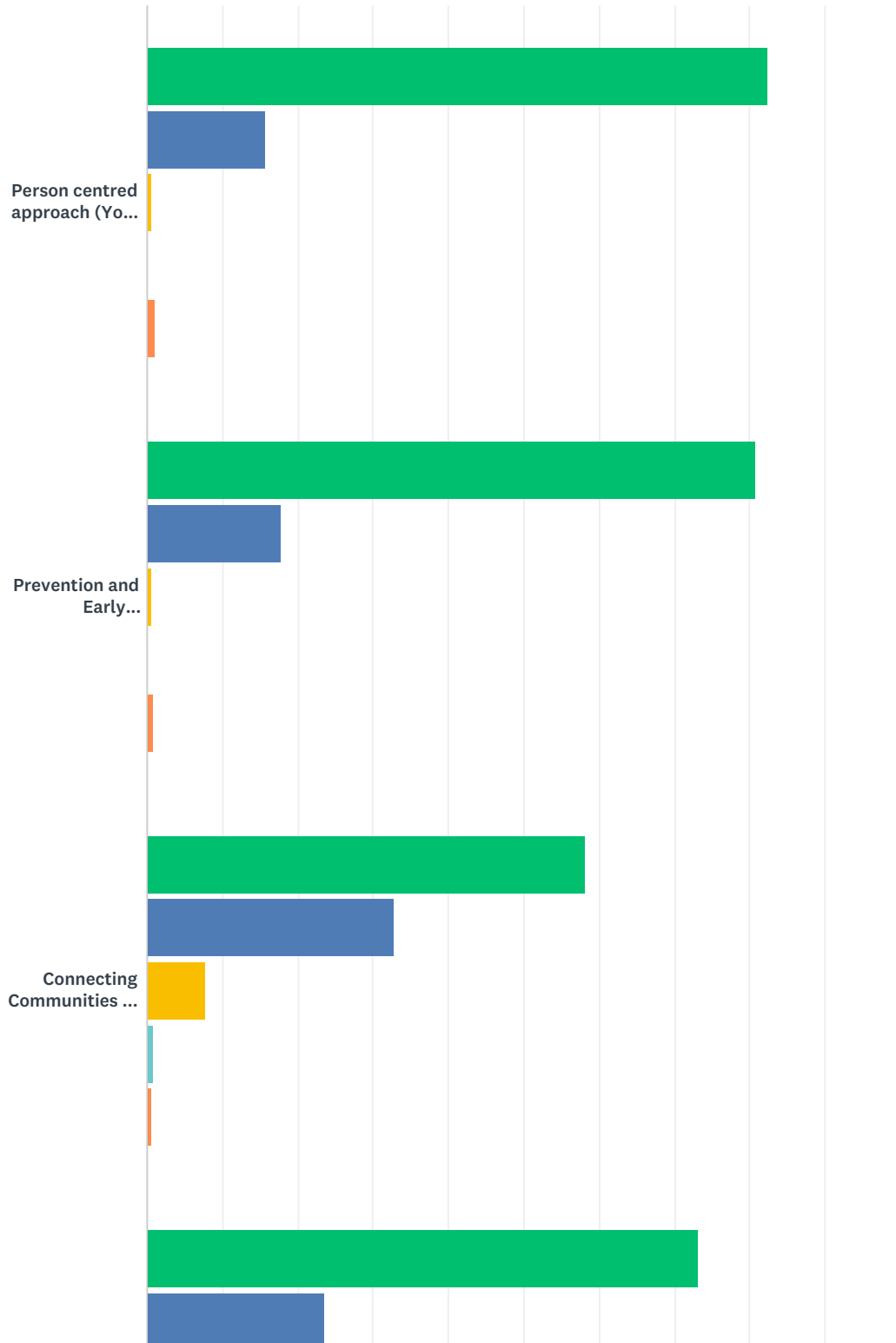
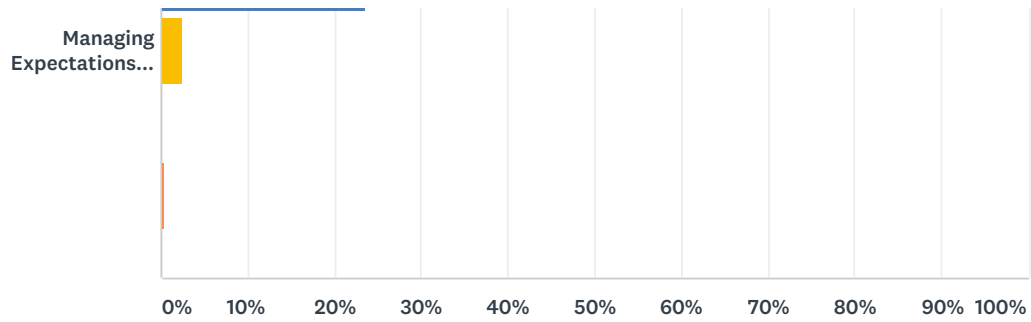


Q1 As we plan and develop our services over the next three years, our aim is to deliver services based around the following four principles. Please rate how important they are to you by selecting from the following options:

