

6 June 2017, we asked: **What matters to you about health and social care services in North Ayrshire?**

These are the collated responses we received:

More activities for older people. Need more young carers employed.

Doctor Appointments: If you are only a couple of minutes late for a doctor appointment they won't see you. Yet make us wait up to an hour or more when (while sitting with my new born) I arrive on time. Once they forgot I was waiting for 6 week check + had another appointment so 2hrs later had to leave.

More communication between doctors and care staff. Avoid repeated cancellation of appointments. (Gran has waited six months to see a heart specialist - which has been cancelled twice).

To listen to the views of the individual as well as the family. I had a positive outcome following an assessment of my husband + services were put in place very quickly. I believe the views of all family were considered, + recommendations by the social worker explained. Two way communication essential + to feel we were important + not just "patients" + we worked together to devise care package. My main concern is the fact there is no named worker allocated + despite a duty system having an allocated worker offers more personal care.

I want more choice about the support I get.

I've got 5 kids and appointment times and waiting times are very important

I didn't think that I'd ever be in this place. I found it very hard to deal with I'm new thankful for the help. I think that there could be more help for children that are going through domestic violence as also with family's having to move about all the time I think children should be asked how they feel.

Enjoy the company and having someone to chat and laugh with.

Properly funded + staffed services. Efficient + effective delivery of service

The help in getting organised with anything we are not sure about and the backup we receive.

Doctors better educated about children with special needs and better health care for them

Can normally get doctor appointments quickly. Excellent working relationships between S/S and housing

I'm happy with my hospitals and pharmacists as I get what I need quickly.

We should be seen quicker at doctors.

I find the nurses are nice enough but I disagree about the blood they took out of me 7 pints in two days and it is sore on me and I want to go home sooner and get results from my family doctor.

How well they do in this town of Largs. Always a GP/nurse when you need it. I took a stroke in October 2015 and the care I received at Crosshouse Stroke Unit was outstanding.

The company is important to me, the staff are "that guid, and fun" It's important to me that I feel part of the community, we are always out and about. It's fabulous to be involved with local schools too.

The money and corruption within the NHS.

Getting out and in company. Support with medication. Lunch that I haven't cooked.



My mum has MS - feels she is forgotten about. MS Doctor stretched and can only see once in 5 years. Feels if seen earlier, would it have gotten to the stage of MS that it is.

Delaying cataracts and knee operations as quoted (allegedly) by [name removed] in the newspaper(s). People without a medical or social work degree should not be involved and working in H.S.C.P in N.A. Money and time wasted- surveys etc.

Social services need to explain their procedures to parents properly. They keep parent in the dark so they have the upper hand. They most definitely don't tell you how to defend yourself.

(Private Carer) No walking times between clients better hourly rate not paid by clients rotas charge daily

No consistency with elderly care increase in wages paid per hour per client. No time for travelling between clients (private carers)

Good but cut backs affecting care at home. Budget + Bosses + Councillors are not aware how this affects carer and cared for!! All care services - hospital + Doctor + Nurses + Social work + carers. Don't communicate blocked by confidential information and computer data protection act + generic medicine causing problems

Not enough physios. Had to wait 7 months for an appointment. Paid private in the end. More funding and services needed for the area.

Better access to local GP's. More help for people suffering with trauma & addiction. More psychiatrists.

Being able to get an appointment quickly - I'm always able to get seen within the week.

More care for dementia sufferers. Dr just wants to give you a pill + send you away. Nobody gets back to you. Care homes are a rip off and not very compassionate. Absolutely disgusting, had to sell her flat.

The way they care for you. They have good help. People are kept healthy

Support from any services, difficult to get GP appointment, libraries should be more accessible, open longer

Perfect care for patients, quick respond and great customer care and services really proud!

I find the staff all lovely and understanding but they seem to be too busy at times to deal with demanding patients. So more staff are needed at times as they are run off their feet virtually.

No more budget cuts to services.

Need more support for children and to think more about how children feel, put yourself in our position how we feel and how and think about things, having to move from house to house after setting down and feeling safe and happy. Help us with more things, such as groups with people in our position, doing work on things together.

Continuation of amazing care, availability at GP's, nurses, & appointments. Need more resources at elderly care, maybe another care home.

Worried about the funding and people having things taken from them who need it.

More drug and alcohol services in North Ayrshire.

Lack of check on each individual case study not enough workers time or employed poor funding not enough funding resources to provide care to those in need.

Good follow up from hospital. Social Services very good but need to know who to contact especially when new to area. Good access to equipment.

That people who need help get help.

Housing is in disrepair. Council should be fining messy gardens. No community spirit.

Important to have the support of social care - somebody there to help you.



Bad organisation. Couldn't help get a family member out of hospital due to not having a care package. Eventually discharged in the morning, however the care package was not in place to the afternoon. Management need to get their act together.

Able to keep active important to know about care available 'excellent care'.

I have no issues with the services where I live however, I previously lived in the three towns are and have found that services were more accessible in the three towns.

Satisfied with the support I get a good service from addictions.

Cut out waste e.g. unnecessary prescriptions.

That the elderly are looked after - without means testing & using house as capital - revise taxation.

All matters, there has been significant costs which has impacted upon the quality of services BUT IT ALL MATTERS!

(Residential care worker) Children units are problematic due to social media and temptations out with unit centres.

That it would be run efficiently - I don't think this is the case starting from CEO downwards. Things seem to be done to look good by management, rather than helping on the line. The money is in the wrong place.

Disappointed with care given for a relative i.e. home helps - not enough allocated time - some too young and not interested - not enough training for giving medication and routine oxygen machines + tanks and only one visit from social worker in a year and a half.

Mental Health availability of NHS services - concerns over potential closures.

More funding for the NHS across the board.

More funding for Mental Health services- Drug and Alcohol absence of help and impact on rest of lives.

GP waiting times - too long better communication between services.

There's not enough help.

No more cuts, more investment keep the NHS in public sector not privatise to look after our elderly.

Good experience that doctors triage is working well - able to get doctor if required. However find it frustrating can't get podiatrist & physio due to waiting list.

Need to tackle the stigma associated with Addictions. Need more statutory addiction service provision. More money should be provided to Addiction Services. This should be protected from further cuts.

There is not enough help

Stigma for mental health patients. Funding to support mental health patients transitions to the community or more appropriate accommodation.

health - having access to doctors currently my own medical practice has no doctors and is being covered by NHS doctors on ad hoc basis, this means no consistency, lack of appointments, it has taken me 9 weeks to see a doctor, I have been seen by a senior nurse but I needed specialist treatment which has resulted in me now just being referred to a specialist of which has a 6 month waiting list at dermatology NOT GOOD ENOUGH! Social Care Services - I see in North Ayrshire the merge between health and social care but not seeing that cascaded through to communities or families. We are living in a period of hostility and social change. Services struggling to keep up with social demands due to cut backs on budgets as a result communities and people are suffering. People relying on food banks on a weekly basis to provide their families with basis needs. That's just the start but does this end. As a result more pressure is put upon services with lack of funding and resources to properly help communities and people who need it most.

Coming to Day Service keeps me sane. It's important to have company, and getting to know people.

That it is available and effective - less waiting times. More money for front - line services - less bureaucracy.

Friendliness of staff, people who care and are knowledgeable. Need reduced waiting times. Being in the centre of decision making about own care.

North Ayrshire care staff at Canmore means a lot to me.

They help me out but I wish they could help more with housework.

Been 10 years since required assistance from social services. No issues regarding accessing social care services.

My worker from Rosemount [*name removed*] because she has supported me through hard times that I struggled with.

Flexible services at point of need. More respite. GP services to update & improve no continuity of care health and wellbeing opportunities for carers.

Improve public awareness and increase uptake with carers support plan. Support for carers through DWP WCA progress

Keep NHS free at the point of contact. Access to relevant support from cradle to grave. Access to GP on the day in a few days, repeat appointments as necessary. Swing parks back - childhood obesity. Auchenhavie Leisure Centre to be brought up to date like The Portal for health physical and mental.

More money could be spent to improve these services in all aspects only getting worse not better.

Homecare is very important to me, I need help to do everything and it really matters to me. Going to Day Care means I get some company and my wife gets some time to herself. It's important for both of us.

Good care to people that need support, adequate time given to listen to people. Well trained competent staff. Access to facilities at a convenient time, - Dr, Health Care etc. being able to access Dr when required. Adequate professional, prompt service when people discharged from hospital. Address bed blocking in hospitals.

Keeping my independence but having the carers come in twice a day to check I'm ok.

It's good to have everyone in social work and in the hospital working together.

Good communication & quick and reliable results of tests - shorter waiting times - Better flexibility for appointments on the mainland - we are ferry dependent!!

Too many budget cuts with older people care. Addictions got more than older people. Can never get GP appointment.

Finding it hard to get a doctors appt. Hospitals are very good to give appointment within their 12 week period, good follow up care.

When I needed to see a nurse about my sexual health, school nurse spent a long time with me and reassured me. I have seen her a few times and she has been great.

Great support + advice from school nurse at our activity agreement.

Lack of GPs - trying to get an appointment is horrendous.

Better services for help and support for carers and how may get isolated looking after loved one.

Getting the help I need. I need company at times but still like to do my things, knitting, I bring that with me.

This is what I like is me going home.

I like to go to Hazeldene.

The group work is helping me a great deal I hope it continues.

Care for older people, lack of GP's, Difficult to get an appointment it's a hassle so I don't go.

Waiting times.

Easy access to GPs. Shortest waiting times possible for operations. Fast response to emergency situations.



Quicker response time. Addressing hospital waiting times. Getting to see a GP quicker. Longer home care visits. Increased services to support people to live in own homes for longer. Hospital parking is an issue at Crosshouse...more spaces required. Hospital outpatient clinics waiting times once there need addressed...3 patients booked in for same appointment time is not acceptable. Waiting 11 months for an appointment to see a pain management doctor is not acceptable. More resources required.

Going to day care is important meeting other people and getting company from other people who are interested. I'm very grateful for the homecare I get, its good when they visit to check up on me and I'm doing well.

Recently moved from England - some experience of outpatient services - much quicker than down south.

Trying to keep appointment times. Waiting times for hospital appointments are too long. Results should be available at any hospital (test results)

Easily accessible GP services, support for babies and children both for health and groups for play and interaction. Important that there is the opportunity to access information on women's health services.

The new hospital is perfect for peace and relaxation to get well, the only thing lacking is the after care in community not enough places to go when discharged.

There should be more services for teenagers i.e. youth groups. Women's health services. GP services should be more easily accessed. (Summer camps youth clubs etc) children's groups should be readily available.

Help was needed and was provided well.

Rosemount worker helps me with my anger.

Mental health and the stigma about it. Also the early diagnosis of disorders such as autism and giving those who have autism the help and support that they need to continue with adult if without issue.

Very good.

Going to Hazeldene.

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That they keep you fit and well like Canmore.

Support for my diabetes. Having my day services at Hazeldene.

Kilbirnie. Cancer services. Social care services. Charities/support groups (e.g. Macmillan). Husband of a lady who has cancer. Husband has defibrillator and triple heart bypass so couldn't drive wife to hospital appointments and was supported by Macmillan Cancer Care. 'As we get older the government needs to start thinking more about social care or we will be in trouble'

Homecare. All care is very good. Making my tea, Dinner, Bedding down and wash or shower. And having a little chat about any worries/problems I have in confidentiality.

Me and my mum would not cope without accessing day services.

Waiting lists are of a concern however NHS/SC I have no complaints.

I think I'm very lucky to be in rehab and they are very professional.

I like having a named person who I trust and feel listens to my views.

Carers are someone to talk to, they're brand new. They help me with my food and that.

The way I am cared for matters, if I didn't have carers I wouldn't be able to stay at home. The company I get is really important to me when I go to Day Care, it gets me out of the house for two days a week.

NPR - Home Companion.

Carers response - Positive experience serious cancer diagnosis - hospice very supportive but feel that it has been left to social services now as GP not bothered anymore. Carers visit 4 times daily and they are fabulous and encourage me to eat + drink. I like on my own and when my time comes to have help I would look forward to having carers come in as it can be frightening having on your own without human contact but I worry that there might not be any services then. The community alarm is also peace of mind I need to contact someone.

The ability to keep my home care package which I believe is essential just by checking I am ok and well, is very important to me. I am always warned that this will be taken off me.

Enjoy visits from Rosemount it gives me someone to talk to and support when I returned home from the unit.

Being with family.

I think Rosemount supports me and helps me talk about things.

Very happy with the services available in North Ayrshire.

They take us out to fun places and do fun stuff.

Having CBS/Hazeldene to come to and support staff. Also having fun within social services.

Should be a lot easier to get through to a GP. The amount of time is awful - then when you get through you can't get an appointment. GP's don't listen so much writing prescriptions. It is nice on a good day to speak to someone about your fears and worries for the future and have someone experience what is out there to help us. I am the main carer for my husband and I have been very happy with the response from the worker, from social services and the supports that have been put into support us although it took some time due to waiting lists.

Problems getting through to GP Surgery to make appointment & getting an early appointment. By the time you actually get an answer all appointments for that day are gone. You are then offered an appointment for weeks ahead.

I like to go to work at Hazeldene

Stay at CBS I like it.

They give a good service and treat me as an individual.

Health checks for children.

I like to go Hazeldene.

I like to go Hazeldene.

Appreciate the services. Varied services for all.

Waiting times at the doctors are too long and it is difficult to get an appointment.

Doctor appointments are easy to get easy to get Dentist appointments.

Homecare, cleanliness, conversation. Having time to spend doing things, sometimes it's very rushed. Coming to Gowanlea is such fun, always a good laugh and plenty going on.

Continued high standards in services and professional shorter waiting lists. Priority for patients who want and need services provided.

Helpful in planning and recognising needs of people with disabilities. Exiting services quickly and efficiently.

Good services people polite.

Old Age Care Homes. People having to sell their houses to pay for care when others don't pay anything.

Better communications between health and social care. Better attendance of s/w at ward MDT meeting etc.

That when a court orders reports or any other documents all services involved act on the request as they should rather than the individual running around chasing services to do their jobs.

I work in a care home and would actually, like to spend more time interacting with residents as opposed to just daily care needs. i.e. toileting, feeding etc.

Reducing waiting lists for care at home and other support services to enable me to do my job with my head held high.

Trying to get an appointment at the doctors is difficult and waiting times are too long - more doctors - more disabled access.

Improved access to outpatient diagnostic tests in Ayrshire and Arran - waiting times are appalling!

That when my daughters really unwell, there always there to help and good with the care they give you.

It matters to me because it is always there and trustworthy.

Social services moved quickly with support to protect father in law. Homecare. Then moving into care home. Father in law mis-diagnosed at first so didn't get help from GP that was required. Happy with care receiving in care home worked with men to get care plan as we would like.

Having a safe place to contact for times I'm feeling low, anxious depressed, or even to talk about being excited about my future and new life choices, having someone who'll not judge me has been amazing for focussing on the right path to take, I work fulltime dayshift and appreciate being able to make my appointments after work, because of these things, I've been able to start a fresh, and do things I enjoy, being sober & having my improved mental health is priceless to men.

My GP is good and I can get an appointment straight away.

Waiting times at doctor surgeries are too long and it can be difficult to even get an appointment with your GP. More doctors/improve system. More help given to the elderly in their homes (taking out bin etc.)

Easy access to services and know what is available 'very pleased with service so far'

I was looking forward to the "new" centre in Auchenharvie for day services for LD and was very disappointed this never came about feel the Irvine Red Cross isn't a suitable alternative & not clear where the money that was set aside went.

Better disabled access.

Being able to access services - I'm happy with what I have.

Being able to see a doctor when required, can't fault Frew Terrace surgery. Care provided to my parents via surgery, care Co district nurses, OT's physios has all been fantastic .

HSCP should effectively allocate their resources/ budget to deliver the best possible quality services - especially to those who need it the most. Should have structured ways of self-evaluation its performance in order to make its services better, faster and more efficient for the people of North Ayrshire.

Waiting time is too low.

Disabled change spaces. Out of date posters - building decoration is old and long waiting times in services.

How difficult it is to get GP appointments. I wish all the doctors surgeries were in hospital.

Time with GP appt. Mobile library good.

Waiting hours are too long

Being able to see a GP sooner than 10days. Would also like a BP unit in surgery reception so everyone can check their BP themselves.

Without it I wouldn't get out much. It helps with my confidence.

That's services are high quality reliable and appropriate.

Takes forever to book appointments. Better disabled access. More doctors. More opportunities for young careers.

GP - ability to get an appointment. On the day 'blocks' don't work. When having to wait - panpipe music awful! Out of date posters! Limited facilities for children. No disabled or pram access for dentist.

G.P. accessed service quickly & positively. Got access within a day to a GP. Very positive experience.

Having my needs met, talking to carers is good, having people listen to my views.

The care & attention that I have received since my illness.

Sick of people abusing services while people like me who don't need services often can't get access when I need to!

More focus on mental health problems & more awareness spread of them. Nearer A&E centres for people to go to. More doctors.

Long wait for GP appointment. Although there is a shortage of doctors, something needs to be done to see people when they need it.

Used mental health team after birth of daughter, was referred fast by health visitor. Service was great makes you understand how to deal and move forward.

The support I receive is brilliant. Always there for me when I need to speak. Listening is very important - working together to support my needs.

Getting seen straight away not travelling from one town to another to see a doctor.

It took too long for appointments at GP. And too long for my child to be referred to the specialist.

Need more care home places for the elderly and be more affordable. Care of elderly is needing more resources.

Good experience with GP especially getting appointment quickly for child.

Waiting times - reduced easier access to GP appointments.

The length of time it takes to get an appointment at the surgery and the difficulty getting an appointment with the doctor of choice. Refusal on the part of staff to give attention to a second ailment.

At diagnosis more support + info is required for people to access + connect + relevant services for full support.

Classroom assistants being cut, teachers struggling, GP surgery (Townhead moved to Eglinton). Having to get a bus to go to see GP. Speech therapy at Rainbow House - long waits (1.5 years).

Doctors - Disgrace people with chronic illnesses have to wait at least 1 month to see their GP. Housing: Assessed by council occupational therapist as in unsuitable accommodation nearly 2 years ago due to my health. Six stairs to negotiate to bins/ drying green - bath which I need to negotiate to have a shower. None offered. It's a matter of who you know in the council as someone I know has been offered 3 (and no mobility problems!). Social Care homes: Having paid into system for 54 years where has my money one and why should we pay for care?

Struggle to GP appointment when needed.

The services need to give carers more time with the people they look after. Too many chiefs in the hospitals and the wait for ambulances.

Waiting on someone answering phone (Council services) told waiting in queue.



Waiting time on appointments at the GPs can be too long. Communication between services such as childcare/social work could be more clear and honest, helping a more effective relationship between services.

Waiting lists are too long. General public safety.

That people get the right help they need.

GP phone in for appointment not go in, told need to phone long term condition but would like some doctors @ 3 towns Stevenson COPD - need meds antibiotics can't go back to get more in week or 2 - can't make appointment for few weeks' time, couldn't get repeat prescription had to phone again. Nurse are fab - i.e. bloods

Waiting list for doctors and getting seen by a GP. We want health and social care services there when we need them.

Need to get another doctor for the Ardrossan central avenue health centre.

My local doctor surgery in Stevenson, currently has no doctors making it harder to get appointments and to see the same person. Furthermore more opportunities for breaks for carers.

You do not have the cash or the senior staff/know how to make care services the way they should be. And the situation is only going to get worse as more and more people need care in the future and we have a government who don't care or know what they are doing. No point in humouring us with these questionnaires, nothing will change.

Faster physio services. Very late responses for conditions that worsen with time.

Hard to get an appointment at GP.

Waiting list for doctors and getting seen by a GP. We want health and social care services there when we need them.

Not getting an appointment with doctor, process from GP surgery to consultants too long

More care for carers is needed as well as more care in the community generally. Better GP services would be welcome including appointments in evenings and weekends.

No appointments at doctors/trying to get past reception staff.

An easier system in attempting to get a doctor appointment. Established doctors rather than locums.

Too long to wait for hospital appointments. Lack of GP appointments.

More GP's required at 3 towns.

Schools, my youngest son is in 2nd year going up to 3rd year, and he is very far behind his peers. He was in Greenwood, but recently moved to Grange Academy because he was getting severely bullied plus he wasn't getting the support we feel he should have been getting. Now we have managed to get him seen at Rainbow House, and he is going to the getting a cognitive assessment to see what mental age his is sitting at, which we think is at least 3-4 year behind, which school should have picked up on, but he wasn't seeing anyone.

G.P. better appointments + getting through on phone.

Availability. Easy access.

Young kids getting more drugs. Getting money for social care and using for drugs and canvassing youngsters. Big problem in the last 2 years. Need to reduce the benefits for these young people doing this. Spoiling youngsters' life, Police not acting - 15-24 year old girls collecting drugs.

I would love to see more support groups for young people suffering from mental illness. As someone who suffers from GAD (generalised anxiety disorder) I believe that support groups would be highly effective for combating mental illness especially for school pupils (as we are usually under a lot of pressure).

Cutting down waiting times for GP services

It matters to me personally that there are professional help in every aspect of our health and that any worker I've worked with has been brilliant.

Keep my family, friends and everyone safe, healthy and most importantly, happy!

Improved waiting times.

More doctor appointments.

Length of time to wait for an appointment.

Not enough GP's. More cancer care. Should have cared for my dad quicker and diagnosis quicker.

Elderly people need help to be able to do things and getting a GP appointment is difficult and by 8.30am there are no appointments left and can only get the practitioner.

Accessible to everyone. Not long waiting lists. Make sure it is accessible to everyone. We don't want to have long waiting lists for services.

Worried about losing another GP in Almswell road practice.

Support to school people try to help with things that are difficult to speak to.

Lack of doctors at my surgery.

Support for the elderly but my experience is very positive care @ home very good for my grandad.

Appreciates the free dental care that has now been granted. Can't think of anything else that is important.

Having enough services to suit everyone. GP waiting times too long. More staff.

Waiting times can be quite long.

What matters is that now woodland view is here I can get well quicker knowing that I am close to home (Irvine) and also, out of Ailsa, x -cross, woodland view has got it right, with us and staff together like a group daily.

Better CAMHS Services.

I am happy with the help I have received and have helped me get my own home

That all people, young and elderly are supported. More support within the home to enable young people to remain with their families. More support in schools to enable young people to remain in mainstream education.

Receptionist more approachable in GP's.

Hip replacement, very positive services for husband while dying very positive experience. Can access GP very quickly including home visit.

Too much pressure on GP's - not able to get own doctor. No consistency. Putting me off going to doctors.

The staff I see are very nice + caring, I like coming to the grove as it's very relaxing and makes me feel calm + relaxed.

Ample opportunity easy access to all sports.

Been on wrong medication which damaged me. Need people's medication to be checked. Need handle - so quicker adaptations as usually need to wait too long.

