Citizens' Panel
on health & social care

Public views on public engagement in health and social care,
COVID-19 vaccination programme inclusion, and
COVID Status Certification
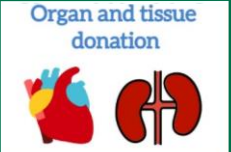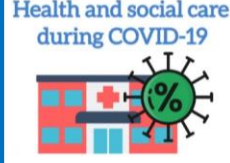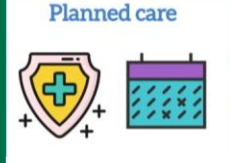
05 October 2022

Citizens' Panel | Background and Context

- Established in 2016 to gather a 'public view' on topics
- Demographics representative at national level – including sex, age, deprivation
- Approx. 953 members from all 32 local areas across Scotland – requires refresh from time to time
- Feedback via electronic survey, postal survey, and telephone
- Data accurate to +/- 5.0% at overall panel level
- Response rate typically over 50%

Past topics & impact

Topics have helped inform…

- Pharmaceutical Care Strategy for Scotland
- Health Literacy Action Plan
- Oral Health Plan consultation
- A Connected Scotland – social isolation strategy
- CMO's Realistic Medicine Programme
- Digital Health and Care Strategy
- Scottish Ambulance Service future strategy
- Baseline report for the Human Tissue (Authorisation) (Scotland) Act 2019
- Influenced the work of the Excellence in Care Programmes – Person Centred and Professionalism working Groups
- Re-mobilise, Recover, Re-design: the framework for NHS Scotland

The Citizens' Panel process – how it works in practice

- Two surveys a year
- Close collaboration with Scottish Government
- Topic generation from policy leads – single or multiple topics
- Iterative development of question set
- User testing with public
- Research contractor – Research Resource
- Reporting includes recommendations with policy lead input
- Dissemination
- Feedback to panel members
- Impact

Citizens' Panel 9

Fieldwork January - April 2022

Report published July 2022

- Public Engagement in health & social care service design and change

- COVID-19 vaccination programme inclusion

- COVID Status Certification

507 responses by post, email, or telephone

- 53% response rate

Awareness of the right to get involved

Are you aware that people across Scotland have the right to get involved in the design and delivery of new health or social care services, and to comment on changes to existing services, beyond giving us feedback through the Citizens' Panel?

Not sure 15%

Yes 23%

No 62%
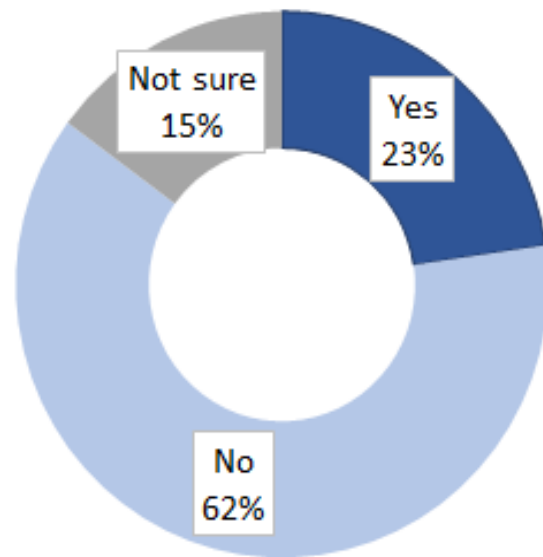
Weighted base: n=494

Involvement in service design or change

Over the last three years or so, have you been asked to give feedback or opinion on the service design or change in local health or social care?