Answered: 1,059 Skipped: 3



# North Lanarkshire Health and Social Care - Strategic Commissioning Plan 2020-2023

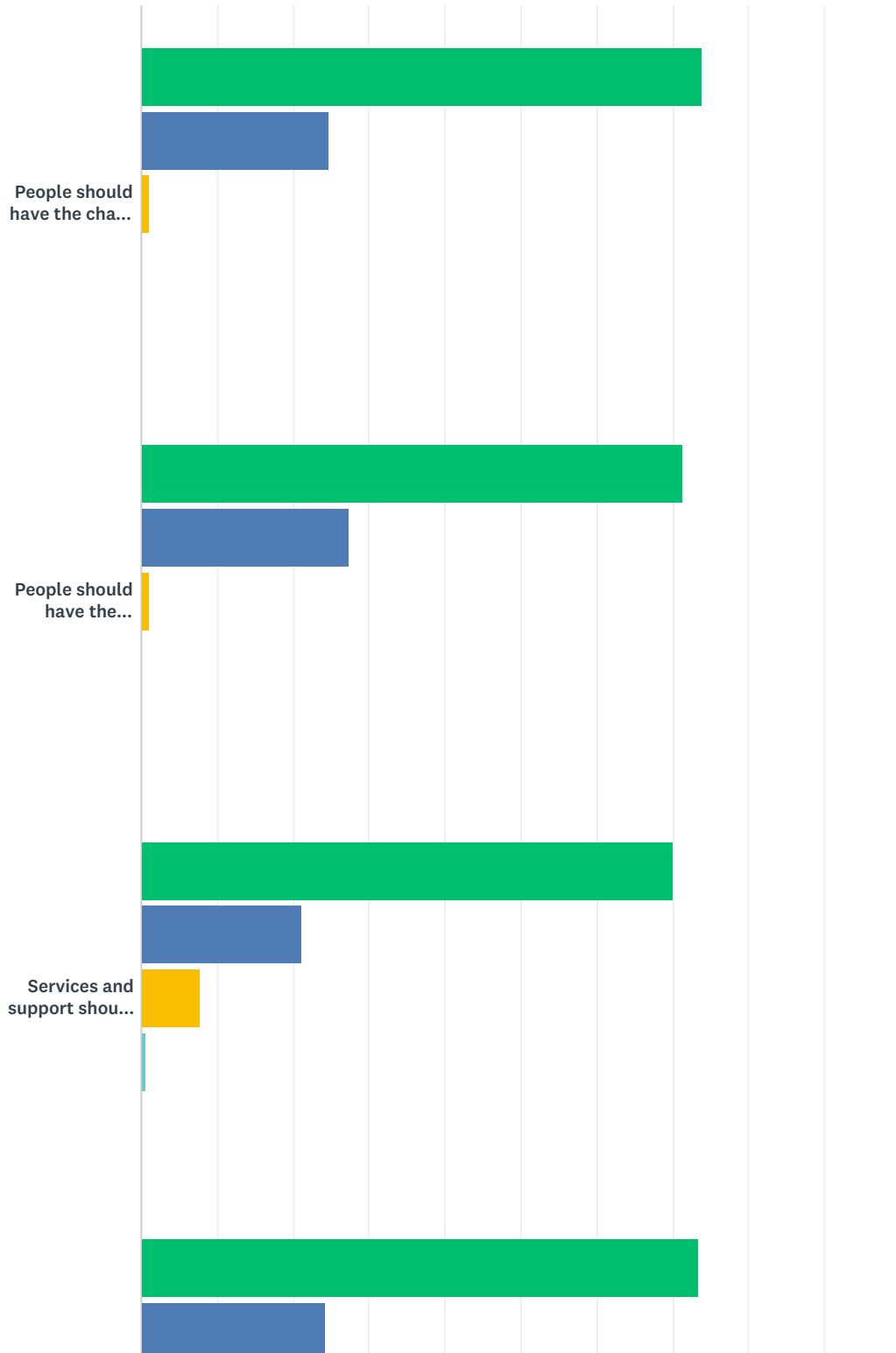


■ Very important   
 ■ Important   
 ■ Not so important   
 ■ Not at all important  
■ Not Applicable

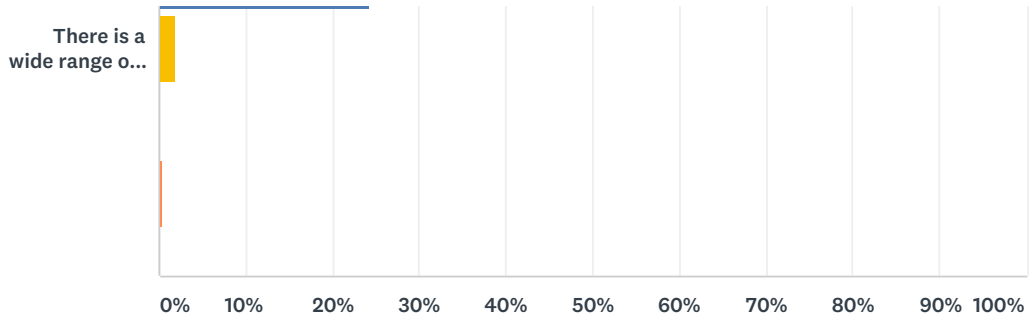
	VERY IMPORTANT	IMPORTANT	NOT SO IMPORTANT	NOT AT ALL IMPORTANT	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
Person centred approach (You are in control of the care you receive and it meets your needs)	82.33% 871	15.78% 167	0.66% 7	0.09% 1	1.13% 12	1,058	1.22
Prevention and Early Intervention (You are supported to manage your own health?)	80.72% 854	17.77% 188	0.57% 6	0.09% 1	0.85% 9	1,058	1.23
Connecting Communities (We believe Building Community Support helps to address your needs and the needs of those around you.)	58.18% 615	32.83% 347	7.66% 81	0.76% 8	0.57% 6	1,057	1.53
Managing Expectations (When you need help, you will be supported to agree individual realistic plans.)	73.18% 772	23.60% 249	2.56% 27	0.28% 3	0.38% 4	1,055	1.31

Q2 We call the goals listed below a Person Centered Approach. This means that you (the service user/unpaid carer) are in control of the care and support you receive. Please rate how important they are to you by selecting from the following options:

