

Dr Gray's Hospital Developing a Plan for the Future (2023-2033)

Public Engagement Report



March 2023

CONTENTS

PAGE

1. INTRODUCTION.....	3
2. HOW WE ENGAGED WITH THE PUBLIC.....	3
3. ENGAGEMENT FINDINGS.....	4
- WHO TOOK PART.....	4
- WHAT THE PUBLIC VALUE MOST ABOUT DR GRAY'S.....	5
- WHAT THE PUBLIC WOULD CHANGE.....	7
- WHAT THE PUBLIC WOULD LIKE IN THE FUTURE.....	8
- WHAT ELSE THE PUBLIC TOLD US.....	9
4. SUMMARY.....	11
5. NEXT STEPS.....	11
6. THANKS.....	11

Public Engagement for Dr Gray's Hospital Plan for the Future

Introduction

Dr Gray's Hospital (Dr Gray's) first opened its doors to patients in 1819 to serve the community of Elgin and the county of Moray. In the 1990s, Dr Gray's underwent a major redevelopment and extension to provide new services and facilities.

After more than 30 years, it's time to look at the facilities at Dr Gray's so we can make sure it continues serving the community's needs for the years ahead.

Since June 2022, engagement and involvement has been taking place to help this review. The public, Dr Gray's staff, and Dr Gray's "partners" (people who work with Dr Gray's, such as Scottish Ambulance Service, GPs, community hospitals, Aberdeen Royal Infirmary, etc.) have all been involved.

To engage with everyone, face-to-face conversations, paper and online questionnaires, in-person and online workshops have all been widely used. What we have learned will be included into the Dr Gray's 10-year plan. This will also be a part of the bigger NHS Grampian "Plan for the Future" (2022-2028).

These plans will try to guarantee that health care is accessible to all Grampian residents and that it evolves to meet their changing needs as the population ages.

How we engaged

The engagement process began in June 2022 with meetings between NHS Grampian's Engagement Team and partners, employees, and members of the public.

A pop up banner and table were placed in the main foyer of Dr Gray's, and people were asked:

- What they like or think works well about Dr Gray's?
- Could anything be improved about Dr Gray's?
- What would they like to see Dr Gray's to do in the future?

Paper copies of the forms were available for people to fill in as well as a QR code that directed people to an online version of the form.

These questions were asked more widely from mid-September to mid-November. This was done by a questionnaire being shared using:

- Facebook and Twitter
- NHS Grampian's webpages
- email with staff and partners
- Hard copies being sent to public groups, libraries and community centres.
- QR Codes on posters and flyers
- Through face to face discussions with views recorded in writing

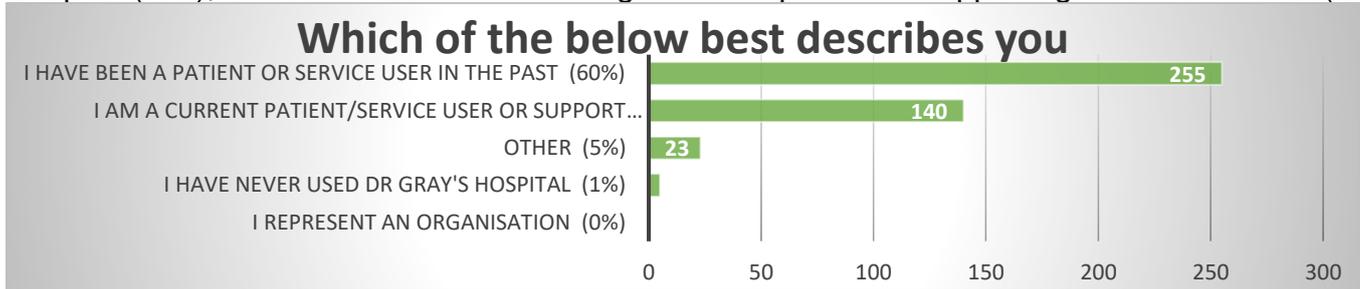
Face to face discussions also took place with some older adult groups by the Moray Community Wellbeing Team.

602 members of the public from Moray provided their views about Dr Gray's through this questionnaire. Some people did not answer every question in the questionnaire. All responses given have been included, which is why the numbers of responses for each question changes.