Spending time with me. As I enjoy the company. I prefer the same carers most of the time rather than have different carers all the time.

Get homecare 4x, they have only 30 mins at night I have a shower and this is not enough time, and they hardly talk to me because they are in a hurry.

That the elderly are taken care of.

Being able to access services when I need them.

Being able to have access to services as & when necessary

That a shared value base is established. Health and social care workers have very different values and this has to be addressed explicitly not just assumed. Also IT systems have to be compatible.

Not able to make appointments due to everyone being too busy.

GP's available at night for people who work.

Happy with things on Arran - keep going!

Woodland view.

Lack of appointments available and no continuity as always different doctor and different surgery.

More hospital appointments made available locally rather than have to travel to mainland for after care.

Trying to get a doctor's appointment.

The social work side of things both helps in some areas and not in others. The same with health. Mental health care is unsatisfactory.

Number of appointments wasted.

Easier appointments to (G.Ps.) not clear who pays what.

No Complaints found my cancer early and treated me.

Too long for diagnosis of treatment. Too long a wait for appointments. Out of hours services for GP's, strangers coming out.

CALMS waiting list far too long to wait for appointments 3 weeks for a doctor appointments, NHS cost cuts, not enough drug/support workers in Caley Court.

No GP appointments having to wait for 8 months for CALMS appointment. Too many NHS cuts. Find Rosemount useful.

More staff are required in order to deal with the variety of injuries in this place. Examples are head or body injuries which are very varied and affect different ways.

The staffing levels in Social Work are low, with many staff overloaded and waiting lists/ insufficient cover. GP appointments are very difficult to obtain and open surgeries where you are told to "turn up and wait" are ridiculous. Dozens of unwell people in confined space!!!

Old people are getting care as well as young people in the community.

It's getting better.

I would like to see a youth centre in Irvine. Where young people have a place to go.

Speed of concerns being listened to and responded to. Got fast Physio. Waiting ages to get an OT assessment for my Dad, frightened he will fall. Home care has been great. Got a lot of praise.

Too difficult to get a GP appointment. Can't get any staff for replacement. What's scary is the lack of understanding & resources for dementia (concerned if I got dementia myself).

Can never get an appointment at GPs.

My partner has terminal cancer and the support has been brilliant.

CAMHS waiting list re ADHD (Fed up of GP getting nowhere).

Better GP services in Stevenson - not enough doctors - better access to appointments. Better access service to mental health - less waiting lists. Communication be better between services. Better early help for drug and alcohol. Reduce stigma. More awareness.

Quick referral times from GP to specialist departments, getting access to GP appointments in surgery. That social services & support agencies communicate with each other.

G.P. difficulty locum in surgery. Dementia, lack of understanding & lack of resources.

Getting GP appointments out with normal working hours due to my shift patterns. Direct contact being able to be made with Rosemount Project support services rather than duty workers.

The orthodontic treatment I receive at Ayrshire Central provides me with first class, professional care and treatment.

I receive care from a CPN [name removed] who is great! I have had fantastic treatment from the Mental Health Team - thank you!

All I can say is that doctors and nurses do an amazing job especially the nurses who work long hours as well. I was well looked after while in hospital and also follow ups and after care.

Home care don't get paid enough and don't have enough time to spend with the patients. They should have more time to talk to people.

Provide a good service, really nice carers. No complaints about health services.

Can't get a doctor appointment in Kilbirnie. How can in Beith same day?

Not having to wait so long for services that have been promised. More doctors for everyone. Better access to medicines and prescription, having to prove you need it through diagnosis is not always fair.

What you discuss is kept private and you can go to any of them and talk to them, and knows it will only be discussed with staff in charge. And we are well looked after.

It's important that I feel clean. I am alone all day and it's important that I have company, that's why I attend Gowanlea, it's like family now.

How they respond to me and my needs. At the moment I am very pleased with the attention I receive.

I use the local MH services - they are really good - what a great help! They listen to me!

The waiting times at Crosshouse Hospital are a disgrace but the staff are lovely.

Getting a GP appointment is very difficult. I can't book an appointment for non-urgent matter - told only on the day - having to call from 830am to secure. This is not easy when you have to work and if not able to get an appointment - must call back the next day - why not book a few weeks ahead?

Home care team don't have enough time to spend with each person.

The company of other people and staff help me to do as much as I can, and the help I get in the morning with shower is good help to me. 3 days a week.

Appointment waiting times. No appointments available difficult when working. Phone back when they tell you to and all appointments are full.

NHS management poor. Too many managers.

Closure of toilets liable to cause serious health problems. I am deeply concerned that elderly disabled foot passengers do not appear to have been considered in the opening of the new ferry terminal at Brodick - further to walk, stairs/lift etc.

GP appointments unable access or time not appropriate.

They are good to my husband, and me. We would not manage at home without the support we receive from out home care provider.

More GP's and nurse practitioners for a start. More hospital beds. More nurses and doctors on proper contracts; not from other agencies that cost us more. More joined up care for those leaving hospital, with more time allocated to care in the home; not short visits, but longer ones, as mental wellbeing is as

important as physical wellbeing. This box is too small and this looks like a very shallow attempt at getting opinions, as people will look at the small box and only put one thing!

There does not seem to be any "link" between Dr, Social work & Parkinson's society. There are people struggling but unwilling to ask for help. I am aware of at least one couple who are having difficulties.

I like the groups and learning new skills in community and in hospital.

Not having waiting times to see a specialist - need to see someone quicker.

Anything I have asked for I have got. I am in receipt of homecare services, with significant input from G.P. D/Ns. Happy with all services available in North Ayrshire, I have no complaints in relation to health or social care and feels well supported in the community of North Ayrshire.

Don't use services anymore, but when I did I felt carers didn't have enough time and time to go from one patient to the next.

Very good and take care of everyone who attends Gowanlea at Kilbirnie they are pleasant, and cheerful I enjoy my time at centre doing crosswords quizzes and other activities. They do with all service users.

A quick response with anything that goes wrong - when you have a disability. (Needed a ramp fitted, was asked to get quotes - didn't know who to get quotes from - no-one gave advice - ended up buying our own ramp at a high cost).

Socializing.

Psychiatry services are too slow. When you are ill you need help right away. However sometimes have to wait weeks to get informed. Need more help for mental health locally.

More doctors, better access to doctors.

Social support going out in the community.

Mental Health more support needed doctor appointment very difficult.

The service provision for older people. There is currently a lack of services, particularly day care and care at home. Service users are being placed on waiting lists due to lack of adequate staffing or transport facilities in the north coast.

Not being able to get a Dr Appointment when you need one and being told to phone every day at 8:30 and still not getting one. Don't always have money on phone.

Not a good experience with 101 services. No coordination with different organisations putting lifts in the new Ferry terminal. I left not enough steps instead of a ramp mistake. Please change mind about toilets.

It's hard to get help what we need.

Too many funding cuts. CAMHS waiting list times.

Social care is not designed to help the patient. No continuity of care. Times allocated never met as carers have too many service users allocated. Shocking to watch.

Better facilities and longer appointment times for GPs. Good social care - my elderly family receive great care from their carers who attend daily.

Carers more time with people. Older people need more time. More day care.

As an outsider, I value the fact that people with dementia are treated in a very civilised way. I have the impression that the social care system is highly developed and responds readily to the needs of the public. I hope this continues.

The right help being available to the people who need it.

GP Practices need more GP's are allow them more than a 10 minute appointment, also better appointment systems for patients.

It matters because it gives care and love to people who need it.

Supporting service users to remain in their own home by providing appropriate services/accessing suitable resources. Removing waiting lists for care at home services, and providing emergency care when required, normally at times of crises and end of life. Increased home care services will prevent hospital admissions and allow service users to be discharged quicker, reducing bed blocking.

Doctors waiting time to long.

Want 3 -4 weeks for GP Appointment. On the day appointment - can't get through on the phone. No use.

I feel the support I get from the service is very good and feel that if I ever need support it is only a phone call away. Although I have only had support a short time everything has been outstanding.

I enjoy the social contact with other people of my age. I also find it beneficial to my wellbeing.

They help you.

Keeps my mind active, meet and socialise with different people.

No voice service users. Choice/Flexibility. Not person centred - SDS Year/ 2 years ago. Autistic sister 40s fill team all round high turnover of staff care. Negative social work. Available on demand. GP changed systems + hospital. Maternity lack of staff. Personalise care taken out of school. Health midwife great - speech & language.

The most important thing to me about health and social care services in North Ayrshire are the care staff who come into help me daily. Without them I would be devastated and would not be able do anything for myself. Also the OT service for getting me a stair lift which means I can get to my toilet and my bed. My bathroom has also been adapted and the care staff can now help me to shower.

Knowing who to go to for help. My mum was struggling at home but homecare not flexible enough to work around my work shifts. When carers came in was really good but I was exhausted. Need more support to carers please.

GP's being more accessible - I have to wait 3 weeks for an appointment.

Not being able to get appointment when needed.

It's a bit understaffed and the wages should be increased.

Stop wasting money on stickers.

Help for people that need it. How to find out where to get help, especially if you have trouble dealing with things.

Phone doc. Phone Dentist. Phone Social Workers if not available they should phone back and offer to see you! (They don't always do this and it's annoying).

Continued Services not cuts in service provisions. Better communications within HSCP.

Paying for elderly care means tested - 6 weeks money out. Money wasted in NHS.

To have the same faces coming in. It's nice if I know whose coming and when. To help me with my pills to make it safe. Everyone has been super, some carers are good fun and easy to talk to.

For young people to feel more confident to go to their GP.

Staff are approachable and friendly. I'm happy with the services I use.

Getting the most by being able to talk about it.

There should be more groups for mental health in Irvine. I have gone to SAMH in Stevenson can we have one in Irvine as it really helps going to Stevenson as is expensive for me.

There's not enough help for drink and drug problems. Doctors take too long to attend to patients.

Gain more confidence. Get minutes to keep after meeting I am at. When I phone social work for help, I want quick response from my worker.

Availability - not as available as it could be. Waiting for stair lift - letter to [name removed] - shouldn't have to complain to get services. Communities need to take more responsibilities for themselves. Bring old people and young people together.

Feeling that you matter as a patient and getting attention when you require it.

It matters that it can be extremely difficult to get a doctor appointment. The phone call can be 30 minutes just trying to get through and then there are no appointment that day and you can't book for the next day - you have to try again. School class sizes - there can be at least 32 children in a class. How is it possible to give 32 children all of the support they need if there is only one teacher and no class room assistants. It is just not possible.

Updating care home services in Kilbirnie.

Targeted to right people at right time.

Get the right supports when I need them. Appointment systems in GPs should be improved because of difficulty in getting appointments. Important that folk listen to me.

The waiting time is shocking I've had to wait 2 weeks just to be seen. Came at 8:30. All appointments are gone.

Being able to be seen quickly by GP, specialists & dentists. Organised results & better communication.

Lack of GP Doctors at surgeries, increased waiting time for appointments and shorter lengths of appointments.

When I lived in Arran my papa was 80+ it was a good service.

Providing more activities for young adults on the autistic spectrum.

If social work and other agencies have arranged an appointment with a client if they can't attend they should phone the client because if that was the other way round the client would be getting chased up.

Getting great advice about supports for our kids about sexual health. The school nurse was very helpful at parenting group at Rosemount told us about gatehouse. Really like the session.

Difficult to get transport to the doctor distance from last bus stop at Crosshouse to the hospital is a big walk for people is a struggle. Medicine delivery service is fantastic. Crosshouse is fantastic.

That the elderly receive care when needed and more GP's should be employed.

A good health service and transport service.

More access to my GP.

It is the highlight of my week attending Day Services on Tuesday and Thursday. Staff are very nice, always helpful. I have made a lot of friends at Day Services.

Largs. We need doctors who actually know what they're doing. Better mental healthcare.

Lack of funding NHS/social care is currently getting. Lack of jobs due to cuts in services. All stretched to well beyond their capacity.

The care and assistance received. Carers always have a chat with you. When I came from hospital I would have been lost without my carers help.

Availability of resources.

When the local doctor's is closed it is hard to see someone and the waiting times are too long.

I enjoy the company when going to Stronach.

I enjoy the company.

I have been involved with a family and the support provided has been outstanding. Not only has she gave us the best support, she has provided us with "listening ears" for any problems and that's what matters.

Availability of resources.

Getting through to the GP's is a problem and the waiting time is terrible - sometimes you feel that nobody cares. On a good note the help I have had from the physio, OT department and the carers from NAC has been great.

GP appointment at a convenient time. Helpful of GP open at weekend, difficult to get an answer.

More access to my GP.

From East Ayrshire but good to have this type of facility accessible.

The funding worries me.

Home care, day services and support services.

Getting help when you need it.

Availability: being able to find easy access to services when you need them and approachable and friendly staff.

More access to C-cards.

Getting through to the GP's is a problem and the waiting time is terrible - sometimes you feel that nobody cares. On a good note the help I have had from the physio, OT department and the carers from NAC has been great.

Have help service. Help after important operation - have follow up apt after hospitalised. Not always given.

Doctors surgeries needed to be sorted e.g. waiting times - phone calls and appointments. Social Care for disabled needs to be addressed. Lack of service.

Lack of GP appointments, nothing for kids to do, kid's mental health services poor - length of time of what's available, need foster carers.

To enable our elderly community to have social life and not be isolated, we need carer's to be able to spend more time with the service user to give more quality time, rather than being rushed.

Personal Service, & local knowledge.

Lack of GP in surgeries. Difficult to get appointments.

Haven't accessed many services in North Ayrshire as the waiting lists are very long but the services are great when we finally get them.

Too long a waiting list.

Long wait for appointments.

My doctor surgery isn't very good because the waiting time is too long.

My doctor surgery is not very good because anytime I have had an appointment I have had to wait at least 15 mins after my time for an appointment.

GP Surgeries: can never get appointments. Lack of proper nursing in hospitals. In general the health and social care is disgusting across the health services. I am dreading having to need care. We have all paid for this during many years of work.

Mental Health Provision Help for unpaid carers.

Having someone there for you.

Grateful for the support that I am receiving with the children/household.

Too many changes in the care service.

Not enough staff.

Surgeries open longer.

My mums needs are looked after by the appropriate people i.e. care staff, social workers, day services. We appreciate the input we have got, and have peace of mind arrangements are in place.

Very important for terminally ill that have services quickly - took a long time to get care services at home - waiting too long for social worker.

Being seen quickly, being listened to, having professional help with problems.

Not enough time for care at home. Carers to spend with each service user. Can't get GP appointment quick enough.

Less waiting times - Earlier Diagnosis for cancer problems - local chemist shops keeping good stocks of medication.

I want help when I need it. Help to read my letters.

The waiting list for the hospital is really long.

Not having to wait months for a doctor appointment.

Wish we could get doctor appointments quicker.

Trying to get hold of social worker and they are out and don't hear back. No available appts when need them Dr's + Dentist. New Care staff turning up without an introduction makes me anxious.

Phoned for GP Appt today - could only get an appt for 2 weeks' time. Used to get toenails cut - now has to pay for this.

Having someone to listen is a big factor or myself, early years intervention social works is one of the best type of support I have ever experienced.

We should have more than there is now especially doctors.

Canny get in to GP and awful time to wait for hospital appointment.

They care for us or others when we need it.

Should be able to see doctors/healthcare staff within reasonable time and should not have to wait long periods of time (e.g. weeks or months).

It takes too long to be seen by CAMHS. Great support from social worker.

Being able to see someone regularly.

GP more accessible and more staff. More closer to transport for GP surgeries.

Very good service at Crosshouse (has had 4 MI'S) only problem is can be a delay in getting an appt at GP surgery.

The CAMHS service. Daughter has been referred to CAMHS and has so far waited a year with no treatment. This is too much, more needs to be done urgently to treat children sooner.

The support they give us because it can depend on them sometime to help.

The system for seeing a doctor about symptoms or a complaint is highly unsatisfactory.

Getting A GP appointment quickly. Have time to talk to GP. Treatment times.

Day service provides my mum with a social aspect. It gives me a break from my main caring role. My mum benefits from being taken to musical minds by day service. I know take my mum to the memory cafe at Brooksby.

It's too long for appointments at GP surgery.

It's important to me that I see the same doctor but that is not always the case.

Social care is ok but worker need more time to get to visit people. GP clinic brilliant at seeing patients at Bourtreehill medical practice.

Not enough GPs causing not enough (available) emergency appointments. LGBT should be made more aware.

Being treated quickly and taken seriously. In regards to social care it's important we look and individuals and not groups collectively so we do not let the most vulnerable in the community down.

Good services. Get services when needed.

Delighted with Social Worker, very attentive can telephone anytime and will be advised on issues fixed out problems. Social worker could not do enough for me. Disappointed with ART, getting mum home care from the hospital. Carewatch were great, but Home Care were disappointing. SDS - glitches, still waiting on payment - taken too long.

Waiting times to see a doctor are terrible. Not enough podiatrists. Not enough services for physio. Not enough services for adults with a physical disability.

Having more nurses and doctors. It's hard to make an appointment at local surgery.

Put more money into care & provide a quicker service.

Availability of services.

Getting 1 to 1 help. Having any difficulties addressed quickly.

Quicker service more money.

Stupid young girls, arriving to attend to home care tasks, and having no info on myself, my needs etc. Having a carer that walks and she requires a towel to dry self, as she had been caught in poor weather.

I have used community Mental Health Services. Took so long to see someone did not know who to see who could help and GP not really helpful at first.

That there are people or services there where and when you need them.

GP & nurse waiting times should be shortened.

Keep (specialist service) groups and have more. Keeping well.

Improve local GP waiting times i.e. Irvine central.

Nurses look after me.

Enjoying coming and meeting different people and the music is good.

Getting GP's appointments, waiting a month before. Give out information about services they provide - unaware of services which could benefit them.

I think services require investment in real terms which will allow ongoing provision of basic health care services which are currently at risk and without investment and support they will not survive.

Waiting times for GP Appointments.

Trying to see a doctor for my daughter. Consistency with health visitor changing e.g. letter, call.

People who are supported for what they need - get their choice. Not get all the time due to pressures.



That they work in coalition with one another and work towards supporting individuals in a more timeously and supportive way reducing there length of time in hospital.

Doctors and Social work services don't work. Not there when you need them (Refuge can't be the only option).

Appointment waiting times are too long especially when you know what antibiotics you need to make you better.

Respect for the individual, sensible & realistic approach and proper value for money.

Communication poor in health service impacted on information, impacted on other professional. Decision making impacted upon caused mainly stress/distress.

If the money's not there, the services aren't there. Bugs me!!

Right place, right time, right people.

To try their best that's all.

Waiting times to be seen by a specialist.

Health care can be improved.

The support that I have received from social work after grand - daughter place in my care.

100% better and realistic care in the Community.

Struggle to get GP appointments on time.

Health care is quite good. Waiting times at A+E are terrible.

Trying to get through on the phone to GP surgery waiting 4 hrs this morning before spoke to something.

Health is for everyone no prejudice, if you need help (mentally or physically) you can get it. Waiting lists for hospitals/services could be improved, shouldn't have to share confidential information with reception staff, nurse or doctor only. Providing lifesaving services for those who really need it but also can be abused.

Length of time for GP Appointments.

As the health care is free everyone gets the medicine they need.

Better communication between health and social care partners. Better attendance by community MH at patient review & MDT - CPAs especially when patients are being discharged.

It is important for me to allow me to go about my daily tasks it has been a great help for me and my family.

It can help improve lives, shape fortunes for young individuals and make a stronger community.

Appreciates free treatment. Hospital waiting times could be shorter but appreciates that the services are OK as they are.

Most important matter to myself is having home care service consistency at times of visit which suit myself and not having to take what is available i.e. morning care. Who wants breakfast at 11am then lunch at 12:30?

GP appointments - we are waiting too long - but once we do see a GP I don't have a problem with them.

Seeing the right person at the right time - can't get an appointment with GP.

Too difficult to get appointment at GP this matters a lot to me.

Appointments take too long for GPs and nurses. Care at home service was fantastic.



Quality and reliability.

Not enough parking - yellow lines - not enough supermarkets in Largs.

I think compared to England we are better off. Generally though waiting visits too long for orthopaedic surgery (hip replacement).

GP appointment on phone for half an hour.

No available GP appointment/can't book ahead for appointments NHS.

I enjoy day service, the people the food everybody is very kind. The transport is important otherwise I would not get there.

Ease of access to the service. Feeling comfortable when using it. Getting the right information when asking a question. Not getting passed from one person to another.

GP appointments should run more to time and stop people having to wait.

Agency doctors getting paid more using public money. Improve working environment in hospitals (Ayr) wait times for doctors surgery - Kilwinning surgery next week appointment (Kilwinning) phone in the morning better to go online to make appts.

Arran's medical services are excellent & need to be maintained. ACPs a good thing that might benefit this community.

Length have to wait for GP appointment.

It matters to me because they care for us or other people when we need it, also they support us.

Being able to be seen when you need to be seen.

Social work don't keep contact regularly. Team leader in support staff (care provider). Should know more information about me. It annoys me when I am not allowed to go swimming due to support staff changes - (risk assessments not done).

Best possible outcomes for everyone. Lengthy waiting times for NHS services - could be improved on. Inter - agency working should be improved on. We should all be working together for positive outcomes of service users not against each other.

That when we have a problem we can talk to someone who can help us. The health care is free of charge which makes it simple and helpful to gain access to healthcare.

Providing support to my family with have a child with additional support needs.

GP, Health visitor appointments not kept + appointments difficult to obtain.

Mental Health. Care Girls. Good Service.

Getting GP APPT Quickly.

Should be a lot more provision for care. The services also need to communicate more between the separate disciplines. More social care is definitely needed.

Better care for the elderly.

Availability - Getting more difficult to get access to GP's. Lack of time carers can spend with older people.

Lack of funding (budget) e.g. cuts in visit times 55m - 35m. Top management & councillors not aware of what happens at sharp end.

I think that there should be a community centre thing where people can talk about their gender and how they feel.

Good services being delivered.



Better provisions for pregnant women on Arran. Travelling to mainland can be inconvenient. Health services on the island are very good, the doctors are excellent, however, more doctors to reduce waiting times for appointments would be good. Re-imburement for ferry fares to hospital appointments should also be considered. If not a benefit the first £30 cannot be claimed which is unfair.

Need more youth clubs, things for young people to do, sports ground left to rot/lack of care, access to GP appointment, not happy being diagnosed over phone by nurse.

That I am supported to do activities that improve my health and that people who work with me, help me to make the best decisions.

Better access to doctors hard to get an appointment, more accessible activities for children & young people, more activities for older people.

More care for elderly.

That everything runs smoothly.

GP doesn't always give me the right support - injured shoulder - physio also not supportive - still sore.

Access to GP - less triage with nurses. Availability of appointments. Promoting active North Ayrshire. - All rehabilitation. Active life styles team.

Tend to abandon the elderly. Think too much about money - too many pen pushers & not enough health + care staff.