Answered: 1,062 Skipped: 0



# North Lanarkshire Health and Social Care - Strategic Commissioning Plan 2020-2023

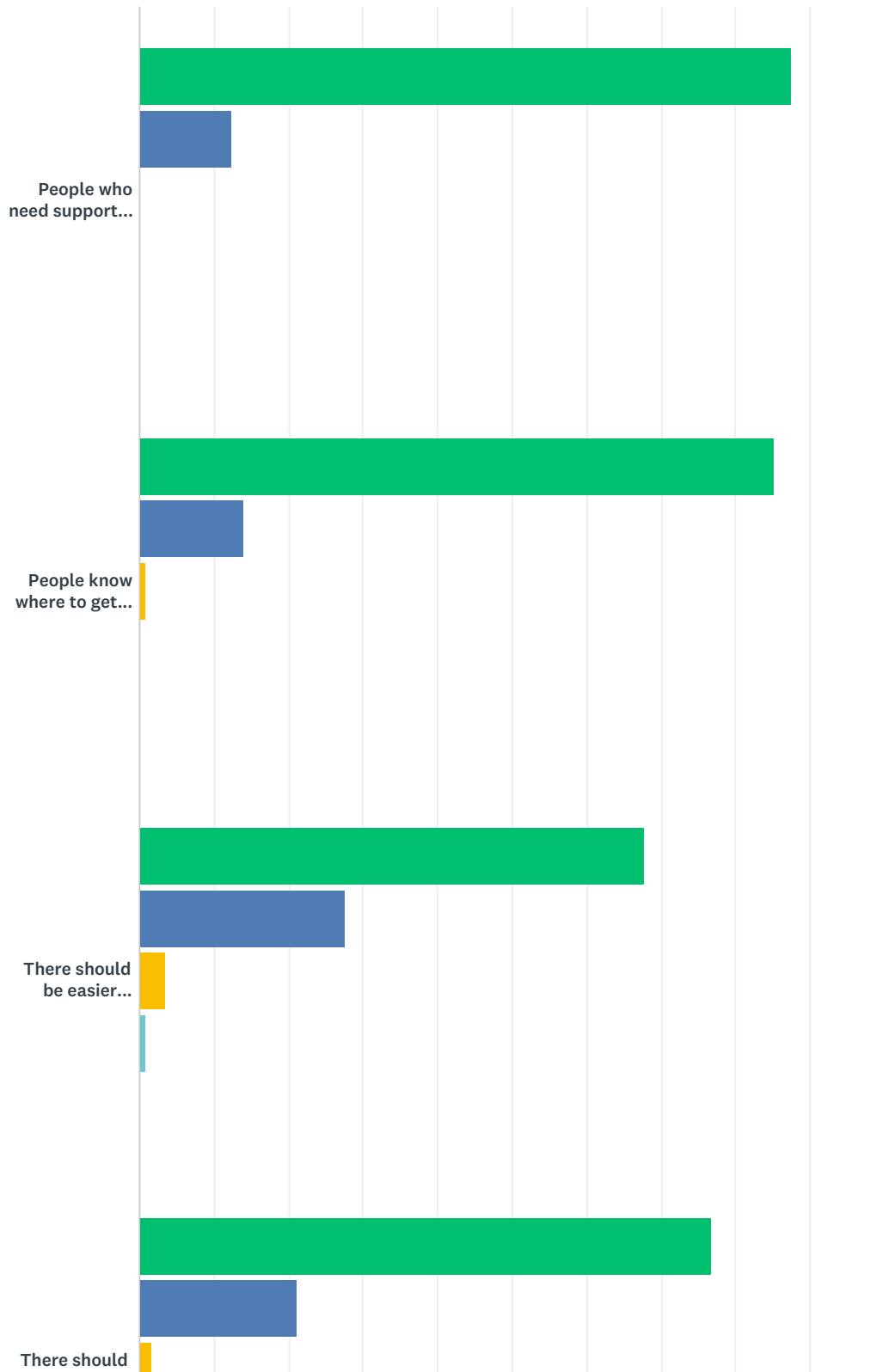


■ Very important   
 ■ Important   
 ■ Not so important   
 ■ Not important at all  
■ Not Applicable

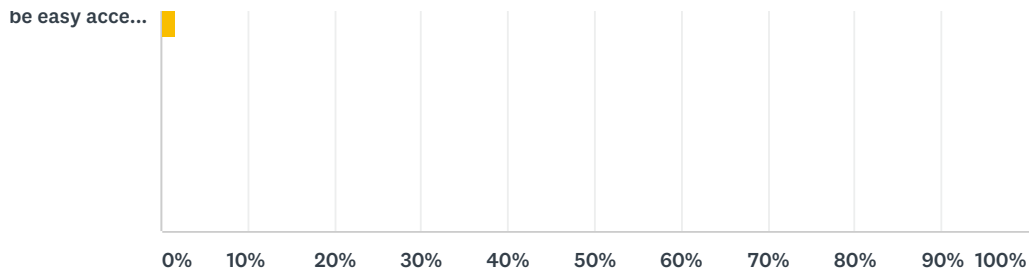
	VERY IMPORTANT	IMPORTANT	NOT SO IMPORTANT	NOT IMPORTANT AT ALL	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
People should have the chance to be in control of their own care and support which should focus on recovery and rehabilitation.	73.94% 783	24.65% 261	1.04% 11	0.19% 2	0.19% 2	1,059	1.28
People should have the opportunity and support to manage their own condition where possible.	71.29% 755	27.38% 290	1.04% 11	0.19% 2	0.09% 1	1,059	1.30
Services and support should be available seven days a week.	70.09% 743	21.23% 225	7.83% 83	0.57% 6	0.28% 3	1,060	1.40
There is a wide range of professionals to access in the community (not just GPs) who meet the needs of unpaid carers, e.g. providing respite support and community groups.	73.47% 778	24.17% 256	1.89% 20	0.09% 1	0.38% 4	1,059	1.30

