

Consultation Phase 2

Did you participate in any previous engagement in May?

23/23 - Multiple choice - choose one - required

No 56.5% (13 choices)



Yes - I completed the online survey 26.1% (6 choices)



Yes - I attended an in-person engagement event 13% (3 choices)



Yes - I both completed the survey and attended an event 4.3% (1 choice)



No answer 0% (0 choices)



Do you agree with this vision?

23/23 - Multiple choice - choose one - required

Strongly agree 56.5% (13 choices)



Agree 39.1% (9 choices)



Disagree 4.3% (1 choice)



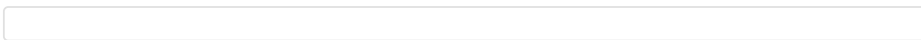
Neither agree nor disagree 0% (0 choices)



Strongly disagree 0% (0 choices)



No answer 0% (0 choices)



Can you please explain your answer?

Respondents have highlighted several concerns and suggestions regarding palliative and end of life care in Falkirk. A recurring theme is the desire for individuals to have the right to die at home with dignity, and the need for better support to make this possible, as many currently have to be admitted to hospital due to insufficient care options. There is a call for clearer understanding and respect for the wishes of terminally ill individuals within society , and a concern that palliative care often does not start soon enough.

The complexity and inaccessibility of health and social care services are also mentioned, with one respondent noting the difficulty in navigating these services and another pointing out the lack of end-of-life care training for council support staff . The phrase "in line with what is possible" has been criticized for its lack of reassurance and clarity.

Personal experiences shared by respondents include dealing with unpleasant people during a family member's end of life and the feeling that elderly individuals are not receiving the care they deserve . The importance of choice regarding one's death is also emphasized.

In summary, there is a strong call for more dignified, accessible, and person-centred palliative and end-of-life care options in Falkirk, with an emphasis on the need for better support at home, clearer communication from services, and a societal shift towards respecting the wishes of those who are terminally ill.

Do you agree with the priority areas?

23/23 - Multiple choice - choose one - required

Yes 91.3% (21 choices)



Not sure 8.7% (2 choices)



No 0% (0 choices)



No answer 0% (0 choices)



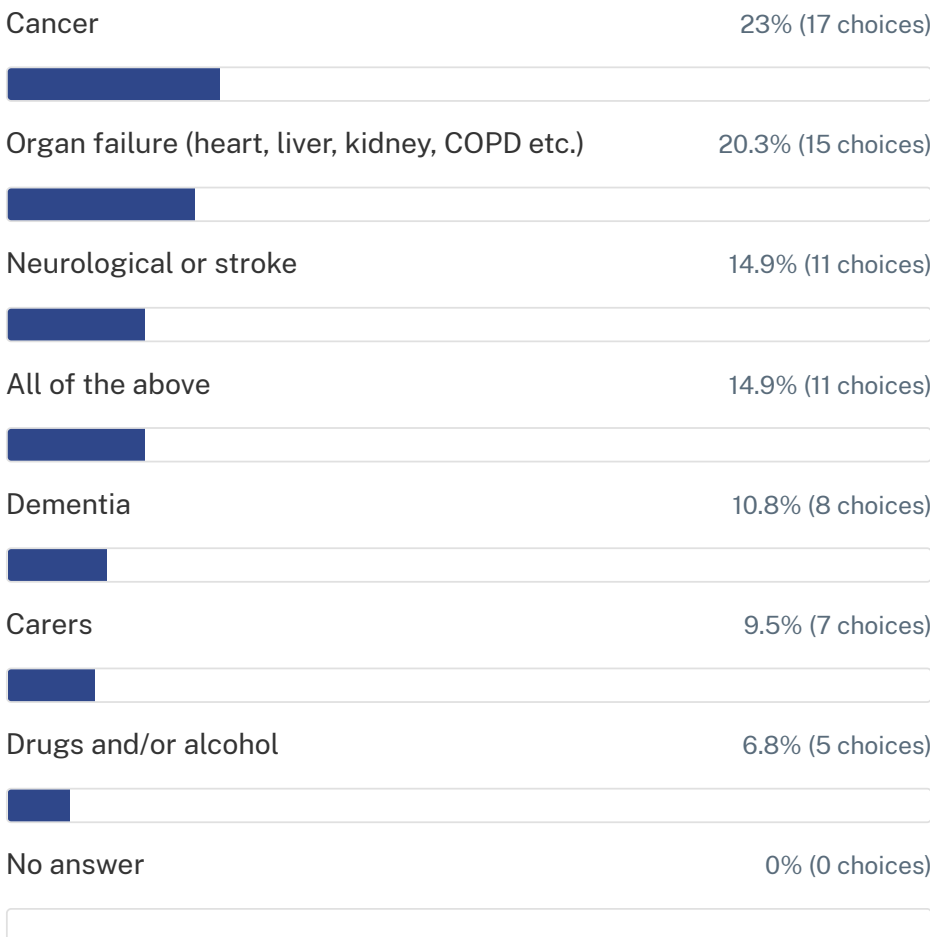
Can you please explain your answer?