I enjoy coming along because it is so friendly. Music and dancing and more new friends.

The quality of care, particularly the lack of time home carers seen to have with old folks.

Short waiting times so people get the help they need.

No more cuts, more investments in staff & services. Re - vamp of services for people on the autistic spectrum, children + adults, services in this area completely fall down - no services are geared towards spectrum disorder only physical or LD.

I am concerned that school nurses are no longer providing sexual health classes to our primary school children. Their professional knowledge and experience has been an important aspect of the health and wellbeing of Primary 6 and Primary 7 children. I am also concerned about the access to mental health services for young children.

Availability of whatever I need. We have good access to a doctor.

Access to professional medical care. (Concern) access to mental health services for our young people.

There all good help sw. hv. fcw. vm. not happy with GP waiting time.

Important to look after parent carers so they can care for me. Important to be able to meet with friends at clubs.

Care homes lack of availability staying at home with private care is not suitable.

Having my carers in the morning to help me. Having my day service to come to CBS/Hazeldene. Having the opportunity to go on respite.

GP Appt - problem getting one. Son is waiting on carpal tunnel surgery - in pain taking time off work. Painkillers do not work.

Readily available.

Sister had support from Quarriers + Macmillan during recent cancer treatment this included child care + overnight childcare. Only issue is with getting a GP app which suits working life.

Very satisfied.

Growing concerns of mental health, self-harm, anxiety issues.

GP clinic closes at diner, holiday times when it should still be available for those who need services.

Provide a good service, really nice carers. No complaints about health services.

I'm getting plenty of help - services are good.

Good experience of GP in Kilwinning but other places struggle to get appointments.

F+CS Business Support.

A long wait for people to get social care.

They seem to be cutting services. Baby/toddler groups being stopped.

That young people get easy access to mental health services.

That there is people to care for patients that requires their help at different times and who to contact if you require any service more information and to be available.

The elderly services + homecare not enough and really poor allocated time slots (too short).

What matters to me is that all agencies work together to ensure the best possible care/outcomes for service users

GP + Dentist okay - No appointments. Horrific.

No GP appointment resulted in A+E attendance.

More involvement in looking after elderly - more home care.

Providing services to people - care @ home getting the service.

Readily available.

NHS services lack of resources both social and NHS community nurse.

Can't get an appt at GP sent to nurse practitioner - wrong diagnosis. Seeing the right person.

Lack of GP appointments.

Consistency (lack of).

Art services were excellent. My care was reduced after an intense programme of enablement. OT assessment was thorough & identified adaptations very much required but waiting lists for aids and adaptations for too slow.

Carers - getting out in community nurse - can't be spontaneous. Accessibility gym - no longer at Portal - need something like shock gym (wheelchair user).

No GP at present due to change of catchment area. Nothing in place. No place to get medication.

GP services - No permanent GP's at the moment.

The doctors take forever to see you!

The contact with other people while being carers for in my own home. Knowing that someone is there if I need help, or even just to make life easier and more enjoyable. The feeling that I am not completely alone and that contact can be made without great trouble the companionship and warmth of the nice people who come. Many thanks to all of them.

How can we keep F.P.C in Scotland with lack of funds?

Waiting times at GPs - had to wait 2-3 weeks to get an appointment to see a doctor.

No GP - have not received any letter. GP's always rushing. No time to care. Problems with continuity.

Waiting for an appointment to see a doctor is too long, so to see a doctor fast.

The hours in the public library have been slashed so by the time I finish my work, the library is closed. What am I paying council tax for???

That the excellent service provided by the care workers continues that this is appreciated by the ones who organise them. I am fortunate that I live in Brodick & I'm able to walk to church, the doctors, dentist and shops but if the time should come when I am unable to do this I will need more help, do hope funding is still available then.

Family and friends - I count on their support. I enjoy being independent. My role and job – I enjoy helping others and being part of something special. My cup of tea in the morning.

Doctors matter to me; they help us with health and wellbeing. Being able to take part in sports activities like football, badminton and basketball is important. It takes a while to get a doctor appointment.

I enjoy coming to my work and the staff rely on me and I enjoy the activities and I enjoy talking to friends.

The waiting times and appointment times are unreasonable long.

It is important to myself as being a main carer having the availability of regular respite plans being available within local area where I live & not having to take respite in a totally different area.

Closing community centres and play areas. More needed for Parkinson sufferers.

More efficiency at doctors - less time spent waiting to be seen to.

More mental health services for young people.

What matters to me about health and social care is that social care needs to take more thought in the placing and removing of young people in the community.

I work with NAHSCP. Needs better resources + more diabetic nurses (community) & north is by far the busiest.

There are not enough carers in the 3 towns. Also takes too long to see a doctor.

Kilbirnie. Services are terrible. Wait 2-3 weeks for GP appointment. Dentist good.

More support workers for Mental Health.

Enormous waiting lists to see a GP. Average about 3 weeks, Kilbirnie

More GPs needed. Generally in good health. More care for elderly at home - social & doctors.

Kilbirnie. (from Student Nurse). Asking WMTY on admission to hospital is no good. It's more useful later when people are not in crisis. GP surgery - waiting 2-3 weeks for an appointment (Kilbirnie surgery). Dad had suspected stroke and when he got out of hospital the soonest appointment the GP could give was 3 weeks. Dad couldn't get down to surgery in time for emergency appointment booked in morning with little notice for taxis. Dad told to phone ambulance and go to A&E because couldn't get appointment sooner than 3 weeks.

That it's available and buildings are welcoming.

Cut down the waiting times for services.

Hospital staff don't know how to talk to me and explain things in a way I understand.

Arran hospital is essential is saves lives. Transport for old people especially to get to doctors & pick up prescriptions as they can't drive. Also better transport will help reduce isolation & loneliness. More doctors. Public toilets/or tourist & residents. Old people need to frequently.

Social care for Alzheimer's suffers in the home.

I like the company and the entertainment, I also like all the staff at Stronach, My home care was brilliant

Really difficult to get a GP appointment. Find this extremely upsetting.

Important to have the services but they are all understaffed and services are underplayed. Also hours can be too long so they are overstressed.

I enjoy coming to Stronach Care Home as the staff are very caring and helpful to everyone, I cannot praise the staff enough. Through coming here has given me a lift in life.

All enquires are dealt with quickly making sure the right/appropriate service is put in place.

Good quality service but short staffed continuity is key.

Friendliness from all staff putting you at ease.

Quite simply having a good service.

That they are on hand to help me when I need it.

I suffer from MS type 4 diabetes. Facilities in Irvine were great. But now has decreased. Funding cut, waiting times increased, frustrating when trying to help self. Poor experience of hospital admission feel neglected.

That they have the right medicine for any sickness.

More females at Todhill - service user too many males. Waiting list in hospitals.

It is hard to get an appointment but I am happy with all the services so far. No complaints.

Not enough children services. No speech and language. Long wait for CAMHS.

Timescale for services - too long 5 month for occupational therapist.

Getting the right help with daily tasks. Getting advice from the right person. Would prefer specialist close to home - I need to travel from Largs to ACH. Being seen to.

Getting to and from hospital appointment (transport) is a problem.

I would like someone to play football with + have a kick about.

Everything! Meeting needs and having enough resources.

That we deliver a Child Centred approach listening to the young people in our care.

The waiting times to see a doctor. Bed blocking in our hospitals. Not much care in the community. Not much respite care for dementia patients and the length of time after diagnosis to get any treatment. No care for mentally ill or for people waiting for detox space - a total shambles really.

That no one judges you for what condition or state you're in. Not sure on anything else.

Like to see more carer services and social work services.

Bank nurse - NHS A&A time + staffing levels speak to patients (time) streamline paper work we need services for young adults disabled - skills development + socialisation (options for independence now gone).

Nothing but admiration for the services in North Ayrshire!

My friends mum got treated well with carers. Giving her the general care that she needed. That's why NHS and health services are important.

That we get good attention. Don't really have any complaints.

No link between broader council services and health and social care.

Can't get appointment easy.

It is important people get the care they need when required.

Young people can't easily access mental health services.

That they are recognized by all people in North Ayrshire and people know they are there and where to find them. what help can be given. In local newspapers, magazines so seen by all.

Trying to get an appointment at doctor, now you have to wait for doctors to call you back, to see if you are ill enough to get an appointment.

To date I have no problems and am quite happy with NA services.

Being able to access a doctor appointment more easily and having more GPs in all the practices.

Better out of hours services. Better waiting times at hospitals. More services for carers.

Not easy to get in and out of GP practice - its higgilty piggilty.

Knowing that in older years I am very well taken care of both socially and in health care. I enjoy meeting people at Stronach, it's just a pity a few more people don't attend, but I have complaints it's wonderful, long may it continue. The district nurses have and still are visiting me on a regular basis and have been very good to be, what would we do without them.

It would be nicer if my illness was taken into account for appointment times as I struggle at early appointments.

I am reasonably happy with present day services!

Making sure things get done quickly. Making sure services are coordinated.

Cannot go out in the evening. No toilets are open.

For Arran community to stop seeing the 'mainland' as a negative and realise we are all part of the same organisation striving to achieve positive outcomes for all.

More opportunities for mostly elderly to maintain good mental health by provision of befriending or social groups to isolation & associated impact, i.e. 'mens shed' project to get elderly men together.

Received taps for turning ramps from OT. Made everything much easier to carry on living at home and for recovery. Most important receiving what is need to make you better/living easier.

There is good and bad in all services, however, more good than bad. Some people better at their job than others. I am main carer for my father who receives a homecare service to make sure he takes his medication. Care staff are very good to him and go above and beyond the call of duty, trying to get appointment with a G.P. can take a fortnight, I could be dead by then it's a disgrace. My father also has a community alert this a great piece of technology as he has no one and this allows him to get help if needed in an emergency. I have no other issues.

Care + repair - help to stay in your own home. Social opportunities to meet together. Home care for those with health problems. Transport. Awareness for what's available - good clear information.

The funds are available from central government to ensure that services can be adequately provided to ensure anyone with an assessed need gets the service they require, promptly and professionally.

Doctors don't have enough time for patients as to busy with time slots for appointments.

People being there when you need them.

Being able to access GP appointment. It should be quicker and another doctor might help.

Too much waiting times for services, doctor, operations and GP services. Poor after care from operation.



Having received care in one ward and moving to a separate ward where care was poor. My GP provided good care at home. It is important that there is a consistent level of care to all patients.

It is important because it has helped me improve my life this service at the Dirrans has helped me I like fitness class and staff are all very good with all of us.

Being able to access doctor appointments on the day; gender equality by social work services; knowledgeable skilful staff; good communication regarding care, treatment and symptomology; being actively listened to and concerns being validated; more support for new parents particularly fathers.

Availability of appointments should be easier. Should pay their staff more as well, whereas politicians got a rise. Social care is under paid & expects too much.

Keeping my independence & getting help with my daily needs - medication & meals.

Sort of ok - but waiting for shower for last 6 weeks - no contact from the OT/grants since the OT assessed 6 weeks ago. Frustrating. But didn't wait long for OT assessment. Feels the community care alarm is an excellent service.

Bring back surgeries/clinics to Arran. The "wait time for hospital appointments - transport from Ardrossan to Crosshouse follow up appointments are so rushed, is this due to understaffing? A doctor kept me stood at his door at mine and had out in seconds (Didn't even examine me).

Carers were not given enough time but did their best. Everyone did a very good job.

Youth friendly, be more understanding. Long waiting lists in Mental Health.

As long as I know that someone is at the end of the phone - that's what is most important to me - as I live alone. I also have a community alarm, which I used for the first time a few weeks ago - answer was immediate and ambulance came, took me to hospital and back home by 3 in the afternoon. Social services can't provide help, so I have someone to do it privately.

I enjoy the company also the food. The staff at Stronach where I go 3 days a week are all very kind & caring.

They are helpful and nice and make people feel comfortable.

Being able to book a doctor appointment when required rather than always having to book an on the day appointment at 8:30 when at work.

Services good sometimes difficult to make initial contact.

Having social work in my life is helping me.

That it's there when you need it and you don't have to wait too long.

I have been given support from young person's support group and Rosemount, I do feel my daughter and myself are well supported by these groups.

We have a great team, good GPs, practice nurses and HCAs.

I think it's important that it's free. But the waiting times too long.

Provided correctly.

Friendly staff that help me. Free health care. Feeling welcome everywhere.

Needs to be better care in the community, more carers, better wages, and more time to do job.

Free personal care no longer sustainable.

Equality and quality.

GP appointments can take weeks to get.



Feel well looked after. Services communicate with me.

Quicker access to mental health care.

Easily accessible with appointments available when needed. Good friendly service and to not feel like you're causing a hassle.

The length of time it is taking to approve requests for Direct Payments. I have been waiting since December 2016.

Essential for all ages. Important to look after mental health. Getting the right help quickly.

Good input from the services - social care and GP and health services but husband refused. Difficulty getting through to speak to CPN about deterioration - difficulty in getting appointment. Medication prescribed without appointment. This medication had negative impact on behaviour.

More Drs, more support for older carers especially when money withdrawn i.e. AGE over 65. Look into cancelled of hospital appointments, carers have to rearrange care for the person they look after. More help with podiatrist more information on different areas of mental health.

Overall being ok, waited since November 2016 for SDS option 1. Still waiting ridiculous time waited. Had to employ worker myself could not wait any longer. Social Worker done the best could not do anymore for self-directed support if people will not authorise SDS should follow through quicker i.e. weeks not months.

Having health care for all ages when needed.

Having enough home care that live on Arran. Struggling to recruit.

More activities for young people and children.

That old people with dementia and other mental illnesses should be looked after properly and that more GPs and nurses are employed because appointment meeting times are ridiculous.

That it remains and at a suitable standard to promote health of individuals no matter their age. More nursing input into care plans, management of caseloads and training updates of carers. Availability and cost of services are also important. Forward planning instead of crisis management would also contribute to a better service for all. Health and Social care should be working together more closely.

Going to Hazeldene.

Better care and facilities for disabled people.

Speed of responding when things are critical. Health visitor very poor - missed thrush and was judgemental.

Not enough GPs. Too many locum GPs. Reducing waiting times.

That those who are in need are given the appropriate help and are treated as equally as others.

The baby massage classes are missed. It's a great chance for new mums to get out and about.

Access to HSCP services. Transport to resources can create barriers to accessing services.

More money into healthcare.

Surgeries and hospitals can be strange places. A more relaxed atmosphere would encourage people to speak more freely about their problems.

Services from social worker + team have been great. Downside dad not allowed back to Anam Cara for respite. No issues with social worker could not have asked for anything better.

That access is made easy for push chairs and wheel chairs.

People don't know what's available for them to access re services.

That emergency services should be a quick response within North Ayrshire and multiple roadworks don't help. And easier access to emergency services for the elderly in council homes.

I feel the support from YPST and Rosemount is helping with issues at home.

Resources.

Having social work helps me and has made me happier.

Diabetes service is good. Little policing in area. Drug dealers in public park (day and night) needles. Pool and pitch is being taken away. Need bigger community centre with indoor facilities for young ones. Anti-social behaviour is bad.

G.P. appointment no G.P (or) Waiting times for services.

Being able to get GP appointments when needed and not 4 weeks later.

Happy with home care services - not have would be difficult to manage at home. Happy with Social Worker, getting good service; get to go to day care, Community Groups.

Respecting the needs of young people in regards to waiting times for clinics such as G.I.C & mental health clinics (G.I.C, Gender Identity Clinic).

It remains free. Less waiting times for appointments. More advice on how to deal with issues.

Waiting times to see a specialist e.g. mental health issues are extremely long especially being in that position that you can't function. Doctors need to be more sympathetic. Some of them have become cynical after seeing people who are 'sick' and are stand offish with people who actually are sick.

Co-operation between both finances. Care when older in my own home. If required facilities for day care if either my husband or I get dementia or Alzheimer's help from social care services.

What matters to me is better maternity services which are more person centred.

I have lived on Arran now for 8 months and cannot find a dentist who has space to include me as one of his/her patients. I find the GP coverage and care level very good.

Continuation of good GP medical of hospital services. It would be really good if we had a Scottish Government who cared about these issues.

To be able to stay in a group if I still want it. I like to be with other people so I don't get into trouble outside.

Because they care for people and also help them as well.

A good GP Service Quick appointment times.

We have a nice cosy building to go to and met people our own age. There's something very important, you never leave here hungry plenty of cups of tea and a lovely meal.

Everyone is treated equally. Better disabled access.

Very happy with the care I receive. Sometimes it is hard to get an appointment with the doctor. Home care services are very good in the community as I receive care at home.

Working together in partnership to achieve the best outcome for all patients.

Waiting to long for doctor appointments and call backs from out of hours. Building good relationships with my social worker - eventually!

That there's enough help for every young person in the three towns.

I think that they should help babies a lot so they have a good health at a young age.

Good relationships with GPs

Knowledgeable/skilled GPs. Low waiting times. Continuity in services. Accessibility.

I feel that health and social care services on the whole are very good.

Transport links.

That the nursing home that I live in caters for my social needs i.e. provides activities, outings and social gatherings.

More accessible services for long term conditions and invisible illnesses- better understanding.

I'm happy with everything.

Making sure people are listened to and treated fairly whatever the situation is.

Appointments with GP's - difficult to get. Happy with health visitor's contact that my daughter has had.

I like having my own personal space where I can go to at any time and also having options and choices to make for myself.

Access to a GP without a long wait. Shorter waiting times between referral and consultation.

Carers are very important to me. Nothing is too much bother for them. They help me with everything. They are a first class group of people.

Being able to get about on my own - I'm scared of falling.

Consistency of quality service.

My family and friends have helped me get to where I am today. I am proud of the person I have become as nobody has had much faith in me, I have proved them wrong by getting a job.

S.W. to listen more & understand that family are concerned and worried about their family & their needs.

I like coming to the centre as it is the only place I have friends & it gets me out the house twice a week. The service gives me a chance to have a laugh & enjoy myself. I would like to see my family more.

That young people are involved in decision making processes.

Receiving help quick mental health care should be more available.

What Matters to me is making each client feel safe and comfortable in the last years of their life.

Trying to get appointments with GP. Got to phone on day for an appointment.

Promoting Independence + dignity. Care at home staff on island need more training + responsive, more qualified. No one in charge - "Run Amock". Not many young carers can get into the job of care at home. Don't need a care home - more care at home services. Social Care - more availability - not widely known how to contact social services.

Provision for children with learning or communication issues.

Any care I've had has been very good so I hope that stays the same.

Simple things such as being able to get a doctor appointment quickly and not having to wait 3-4 weeks.

Happy with services at the moment. Diabetes looked after by GP and specialist services. GP appointments are difficult to get.

Short waiting times.

Hard to get Dr Appt. More help in the community. [named removed] needs help. Not always available. Has been in hospital and not followed up.



In general no services for youth. Autism - been all round the houses to get diagnosed. More education in schools around the conditions. No services after diagnosis.

The staff have been very helpful to my needs. Service has been great. I have learned so much at Dirrans meeting people and helping regaining self confidence that was important to me.

Having my friends & family around me to offer support & guidance (made me the person I am today). My job as a swimming teacher allows me to share & pass on my skills to others. Studying occupational therapy is going to allow me to help others & work with some inspiring people.

Provision of good quality food and that your individual needs are met.

Portal - good facilities. Bad issues with booking halls (need to be treated with respect) now stay towards greenwood - lots of fitness services for young people - GP appointments aren't straightforward hard to get an appointment.

Services are getting towards very good. - Some minor things i.e. ease of access into older buildings for wheelchairs. Services are using digital platforms to contact patients and remind them of their appointment – fantastic.

Both health and social care are providing an excellent service to my mother. Through a homecare package allowing her to remain at home. She previously attended a day care facility also before her health deteriorated. My mother also has the use of a community alarm. There was an incident when a staff member was rude to my mother, this was dealt with satisfied with all services and support provided to his mother with promptly.

That they provide a good quality of care for both staff and patients, working collaboratively towards the same goal.

Provisions for elderly, vulnerable people. Services, such as transport to take children, elderly to groups, clubs etc.

[Name removed] makes me happy and I am glad to have met him. Kind, generous and caring.

Having someone to help if you have a problem to give advice about the best way to handle things whatever that might be the staff are always willing to help whatever the situation might be.

Carers for the elderly - important that they all have a basic level of training. Some don't have any common sense. It's particularly true with younger people. Care firms are in it for the money only, it's important that funding is available.

I would like to see better service provision in North Ayrshire; more drug and alcohol services, mental health services and better and safer staffing levels.

More flexible doctor appointments needed for people who work - no that they don't need to take time off.

Good service. Communication between care service & family.

NHS not enough GPs. Childcare services. In general staff provision in all services needs to increase to match needs and demand. Care of the elderly.

Make access to GP simple - speak to people not push buttons on a phone.

Working in partnership person centred care.

Short waiting times.

People receive the services that they require when they need them. More mental health services are made available e.g. therapy sessions so waiting lists aren't as long. People show compassion when working and treat patients fairly and with respect.

Pharmacy service absolutely excellent. All support given. Home delivery when needed - more approachable.

What Matters to me is the clients feel comfortable and safe also the help that they need.

To ensure patients are at the centre of everything healthcare providers do & to ensure they are involved in their care as much as possible. Patients to have choice & be respected & treated appropriately.

Fair, consistent service. Appropriate staffing levels.

My medication.

Booking appointments and prescriptions online - really good system but can older people use it? Need better care at home when people discharged from hospital - people feel guilty when taking a bed but can't get out as package as home not ready.

Important for me to stay in my own home for as long as I can but enough help and support to do that, not just 5 minutes a couple of times a day.

Good services - not like social services in past - not treated like a child - They have listened and helped get through so many hard times - especially family care services.

That the people who provide services care about the people they provide services to.

Short waiting times.

The time people spend in hospital mental health services is hideous. Something needs to be done and system speeded up.

I think the system is fair for appointments and I have no complaint with the treatment I receive.

Health and Social Care is Excellent.

Children come first and elderly. If they are ok, I am ok.

Shortest possible hospital stays. Less medicine wastage. Patients bringing own medicine into hospital.

Access to GP services can't get an appointment an out of hour at weekend.

Everyone is treated as equally and fairly as each other. Each individual area has the same resources as others, your area should not affect your treatment.

A more proactive diabetes monitoring service would be good. Appointment service at GP surgery is frustrating.

Classes for babies under 6 months.

To work in partnership for the best care & support for each individual right care, right time to right person.

Nightmare to get an appointment with my GP - can't book future appointment, on today only.

Waiting times.

Appointment at GP practice is ridiculous. You have to phone at 8.30am and when you get through all appointments gone. Transport for the elderly when needed should be provided.

As long as I can access them and get treatment I think waiting times should be reduced and it should be easier to get GP appointment.

State of town, buildings, litter everywhere. Buses not as good. Elderly can't get out and about. Mental Health Services is not good, need more support.

Help with jobs, apprenticeships for over 25s.

