

Report on the New Farm Loch

Community Council

Access to Health Services Survey



1. Background

New Farm Loch is a community of approximately 6869 people who range across equality and diversity strands, in the north east of Kilmarnock.

There is a mixture of housing available, this includes rented accommodation from both the private and public sector as well as owner occupied private housing.

The community is serviced by a small number of shops and fast food outlets, licensed bookmakers, a licensed public house, two churches and five schools.

There is a range of community and peer support groups as well as an active Community Council but significantly for a community of its size there are no overtly delivered local healthcare services.

In the original development plan for New Farm Loch there was provision for a local health centre which did not materialise.

This lack of services was taken up in 2000 when some research work was carried out by Paisley University on behalf of the then New Farm Loch Community Initiative. Subsequently a report prepared by the University, highlighting the lack of local community healthcare services was presented to the local authority and the health board.

During 2000, support was given by the local MSP Margaret Jamieson and meetings were held with East Ayrshire Council and Health Board Officials.

In 2002, a local clinic was established within the community (Murray Place) from where a range of mental health services and occupational therapy services were to be delivered. At the time of opening, it was declared that further services were being planned for the centre. This centre was part of a joint development between East Ayrshire Council and Ayrshire and Arran Health Board.

It was also intended that a 'users group' be formed, on which the Community Council would be represented 'to continue to remind the L.H.C.C. of the growing need for local health services'.

In 2005, the East Ayrshire Local Office and Health Clinic closed with the Podiatry Clinic of 300 patients relocated to Treeswoodhead Road, Central Clinic Old Irvine Road and Western Road Centre.

To date, all efforts to have the matter of locally provided health care services delivered in 'OUR' local community as opposed to having to travel to someone else's community have gone unheeded.

The Community Council have highlighted our issues to locally elected members and to the NHS Ayrshire and Arran Board but have had no response.

As a Community Council and at the request of Paul Ardin and David Rowland in 2009-2010, the Community Council participated in meetings with them in relation to developing a Primary Care Strategy for the health board.

New Farm Loch Community Council is registered with East Ayrshire Public Partnership Forum and it was through this membership that it presented a report to the Community Health Partnership.

The Community Health Partnership Forum responded by providing the Community Council with a Community Health Profile (appendix 1)

Further steps were taken by the Community Health Partnership, Scottish Health Council and the Public Partnership Forum to inform an action plan which included a 'Grandday' event (appendix 2) and a 'Community Access to Health Survey' (appendix 3)



(Above) members of New Farm Loch Community Council

2. Planning

A project group was formed to plan and take this work forward. The project group consisted of representatives from New Farm Loch Community Council, The Scottish Health Council, East Ayrshire Community Health Partnership and East Ayrshire Public Partnership Forum.

The group also discussed the possibility of New Farm Loch Community Council considering other avenues that they could explore to meet the needs of the community regarding healthcare services.

It was decided that a survey would be sent to every home in the New Farm Loch Community. The survey was developed with support from the project group. The project group agreed that the survey would be led by New Farm Loch Community Council.

The purpose of the survey was to;

- understand where the community currently receive healthcare services
- what types of healthcare services they access

- what suggestions they have regarding improving healthcare services in the New Farm Loch area
- what changes in healthcare would make a difference to them or their families.

It was agreed to distribute the survey to three thousand households within New Farm Loch locality and provide a freepost return address. New Farm Loch Community Council members agreed to hand deliver the survey.

The Scottish Health Council agreed to supply three thousand cover envelopes whilst East Ayrshire Community Health Partnership agreed to print the survey and provide the freepost address.

A Survey Monkey version of the survey was developed to be available to those who prefer to respond in this way. Direction to the Survey Monkey link was clearly marked at the bottom of the survey hard copy.

Members of East Ayrshire Public Partnership Forum volunteered to attend Kirklandside Hospital to fill envelopes with the survey including a freepost addressed envelope in readiness for distribution to the community by New Farm Loch Community Council.

Surveys were hand delivered by New Farm Loch community Council members between April 2012 and May 2012.

Returned surveys were returned directly to The Public Participation Officer, Patient and Community Relations team, Kirklandside Hospital, Kilmarnock.

3. Community Health Profile (provided by the Community Health Partnership)

The social and health indicators reflect that New Farm Loch is not amongst the most deprived communities in East Ayrshire.

The indicators show that overall New Farm Loch is similar to the rest of Scotland but compares favourably with a number of indicators in East Ayrshire.

Key areas of concern are breastfeeding and teenage pregnancies, two indicators where levels compare unfavourably with East Ayrshire overall. However, numbers are low and should be treated with caution.

Patients hospitalised with alcohol and drug related conditions are significantly worse than the Scotland and Ayrshire and Arran averages. Again, however, numbers, particularly for drugs, are low and this data should be treated with caution.

Whilst the indicators within the Community Health Profile show that overall New Farm Loch is similar to the rest of Scotland and compares favourably with a number of indicators in East Ayrshire, this is not reflected in the feedback from the survey.

Please note that major concerns for the New Farm Loch community are around equal access to services.

This report clearly shows that access to healthcare services is difficult for many members of New Farm Loch Community including older people, mothers with children, young mothers, disabled people etc.

This report also shows that there are difficulties in accessing health care services for anyone who lives in the New Farm Loch locality who does not or cannot drive and for anyone who does not own nor can access the use of a car.

Many members of the New Farm Loch community live on low incomes and therefore find that having to travel to access health care services at Kilmarnock and other geographical areas (as identified within this report) is expensive for them.

Full report is attached as Appendix One.

4. Current Health Service Delivery within New Farm Loch area

The Community Council acknowledge the services identified below, however they are similar to those provided in other communities across Ayrshire and Arran.

Health Visiting services are currently delivered across the East Ayrshire locality and are attached to GP practices. The Health Visitor will continue to assist the family with a variety of health and well being needs such as child development, immunisation, oral health, parenting until the child reaches school age where the nursing support will transfer to the School Nurse who will continue supporting the child/young person and family until leaving school. The Health Visitors and School Nurses are supported by Staff Nurses and Health Care Support workers in the Early Years, Children and Families team.

Community Nursing services are provided to house bound patients, both in hours and out of hours. This service is provided within the New Farm Loch area.

Podiatry services are currently under going a process of redesign, and further engagement with older people is being sought. Domiciliary Allied Health Professional visits are offered to housebound patients as appropriate.

Community Pharmacy services are delivered within the New Farm Loch area, and include a chronic medication service, minor ailments service, public health service, Chlamydia testing and treatment, addiction services, emergency supply of medicines, collection and delivery service, and access to private podiatry services.

The CHIP van visits the New Farm Loch area every 3 months providing opportunities for health checks and health advice.

The new Breastfeeding Network (BfN) service started up almost a year ago and new mums who sign up receive daily texts or calls and can have home visits if requested/required.

A smoking cessation group has been in place in New Farm Loch for a year but has had to be discontinued due to lack of numbers. However, a new group is planned for a Tuesday evening in the Community Centre.

5. Access to Services

Access times for the following services using public transport are:

Bus Journey

Stagecoach Route No K 5 – frequency 30 minutes

Changed Route at Kilmarnock Bus Station

Stagecoach Route No 3 - frequency 30 minutes

Journey Points	Stagecoach Timetable Times	Actual Time
Grant Place	11.38	11.36
Kennedy Drive	11.43	11.44
Kilmarnock Bus Station	11.48	11.54

These journeys covered a distance of 5 miles in total and took around 36 minutes travel time and a 20 minute wait each way.

From Kilmarnock bus station to access GP Practices in Portland Street or London Road would require a further 20 minute walk which would take the journey time to around 40 minutes each way.

Alternatively to take the number K6 or K7 Stagecoach Route took 10 minutes to travel from Grant Place to the Kilmarnock Bus Station. Both these routes have a frequency of 15 minutes. However to take these routes to Treeswoodhead Road Clinic it would take around 25 minutes.

