

Caithness Rural Peoples Panel Survey No. 3 – Health and Wellbeing

RESULTS

502 forms were filled out either online or on paper, through the mail or in person.

1. Health and Health Care Services in Your Community

1. What do you feel is the single most important health issue for people in Caithness?

Issue	Paper	Online	Total	%
Access To Services & Specialists In Caithness	60	73	133	26.5%
Dentists (Lack Of)	50.5	46	96.5	19.2%
Travel To Treatments & Services	12.5	42	54.5	10.9%
Alcohol Abuse	11.5	3	14.5	2.9%
Appointment Waiting Times	8.5	7	15.5	3.1%
General Practitioners (Quality Of)	8.5	9	17.5	3.5%
Mental Health	8.5	3	11.5	2.3%
Maternity Services	8	9	17	3.4%
Access To Emergency Medical Services	6.5	12	18.5	3.7%
Cancer	5.5	5	10.5	2.1%
Paediatrics	4.5	9	13.5	2.7%
Obesity / Healthy Eating	4.5	2	6.5	1.3%
Access To Exercise	4.5	4	8.5	1.7%
Drug Abuse	2.5	0	2.5	0.5%
Environmental Health (Local)	2	0	2	0.4%
Provision For The Elderly	1.5	1	2.5	0.5%
Heart Disease	1.5	0	1.5	0.3%
Cleanliness Of Hospitals	1	0	1	0.2%
Provision For The Disabled	1	0	1	0.2%
Childcare Provision	1	0	1	0.2%
Health Education	1	2	3	0.6%
Negative Image Of The NHS	0	1	1	0.2%
Invalid Or No Response	33	36	69	13.7%
Total	238	264	502	100%

(Where more than one answer is given half a point has been awarded to the top two answers)

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2. Please tell us how important the following health issues are for the people in Caithness?

	Very Important	Quite Important	Not Important	Don't Know/ Unsure
Transport Of Health Related Services	304	153	21	24
Location Of Health Related Services	382	102	2	16
Opening Times Of Health Related Services	277	196	10	19
Dentistry	411	73	4	14
Mental Health Services For Children And Young People (Including Depression And Anxiety)	256	187	16	43
Mental Health Services For Adults And Older People (Including Depression And Anxiety)	272	182	10	38
Alcohol Misuse	232	209	30	31
Drug Misuse	226	207	31	38
Smoking	157	248	61	36
Eating Habits	167	252	45	38
Lack Of Physical Activity	197	221	49	35

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3. If you wish to give more detail on any of these answers please do so below:

	Forms	Online	Total
Inadequate Transport To Health Related Services Pan Highland	10	9	19
Location Of Health Related Services (Loss Of Services Within Caithness)	6	8	14
Extended Opening Times Of Health Related Services And Out Of Hours Support.	1	2	3
Lack Of NHS Dentistry And Expense Of Alternative	18	20	38
Mental Health Services For The Young (Including Depression And Anxiety)	3	1	4
Mental Health Services For Adults & The Elderly (Including Depression And Anxiety)	4	3	7
Alcohol Misuse	6	3	9
Drug Misuse	5	1	6
Smoking Cessation Clinics	3	0	3
Support And Education On Changing Of Eating Habits	1	5	6
Lack Of Accessible And Inexpensive Physical Activity Opportunities	6	9	15
Quality Of GPs / Medical Staff / Services	2	2	4
Domestic Abuse	0	1	1
Health Education	1	5	6
Facilities For Teenagers (E.G. Youth Clubs)	1	1	2
Lack And Uncertain Future Of Maternity And Gynaecological Services	1	0	1
Paediatrics	1	0	1
Support For The Elderly	2	0	2
Lack Of Hospital Resources & Services Within Reach.	4	0	4

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4. In addition to those mentioned in question 2 above, are there other issues that you feel are very important for the people in Caithness?

