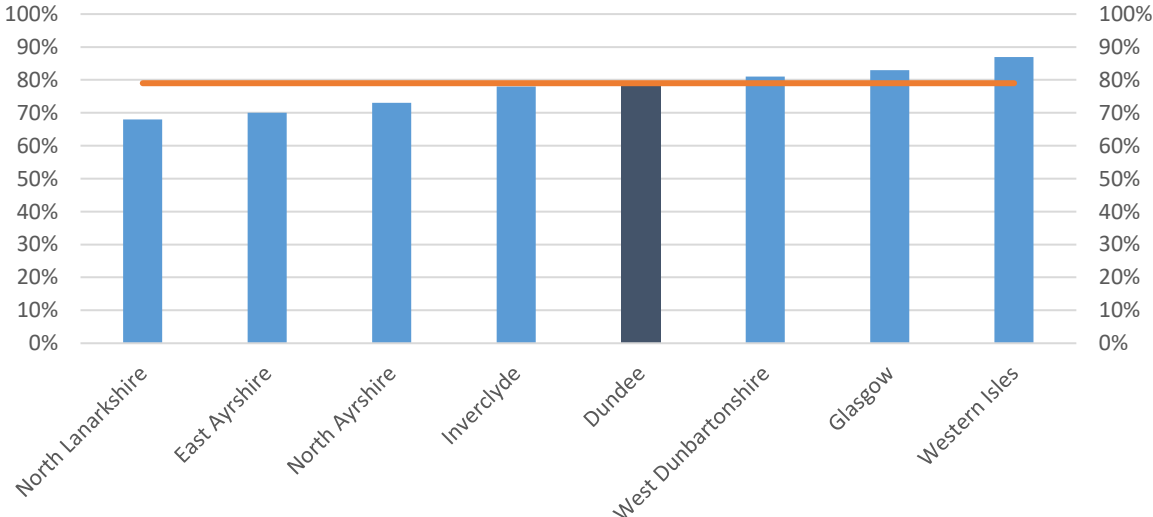
- 6 of the 8 family group partnerships performed better than the Scottish average.
- Dundee's performance was the 2<sup>nd</sup> poorest in the family group and poorer than the Scottish average.

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



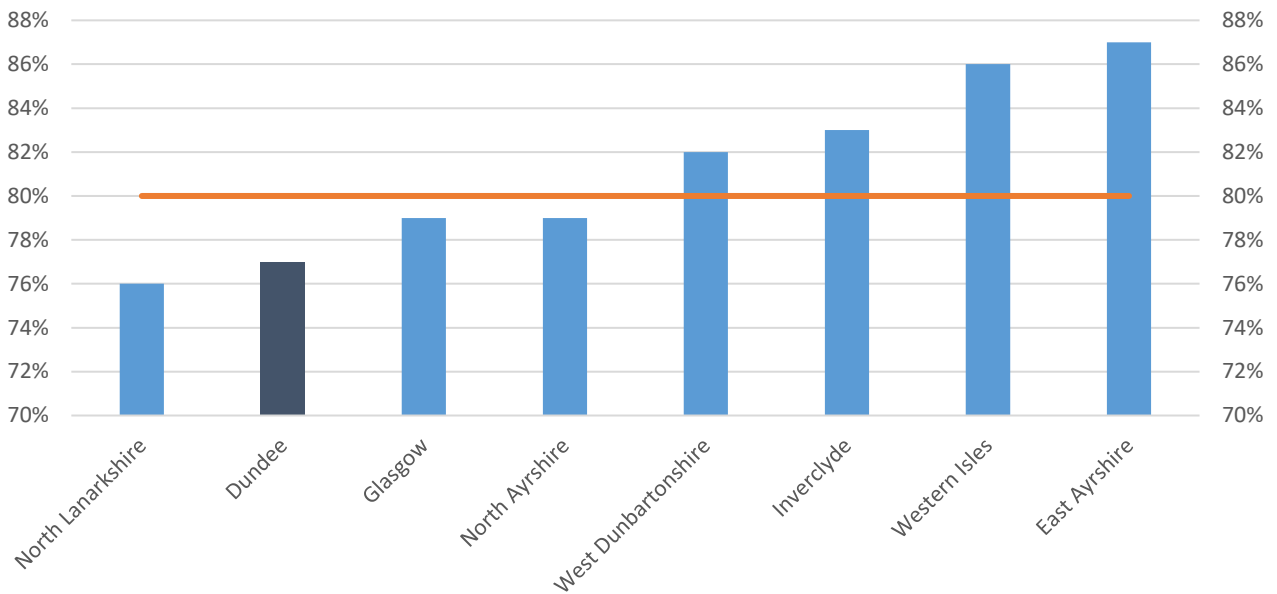
- 4 of the 8 (50%) family group partnerships performed the same as or better than the Scottish average.
- Dundee’s performance was the poorest in the family group and poorer than the Scottish average.

