

East Ayrshire Health and Social Care Partnership: Local Conversations Report 2023

Findings from our 3 events held:

- **Friday 3 February at St Kentigern's Church, Kilmarnock**
 - **Friday 10 February at Netherthird Community Centre, Cumnock**
- **Friday 17 February at Galston Community Centre, Galston**

Figure 1 Cumnock Event



Figure 2 Galston Event



Figure 3 Kilmarnock Event



Contents

1. [Background](#)
2. [What we heard](#)
 - 2.1 [What is going well?](#)
 - 2.2 [What could be better?](#)
 - 2.3 [Suggestions for improvement](#)
 - 2.4 [How would you like to keep having your voice heard?](#)
3. [Question & Answer Panel](#)
4. [Workshop Findings](#)
5. [Conclusion and what we'll do next](#)
[Appendix 1 - Feedback and Evaluation](#)
[Appendix 2 – Marketstall Providers](#)

1. Background

East Ayrshire Health and Social Care Partnership were a key partner hosting a local event for the [2015 National Conversation](#) where local people were invited to have a say on what a healthier Scotland should look like in the next 10 to 15 years and the steps that could be taken to make this vision a reality. Following the success of the national event our Local Conversation became an annual public engagement event allowing the opportunity to engage with stakeholders, employees, partners and local residents on the strategic planning and future direction for services.

These events are delivered by the Health and Social Care Partnership but were supported by a core-planning group of partners from Vibrant Communities, Health Improvement Team, Department of Public Health and Third Sector.

This year we expanded the Conversation from one event to three, ensuring an event in each [Locality Planning](#) area:

- Northern (Annick and Irvine Valley)
- Kilmarnock (including Crosshouse and Hurlford)
- Southern (Ballochmyle, Cumnock and Doon Valley)

The events all followed the established half-day format allowing time for introduction and overview from [Craig McArthur](#), Director of the Partnership, moving on to table discussions, Question and Answer panel and then breaking for workshops.

The aim for all the events was to provide an overview of how services are currently being provided, the successes and challenges for now and the future. In turn generating conversation on how we tackle these together and make suggestions for improvements.

The conversations also focused on the current Cost of Living Crisis providing a warm community space with refreshments and hot food served. The targeted marketstalls addressed relevant financial, energy, health and social supports allowing for the showcasing of the range of services available across East Ayrshire. Full list of stall providers at the end of the report or click on the logos below to find out more.

The events also provided the opportunity for participants to share how they would like to continue having their voice heard in improving local Health and Care services. These discussions will directly feed into the development of our Participation and Engagement Strategy.

Lastly the workshops provided created another opportunity for participants to find out more about specific supports but also give their opinions on a range of topics. This included how Allied Health Professional services are currently delivered, how we can strengthen wellbeing networks across East Ayrshire and how we involve and support our communities to address Adult, Support and Protection related concerns.



2. What we heard?

At our table discussions we asked:

1. What is going well?
2. What could be better?
3. How would you improve it?
4. How would you like to keep having your voice heard?

The main themes that emerged from these discussions were:

2.1 What is going well?

- Community-led and Third sector supports and groups
- Education and learning that targets health and wellbeing.
- Increased awareness and understanding of Mental Health.
 - Specifically engagement with young people to improve mental health highlighted
- Recovery services for people experiencing addiction
- Pharmacy services and supports
- Efficiency of discharge from hospital and supports at home
- That services were efficient around areas of:
 - Communication and listening to what people want and need
 - Communication and partnership working with partner organisations
 - Collaboration – team working has improved with various services coming together more to tackle issues.
- Acknowledgement of the skilled workforce across services and the desire to do the 'right thing'

2.2 What could be better?

- Access to services generally, in particular highlighted:
 - access and availability of GP appointments
 - access and understanding of Podiatry provision
- Access to technology as more services use digital methods
- Awareness and understanding of services available
- Tackling stigma in the community and within services
- Healthcare specific:
 - more focus on prevention
 - supporting people before, during and after treatment
 - referrals and waiting times
- Better communication:
 - between teams and services
 - identifying clear first point of contact and then clear ongoing contact
- Investment in community services and groups
- More targeted service provision, areas highlighted:
 - out-of-hours provision for Mental Health and Addictions