Respondents emphasized the importance of pain and symptom control in palliative care, noting that it is essential for patients to be able to focus on other aspects of their illness. A recurring theme was the need for coordinated and patient-centred care, with several responses highlighting that good communication and coordination are key to providing effective support for palliative patients in the community. Access to community palliative care and end of life services was also mentioned as vital, with an emphasis on the need for clear communication about available support and services.

The concept of advanced care planning was brought up, suggesting that conversations about end-of-life care should be opened up to allow individuals to make informed decisions based on their preferences, regardless of age. The idea of bereavement support, such as groups or coffee afternoons for bereaved relatives and individuals, was proposed as a beneficial service that could be provided in care homes or community centres in Falkirk.

Which of the following conditions or groups of people do you think can access palliative and end of life care services provided by NHS?

23/23 - Multiple choice - choose many - required



This plan aims to outline the intent of community palliative and end of life care across Forth Valley, do you think anything is missing? If so, what is it?

Respondents have highlighted several areas for improvement in the palliative and end of life care plan for Falkirk. A recurring theme is the need for treating patients with dignity, recognizing them as individuals rather than as a burden. There is a call for better communication with relatives about what to expect regarding end of life care.

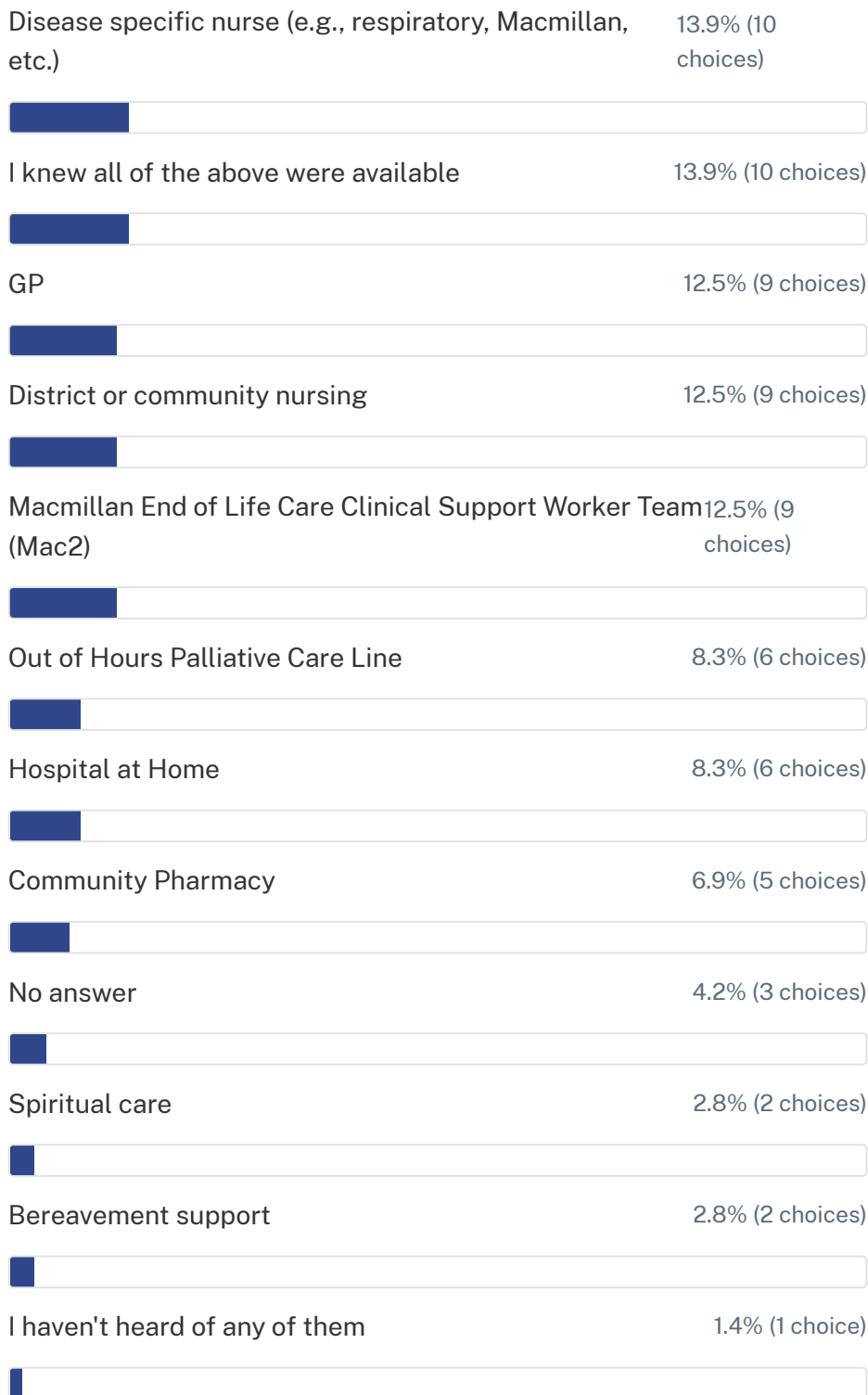
Accessibility to care services is a concern, with suggestions for care to be available at the right time, place, and tailored to the individual. Respondents are asking for clear pathways to support, noting that individuals are staying at home longer and require more assistance.

The availability of services around the clock is mentioned, with a desire for 24/7 access to palliative and end of life care services and a streamlined way for the public to enter these services.

Additionally, there is a need for clarity on what services constitute palliative care in the community, from GPs and primary care to hospice at home and other hospice services, including self-referral options and access to multi-disciplinary professionals.