Equally the adult population find it expensive to access healthcare services. For many people to access healthcare services requires them to take two bus journeys which means they must allocate much more time to attend e.g. a GP.

This same difficulty is mentioned within many of the surveys returned to us. One person said that when taking children to the GP they must take their child out of school for at least two hours in order to take the two bus journeys required to attend a GP then return to New Farm Loch compared to approximately thirty minutes if there was a GP based in New Farm Loch locality.

Difficulties in travelling become worsened when attending clinics such as Treeswoodhead Road, Central Clinic Old Irvine Road and, North West Area Centre, Western Road, Kilmarnock or further afield.

Discussions also took place with the attendees at the "Granday" Event highlighted the difficulties surrounding travelling to Kilmarnock Town Centre to access healthcare services. Older people explained that on many occasions they required a family member to travel with them. When using public transport this becomes costly.

Young mothers find it difficult to use public transport travelling with their baby and the baby's pram or buggy. It was also highlighted both in the survey and at the Granday Event that an adult bus fare is more expensive when travelling from New Farm Loch to Kilmarnock Town Centre (a distance of 1.9 miles) than that of travelling from Kilmarnock town Centre to Crosshouse Hospital (a distance of (2.9 miles)

The cost of travelling is highlighted throughout accessing all healthcare services other than pharmaceutical services which for a large part of the community can be easily accessed at McPhail Drive, New Farm Loch, Kilmarnock. It should however be noted that people who live in the Kennedy drive area of New Farm Loch require to take two buses to access the pharmacy at McPhail Drive.

Please also note that those who said that they accessed Pharmaceutical services were extremely satisfied with the service they receive and with the variety of services offered by pharmacies.

6. Access to Health Services Survey

Of the three thousand surveys delivered to the New Farm Loch Community we had a return of three hundred and seventy eight surveys plus nine surveys completed on-line on Survey Monkey, giving a 12.9% return.

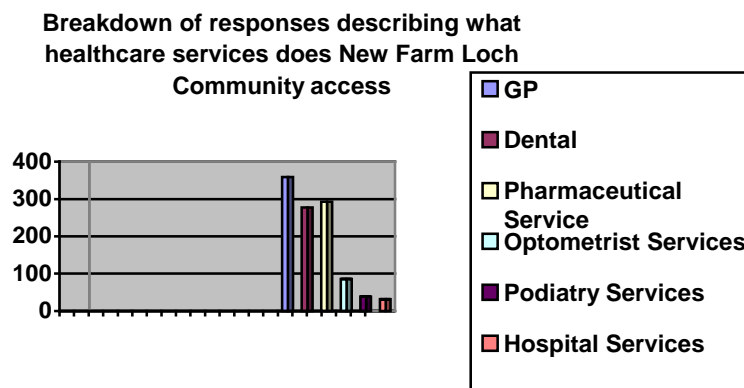
Returned surveys were opened and checked by the project group. The project group compiled and sorted the results under headings agreed as follows:

- The main services people currently regularly access are G.P Services
Dental services, optometrist services and pharmacy services
- The majority of the community access all of these services in Kilmarnock town centre with the exception of Pharmacy
- Most people in the community use the local pharmacy based in the New Farm Loch locality
- Satisfied with current arrangement
- Identified a need for local healthcare service
- No answer or don't know
- Answers not relevant nor related to healthcare

Forty two delegates attended the 'Granday' event where delegates took part in focus groups exploring the questions from the survey.

Survey question one asked “what healthcare services do you access?”

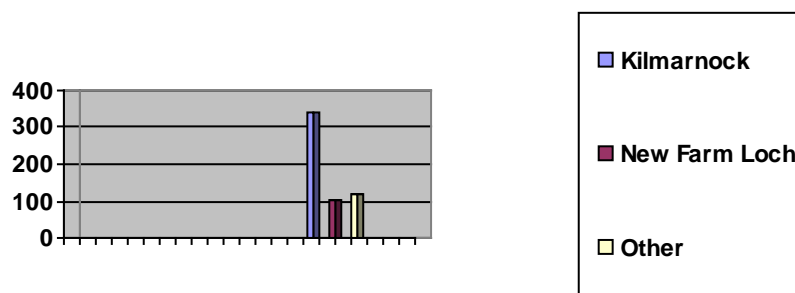
- 92% people said that they access GP Services
- 71% people said they access Dental Services,
- 75% people said they access Pharmaceutical Services
- 22% people said they access Optometrist Services.
- 10% people said they access Podiatry Services
- 8% people said they access Hospital Services



Survey question two asked “where do you access healthcare services?”

- 87% people said they access healthcare services in Kilmarnock Town Centre
- 26% people said they access healthcare services within the New Farm Loch locality
- 31% people said they access healthcare services in an “other” geographical venue

Breakdown of responses describing where New Farm Loch Community access healthcare services



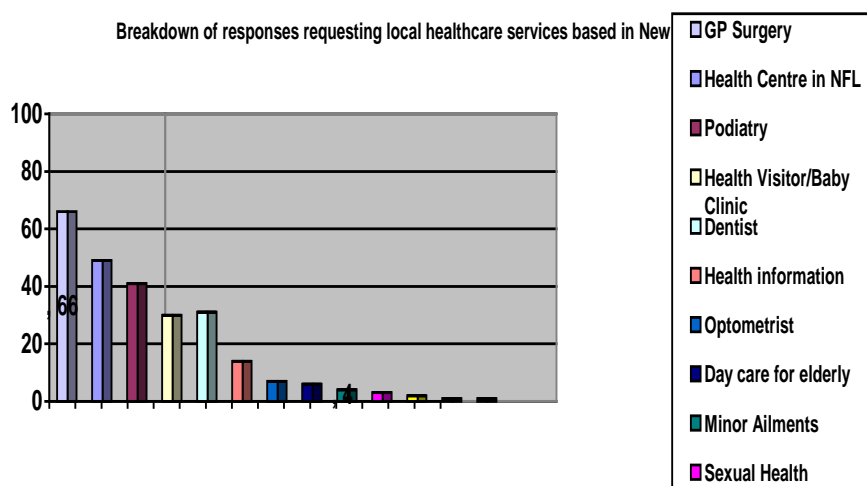
Of the one hundred and twenty two people who said they access healthcare services in another geographical area, these services were identified as follows;

- 64 people said they access healthcare services in Kilmarnock
- 47 people said they access NHS hospitals/clinics
- 5 people said they access services in other areas of Ayrshire

Please note that some people indicated that they access more than one healthcare service in another geographical area.

Twelve people who indicated that they access healthcare services in another geographical area did not specify where.

Of the two hundred and fifty five people who said New Farm Loch area requires local healthcare services many suggested individual services as the following graph indicates



- Sixty eight people said there is a requirement for a GP practice
- Forty nine people said there was a need for a health centre in New Farm Loch area
- Forty one people said there was a requirement for a podiatry service
- Thirty one people said there was a need for a dental practice in New Farm Loch

- Thirty people said there was a need for a health visitor/baby clinic based in New Farm Loch area
- Thirteen people would like somewhere in the area where they could seek health information

Three other comments identified within the results are;

- It would be beneficial to have reserved parking spaces for disabled at the Pharmacy in New Farm Loch
- There is a requirement for a community shop that could provide fresh fruit and vegetables at reasonable cost
- It would be beneficial to have a minor ailments service in the New farm Loch locality

7. Work Ongoing

During planning group discussions, the possibility of New Farm Loch Community Council considering other avenues to meet the needs of the community regarding healthcare services was explored. This led to discussion around developing a community health club or health forum.

Explore the possibility of New Farm Loch Community Council developing a health club/forum with an overarching aim to bring healthcare services into the New Farm Loch locality.

A local example of a community health house known as Fullerton Health House exists in Irvine, North Ayrshire. The Public Participation Officer arranged for members of the planning group to visit Fullerton Health House to gain knowledge of what its purpose is; what service/s it provides and to what type or size of community it serves.

