



REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 25 SEPTEMBER 2024
REPORT ON: HEALTH AND CARE EXPERIENCE SURVEY 2023-24 ANALYSIS
REPORT BY: CHIEF FINANCE OFFICER
REPORT NO: PAC25-2024

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 2023-24 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 content of this report, including the results of the 2023-24 survey for Dundee Health and Social Care Partnership (appendix 1).
- 2.2 Note the longitudinal changes to performance over the last three biennial surveys (section 5).
- 2.3 Notes 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 that is administered to a random sample of people who were 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 those using them. The results of the 2023-24 survey for Dundee Health and Social Care Partnership are contained within appendix 1.
- 4.2 The survey results are used nationally to inform planning and monitoring performance, to monitor the NHS Scotland Local Delivery Plan standards on accessing GP services and to inform 9 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 Health and Social Care Partnerships to gain some understand of people's experiences of services and supports and allows benchmarking with other areas. However, it should be noted that the format of the survey questions places some limitations on the usefulness of the data at a Health and Social Care Partnership level; this includes the lack of qualitative response to accompany respondents' perception ratings that might better explain experiences and more usefully inform any subsequent

improvement activity. For this reason, Partnership services continue to gather information regarding service user / patient experiences through a wide range of activities and mechanisms. In 2024-25 this will include implementing Care Opinion across all Partnership services.

5.0 LONGITUDINAL ANALYSIS

5.1 In order to only report responses of people who receive services from the Health and Social Care Partnerships, responses are filtered. Health and Social Care Partnerships are required to monitor performance from the pre integration 2015-16 position to the current position or 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 also because the methodology for filtering respondents was changed by the Scottish Government prior to the 2019-20 survey. The Scottish Government has advised that comparing the results pre 2019-20 should not be done, however we can now compare 3 surveys years 2019-20, 2021-22 and 2023-24.

5.2 The responses from the section about carers does not require to be filtered, therefore National Indicator 8, which asks if a carer feels supported to continue in their caring roll, 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 3 out of the 8 family group partnerships for 5 out of the 9 indicators.

6.2 Dundee performed the same as or better than the Scottish average for 7 out of the 9 indicators (5 out of 9 in previous survey).

6.3 Of particular note, Dundee performed out with the top 3 in the family group and below the Scottish average for 2 indicators:

- National Indicator 1: Percentage of adults able to look after their health very well or quite well.
 - All family group members, other than the Western Isles, performed below the Scottish average.
 - The Scottish average has been declining for the last 3 survey years.
 - It is likely that this result is directly related to the socio-demographic profile of Dundee and challenges that this presents in terms of people having access to the resources they require to look after their own health.
- National Indicator 5: Percentage of adults receiving any care or support who rate it as excellent or good.
 - Performance in Dundee has declined from just above the Scottish average in 2021-22 to just below in 2023-24.
 - Other sources of information, for example Care Inspectorate inspection gradings, provide a more robust and objective assessment of services performance. These alternative measures are closely monitored on an ongoing basis via Clinical, Care and Professional Governance arrangements. Although performance fluctuates across services and time, most recent data does not indicate any decline in service quality between 2021-22 and 2023-24.

7.0 GENERAL PRACTICE

7.1 In addition to the survey questions regarding 'Care, Support and Help with Everyday Living' which were used to report National Indicators 1-9, there are sections in the survey regarding GP and Out of Hours access, care and treatment. GP Cluster leads are analysing the data for their cluster areas and using this to benchmark across clusters, the city and Tayside.

8.0 POLICY IMPLICATIONS

8.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

9.0 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 report data to the PAC to monitor performance longitudinally and benchmark across family group partnerships and Scotland.- 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 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.