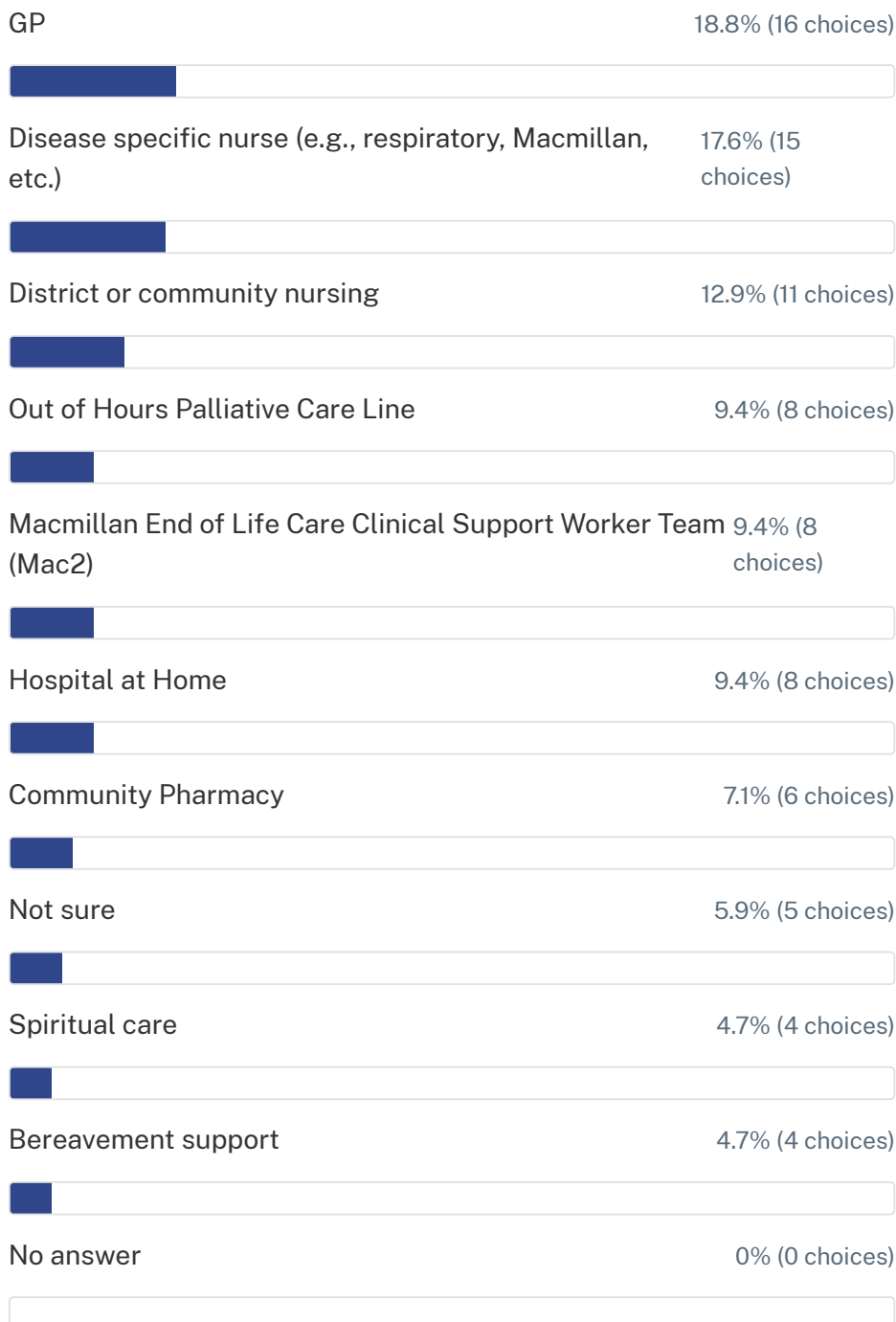
Have you heard of any of these NHS services being available to people with palliative conditions or at the end of their life?

20/23 - Multiple choice - choose many - required



The following NHS services and supports are available for people with palliative conditions and their carers. Have you or someone you know accessed any of these services?

23/23 - Multiple choice - choose many - required



Please tell us more about the support you or a loved one received from the NHS.

Respondents have shared varied experiences with NHS support for palliative and end of life care. Some highlighted the dedication of staff and nurses in providing comfort, while others mentioned the effective collaboration between services and family during at-home end of life care, though noting a need for more resources. There were also mentions of support received in both hospital and hospice settings, as well as community support for individuals living with cancer. However, not all responses provided specific details on the care received.

Which of the following conditions or groups of people do you think can access palliative and end of life care services provided by social care?

23/23 - Multiple choice - choose many - required

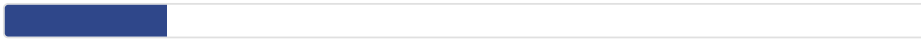
All of the above 25.5% (13 choices)



Cancer 21.6% (11 choices)



Organ failure (heart, liver, kidney, COPD etc.) 17.6% (9 choices)



Neurological or stroke 13.7% (7 choices)



Dementia 11.8% (6 choices)



Drugs and/or alcohol 5.9% (3 choices)



Carers 3.9% (2 choices)



No answer 0% (0 choices)



Have you heard of any of these social care services being available to people with palliative conditions or at the end of their life?

23/23 - Multiple choice - choose many - required

Care at home 23.2% (13 choices)



Care home 21.4% (12 choices)



I knew all of the above were available 19.6% (11 choices)



Signposting (directing you to another organisation who can help or give advice) 14.3% (8 choices)



Respite or short break 10.7% (6 choices)



Day care service 8.9% (5 choices)



I haven't heard of any of them 1.8% (1 choice)



No answer 0% (0 choices)



The following social care services and supports are available for people with palliative conditions and their carers. Have you or someone you know accessed any of these services?