Not sure
6%

Yes
11%

No
83%
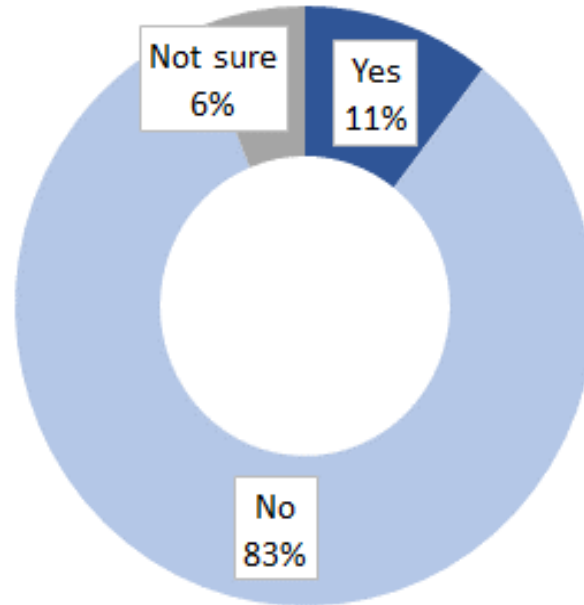
Weighted base: n=495

Experience of engagement

How would you rate your experience in this engagement?

Very Positive	Positive	Neither positive nor negative	Negative	Very negative	I'm not sure
9%	36%	34%	7%	12%	2%
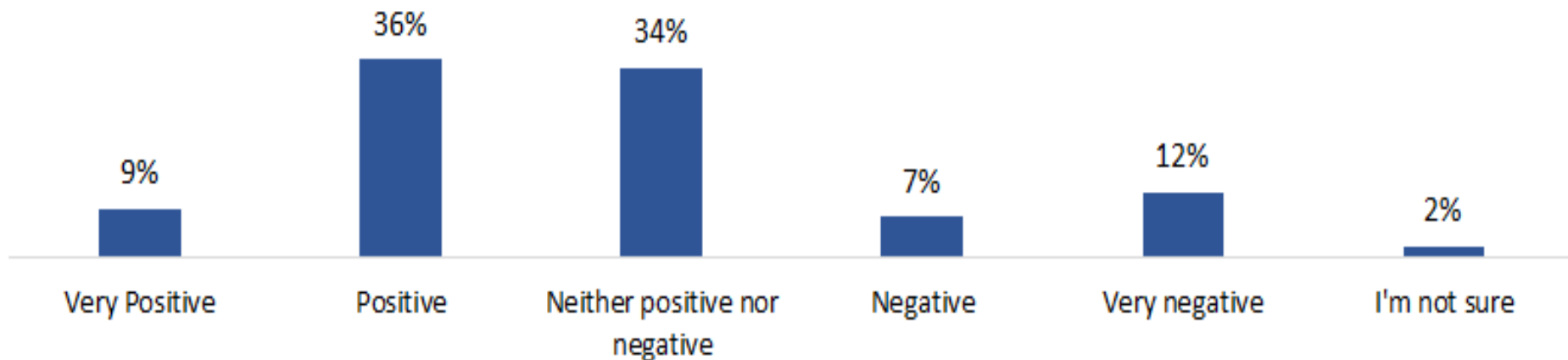
Weighted base: involved in consultation, n=50

What matters most about being involved?

What would matter to you most about being involved in the design of new health or social care services or changing existing services? Please tick the 3 things that matter most to you from the list below.

Category	Percentage
Being able to improve local services	65%
Knowing that your feedback could lead to changes and inform decision-making	56%
Having a say on health and social care issues that matter to you	45%
Practicalities such as location, opening times, and transport	38%
Knowing that your views and experiences matter	28%
Knowing how you can be involved	22%
Inclusivity, e.g. ensuring you can attend meetings, plain language	19%
Receiving feedback on the impact of your contribution	14%
Other	2%

Weighted base: n=496

Recommendations

1. Incorporate the findings of the survey into the review of 'Planning with People'

2. Continue to develop existing strategies for public engagement to encourage all communities to participate in health and social care service design

3. Healthcare Improvement Scotland – Community Engagement to work collaboratively with partners to develop training opportunities for staff to increase confidence when involving people.