It's not bad.

Care in the community. Avoiding hospital admissions.

Easily accessible GP appointments. Due to work, it is difficult for me to get away for appointments for myself and my daughter. It would be great if there were evening appointments available that I didn't have to wait months for.

When people go homes from hospital they need care right away. I had this when leaving the hospital in the past. That was a first class help to me. The carers are excellent people.



Why don't the council monitor care homes more closely - Staff not up to talk, not enough training. Relatives no insight into qualifications of staff in relation to their loved ones.

Having services that meet the demand.

Both services are really needed, used in Largs - no cut backs are needed here.

Toilets - public toilets. Evening public transport. Home care for the elderly.

There is enough funding and care homes that can care for dementia patients that they are cared for properly.

Aqua aerobics at KA leisure are fantastic. Staff respect that not every day you feel the same. Important that there are services to suit everyone. My bus service does not go directly to the hospital...can't walk the distance.

Enough funding to help everyone. Need more support for dementia

Just to check to see I'm alright. I'm feeling better. My carers are good. You get to know them. I have the same ones coming in its reassuring you know.

OT equipment to be installed when required to support me to remain at home. Easier access to GP appointments.

GP service in Dalry and Beith is excellent. Kilbirnie issues re appointments.

Choice of GPs is important, and choice of dentist. More time for care at home carers to spend with clients. Lack of wheelchair accessible places in Kilwinning.

Impossible to get a doctor appointment in Kilbirnie. Need to wait a fortnight.

To help more disabled and less fortunate people.

Public toilet facilities absolutely essential for all age groups from young children, pregnant woman, people on medication, certain healthcare & the elderly. Adequate home care to promote independence in own home. Facilities for socially isolated people. Transport for people without cars & for people to access appointments + regular service.

I find the mental health service in North Ayrshire very good. Have experienced a lot of help also carers centre has been very friendly and helpful.

Keeping NHS available to everyone. No privatisation. Improve waiting times in all services.

Fairer access to elderly and disabled people to social care services.

Services for those under 65 who have dementia.

Keeping young people safe and entertained. The care for the elderly and people with learning difficulties to make sure they get the care that is needed.

Free healthcare matters to me. Also to get faster and MORE HELPFUL doctors.

Friendly staff. Better transport to places.

Being able to have face to face contact with providers.

Because I am a young carer, I am not fully aware of the health and social care services in North Ayrshire other than in the Carers Centre and at school.

No specific issues other than GP practice/health. Time/money wasted & emergency services being called unnecessarily.

Right time for GR. LGBTQIP. Help for obese kids.

See a doctor easily- less waiting times for mental health services. I have recently moved here and found the GPs to be very helpful.

GP Services difficult to access, need for OOH service with your own GP having more health care assistant. Accessing GP's needs to be looked at it's a poor service.

That as a young adult carer, my voice is heard. It can be difficult being a carer at a young age and would be good to know that there are services available if anything was to happen to myself or someone I care for.

Better disabled access within the community.

Quality, service and proper resources / funding. This survey is v v poor! Token consultation.

Accessing a GP appointment is often difficult & lengthy. Pleased with provision of equipment, been a big help.

Mental Health Service - Need more CPN'S. Has only seen me every 10-12 weeks. Speed up receiving medication. Better liaison between GP's and mental health staff.

CAMHS waiting times far too long. Mental Health for young adults and children.

That all who need the services, are well informed about what is available & what they are entitled to.

Surgery doesn't have a permanent doctor - just a worry if need GP. Concerned re care provision and coping at home. What is the help I can get?

There appears to be a shortage of social workers. I think it is important to recruit more, they should not be overworked as this reduces their efficacy.

I like what I do at Fergushill. I also get the chance to help other people when there.

Changing system to get appointments - takes time to get through - Beith and Kilbirnie. Can't get to see a GP.

Social work doing job right. A good help, helped me with my dad. Professionals meeting stressful social worker great, the rest of them not, very stressful situation social worker spoke up for father. Good support from nursing home.

Mental Health - autism - took a while to get support & was slow to respond.

Better social care. More doctors/cut down waiting times.

There always there when need it. Thanks.

That I am kept informed of services that become available in North Ayrshire to enhance my health and wellbeing.

I think it is important to have proper services in place and available for people who are in need of support and help in their life. I myself have received help which has bettered myself and it's a service I knew nothing about, I think more public awareness of these services would be beneficial for the community.

Always having someone there to talk to or ask advice.

Doctors' appointments. Having to phone in the morning to try to get an appointment for that day or waiting for two hours to see a doctor.

Better facilities for disabled people and more out of hour's doctors.

You don't get to see a doctor when you want to. People should get treated the same and get the same care about people.

The residents and the care given is with dignity and respect.

By the time you see a GP you are either cured or dead! GPs should be NHS salaried and work 5 days a week.

Better facilities for disabled people and more out of hour's doctors.

Getting an appointment at my doctor's surgery is very difficult. The procedure at Bourtreehill Medical practice has changed. I am now waiting 22 days to see a doctor.

GP not listening to what matters and is wrong with patient needs multiple trips.

Care of people with dementia. Respite care very helpful. Help for carers - only get help at the end of life, not enough.

Getting the right support to get me out about. Activities (group) at night e.g. snooker/pool/10 pin bowling. Get G.P appointment quickly.

GP receptionists not appropriate or listen to me. Need to be able to communicate.

Availability of GP appointments out with working hours. Shorter waiting lists for hospital procedures/ appointments.

Stevenson - doctors no appointments & waits at surgery bad. Dentist as bad Care homes closing - needed for older people (6 moves for some people).

Happy with the current situation.

That the right people are doing the right job and not just taking a wage.

More healthcare available in the community, when and where it's needed. Improve social isolation for people with health issues/disabilities.

Social Care - poor quality of life for individual client.

Care of the elderly. No waiting lists for care at home.

Education, rehabilitation young people in care are treated differently from (typical) children living at home with their parents. Children in care too long & picking up learned behaviours which impacts on rehabilitation home.

Bus timetables altered. Buses don't go to Tesco anymore. Difficult for people with walking difficulties to get to. Buses arriving at same time.

Access to the G.P takes about a week. Takes too long.

There should be more care homes for the ill and the elderly.

Very happy with service provided by social worker. Happy with 1st home care.

Accessing G.P. consistently in the Garnock Valley can be hard. Getting the same GP for the elderly.

That it's quick to get an appointment.

Skate Park is really small. Need better facilities for fun e.g. more ramps.

Having sufficient elderly residential care beds on Arran, given the aging population.

DR Surgeries too long to wait for appointment. Care for elderly need more care for disabled.

I get the facilities I feel I need in my new property (a bath to help severe arthritis) not the cheapest option - a shower as its quicker funding for staff to support me with (limited hours of support).

Fast appointments.

More peer-led projects. People with experience of issues. Service Managers need to be more open minded.

Children + families. Social work services to protect young people in Scotland - if Scotland's to be the best place to grow up children services need to be protected.

Education.

What matters to me is having funding to provide health and social care services across the area.

Range of services that are accessible. To get appropriate help/support when it is required.

To make sure my son is cared for and looked after properly and has supports in place to help him access the community.

Struggle to get Dr's appt. However, my doctor will phone me at convenient time for telephone consultation which matters to me. Chemist sometimes off putting with number of service users collecting methadone who appear to be inpatient + take priority which makes general public anxious.

Parking outside house is terrible. Had to wait 1 year for a physiotherapist.

More GP Appts.

Didn't know could call physio direct for referral - delighted with this. Happy to self-refer. However fund social care + day services access very slow. Been waiting for a rail through occupational therapy for at least 4 years.

Happy with all services. Health and social services.

Homecare for household.

Mental health psychology. Talked to GP difficult to get appointment depression.

Enjoy support of health visitors. Appointment system could be improved at health centre.

Properly looked after + well cared for in a clean environment.

The health care of my child at the doctors very happy with the doctor in Kilbirnie.

Early years has brought my daughter leaps and bounds, the health visitor service is great for advice any time you need it.

Access to district nurse - supposed to be set up whilst I was in hospital but not done. District nurses appointments set up in other areas - not the same service.

Short waiting times.

Arran: more wheel-chair access to shops - ramps etc. for toilets - No toilets in Arran.

Mental Health services to improve - waiting times/right support. More doctors - locums to cover holidays - services. More support for carers. More support for teachers for children with support needs (shortage of classroom assistants). More training opportunities for carers raise knowledge - and confidence for the person you are carer for. CAMHS services to branch out an improve/waiting times to be reduced, listen to parents - support for parents - more resources. More opportunities for all age group to be active/groups/gyms/therapies supports around assessment with DWP is PIP – DLA.

Anti-social behaviour. Being able to live in your house peacefully and not being subjected to noise and disturbance from antisocial neighbours at all times of day and night. Having fought for 2 years to get a move and standards of noise level and insulation in buildings. More should be done for people rights away from a noisy and distressing situation and still having to live there with the situation just the same as it was a year ago.

They are person - centred, locally available and responsive to give the right support at the right level to enable me to be as independent as possible and only how long I need it.

Health Visitor is not only supportive but also incredibly friendly always informative.

I enjoy the company, everyone is so genuinely kind & everyone is so genuinely kind & everyone smiles at one another the staff & driver are wonderful. Carer is 2nd to none & genuine. Food - goodness! Is truly 1st class.

The care and attention that the staff being to each of us is excellent. If I have to miss any of my visits to Stronach Day Care I feel devastated. They are my second family and I love them all dearly.

Good points: free school meals for P1-P3, free healthcare - good for those that can't afford, support for LGBTQI+ and people with mental health issues, free public transport for the elderly.

Free prescriptions - GP appointments availability- I am quite happy with health in North Ayrshire always room for improvement. There are some carers who drive their vans very carelessly. Either train them to drive or put a limiter on the vehicle (this is from observation) Or give them more time for their journeys as they are probably under pressure.

GP availability. Elderly support. Information.

GP Find positive. But can't access appointment don't match the bus timetables transport to access service very difficult.



That mental health is solved and have the correct help needed.
It matters that there are enough services for people that need each service. More knowledge for people needing these services.
Funding for NHS. Adequate care home vulnerable people looked after in their own homes. Couples staying together if in care homes. Community based services.
The main issue is transport and accessing G.P. surgery appointments to coincide with a very poor bus time table.
Transport to & from hospital for appointments. Solution to toilets.
With the health visitors coming to me helped me out a lot and I didn't have to leave the house.
Care homes struggling for adequate trained staff and staff retention. They do a good job in difficult circumstances.
There is evidence of partnership working, better communication links. Focus on a more robust discharge process and moving into the community
I think the service is excellent. Home care can be understaffed and overworked though
The inability of practices to recruit doctors. The use of care services. The cutting of library services.
We always receive excellent health care. Thoroughly enjoy home visits.
At the moment I only receive child care and it has really improved since my child almost 10 years ago.
Good service.
Social care for all. Older people coming out of hospital and ongoing care in the community.
Attending the mainland hospital is difficult & expensive.
That they are available when needed. Sometimes it can take a few days/weeks for an appointment at the Doctors or there is a long queue in A&E departments.
Difficult to get docs appointment + not enough mental health hope.
Children with disability 1 1/2 years to get direct payment lack of social services GPs know nothing.
Getting buses to run for older people. Being able to get an appointment at the GP.
I like getting the help I need but also keeping my independence.
Waiting time to see local doctors are too long. People's diets are bad as foods are too expensive.
Problems getting GP, appointment, this could be improved, no consistency when seeing locums or other GP's.
Keeping library's open care in the community more activities for local people. Less council workers and paper chasers.
The shortage of staff for homecare services easier access for volunteers to assist the elderly.
We think what matters are guidance, support and what is best in the everyday living and wellbeing of [name removed].
More group work. Closer interaction with others in the community.
People need to do their jobs properly. A bit of compassion. Carers need to get more time with the people they look after.
That I am treated with respect at all times and treated like an individual.
Disabled parking spaces in Largs. Good care at home services.
Care at home when ill. Waiting for GP Appointments is a nightmare.

Contact with people with similar problems.

More job opportunities for all those in the community.

To have respite care and individualised services for adults with learning difficulties, what will happen to my son when I'm not here, a place that he is familiar with, to have a good team around family when loved one has dementia and Anam Cara is excellent.

Better out of hour mental health services. Drop in centres for services.

Getting a reasonable service. Being comfortable in my own home.

That we all get equal treatment.

How friendly they are.

A 24hr Care Facility on the Isle of Cumbrae to prevent our elderly being forced to leave the island when they can no longer cope at home.

Level of staffing in Care Homes. Also lack of stimulation for Dementia Patients in Care Homes.

Fair and honest treatment. Continuing care for my wellbeing.

That they be easily accessible. Struggle to get GP for my child. Just want someone to be at the other end of the phone.

That services keep in touch with us & that they listen to us. Getting appointments in a timely manner at GP.

We need a care home on the island. A year to get a physio appointment - too long.

Compassionate staff who have the time to spend learning about people and adapting to needs as they happen.

Good access to GPs (Hospital is great. Lady Margaret does a good job) Care for the elderly - for a nursing home they go off island and elderly care home on island would be helpful.

Quick access to a doctor for older people (Speed is important). Care home on the island (Empathy for the partners of older people) Keep the hospital open. (More practitioners are there!)

Better House. Clean places for kids, bring back wardens.

Being able to get a GP appointment in a reasonable timescale. Is getting beyond ridiculous.

Shortage of funds.

Having access to a GP without waiting for weeks for an appointment.

Residential home - need a place on the Island.

The service that is provided by Rosemount admin team is excellent and are a vital part to the team. Working and achieving positive outcomes. The staff are the first point of contact and are always professional in their response - they are able to assess and speak with families - and act accordingly to ensure services are delivered and crisis averted. A+

We need health and care services. Not enough Doctors, nurses, hospital beds, waiting lists for services.

The carers do a good job but it's a pity that it takes so long to get care in place to let patients get to their own home.

Carers helping individuals with disabilities.

As a worker I asked school nurse for assistance with a young person I work with. School nurse was a wealth of information and support. She has seen the young person on several occasions and been very supportive to her. This has been invaluable.

That it is there to help.



People working in social care don't have enough time to spend with the service users. People should be treated with respect and privacy - shorter waiting times.

Doctors new system is rubbish, used to phone up get an appointment you would get it straight away. Now you need to phone then wait for someone to phone you back.

We need to be employing people with lived experience. We do evaluations in the community which is a tick box exercise but we don't use the information. What do we do with it. People with PVG's should be treated with same as people without as this does not mean we cannot do the job. Therefore are discriminated against as we have been passed with disclosure and they say we are not banned from working with vulnerable adults & children

Struggle to get quick appointments for doctors. Need more disabled access on trains etc.

Confidentiality, closeness.

Consistency in using the structures and procedures already in place e.g. review of medication, review of impact of medication. An integrated approach which sees good communication between the various agencies involved.

The care and help is for families and children within the community when they need it.

Difficult to get doctors' appointments, it would make it easier to have out of hour's doctors. Doctors don't visit elderly at home enough.

Having my own toilet in the care home. Nurses in the hospital didn't always have enough time for me.

All services are accessible access to GP difficult. Phone at 8am - don't work. No appointments locally so difficult to come back.

With the increasing pressure on Health and Social Care, it is important people are treated with dignity, respect and standards are maintained.

Protection of children + people with disabilities.

The support and positive attitude from admin staff who are very helpful when you phone Rosemount.

That is affordable for people. The people providing it are properly qualified to provide it.

Limited access to home care services impacting significantly on the ability of families to cope with all responsibilities - work, parenting and caring for elderly parents.

That existing pre-booked respite care for carers is honoured and not cancelled at short notice as this causes carers who need respite undue stress - in an already stressful role. Or if not actually cancelled then threatened with the possibility of cancellation. Once it is booked it should be cancelled only in very extreme circumstances. Carers play a huge role and rely on respite to remain fit to contribute their caring role effectively.

Being able to get help when needed & carers knowing my likes & needs.

Young man - no problems apart from having to wait a couple of weeks for a GP appointment.

Car parking closer to the CLDT building and easier access for wheelchair & disabled users please (as was before landscaping work carried out). Building would benefit from automatic doors - pushing a wheelchair while pulling a door open is not easy.

That they respect the people.

Social services has been a great support for me and my children.

Provide safe care for young people. A robust interagency partnership for children and families.

Care of the residents.

Trying to get an appointment when I can and have to keep phoning when I am working.



Breathing space - cognitive behavioural therapy - young man who suffers with anxiety and is off work and living at home with his mum. Is trying to get better but is struggling - appreciates help offered from above.

Supporting each other. Meeting people.

Child care, mental health, help for the disabled.

See some doc. Prescriptions with LPS Hours.

To be open for drop-ins for young kids.

Better facilities for disabled people. Better support for kids to talk about themselves.

Would say it's pretty good. Good at social work department & GPs. Happy with service [name removed] & nurse [name removed] are excellent.

Being able to get an appointment when needed. It can sometimes be difficult.

Doctor close to where I live. Doctors are nice to speak to and are gentle.

Support from Patrick has been brilliant for a young person who is in a unit.

Extra support to get young people into employment.

Supporting needs of children.

Making sure children are cared for to allow adults to work and earn money to look after them.

Getting appointments for my wee girl as she is young.

Appointment times at GP are ridiculous. I had to wait a fortnight. It's important services are available to people when they need them.

Knowing where to turn to as a carer for help, guidance and support.

Dependant on care services for care, shopping & prescriptions.

Making sure waiting times are low, especially for children services, I have three.

Follow up + back up services post hospital "Nothing on the island". (Lady Margaret respite no longer available) - Stay too long in hospital.

No GPs at Stevenson - all locums not a good service.

Getting the right care.

Safety of children.

Sensible and realistic approach to the elderly.

Long life and keeping healthy. There is not too much to do that is free. Support in community for health and well-being.

That I'm not being judged and people listen. Love the service I do receive.

That we actually get it ...

That my carers get to me on time and look after me as best they can. Sometimes it can take a while to contact the office as the phone lines are very busy.

Knowledgeable/ supportive staff. Support in community. Availability of appointments/ services. Various methods i.e. late night/ phone/ skype. Follow-up.

Priority of needs. Appropriate timing allocated for c/a - in community training.

That everyone is treated with respect and dignity. That everyone is listened to and is supported to express their views. That everyone can work in a safe and caring environment.

More workers to link up but only those authorise.

0 non-working hours in local doctors. Dementia friends.

I wish I could have easier access to my GP.

LBGTQIP rights. Non-working hours in local hospitals. Dementia friends.

Due to me in the hostel, Irvine (Victoria house) just want to make sure my location is suitable for this.

Lack of employment opportunities for young people. Increased concerns with regards to budget cuts and ongoing pay decreases making it harder to entice people into the service.

Treat the public as you'd like to be treated yourself.

Don't like answering machines for appointments, I like to speak to someone. Difficult to get GP appointments.

Services for dementia sufferers under 65.

GP Stevenson getting an appointment really awful.

Dementia Services, support for carers and integrated support.

I like to be able to be social and keep my mind occupied and to have my wishes respected.

Services for older people with dementia and support for carers.

Support to help gain employment for people with disabilities.

That you are listened to. There is always. Someone at the end of the phone. People to help with money matters.

Community Services.

Mental Health Services.

Ensuring adequate GP services in West Kilbride.

I have good carers and they provide a great service. The only issue is with GP appointments, it's difficult trying to get appointments.

The comfort of the environment that I live in. Good nutritional food. (flexibility with choices). Nice friendly staff.

Getting the attention when I need it from the GP. Have to want to see GP I want.

Working towards a better future with support.

Improve health visitor services i.e. not picking on ones involved with social work.

The groups (some of them), my worker, [name removed] my psychiatrist. The help to overcome some/a lot of the difficulties & other things that I really to help with a normal life. Not feeling out of place, really it's the only time I feel normal.

Having someone to support myself and my family the parent group at Rosemount has been a great success for us to being with people with much the same problems.

Occupational Therapist - good experience. Doctor is good at organising what is required. Recurring services that you require when needed (ease of access).

Getting the right services for people. Better chain of command through hospital services i.e. GP can do tests they shouldn't be sent to hospitals.

The care package that I receive in my nursing home.

Quality person centred care. Equality.

The health and well-being of elderly people in Care homes matters to me as they need more Care than us especially if they have a disability or an mental illness.

I think people should be able to find out what services are available more information that will help everyone involved.

Accessibility: sometimes you need help out with hours. The distance to travel to nearest hospital is not acceptable if you don't have a car and rely on public transport.

Services are good. Helping the family a young person.

That services are free + that you could get a GP appt. (30 mins to get through)

The NHS is not privatised. Services should be adequately funded and staff are properly trained. Additional support for older adults suffering from cognitive impairment e.g. dementia. Improved service for providing meals to older adults - service withdrawn. Reduce waiting times for mental health services, Additional day services for reducing isolation in older adults.

It's inclusive. People are consulted about care + needs. Can have difficulty with G.P appointments.

That staff working in the partnership are fit for their job.

It's there as a support buffer and a listening ear. There's always someone to speak to if I'm feeling down/alone.

GPs need to be available for appointments 'outside office hours' for those of working age, we need to provide residential accommodation for the elderly near the high street so they are not socially isolated, we need much better mental health support, and for heaven's sake will someone in government (local or national?) who is responsible for signing off on bus contracts please ensure that buses arrive and depart from local hospitals at times that fit in with visiting hours!!! Thank you.

GP appointment services not efficient or struggle getting appointment times.

When a relative wishes for a home visit from a doctor for a 93 year old relative it should be a visit and not a phone call.

Links between services. Within the health service and community.

I'm happy with services hospital and GP's.

Good experience with golden jubilee & after care by GP. Happy with services as they are, however feels there is not enough GP's & concerned about this.

I believe that Montrose house is not running full due to lack of staff. Why?

That all appropriate care is carried out over 24hr period with privacy and dignity at all times.

To be able to get appointments in decent time. Need to listen when people are telling their story.

GP - very good. Appointment problem – Saltcoats.

Food, company, activities and friendship.

GP Appointment - getting off work as work not flexible enough.

Lack of doctors - can't get appointments.

That health and social care are integrated in a meaningful manner which sees the true shared allocation of finances that will allow a better experience for adults. That our children and young people are supported to achieve maximum potential in circumstances of extreme poverty.

'Peace of mind' for mental well-being, and services that are available.

It takes time to get a GP appointment. People who I can go to and ask for advice + get arrangements in place.

Team work.

Largs. Waiting time too long. Hard to see a local GP when you're really ill quickly.

It matters to me that funding continues for addiction services.

Appropriate & respectful medical care. Dignity respect from staff. Good staffing levels. Zero tolerance towards staff. Appropriate environment.

All my needs are met and my privacy is honoured and respected at all times.

That there is a good range of facilities covering a wide range of help in all aspects regarding the people that need it most.

More support required for people with chronic illnesses, having more doctors geared to listen to young adults and older teenagers.