Engagement Findings

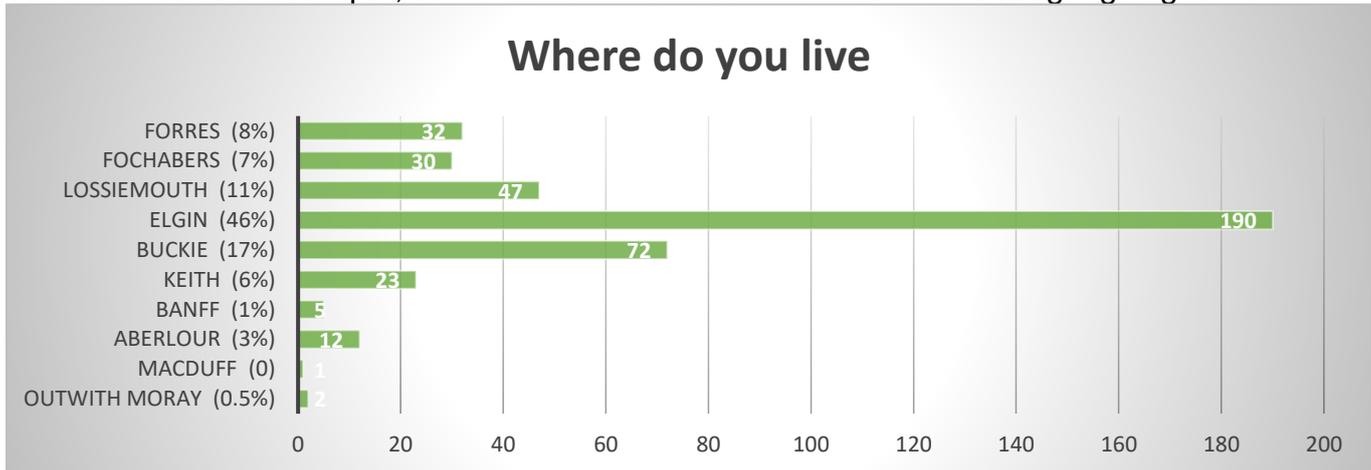
Experience of using Dr Gray's

424 people answered this question, 60% of which had previously been patients at Dr Gray's Hospital (255), with an additional 33% being a current patient or supporting someone who is (140).



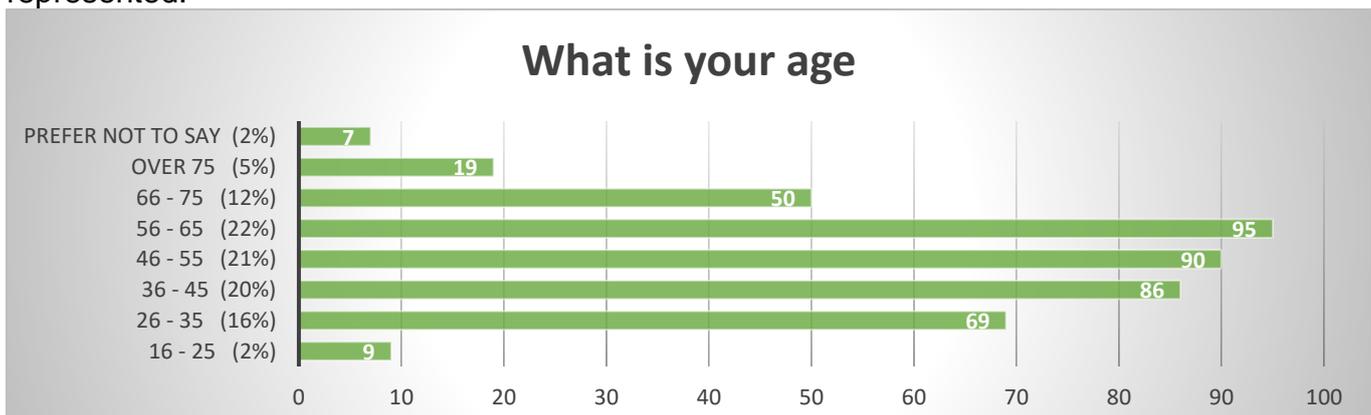
Communities Represented

414 people answered this question. Elgin residents made up almost half the respondents (190), followed by Buckie (72), Lossiemouth (47) then Forres (32). MacDuff, Aberlour, Banff and Keith, communities had less input, so views from these communities will be sought going forwards.