Q3 This section asks about Prevention and Early Intervention; here we try to support people to self-manage. Please rate how important they are to you by selecting from the following options:

Answered: 1,061 Skipped: 1



# North Lanarkshire Health and Social Care - Strategic Commissioning Plan 2020-2023

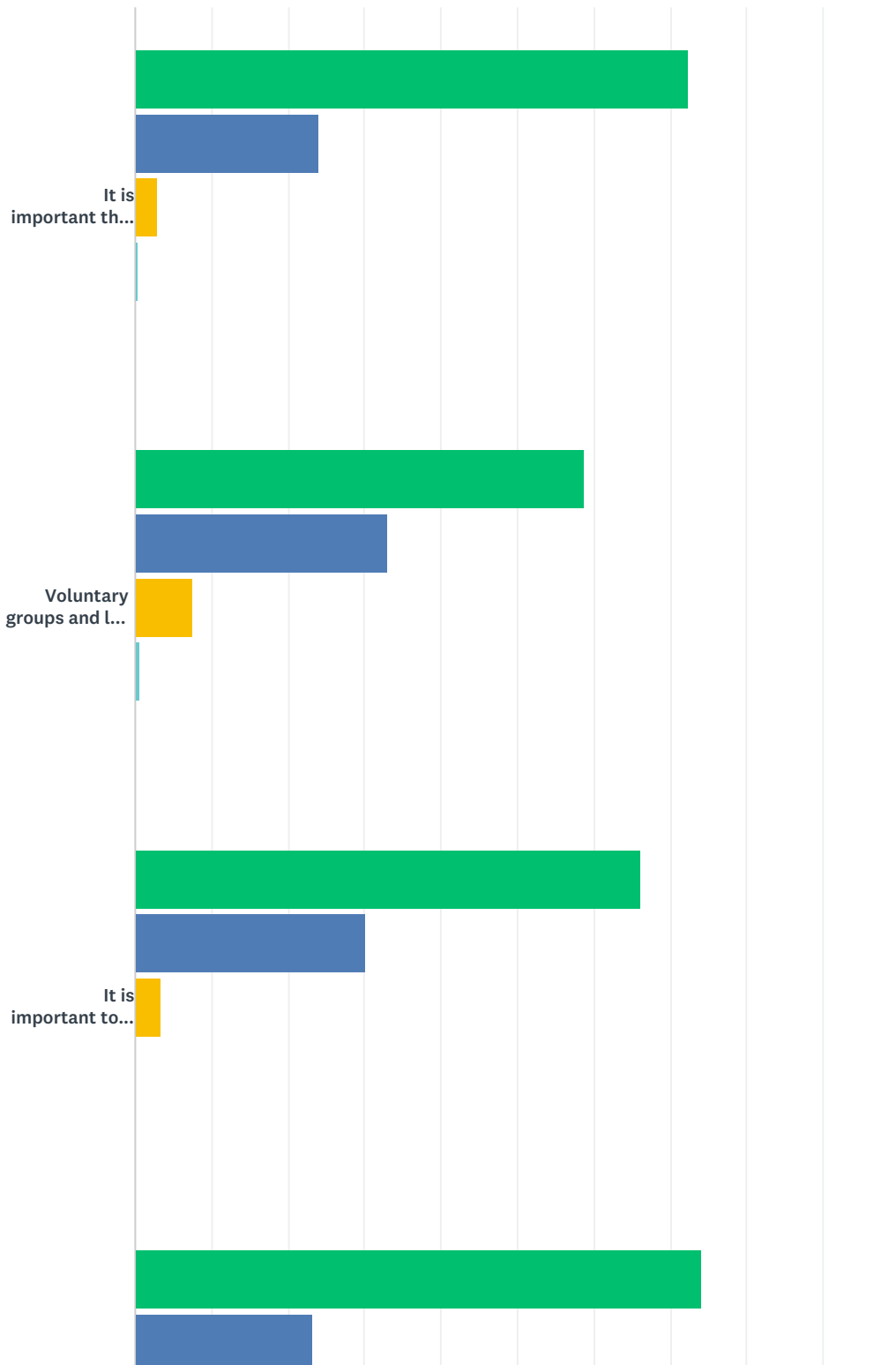


■ Very important   
 ■ Important   
 ■ Not so important   
 ■ Not important at all  
■ Not Applicable

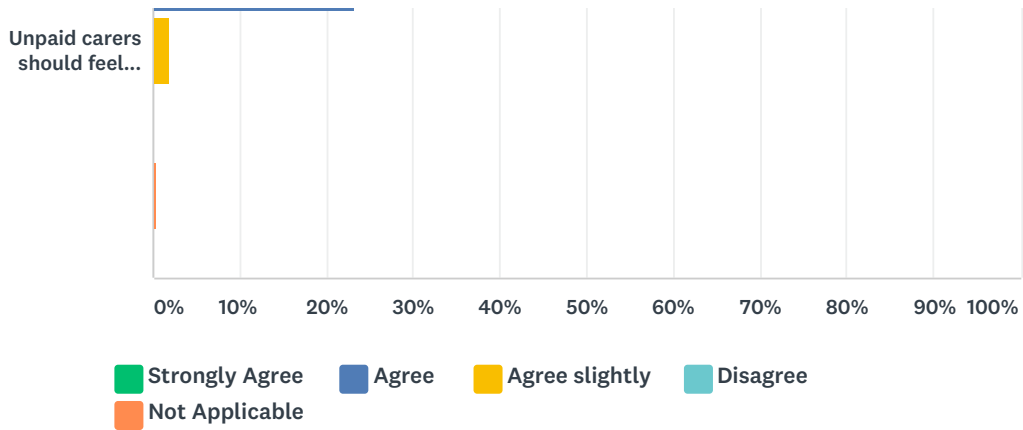
	VERY IMPORTANT	IMPORTANT	NOT SO IMPORTANT	NOT IMPORTANT AT ALL	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
People who need support should be able to access the relevant care, support and information at the earliest stage to promote their mental and physical health and wellbeing.	87.46% 928	12.44% 132	0.09% 1	0.00% 0	0.00% 0	1,061	1.13
People know where to get help, advice and information to access services and support.	85.05% 899	14.00% 148	0.76% 8	0.09% 1	0.09% 1	1,057	1.16
There should be easier access to things which help you stay well, for example, sports facilities, social activity, community activity, smoking cessation and weight management.	67.86% 720	27.62% 293	3.58% 38	0.75% 8	0.19% 2	1,061	1.38
There should be easy access to equipment which supports independence.	76.70% 803	21.20% 222	1.72% 18	0.29% 3	0.10% 1	1,047	1.26