Fullerton Health House serves a community similar to that of New Farm Loch. There are approximately seven thousand people living in the Fullerton locality of Irvine. A majority of this community live in Local Authority housing and are in receipt of benefits.

Fullerton Health House offers a variety of services to the Fullerton community in Irvine including podiatry service, men's health clinic, counselling, suicide awareness and support. They are also currently considering the possibility of bringing a satellite GP practice to Fullerton Health House.

The group visited Fullerton Health House during March 2012. The members of the Community Council group thought that this is a very good initiative. Fullerton Health House proves to be of great benefit to the community it serves.

8. Conclusion and Recommendations

A large proportion (75.8%) of returned surveys identifies a need for local services provided within the New Farm Loch locality.

The Community Council would therefore make the following recommendations:

NHS and Local Authority support to the Community Council in securing premises for a health hub which could provide accommodation for satellite services for the following:

- GP Surgery
- HealthVisitor/baby clinic
- Community Dental Service
- Podiatry Service

The Community Council would also like assurance that comments made by the young people at the Granday Event are used to improve the services in the community.

Community Health Profile

New Farm Loch July 2011

Cathy Roarty
Lead Public Health Practitioner

Tommy Burns
Community Health & Wellbeing Co ordinator

August 2011

1. Introduction

- 1.1. New Farm Loch is covered by 9 Scottish Index of Multiple Deprivation Datazones (SIMD). None of these datazones are within the 0-15% most deprived data zones in Scotland. The area does though have 3 datazones in the 15-30% most deprived data zones in Scotland.
- 1.2. It is important to interpret some of the data with caution as some of the rates are based on small numbers but there is enough information overall to demonstrate that overall New Farm Loch is similar to East Ayrshire with some indicators being better and some being worse. Further analysis shows that it is also significantly better than the majority of other areas within East Ayrshire.

2. Population Profile

- 2.1 New Farm Loch has a total population of 6869. (mid-year estimate, 2009).

0 - 15	1333
16 - 24	826
25 - 64	3539
65+	<u>1171</u>
	6869

The percentage of the population aged 65 and over (17%) is above the East Ayrshire and Scottish averages of 16.8% and 16.4% respectively.

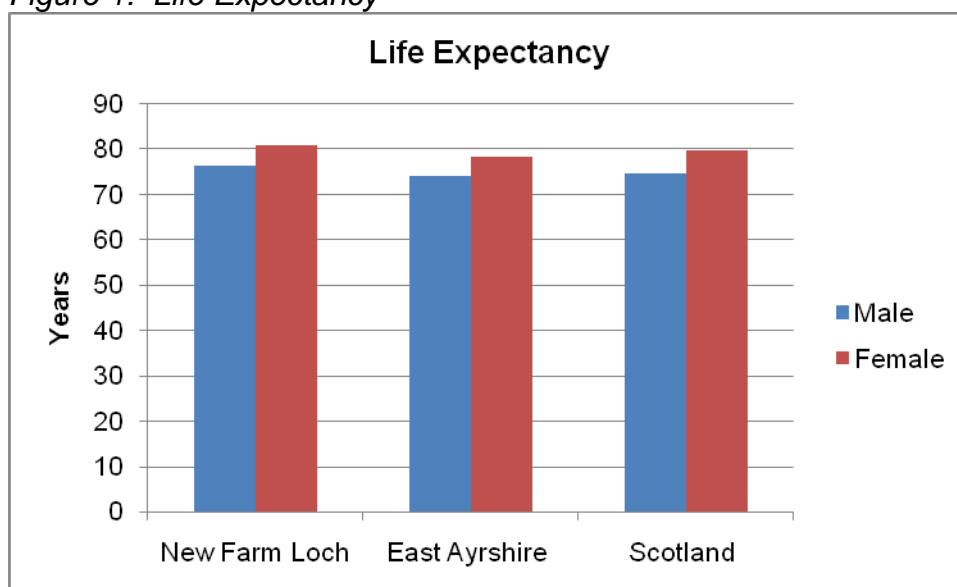
3. Housing

- 3.1 There are 2978 dwellings in New Farm Loch.

4. Life Expectancy (2010)

- 4.1 Male life expectancy is 76.3 years compared with an East Ayrshire average of 73.9 years and Scotland average of 74.5 years. Female life expectancy is 80.8 years compared with an East Ayrshire average of 78.1 years and Scotland average of 79.5 years. Both are statistically not significantly different from the Scottish average.

Figure 1: Life Expectancy



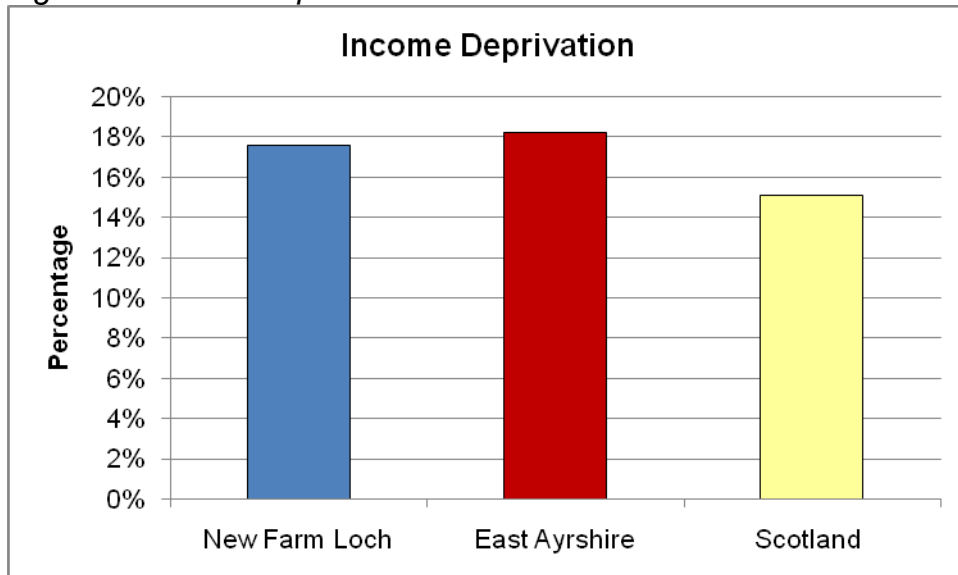
5. Deprivation

- 5.1 Deprivation is one of the main determinants of health and the Scottish Index of Multiple Deprivation (SIMD) 2009 provides an overall measure of deprivation for all 6505 data zones in Scotland. Each data zone – with a population of 500-1,000 – has been ranked from 1 (the most deprived) to 6,505 (least deprived). SIMD is a composite measure taking account of deprivation in the form of income, employment, education, health, housing, crime and access to services.
- 5.2 In SIMD 2009, 10 (3.1%) of the 325 datazones in the 5% most deprived datazones in Scotland were found in East Ayrshire, compared to 8 (2.5%) in 2006 and 7 (2.2%) in 2004.
- 5.3 In SIMD 2009, 27 (2.8%) of the 976 datazones in the 15% most deprived datazones in Scotland were found in East Ayrshire, compared to 28 (2.9%) in 2006 and 28 (2.9%) in 2004.
- 5.4 New Farm Primary School is located within the 20% most deprived Data Zones in East Ayrshire.

6. Education, Employment & Prosperity

- 6.1 In New Farm Loch levels of poverty are statistically significantly 'worse' than the Scottish average with 17.6% of the population being income deprived (SIMD, 2009) compared with 18.2% in East Ayrshire and 15.1% in Scotland.