Public engagement in health and social care service design and change

Louise White

Senior Policy Manager | Person Centred and Participation | Healthcare Quality and Improvement Directorate | Scottish Government | Louise.White2@gov.scot

COVID-19 vaccination status

Please tell us which of the statements below best describes your COVID-19 vaccination status.
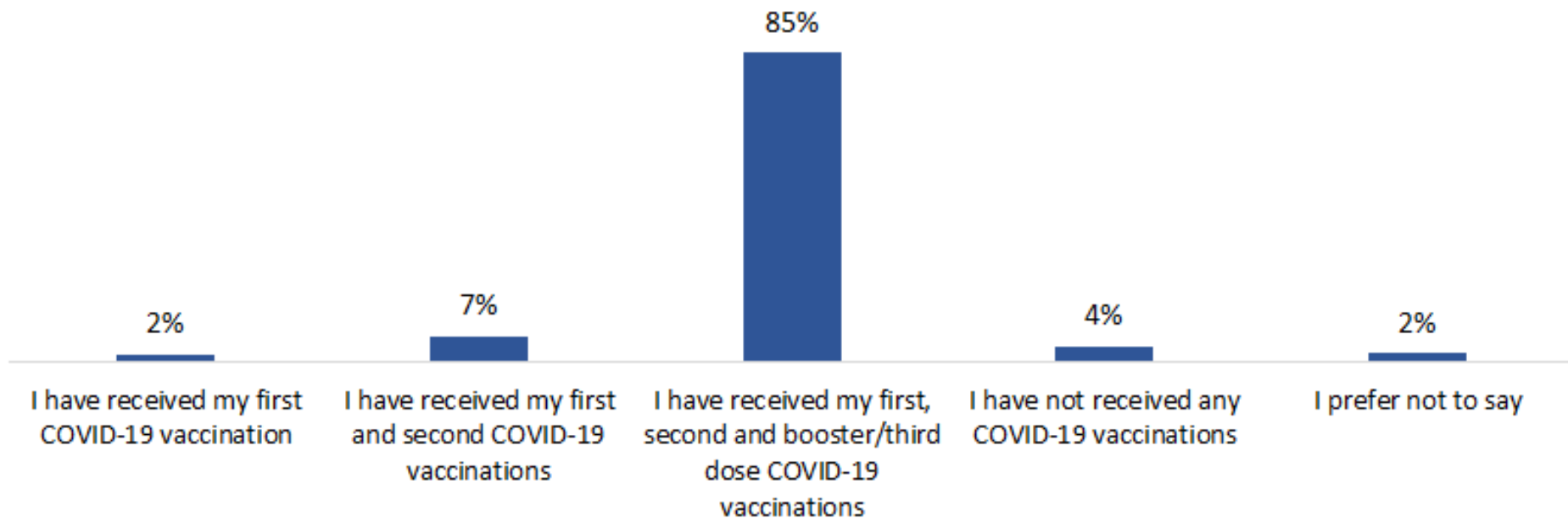
Weighted base: n=494

Finding out and deciding about COVID-19 vaccination

Most found out via blue letter in the post

- 57% for first vaccine

- 54% for second vaccine

- 4% for third vaccine/booster

Increase in use of online portal for third dose / booster

Most used formal information sources

55% advice from senior health officials

25% NHS Inform website

20% COVID-19 vaccination leaflet

Most used informal information sources

52% discussions on media, e.g. TV, radio, online news

45% discussions with family & friends

15% social media posts & discussions

COVID-19 vaccination inclusion

89% COVID-19 vaccination in Scotland is accessible

39% said nothing could be done to make it more accessible

Most accessible aspects of vaccination

Booking vaccination

85% Online booking system was easy to use

57% National Vaccination Helpline was easy to use

Getting vaccinated

94% venue accessibility features

93% information on vaccination

91% location of venue

91% getting to venue

Collection of ethnicity information

Would you be comfortable if you were asked about your ethnicity at your COVID-19 vaccination appointment or on the online booking portal?

