



Conversation with the People of Scotland

An online session whereby members of the public and practitioner working in health and social care sectors came together to discuss their experiences of accessing healthcare services during the pandemic.

- Breakout groups began immediately
- One member from our breakout group discussed his difficulty accessing healthcare services due to having to speak on the phone, especially due to not having credit on phone and extend of time waiting on the phone.
- Another participant said that phone appointment was better than visiting gps, especially for small / minor concerns
- Those with mental ill-health and complex needs can struggle more with using / engaging with digital technology
- Digital exclusion in older groups also a barrier
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The group just discussed the experiences you have had, what importance do you place on:

- Being able to make an appointment online
- Seeing a health professional face-to-face
- Getting support and advice to manage your own condition
- Getting treatment close to home
- Having general access to services
- Waiting times
- Families and carers are informed and involved in decisions about care and treatment
- 24-hour treatment centers in local communities

SCSN thoughts – how do we help mobilize volunteers in local communities through existing networks such as Neighborhood Watch Scotland?