	Forms	Online	Total
Transport To Health Related Services	8	8	16
Location Of Health Related Services	17	18	35
Opening Times Of Health Related Services	4	4	8
Dentistry	9	9	18
Mental Health Services For The Young (Including Depression And Anxiety)	2	1	3
Mental Health Services For Adults & The Elderly (Including Depression And Anxiety)	4	1	5
Alcohol Misuse	0	0	0
Drug Misuse	1	0	1
Smoking	0	0	0
Eating Habits	1	1	2
Lack Of Physical Activity	3	1	4
Quality Of GPs / Medical Staff / Services	1	23	24
Maternity / Gynaecological Services	10	12	22
Facilities For Teenagers (E.g. Youth Clubs)	0	1	1
Access To Emergency Medical Services	7	4	11
Paediatrics	8	4	12
Provision For The ELDERLY	4	9	13
Hospital Acquired Infections	0	1	1
Respite Facilities (E.g.: Physically Disabled)	3	2	5
Hosp. Appointments. / Waiting List Times	4	6	10
Health Education	2	3	5
Domestic Abuse	0	0	0
Cost Of Healthcare	0	1	1
Lack Of Hospital Resources & Services	15	0	15
Total:	135	155	290

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2. About Your Experiences of Health Care Services in Caithness

5. Are there any issues about health care services for you as a Caithness resident you wish to highlight?

	Forms	Online	Total
Transport To Health Related Services	20	14	34
Location Of Health Related Services	22	13	35
Opening Times Of Health Related Services	4	5	9
Dentistry	53	42	95
Mental Health Services For The Young (Including Depression And Anxiety)	1	1.5	2.5
Mental Health Services For Adults & The Elderly (Including Depression And Anxiety)	1	1.5	2.5
Alcohol Misuse	1	1	2
Drug Misuse	1	0	1
Smoking	0	1	1
Eating Habits	0	1	1
Lack Of Physical Activity	1	0	1
Quality Of GPs / Medical Staff / Services	15	23	38
Maternity Services	4	3	7
Facilities For Teenagers (E.g. Youth Clubs)	0	0	0
Access To Emergency Medical Services	4	5	9
Paediatrics	8	8	16
Provision For The ELDERLY	4	2	6
Hospital Acquired Infections	1	0	1
Facilities For Physically Disabled	1	1	2
Hospital Appointments. / Waiting List Times	11	11	22
Health Education	0	0	0
Domestic Abuse	0	0	0
Medical Resources Not Used To Full Potential	2	4	6
Positive Response to Current Service	6	4	10
Invalid Or No Response	78	124	202

(Where more than one answer is given half a point has been awarded to the top two answers)

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6. Are there any issues about health care services in your local community council area you wish to highlight?

	Forms	Online	Total
Transport To Health Related Services	2	2	4
Location Of Health Related Services	2	1	3
Opening Times Of Health Related Services	4	7	11
Dentistry	17	14	31
Mental Health Services For The Young (Including Depression And Anxiety)	2	1	3
Mental Health Services For Adults & The Elderly (Including Depression And Anxiety)	3	0	3
Alcohol Misuse	0	1	1
Lack Of Physical Activity	2	1	3
Quality Of GPs / Medical Staff And Health Services	7	13	20
Maternity Services	1	1	2
Facilities For Teenagers (E.G. Youth Clubs)	0	0	0
Access To Emergency Medical Services	5	5	10
Paediatrics	2	2	4
Provision For The Elderly	1	0	1
Hospital Appointments. / Waiting List Times	1	2	3
Community /District Nurse	2	0	2
Lack Of Hospital Resources & Services	1	0	1
Positive Response	0	3	3
Invalid Or No Response (= 16 Online)	186	211	397
Totals:	238	264	502

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7. Thinking about all of the Health Services you and your family use, what do you feel is working well?

	Forms	Online	Total
Range Of Services	1	14	15
GP / Local Medical Centre	78	70	148
GP Appointments	8	4	12
Dentistry (Private & NHS)	4	4	8
Local Hospital	13	7	20
Mental Health Services	1	1	2
Specialist Clinics / Services	6	12	18
Community Nurses / Health Visitors	8	3	11
Free Prescriptions For Over The Counter Medicines For Children	0	1	1
Hospital Staff - Quality Of Service	4	5	9
Maternity Services	3	5	8
Access To Emergency Medical Services	6	2	8
Paediatrics	0	1	1
Provision For The ELDERLY	0	1	1
Hospital Appointments / Waiting List Times	1	1	2
Macmillan Nurses	1	0	1
Satisfied With Whole Service	8	0	8
Nothing	2	9	11
Invalid Or No Response	94	124	218
Totals:	238	264	502

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8. Thinking about all the health services you and/or your family use, what do you feel could be improved?