20/23 - Multiple choice - choose many - required



Please tell us more about the social care support you or a loved one received.

Respondents have expressed concerns about the adequacy and availability of social care support for palliative and end-of-life care in Falkirk. One respondent mentioned that their mother was discharged from the hospital prematurely, leading to a subsequent fall and a feeling of being forgotten once out of the hospital setting. Another highlighted the need for more day care support services for family members, indicating a gap in resources. There was also a mention of not receiving any social care support at all. The responses suggest a trend of dissatisfaction with the current level of support and a desire for more comprehensive care options.

Which of the following conditions or groups of people do you think can access palliative and end of life care services provided by the third sector?

23/23 - Multiple choice - choose many - required

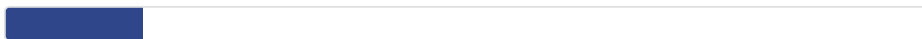
All of the above 27.7% (13 choices)



Cancer 25.5% (12 choices)



Organ failure (heart, liver, kidney, COPD etc.) 14.9% (7 choices)



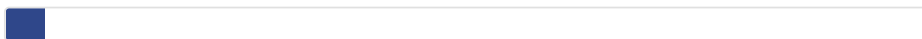
Dementia 12.8% (6 choices)



Neurological or stroke 10.6% (5 choices)



Drugs and/or alcohol 4.3% (2 choices)



Carers 4.3% (2 choices)



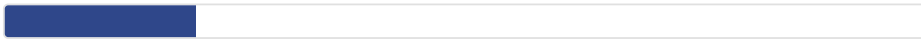
No answer 0% (0 choices)



Have you heard of any of these third sector services being available to people with palliative conditions or at the end of their life?

20/23 - Multiple choice - choose many - required

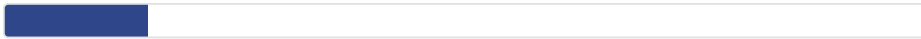
Strathcarron Hospice at Home 20.7% (12 choices)



I knew all of the above were available 19% (11 choices)



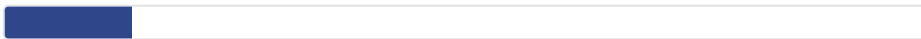
Strathcarron Health Care Professionals 15.5% (9 choices)



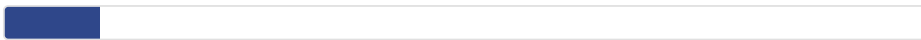
Marie Curie Overnight Service 15.5% (9 choices)



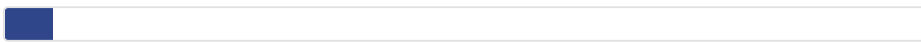
Charity specific to the condition (e.g., Maggie's, Chest Heart & Stroke Scotland) 13.8% (8 choices)



Bereavement support 10.3% (6 choices)



No answer 5.2% (3 choices)