Figure 2: Income Deprivation



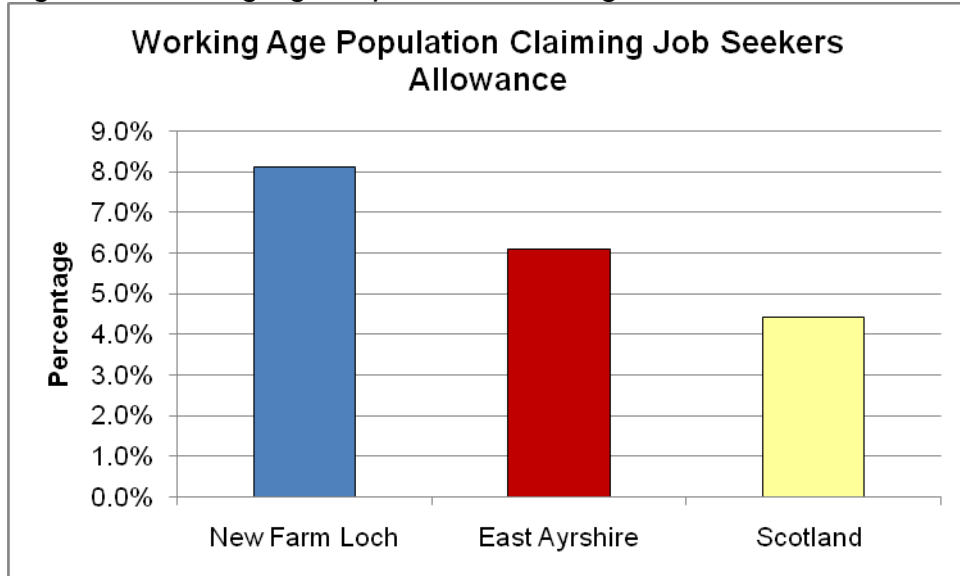
- 6.2 Similarly, employment in New Farm Loch is significantly statistically 'worse' than the Scottish average with 14.2% being employment deprived (SIMD, 2009) compared with 14.0% in East Ayrshire and 11.6% in Scotland.

Figure 3: Employment Deprived



- 6.3 The working age population claiming Jobseekers allowance in New Farm Loch is statistically significantly 'worse' than the Scottish average at 8.1% compared with 6.1% in East Ayrshire and 4.4% in Scotland. (2010).

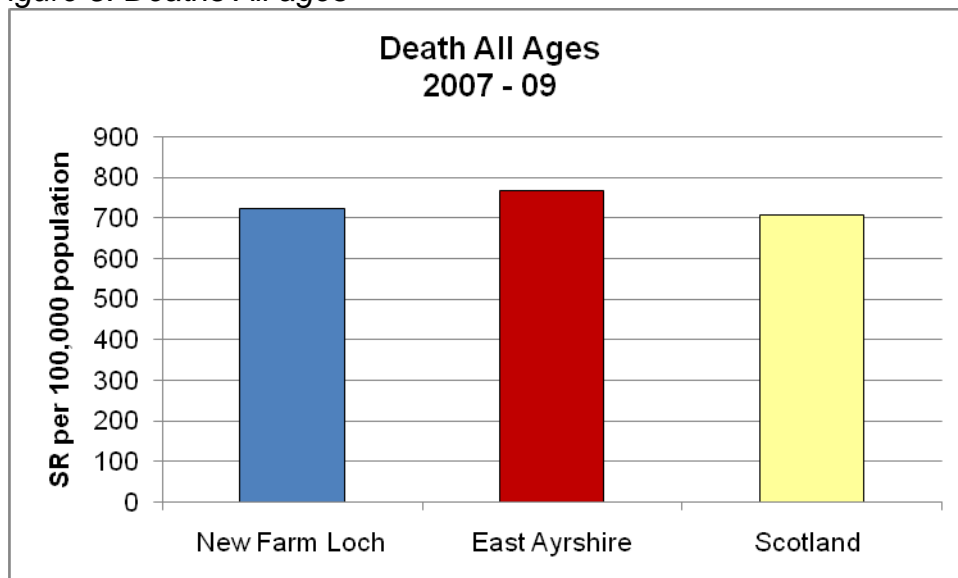
Figure 4: Working Age Population Claiming Job Seekers Allowance



7. Mortality

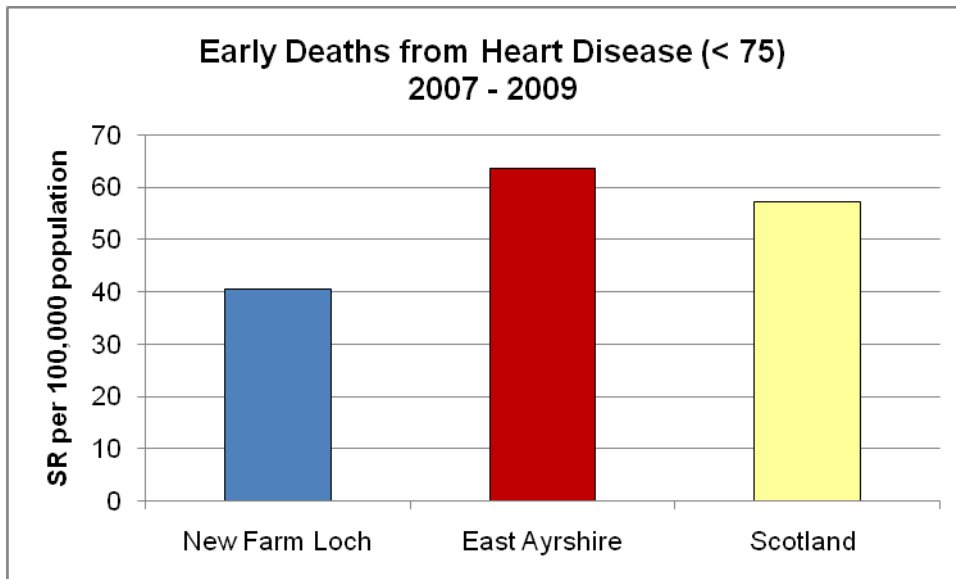
- 7.1 All-cause mortality (all ages) in New Farm Loch is statistically not significantly different (721.2 standardised rate (sr) per 100,000) when compared with the Scottish average (707.8 standardised rate per 100,000). The East Ayrshire figure is statistically significantly 'worse' than the Scottish average (765.9 standardised rate per 100,000).

Figure 5: Deaths All ages



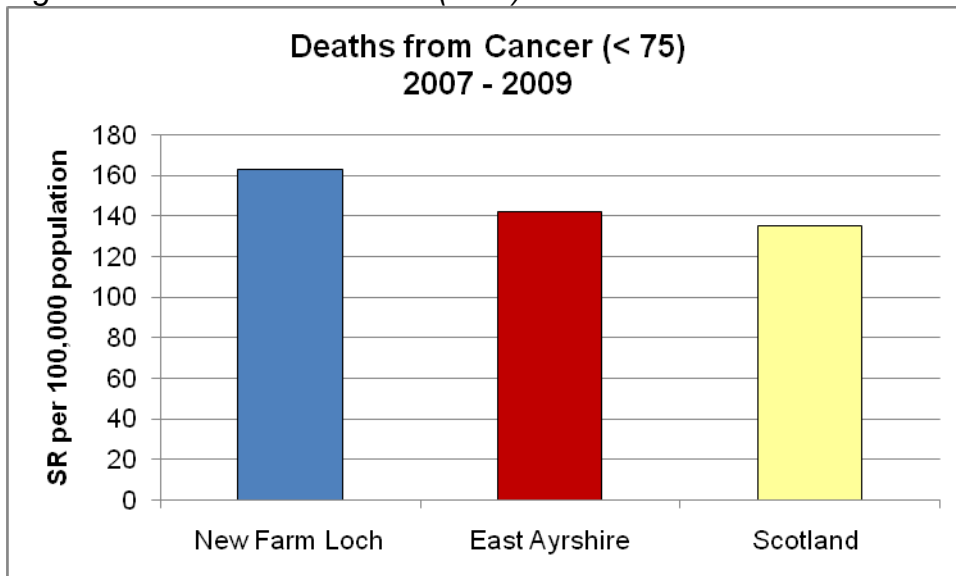
- 7.2 Early deaths from heart disease (under 75s) are statistically not significantly different from the East Ayrshire and Scottish averages at 40.4 per 100,000 sr compared with 63.6 for East Ayrshire and 57.2 for Scotland.