I'm not sure 10%

No 11%

Yes 79%
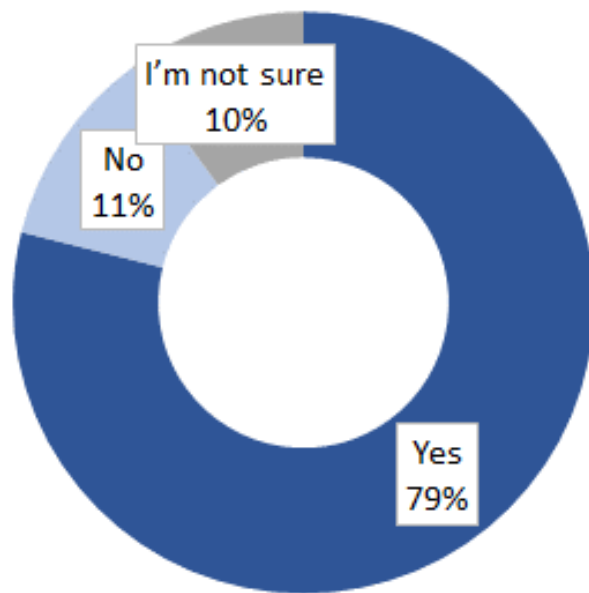
Weighted base: n=489

Recommendations

- Supporting diverse and flexible delivery processes

- Providing clear and valued public information

- Liaising with local authorities, local communities, services and third sector organisations

- Maintaining a person-centred and flexible approach

- Ensuring full accessibility of all aspects and information, including accessible route to request support

- Continuing to respond to feedback

- Continuing to collect ethnicity data at point of vaccination, and communicating benefits

- Ensuring learning around accessibility is collected, consolidated and shared to shape future policy
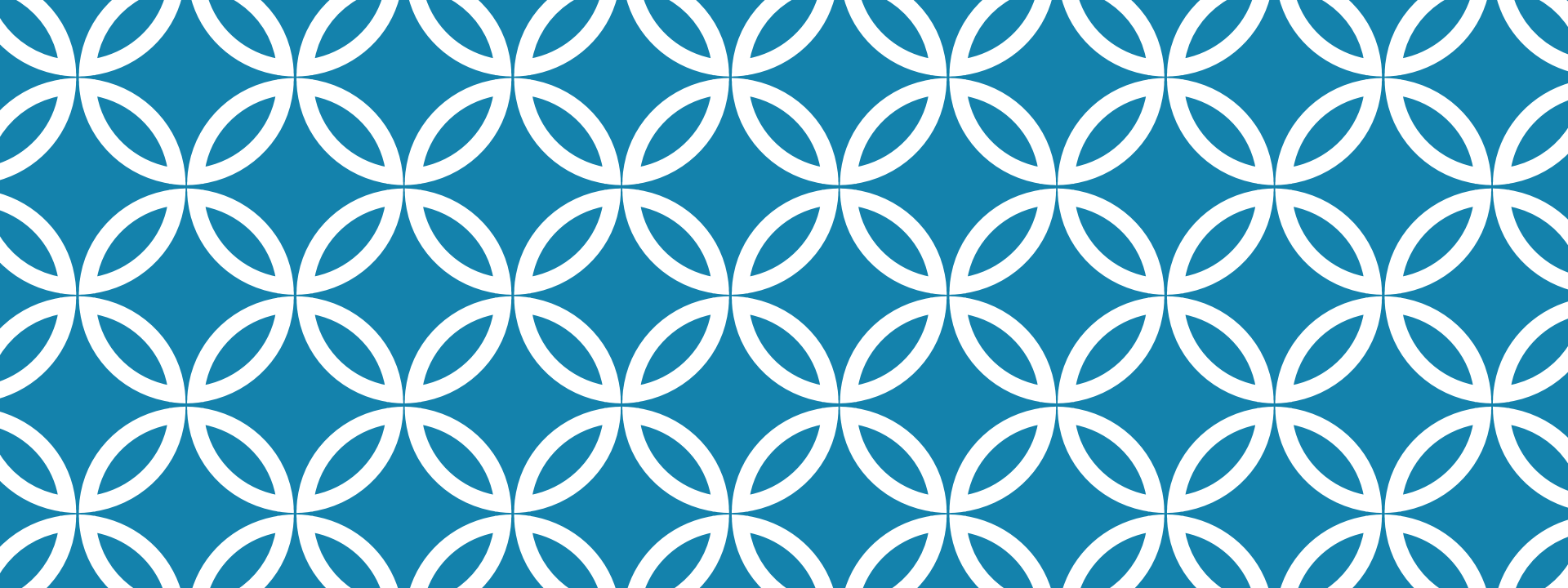
CITIZEN'S PANEL 9: VACCINE INCLUSION AND COVID STATUS CERTIFICATION

Use of the findings

Scottish Government
Riaghaltas na h-Alba
gov.scot

BACKGROUND TO INVOLVEMENT IN THE CITIZEN'S PANEL: VACCINE INCLUSION

- What is Vaccine Inclusion?