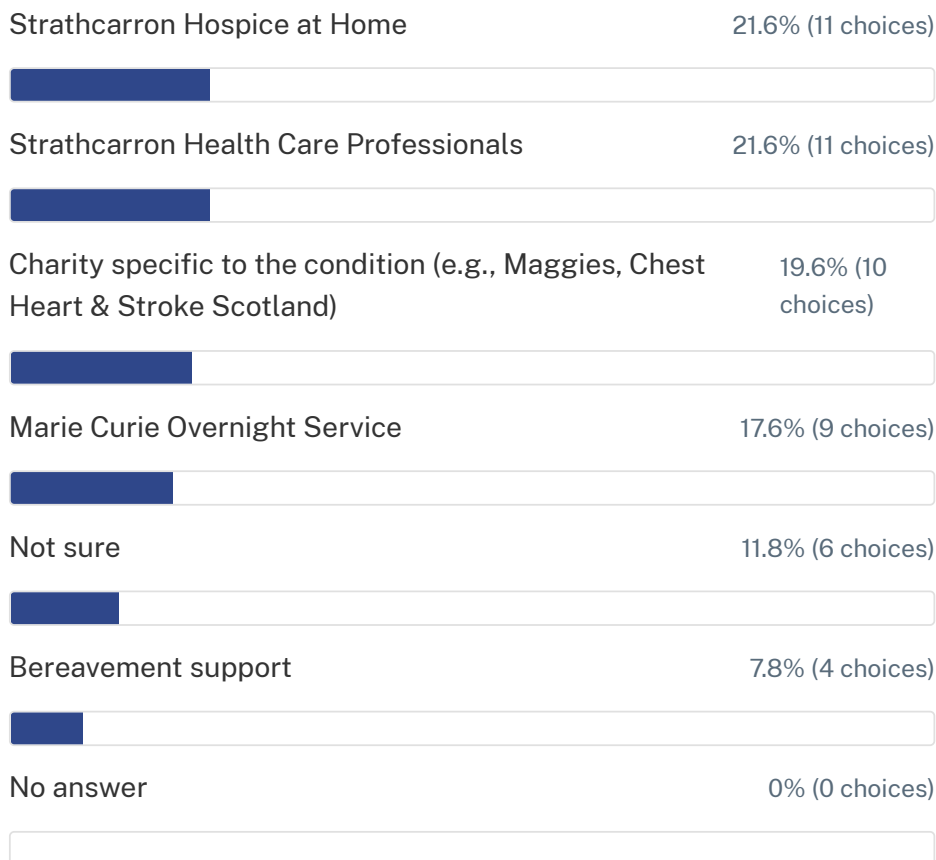


I haven't heard of any of them 0% (0 choices)



The following third sector services and supports are available for people with palliative conditions and their carers. Have you or someone you know accessed any of these services?

23/23 - Multiple choice - choose many - required

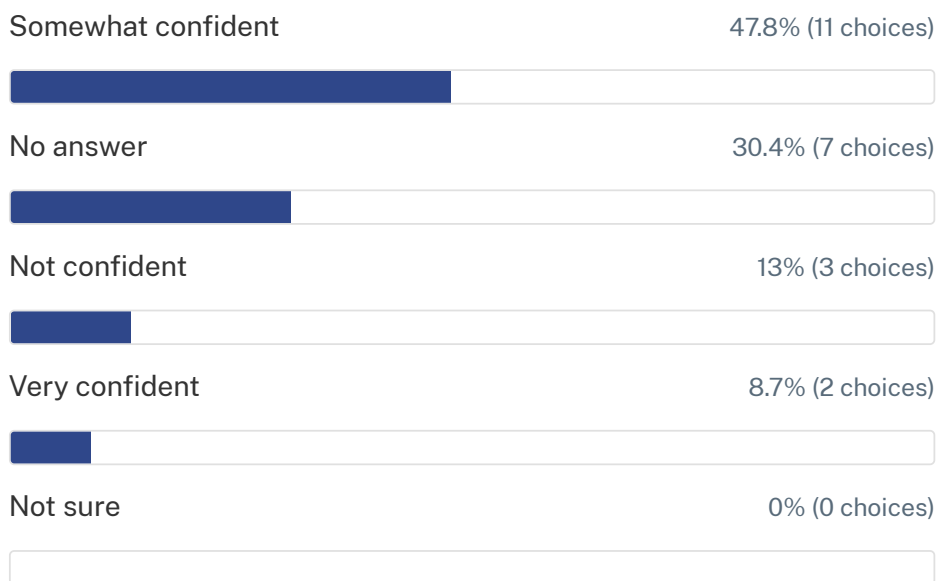


Please tell us more about the support you or a loved one received from a third sector organisation.

Respondents have highlighted the valuable support received from third sector organisations for palliative and end of life care in Falkirk. Charities were mentioned for providing practical support and Strathcarron Hospice was specifically named for offering flexible at-home support, symptom management, care planning, and bereavement support. Additionally, Maggie's Centre in Forth Valley was noted for its support. One respondent emphasized the need for a 24/7 approach to these services while another praised the comprehensive assistance that allowed a neighbour to remain at home until the end of life. The responses suggest a general appreciation for the third sector's role in providing end of life care, with a focus on the need for continuous availability and the positive impact of coordinated care.