Getting it right and getting it sorted ASAP. I called for an appointment, none available but the nurse call back for phone consultation - it was fantastic.

Having clubs & activities to suit my hobbies making friendships & people to talk too. Having interesting things to do daily at my day centre. Having support with social skills & inclusion.

Lack of GP appointments.

Availability of children services + social care team building skills.

Getting good attention from the doctors. Sometimes getting an appointment can be difficult.

That care can be given at home where possible.

Short waiting times, compassion and a friendly face at the door.

Having help and advice on hand and being able to see a doctor the day you call.

They're available to all. Accessed easily. Locally available - it's fine if you're a driver to travel. Cost of care is also a huge issue (care home costs).

Access to GP named social worker for elderly and know who to contact re homecare and advice within SW also more inform for families who care for elderly.

What matters to me is that the services listen and take on my views.

More GP's.

Lack of GP appointments phoning constantly. Don't like cutbacks in libraries.

I think there should be a more community based service. Also a larger social care service for disabled.

That clients get treated with dignity and respect. That clients are given choices. That there are enough staff to meet client's needs. That clients get entertainment/activities that they enjoy.

Main concern is with housing. Awaiting urgent allocation of suitable accessible property.

Access to GP appointments - need to phone early in morning. Access to physio appointments - waiting list 52 weeks.

I like the service as it has helped me with my alcohol issues, the different group work and the one to one services I get from my workers it has gave me my confidence back.

Local services within my area. Not waiting for hospital/doc appts (a few weeks or more).

Services that are advertised are available when they are required without lengthy wait times and complicated processes and procedures.

Poor availability of GP appointments.

The help and support it provides for me and my family.



That we meeting the needs of the patients and have lots of varying opportunities to offer them as a service.

Protection of young + old at risk in community.

Ensuring each and every person receives care that will benefit them and ensure they can live a full healthy life.

That services are there when my daughter and I need support. Responsive services and helpful & supportive.

Everybody receives the care they deserve, with dignity and respect.

That my relative is looked after with care and consideration and is given the relevant treatment to enable her to be more independent.

Being able to offload problems to someone other than family.

Support services for the carers and elderly.

It helps me they are good to talk too. It would be not good if I didn't have the support.

That the service is done properly (Care at home). Training and quality of caring staff.

Be able to get an appointment with the GP as soon as possible. If I have to go back to the doctors with a recurring problem try and get the same doctor which had dealt with it before so that they know how it has changed.

They don't seem to work very well - I have to phone every day to see a GP for this week. Hospital is at least an hour. People in the community aren't getting the help they need with care at home services. It's too basic and not tailored enough to peoples actual need.

Getting a carer's assessments and help for my husband if I should not be available.

Worker visited me at home, provided both my wife & I with invaluable info relating to services in which would be best to social inclusion, promote my independence. Also helped my wife - provided her with access to carers group.

Would like more activities and clubs for kids over summer holidays, which are not too expensive.

More appointments in general or a late night clinic e.g. a Thursday night for those who work.

Funding. Training of professionals especially in mental health. Not enough personnel. Long waiting lists. For vulnerable people.

Coming to day services helps me learn.

As of now, I'm happy with all services if health deteriorates caring services may not be adequate.

When you phone for an appointment at clinic, tell you who called next morning at 08:30, when you call there is usually no appointments left.

Try to get doctor appointments is dreadful.

After - school care + breakfast club. Would like to see more support for schools to implement this. Perhaps local authorities could be more supportive.

Availability of social services. Hospital to Home Discharge planning. Care and compassion. Choice.

Lack of social groups and events that young disabled people can access alongside non - disabled kids. No inclusion. Total lack of coordination and support for young people going through transition from children to adult services.

Stop receptionists asking for symptoms.

Work closely for the benefit of service users and carers. Regular communications VOA meetings, events where we can exchange views and comments, therefore improving the provision of services.

When you phone up the GP you shouldn't have to tell the receptionist what your issues are as they can be sensitive and something you don't want to talk about or have to go into details about.

Underfunding. Not enough time given to carers to do their jobs - people having to sell their home to fund care? Free personal care for all!

Lack of GP appointments good health care.

Getting access to a doctor over the phone.

More training for carers on how to deal with people in the community.

Knowing how to contact and get support for things like wheelchairs, ramps etc. Support for family carers, like carers centre.

More drop-in for children about dementia, disabilities, mental health etc. Improved emergency services. Better social care and better health care.

Yes, think it is important to look after the elderly and younger people who struggle in life.

Getting access to a doctor out of hours - especially at weekend or evening.

Support and services for people with Mental Health. There is a need for counselling services. Waiting lists are too long.

Being able to see a doctor in time. And seeing your own doctor instead of a local doctor.

The weighing clinic for babies ran by health visitors should be ran weekly. Bookbug should be on every week. More for children weekly.

Having a community nurse is important to me. It matters that support staff are nice and I have met them before.

I can get to see a doctor that I know rather than one who doesn't know me.

Easier access for doctors.

What matters to me as a foster carer is the really good support that we receive.

More GPs. Having good quality and qualified staff.

Getting to see a doctor on time.

Better communication between the two departments, why is it still so hard to arrange/ facilitate medicals if we are in partnership?

About older people getting took care of plus better care for the younger people care for everyone local.

More staff so that there is more time spent with service users / elderly and children.

Access & availability of social services. Service provision such as in reviews not being forwarded up or up to date.

That we get it and it is inclusive of everyone.

There is people around to help me. I want people to listen to my needs and take this into consideration when helping me.

People that you can talk to if you need to, people support you if needed.

Freedom and trust to be built up on for young people.

Having support and help when need or phone support.

More support in the community for OAP's and young families. More money and an AE/Service on Arran and money invested in the hospital so more can be done for Arran people & visitors instead of going to the mainland. A better structure in place for care facilities investment in carers & less cutbacks in the community.

A reception/welcome desk in Horseshoe Building, ACH frequently have sessions interrupted by lost patients knocking our office door - not from our speciality. Today 30 mins clinical time spent trying to find where a patient without an appointment letter should be - not on pms, referrer couldn't tell me as notes archived etc. OP clinics couldn't help - HARP Group.

Information about things.



There when needed.

Events that bring together & enrich the community. Events that the community steer & drive.

Better communication between care at home and families/service users, especially if no carer coming or if change in service users condition. To maintain that service users are treated with dignity and respect.

Doctors' Appointments.

Reliability, which I have found it has been, there has been a change in my granddaughter (for the better) since going to Rosemount.

There should be more funding available to these services which are supposed to be able to help our children have an enjoyable school experience and not have to worry about children falling through the cracks.

It's helping the family and the young person. The young person seems to like Rosemount being involved. The young person likes to have someone to speak with.

Provision of a first class service to users where users of health and social care services and relatives are regularly updated and kept well informed of all progress.

The quality and availability that we have currently. Improved patient transport to hospital from Arran.

What matters the most to me is having enough time to spend with residence and having funding for activities and also training to help understand mental health.

I've had no connection with social care. Health is ok for my M.S.

Good Service. Quality time to speak to individual person to discuss situations, advice and Support.

A varied programme of activities. Enjoy outings. Share thoughts & feelings, I am listened to, I am part of a team.

I enjoy the trips.

Working together as a joint partnership as this helps communication between service users and services.

Spending enough money on health and social care. Not enough doctors means it's difficult to get an appointment. Seeing the right person quickly is important.

That both vulnerable and old people are looked after.

Advice is on offer when needed.

In every service and when looking at every resource, we always use a person centred approach. That we always remember a disability or a disorder never just affects the person themselves, it affects everyone around them and they must also be supported.

I want them to help people.

That if I ever need support for my son, there is always somebody to turn to and ask for help.

No matters of concern that service user could identify.

Friends, family and school.

Services for young people with disabilities - my son is 19 + difficult to find suitable activities.

That there are services in place for people who need and use them.

Going to Hazeldene.

To have more youth club to keep young people off the streets.

Getting the support and help for those who it. Having a team you know and trust.

Learning budgeting skills.

Going to CBS Hazeldene. Having opportunity to attend respite.

Quality of Care + Compassion.

Mobility and access. Exercise classes. Meditation classes so people can cope with extensive emotions.

Regular contact from same health visitor would be good.

Plenty of services. Parks activities for kids - affordable (Transport & costs of activity).

Access to services CAMHs is over worked with children waiting in desperate need and unfortunately no space.

Availability of GPs.

Seeing my health visitor at my own home.

Not happy with home care. They don't come in on time, do not show up, do not telephone. Becomes very stressful i.e. we work to times and it is not working SDS - thought it would be in by now - things getting more stressful. Services from social worker - no problems at all.

I like me coming home x thank you x

The staff at Dirrans. Family friends. People at Dirrans. Support friendship. My life at this time is very good thanks to the staff and social work and people at Dirrans & my family.

A more frequent bus services particularly to the hospital public toilets. A great need for locals & visitors alike. Extra help for carers looking after their families at home. More home visitors to help the families struggling with sick older people to stay in their own homes.

More money into social care service would improve it. More doctors but don't really know enough about this as need more information on if we really need more doctors/physio.

Retired practice nurses - surgeries now being run more like businesses. Old people bed blocking - not getting into care quickly. Everyone getting free prescriptions - can buy some medicines cheaply yourself.

Social Activity that is easy to access in my home town.

That we continue to provide & safe and secure environment for the children and young people we look after.

Transport (NAC) to & from my day service. Able to access computer & internet on my own. Being able to get extra support when I need it.

Respite for carers, lack of services for carers.

Waiting times for services (doctors' appointments), 10 min doctor appointments not enough time to discuss issues. Nurse practitioners in all GPs to take non-emergency appointments, minor ailments.

Put wardens back in sheltered housing, to offer additional support to residents and reduce home care visitors. GP surgeries open later at night and at weekend.

More doctors so we can get appointments when we need them.

To help the old and the young fix their lives and has helped me a lot with my life.



Improved District Nurse Service, need for better communication between GP & DN. Important to make sure relative is safe & secure in own home, end of life services is very important and continuity of care. Care staff provision is good although staff can be changed often and it takes time to get to know preferences - Need more flexible service to meet changing needs also having someone to discuss matters/issues that is known to family and knows the family. Continuity is very important.

Ferry reliability. Condition of roads. Difficulty in hiring medical staff (doctors). Toilet closures.

Trying to get an appointment out with school times.

To know that the help I require is available. All the services I have been involved with have been marvellous including the GP practice, chemist, carers, OT service, and the alert team. Having contact with the care staff really make a difference to me as I have little friends/family support. I am delighted with the support the care staff are able to provide me with.

Gave me stay I need and help provide for me.

Having a good doctor's practice.

People should not be judged on what you wear.

It is difficult to obtain an appointment at the surgery in a timely fashion. I find that there can be a lack of communications between the surgery, patient e.g. getting test results. I think that there should be greater flexibility in surgery opening times. Why does the surgery need to be closed on bank holidays, given the number of doctors who work there? People don't stop being ill at holidays.

Making doctors' appointments at a decent time.

GP appointments when needed. This would help to get better quicker.

The lack of public toilets on Arran.

The main thing right now at this time is that people feel safe especially young people as they are outdoors a lot and for them to have activities out with school.

Seeing GP promptly and getting hospital appointments promptly. Access to own GP at weekends.

Get service needed without lots of paperwork questionnaires.

We need more GPs because every time I come in here I see somebody different and its locums.

My issue is with the lack of consistency with regards to care staff. Service from [name removed] was very good.

I'm happy with the services doctors give me.

They are better joined up and more responsive. Where are the GPs? The government needs to solve the GP shortages.

I like it when they help people who can't walk.

Ensuring that all young people in the LGBT+ community have access to GPs in their local area to answer any questions/give advice about their transition.

Accessing services as quickly as possible after needs being identified. Being able to consistently see the same GP.

I value A&E and having access to it. GP + Lady Margaret Hospital - great.

Getting an appointment with the doctor.

More football and sport facilities.

Safer staffing levels in inpatient areas.



Service users wife phoned into advise that she is happy with the care that her husband is being provided with in permanent care. [Name removed] explained that she would like for her husband to be relocated to North Coast area - so that she could visit home every day - as she is not able to do so, as he is currently placed within 3 Towns area - and her health is not very good at present.

Free doctor, check-up appointments.

Not to have to pay for doctor and dentist appointments.

Education (my kids) feeling safe + protected care for all 'free'.

Look after all the old people and disabled in the community. Neighbours looking after each other.

Continuity of carers and times will attend.

Having regular carers and not a constant change of carers I don't like rude district nurses.

No problems getting GP appointments, but other people struggle with phoning on the day and the system.

Having a choice in attending alternative day care service i.e. having the availability of attending more than one day per week.

GP Appointment.

Being able to care at home for partner. A friendly and efficient staff. Being able to see a family doctor without too much delay. Access to physiotherapy soon when required.

It's free.

Having the same carers every day and not over is different people a week in my home.

You learn from the people what you don't already know, and it's the same for users of this service.

Getting an appointment when you need it.

All the help I receive has been tremendous. I've had help with getting my husband an extra day at day care which I greatly appreciate. Also the help from the OT has been great.

That it is taken serious.

Short waiting times and a friendly face at the door.

The variety of support from group work to 1-2-1.

Opportunities meeting new people. Helps isolation! Classes, groups. Facilitators at all events/opportunities. Have been great.

I think that the services I am provided meet my needs and I wouldn't change them.

To continue to receive good care from doctors and health care workers.

Good person centred care. Treat as individuals and listened to, I think these days a lot of 'people' assume things rather than investigating and a lot of things are missed and people end up worse off.

Availability of doctors' appointments.

Having GPs available when you need them.

Getting a flexible appointment at the doctors that can fit round working hours.

I live in Largs and feel there is little for me in Largs. I have to travel to the Dirrans to access a suitable service which meets my needs, something local would be good.

Meeting the needs of vulnerable and elderly people in the community.

Having doctor's open on Sundays.

Group work & one to one smart group.

There is not enough support on mental health problems in schools. Also waiting times to see a doctor.

Pamphlet in waiting rooms. Explaining how to speak to deaf people. Rules to make deaf people hear you better.

That the NHS is never privatised in any fashion whatsoever. That the elderly who have choice to maintain their own homes and never forced to sell for care which they have worked for all of their lives and paid heavily in taxes.

Doctors is a joke.

Communication, choices + good integration.

Don't rate the carers at care at home but the GP is good.

I feel we could do with more home care staff and more GPs nurses.

Local family doctor. Help for struggling practices.

Good Doctors. Ability to get appointments. More facilities/specialists on Arran would be good social care available if required.

That enough funding is provided to maintain the excellent care that we have and to employ more staff to meet the needs of clients in the sheltered community.

That I will be able to receive enough care and medical attention to play in my own home until my demise. At the moment I am living monitored, and feel safe, long may it continue, our Arran team is a very good one, and helps each other in the rank and file, all the time, providing all other departments co-operate of course!

Services are accessible and available when required e.g. long waiting times for homecare - GP. Flexible to meet the needs of all including those in full time employment. Promoting the wellbeing of residents and staff e.g. social activities, befriending.

More care for old persons not just 10-15 to see the person.

That there is staff available when needed, and know how to contact them.

Get people discharged appropriately from hospital.

Equal funding for people who cannot afford operations or free care.

I think it's amazing because it always helps you.

It helps people to be healthy physically and mentally.

Access services, free health services, free dental/eye tests.

Important to stop cancelling appointments, people usually can't wait for treatment. Have had podiatry appointment postponed three times, and is in agony. Had to wait months for the appointment.

It's free.

Being able to see your doctor.

Mental health awareness. Sexual health education.

Being seen to in a timely manner e.g. by the doctors if you are unwell.



Children and old people. Too much food banks, things too impersonal, need resources so we can make connections with people. Don't want to take time up of GP's and services who are under pressure.

Waiting times at A&E are too long. Out of hours - should be doctors available not NHS24.

Appointments when you need them.

People matter so health and social care should be to the highest standards possible. Proper advertising and information available at public / popular locations on help and advice available. Someone that people can talk to about any health/social workers would be my number one priority.

More doctors to surgery.

To be well - looked after in my care home.

Stay at CBS Hazeldene.

To keep elderly and children safe and secure.

No comments, as I'm happy with the services we receive.

Every child should have a free education at schools

Is doing the best for everyone that uses them keeping us up to date with information to help them.

I think people who are receiving care in their homes should be getting the area that they require. To make their lives enjoyable as possible, NOT JUST WHAT IS AVAILABLE!

Equal funding for people who can't pay for it. And free care and more support for mental illness.

That the children receive the support that is needed.

I think it's important to provide local offices for service users and clients to attend in their own area.

Group work. One to one support Addictions. Gym work.

The support of family placements team.

Having better communication between G.P.s and hospitals. I want to continue to get help from learning disability service.

More education on mental health to help teenagers. More sexual health education.

More mental health awareness places. Educate kids on mental health.

That it stays free.

Mental health and bullying awareness. Sexual health education. Free prescriptions.

I think it's important to get free health care.

I think it's important to get free NHS.

Additional resources to support adults at risk. More diversionary projects to engage with young people.

It's good to have the support of a job coach and the people in my placement support me as well.

Kilwinning sports.

Speech Therapy.

GP services to be local, accessible & offer continuity of care (not always locums).

Being allowed to be independent.

Special Needs. Help in old age. Addiction.

The family placement team and Kinship team.

Kilwinning sports club is working to stop obesity and make children healthier.

That they get it right for children and parents.

More DR's. More Carers. Care staff. More for family carers.

Quality of care. Quality trained care at home staff. Continuity of care.

The CALMS programme needs more money to help people like my sister to get more specialist treatment.

Mainstreaming good health. Keeping in contact with family and friends.

The services makes me well.

Keep priorities to our LAC kids. Put them first at all times. Fostering and adoption service remain top.

This is important free health services.

Access to the right services to help me if required. Family and Friends to keep me going. To be listened to and make my own decisions. Dirrans centre, we are all one family.

Services that are always accessible.

Being seen/getting appointments.

That somebody is there to help with a phone number that people can get in contact with.

More clubs for the lonely and elderly.

Kilwinning sports club is working to stop obesity and make children healthier.

Being able to get batteries for hearing aids on island.

That sports clubs help tackle obesity and fitness.

Public toilets. Later bus's over String Rd. Sunday Bus's over String Rd at least to all Ferries.

I think the most important thing is that as member of the local community sometimes I feel my voice isn't being heard, clearer lines of communication is needed. I want to feel like what I am saying is being put into practice.

More individualised help for older people. Dementia friendly initiatives.

Keeping me and the environment safe.

I like the fact that the school has support groups for young people with disabilities and LGBT+ and other problems.

Weightwatchers.

My education and my own free time.

There should be a professional health service.

Advice on hand when required. Friendly, helpful and professional care.

Free school meals for children whose parents cannot afford it. Free healthcare.

Public toilets. Later bus's over string road. Sunday bus's over string road at least to all ferries.

Transport and Health.

Main Street needing tidied up. In state, grass needs cut, buildings painted, no roofs etc. It's an eyesore.

Transport & Health.

Good doctor service. Medical services going to my home.

Roads. Potholes. Maintenance. Public Toilets. Cyclists.

It's important to get free health care.

That the elderly are receiving the proper care and attention they deserve. Care in the community.

Don't have a problem with anything. Just moved here - so far they are good.

Better care for the elderly.

Important for kids activities and places for them to go because there is very limited resources in this area.

Knowing where to go to get the support I need. It is important that I am listened to and people are there in time of need. I like consistency with support not knowing makes me anxious. What makes it good is the response I get when in crisis. Also achieving my outcomes and being able to manage even if it means with support.

Getting quick access to medical appointments. Getting easy & stress free transport to main land medical services. Keeping local hospital more befriending for lonely & vulnerable people.

We had bother attending hospital appointments with a new-born on the mainland. Such a long & difficult journey when you can't drive post C-Section to "fail" the hearing test and be asked to come back another day. Could these tests be done on the island ? Or at least allow us to do it again the same day.

That we have one.

Choices, great staff happy with integration H + Social Care.

GP services are fine.

Being available when needed.

Things not too bad.

Wonderful care at home service. Care Homes good.

More shops, another supermarket. More activities for elderly and young people.

Housing repairs - not up to standard. Reported but never done. Still waiting years later.

Kilbirnie, Dalry and Beith get left out. Need kids activities. Would like local council to develop services at Kilbirnie Loch. Fee bus passes to school. Skate park.

Security - not safe. Public lighting in car park, pitch black near housing. Not enough for teenagers to do, hang about Kids Park causing trouble.

Getting an appointment on time - physio - understaffed - more staff needed (long wait for physio - waited 2 years). Social care benefits for self-employed people needed. More doctors - shortage doctors. Not good to see different doctors (seen 10 doctors) knee replacement - 4years.

Services all working in partnership with each other with open lines of communication that benefit vulnerable people in the community.

Availability.

My mum's carers - great service, couldn't do without care at home.

Good health care.

Getting it right for everyone! Being able to access all services anywhere to the full. Dedicating more time and money towards mental health services is a must!

Choices, Integration. Fantastic service.

I feel there could be more emphasis on the health of people within 3 towns e.g. exercise equipment for adults along shore front as there is in Ayr.

Keep you healthy and a fit body.

Keeps us healthy and fit.

Gowanlea Day Services were brilliant for my sister.

Keep us healthy, fit and active.

All staff aware of new way of joint working. My opinion is heard.

Better care for the elderly.

Education is failing. Having to rely on private tutoring to bring grades up.

Services are delivered to a high standard reduce stigma for mental health services and ensure all health social care services are all funded appropriately with funding available across all areas.

The amount of time spent with clients

Trying to get a doctor's appointment if a day time worker as no evening surgery or weekend ones.

How well the partnership works with the NHS departments.

The health service is great.

That they are there to help, especially GPs, nurses, disability services. Also being there to help and support families with children. I think there should be more support for people with mental health issues.

Make sure old people are safe.

Keeping children safe and healthy.

That GP's and mental health is available. Everything is important.

More outdoor activities, kayaking, canoeing. Nothing to do for young people.

Keeping children safe.

Pot holes, roads need repaired.

Pot holes in road. Plenty activities in Beith for kids.

Easy access to health care providers such as doctors surgeries.

Kids activities. Teenagers have nothing to do.

Everyone receives a service which makes them feel safe and respected.

That everyone is made to feel safe and respected.



Services available to all age groups - having good access to GPs and community nurses.

I don't really know but I'm sure it's very important.

Easy access to support when needed.

Can't get transport - not able to get around.

Need better transport services.

Making sure that young people going through transitioning in the LGBT + Community have enough GP's that they feel confident talking to in their area.

More doctors. More focus on mental health.

Mental health for people, more available doctor appointments. Self-defence classes due to bullying.

Improved transport + housing to allow services to recruit more staff to meet demand.

Quite happy. Need good transport.

Activities for children - park - improving facilities for children.

Dentists.

Having group work to attend.

That they have the funding available to provide + maintain the valuable support they give people in the community.