Figure 6: Early Deaths from Heart Disease (< 75) 2007 - 2009



7.3 Early deaths from cancer in New Farm Loch at 162.9 per 100,000 sr are statistically not significantly different to East Ayrshire and the Scottish averages at 142 and 134.7 respectively.

Figure 7: Deaths from Cancer (< 75)

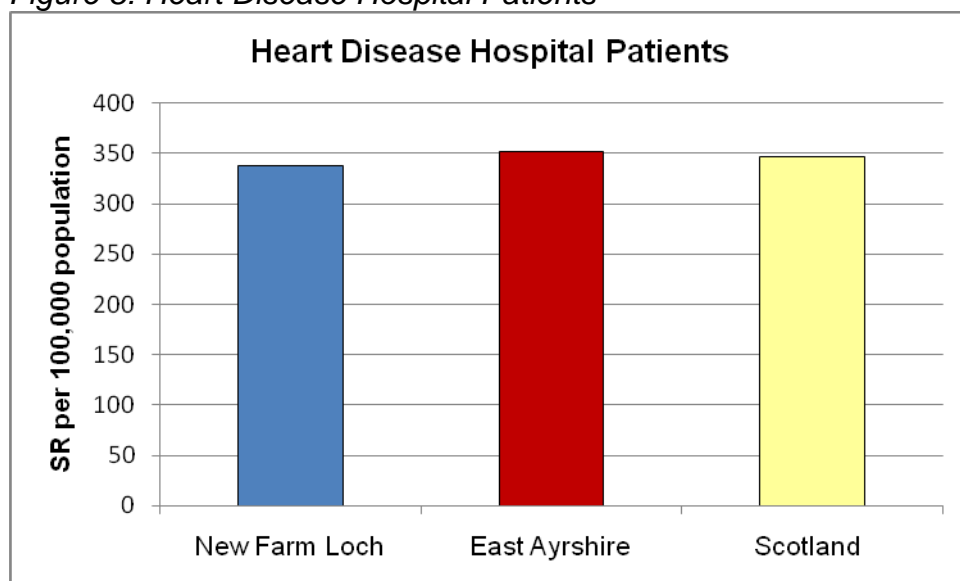


7.4 Early deaths from stroke in New Farm Loch - no data available for the local area.

8. Morbidity

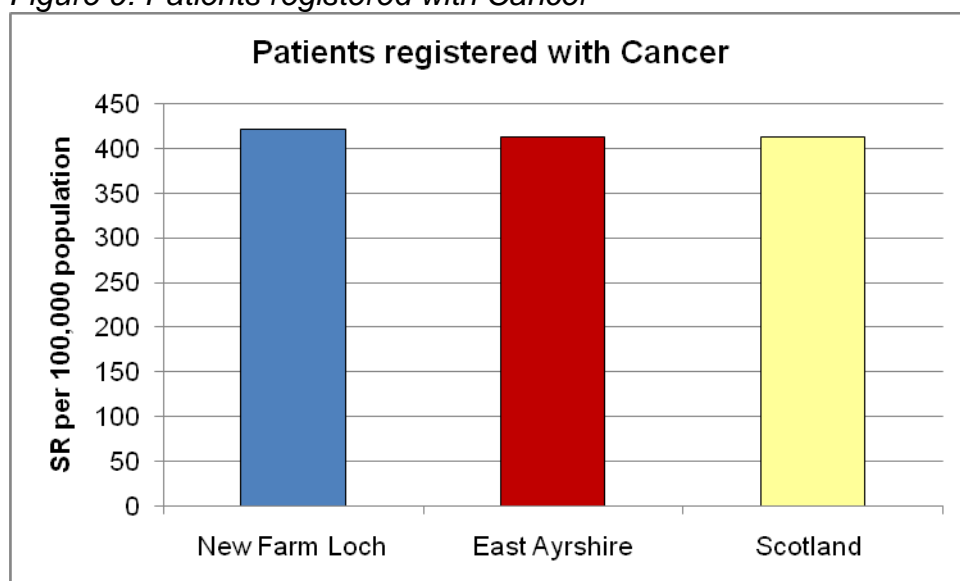
8.1 Heart disease hospital patients in New Farm Loch at 337.2 per 100,000 sr, are statistically not different from the East Ayrshire and Scottish average at 351.9 for East Ayrshire and 347.0 for Scotland.

Figure 8: Heart Disease Hospital Patients



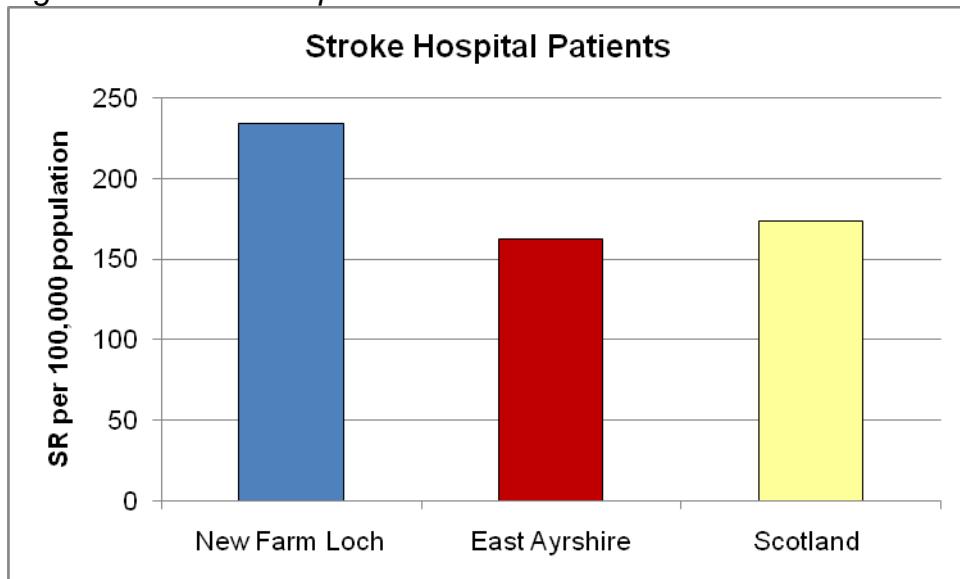
8.2 Patients registered with Cancer in New Farm Loch at 421.1 per 100,000 sr are statistically not significantly different from the Scottish average of 412.6 and the East Ayrshire average of 420.6.

Figure 9: Patients registered with Cancer



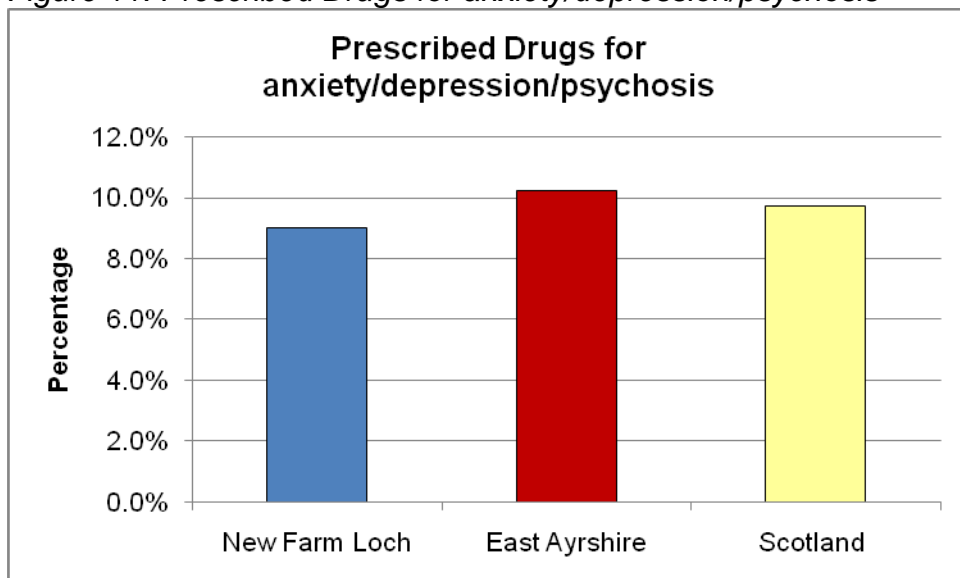
- 8.3 Stroke hospital patients in New Farm Loch at 234.0 per 100,000 sr and in East Ayrshire at 162.4 per 100,000 sr are statistically not different from the Scottish average at 173.8 per 100,000 sr.