- Mental Health support for men
- people who been in prison
- people who are currently unemployed
- Number of staff, salary provided and the value given to those working in social care.
- More services out with Kilmarnock
- Awareness and understanding of Gender Affirming Care

2.3 Suggestions for improvement

- Access to services:
 - First point of contact clearer focusing on ease of access
 - Clearer information on what services are available
 - Services closer to the community removing travel barriers for example once a week provision, a one-stop shop or GP Hub.
 - Services available at the weekend
 - Family orientated services
 - Services/Professionals should come to community groups to share knowledge.
- GP and Primary Care services:
 - Increase access and availability of appointments
 - Invest in building relationships between GPs and public
 - Improve communication between GPs and patients, for example when changes are made.
- Better communication between services to prevent people re-telling their 'story'
- More investment in grassroots education and awareness raising regarding health and wellbeing
- Make Health and Social Care an attractive place to work – value and recognise staff and the importance of their roles in communities
- More recovery and addictions services in the community to tackle stigma
- Improve the integration of our information systems
- The experience of people using the services and carers used to shape and improve services such as use of Patient Journey Diaries

2.4 How would like to keep having your voice heard?

- More opportunities and awareness of all the ways members of the public can be involved and give feedback or raise concerns about a service.
- Demonstrate and publicise how the voice of users and carers are heard, improvements and changes are made based on the feedback.
- Impact of pandemic on Locality Planning Groups: *“time to build them back up and involve more people”*
- Methods:
 - More regular face to face community events such as local conversations, small local events or speed networking

- A mixture of in-person and digital such as online surveys
- Small focus groups
- Direct engagement with specific services
- Specialised forums to allow people to discuss highly emotive issues
- More inventive based events that are fun or entertaining
- Face to face engagement and information sharing in GPs, schools, supermarkets, local community groups
- Link into existing groups and activities, benefit being that they *“allow for a better conversation and you are more familiar with one another”*
- More use of social media such as Instagram and Quick polls with free text and keeping the website updated
- Target young people
- Ensure language used is understandable and avoids terminology or jargon.
- Participatory budgeting events: *“excellent way of people expressing opinions about local need”*

3. Question & Answer Panel

Our Panel brought together Senior Leadership and Managers from the Health & Social Care Partnership along with services that we commission and work in partnership with such as East Ayrshire Advocacy Service and the Carers Centre.

The panel provided the opportunity for some young carers to ask questions along with questions from the audience, with questions focusing on these themes:

- Access to GP and Primary Care Services
- How to raise concerns about GP and Primary Care experiences
- Plans to improve Podiatry Services
- The future of Recovery and Addiction support services
- Tackling Stigma
- Actions to increase understanding of Gender Affirming Care
- Current staffing numbers and how they are coping with increased demand
- Current actions around preventative measures
- Services being provided outside of Kilmarnock
- Increased need for community supports and awareness of them

We received more questions than we had time to answer on the days so below are your unanswered questions.

Q. Are there any plans in place to improve podiatry services in East Ayrshire?

A. Podiatry services provides assessment, diagnosis and treatment for patients of all ages who suffer with foot or lower limb conditions. If you have an urgent foot problem your GP Practice, district nurse or other health care professional can refer you to podiatry on an urgent basis. You can also self-refer to the service with forms available at GP Practices and online at <https://www.nhsaaa.net/allied-health->

[professionals-ahps/podiatry/](#), this website also provides details on the service and information on foot care in general.

The Podiatry Service is unable to offer a simple nail cutting or basic footcare service in line with the [Scottish Government 2013 Personal Footcare](#) Guidance, which states that this can no longer be provided by NHS Podiatry services except in a small number of cases where eligible patients meet specific criteria.