Q4 This section asks about Connecting Communities. It has been shown that when people are involved and engaged in their community, this has positive effect on their physical and mental health. Please rate how important they are to you by selecting from the following options:

Answered: 1,061 Skipped: 1



# North Lanarkshire Health and Social Care - Strategic Commissioning Plan 2020-2023

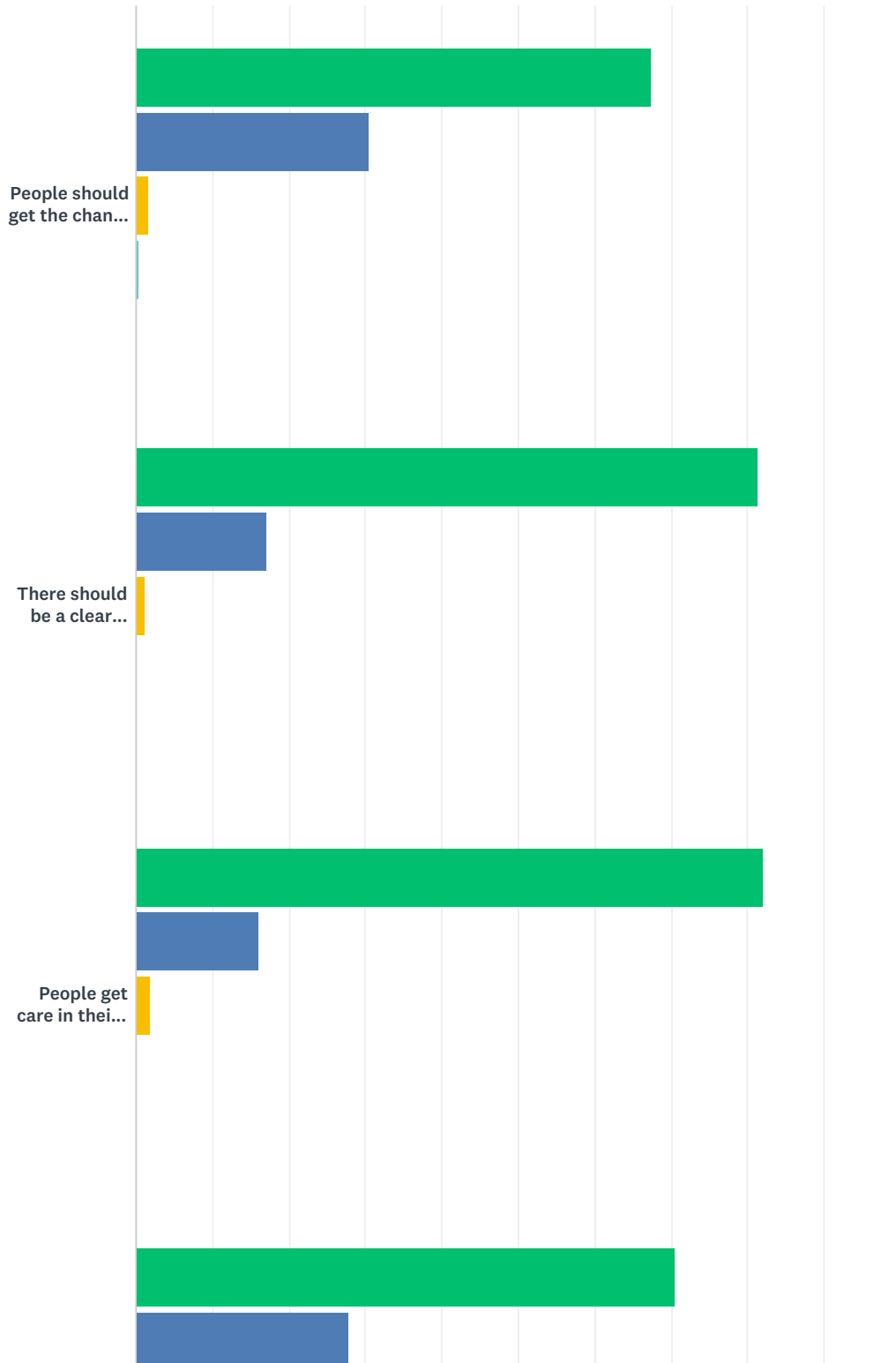


	STRONGLY AGREE	AGREE	AGREE SLIGHTLY	DISAGREE	NOT APPLICABLE	TOTAL	WEIGHTED AVERAGE
It is important that assessments focus on the person's capabilities and promote independence.	72.45% 768	24.06% 255	2.92% 31	0.47% 5	0.09% 1	1,060	1.32
Voluntary groups and less formal services in the community such as lunch clubs, are essential to helping people stay connected to family and friends.	58.72% 623	32.99% 350	7.45% 79	0.66% 7	0.19% 2	1,061	1.51
It is important to ensure there is a wide range of community supports available.	66.13% 701	30.09% 319	3.30% 35	0.28% 3	0.19% 2	1,060	1.38
Unpaid carers should feel able to be part of their local community	74.14% 780	23.29% 245	1.90% 20	0.19% 2	0.48% 5	1,052	1.30