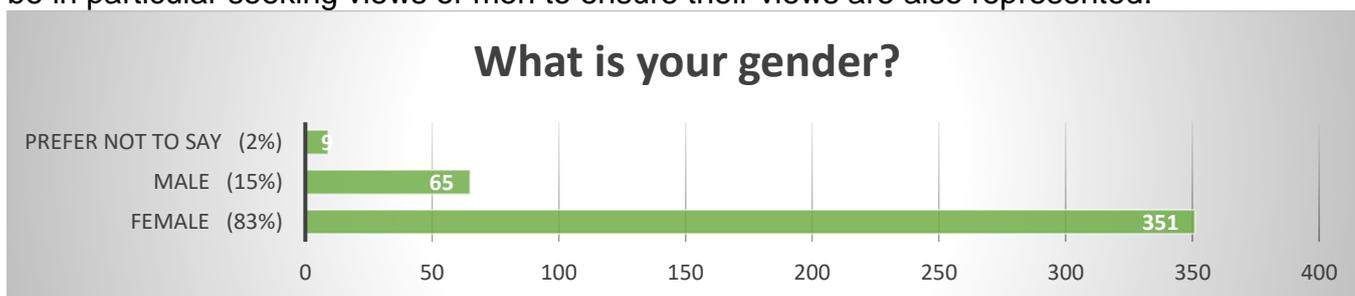
Age Groups

This question was answered by 425 people. The age groups with the highest representation were 56–65, 46–55, and 36–45, which together accounted for 63% of respondents (271 people). The next greatest age group is 26–35, with 16%, followed by 66–75, with 12%. Unfortunately due to an oversight, an age group of under 16 was not an option. The age group under 26 had the lowest participation, so we are linked in with students and young people to have their views more represented.



Gender:

425 people answered this question, the majority of which were female (83%). Due to this we will be in particular seeking views of men to ensure their views are also represented.



Disability:

425 people answered this question. 15% of which considered themselves to have a disability, with 4% preferring not to say. In Scotland approximately 20% of the population have a disability so the views that we received appear to be fairly representative in this area.



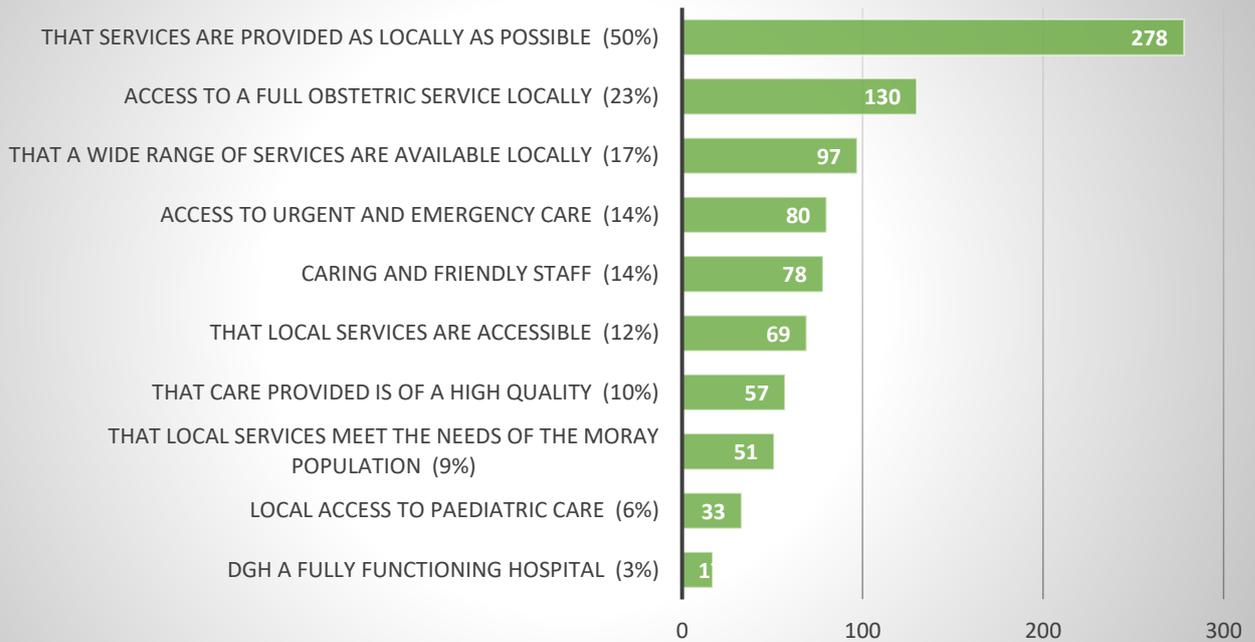
What the public value most about Dr Gray's Hospital:

The public were then asked open-ended questions that included free text boxes allowing for unprompted and uninfluenced answers. What people valued the most about Dr Gray's and how might it be developed in the future were the first questions asked.