10.0 CONSULTATIONS

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

11.0 BACKGROUND PAPERS

11.1 None.

Dave Berry
Chief Officer

DATE: 2 July 2024

Lynsey Webster
Lead Officer Data Quality and Intelligence

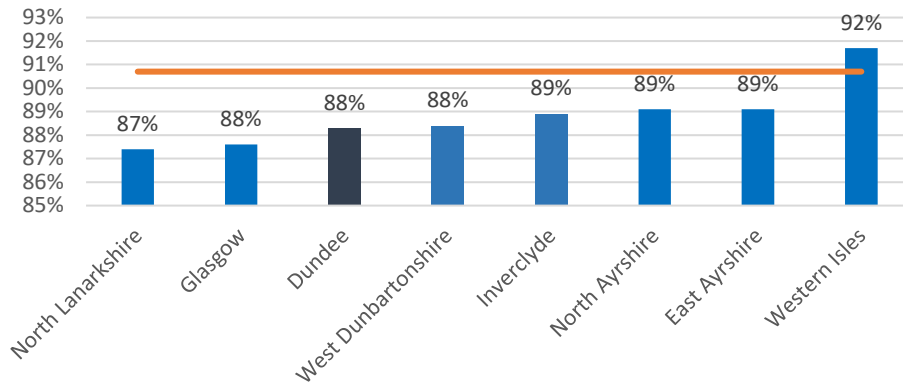
Lisa Traynor
Strategy and Performance Assistant

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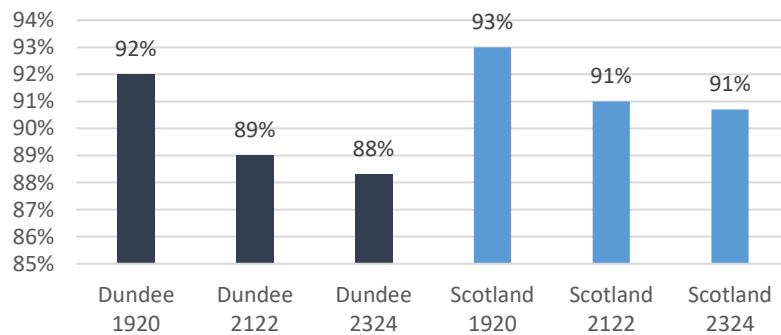
APPENDIX 1

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 -----)

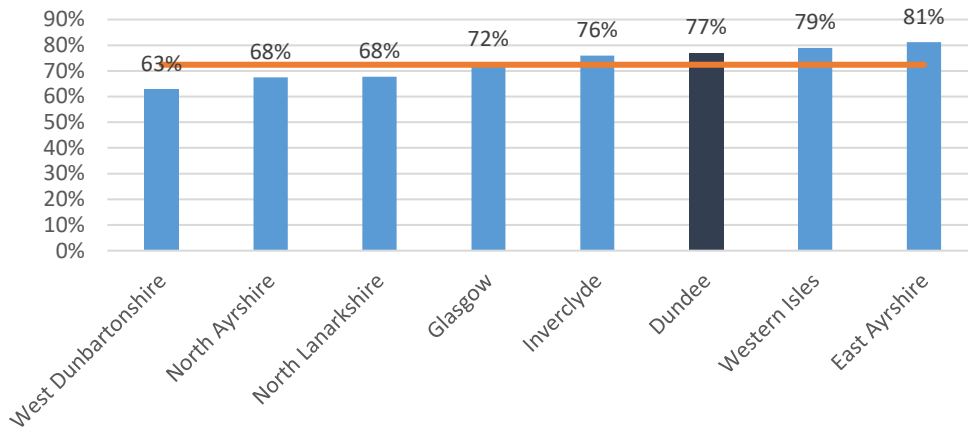


- All family group partnerships except Western Isles performed poorer than the Scottish average.
- Dundee performed 3rd poorest in the family group and poorer than the Scottish average.

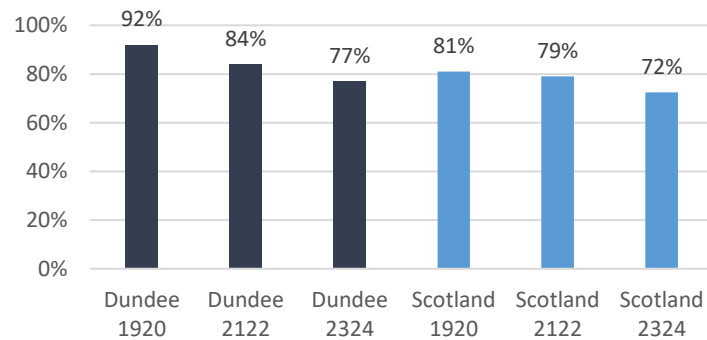


- Dundee has performed poorer than Scotland for 3 consecutive surveys.
- There was a decline in performance in both Dundee and Scotland for 3 consecutive surveys.

