Aim
The aim of this work was to engage with people across Scotland and ensure there is a person-centred focus from the outset in efforts to remobilise, recover and redesign health services following the pandemic.

Method
The Citizens’ Panel is a ready-made sample of the Scottish population (953 people across all local authority areas) which allows quick access to public views. The panel survey sought feedback via online surveys, postal surveys and telephone interviews, which allowed the collection of feedback to take place safely during the pandemic.

The following feedback was sought:
- views on remobilisation of dentistry services and oral health care
- opinions and experiences on the Redesign of Urgent Care service (NHS 111 service), and
- what matters to people about the recovery of planned care services.

Surveys and interviews took place between Sept & Nov 2021, we received 599 responses a 63% response rate.

Results
Access to dental services
- 84% said they are able to access dental services they want the next year without waiting longer than usual for an appointment
- 18% within normal timeframe
- 41% waiting longer than usual for an appointment
- 15% only if an emergency
- 10% by opting for private care
- 1% won't need access in next year
- 62% did not know how to raise a complaint about a dental professional if they needed to
- 94% said their preference for accessing dental services in the future was to visit their own dentist

Priorities for visiting the dental
- 87% Access to treatment when needed
- 79% Getting a check up at regular intervals
- 49% Receiving my treatment as a priority

Urgent care services
- 24% have called NHS 24 111 for urgent care instead of going directly to A&E since December 2020

Priorities when seeking medical help quickly
1. Getting the right care and advice
2. Getting care quickly and easily
3. Staff having access to medical history

Sources of urgent medical help
- NHS 24 111 (56%)
- GP (71%)
- A&E (2%)

Perceptions of new way of accessing urgent care via NHS 24 111
- 56% improve
- 21% no change
- 16% worse

Planned care services
- 48% Clear and specific communication
- 31% Easy access to the care and service you need
- 21% What to do if your symptoms get worse

Information provided to patients
- 53% I feel there is a wealth of information widely available e.g. online
- 14% More could be done to improve people’s understanding of what to expect when having treatment or consultation at hospital
- 53% I only know what I am told by the consultant

Outcomes
Dentistry
- Deepened insight into patient experience in Scotland
- The results led to the promotion of:
  - the local resolution of complaints, and
  - commitment to evidence-based policy
- Burnished our credentials for partnership and four-nation working

Urgent Care
- Recommendations already built into national and local work plans
- Report being considered and reviewed by a team of service designers to inform a multi-year programme of work
- Findings will be used to support any Scottish Government policy decisions for urgent and unscheduled care

Planned Care
Findings will be used to support any Scottish Government policy decisions on planned care as well as a fundamental review of Waiting Times Guidance, led by the Scottish Government in collaboration with Health Boards.

Conclusions
Before our survey it was not known what the general public’s views were on these services and what their priorities are for the future. The results of our survey help fill this knowledge gap and ensure a person-centred approach to remobilisation.

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