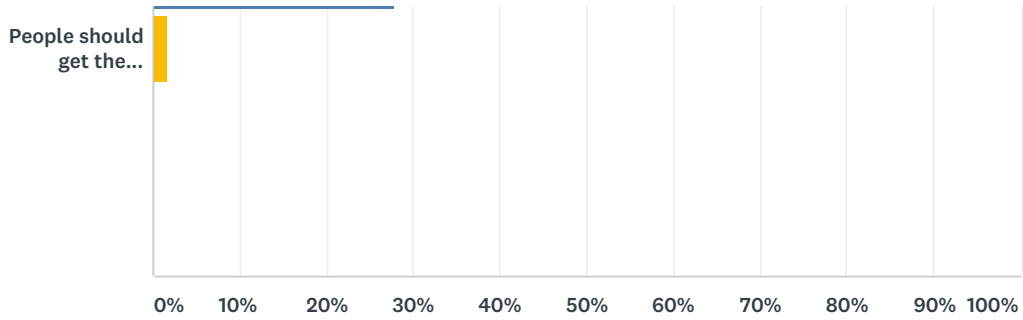


Q5 This section asks you about Managing Expectations. It discusses the idea that you as a service user are supported to agree realistic goals by the people who give you help. Please rate how important they are to you by selecting from the following options:

Answered: 1,061 Skipped: 1



# North Lanarkshire Health and Social Care - Strategic Commissioning Plan 2020-2023

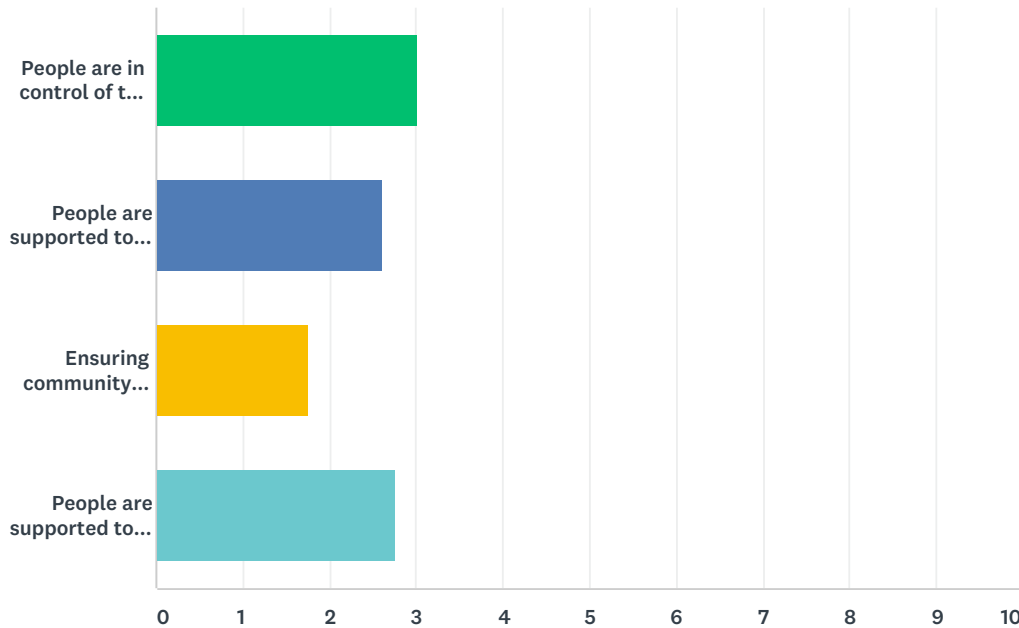


■ Very important   
 ■ Important   
 ■ Not so important   
 ■ Not important at all  
■ Not Applicable

	VERY IMPORTANT	IMPORTANT	NOT SO IMPORTANT	NOT IMPORTANT AT ALL	NOT APPLICABLE	TOTAL
People should get the chance to realistically manage their own condition through good information, advice and being able to write down what is important.	67.36% 712	30.46% 322	1.61% 17	0.38% 4	0.19% 2	1,057
There should be a clear first point of contact for people who want to access health and social care services.	81.34% 863	17.25% 183	1.23% 13	0.09% 1	0.09% 1	1,061
People get care in their own home or in a homely setting as much as possible including end of life care.	82.00% 870	16.02% 170	1.79% 19	0.09% 1	0.09% 1	1,061
People should get the opportunity to be in control of their own care.	70.44% 741	27.76% 292	1.62% 17	0.10% 1	0.10% 1	1,052

Q6 Now that you have had a chance to consider each of the four principles in more detail, we would like you to rank each principle in order of their importance to you, with 1 being the most important.