	Forms	Online	Total
Transport To Health Related Services To Inverness And Around The County	3	3	6
Problems With GP Services And Local Medical Centre	10	4	14
Opening Times And Lack Of Out Of Hours Services	15	22	37
Lack Of NHS Dentists And Cost Of Alternatives	56	40	96
Local Hospital	1	3	4
Lack Of Mental Health Services	9	0	9
Need To Expand Range Of Local Services	14	6	20
Range Of Services Out With Caithness	0	13	13
Smoking Cessation Clinics	0	1	1
Guidance And Support In The Changing Of Eating Habits	0	1	1
A Need For Specialist Clinics / Services	13	11	24
Staff - Quality Of Service	3	3	6
Lack And Uncertain Future Of Maternity Services	0	2	2
Care For The Elderly	3	5	8
Access To Emergency Medical Services (Incl. A&E, NHS 24 And Ambulances)	4	1	5
A Need For Paediatrics Resources Within Caithness	4	7	11
Health Education	2	1	3
Medical Resources Not Used To Full Potential	0	1	1
Hospital Appointments / Waiting List Times	14	9	23
Disabled Access	1	0	1
Hospital Cleanliness	1	0	1
Nothing	6	5	11
Invalid Or No Response	79	127	206

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9. Do you know what the Community Health Partnership?

YES	124	
NO		301
NO REPLY	77	

10. Do you want to influence health services locally?

YES		295
NO	103	
NO REPLY	104	

11. Which of the following health care services have you (or another member of your house hold) used in the past 12 months?

Ambulance Service	95	Hospital in - patient services (in Caithness)	117
Your Local Doctor (GP)	430	Hospital out-patient services (in Caithness)	248
Community Nurse (e.g. district nurse, health visitor, school nurse)	169	NHS Services outside of Caithness (e.g. Raigmore Hospital)	192
Other Health Professional (e.g. speech & language therapist, physiotherapist, dietician, occupational therapist, clinical psychologist)	152	Maternity Services	22
Dentist or Orthodontist	284	Other Health Care Service	63

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12. If you ticked “other health care service”, please give details below:

	Other Health Care Services:	Forms	Online	Total
1	NHS 24	1	5	6
2	Hearing / Audiologist	3	6	9
3	Smoking	1	1	2
4	Breast Screening Service came to Wick	0	1	1
5	Chiropody / podiatrist	6	2	8
6	Macmillan Nurses	2	2	4
7	Dermatologist	0	1	1
8	Day care centre (Crossroads)	0	1	1
9	Ophthalmist / Optician	1	4	5
10	alternative therapy	1	3	4
11	Specialist nurse (e.g.: asthma, diabetes)	2	1	3
12	Dounreay annual health check	0	1	1
13	Osteopath	3	1	4
14	Physiotherapist	3	0	3
15	Speech Therapist	1	0	1
16	Dietician	1	0	1
17	Mental Health Services	1	2	3
18	Occupational Health	1	0	1
19	Family Planning	1	0	1
20	The Haven	1	0	1
21	invalid or no response (= 13 online)	209	234	443
	skipped questions (= 221 online)			
	Total:	238	265	503

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13. Did you have difficulties using any of the services

YES	154	
NO		281
NO REPLY	63	

14. If you answered "yes" to question 13, please explain:

	Forms	Online	Total
Explain difficulties:			
Travel: distance & inappropriate appointment times	1	14	15
Travel: distance & cost	11	3	14
Travel: elderly / disabled / child / patient in pain	1	7	8
No Disabled Access to Caithness General Hospital?	0	1	1
Service/treatment not available in Caithness	4	2	6
Long waiting lists: appointments / treatment / surgery	6	6	12
Service/treatment - inadequate	2	14	16
Lack of cover / out of hours service	1	2	3
GPs restrictive opening times / unsuitable for workers	6	5	11
NHS Dentist - long waiting lists / emergencies only	21	22	43
Dentist: travel to/cost of private treatment	0	3	3
NHS 24 - unsatisfactory staff / poor service	2	4	6
More than one service referred to	0	10	10
Mental Health	0	0	0
Late/no cancellation of appointments (Inverness)	3	0	3
Ambulance & emergency service	2	0	2
invalid or no response	178	171	349
	238	264	502

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15. Do you have any good experiences using the services listed in Q11+12 that you would like to share?