Providing health care for everyone. Being confident enough to ask for support when you need it.

Clinics for us.

Keeping children safe and healthy and protected.

Keeping children safe and protected.

NHS, Healthy eating, older people looked after.

GP surgeries - being able to get appointments. Access for the disabled. Social care for the elderly.

Keep the day centres I go to Hazeldene.

Good Service.

NHS/good services in place.

Free health care.

Being able to see someone, and getting the help.

All of it.

Good mental health provisions - accessible health services - sufficient care at home staff to ensure elderly residents staying at home are well supported.

Seeing a doctor or health professional getting their support.

Friendly, helpful advice. Easy access to appointments.

Stay at Hazeldene.

It is important for services to be available for service users when required.

Support Services CALMS.



That there is clarity re responsibilities and communication between the two.

They are available to call at any time or requirement. Adequately trained staff for all needs.

NAC to provide help & assistance to help individuals remain living at home in the community. Appreciate the assistance of the supported tenancy team - provided help & support previously & currently, for her brother & herself. Happy to have received the assistance from addictions team in relation to her son.

Care for the elderly and young children and off course treatment for cancer.

Equality and homelessness. Income equality and ability to share resources. Global communisation is the answer.

Healthy, fit.

N.H.S. Poverty, pensions, free prescriptions, justice for all refugees and freedom of all religions.

Important that mother receives continuity from home care provider & care at home assistants. This is important due to mother having dementia .

Transport to appointments.

Good services available. NHS keep our doctors.

Keep going.

They are important.

That it's available to everyone.

Free dental care.

To have more medical stuff on the island and to feel really safe.

Quick appointments.

Waiting times for consultation.

Consistency with health care workers.

Being listened to.

Well treated nurses and short waiting times.

Longer hours!

The Dentist.

The options.

Making services available.

That they are important.

Being able to see a GP when I need to. It's not a problem just now but I don't want it to become one. Provide chiropractor services on the NHS. Waiting times require to be reduced, people are having to wait too long for services.

I think these are important.

Elderly get decent care and disabled people get special care.

All of it from provision of public toilets to end of life care and everything in between.

Good access to skilled and knowledgeable practitioners whose knowledge is current.



Is that everyone is treated the same and looked after.

Trustworthy, understanding, easy to contact, helpful when needed and willing to know and understand everything in black & white is NOT always the case or complete truth.

Transport and can't access anywhere. Leaves me feeling isolated and on my own.

That everyone is taken care of. Some people getting help, others not. More isolated people need help to access services.

Effective care and good healthcare.

Effective care I think it's important that the elderly get special care.

Those services remain free and available to all - with correct funding and staffing.

Sufficient GP and dentist access on NHS.

That it's free.

I think that the most important thing is that you should be free.

As a new person around this area, I am pleased with the health service I receive in Irvine, pleased with the help I got when visiting the library for information off computers.

That they remain available to all who need them, regardless of ability to pay.

If someone is physically or mentally ill, they get the right care they need.

First, good communication and easily accessible information for all ages and abilities about provision of care and services when it is needed with the education to support it. Plus a range of good care to support it.

The services are there for people that need them.

I think it matters that the services are there for people who need them.

It helps to provide a service for people and support them.

Better care for the elderly - which is free of charge.

Fast, responsive and effective care.

Being able to access services quickly and not jump through hoops to get basic help and assistance.

That we have doctors.

Being checked for different diseases or medical issues yearly.

Getting an appointment.

Getting Appointments.

That if needed my grandparents be able to get quality care, quickly if it becomes necessary.

Getting Appointments.

Everyone gets treated the same in a happy and safe environment.

That elderly people get looked after and health care is free.

That everyone treats everyone equally and looks out for one another all-around North Ayrshire.

Doctor and Dentist appointments.

That they look out for each individual across North Ayrshire of all ages.

As a resident that services are readily available /accessible e.g. GP, tertiary services, not limited to office hours. As a worker - that senior management communicate as well as front line staff do with our partner agencies- less process ownership, more flexibility/innovation.

Everyone gets treated the same it's free + available to everyone.

Yes because if I'm not well they help me. (Doctors). The dentist help and give me advice about keeping my mouth, teeth and gums healthy.

Consistency in care staff. Not waiting weeks to be discharged from hospital due to no care package being available, given I had a care package pre-admission.

Yes because if there wasn't any of these how we be able to get help.

That help centres are local. More doctors that are qualified in different areas. More disabled access to hospitals and doctors.

Accessing GP surgery for appointments.

Social workers keep changing and you never know who your social worker is. GP services isn't very good you can never get dr it is usually a nurse they don't examine you properly. Respite really good. My daughter gets 6 weeks a year which she enjoys. It's ridiculous that in this area get cheapest medicine some are ok but others are not.

District nurses. Understanding GP's.

Better communication from my GP re my condition.

Happy as it is.

Get access to my GPs.

Free of charge for good health. Helps with mental health.

Need an even playing field, there are less resources and money spent North of Ardrossan - NAHSCP need to listen more and act on what people say

Knowing what services are available?

I think that they could do with supporting people needing help.

It matters to me that people are being bullied get help.

Health and social care services matter to me because so I have the services I need in case I need it in the most and in case of something going wrong.

Better national health services.

That all agencies work together to ensure that we have the best care plans and outcomes for y/p that are in our care.

Availability. Ease of access.

Grandson allergic to milk, not diagnosed until he was 2 years old. GP too influenced by drug companies and too generalised. Same drug being offered for 6 different conditions. Don't know about rare diseases. Not responding quickly to serious issues.

More c-card pickup points.

Everyone gets treated fairly and there is groups to help young people when they need it.

It matters to me that people who are being bullied are helped.

Not much support for dads who have responsibility solely for children. Have contacted dads North Ayrshire which has been good.

Not adequate Drs at Stevenston. More training for self-directed support. More support for all carers some pharmacy's don't stock all medicines local support for young adults with ASD.

Waiting times at hospital are a lot better.

Stay free.

Doctor, Social work, Hospital, police.

Keep people in good health for free. Helps people with their mental health.

Patient and staff safety.

Ensuring the dignity and needs of the elderly are looked after - It is also important to look after the carers as well.

As long as we can care.

Well trained and qualified doctors.

Wages. Support for all. No barriers. Sign posted to correct info.

More nurses and doctors are needed.

Health care is free. Helps with mental and physical health issues.

I hope the homeless and stuff can go, so it's important to be free.

The mental health and addiction clubs provided.

Keeping safe, getting the help you need.

GP service being restructured and inconsistent service, lack of appointment and no consistency in doctors opinions. Homecare services, lack of staff training, resources stretched which impacted on service provided.

Ensuring that all LGBT+ young people going through sexual transitions are confident in talking to helpful, friendly GP's in their local area.

Good medical care at local health centre and Crosshouse hospital. Excellent care and service from all staff - no complaints whatsoever.

I think we could improve health by reducing the prices of healthy food. Health matters to me because lots of people die from being unhealthy and having health problems.

That it is maintained at no less than current levels.

Education. Sexual health education. Getting the pill.

It's free & available to everyone.

Having the confidence in services + workers to provide my parents/family with a good quality of care.

That it is free and easy to access.

Good access to GPs and health services.

I think people should have free health care and get treated right when they're getting help with their health.

People with cancer getting care.

That people have somewhere to go if they need help.

It is a great service that helps lots of people lets older people stay at home rather than go into residential care.

Think homecare is great. Doctor is very good (BHMP) staff very helpful and nice.
That people no matter their ages get help.
GP Service is good. Homecare was satisfactory.
Being able to get out and about transport or lack of it makes it hard. I don't want to miss out on wee groups I go to.
Free services for anyone in need of help.
Easy access to GP services. Good access to physiotherapy - a physical job means may have call for this.
Transport to and from ferry to hospital appointments!
Friendly flexible carers attending my home.
That all elderly's are taken care of health wise and socially too.
Able to go to the doctors when you need to and I think that they are great because they always help when you need it.
The health & social services provide me and my family with help and support that we wouldn't receive elsewhere.
It's free and available to everyone.
Short waiting lists but personally have not had to wait too long.
Mental Health Care should be more available. Not enough help, vulnerable people are at risk. The police are not profession mental health workers.
Doctors.
Social work, doctors, dentist, A&E
Social work, doctors, dentist, A&E.
Mental health clubs. Education.
Regular kinship support groups in Garnock Valley.
Getting a doctor Appointment.
Education. Child Poverty. Food Banks. Reduced Council Services.
Doctors.
NHS.
That they do their job!
Good quality service, value for money, quick response.
Doctor appointment NHS.
Doctors' Appointments.
That all people are treated equally and fairly and to ensure they get the health and social care they need.
Looking after the elderly.
Accessibility.
Must be approachable. Easy access.
Making sure I'm well looked after and able to stay in my own home.

I do drama. It makes me happy. Positive mental health.

Further support for older unemployed people.

They are good and professional and qualified.

No services SNP withdrew it all. No indoor bowling. Ice rink for skating & curling community play parks gone. Councillors are all for what they want. Took Dunlop Hall form residents in Dreghorn Cited by John Dunlops family.

Council closing toilet facilities in the town.

Being available to all. It must be known to people.

I believe it is badly underfunded. The care staff are grossly underpaid for the amazing job they do.

Kilbirnie. GP service meet expectations. Don't access health and wellbeing resources really, so don't know what matters.

They're available when I need them.

The waiting time in the doctors. Also the reason why you are phoning the doctors should be private and you should not need to discuss what is wrong with the receptionist.

That the doctors are professional, qualified and nice.

Doctors, dentist e.g. hub, special needs teachers. Your trusted family. Your trusted friends. Youth centres (LGBT+ Centres etc...)

Mostly I want to know that money is being spent on helping people in actual need and not just on whatever new agenda the government is after to get votes - knowledge of how funds are used.

Looking after elderly people in care.

Continuation of current care package and if extra care needed it is available. More staff to ease pressure on current employees. More visits from district nurses as I am on my own and any company is appreciated, they used to come on a weekly basis but now its few and far between. More funding to ease pressure all round.

I am concerned at the gradual erosion of services on Arran where consultants visit un less and less. Also, the loss of simple clinics such as the tropical inoculations facility.

Services are ok - don't use others.

It's important that the services are there and I've had no problems with any of them so far.

Free health care. Care of the elderly.

Need to know that there are qualified staff to speak to when my mental health is poor. Do not reduce funding for the addiction services.

Making sure service users are being pointed in the right direction and are getting the services they need quickly and not having to be on lengthy waiting lists.

Access to individuals and services.

I think it is very important that the views of social care workers and the recipients of health and social care are taken seriously and that adequate funding is provided for those in need regardless of age The process of receiving health and social care services should be speedy.

Good provision of care from Drs and District Nurses.

Hospital care.

The doctors. Mental illness.

Doctors practice. Old folks care.

I am 100% against NHS privatisation.

The doctor's practice.

Hospital transport - Arran to mainland return.

That it's free which is very beneficial for people with not a lot of money.

Accessibility, knowledge more info.

That the services are there really.

Weightwatchers.

Mental health issues. Physical health support.

What matters to us is that the excellent health + social care services are maintained and improved upon. This includes the wonderful care services provided by Stronach Day Centre & Montrose House residential nursing home (We would be lost without them). And a special word of praise for the staff at the war memorial hospital n Lamash.

Better education on mental health e.g. information in classes which everyone would receive rather than one affected individual.

Drama and other types of out of school workshops, food banks and breakfast clubs.

Matters a lot, staff play a big part - very helpful. Excellent.

That people get medical stuff they need.

Doctor's surgeries open 24hrs.

Hospitals caring for old people. Medical help for people.

Carers are good support to both myself and my husband. We couldn't do without them as neither of us can get washed and dressed without help and can't prepare meals. Good advice received regarding key safe, community alert, and accessing day services for husband.

To make sure everyone in the community is safe and healthy where they live.

Easy appointments.

Easy to get an appointment.

Cannot get doctor's appointment. They take on new people and there is not enough doctors.

That is helps your health if you are ill and offers support.

Waiting time being reduced and quicker appointments to see GP's.

Getting to know the staff, and being able to speak to somebody I know personally.

Easy access to GP. Quick referral to onward speciality, if required. Less duplication. Quality care in own home if required.

Hospital cares for ill people.

Equality - reduced isolation - Better support from managers. Recognition/appreciation of demanding role (OT Manager) Integration with colleagues. OT Team.

The decline in local services, health, education and social activities for children. Security (Policing).



Doctors, nurses and more social care provision.

That it is easily accessible when I need help, support or guidance and advice.

Being able to speak to someone on the phone at any time.

Health appointments to suit working people! Quality and consistency of care is important. Concerned about quality of residential care for older people. Potential for better use of resources such as district nursing/ other related service doing more such as prescription delivery. More use of technology - elderly people (safe at home).

More clubs and groups for young people to encourage them to meet new people, for people who might have social anxiety or mental health issues.

That they do the job that helps everyone.

That people can be taken care of properly.

Waiting at Doctors for appointments.

Heart trouble waiting for treatment no real complaints. Disagrees with private care.

Everybody is helpful and approachable and it is easy to access services.

School nurse & medical room, doctors and dentists. A&E at hospital.

Care is delivered in a timely manner, with dignity and respect.

Doctors, school nurse, dentist.

The amount of glass and litter around school, Elm Park, the beach, etc...It matters because a health and safety precaution.

Most shops in the local area only sell stuff that is unhealthy or not good for you e.g. pizza or sweet shops that sell unhealthy food/fast food/deep fried or food that is high in salt. McDonalds for example is extreme salt in the chips that's a local shop.

Most shops in the three towns will only sell unhealthy food meaning most families won't eat much fruit and vegetables throughout the week.

That people listen to patients and service users.

I can access the GP in an emergency if I need. If it's a routine appointment I have to wait longer. It's not an easy job and lots of needs so I understand.

Staff who are approachable and people willing to listen.

Carers centre good. Social work good just got service - homecare - just moved to our Dreghorn dentist chemist good.

Difficulty getting a GP appointment and also getting a doctor that understands medical condition. Issue with wrong medication/prescriptions due to names of patients in GP practice being the same.

Everything is great. re GP dentists chemists.

It is confidential and they do their best to try and help us.

Elderly care, children's health.

Very good medical care on Arran, well looked after personally, as staff all know the patients & make sure they're ok! Friendly atmosphere at surgery, only problem is transport for non - drivers not on bus route.

That they keep supplying the excellent home care that we thankfully receive.

Services on Arran such as consultant appointments/clinics. Make certain medications available on Arran e.g. Infusions such as infliximab. Transport link for outpatients from ferry terminal to hospital.



Help to get to mainland hospital.

Employment Health.

Equality, Accessibility, respectful staff, informed consent, partnership working + good communication and caring attitude.

Information on available mother + baby groups and just reassurance with the regular visits.

Body image so young people do not feel pressurised.

If there should be more helpers in the school as possible.

Consistent Service. Friendly service. Easily accessible if required.

Access to services.

Appointment system wrong seeing the doctor and only getting to talk about one item. Especially when you are not fit to get there once

More communication between services (medical) and better linking up of care at home with doctors elderly care needs important.

Accessibility. Inclusion. Commitment. Continuation.

Be good to have groups for young dads like me. Advice for money, play groups.

Friendly staff. Easy to access for help.

Mental health in young people. Care services for young people (social services).

Important to keep your own body healthy and do lots of sports.

Time it takes help to come if you're in rural places. It cots lives should have better equipment. In all ambulance stations.

I like dance and other girls could do that as well and veg all to do with something health.

Keeping young people safe and healthy and stop obesity.

Being able to live in my own home if I become incapacitated. Mobile phone signal in Lamash area of Arran.

Affordable resources support/ to benefit all children in local communities.

Health Services.

That there are good quality health & social care services available for all ages and genders, no matter their social class and home life/situations.

Make sure all kids have a safe place to stay, warm + hot meals.

Services received have been good and the range of services available for all ages is good.

Financing.

It is easy to access and has friendly helpful staff.

Public toilets. Medical services (shorter time for appointments. Help for disabled facilities e.g. converting baths into showers).

That kids get a decent home and a life worth living.

Care in the community. Equal rights. Elderly continue to be of service - part of schools sharing life experience with the young. Equality for woman.

That if you need seen by a GP that you don't need to wait 3 weeks to be seen for 5 minutes.

A service that continues to be accessible to all. Resources and financial budgets to fund a satisfactory service.

Need to reassess process for terminal care but other services were great.



That health care is free and easily accessible.

Education - better access - more choice for children ages 16-18.

More resources needed.

I do not want to see any changes or reductions to the support which my son receives.

GP's Services.

I would like a quicker turn around for appointments for support services. Customer services - satisfaction + prompt action.

That they will always be available.

Medical - dental care. Public toilets!! Help for older aged residents isolated in their homes.

That it stays free (nhs).

Getting an appointment at doctors Care for elderly mother who needs comfort care.

Transport. Companionship - befriending - wheelchair user.

That I get support I get out and about. That I am able to get help and advice about my health and choices about my health. That I can speak to my community LD nurse when I need to. That I have the opportunity to learn new skills.

Provision of quality Health Care service.

Quality of services. Quality of staff. Quality of service. Availability of services. The future of services.

I keep my workers and Karen Good and Karen Davidson and I want the same social worker.

That people get the care they deserve (both health & social care) we need more staff to carry out so everyone can get the care they need

Services that work together that address needs of patient and improve quality of life. Patient has terminal illness and it's important to ensure she has relevant person centred support & assistance & help them enjoy what time left. Being pain free and having social stimulation to help forget about current condition and circumstances.

Transport to Crosshouse from the ferry/Ardrossan mybus?. Help from the hospital to take into consideration the ferry times + last sailings etc. For patients getting home to Arran. North Ayrshire facilities should be available on Arran to save us trips to the mainland. Access to specialist services at our local hospital, Lamlash.

Mental Health Services for young men.

GP taking the time to talk to you.

Easy access to a GP when I need one - not often so I feel I deserve to be seen when I need to be.

Having staff that is trustworthy and experienced.

Support when needed easy access to information.

That it is available for anyone and that is caters for all needs. Help for mental illness is important for me.

More activities for kids to get active.

GP waiting times for appointments and time appropriate length of appointments. Accurate and detailed information from GPs and midwives for both myself and my baby.

Appointment waiting times, Getting Dr Appointments.

The appointments of GP Surgeries.

Easy to reach someone quickly for advice. Vast knowledge on all matters without appointments at GP etc.

Care for the elderly such as house visits. A good doctor's surgery which deals promptly with most issues.

The general wellbeing of all our residents.

Availability of GP's.

Quick response to/for service users.

Being able to get Dr's appointments simply, having holistic addictions groups available.

That everyone is treated quickly.

The great service that is provided by the staff. I think staff should be paid more money for the wonderful service they provide, and given more time to carry out their duties.

Easy to access. Easy to get appointments.

I think it is a very good service that is provided and continues to help countless people in all kinds of ways, coming from all types of backgrounds. You never know when you may need these services for yourself or a member of family.

Transport to hospitals from ferry at Ardrossan public toilets.

That North Ayrshire will have appropriate funds to be able to attract and retain the best staff to cater to the growing demands on health and social care services. Due to the increasing numbers in the older population and children coming into care. Health and Social Care are being asked to cope with greater demands whilst at the same time being asked to cut costs.

That it is free and will help anyone with any problem to do with health.

Getting an appointment with own doctor when I want it instead of a different day with another doctor.

Information should be shared more.

Not enough services.

Easy contact. Being listened to. Being proactive with concerns. Having a go to person.

Access to GPs.

Seeing a doctor when I need to is important I do this occasionally. Don't know who to turn to when help + advice needed from social work.

I think access to a doctor or nurse when needed, but overall I am pleased with the service provided.

I feel that service and health care are pretty good in this area.

Better service with GP (Getting an appointment).

Being closer to society without fear of being ridiculed by people of anti-socialist attitudes.

Having the capacity to provide service users with their assessed care needs to prevent delayed discharged and unnecessary care home stays.

Care for the elderly care of babies + infants less care for drug addicts.

Ability to order prescriptions and generate appointments online - should be introduced.

Good services locally.

I have found them very helpful after I had a stroke.

It can be difficult to make a doctor's appointment sometimes. Especially fitting one in with a busy schedule.

Care in the community for the elderly + special needs. Less care for self-inflicted illnesses i.e. drug user's alcoholics etc.

Access to services/help when required. Not having to wait too long when needed now! Better opportunities for children and young people - not just more groups or short term services. Better community links. Lots out there but not advertised well. Parking, throughout NA, needs to be improved. Time limits should be removed, especially for disabled people.

I like to make sure I get my medication every day.

That senior citizens get carers services when required.

For the service to listen to the users. And to tell us what's happening when sorting out any concerns.

Better facilities within mental health, shorter waiting list, more staff. Ensuring the public have a better understanding. Too many teenage pregnancies we need more facilities in place to prevent the pregnancies before it happens, more nurses in school to talk to both boys and girls. Poverty within North Ayrshire remains an issue, with children eating high calorie cheap food, unacceptable. Schools should continue to provide a substantial meal, fruit, milk.

Friendly staff. Easy to access services. Easy to make appointments.

Mental Health, Drug and Alcohol services.

A service that is competent - get care quickly - good training. Remain NHS.

Has no complaints, and treatment has been received when needed. Thinks that too many people go to doctors with minor complaints. Couldn't think of any other issues.

1 Joined up more streamlined services between health and social care 2 - low waiting times to be seen 3 - right worker at the right time rather than multiple referrals.

It helps people.

Support Groups for dealing with life issues - i.e. mental health.

One of my great grans had home carers that helped her before she went into a care home due to having dementia that eventually got worse and the family were no longer able to care for her.

Mental health.

Having a service available i.e. home care services as & when you require it.

Providing easy access to support for those who live with family members suffering from Alzheimer's and Dementia and support for the sufferer.

Easily accessible contact information for all services available. That NAC proactively seek those who need care.

I'm happy with all the services I receive!

Charging foreigners + let them in without paying for services.

Crosshouse! Any hospital fine + the doctors are fine!

That it's free.

It's free.

GP - Waiting Times (Appointment) Hospital Waiting Times (Appointments) Free care for people with disabilities.



British Heart Foundation worker. Funding to support people with hearing difficulties to socialise - no funding for personal support any more Hansel - sitting in house nothing to occupy people.

Adequate funding to provide services.

Being treated equally & having same rights as everybody else being consulted & kept informed at all times. Not having to wait too long for treatment.

That it remains accessible to those who need it and that there is a high quality service available locally. Health and Social Care should be approachable and fit for purpose. I want to see suitably trained, knowledgeable, friendly professional in a timely manner when I need them.

Able to access doctor/ dentist etc. when required. At moment do not require social care. From previous experience health (IRH) and social care (Largs) should work as a team. Largs is in no man's land.

That it's free and will always be free (nhs).

It's fine. It's about health confidentiality.

Be given care at home if possible.

Available! GP appts.

