

Health, Wellbeing and the COVID-19 Pandemic:

Scottish Experiences and Priorities for the Future



Context

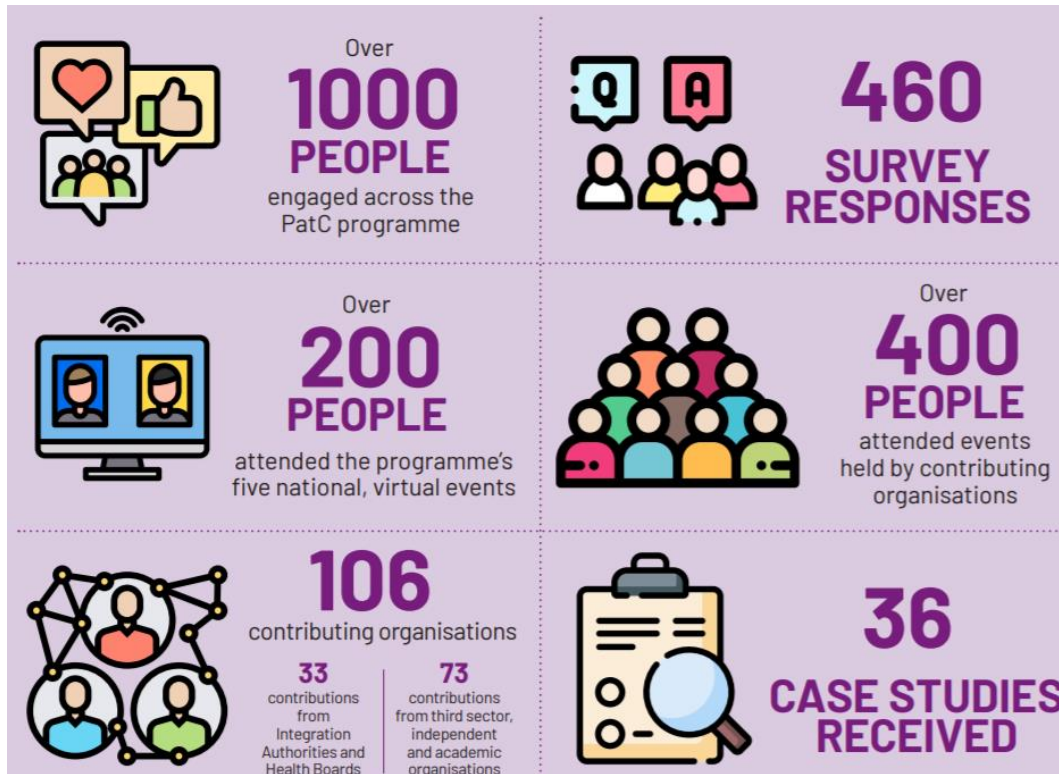
The People at the Centre programme of activity was led by the ALLIANCE, in collaboration with delivery partners, to capture insights from people with lived experience to ensure a person-centred focus to remobilisation efforts.

To achieve this, the ALLIANCE designed a programme of engagement including:

- Facilitating a national conversation on health and care in Scotland
- Developing an ALLIANCE member reference group
 - Building public health informed person centred engagement
 - Creating a living profile of health inequalities challenges and solutions
 - Capturing community resilience best practice exemplars.



Approach and Reach



- Qualitative, thematic analysis
- Took an Equalities and Human Rights Approach
- Delivered engagement virtually, over the telephone, via post and, where in line with guidance, face to face.
- Engaged across Scotland's 32 local authority areas.

Patterns in Experience

Experiences shared during the PATC programme were varied, however, the following patterns emerged from the experiences shared:

- Reduced and disrupted **access**
- Poor **communication** is a barrier to accessing healthcare
- **Health inequalities** have been exacerbated and population groups disproportionately impacted
- Reduction in **person centred** care
- **Power** imbalance
- **Responsive** services
- **Buffering** the impact
- Working better **together**



Evidence of the Wider Impact

There has been a significant, negative **mental health** impact on the people of Scotland during the pandemic.

- The pandemic has resulted in an increased need for mental health services, but people shared that access has reduced
- Some people found digital mental health services to be a less effectual alternative

“ I didn't find talking on the telephone, to someone I've never met, either helpful or comforting. ”

“ Working from home with a normal workload whilst caring for an autistic child has been too much. ”

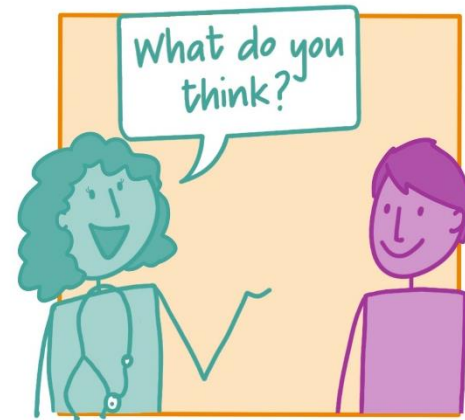
People's sense of wellbeing has also been affected by:

- Economic and financial impacts
- Changes to working practices
- Interruptions in access to social care support
- Education

Beyond Survival

Throughout this programme of engagement, people shared that many things matter to them dependent on their personal context. Significant priorities were:

1. **Holistic, person centred care** as the foundation of healthcare services
2. People as **empowered partners** in decision making
3. Resourcing thriving, **vibrant**, asset based **communities**
4. Access to **equitable and consistent care**
5. Clear, inclusive **communication**
6. Digital, but not by default
7. Prioritising **mental health**
8. **Investment** in the NHS





ALLIANCE

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