Figure 10: Stroke Hospital Patients



- 8.4 In New Farm Loch the number of patients prescribed drugs for anxiety/depression/psychosis at 9.0% (2009) is statistically not significantly different from East Ayrshire at 10.2% and the Scottish average at 9.7%.

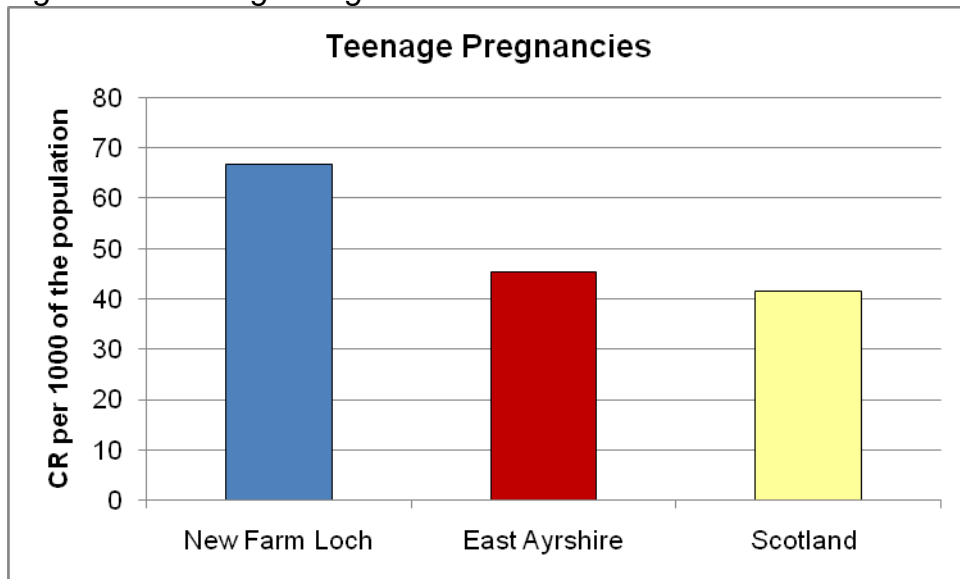
Figure 11: Prescribed Drugs for anxiety/depression/psychosis



- 8.5 Teenage pregnancies in East Ayrshire at 45.2 per 1000 are higher than the Scotland average of 45.0 per 1000. However, New Farm Loch at 66.7 per 1000

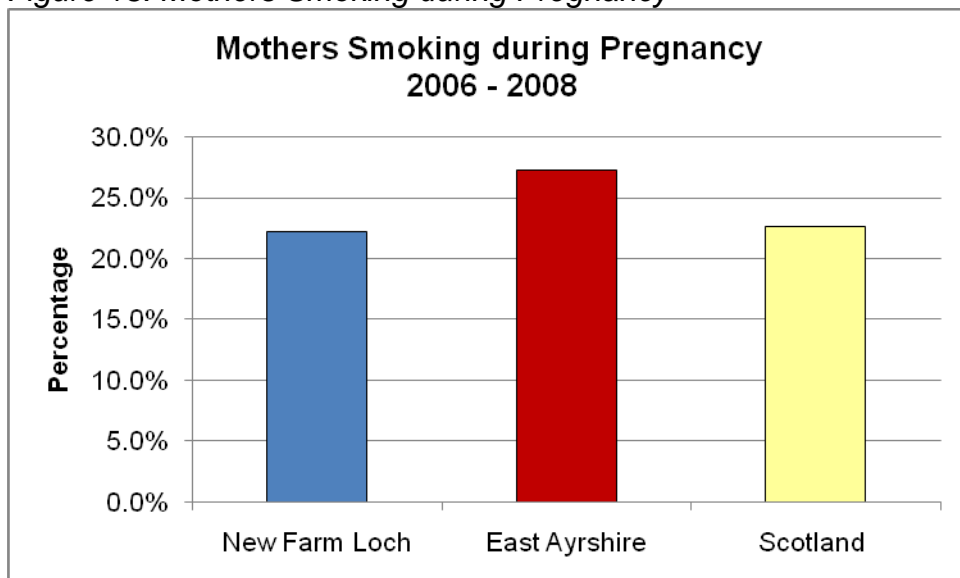
is higher still. (This data needs to be interpreted with caution as overall numbers are very low).

Figure 12: Teenage Pregnancies



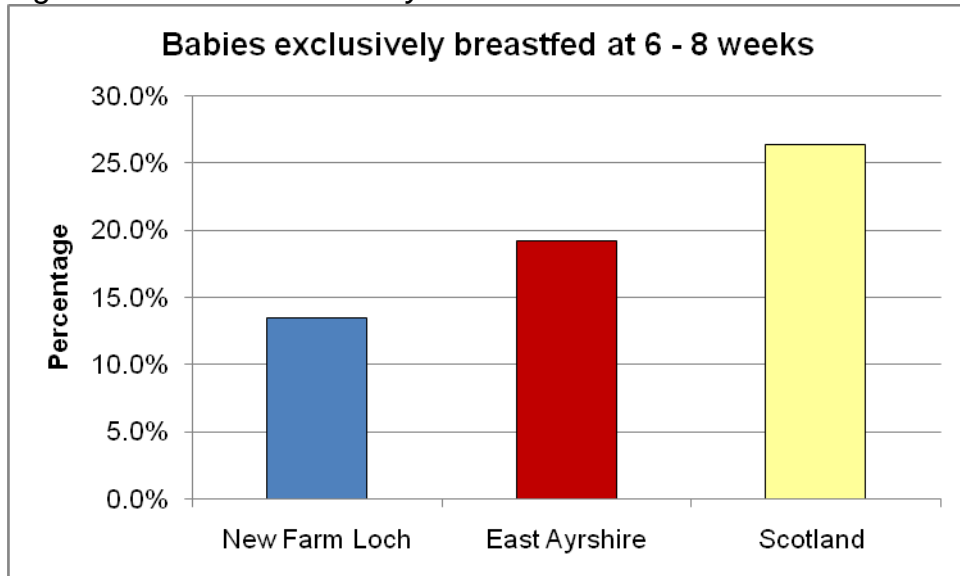
8.6 Mothers smoking during pregnancy is statistically not significantly different from the Scottish average in New Farm Loch where 22.2% of mothers smoked during pregnancy compared with 27.2% in East Ayrshire and 22.6 % in Scotland.

Figure 13: Mothers Smoking during Pregnancy



8.7 Breastfeeding levels are particularly low in East Ayrshire with 19.2% of babies exclusively breastfed at 6 – 8 weeks compared with a Scotland average of 26.4%. In New Farm Loch the level is 13.5% which is statistically significantly 'worse' than the Scottish average.