Let nurses and doctors run the NHS and get on with their jobs. Don't let politicians get involved.

Being able to get a doctor when I need one.

Assisting a wide range of people to live a life of quality from the cradle to the grave. Supporting staff to deliver a high standard of care through training and development.

That it is free and paid for by taxes and that old and disabled people are looked after properly at home or in care homes and the people looking after them are trained properly and paid a good wage.

It is important that it's available to everyone.

That everyone in the area gets the right treatment to care for them.

Mental health support opportunities.

Quicker appointments.

That care is timely. Easily accessible. Environment is appropriate to meet patient's needs & staffed appropriately

It's important that the older and vulnerable people are getting looked after and getting the right care.

Everyone gets appropriate care.

That matters between doctors and patients are kept anonymous and handled professionally. Also, all people deserved to be treated equally and with respect regardless of the issues in question.

To be able to phone the doctors easily and get checked up.

So everyone gets the care they need.

Help dealing with medication I require and seeing me by appointment.

Access to GP.

That there is good quality health and social care for everyone.

Good quality health and social care services for everyone in North Ayrshire.



They help you and let you talk to people.

Easy access to your GP - My GP is across the road.

Local health centre and staff are of a very high quality. Accessing patient transport are performing indispensable service to and from Beatson etc. Red Cross transport for Arran patients not defunct and very much missed.

Father has COPD uses tech to report results - very helpful - loads to. Early identification of issues.

Everyone entitled to health and social care and that it is readily available to everyone.

Providing information to new neighbours about what is available. Better environments - better respect and enforcement of rules for tenants. Better communication between agencies (police).

Cuts to home care services has led to a lesser services in general. Elderly cannot get appropriate support and care to live at home safely and the resultant affect is hospital bed blocking and stressed, despondent home care staff. Closure of Arran public toilets - disgraceful, foolish decision. Whoever came up with that initiative should be sacked!

Mental health services for young people.

More resources and support for vulnerable young people with mental health issues. Less waiting time for health appointments e.g. GP surgery, hospital admissions. Hospital clinics.

Being able to access doctor when you need one.

Good service at ophthalmic dept.

Social Care - better support for elderly and mental health support.

Working effectively together.

That health is free and easily accessible.

Workers who care about the people they service. Good quality of care - compassionate, genuine interest.

What matters to me about H&SCP? Ensure they get it right & they increase the service.

Professional partners who work together to bring the best possible care to individuals that ensures, dignity, respect, specified care that best tailor made to meet the individual's needs.

Good services for kids and old people without having to wait for ages.

That vulnerable individuals, especially children and elderly are protected and receive the proper medical and health attention.

Quick appointment at doctor. Same as above if hospital is necessary. Not much else, always had good service from NHS when needed.

The waiting times in my local surgery could be improved but in general my experience of these services have been excellent. I have a chronic illness and the help I have received has been excellent.

Easy access for appointments i.e. doctors. Multidisciplinary teams and consistency amongst services.

More funds for mental health services. Been part of a team that provides a service that benefits the community. The thought of giving something back to the community/elderly.

People getting the right treatment so like children getting abused getting help etc...

Adequate funding - picking up from news.

Being able to access services when you need to.

Don't use services much. Apart from the GP which is positive nothing else to say.

Someone who knows all about me and can pass on details to others to save me having to tell lots of people/workers the same information over + over again.

This is what I like going. I don't like something because I don't know if want to go home.

Enough staff to provide enough care when required.

Being able to get a doctor when I need it. Phoning into surgery is difficult as I can often not get through. When you do get a doctor they are very good.

People to help you, cause there is none the now.

Access to a GP Home help service free prescriptions.

Good school hayholm.

That we are doing the best we can for our service users.

Knowing there is someone there for support.

Elderly care is important. And children services very important. GPs appears to work to a target less person centred.

We give the best services possible to our service users.

I need to get my grass cut + my neighbours are complaining.

Providing best quality of care possible. Good communication throughout partnership. Valued staff.

Getting the right outcomes for service users - using our resources better.

I've not got a problem about health & social care partnership service. There is a new computerised service for the GP. This is hard for some to access.

Wives should be able to do it for their husbands.

Easy to access my health visitor.

Mum with baby good experience of community midwives + HSCP maternity service.

Very positive experience of primary & acute services, people say I'm unlucky, but I believe I'm very lucky with the quality service I've received.

Making sure that support for older people given the contribution they have made.

Consistency of care transition from young person to adult services. Slower getting people into independent care.

Children having access to services.

Making sure there is enough money to keep these important services going.

Everyone needs the services at some point in their lives so the services need to be there.

That everyone is eligible to access health and social care services regardless of their age and income.

More time for patients.

That people listen to what people say. One contact - to then have a response from the right person at the right time

Previous serious illness brain tumour/crohns - good service at Hosp - Ayrshire + Glasgow. Discussed positive attitude despite illness - puts this down to positivity from patients + partner.

Good services for hospital appointments/clinics and information on better health for all ages.

What matters to me about health and social care services in North Ayrshire is being able to provide services to people in need and not putting them on a waiting list, also working together with health to provide the best outcomes for service users and their carers/families.

Feels that there are good services which are accessible G.P. Dentist. Feel that there are good services for the handicapped (Moorpark).

An efficient service that deals with my issues in a timely manner.

Education for my children. Health needs are met. Doing not bad at the minute.

Health care is timely appropriate and of excellent quality regardless of budget cuts. Social care should be well connected with health and education.

Help other people, mental health, young people, and addictions.

For every service to communicate more with each other. For mental health issues to be dealt with more swiftly.

Am happy with the services I get.

We need to ensure that social/ medical care reaches the people who needs it. Doctors and social workers need to talk to each other.

That everyone has access to care that needs it. That people are treated equally with regards to care.

Being able to get an appointment when and if I need one.

To try and keep the young ones away from drugs and alcohol - too much trouble!

More activities for young children - promoting healthy eating - more prevention.

Having a personalized service.

More help for people with mental health problems and to show them where help can come from.

Husband has had lung cancer, and when discharged from Golden Jubilee, there was no after care set up at all. However different experience when discharged from Southern General - excellent after care.

The elderly & young people get the care they require as soon as possible.

That there are qualified people working for health and social care services.

Availability of and access to mental health services is important. In the college there is a surprisingly high requirement for mental health support. Although we have a support nurse I the college - the demand is too high for the resources available.

That the services are there, which they are.

Being able to get appointments when needed and advice any time of the day.

Being able to access services easily and quickly to make life easier. Getting a good friendly service is very important.

My granddaughter gets care + attention that she needs quickly

The NHS is free from the point of use.

Lots of help needed, not there just now.

Information is accurate how close to my house. Nursing staff to be kind to me.

This is a valuable service for elderly people, it matters to me that they get the funding needed to assist them to lead a quality and full life

Be able to be seen and get appointments quickly.

There are not enough help for mental health.

Services which can be accessed by anyone. Services which do not have huge waiting lists.

Being treated with care + respect. Have an understanding of patients as well as the staff.

There is not enough help for people with mental health issues.

These services are needed for the old people + the children services are good just now.

Not had to access services. Does not know where to access services.

That health and social care services are accessible to everyone and adequate support to there who need it is given. That staff in health and social care services are supported in the job they are doing.

No complaints - Plenty of help when I had a stroke.

Free healthcare. Confidentiality.

GP services.

Mental health and well-being. It is vital that people are aware of the services on offer for people who need it most.

Previously worked in MH services in Glasgow - not sufficient infrastructure to support mh in NA - need more community services.

Pay attention to older people.

Support groups for mental health.

To be seen when I need to, have my requests dealt with straight away. I want to be able to get a hold of my key workers as soon as possible.

Effective communication between different services. Good contact between professionals and families - using adequate language.

Vulnerable people i.e. mental health etc...

Friendly helpful staff - knowing that services are there if I need them.

People's gardens are a mess.

There should be more services to support those with poor mental health.

Health service properly funded and effectively meeting point of need.

There is not enough support in school to deal with mental health issues.

Services are available when people need it.

Being able to see a Gp when I need one. For those concerned to really listen and really hear and not to be constricted by time like home care workers are

Offering individual in the younger age group more work experience and appointments to learn more about what health + social care involves.

Would like to see more services for everyone.

Good healthcare for my wife - nurses, equipment, GP support, OT's, Physio, dieticians - excellent. More joined up support from hospital to community.

Regulated staff. High standards of care. Timely interventions. Easy Access. Transparent Quality measures.

Services are accessible and promoted to those with most need to increase health and wellbeing.

I think social services do a great job. They are very kind and patient. They all do a great job and are very helpful. I am just on the first time out of hospital and have been treated very well. They are good at their job, helping people get better.

Means testing and benefits need to be funded.

Works for private home care service people delivering services are caring - it does not always feel joined up though people do not get enough info.

People get the attention they need, when they need it.

To have a fully functional NHS service and groups and physical activities for children across Ayrshire.

That they are there. That they get enough money to make it work.

They offer a really good service. Could offer longer appointment times. Hospitals are under staffed.

Getting appointments within a suitable time.

Unbiased, individual need based care and support. Per individual need help with life struggles and in everyday living needs to ensure less chances of relapse or worse.

There should be more services to support people with mental health.

Physio services good. Problems with young (under 5) nutritional dietitian information, guidance.

Partnership connections are good if comms good/there with support workers.

The right treatment at the right time.

Give more support to mental health e.g. anxiety, depression etc...

I have mental health so that is a big concern of mine and the community doesn't really do much about that.

That they keep you safe. and that there all nice.

Blood tests etc. taken in Largs are sent to Crosshouse hospital a lot testing & results are not available to Glasgow & Inverclyde Health Board which is very awkward when attending Inverclyde royal & Queen Elizabeth university hospital for dialysis.

Communication between person + Health and Social Care staff. Could be better, could have a named person, better method of contact to home care, passed from pillar to post. GP receptionists asking what's wrong.

Care for the elderly is poor. Feel they need more home care + help. Wouldn't mind paying more in tax if it helped.

Young and elderly looked after.

Winton Street slates off the roof - derelict buildings pose hazard to children & older people.

All great – Stevenson.

More hospital staff - more social care - far more social care - more policemen.

Access to Quality Services. More care when needed.

More carers needed to care for people at home. Carers must be reliable. Recent newspapers reports about carers are worrying.

Care at home - alarms repeat. Think stupid.

Go for a scan for liver. Wonderful G.P.

Trust and reliability.

Getting proper care for all, from birth to elderly. Prompt GP appointments. Better communication from hospital staff. New drugs offered to all not just certain areas of the country.

Appointments out with office hours with own GP. Homecare more organised and fairer with home allocated.



Doctor should listen more to the patients families because a lot of the time they know more about them and their illness.

Provide best service. More resources in the community and in hospital.

It is important people get the care they need when required.

No communication between services service users and NHS. (pass the buck) no responsibility.

Mental health services for children in foster care.

Mental health. Youth groups for children.

That it's run efficiently and it's doing well. My experience has been excellent. A year ago I had a heart attack & was provided 3 stents quickly. Been fine since.

Personal care for older people. Breakfast/lunch for children at school - free meals.

Us all working together + supporting each other across all services so we make best use of resources.

That residents get the correct care and the right amount of time and one to one time.

More mental health and addiction support for young people. The elderly also need to get the help they need.

You must wait 3 weeks to see a chosen Dr, & days to see any doctor. The busses are excellent & the drivers are great, but as they don't get paid overtime & have to meet ferries, some drivers drive far too fast.

Ante natal appointments were good. i.e. baby jags.

That children who are under 5 get more help faster such as speech and language one on one.

Reliable care service. Able to stay in your own home.

I would like health care to be efficient and adequate.

Need more mental health services for young people.

Mental health issues. Pensioners care.

A look into appointments within the doctors and making a change.

Well trained staff who have time to deliver a quality service. Services available out with 9-5.

Dirrans - head injury 4 years rehab but home/independent + doing employability scheme. Forgotten about by NHS as not use regularly as no more they can do.

GPs fine for appointments.

Paralysed partner - great care at home 09:30, 21:00 at night to wash, cloth.

Mid wives, really helpful & surgery is really really good! No issues, quite happy with services as they are.

That everybody gets fair treatment and can be seen when they need to be seen. Weighted to those who don't contribute, get more services.

That people get the care that they need and that they get quality time for visits.

Provide appropriate services to those in need under suitable conditions in a fair environment and providing equal opportunities to all that apply.

Quality healthcare. Clean streets, GP surgeries etc...

No problems - look after health so not use

That my children get access to doctor appointments, asthma clinics and dermatology. Also that I can get repeat prescriptions easily and quickly

Good experience with GP. Helpful for mum who was patient transport services to attend hospital. No complaints happy with current services.

Accessibility - opening times at times of personal crisis. Privacy + confidentiality. Travelling distance - don't drive. Quality of care.

Integration, choices.

To give more support to elderly people who are in care homes.

Getting care in the community and downstream beds to get people out of acute. Invest in community.

GP Appointments Saturday morning etc. Need more appointments would cut down on the waiting times etc.

That they do all they can to help the vulnerable.

Availability of services.

More access to day services for elderly.

Not enough for elderly people in NAC especially in homecare provision. Too much into addiction services rather elderly.

That health and social care services are easy to access for everyone and are well funded.

Health Irvine GP great. Dentist. Lots of pressure not enough staff i.e. social work (works in social care mental health) social workers have more Social Work Assistants.

Accessing services when needed rather than waiting until other services need to become involved.

Getting a GP appointment, face to face appointment not phone appointment.

The language that is used when professionals talk to you.

Exercise. Healthy eating. More doctor appointments.

Good services - dentist new all (Saltcoats) the time. Not consistent.

Services for vulnerable people which meet their needs and support them when needed.

Elderly care/home helps.

Health care for the elderly.

People need more health and social care services...and more trained staff.

GP - good support Saltcoats HC

Learning Disability Support in transition from school to adulthood. Health and Social Care team/dept. that will follow through with any enquiry or meeting you have with them.

That people are helped.

Records updated and correct info received through GP's.

Everybody supports each other - we are very stretched - everybody wants to do their best.

5 children - all get good care from Stevenson health centre.

Looking after the older community.

Better access to GP appointments, prioritise for aging population. Using benefits for purpose intended- Motability.

Like triage system at GP practice. Direct contact and quick response.

Allowing a quality service of care to all elderly to allow them to live an independent lifestyle.

The elderly are well taken care of.

Organisations passing on/ sharing information from one service to another. Access to NHS info - Project worker in social services.

Available at time/point of need, mental health. Being looked after. Prevention rather than care. Approachability.

All good - doctors fine too.

Diabetic care. Foot care. Care of the elderly.

Care of the elderly - home care.

Good experience of services supporting wife. On whole care at home is fine and the assessment to going into a care was very thorough.

All services are fine. No issues.

Contact number for social care and other departments needed when you are a carer.

Emergency care (outpatient) for a mental health patient in crisis.

Mental Health Drug & Alcohol Services.

Jeremy Corbyn - NHS! & all social services are important unite membership.

Seamless care, joined up appointments. Support to live independent life when I am old. Good transport links with access for all ... i.e. should not need extra consideration even if I am disabled.

Waiting times for appointments.

Hard to get GP appointments.

Great care for mother but couldn't return items from OT, wheelchair, zimmer etc. They said they would pick them up and didn't.

That they have faster service & a more efficient service.

The elderly are the main priority with healthcare.

Lay on trolley for 4 hours at Crosshouse.

GPs have left Kilwinning - not as good. Pharmacist doing blood pressure now which feels odd.

Having access to a range of services to help people live independently.

Delighted with everything.

Big Problem with GP's - they've all changed. Have to start again with another doctor having confidence in GP.

No problems. Nothing I would improve.

Care at home staff need more time - 30 minutes not enough to feed/wash/cloth person.

Accessibility and sufficient staff to enable this.

Everything is good.

Availability of services promptly when required especially regarding health matters.

They are close by and accessible and that I can get an appointment when I need one.

Being able to get a GPs appointment the same week I phone to make appointment, not having to wait one month for the appointment.

Dental Hygiene scale & polish pay for privately on the island. Mental Health more awareness and help. Quicker appointments to see GPs. Help for families to understand parents & support.

More health care nursing support for elderly people due to aging population.

Looking after the elderly, single mother's etc. well. Frustrated with welfare benefits & the interview required to check if someone's condition has changed when they had downs syndrome feels waste of time & stressful.

Communication, reassurance and follow up when being referred for treatment.

People understanding and listening to the families of patients.

GP's quite accessible and important to me a 2 personal level. Using dental services. Using primary schools, nurseries and having them accessible. Also our emergency services who do a great job.

Better access to GP appointments - great GPs but short staffed. 48 weeks for physio wait but helpful in getting cancellation from physio.

Services available at time needed GP, care @ home good service when used.

Health and social care for my area of Largs are very well run with one exception. Doctors at Inverclyde Hospital and not able to access my medical records on line. That needs fixing urgently.

That there is sufficient staff in place to provide the care I need in my own home (Currently 2 visits a day). Also that I can get access to a GP when I need it (Home visits) & that I continue to get regular support from the district/community nursing services. All these services ensure I can stay in my own home, & I could not cope with any less than I currently get. I also get good support from local O.T. I would like to see an improvement in the current link between doctors + pharmacist. Also better stock provision of correctly dispensed items at the closest shop to avoid the regular delays in filling prescriptions. With an aging population on Arran combined with the unique issues associated with a rural area, the demand on the present services can only increase.

More care needed, dealt with promptly, listen to family.

Honest and straight forward conversation between yourself and staff. Terminology used and understanding what is meant.

more help for young carers & older carers. respite for carers. more help with Stevenston medical centre only 2 drs.

Safe, free activities in communities for all age groups. Discount parks that are safe.

The services should be more accessible to see these services quicker.

No complaints with anything.

What services and support is available for elderly relative. Where do you look?

Getting help quickly and being looked after really well.

For it to be quick to get a space at doctors.

Fast, responsible care.

Access to services. Speedy responses. Face to face contact with service providers.

Getting help quickly and being looked after really well.

Being able to see a GP on the same day of necessary. Continuity of care in certain situations. More help for those caring for elderly/disabled people in the home.

OK availability and nearby.

Childcare.

I would like a social group with people who are the same condition as me maybe once a week, and for it to be local.

Getting help quickly, giving help to everyone and to be equal.

Medical services especially for an ageing population.

We need more mental health resources.

To be able to access a wide range of services for myself & family within the local area. My current concerns would be regarding cuts within the education services and waiting times for appointments with the NHS.

Health care/home supports for the elderly.

Public toilets provision getting timely doctors' appointments.

GP Appointments

Approachable staff who listen to you.

That the elderly are given plenty of attention and are not lonely.

Free personal care for elderly.

Getting the help you need quickly.

Get help whenever you need it. Problem with stair lift.

Disability access.

Availability of Doctor Appointments.

Staff being genuine when engaging with people.

If someone isn't keeping well, they get the care they need, but quickly.

Availability of Doctor Appointments.

Feeling respected and valued.

That there is someone to help or talk to and give you support when needed.

Availability of services when you need them.

Having caring & competent nursing staff + social care for elderly patients.

Toilets (lack of) prescription (medical) deliveries. Transport to & from hospital. Cut waiting times to see doctors at local medical centre. Need more carers.

Homecare - more contact with family, passing on info.

Availability of services + access when required.

Being seen by doctor/nurse in good time and where possible, treated locally. When ferries involved, hospital appts. On mainland become a pain.

To keep fit & healthy and try my best I go to curves to do so. More access to health + exercise classes.

Accessibility of services for all.

I like how the elderly get cared for and they help with mental health issues in children and adults.

Funding.

Access to Doctor Appointments.

Waiting times at GP.

To get the care we need when we need.

Health service. Funding for social care elderly and disabled.

Noticed large increase in anxiety and stress. Mental Health issues - need more services and support.

More testing and earlier recognition for dyslexia or dyspraxia. Local support groups needed.

The health and well-being of elderly people in care homes because they have been through a lot and need more help especially if they have mental health problem or a disability.

People get service necessary - help getting hospital + social care = delayed discharge. Downtime.

That it's available and properly resourced.

Quicker Doctors' appointments.

No Complaints. Nothing I would improve.

Stronger local management. Getting an appointment when you need it.

I think it is important to care for the elderly and those younger people who struggle to look after themselves.

Getting a GP appointment, access to nursery for child.

Focus on helping communities to support themselves.

Being able to feel safe and secure in the knowledge that care could be provided when required and medical treatment is available without delayed time in getting hospital appointments.

Help + provision for elderly + disabled.

To make sure the elderly and disabled have enough suitable help and care and varied interests and activities to help keep them cheerful and motivated.

Better accessibility for people with both physical and mental disabilities and better mental health services.

Free health care for everyone.

More support for families, mothers and toddlers. Support for families that may be struggling, equipment e.g. gates. More family centres e.g. sure start.

Lack of funding for care of elderly. Concern re waiting times - hospitals + GP not enough staff.

Being able to speak to people when necessary.

That everyone is treated fairly & equally. Getting an appointment for a doctor doesn't take a long time, you can be seen quickly.

You guys to a good job.

Personal Records held by patient. Online prescription already set up you just need to tick meds. Book appointment online. Proper help, understanding and support for my condition easier access all medical support all pharmacists should do blister packs - no waiting lists for blister packs - better complaints system for pharmacists - Dr Receptionists need to remember that service user is the expert - no to integrate everyone should get a AlexaDot (Amazon) helps with long-term conditions isolation falls.

Understanding needs and explaining treatment options.

Speed of response from point of arrival at hospital and not having to sit for hours. Government should spend more on health and social care in particular.

Adequate provision for both health and social care.

Being able to get an appointment when you need it. Being able to get a test when you need them.

My healthcare is free and I don't have to wait a long time for an appointment.

Being able to socialise at my day service 3 days per week.

Quite happy with it all.

We need more mental health resources.

Very happy with service.

That social care services listen to you. Things take so long before any action is taken especially with North Ayrshire Council.

Everything, every aspect of health care and social care. I think it should matter to everyone. I have Parkinson's and it is a life saver for me. Lived in Dubai- paying - however the care and speciality was not there. I returned home. Suffered years with depression - I wouldn't have coped without the support. Especially support/availability of medication that I need. Parkinson's nurses/neurologists are specific to my needs.

Getting doctors' appointments fast and easy.

When you can go to the doctors when you need to.

That the delivery of care has adequate staffing to meet the needs of those using services, that staff are not restricted to arbitrary time scales.

Making people more aware of services that are available to them.

Health- good health, a good health service that responds quickly. Social care - not Theresa May. Only paying what you can afford.

Reliable flexible services in my community.

No complaints at all.

Being able to access services when you need it.

No complaints. I like the system that you can get an on the day appointment.

Great.

Information on services available. Good communication.

Nothing but praise, can't improve.

Services are all very good. Care at Home is excellent.

The health and social care services are crucial and the waiting times etc. Matter to me.

Good health checks. Mice team members. New volunteers.

Good service.