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



- 4 of the 8 (50%) family group partnerships performed the same as or better than the Scottish average.
- Dundee performed 4<sup>th</sup> best in the family group and the same as the Scottish average.

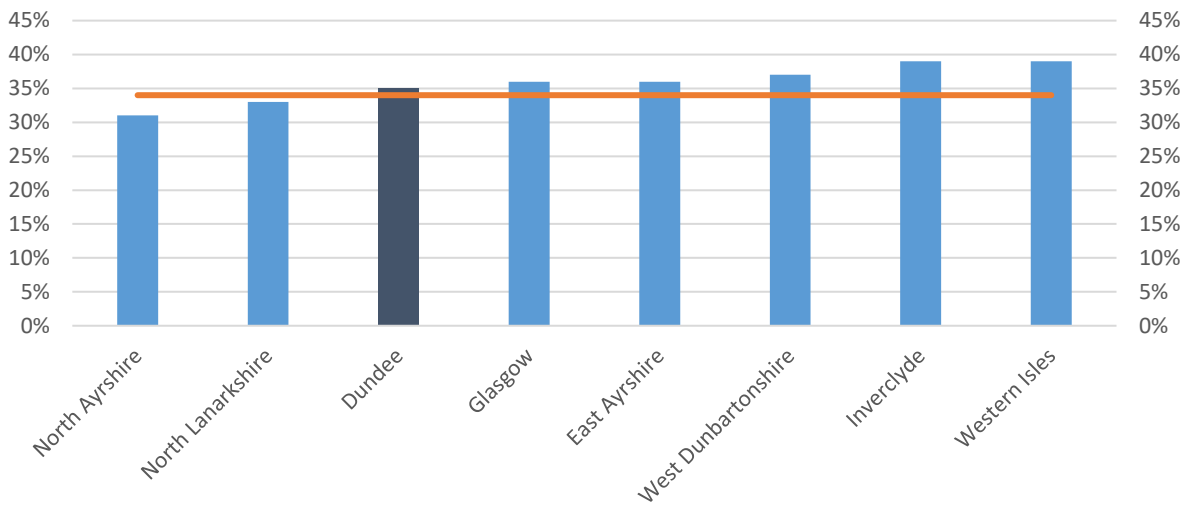
**National Indicator 7: Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.**  
**(Scotland -----)**



- 4 of the 8 (50%) family group partnerships performed better than the Scottish average.
- Dundee's performance was the 2<sup>nd</sup> poorest in the family group and poorer than the Scottish average.