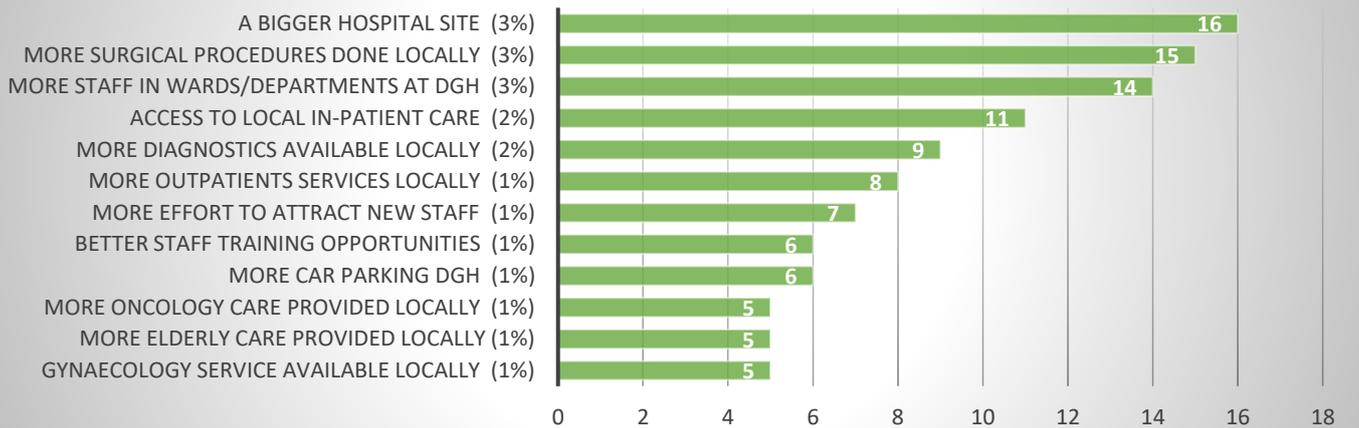
559 people answered this question. Each of these answers were read and sorted into themes depending what people mentioned as being important to them. There were 2063 areas of importance to people mentioned in these 559 responses. Each person mentioned 3 to 4 themes. The top 5 were:

1. Services being provided as locally as possible – mentioned by 278 people (50%)
2. Having a full obstetric/maternity service available – mentioned by 130 people (23%)
3. A wide range of specialist services available locally - mentioned by 97 people (20%)
4. Having access to good accident and emergency care – mentioned by 80 people (14%)
5. That staff are caring and friendly – mentioned by 78 people (14%)

What the Public Values Most



What the Public Value Most Continued...



Some quotes about what the public value are shown below:

"A district hospital that is accessible to the community and provides high quality care. There should be a wide range of services provided locally."

"A variety of services being based at DGH to reduce the need of travel to Aberdeen. Mostly maternity and paediatric services as well as oncology."

"At a distance of 20 miles Dr Gray's Hospital would be our local hospital for many services. If it were not having Dr Gray's facilities, we would have to travel at least 60 miles (120 miles return)."

"Friendly approachable staff at the hospital. Keen to maintain emergency care as well as inpatient services. Would like to see more training posts there."