Being about to get medical care when you need it.

Being able to get an appointment quickly access to library.

Can get doctors' appointments easy, don't have to wait weeks/months to see a doctor.

Services of good quality, available for all.

Quick access.

That it's free.

More support for people especially for young people with mental health issues.

That everyone gets the right treatment.

Ensure the services are supported correctly through budgets make sure the people supported get the right service to suit their needs.

Respect and Dignity. Having a voice and being listened to. Being spoken to directly.

Would like more focus on young adults with learning difficulties there is nothing for them it's a disgrace.

Berny supported me to get back living with my mum + dad and 6 months ago I didn't think this would happen.

LGBTQIP rights. Dementia friends. 0 non-working hours.

Caring for people with mental and physical health needs. Care for our elders and infants. Help for people with mental illness. Help for people LGBT+. More awareness of mental illness.

LGBT and support groups, mental health support groups. More available doctor/counselling appointments. Information on LGBT+. Self-defence, safety and health relationship classes.

Easily accessible and prioritise elderly and children which it is and does.

Coalition between mental health services and addiction services whereby we do away with not treating individuals who suffer from both and drop out of services due to being told we cannot address your mental health due to addiction and vice versa. The number of people that this happens to is staggering. The NAHSCP have in the past been leaders in setting policy and should develop a plan to make this accessible for all with a combined service treating both.

Have a robust service for moving and handling (formal employee) Libraries need to be protected.

Home care and district nurses, GPs excellent, staff should show respect and dignity.

Being able to access a GP/nurse etc. within a reasonable time.

Access to services for older people with dementia. Childcare/Nurses.

As a young person I would say more support for young people with mental health issues and help people with issues they might not want to talk about.

That services are fit for purpose and meet the needs of service users, always remember (the people who are making the cuts) what it feels like to wait for a service.

More mental health care required.

Make it easy to get appointments, Fast test results. Increase in number of doctors.

Better facilities for the disabled. Better support for stressed people. Better support for mental health.

Care for older people when they need it.

Having structure, routine & guidance at my day service. Being able to socialise with my friends/peers whilst at day services.

Making sure everyone is kept healthy.

A club/activities for older men. Services that are local and accessible.

Need therapies CBT + Counselling, psychological therapies. Will drug and alcohol become a problem for us?

Less waiting time when attending appointments.

Getting access to a GP appointment.

Mental Health.

Care for older people - carers giving more time to chat.

More choice available in Care at home packages - times relevant to individual needs.

More drop-ins e.g. talk about problems, mental health. More places for elderly people to meet up and socialise.

Mental health.

More support for people with mental health issues.

Health is more important than social care.

People getting the right help they need and not scared to approach someone to talk about mental health.

Ensure care provided is what people need.

I think that people should be more comfortable to speak with someone when it comes to stress from exams to a death in the family and they might need support to speak up about it.

Mental Health - no team on the island. Drop in clinic for CPN.

That people with mental health get all the support they need but also feel comfortable with the help they are getting.

Support and help at home.

Mental health care, child care, support for elderly.

More funding for services, carers need more support with injuries.

Access to mental health services/ counselling services. Access to CAMHS services.

Waiting times for appointments.

That there is enough money to fund the services needed.

Too many changes confusing not only patients but staff. Government or NHS at the cause of this? Personally I have been well satisfied.

Mental health classes. Depression help club.

Funding services and help for dealing with elderly relatives. Mainly phone numbers and contact details that are accurate to the right service for help. Also, get you what support is available to carers.

That vulnerable are cared for in a timely and efficient manner.

More Mental Health services. Support for LGBT and people - support groups, education etc. More education about mental health.

Family, job satisfaction and kindness & laughter.

Social work could be much faster - small home adaptations. Don't keep you informed as you have to chase things up. Distance to travel to appointments - why sent to Ayr and not Crosshouse.

What I would like for social care services is for clubs for people who are mentally ill and depressed and for people who are confused about their gender.

Improved waiting times.

There is support for mental health and there is support for the LGBT community.

Help for paralyzed people. Support for people with mental health issues.

Weight watcher club. Mental health classes.

Getting more time for older people through Care at home.

Keeping independent.

Need midwives! -get can't get a hold of them.

Waiting time for appointments & prefer one to one speaking to someone instead of a phone consultation.

Service integration. SDS- clearer understanding.

Staff are empathetic in surgery with service users.

Someone to talk to about money matters and what help is available from other services.

No judgement for the condition you appear in. The waiting times are too long as sometimes are 30 mins overdue. Prescriptions are not accurate or on time as the pharmacy never have the things you need when you need them.

Matters that I have a job at Hazeldene where I am well supported. Tuesday night club and after clubs are important. They need to continue.

Time to get seen at the doctors.

There's someone there ready to listen. Willing to treat you like a human being.

Kids - appointments for GP (Townhead).

The NHS. Residential care for the elderly as it will affect me in the next 20yrs.

That they are free and easily accessible.

Getting more support for older people who are unable to get out & about.

Look after mum and dad as carers as they look after me.

Worry about getting care when I am older.

That it's easy to get to.

Improvements for the elderly. Childcare for people to go back to work.

Looking after the elderly and making sure their needs are met.

Access to the required services within a reasonable time period. Local services - on my door step.

Care for the elderly.

Not having to wait too long for appointments. That elderly people don't have to wait for a serious crisis before being considered for a care home. I live in Fairlie which has NO health or social care facilities. We are not a suburb of Largs. It can be very isolating and anxiety producing living there. We have no elderly day care facilities, no care home. Frail elderly people either fade away in complete isolation or are sent to Largs and their elderly friends can't visit them.

Good Care - treat everyone. Mental Health service - best care they can offer. Don't discharge too early from hospital. Do more testing to find out what is wrong.

Taking time to understand what is wrong and what can be done to help. Being there for them.

Social care for the elderly.

Being able to get an appointment on time. Out with work time is sometimes very difficult. Plus care for the elderly in the community.

I feel social work staff ask too much of my mum and put too much pressure.

Dementia Care.

Access to GP/Dentist, childcare/nursery/local hospital services/care services for older people.

Timing of care at home visits (Too late for an early riser).

Care of the elderly. Mental health provision - anxiety and depression. Social isolation help for all ages.

Children and families support, elderly.

Kilbirnie. Very difficult to get help for disabled son. Asking for help, can't get it. Social work response slow for service provision. Educational placements difficult for a child with autism.

Partnership working. Lived experience. Workers in care. Getting peer support workers to promote general wellbeing in specific services.

Being seen in timely fashion.

GP- would be good to be able to make an appointment when it suits you.

Important family carers are looked after - as they are very important to me and they care for me very well.

Care staff- looking after the elderly. Are properly trained and care.

Old people, not selling home to get care. More info for young people healthy eating.

Availability of a good range of services.

Waiting times at hospitals are reduced. I am really impressed with the work social services are providing.

Understand what your problem is and that they can help you.

Looking after young people.

Free Services i.e. Podiatrists, Dietitian support groups.

Access to medical care when it's needed. In a timely manner.

Outdoor fitness equipment.

Feeling safe.

Care in the community.

Care in the community more activity and leisure for the local people keep open public toilets.

More resources needed. I've worked in social care for 20 years - short staffed. Better wages in social care. This doesn't reflect scope of responsibilities.

Addressing short staffing.

Support for adults with mental health issues particularly when at crisis point.

It is important that the young, elderly, disabled both physically and mentally are well supported and receive the services they deserve and require.

Accessibility and shorter waiting times for young people requiring mental health support. Accessibility of doctors' appointments.

To improve health care services with working hours. To set up more foodbanks around the area to feed more families. More places for older people to gather and meet with friends they don't see that often.

Motivated and caring people. Make a difference (making sure people want to do the job that they are in e.g. care at home.

Make sure services are widely made known to elderly and other needy people.

The good health and wellbeing of my family.

The Recovery Cafe is a good idea and also think it encourages others to do well in their own recovery.

Dementia - support for the service user and their carers.

Knowing who to speak to and that they will listen to me and help me. Being able to easily access what I need in my own town.

Being able to see doctor and dentist. Tailored to needs of working people.

Give more support to the elderly because they have been through a lot and need more help.

Facilities & care services for the elderly education.

Confidentiality, is and should be what it stands for, anything you say should be kept anonymous as you don't want other people knowing your business and vice – versa.

Helping to improve the care for all older people and better after care for people getting out of hospital

To be kept on the list for a healthcare provider - aware limits to number of sessions available

Access to community services – midwife, health visitor.

Keeping library's open care in the community more activities for local people. Less council workers and paper chasers. Most people in Cunninghame House are being paid for work avoidance.

Access to it; only using it when necessary.

What matters is good joined up working between NHS and social services. Also sufficient funding for those most in need.

Good Communication re job changes e.g. recent changes in desk layout in Bridgegate - still no communication as to why who coming? etc. Use posters/pictures to communicate.

Care services for the elderly, home care to enable people to remain in their home environment for as long as possible.

Drs - getting an appointment.

Getting the help & support from them that I need.

Quality of care home staff. Training for the staff.

A level playing field for all people, allowing people equal opportunity to participate in community.

Support driving exams. Better breaks etc.

Providing care for the elderly adult support & protection, day care, care at home.

I don't know, I haven't used services but when I do, I hope it's all there when I need it.

Friendly people providing good service. Able to get appointments when I need them.

Social work are a joke in my experience they tear families apart without a second thought.

Sufficient support for families with a person who is terminally ill or elderly & frail.

Raise the profile of adult support and protection in North Ayrshire. Communicating to the community the existence of ASP and how it can protect and support vulnerable adults at risk of harm.

Available to all who need it.

Support for dementia. Staying in house where possible. Support for carers to allow them to cope.

Customer service, help for the elderly especially with form filling. Making sure the elderly have help to claim what they are entitled to that they are available for people who need them.

Caring for our elders in the community. And giving them safe places in our community for them to spend their time. Help for our teens who have mental struggles.

Being able to see a doctor when you need one - being able to get through on phone lines. Focus on individual needs and responding to these.

More access to physiotherapy - the waiting list is really long. Lack of staff.

When I broke my wrist I had to go to Kilmarnock hospital, they were so lovely and made me feel safe.

Right services at the right time.

Provision of appointments children's services including diet and nutrition advice. Proper resourcing for services - staff and finance. Too much box ticking, reduce bureaucracy.

Generally at hospital services are very good, but at GP's, it's very difficult to get an appointment. Having a worker that responds & listens to my views & supports my family.

Better facilities for disabled. Out of hours services.

Not waiting too long after asking for help - or not needing to wait. Support being available in my area.

That every elderly person is treated fairly. And no minorities are left without access to adequate care. That no one is marginalised by the society.

Child psychology service - doctor appointments - care at home - good feedback - MS care.

Adequate care for everyone! Better appointment system for local GP. Better referral system for Child Psychologist Services. (Too long just now!) Better input from educational psychologists. More training/awareness for schools staff on child's needs in school.

More out of hour's services and better facilities for the disabled and the elderly.

Living standards of caring staff expected to do very demanding jobs.

One system that would allow information to be shared across all services and produce data that evidences good work of HSCP.

That every elderly person is treated in the same manner. And also people who are marginalised by society are having access to proper medical care.

Most important that it is provided - it is essential. Everyone is equal and should be treated the same. If they need help then it should be provided.

Enough support for the elderly.

Improving the lives of children and older people with meaningful services.

Don't take my assets when I am old, one culture in the health and social care partnership, one entity, have a good helicopter view of the delivery against present day needs.

To ensure the best standard and quality of care in our community. In order to portray a positive vibe to the service users on the island. (I feel bigger time slots may be necessary).

Good communication. Good levels of staff. Support services in community.

Making sure there is enough CAHA's to assist the elderly and vulnerable.



No complaints. Being seen quickly is important. Don't like waiting.

Making sure the people that need the help from health & social care get the correct & best help they can get.

That any issues, no matter how big or small are dealt with in the appropriate manner and followed through to its conclusion.

More help for older carers. More respite. Services available when needed not when service is free. More training for staff and unpaid carers. Blister packs can't get them made up not everywhere does them. Better help for mental health. More psychiatrists.

Ensuring members of the public receive the services or support required whilst being treated with respect & equality. Ensuring the safeguarding of vulnerable people/service users. Delivering the best possible quality of care.

Doctors and hospitals. Get an appointment when you need one.

It should be made easier for people to access it better.

Not having to wait to long for a response.

Particularly care of the elderly. Montrose House being an important service in Arran. The more medical services available on Arran the better to save long journeys by boat/public transport for sometimes appointments that are less than 10 minutes.

NHS more GPs. Childcare services.

Care for the elderly, mental health care for the young.

Access to services when & where I need them. Reassurance that services are there for my family.

To have all carers (Whether caring for young or old) CARE! & we keep our NHS!

Enough time given to clients for coming tests.

Getting access to broad range of services on Cumbrae or nearby. Having robust emergency services overnight. Cuts in health and social services within schools concern me - fewer school nurses etc. and mental health back up for teens. I also have concerns about care for the elderly on Cumbrae - no care home for older people on the island.

I get the support & care that I need from a friendly person.

I am very happy with the social care services in North Ayrshire (Arran) Thank You.

Safety.

That staff are well qualified, compassionate, and in the job for the right reasons.

No paramedics on the island and ambulances as well. It's not adequate service. What if I had a heart attack - how quickly would they get to me?

Having the right specialist services and not being passed from pillar to post. 2. Proud of great GP surgery whom are efficient and responsive. Can book online appointments and can be seen that day-makes a change from my previous surgery. 3. Having plenty home care and going back to having home helps instead of multiple private providers. 4. having a sunny day...can you help?

There's always someone at the end of the phone for support if needed.

Caring for people holistically. Mental health as well as physical, environment, job, wellbeing, better life.

That people have access to adequate care to help them stay at home and out of hospital.

To have the best people giving great interventions in HSCP all ages all needs to develop new ways of tackling services & delivery to the public



Being seen promptly by an appropriate person when required. For services such as physiotherapy to be increased to meet the demand, having to wait 40+ weeks no use.

Health and social care for me should work more at a community base level, encouraging the public to be involved in their community including more voluntary opportunities. More communication with communities in deciding what health & social care services look like in their community.

Youth education on addictions alcohol and sexual health. Ageing population more social hub with everything under one roof. Better access to information for under 5 health and finally more healthy eating programmes for single unemployed.

This is a very valuable service to us and gives us much needed support in helping [name removed] and us as a family cope along with other services and without this families would continue to struggle. Your staff [name removed] has been amazing.

Good advice provided from school nurse about vaccinations for teenage girls at a parenting group at Rosemount. Information about sexual health clinics and how to access other health services. Advice about dealing better with teenage behaviours.

That people shouldn't have to sell their homes to pay for care in a home when they have dementia and/or Alzheimer's!

Availability of doctor appointment. Great midwives and health visitors.

Not waiting too long if you have to into hospital.

Personalisation and multi-agency approach.

Accessibility.

Provide a good service for my disabled daughter. She receives good health care and support. To continue to provide good services in form of day care and health information.

Local Family Doctors getting help with the situation in Doctor Practices in North Ayrshire.

That kids belonging to drug addicted parents are properly looked after, too many times I'm seeing them with a parent who is on drugs.

Availability of services on the island.

Issue regarding obtaining a physiotherapy appointment 40x weeks waiting time for health services physio. Services user went privately for treatment.

Swings not to be taken away. Being able to have scan on (pregnancy) island, not having to go away.

Physio appointments / sessions in Brooksby too often cancelled.

Transport to Hospitals & clinics & getting prescriptions. Public toilets.

I think it is important that the services being provided within Health and Social Care in North Ayrshire are manned fully with permanent staff as opposed to staff being on temporary contracts. This does not generate a good working environment and often encourages staff to look elsewhere due to their own financial situation. If we have permanent staff then this would provide a more consistent approach to care delivery across all areas of the partnership as opposed to some areas who are already at a disadvantage.

Knowing what services school nurses can provide for my kids at the primary school. School nurse talk at parenting group was helpful.

That services are available when people need them and have room for flexibility which allows the needs of the individual to be truly met.

That people who need access to the services get the access when it is needed.

Easily accessible services (social care). More awareness of services. No waiting lists. Less restrictions.

Seeing GP - slow and frustrating to get appointment.



Carers allocated to area and not rushing off to the other side of the island. Transport to enable hospital attendees to get to and from with ease. Safe and healthy housing. Control of the housing private sector. Access to services. Prompt appointment for outpatient services. Not passed from pillar to post.

Up-to-date and accurate computer records totally available to mainland & Dr Facilities & hospitals to enable seamless info/data sharing easy. Access to Drs, Nurses, Health & Social, Community Care. Respect and openness between professionals and patients. Up-to-date and regular training for all Arran and Mainland staff professionals. Subject driven informative health open sessions/community lectures for Arran residents noting best practice/new breakthroughs etc. Which may catch people who don't visit Dr e.g. stand at Farmers show.

Staffing issues across the board. Lack of attractive affordable housing.

Lots of ramps.

Being able to get a quick appointment within a few days.

I want to only have to tell my story once and all services I will use will be able to access this. Repetition can lead to gaps and mistakes.

Services being available on Arran i.e. speech therapy coming to the island.

Sense of community and belonging.

More money invested in care for the elderly, more home care staff so they can spend more quality time with elderly people. Less emphasis on hospital delayed discharge figures and meeting unrealistic figures, need to remember it's all about people and they should not be treated as a government statistic.

The lack of it!!!

It's available for everyone when they need it, within a reasonable period of time.

Good support with other services to ensure individuals receive best care possible (physio/dietician/CPN). Concerned that due to cut-backs or changes to job roles accessing other areas is a problem. If someone requests ongoing physio potentially very lengthy waiting times when input is needed now, people to be treated with dignity and respect when elderly residents needs to go to hospital often left for long periods on trolley with little communication from staff, causing anxiety. More funding - providing good care for someone is not cheap. Reduction in waiting times to see a GP - surgeries appear to be struggling to fill positions.

That carers build a relationship with their clients to give them someone to call a friend.

Having good health and social care resources easily available in all areas.

Consistency of funding and resourcing of services such as doctors/hospital/social work & community services.

Having the correct resources to provide a quality service.

Sharing information about positive outcomes from North Ayrshire Statutory Addiction Services.

I would like to access a gym membership as on low income. Also more access to help volunteer with the homeless and other needs. Help with elderly people who are isolated.

Integrated services to support children, older people, adults and families.

GP Services improved. Respite services to meet needs of carers. Flexible services. Public awareness improved. Takes 3-4 weeks or more to see own GP.

More family support and advice in a lot of different areas to help empower people most in need.

High quality and reliable personal care at home for those who need it.

The ability to feel welcome in any medical environment such as; a doctor's office.

No waiting times for services.

The Government & health board's complete failure to plan for demographic changes affecting both demand and supply.

The way they care for you and look after you.

More services for carers of children especially for children in Kinship.

What matters to me as a member of the public is that I can get an appointment at the hospital or with social care services when required. As a foster worker, what I require is support and ongoing communication. At present I receive this. I can phone at any time and am supported immediately which can include a home visit. This is what should happen. I also am talked to at my level and I feel it is important that this should always be the case for everyone clearly with service.

That GP Surgeries understand LGBT in its widest sense and have knowledge of pronouns and language and use it correctly.

Waiting times seem to be getting longer people not getting the social care help they need, especially the vulnerable.

Speech therapy is very helpful if it was more available.

A continuing support service for our vulnerable young people in our care.

That there are social/care workers available to help the elderly, those who are sick or have mental health issues. There are simply not enough staff (resources) to serve the needs of a community who have all contributed all their lives through taxes.

It matters to me because we can get health and social services when we need it.

Position of wheelchairs at main doors to help with patients who have mobility issues.

Ability to obtain an appointment at doctor when requested.

People living on their own & feeling isolated. People who are not able to drive and buses not always available to take them wherever. Access to toilets outside the home. Buses in the evening to & from BWF - Lamlash School.

Being able to access the HSCP services within a reasonable time frame (for clinical care). Down to earth, and friendly staff who help make the experience enjoyable! Solace cafe does exactly what it says on the tin! Brilliant service!

Free at the point of contact. Inclusive and caring. Exploring the use of voluntary sector organisations. Care given according to need.

Lack of mental health care & waiting times to see musculoskeletal services and generally getting a service out of hours that aren't A&E services.

Being able to get out of bed in the morning. Struggle to stay strong enough to do it independently as Carers come in much later than I need.

Making sure referral times are quite quick - getting to see a specialist. Getting a doctor that understands your health condition.

If I don't feel well I can visit the doctor. I have a good doctor. When I come to day service I get my lunch.

I sometimes think that "link up" between specialities in respite service is poor. Probably due to presence of park. Also "link up" of GP very important.

Time for people to be regarded as an individual with individual needs.

Access to mental health services, particularly post-natal including support from health visitors.

I enjoy coming to day service. I find it helpful with the different services on offer. Day service has a lovely atmosphere. Everyone makes us very welcome, couldn't ask for better service.

Accessibility and quality.

Support for carers.

There should be more funding for speech therapy as at the moment we have waited around a year to have our son referred to a speech therapist and to have speech therapy.

That I am looked after. I can get the best or necessary treatment if and when I need to get it.

I feel that it is beneficial to attend Day Services that it gives me opportunity to interact with other peers. It is my only day out of my week. I look forward to attending Stevenston Day Care every Tuesday. The staff are wonderful. Transport is fantastic. I require the bus to access.

Long wait (2 years) to see a speech therapist.

That they all continue to be readily available on Arran. Transport to & from mainland hospitals from Arran & finds telephone consultations quite helpful.

More support needed.

I enjoy socialising with others. Meals are good. The bus is very reliable. Made good friends. It is important to me to attend Day Services to give my son and daughter a break. For me to chat with friends.

Easily accessible services that have the resources to see people in the community and let them be engaged with what's happening locally. People shouldn't have to wait for services like homecare or mental health input. We should be focusing on wellness and self-management to allow acute services to do the work of keeping people alive when they are needed and not overwhelmed with people who don't need that service. The public should take more responsibility for their own health and wellbeing too.

Truly integrated services that ensure people are at the centre of home care provision. Resources and flexibility within teams to ensure more providers are able to fulfil their roles to the best they possibly be no more "them and use" culture.

Joined up cohesive services. Public engagement and advertisement of what's going on. Help when I need it, no waiting for assessment. Make sure staff are well trained and competent.

Availability of appointments and experienced therapists.

That we can adequately support the most vulnerable people in North Ayrshire to live independent, healthy lives. It is really important that the same person provides personal care consistently and staff aren't changed so that the person receiving care can be comfortable and build a relationship with their care giver.

Access to services & contact support for young people & young adults who are bereaved.

More clubs to encourage young people to talk about the problems they're having. More support and clubs for people with dementia.

Good mental health services.

The quality provided.

This matters to me because it helps a lot of people who are in need. Supermarkets are too expensive. If you have a big family and not a lot of money.

Doctor's surgeries should be open on weekends.