	Good experiences:	Forms	Online	Total
1	Local hospital staff: caring & helpful	35	8	43
2	Local hospital: very good / efficient service	24	13	37
3	NHS hospital outside Caithness - successful treatment	18	2	20
4	Local Clinic / Service: very good	3	11	14
5	Breast Screening Clinic: very good facilities / helpful staff	0	3	3
6	Maternity services - excellent	4	3	7
7	Other Health Professional: service very good	5	4	9
8	Ambulance service: efficient, caring & professional	7	9	16
9	GP / local medical centre staff - caring / excellent service	42	33	75
10	Community Nurses - very helpful	8	3	11
11	NHS Dentist - good service	11	3	14
12	NHS 24 - efficient & helpful	0	2	2
13	Private healthcare / dentist - very good	2	5	7
14	Various Services / Staff	11	8	19
15	Macmillan Nurse	1	0	1
16	None	5	8	13
17	invalid or no response (online = 7)	62	150	212
		238	265	503

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16. If you suffer, or have suffered, ill-health could you please describe any consequences that have had a significant impact on your life.

	Forms	Online	Total
Travel: distance & cost	6	1	7
Travel: elderly / disabled / child / patient in pain	0	5	5
Cancer treatment at local hospital	0	1	1
Repeat prescriptions ordered online	0	1	1
Disability - unable to work / reduced mobility	14	5	19
Life saving care / treatment	2	3	5
Care/treatment provided better quality of life	2	4	6
No treatment / delayed treatment causing poor quality of life	3	5	8
Poor diagnosis / treatment	3	5	8
Lack of support for carers / families	0	3	3
Mental health issues	9	3	12
Treatment provided outside Caithness	0	2	2
Help from Crossroads Charity (change to bungalow)	0	1	1
Adjustment to lifestyle (e.g. reducing stress/change of diet)	2	2	4
Provision for the elderly	0	1	1
Forced to go private	1	0	1
Care Home after Stroke	1	0	1
invalid or no response	195	222	417
	238	264	502

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17. In relation to your health, do you feel you have ever been discriminated against because of any of the following:

	Yes	No	No Response	Total
Age	29	382	91	502
Disability	18	304	180	502
Ethnicity	7	338	157	502
Faith	4	349	149	502
Gender	8	378	116	502
Sexual Orientation	3	337	162	502
Total	69	2088	855	3012

18. If you answered “yes” to any of the above please provide Details:

	Forms	Online	Total
Doctors being condescending to young and old, with attitudes affecting treatment	9	8	17
Disability	2	5	7
Gender (Female)	0	1	1
Obesity (Condescension and treatment choice)	3	1	4
Anti English discrimination	2	0	2
invalid or no response	222	249	471
	238	264	502

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19. Smoking

	Yes	No	No Response	Total
Do you Smoke (cigarettes, cigars, pipe)?	67	372	63	502
If you do smoke, are you aware of local services to help people stop smoking?	60	25	417	502
If you do smoke, do you want to or have you tried to smoke	47	19	436	502
Total	174	416	936	1526

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3. About You

20. Do you drink Alcohol?

Yes	325	
No	121	
No Reply	56	

Question 21 How many units do you drink a week?

Occasionally	Up to 5	Up to 10	Up to 15	Up to 20	More than 20	N/A & NR	Total
12	143	50	42	23	21	211	502

Question

22.1

What is the recommended maximum units per week for a man?

Up to 5	Up to 10	Up to 15	Up to 20	More than 20	N/A & NR	Total
19	70	68	59	81	205	502

Question

22.2

What is the recommended maximum units per week for a woman?

Up to 5	Up to 10	Up to 15	Up to 20	More than 20	N/A & NR	Total
63	124	159	100	7	49	502

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Question 23. How many portions of fruit & vegetables do you eat each day?

0	1	2	3	4	5	6	7	8	9	10	10+	No/invalid response.	Total
1	16	37	78	74	127	33	16	9	2	4	2	103	502

Question 24. How many portions of fruit & vegetables do you think you require a day to stay healthy?

0	1	2	3	4	5	6	7	8	9	10	10+	No/invalid response.	Total
0	4	3	12	6	367	7	4	3	1	2	0	93	502

Question 25. What might prevent you from eating fruit & vegetables?