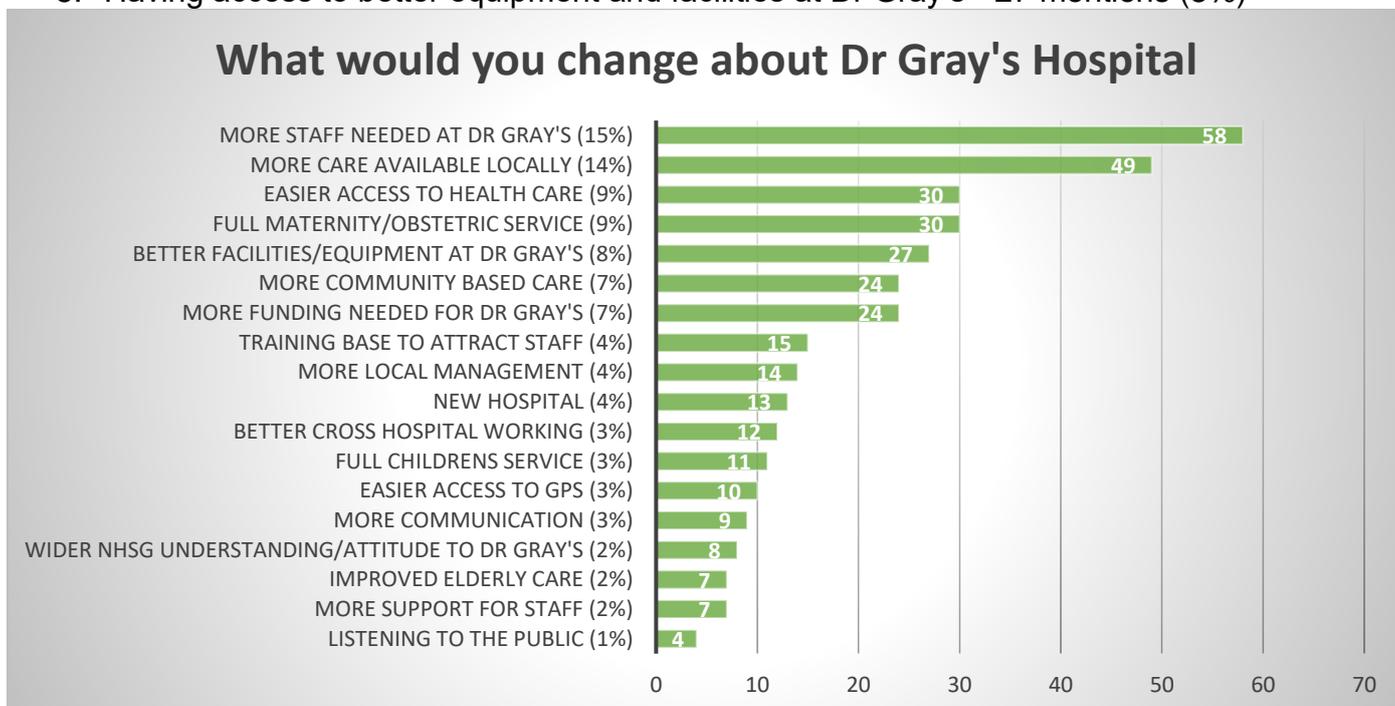
"Accessible and close high quality care for the Moray community, particularly importance of A&E, maternity care (needs to be improved and scaled up to meet the needs of the broader community and have a higher number of births in Moray and reduce risk of long and dangerous journeys to Aberdeen) and the children's /paediatric unit (brilliant, caring staff, swift care)"

"As a young mother I need great maternity services on my doorstep, routine appointment availability, a place to visit my granny if she falls ill, a safe place to take my child to be seen and it needs to be accessible if my child falls ill. I also need a great A and E service."

What the public would change about Dr Gray's Hospital?

There were 310 responses to this question. Each response was read, then categorised into themes. On average, each person focused on one to two key themes or areas of importance to them. The top 5 included:

1. More Staff being needed than there is currently - 58 mentions (15%)
2. More care being available locally at Dr Gray's - 49 mentions (14%)
3. Having easier access to health care - 30 mentions (9%)
4. Having access to a full maternity/obstetric service - 30 mentions (9%)
5. Having access to better equipment and facilities at Dr Gray's - 27 mentions (8%)



Some quotes about what the public would change:

"Staffing levels improved and employment of staff who live in the area not just visit to provide service one day a week. Better understanding from rest of NHS Grampian of what can be provided locally rather than what can't. Better working between Health and Social Care Moray and NHS to provide better patient flow across integrated system."

"Probably quite a lot actually, just hard to know where to start. Equipment and facilities along with staffing levels and retention would be a good starting point."

"You are all doing a wonderful job, just keep it going forward."

"I come back to the need for a shift in mind-set and culture... we need radical change given that staff resource is a huge challenge but we also need that culture shift similar to what they have achieved in Sweden - 'what's best for Esther?'. So simple, but the change means people are actually being put in the centre and it is looking like it will lead to different ways to spend resource and open up opportunities for further investments into new services/more services in the future."