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

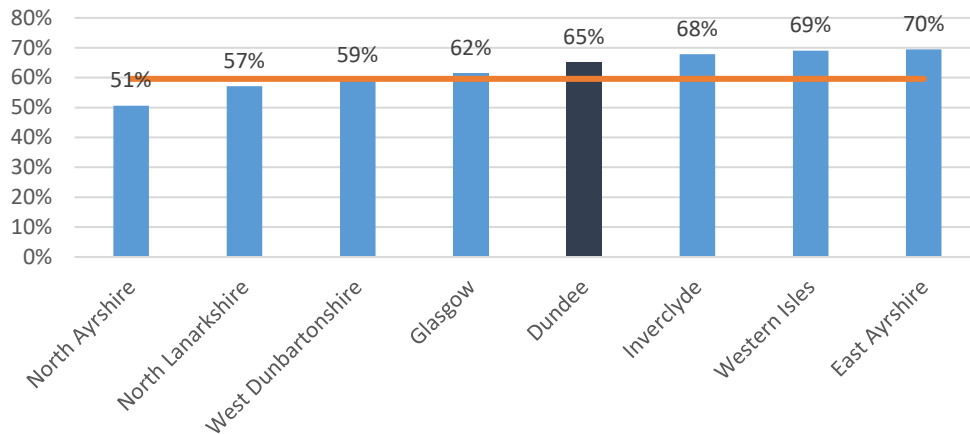


- Dundee performed 3rd best in the family group and better than the Scottish average.
- 5 of the 8 family group partnerships performed the same or better than the Scottish average.

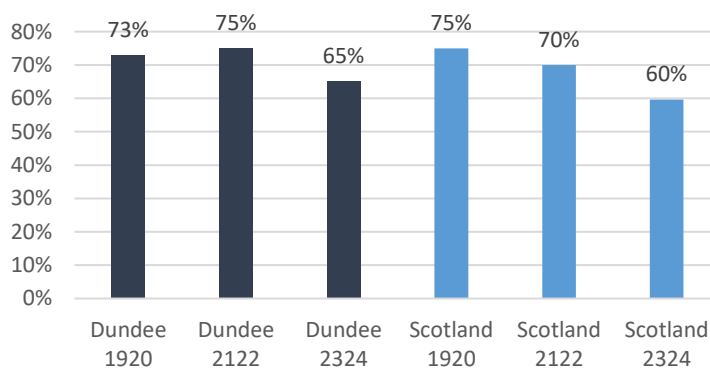


- Dundee has performed better than Scotland for 3 consecutive surveys.
- There was a decline in performance in both Dundee and Scotland for 3 consecutive surveys.

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 -----)

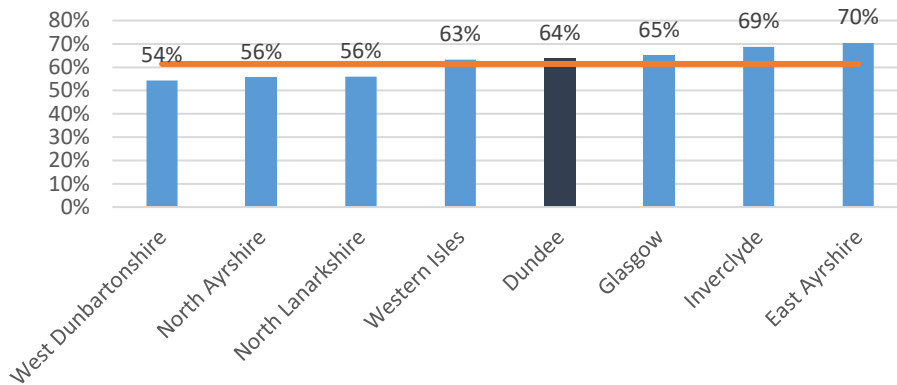


- Dundee performed 4th best in the family group and better than the Scottish average.
- 6 of the 8 family group partnerships performed within 1% or better than the Scottish average.

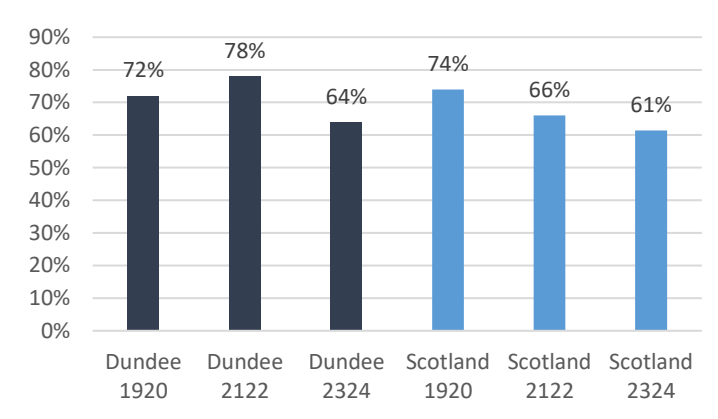


- Dundee performed poorer than Scotland in 1920, however better than Scotland in the 21/22 and 23/24 surveys.
- Performance has declined in Dundee between the 21/22 and 23/24 surveys and performance declined in Scotland for 3 consecutive surveys.

