

Fort Augustus & Glenmoriston Community Company

Community Survey on the Facilities of the new Medical Centre

Fort Augustus, Glenmoriston & Invergarry Residents Participated

The Community Company held a number of drop in sessions in the villages of Fort Augustus & Invermoriston to gauge the public's view on services for the new medical centre. We also sought the views from a number of groups in the village after it came to our attention people did not attend as they had given the project its blessing at the initial meeting. We went to the Telford Centre (residential care home & day care centre), where we got the opinions of staff, residents & day care. We went to Kilchuimen Academy where we got the opinion of some staff members and 4th, 5th & 6th Year. A Church coffee morning, Parents & Toddlers group and some residents of Invergarry came along to the drop in sessions.

The total number of returned anonymous surveys were as below.

Sessions for Drop in Centre		Sign in	Survey	Member	Non Mem
25th Feb 2016	Fort Augustus	21	21	12	9
27th Feb 2016	Fort Augustus	18	18	14	4
1st March 2016	Invermoriston	26	23	10	16
3rd March 2016	coffee group FA	18	18	9	9
3rd March 2016	Telford day care/staff	18	18	2	16
3rd March 2016	Kilchuimen academy	7	3	0	7
11th March 2016	Kilchuimen Academy	21	21	0	21
16th March 2016	Parent & Toddler Group	9	9	0	9
		138	131	47	91
		100%	94.93%	34.06%	65.94%

The Number of patients registered with the medical practice are approximately 1400 including children. There are 890 registered adults on the electoral role for the area of Fort Augustus & Glenmoriston.

The survey had 3 questions,

1. **What further services would you use or like to see available at the Medical Centre?**
 1. (A) Plus other service suggestions
2. **If you already use any of the above services, please tell us how far you have to travel to access this service & how much you pay for this? You can list as many as you use,**
3. **We also welcome any comments on this project, please let us have your comments below:**

Below we have laid out a table showing the number of respondents to each service as a total but we have then split it down to Adult and Young Adult as the choices for both groups have slight variations due to age.

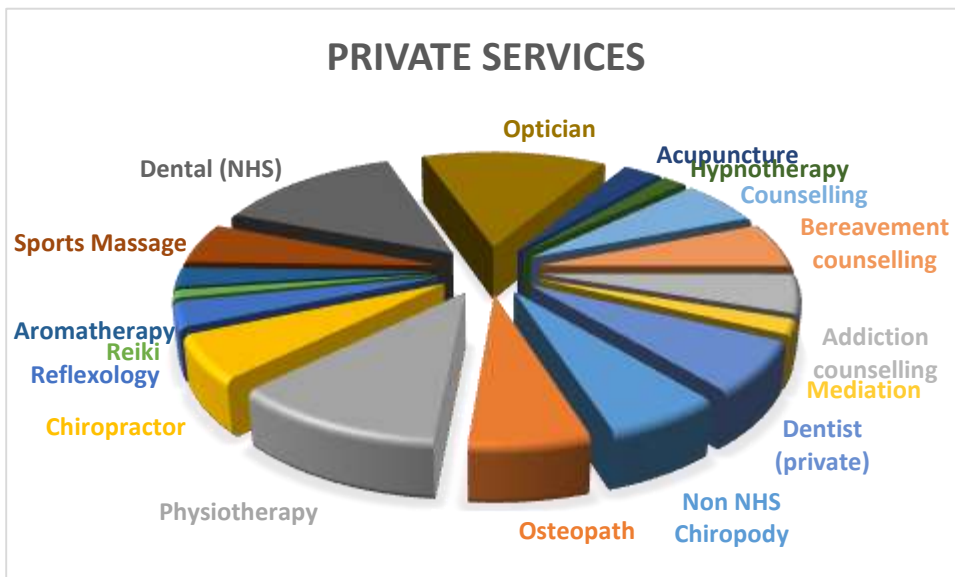
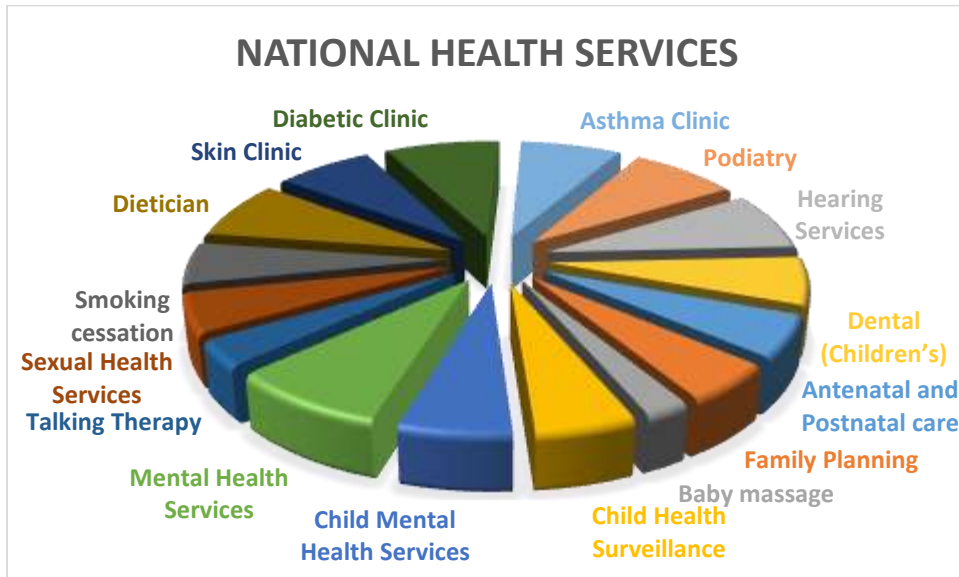
Fort Augustus & Glenmoriston Community Company Medical Practice Survey March 2016