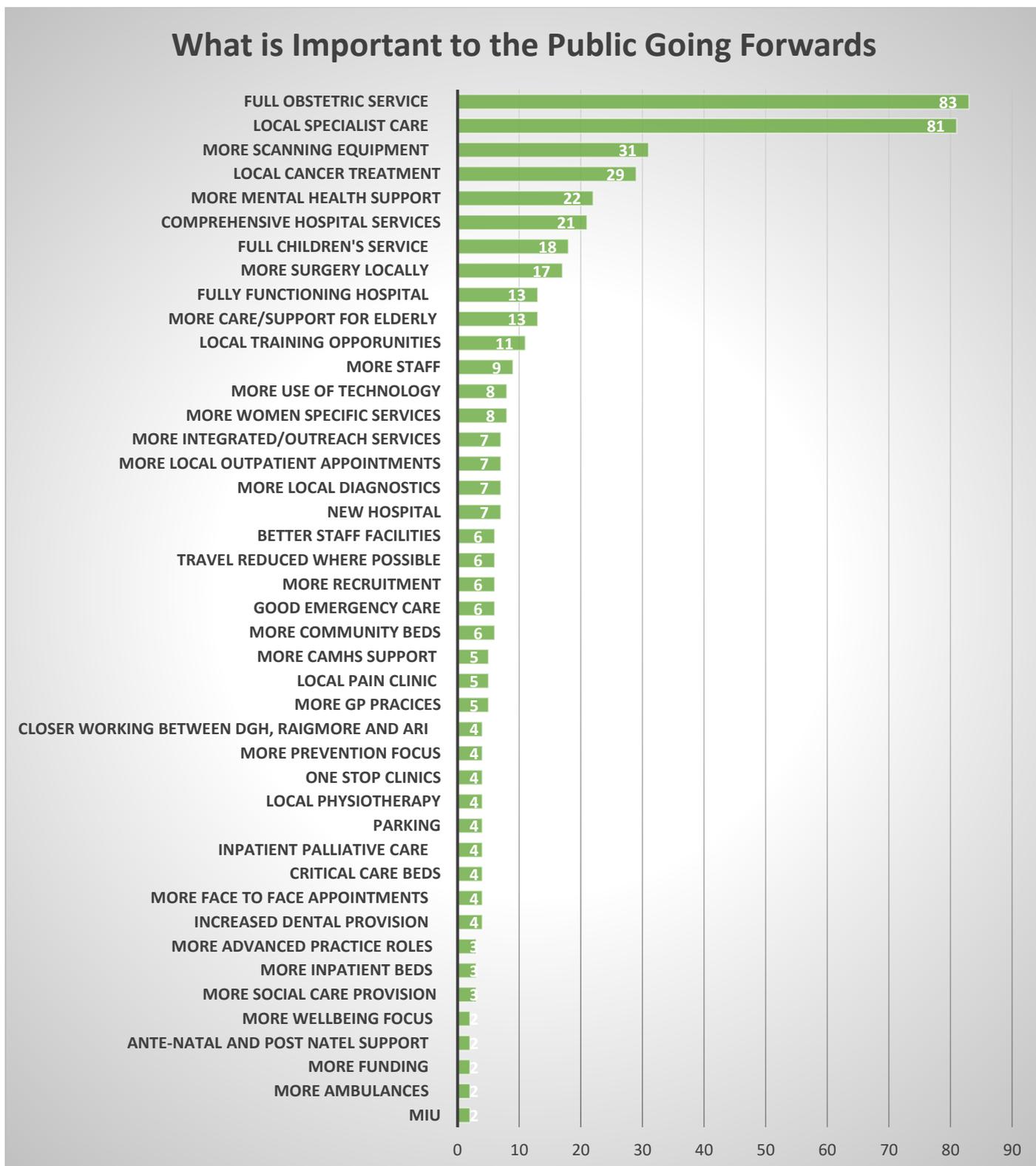
"I think services need to prioritise not remove any care. I think people, nurses, consultants, hospital managers need to be open and honest on what is a struggle and a true insight into what we are working with. Hopefully as a community people's expectations can change into action and all work together to improvements."

"Dr Gray's was updated and extended to provide care and medical treatment so that patients could be seen locally. Get staffing back up to what it was."

What is important to the public for the future of Dr Gray's Hospital?