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

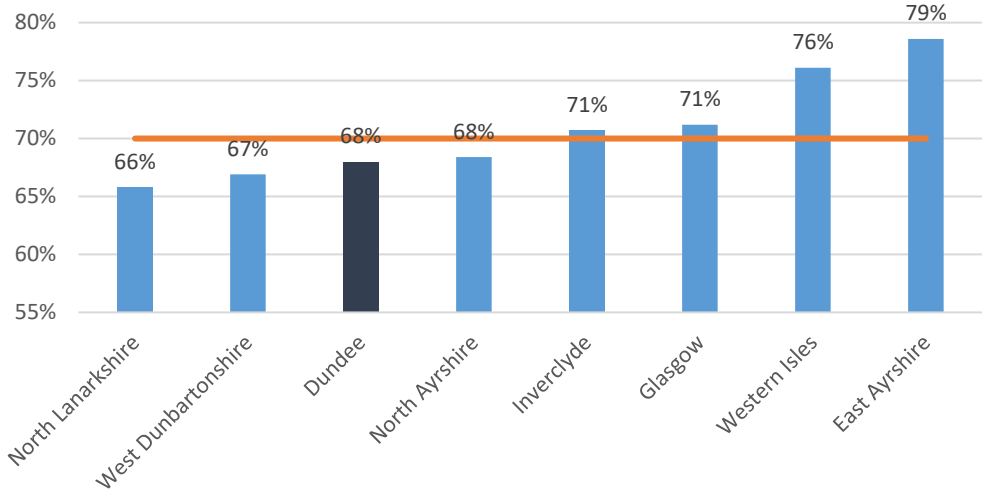


- Dundee performed 4th best in the family group and better than the Scottish average.
- 5 of the 8 family group partnerships performed better than the Scottish average.

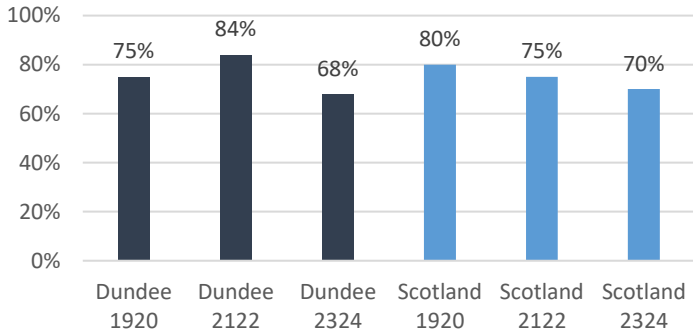


- Dundee performed poorer than Scotland in 19/20, however better than Scotland in the 21/22 and 23/24 surveys.
- Performance declined considerably in Dundee between the 21/22 and 23/24 surveys and performance declined in 3 consecutive surveys for Scotland.

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

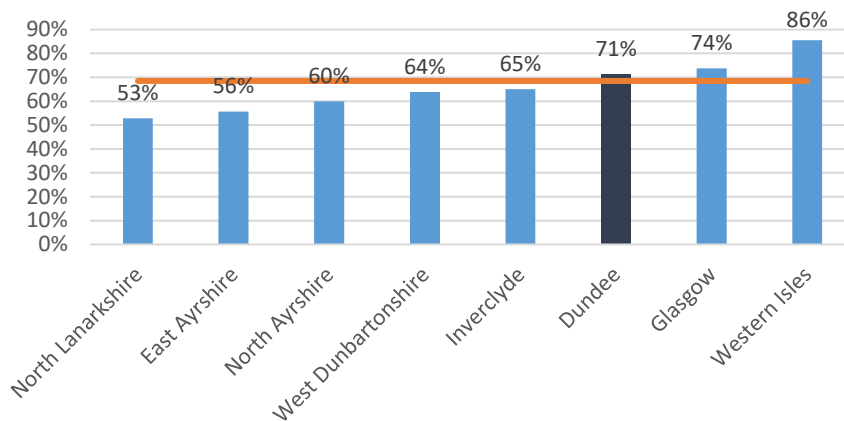


- Dundee performed 3rd poorest in the family group and poorer than the Scottish average.
- 4 of the 8 family group partnerships performed better than the Scottish average.