Please answer this question if you currently work in a health or social care service. Are you confident about how and where you can access information on all the services referenced within this survey, for people who require palliative and end of life care?

16/23 - Multiple choice - choose many - optional

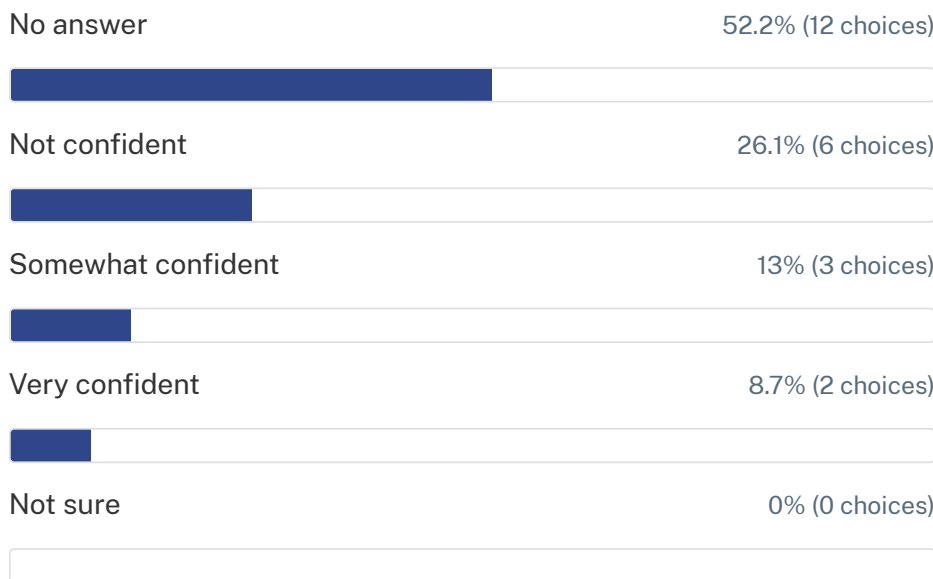


Do you have any comments on accessing information as a professional?

Respondents have highlighted challenges in accessing information as professionals in the context of palliative and end of life care in Falkirk. A recurring theme is the difficulty in finding the right information for individual needs with a lack of clear guidance and pathways to access information on services. There is a call for a centralized online information point where all local palliative services and access methods are listed with some suggesting a single webpage with directions and contact details. The accessibility of information is also an issue, as professionals need to know specifically what to ask for. Additionally, there is a desire for access to patient electronic records to improve communication, especially with district nursing teams who are often out on visits and difficult to reach.

Please answer this question if you are a member of the public. Are you confident about how and where you can access information on the palliative and end of life services referenced within this survey?

11/23 - Multiple choice - choose many - optional



Do you have any comments on accessing information as a member of the public?

Respondents have expressed concerns about the difficulty in accessing information regarding palliative and end of life care. A recurring theme is the challenge of getting clear and consistent information, with one respondent noting the frustration of dealing with different doctors and not knowing what questions to ask. Another respondent highlighted a lack of awareness among the public about the support available and a misconception that palliative or hospice care is only associated with the very end of life. The sentiment that accessing information is not straightforward was also mentioned. However, specific details or additional comments from other respondents are not provided, indicating that these issues might be among the most significant concerns for those who did provide feedback.

Please let us know if you have any comments regarding palliative and end of life care in general, or on the draft Strategic Commissioning Plan.

Respondents have expressed concerns and suggestions regarding palliative and end of life care in Falkirk. One respondent believes it is unfair for individuals to pay for care after contributing to National Insurance and taxes throughout their lives, highlighting the financial burden during a vulnerable time. The need for more choice in end of life options, including assisted dying, was mentioned. Another key point raised is the necessity for end of life care services to be accessible earlier in a patient's journey to avoid overwhelming families during crises. The positive review of care provision for palliative patients in Falkirk was acknowledged, with an emphasis on the increasing complexity of patient situations at home. Collaboration between NHS services and the third sector is seen as crucial for delivering high-quality care. These responses indicate a desire for improvements in financial aspects, choice, early access to services, and collaborative care provision.