There were 287 free text answers to this question which were all read and themed. 507 themes were mentioned, around 2 per person. The top 5 were:

1. Reinstating a full Maternity/Obstetric Service – 83 mentions (16%)
2. More local specialised care available - 82 mentions (16%)
3. More local scanning equipment – 31 mentions – (6%)
4. More local cancer care and treatment - 29 mentions (6%)
5. More mental health support being available – 22 mentions (4%)



Some quotes about what the public would like in the future:

“A full service, consultant-led maternity unit is critical to support the communities of this rapidly growing area.”

“A health village similar to Aberdeen where services can be located in one place”

“Mental health also needs more prioritised and to offer more to patients through GP surgeries.”

“Pretty much all services that a hospital should be providing. As an area, we need to attract qualified doctors, surgeons, and consultants so that the local populace does not have to journey to ARI. We should be able to provide all but the most specialised services locally. There obviously needs to be the nursing and admin staff to support this as well.”

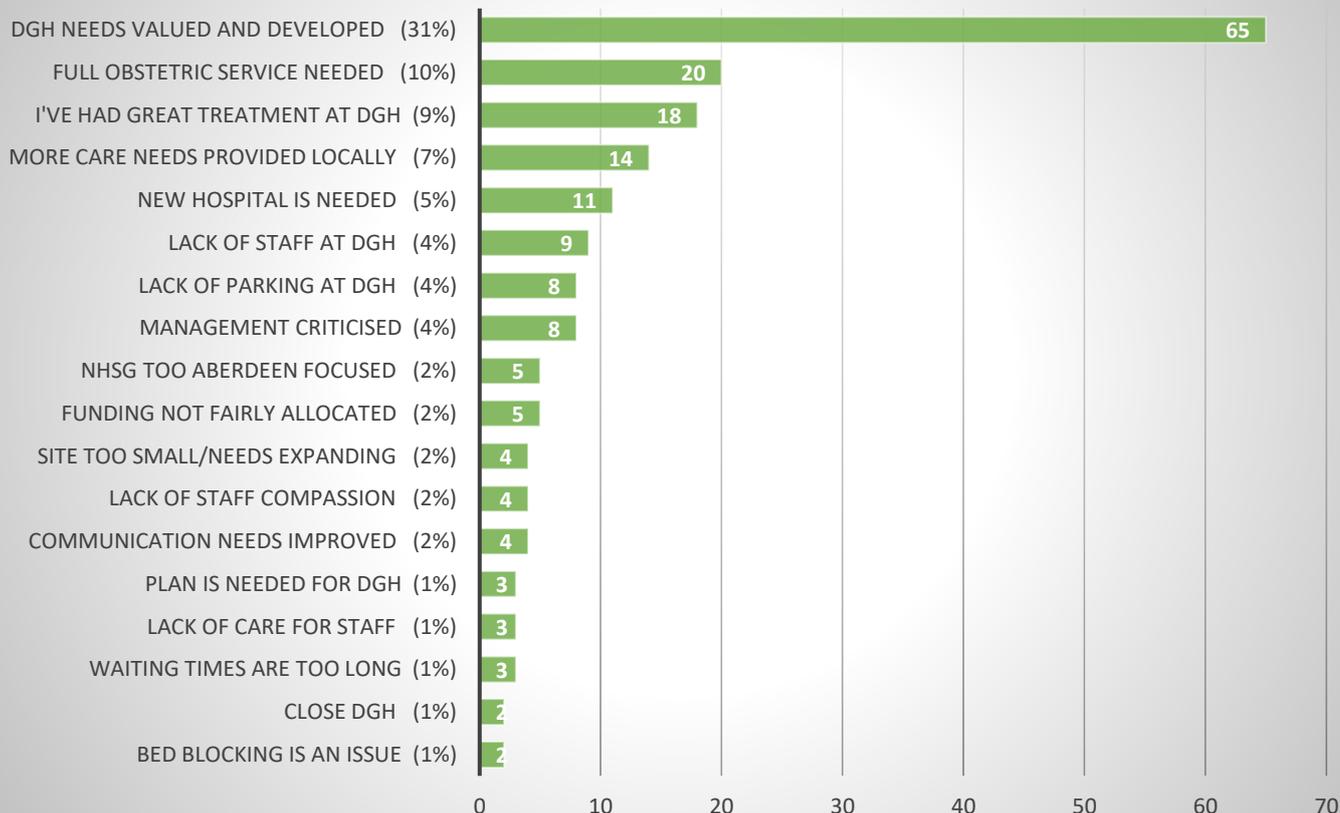
“Maternity needs fully reinstated.”