Answered: 1,047 Skipped: 15



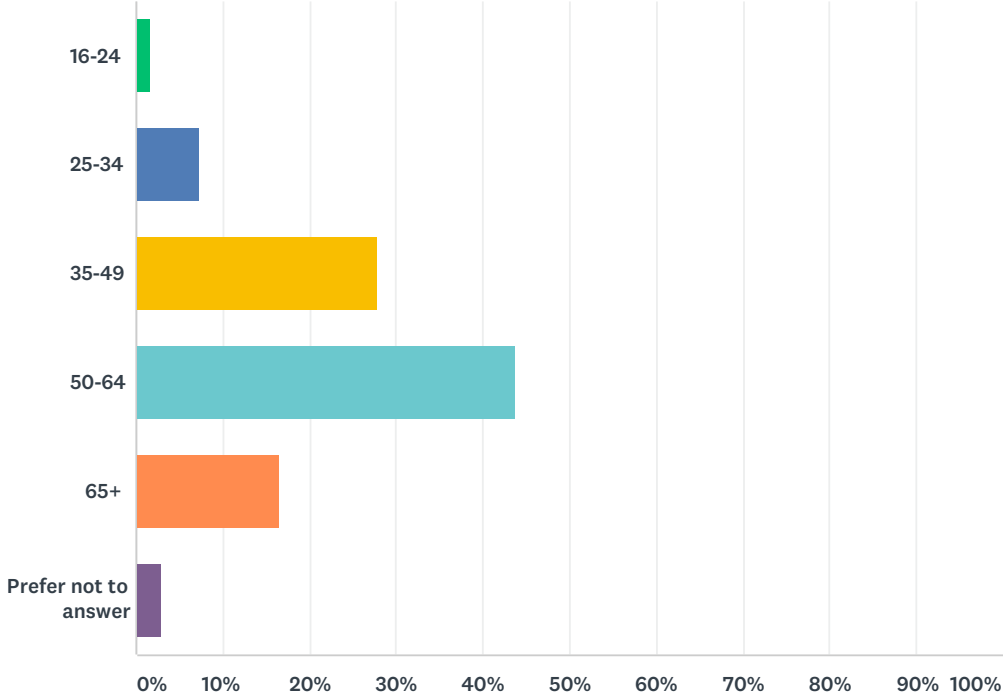
	1	2	3	4	TOTAL	SCORE
People are in control of the care they receive and it meets their needs.	45.10% 428	23.29% 221	20.44% 194	11.17% 106	949	3.02
People are supported to self-manage and helped in order to avoid preventable conditions.	25.40% 240	27.83% 263	30.48% 288	16.30% 154	945	2.62
Ensuring community supports meet the needs of people.	8.29% 80	13.99% 135	21.87% 211	55.85% 539	965	1.75
People are supported to maintain independence and manage their care needs.	26.98% 279	35.30% 365	24.37% 252	13.35% 138	1,034	2.76

**Q7 Are there any other comments you would like to make about these strategic priorities? (Please do not enter person identifiable information)**

Answered: 215 Skipped: 847

### Q8 Your Age:

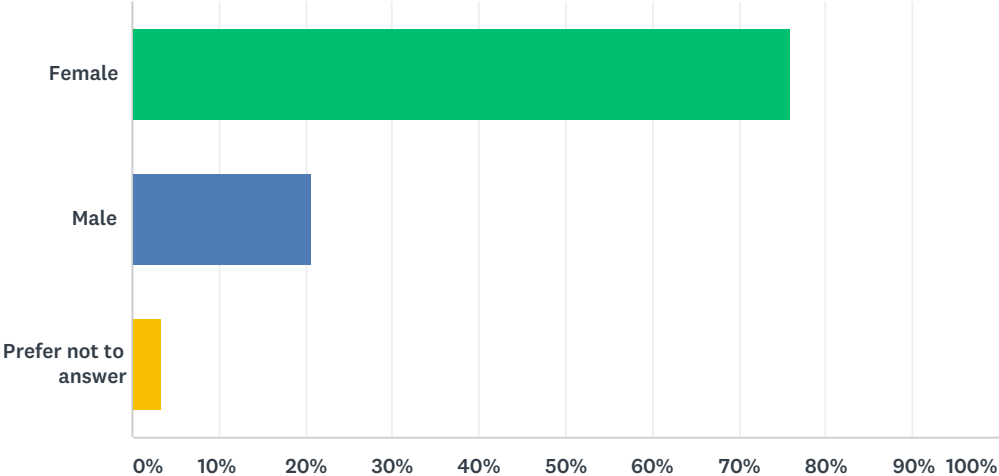
Answered: 1,059 Skipped: 3



ANSWER CHOICES	RESPONSES	
16-24	1.70%	18
25-34	7.27%	77
35-49	27.76%	294
50-64	43.81%	464
65+	16.43%	174
Prefer not to answer	3.02%	32
<b>TOTAL</b>		<b>1,059</b>