Q1 Total Numbers	<u>No</u> 122	<u>Total</u>	<u>No</u> 110	<u>Adult</u>	<u>No</u> 21	<u>Yng</u> <u>Adult</u>
National Health		% of 122		% of 110		% of 21
Antenatal and Postnatal care	53	40.46%	52	47.27%	1	4.76%
Family Planning	49	37.40%	47	42.73%	2	9.52%
Baby massage	23	17.56%	23	20.91%	0	0.00%
Child Health Surveillance	51	38.93%	44	40.00%	7	33.33%
Child Mental Health Services	57	43.51%	48	43.64%	9	42.86%
Mental Health Services	81	61.83%	69	62.73%	12	57.14%
Talking Therapy	33	25.19%	28	25.45%	5	23.81%
Sexual Health Services	50	38.17%	35	31.82%	15	71.43%
Smoking cessation	53	40.46%	48	43.64%	5	23.81%
Dietician	75	57.25%	63	57.27%	12	57.14%
Skin Clinic	69	52.67%	59	53.64%	10	47.62%
Diabetic Clinic	82	62.60%	73	66.36%	9	42.86%
Asthma Clinic	72	54.96%	64	58.18%	8	38.10%
Podiatry	78	59.54%	77	70.00%	1	4.76%
Hearing Services	75	57.25%	68	61.82%	7	33.33%
Dental (Children's)	61	46.56%	50	45.45%	11	52.38%
Private Services						
Non NHS Chiropraxy	41	31.30%	41	37.27%	0	0.00%
Osteopath	42	32.06%	38	34.55%	3	14.29%
Physiotherapy	75	57.25%	68	61.82%	7	33.33%
Chiropractor	39	29.77%	35	31.82%	4	19.05%
Reflexology	22	16.79%	19	17.27%	3	14.29%
Reiki	7	5.34%	7	6.36%	0	0.00%
Aromatherapy	17	12.98%	15	13.64%	2	9.52%
Sports Massage	36	27.48%	31	28.18%	5	23.81%
Dental (NHS)	92	70.23%	78	70.91%	14	66.67%
Optician	91	69.47%	78	70.91%	13	61.90%
Acupuncture	19	14.50%	15	13.64%	4	19.05%
Hypnotherapy	11	8.40%	11	10.00%	0	0.00%
Counselling	40	30.53%	33	30.00%	7	33.33%
Bereavement counselling	40	30.53%	34	30.91%	6	28.57%
Addiction counselling	34	25.95%	29	26.36%	5	23.81%
Mediation	13	9.92%	10	9.09%	3	14.29%
Dentist (private)	45	34.35%	40	36.36%	5	23.81%

When you look closer at the figures you find that the differences in % can be down to age but this does not mean that the services that the young adults are looking for should be ignored, as the one

that they highlight as being important to them over the adults is an essential service for that age group and when they have to travel to either Fort William or Inverness for the services it is costly and uses up a huge amount of their time as public transport is not an every fifteen minute service to this area.