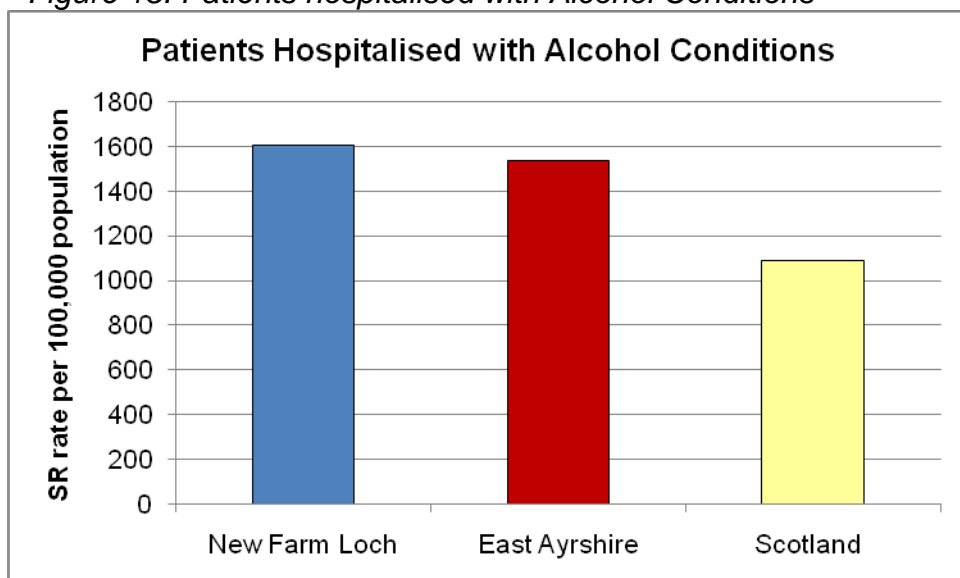
Figure 14: Babies exclusively breastfed at 6 - 8 weeks



9. Patients hospitalised with Alcohol Conditions

9.1 Patients hospitalised with alcohol conditions in New Farm Loch at 1604 per 100,000 sr are statistically significantly 'worse' than the Scottish Average at 1088 per 100,000 sr and East Ayrshire at 1536 per 100,000 sr.

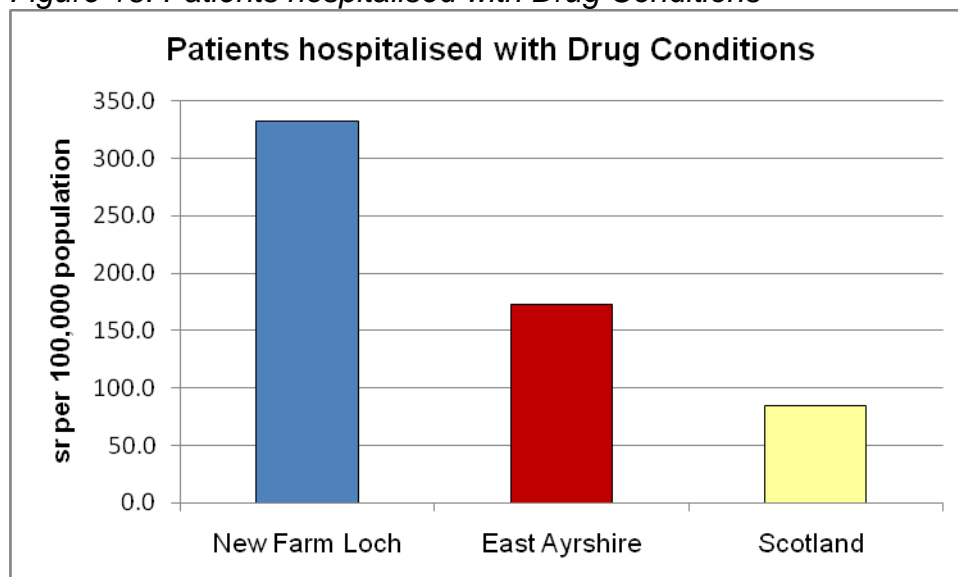
Figure 15: Patients hospitalised with Alcohol Conditions



10. Patients Hospitalised with Drug Conditions

Patients hospitalised with drug conditions in New Farm Loch at 331.9 per 100,000 sr are statistically significantly 'worse' than the Scottish Average at 85.1 per 100,000 sr and East Ayrshire at 173.0 per 100,000 sr

Figure 16: Patients hospitalised with Drug Conditions



11. Access to Services

11.1 New Farm Loch covers 9 data zones. Access times for the following services using either a car or public transport are:

	Average time in minutes	Shortest time in minutes	Longest time in minutes
Drive time to a GP	1.94	1.15	2.7
Public transport time to a GP	11.78	9.18	14.43
Drive time to shopping facilities	2.18	1.53	2.75
Public transport time to shopping facilities	16.24	13.43	19.22
Drive time to a Post Office	1.16	0.28	2.22
Public transport time to a Post Office	8.14	2.68	11.93

12. Conclusion

12.1 The social and health indicators reflect that New Farm Loch is not amongst the most deprived communities in East Ayrshire. The indicators show that overall it is similar to the rest of Scotland but compares favorably with a number of indicators in East Ayrshire. Key areas of concern are breastfeeding and teenage pregnancies, two indicators where levels compare unfavourably with East Ayrshire overall. However numbers are very small and it is difficult to draw firm conclusions. Alcohol and drugs are significantly worse than Scotland and the rest of East Ayrshire. Again numbers, particularly for drugs, are low.

Sources: – Scottish Public Health Observatory (ScotPHO) 2010 & Scottish Neighbourhood Statistics (2009)



making sure
your voice counts



Granday – Event Report



New Farm Loch Community Council

“Looking to the future – learning from the past”



Shaping local health care in our communities



Noreen Caldwell
Local Officer – Ayrshire and Arran
Scottish Health Council
March 2012

Introduction

The Grandday event took place on Monday 12th March 2012 within the New Farm Loch Community Centre. This event was the result of partnership planning between New Farm Loch Community Council, the Scottish Health Council, East Ayrshire Community Health Partnership (CHP) and NHS Ayrshire and Arran. The aim of the event was to bring people of the community together to share skills and views, mixing young people with older people in the hope of a greater sense of community.

The event was targeted at the older people and young people living in the area of New Farm Loch.

Agreement was sought from the schools for pupils to be involved in the event and James Hamilton Academy School agreed to release their 6th year pupils who were studying Personal Development, for the event.

Posters advertising the event were displayed by members of the Community Council in the area and a visit to the Over 50's club was made to encourage attendance.

The Community Council secured a free let of the Community Centre for the event.

The event was led by the Scottish Health Council, the New Farm Loch Community Council, the East Ayrshire Public Partnership Forum (PPF) and East Ayrshire CHP. Noreen Caldwell, Local Officer, Scottish Health Council, Sandy Brown, Chair, New Farm Loch Community Centre and Kenny Milne, Public Participation Officer, NHS Ayrshire and Arran/ East Ayrshire PPF, led those present through a packed programme.

A total of 42 delegates took part.

The background

The Community Council had for some considerable time attempted to engage with the local NHS with regards to the provision of health services within the New Farm Loch Community in Kilmarnock (7000 residents approx)

During discussions with the Scottish Health Council local office staff, it was suggested that as the Community Council was a member of the local Public Partnership Forum, it may be prudent to seek support of that group to raise the issues with the Community Health Partnership. Supported by the Scottish Health Council staff, the Community Council produced a report which was presented to the Community Health Partnership outlining the issues of the New Farm Loch Community Council.

The CHP responded with an Action Plan and a Community Profile report.

The CHP Facilitator was keen to explore ways of working with the community and as the Scottish Health Council was at the same time working through the PPF Development Tool with the East Ayrshire PPF, were able to incorporate some

involvement into the plan by suggesting this could be a project all parties could be involved in.

A planning group was formed which met monthly. The group agreed the programme which would optimise the information that would be collated in the afternoon.

It was agreed that the Scottish Health Council would make contact with the Schools in the area to encourage young people to take part in the event. The Community Council and the Scottish Health Council also made contact with the Over 50's club which meets in the Community Centre.

The Scottish Health Council also made the suggestions for the workshops held on the day.