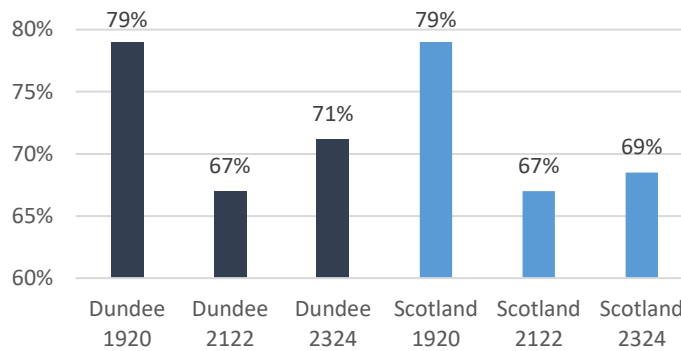


- Dundee's performance was considerably better than Scotland in 21/22, however was slightly poorer than Scotland in 23/24.
- Performance declined considerably in Dundee between the 21/22 and 23/24 surveys, and it also declined in Scotland for 3 consecutive surveys.

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

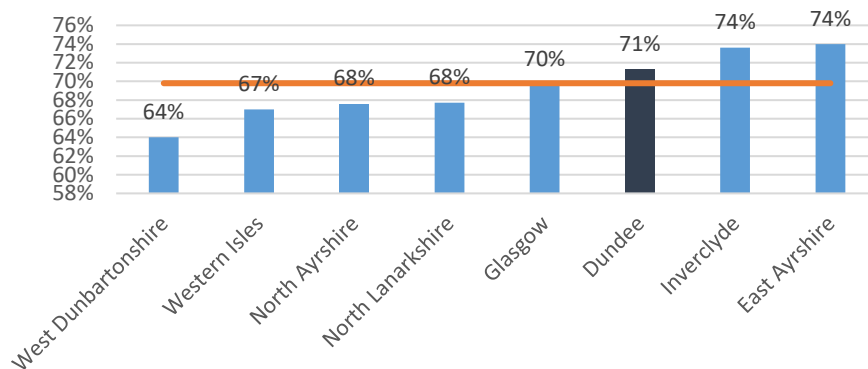


- Dundee performed 3rd best in the family group and better than the Scottish average.
- 3 of the 8 family group partnerships performed better than the Scottish average.

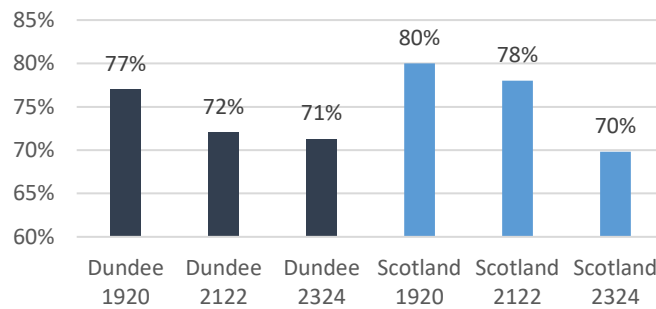


- Dundee performed the same as Scotland in 19/20 and 21/22 and slightly better than Scotland in the 23/24 survey.
- Performance improved in both Dundee and Scotland between the 21/22 and 23/24 surveys.

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 -----)

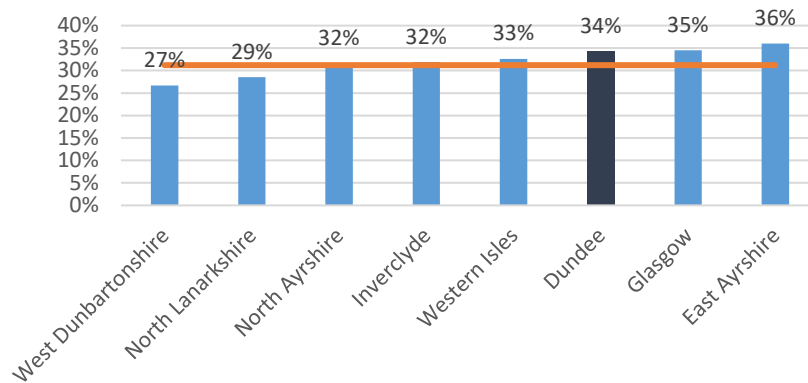


- Dundee's performance was 3rd best in the family group and better than the Scottish average.
- 4 of the 8 family group partnerships performed the same or better than the Scottish average.