To enable you to see a clearer picture of what the public are requesting we have shown the totals for both the NHS and Private Services in a chart below we included NHS Dentistry under private as most people still require to pay a charge for this service.



The top 6 NHS services that people wish to see in the area are:

Adult

- Podiatry
- Diabetic
- Mental Health Services

Young Adult

- Sexual Health Clinic
- Dietician
- Mental Health Services

Hearing Services

Asthma

Dietician

The top 6 Private services that people wish to see in the area are:

Dental Services

Skin Clinic

Diabetic Clinic / Child Mental Health Service

Adult

Optician

Dental NHS

Physiotherapy

Non NHS Chiropody

Osteopath

Chiropractor

Young Adult

Dental NHS

Optician

Physiotherapy

Counselling

Bereavement Counselling

Sports Massage

What other services did people think should be on offer in the new medical centre, some are very wishful thinking but others may be able to become a reality if good strategic decision making takes them into account either as a GP service or as an additional service.

Cancer Support Services at Medical Centre
Dental Hygienist
Social Worker meeting room out with home
Mindfulness
Video Conf. Facility
Women's Health Clinic

Specialist Clinics
X Ray Facilities
Services for Elderly
Visiting Community Nurse (to do check up on elderly)
Men's Health Clinic

Q2 If you already use any of the above services, please tell us how far you have to travel to access this service & how much you pay for this? You can list as many as you use,

This was a very open ended question and we were hoping to see which complimentary medical services people used. What information we got was not always complete as people either stated where they travelled in miles but no destination or gave a service that was private but no cost attached, or gave a cost attached for the travel. 92 (70.2%) people answered this question

We have tried to analyse this information to make the best use of it that we can.

Where do people travel to for treatment;

Inverness and Fort William are the dominant areas and when you look at mileage stated either of these areas would fit that journey 60 / 70 or 90 mile round trip. There were a few different areas added, East Kilbride, Drumnadrochit, Aberdeen, Dornie & Fort Augustus. We have to remember some patients travel in from outlying areas of Glenmoriston & Glengarry for health services other than for a GP. The other two named services with a distance to travel (Dornie & East Kilbride) are people's preference as they know the practitioner well.

How much do people spend on complimentary medicine which is not NHS based? Not everyone gave us the amount they spend but from the information we were given people are happy to be paying from £20 - £50 for 1 session of complementary medicine varying from osteopath, massage, counselling to physiotherapy and mindfulness.

The other figure that stood out was for private dental work, people either pay into a monthly dental plan from £26 per month to paying £150/200 per annum for one-off treatments

We have listed the services people travel a distance for below;

Acupuncture	Optician
Chiropody	Orthodontist
Counselling	Osteopath
Dentist NHS	Outpatient / Specialists
Dentist Private	Physiotherapy
Dietician	Podiatry
Hearing Services	Psychiatrist
Massage	Skin Clinic
Mindfulness	Sport Massage
Ophthalmologist	

There were a number of comments though in this questions section regarding transport. Which highlights the issue people are having with travel for treatments either NHS or Private. The cost of fuel was mentioned a number of times, the unreliable and inadequate public transport was commented on and the extortionate cost of it ranging from £10 for a young adult to Inverness and back to £20 for an adult. Many people are relying on friends to transport them or family if they have any in the area. This includes having to get to the doctors surgery. Patient transport was not an option for many of the services people were attending although they would like it to be, but this is an unrealistic expectation.

Q3 We also welcome any comments on this project, please let us have your comments below:

The Five Headings that the comments have been grouped into are set out below; and then we have inserted each comment into its appropriate heading, as you see some appear twice although 39 (29.8%) of people completed this section we have 48 comments.

