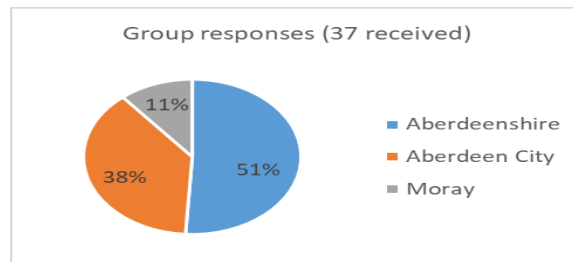
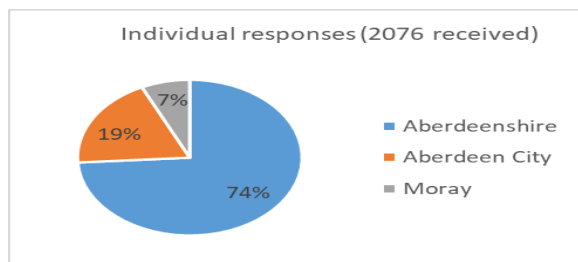


NHS Grampian Plan for the Future 2022-2028

Between June and August 2021, we asked the people of Grampian to help us develop our new plan for the future and start by telling us what is important to them. **Over 2100 people** gave us detailed feedback on our online survey. This tells us that the people of Grampian care deeply about their healthcare services and their wellbeing - we are grateful for your support!

We heard from **members of the public, carers, frequent service users and health and social care staff** across Grampian. These were mostly individuals (98%). The rest were public and staff groups. Significantly more people from Aberdeenshire took part in our survey than any other area in Grampian.



What you have told us...

We asked you what you liked and appreciated, and if you had any concerns or disappointments about healthcare before and during the COVID-19 pandemic. We also asked you what helps you and others in your life to stay healthy and well. **These were the key themes from your feedback:**



QUALITY OF CARE

- Keeping the person in the heart of care
- Where and how care is provided

ACCESS TO CARE

- Services are less available, which can cause worry and frustration – especially Primary Care (e.g. GP, dental)
- Longer waiting times
- Community/local services are hard to access

DIGITAL/TECHNOLOGY

- Expectation to use digital systems, e.g. eConsult
- Difficulties with new technology, but also some appreciation

EMPOWERING INDIVIDUALS

- Affordable healthy lifestyles
- Wellbeing and mental health support
- Being heard when receiving care

Although we knew the pandemic has been a very difficult time, we have been struck by just how hard many people have found it – and it's important for us to hear that. Thank you for being so honest with us.

COVID-19 has changed many things for us all and it may not always be possible to go back to what we had before. Many challenges will stay with us for the foreseeable future. That is why it is critical that we continue developing our plan with you to find a way forward that works for everyone, including the most vulnerable in our communities.

Next steps

Focus groups and discussion with communities to explore solutions to key concerns.

Draft plan ready and shared with public and partner organisations.

Final plan approved by NHS Grampian Board.

October – November 2021

December 2021 – January 2022

February 2022

More information can be found at <https://www.nhsgrampian.org/strategy2022-2028>. Please contact us at gram.involve@nhs.scot if you have any questions and/or would like to get involved.