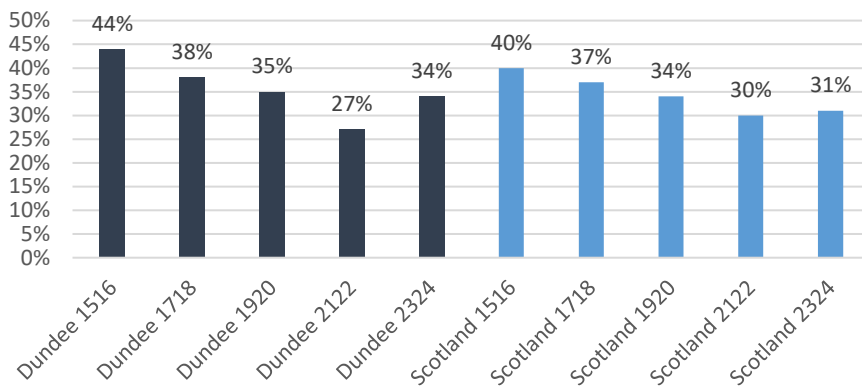


- Dundee's performance was poorer than Scotland in both 19/20 and 21/22 but slightly better than Scotland in 23/24.
- Performance declined in both Dundee and Scotland for 3 consecutive surveys.

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

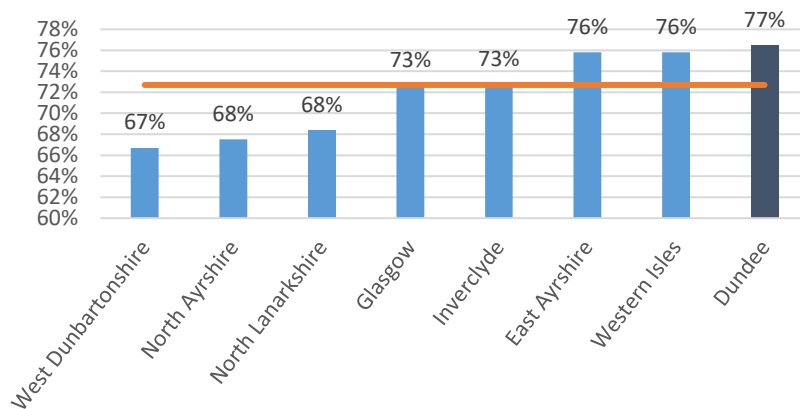


- Dundee performed 3rd best in the family group and better than the Scottish average.
- 6 of the 8 family group partnerships performed better than the Scottish average.

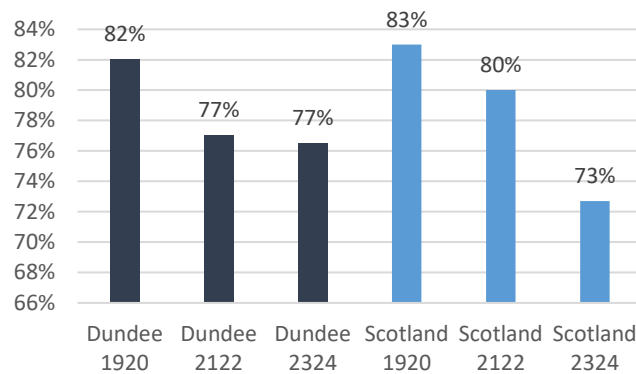


- In 15/16, 17/18, 19/20 and 23/24 Dundee's performance was better than Scotland, in 21/22 it was poorer than Scotland.
- Performance declined in both Dundee and Scotland between the 15/16 and 21/22 surveys. In the 23/24 survey both Dundee and Scotland's performance improved.
- This question was answered 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 performed the best in the family group and considerably better than the Scottish average.
- 5 of the 8 family group partnerships performed the same or better than the Scottish average.



- Dundee's performance was poorer than Scotland in the 19/20 and 21/22 surveys, however better than Scotland in the 23/24 survey.
- Dundee's performance stayed the same between the 21/22 and 23/24 surveys however, Scotland's performance has declined for 3 consecutive surveys and more notably between the 21/22 and 23/24 surveys.

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