What else the public told us

This question was meant as a "catch-all" chance for members of the public to share any additional thoughts or closing remarks they may have regarding Dr Gray's Hospital. 219 people responded to this, and the top 5 responses were as follows:

1. Dr Gray's needs to be valued and developed going forwards – 65 mentions (31%)
2. We need full obstetric/maternity services available locally- 20 mentions (10%)
3. The experience of receiving treatment at Dr Gray's is really good – 18 mentions (9%)
4. More care needs to be provided locally – 14 mentions (7%)
5. We need a new hospital – 11 mentions (5%)

What else would you like to tell us?



Some quotes from what else the public wanted to tell as are shown below:

“I would like to see a sharing of services with Raigmore so we don’t have the trek to Aberdeen. Especially when it comes to maternity services. My friend’s wife ended up giving birth in an ambulance on the way to Aberdeen. Perhaps we need more midwives and homebirths where feasible.”

How you design the ‘design’ of developing your plan is crucial and I would reiterate the need to not design in a silo, think about wider implications and overall vision, culture for the wider health and social care system in Moray/Grampian. I urge you to continue engagement - don’t let this survey be the only way you involve people - continue to involve them and start designing with them early to think through ideas and share the challenges. Work through them together.”

“As much as possible needs to be done at Dr Gray’s. Elgin grows daily we shouldn’t have to travel to Aberdeen. Especially if you don’t drive it’s not the easiest hospital to get to. Dr Gray’s has gone downhill dramatically over the last few years. More like a cottage hospital if we are not careful. Pull your socks up”

“Dr Gray’s is a brilliant hospital that NHS Grampian Aberdeen seems determined to destroy. We need to modernise and update all services in line with ARI. Moray is a huge expanding area and needs a fully functioning local hospital to cater for all the needs of Moray for all ages.”

“Grampian need to funnel some of the finances towards Elgin.”

“The maternity service and children’s ward need to be fully functioning as is expected in a modern growing, community.”

“My husband has spent a lot of time in both hospitals and Dr Gray’s always feels like a poor relation”

“I am excited by these developments. Healthcare in Moray has been neglected for a long time, and if I look back on how things were when I was a boy, they are terrible now. Moray needs to be made attractive for all the health people to come and work in. ... I think if it is modernised though and the departments invested in, it could work very well. A Dr Gray’s that was working well and working well with the surgeries would improve healthcare for us all. I am getting older and I plan to stay. I want it to be as good as it can be.”

“Literally everyone in my family has benefited from having our local hospital which is Dr Gray’s. I appreciate everyone involved and would like to say thank you. We are out here and aware of the problems which are involved, and there can be a lot of criticism, but I think the passion for improvements is because we value it so much. We are understanding of the difficulties, particularly through the last few years and we would all wish for more for you all”.

Summary

The engagement that took place enabled feedback from a variety of stakeholders regarding their positives, concerns, thoughts, and ideas for future ways of working at Dr Gray's Hospital. It included thoughtful consideration of how Dr Gray's could be an Anchor Organisation for the people of Moray, and more connected with community care colleagues and acute partners from both NHS Grampian and NHS Highland.

The feedback received has been incredibly valuable in explaining what people value and what benefits could be realised, ensuring what is strong is not lost and what needs strengthened is supported. It provides a plausible account of what matters most, as future models of service delivery are considered.

The Word Cloud below contains a summary of things most mentioned by the public when asked what the Dr Gray's future should include.



Next Steps

The incredibly rich and valuable feedback gained through public, staff and partner engagement has allowed for a detailed understanding of what is important to the people who use, work in and work with staff at Dr Gray's Hospital.

This information is crucial to the development and consideration of different models of service delivery, and will be at the heart of the plans that are developed for Dr Gray's going forward.

Thank You

We would like to thank everyone for participating in the engagement opportunities and taking the time to give their views in person and through the questionnaires. We greatly appreciate and value everyone's input and time, especially given how busy everyone and the hospital has been.

We would also like to pass on special thanks from Adam Coldwells and the rest of the senior leadership team to all staff, partner stakeholders and the public for their participation and wealth of information we received. This will make pulling together a plan for Dr Gray's much easier and will ensure it is based on what is important to the people in Moray.