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Fort Augustus & Glenmoriston Community Company

- Worthwhile service to community, appropriate use of FAGCC funds sensible investment
- Good use of company money
- Great idea to secure future medical services within the village
- I hope the contract is a fixed price contract
- Very appreciative that community company feels able to take this project on.

- A building will be an asset a better return on our money than investments.
- FAGCC are to be commended for the civic vision to identify the urgent need for a 21st century medical centre-
- Good use of community funds for the benefit of the whole community.
- I believe this is a good use of community money
- I think it is wonderful that the community company have taken on this project it will save Fort Augustus from depopulation

Transport

- It would be beneficial for extra services especially for those residents without transport
- Need physio but have been unable to get time due to distance & appointment time and work commitments
- All services would be helpful because we live in a rural area and public transport is very poor
- The more services that are available to the community would improve life in general a lot of elderly people are reliant on public transport which is very poor
- All services would benefit people in and around Fort Augustus community the area is quite rural and public transport is very poor
- I think it would be good we live in rural area and transport is limited
- Need of community given local demographic would mitigate for a new centre, travel for many is prohibitive if not impossible
- Some kind of transport to take people to hospital appointments disabled or elderly patients who would find public transport difficult to use
- I think it is imperative to have the surgery restored with a wider range of services. Patient travel is already an issue and the prospect of travel outside of the village to access primary medical care would be a major concern
- Dedicated monthly surgeries for less able patients from outlying rural areas with transport provided.
- Community bus/car to help rural pts get to surgery
- It is a very good idea of doing this because now and in the future if we have children and if it is an emergency we cannot spend more than an hour to travel for the doctor

Local Services

- Local surgery is required in Fort Augustus, they provide a range of services to local & rural communities
- All very interesting, thank you

- The proposed new surgery building seems ideal with room to accommodate all the necessary services
- Excellent idea to get the community involved on what they would like let's just hope we see most of the facilities available
- As before the provision of rooms that could be made available for weekly or monthly visiting specialists would be a great idea and useful to an ever expanding community
- I think it is imperative to have the surgery restored with a wider range of services. Patient travel is already an issue and the prospect of travel outside of the village to access primary medical care would be a major concern for all age groups.
- Great idea for improving the medical services in Fort Augustus & good use of community funds for the benefit of the whole community.
- Think it is very important to have the surgery as people would have to travel further to see a doctor
- It will be of benefit to the overall community if we get improved services than travel to Inverness or Fort William. It would also keep the surgery local the building would be designed to better standards & more use of the space
- Have a travelling doctor to rural parts
- Dedicated monthly surgeries for less able patients from outlying rural areas with transport provided.
- A bigger medical centre with more facilities would be an asset to the village. I think especially more mental health services would be good
- I think that the surgery / doctors should expand and introduce new services. This is because it's important that all people have the services they need to have the best recovery or the best care they can get as close to home as possible.
- It is very good idea of doing this because now and in the future if we have children and it is an emergency we cannot spend more than an hour to travel for the doctor
- New better doctors who know the new techniques and are better equipped to look after young adults and actually make sure tests are carried out successfully and appropriately

Depopulation

- These are vital services that are needed if people don't receive them they will be looking to move away meaning there will be no one to fill jobs or help with community
- I think it is wonderful that the community company have taken on this project it will save Fort Augustus from depopulation
- I think it is imperative to have the surgery restored with a wider range of services. Patient travel is already an issue and the prospect of travel outside of the village to access primary medical care would be a major concern for all age groups. FAGCC are to be commended for the civic vision to identify the urgent need for a 21st century medical centre- the alternative scenario is depopulation over a period of time.

Design / Parking at Medical Centre

- The proposed new surgery building seems ideal with room to accommodate all the necessary services - parking essential
- Where are cars going to be parked
- It will be of benefit to the overall community if we get improved services than travel to Inverness or Fort William. It would also keep the surgery local the building would be designed to better standards & more use of the space
- A pleasing and heated environment enhances the therapeutic process
- Better access & parking
- Only comment may be swapping reception and waiting room
- More space for children to play, More doctors if available
- Access for trolley cots (ambulance) throughout the building where patients are
- Ambulance access to doors for ease of transfer from building to ambulance

Prepared by H Whiteside 17.03.16