### Q9 Your Gender:

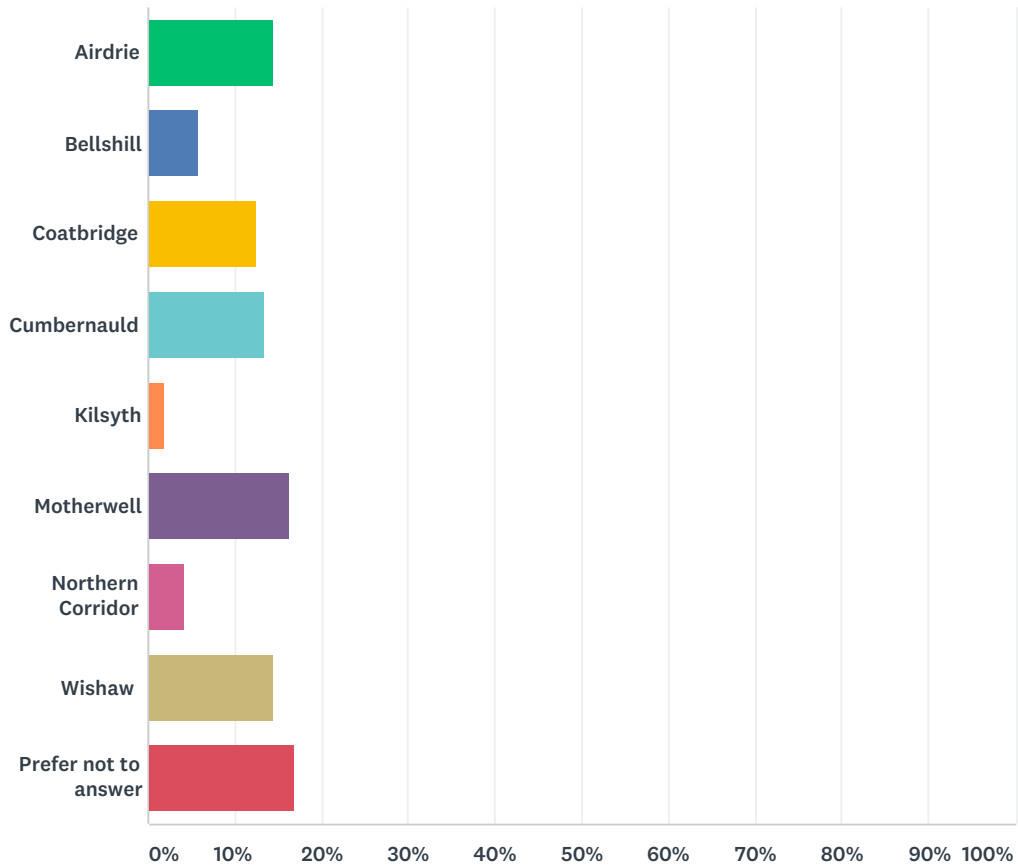
Answered: 1,051 Skipped: 11



ANSWER CHOICES	RESPONSES
Female	76.02% 799
Male	20.65% 217
Prefer not to answer	3.33% 35
TOTAL	1,051

## Q10 Where You Live.

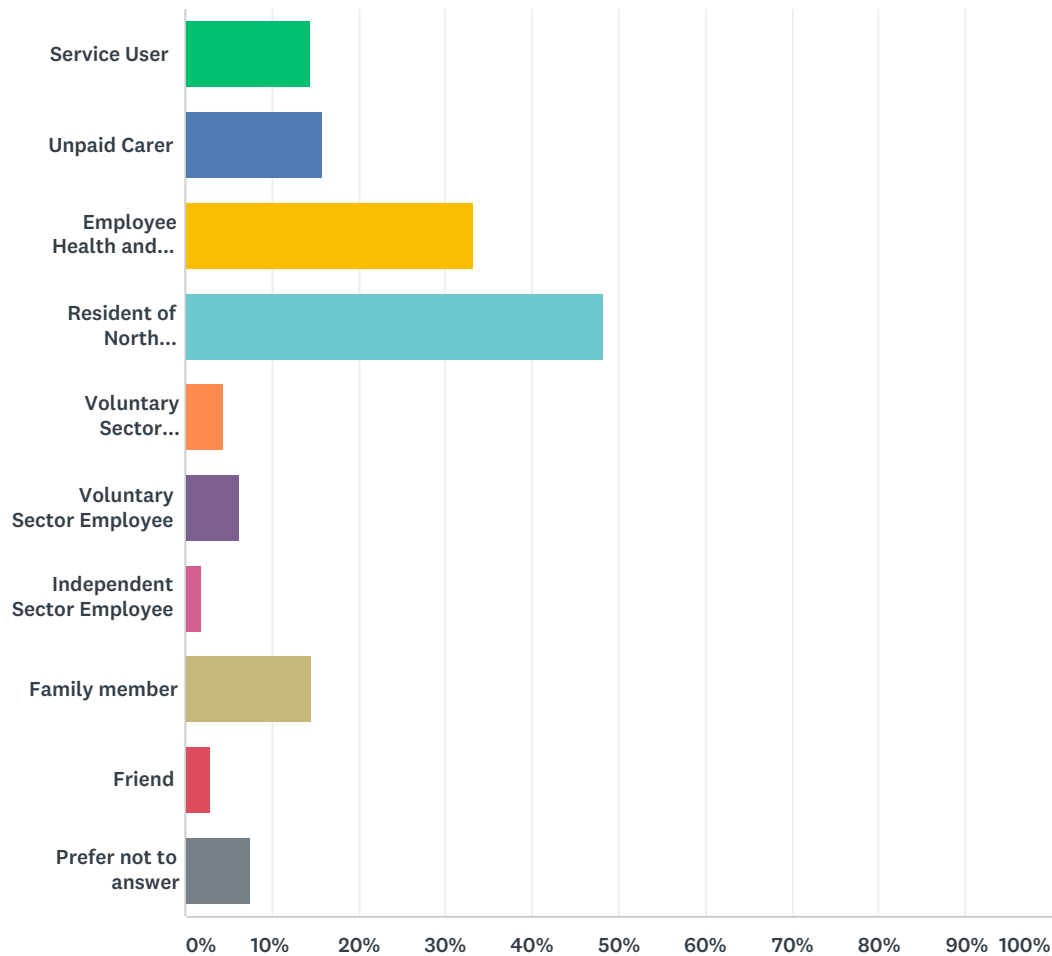
Answered: 1,036 Skipped: 26



ANSWER CHOICES	RESPONSES	
Airdrie	14.48%	150
Bellshill	5.79%	60
Coatbridge	12.55%	130
Cumbernauld	13.32%	138
Kilsyth	1.93%	20
Motherwell	16.31%	169
Northern Corridor	4.25%	44
Wishaw	14.38%	149
Prefer not to answer	16.99%	176
<b>TOTAL</b>		<b>1,036</b>

## Q11 In what capacity are you answering this questionnaire; please tick all that apply.

Answered: 1,059 Skipped: 3



ANSWER CHOICES	RESPONSES	
Service User	14.45%	153
Unpaid Carer	15.96%	169
Employee Health and Social Care Partnership North Lanarkshire	33.24%	352
Resident of North Lanarkshire	48.35%	512
Voluntary Sector Volunteer	4.34%	46
Voluntary Sector Employee	6.33%	67
Independent Sector Employee	1.89%	20
Family member	14.73%	156
Friend	3.02%	32
Prefer not to answer	7.55%	80



Total Respondents: 1,059