



NHS Borders Future Direction Public Engagement Summary

Message from the CEO



I'd like to extend a massive thank you for your incredible response to our recent engagement roadshow. I have been pleasantly surprised by the thoughtfulness, candidness, and depth

of ideas that you have put forward. The hospitality, our staff's enthusiasm and the community spirit you have shown has been genuinely uplifting. It has been heartwarming to see just how special the relationship is between NHS Borders and the community within the Borders.

The amazing level of positively-framed and constructive feedback we have received has been invaluable in informing the development of our Organisational Strategy for 2025 – 2030. As I'm sure you can appreciate, there is further work to be done, and I look forward to sharing our Strategy with you when it is ready. In the meantime, I am excited to share some initial emerging themes from the responses.

My thanks again to you for supporting this important piece of work as we shape the future of NHS Borders

Peter Moore
Chief Executive Officer
NHS Borders

What we did

During January 2025 NHS Borders launched a largescale engagement exercise across all staff and Borders communities. These conversations were set up in order to get feedback on what NHS Borders means to our staff and public, what they value about our services and where there are opportunities for improvement.

This engagement supports the development of the **Future Direction of NHS Borders** and informs our new Organisational Strategy for the next five years.

The development of this strategy will provide us with the following opportunities:

- To reconnect with our staff & public
- To understand what is important to them
- To link this back to our staff's purpose
- To provide a clear vision of where we are going, and how this links to NHS Borders values
- To provide the blueprint for our five year plan

Our aim throughout this engagement phase was to ensure that our staff and members of our communities had the opportunity to share their thoughts and shape the future direction of the organisation. We captured views by asking five questions which people could answer on a digital or paper form, and in person.

The Strategy Taskforce undertook a total of 51 engagement sessions, across a variety of locations, including:

- GP Practices • Community Hospitals
- BGH • Wards and Team Meetings
- Community Hubs • Supermarkets
- Libraries • Leisure Centres
- Swimming Pools • Rotary Club Meetings



What you said

From the five questions we asked we have captured the main points and feedback, starting with the most common responses.

Q1 How do you keep yourself well?

Exercise

Regular physical activity such as walking, running, and going to the gym was frequently cited.

45%

Diet & Nutrition

Many respondents mentioned eating healthy foods and maintaining a balanced diet.

30%

Social Interaction

Engaging with friends, family, and community activities.

10%

Mental Wellbeing

Practices like mindfulness, meditation, and hobbies to reduce stress.

8%

Medication & Medical Advice

Following medical advice and taking prescribed medications.

7%

Q2 What in your life makes it harder to keep yourself well?

Work & Stress

Long working hours, high demands, work-life balance challenges.

40%

Health Conditions

Chronic illnesses and physical limitations.

25%

Lack of Time

Busy schedules and family responsibilities.

15%

Family Responsibilities

Caring for children or elderly family members.

10%

Financial Constraints

The cost of healthy food and fitness activities.

10%



Q3 What do you most value about the care you receive /would want to receive for your family?

Accessibility

Easy access to healthcare services and prompt appointments.

35%

Compassionate Care

Being listened to and treated with empathy and respect.

30%

Quality of Care

High standards of medical care and professional staff.

20%

Holistic & Preventative Approach

Focus on prevention, health education and holistic approach to treatment.

10%

Continuity of Care

Seeing the same healthcare professionals for consistency.

5%

Q4 What is the role of the NHS in the Borders?

Providing Healthcare

Delivering high-quality healthcare services to the community.

40%

Prevention & Health Promotion

Encouraging healthy lifestyles and preventive care.

25%

Emergency & Critical Care

Providing emergency and critical care services.

20%

Support & Care

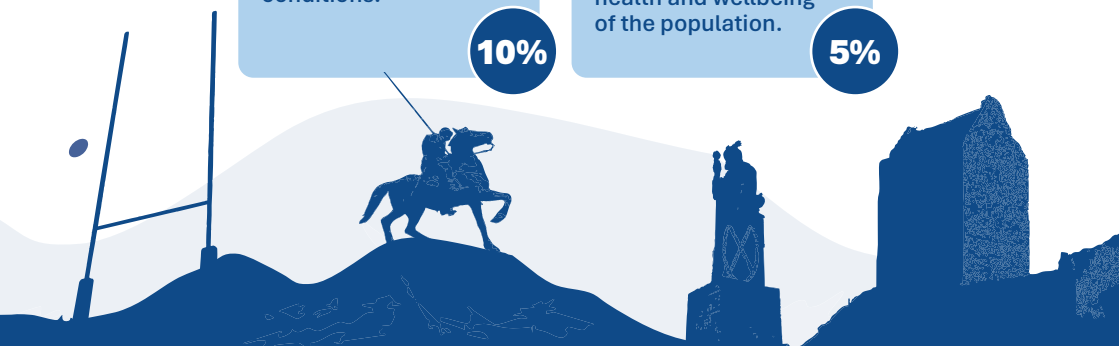
Offering support for both acute and chronic conditions.

10%

Community Health

Maintaining the overall health and wellbeing of the population.

5%



Q5 What services would you value being closer to you?

GP Services

More accessible general practitioners and easier appointment scheduling.

30%

Mental Health Services

Better access to mental health support.

25%

Emergency Services

A&E and minor injury units closer to home.

20%

Specialist Clinics

Services like dermatology, physiotherapy, and radiology.

15%

Preventative & Self-care Support

Self-management of health, wellness programmes and health education.

10%

Overall Top 5 Themes from Public Responses

Accessibility and Timeliness

Many respondents emphasised the importance of easy access to healthcare services and prompt appointments. They expressed concerns about long waiting times and the difficulty of getting timely care.

Quality of Care

High standards of medical care and professional staff were frequently mentioned. Respondents valued compassionate, empathetic, and respectful treatment from healthcare providers.

Mental Health Services

There was a significant demand for better access to mental health support. Many respondents highlighted the need for more mental health services and resources closer to their communities.

Holistic & Preventive Care

A comprehensive approach to healthcare that addresses both physical and mental health needs was highly valued. Respondents wanted more focus on preventive care and health promotion.

Community Health Services

The need for local clinics and community health services, such as minor injuries units and routine check-ups, was a common theme. Respondents wanted more healthcare services available within their local areas to reduce the need for travel.



What happens next?

Thank you for supporting this important piece of work as we shape the future of NHS Borders. If you have anything that you would like to feedback on from the information shown within this summary, please feel free to reach out to us at:

bor.strategy@borders.scot.nhs.uk

The themes from this engagement phase will be used to inform our Organisational Strategy for 2025 - 2023 and will also be used to support the development of our Clinical Strategy.

Thank you!

for taking the time to
share your views

we received an amazing
1,347 responses in total:
565 of those were from
staff and **782** were from
members of the public.