Don't like eating them	39
Don't know what's available	3
Not enough variety available	53
Too expensive	122
Quality available not good enough	89
Difficulty getting to shops	36
Don't have time to prepare	39
Don't know how to prepare	8
Not able to prepare because of a disability	6
Nothing would prevent me / no excuses	22
Medical issues	2
Not brought up to eat fruit	1
Not packaged for those living on own	3
No response	236
Total (more than 1 reason per person)	659

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26. How many days a week do you undertake exercise or physical activity that adds up to at least 30 minutes a day?

0	1	2	3	4	5	6	7	No/invalid response.	Total
15	35	52	78	36	53	21	102	110	502

Question 27

If you are experiencing any barriers to undertaking regular physical activity, please indicate any that apply to you

I don't like physical activity	20
I don't know what's available	17
Not a wide enough range of opportunities available locally	69
Too expensive	29
The quality of opportunities is not good enough	29
The location of opportunities is unsuitable for me	36
I don't have enough time	104
I don't know what I could do	10
I am unable to because of a disability	34
Unsuitable opening times	3
No response	289
Total (more than 1 reason per person)	640

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Question 28. Do you have enough information on how to keep healthy?

YES	NO	No Reply	Total
412	32	58	502

Question 29. If you answered 'no' to Q28, what would you like to have more information about?

Diabetes	1
Diet	3
Diet & Exercise	7
Exercise	6
Healthy Lifestyle	1
Subsidised Gym Membership	1
Quality of life for the Elderly	2
Breast Checks / Cancer	1
Stress	1
Mental Health	1
Specific Ailments	1
Invalid Response	4
No reply / skipped Questions	473
Total	502

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Q30	0	1	2	3	4	5	No Reply	Totals
How many ADULTS in your household	0	72	293	39	15	2	81	502
How many CHILDREN in your household	167	53	67	25	4	1	185	502

3. Monitoring Information

Q31. Your Age

<16	16-25	26-45	46-64	65-74	75+	Blank
0	12	175	176	55	25	59

Question 32. Do you have a disability?

YES	NO	N/A & NR	Total
77	346	79	502

Question 33. What is your ethnic group?

White British	378
Other white	10
Mixed race	1
Asian British	0
Indian	0
Pakistani	1
Bangladeshi	0
Chinese	1
Other Asian	0
Black British	0
Black Caribbean	1
Black African	0
Other black background	0
Other ethnic background not listed	1
No reply / skipped Questions	109
Total	502

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Q 34. What is your faith?

Christian	
Christian	64
Church of Scotland	49
Church of England	12
Catholic	10
Non Sectarian	1
Presbyterian	4
Protestant	21
Atheist	5
Agnostic	10
Buddhist	1
Humanist	3
Jedi	1
Non practising Christian	4
Naturist	1
Spiritualist	3
Pagan	1
Other	2
None	32
No reply / skipped Questions	278
Total	502

Q 35. What is your gender?

Female	Male	No reply	Total
276	156	70	502

Q 36. What is your sexual orientation?

Bisexual	11
Gay	0
Heterosexual	327
Lesbian	1
Transgender	1
No reply / skipped Questions	162
Total	502

Q 37. What is your household income per week after tax & NI?

Less than £50	11
£50-£100	14
£100.01 - £140	18
£140.01 - £200	29
£200.01 - £300	52
£300.01 - £400	43
£400.01 - £500	44
Over £500	95
No reply / skipped Questions	196
Total	502

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Q 38. Please can you inform us if you are unemployed and not in further education, and have been so for more than a year (aged between 16 and 65)

YES	NO	No Reply	Total
47	240	215	502

Q 39. Please can you inform us how difficult (for whatever reason), you find reading and writing?

Very difficult	3
Difficult	12
Not difficult	331
No reply / skipped Questions	156
Total	502

Q 40. Please inform us in which community council area you live

Bower	2
Castletown	14
Dunbeath & Berriedale	18
Dunnet & Canisbay	22
Halkirk	18
Latheron, Lybster & Clyth	37
Royal Burgh of Wick	108
Sinclair's Bay	12
Tannach & District	14
Thurso	17
West of Caithness (Reay, Forss, etc)	115
Not sure	12
No reply / skipped Questions	113
Total	502