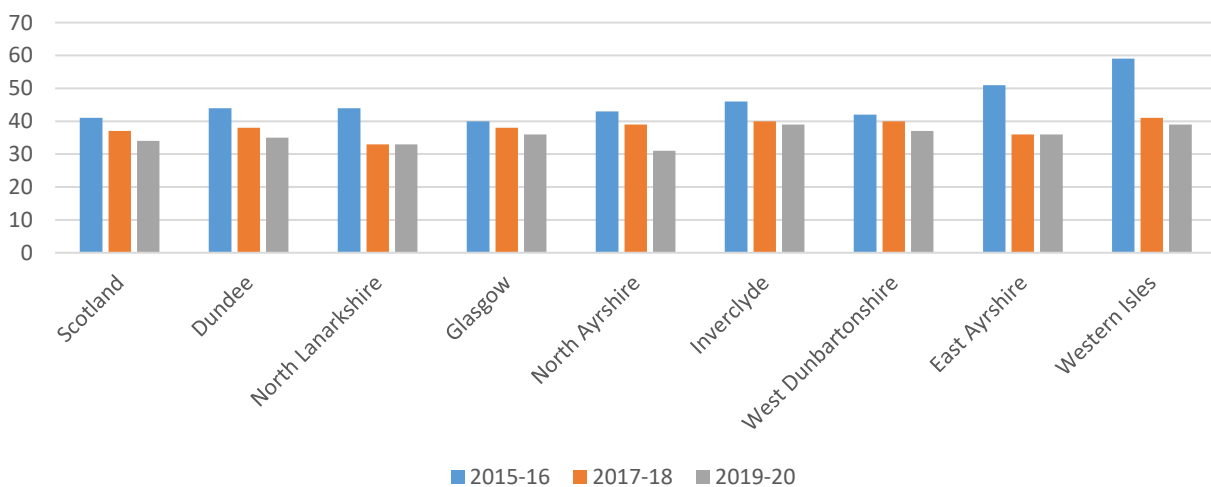


**National Indicator 8: Percentage of carers who feel supported to continue in their caring role (Scotland -----)**



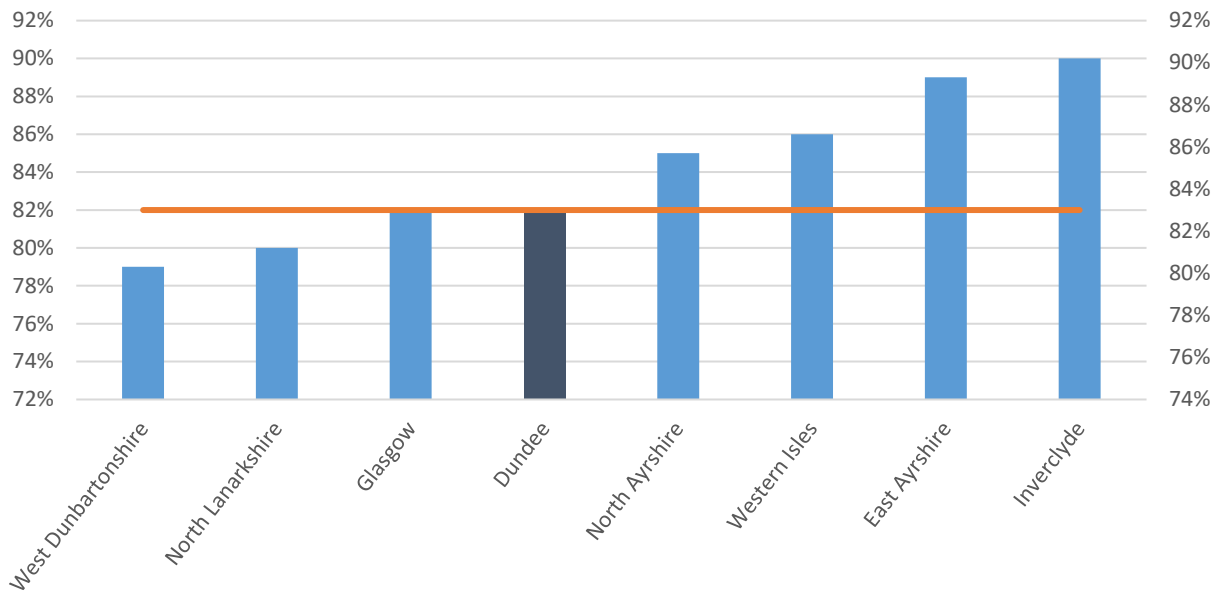
- 6 of the 8 (75%) family group partnerships performed better than the Scottish average.
- Dundee’s performance was the 3rd poorest in the family group although it was slightly better than the Scottish average.

**National Indicator 8: Percentage of carers who feel supported to continue in their caring role by year**



- National Indicator 8 is the only one of the indicator set that can be analysed longitudinally.
- Every HSCP in the Family Group, including Dundee saw a decrease in the % of carers who felt supported to continue in their caring role from 2015-16 to 2019-20.
- This is the same trend for the Scottish average.
- Dundee maintained the same position in the family group between 2017-18 and 2019-20 at 3<sup>rd</sup> poorest in the family group. This is a deterioration from 2015-16 when Dundee was joint 4<sup>th</sup> poorest / best in the family group.

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



- 4 of the 8 (50%) family group partnerships performed better than the Scottish average.
- Dundee's performance was the 4th poorest in the family group and slightly poorer than the Scottish average.