The aim of the Inclusive Vaccinations team is to ensure vaccination programmes reach every community in Scotland by encouraging uptake, removing barriers and responding to evidence of low uptake

- The Citizen's Panel offered us a chance to strengthen our evidence base, building on the feedback we get from other sources like:

- ❖ Vaccine Inclusive Steering Group
- ❖ Stakeholder engagement
- ❖ Public Health Scotland (PHS) equalities data and research
- ❖ PHS inclusion sharing sessions
- ❖ Health Board calls

BACKGROUND TO INVOLVEMENT IN THE CITIZEN'S PANEL: VACCINE INCLUSION

- We want to make sure we capture what worked well in the and what are lessons learned, that can be applied to other vaccination programmes.

- We're committed to ensuring that vaccination programmes reach everyone eligible in Scotland so understanding vaccine access is critical to informing our inclusive approach.

- These questions were formed at the height of the Autumn/Winter 2021/2022 Flu and COVID vaccine programme but they have wider applicability across other vaccine programmes, which is highly useful as we plan for future vaccinations

USE OF THE FINDINGS: VACCINES INCLUSION

Information Sources

- The findings around sources of information resonates with other research in our evidence bank showing high levels of trust for individuals such as the Chief Medical Officer and National Clinical Director.

Accessibility

- Practical experiences were very positive, which again resonated with other evidence

- We know convenience is a major determinant in vaccine uptake so having local clinics is really important and is something that is recognised in the vaccine deployment plan for the Winter programme.

- We recognise that specific groups, such as those with disabilities, may face additional barriers. This is why projects like the Ipsos Mori research is really useful to supplement the findings coming out of this Citizens' Panel.

USE OF THE FINDINGS: VACCINES INCLUSION

Ethnicity

- We started collecting ethnicity data through the vaccination programme in November 2021. At the time we had some workforce feedback that some staff felt uncomfortable asking those attending the vaccination appointments about this.

- This survey was able to give us direct evidence to share with workforce colleagues, demonstrating that the vast majority of people are comfortable being asked about their ethnicity.

- For the 11% who would not be comfortable, we now understand more about the reasons why the feel this way and the work we could do to communicate the reasons behind this collection.

Looking Ahead

- The Citizens' Panel was a really useful exercise in understanding access to the COVID-19 programme and helped consolidate our inclusive requirements

COVID Status Certification

Murray Steel | Vaccines Division, Scottish Government

Joy Vamvakaris | Social Research Analyst, Healthcare Improvement Scotland

Use and impact of COVID Status Certification

In place between 1 October 2021 - 28 February 2022

70% COVID Status Certification made places, spaces and events **safer** to visit

79% COVID Status Certification did **not influence** decision to take up the vaccine

56% **Not concerned** about using COVID Status Certification

56% Do **not think** that COVID Status Certification unfairly prevents people from doing what they want

Barriers to using COVID Status Certification

54% **nothing** would make them not use COVID Status Certification

49% **nothing** would make them not visit venues where COVID Status Certification was required

27% **no concerns** about COVID Status Certification potentially excluding people

78% inclusion of negative test results in the scheme did **not** make a difference

33% have **not** used COVID Status Certification

68% of those who have used it said it was **easy to use**

Recommendations

- Continue to use a digital-first approach and provide equal access via non-digital routes and support to users when facing challenges with technology.

- Ensure the public has up-to-date and accessible information about COVID Status Certification, including around the importance and need for it.

- Ensure strong engagement with those most likely to be affected by COVID Status Certification, prior to activating it.

- Continue to explore public experiences and views around COVID Status Certification in terms of the positive impacts, challenges and potential barriers to access.

BACKGROUND TO INVOLVEMENT IN THE CITIZEN'S PANEL: COVID STATUS CERTIFICATION

- COVID Status Certification was part of the Scottish Government's package of protective measures during the pandemic (others include, e.g. ventilation, face masks, vaccination, social distancing).