The programme

On arrival, delegates were given a coloured name badge to enable the groups to be a mix of older people and young people. Each group would have the chance to visit four of the workshops throughout the morning.

Sandy Brown, Chair, New Farm Loch Community Council opened the event and welcomed everyone to enjoy the day ahead and hoped they would go away with a sense of Community Spirit.

Kenny Milne, Public Participation Officer, NHS Ayrshire and Arran/ East Ayrshire PPF then explained how the Public Partnership Forum became involved with this project and encouraged members who were interested to speak to him throughout the day.

Noreen Caldwell, Local Officer, Scottish Health Council, firstly mentioned the recent headline in the local newspaper which suggested that today's event would be about trying to deliver a new health centre for the Community. Noreen stressed that was never the intention of this event and hoped expectations had not been raised by this article.

Noreen explained the layout of the day and how it was hoped by sharing skills in the morning, it would encourage all participants to be involved in the sharing of views in the afternoon workshops.

There were 6 workshops of which each group would visit four throughout the morning session.

The workshops were:

Healthy Snacks/Smoothie Bike

This workshop was led by three 6th year Higher Home Economic pupils who had made healthy snacks and got the group to try out their produce. Participants could also choose to get onto the special smoothie bike and make a smoothie using the ingredients they chose.

Card Game

The Card Game was a game which was a way to help people introduce facts about themselves. A pack of cards was dealt to the group and if for example the participant held up a Heart then they had to tell the group their favourite hobby.

Heart: favorite hobbies

Spade: favorite foods

Club: favorite movies

Diamond: favorite places to travel

Queen: most memorable or embarrassing moments

Carpet Bowls

The group learned how to play carpet bowls with a member of the Community Council taking lead in this workshop.

Mobiles

How to use a mobile phone in particular texting, internet and switching your phone on/off. Hand outs were provided to the groups as well as a mobile phone for those who didn't have one. The group was then taken through the exercises in hand out.

Wii

Playing games on the Wii was the focus of this workshop with both generations taking part and competing with each other.

Card Making

Making Greetings cards. Each participant got to make a greeting card using materials and guidance provided.

Lunch was followed by a session where everyone returned to their original table and discussed the following topics which were chosen to be relevant to the audience from the CHP Profiling Report:

Question 1 Access to Health Services

- Where do you access Health Services eg GP, physio etc
- What services do you access
- How do you access Health Services eg travel
- How could the access to services be improved

Key points from workshop session:

- Everyone accessed their GP in Kilmarnock and some used other services eg.
Physio, Outpatient Clinics etc
- Most felt it was acceptable to travel by car and bus to these services

To improve access to services suggestions were:

- Reduce bus prices
- More parking spaces at hospitals
- Health Services bus pass – make it easier and cheaper to get to appointments and reduce ‘Did Not Attends’
- Have satellite services within the New Farm Loch Area
- Local Drop-in centre where clinic staff could see patients

Question 2 Teenage Pregnancy

- With regards to the high numbers of teenage pregnancy in the area:
- how do you think this could be improved eg what would help, communication etc

Key points from workshop session:

- Told about STDs more than contraception
- You are told how not to get pregnant but not what to do if you do get pregnant
- More education – life skills
- Sex education classes from first year, ongoing throughout the years
- Alcohol has a lot to do with Teenage Pregnancy
- More information about clinics in schools
- Develop peer education
- School doesn't have a nurse, someone like this would be better and less embarrassing
- Promote family planning clinics
- If the school nurse was in the school you could visit them
- A drop-in clinic with the school nurse at lunchtime or after school
- To get an appointment with the school nurse you could text or email her rather than having to go through the guidance teachers

Evaluation

Each delegate was given an evaluation form as part of their pack. The form (please see attached) was a visual representation of the following four areas.

Head - Something I learned.

Heart - Something I felt.

Bag - Something I will take away.

Bin - Something I will leave behind.

A full set of all comments are attached but the event was well received in the comments left by the 24 participants who returned their evaluation.

Head - Something I learned

A common theme that came through a high number of the evaluation forms was that participants had enjoyed mixing with the other age groups which was something they felt they had learned on the day.

'How to communicate with all ages'

'To listen to somebody's point of view'

'How to interact with the older generation'

'Older people and young people work well together'

'Young people – as good as ever!'

'Teenagers separated from the crowd were polite and interesting and mixing them with OAPs did in fact work'

Heart - Something I felt

When asked how they felt about the event the responses were wholly positive in feeling everyone was able to take part equally.

'Togetherness'

'I felt very respected when talking to the group members as we have the same views'

'Encouragement towards helping my community and making it better'

'Fun and enjoyment sharing and having the company of different age groups'

'Fellowship'

'Enjoyed the experience of having a combination of serious discussions and fun'

'It's valuable to learn about others in different age groups'

'Enthusiasm and encouragement'

'Warming'

'Granday was a good idea so congratulations to those who planned it as it worked well on the day. Why not make it a quarterly event?'

Bag - Something I will take away

All participants who completed the evaluation felt they had taken something from the event which was mostly information, new 'friends' and new skills.

'How well behaved the kids from the school were!'

Bin - Something I will leave behind

The most common thing that participants would leave behind were their pre-conceived thoughts of older/younger people.

'The thought that no one cares'

'My views on older people'

'Not to judge older people'

'The situations concern the NHS does not affect my generation'

'Thinking that older people are boring and uninteresting'

'Preconceptions'

Things to improve

The Feedback from the participants was mainly positive with a only few points being made as follows:

'Sad for the older people who don't have the facilities they want near by'

'Health Services does not affect me as such just now'

'Nothing'

'No 'mic' for the leaders 'directing the traffic' – remember OAPs usually are hard of hearing'

Follow – up

It is planned that the planning group will re-convene to reflect and agree a way forward to continue to build community spirit and community capacity within the New Farm Loch Community.

Community Access to Healthcare Services Survey

Hello friends

For many years the community of New Farm Loch have been looking at ways of developing healthcare provision for the residents of our community. In the original development plans for the area it was intended to have a health centre and some years later the Community Initiative team carried out a resident's survey to ascertain what the main issues were for the community. From that survey and in discussion with Ayrshire and Arran Health Board and the local Council a local clinic was established in Murray Place.

Unfortunately the clinic closed in 2005 for various reasons and services were transferred elsewhere. Since then successive Community Councils have tried to have these services retained and then to have other facilities provided.

Recently, following many briefings of NHS Ayrshire and Arran, senior staff and local politicians and entering into numerous consultations on Primary Health Care Services, the Community Council was generously assisted by local officers of the Scottish Health Council and East Ayrshire Public Partnership Forum in presenting a case to the Community Health Partnership. At the same time a meeting with Willie Coffey, MSP, resulted in a letter to the CHP and an action plan was formed.

The result of all this is that we now have the attached 'Community Access to Healthcare Services Survey,' which will be delivered to every household in New Farm Loch in the month of April. We would invite you to take time to complete the survey, give us your views and return it in the freepost envelope provided. Once all the responses have been returned a report will be provided to the Community Council, which will in turn be presented to the Community Health Partnership for their information and action.

Thanking you

Sandy Brown

Chair, New Farm Loch Community Council



New Farm Loch Community Council

“Looking to the future – learning from the past”

Community Access to Health Services Survey	
1	What Health Services do you currently use, i.e. GP, Dental, Optometrists, Pharmacy? Answer
2	Where do you access these health services, (Please tick appropriate box) New Farm Loch Locality <input type="checkbox"/> Kilmarnock Town Centre <input type="checkbox"/> Other <input type="checkbox"/> (if other please state where)
3	In what way do you think healthcare can be improved in the New Farm Loch area? Answer
4	Thinking about healthcare what change/s would make a difference to you or your family. Answer

Please continue your answers on the back of this questionnaire if required
Please use the enclosed pre-paid envelope to return this form
Alternatively you can complete this survey on-line using this link:
<http://www.surveymonkey.com/s/SNFSXHQ>