- Mandatory domestic COVID Status Certification operated between 1 October 2021 and 28 February 2022.

- The findings from this Citizens' Panel survey will help the Scottish Government to assess the impacts and efficacy of COVID Status Certification and inform future policy.

USE OF THE FINDINGS: COVID STATUS CERTIFICATION

- The report provides valuable insight into experiences of domestic, mandatory COVID Status Certification.

- The findings supported an assessment on the efficacy and impact of the policy.

- The findings will support consideration of any adaptations that could be made to the policy, should a similar scheme be considered in the future.

- Any questions on COVID Status Certification can be directed to: Danielle.Logan@gov.scot

Being a member of the Citizens' Panel
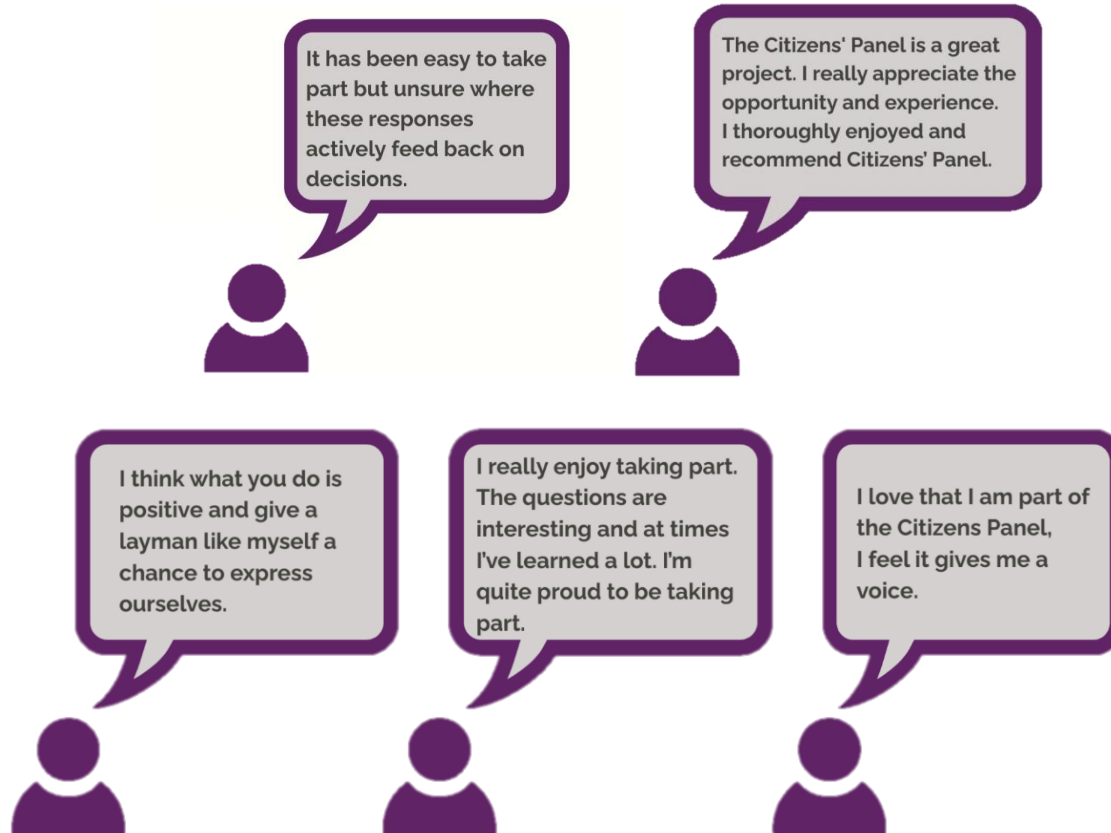
Citizens' Panel Next Steps

- Citizens' Panel 10
  - NHSScotland brand identity
  - Community Eyecare

  Reporting in November 2022

- Citizens' Panel 11
  - Digital Health and Care Strategy
  - Tobacco Action Plan
  - Vaccine inclusion

  Reporting Spring 2023