There are services that offer basic nail cutting by trained volunteers. These services aim to do what you would do for yourself if you were able or what you would ask a caring relative or friend to do. To find out more about this service in your area please contact: **Feet First** on **01563 574000** (*There is a small cost for treatment provided by Feet First*) More information can also be found on their website at www.cvoea.co.uk/feet-first

Q. In the context of financial austerity, what plans do the HSCP have to bolster staffing with increased demand rather than "doing more with less"?

A. The Health and Social Care: [National Workforce Strategy](#) sets out the aim of growing the workforce across Scotland. East Ayrshire HSCP has a [Workforce Plan for 2022-25](#), which identifies those key challenges of recovery, growth and transformation needed across the Partnership. The plan sets out our key ambitions around capacity, skills and opportunities. Specifically the ways in which we are trying to increase staffing numbers and increase the opportunities for career entry and progression for existing colleagues. The Workforce Plan also sets out how we are developing the skills of our existing workforce and supporting them in what can be a challenging and demanding environment through our Wellbeing Delivery Programme. Our colleagues consistently go above and beyond to deliver person-centred and compassionate care in our communities and ensuring this is recognised and valued is key.

The Partnership also has a rolling programme of Best Value Service Reviews, where we evaluate our current services in collaboration with people who use the services, carers and our workforce. The purpose of this is to develop improvements and ensure we are trying to do what's best for our communities with the finite resources that we have available.

Do you think the level of Care Staff in Care/Nursing home is currently enough?

A. As detailed at the Local Conversation events recruitment is challenging in Health and Social Care services across Scotland. As a Partnership we are committed to ensure that staffing is of a safe level and no one is put at risk due to this. However there can be a difference between a safe level and the ideal level, where colleagues have the time and opportunity to provide the range of supports that are important to the individual. As detailed above our Workforce Plan details how we are trying to increase the numbers across our workforce.

Q. Do you think GPs should be allowed to do private work as well as NHS?

A. All GP practices within Ayrshire and Arran are Independent Contractors so they function as independent businesses meaning that their GPs/staff are not directly employed by the NHS Board. NHS Ayrshire & Arran contract the GP Practices to provide core General Medical Services to their registered patients. Some GP Practices may also provide additional services contracted to them by the NHS Board under an Enhanced Service Agreement. The Primary Care Team is responsible for monitoring delivery of these core services and any additional enhanced services by the GP Practices.

Many GP Practices do currently undertake some elements of private work but this is a decision made solely by the GP Practice Partners and can vary from practice to practice. The NHS Board has no remit to be involved in any element of private work undertaken by a GP Practice or their clinicians. We are also unable to influence this.

Further information on the services available from GP Practices can be found here: [General practice services | NHS inform](#)

Q. Is there an accessible way for young people to safely raise concerns about their primary care experience and a plan to support young people to keep well post pandemic?

A. There are various options for people of any age to raise concerns or provide feedback on their primary care experience:

- a) You can raise a concern or give feedback directly with the primary care independent contractor (i.e. GPs, dentists, optician, community pharmacist) with some having online forms on their website to more traditional comments boxes in practices. They will then progress feedback and complaints through their own processes. All independent contractors adhere to their Complaints Handling Process. If the person is not satisfied with the outcome at the end of this process, they can refer their complaint to the [Scottish Public Services Ombudsman \(SPSO\)](#) for independent review.
- b) If someone feels they are unable to approach their primary care provider due to a breakdown in relationships, they can contact the [NHS Ayrshire & Arran complaints and feedback team](#) who may be able to support people to liaise with the primary care provider to try and reach a resolution.
- c) You can also anonymously share feedback on a health and care experience via the [Care Opinion](#) website. This ensures that comments are shared with the appropriate Service team within NHS Ayrshire & Arran or the Health and Social Care Partnership. If appropriate, further guidance can be provided to the person via Care Opinion on how they can escalate their concerns or how to get in touch to provide more specific information to allow the service to further investigate their concerns.
- d) The [Patient Advice and Support Service](#) provided by Citizens Advice Scotland can support anyone who uses the NHS to understand their rights and responsibilities as a patient in Scotland, and to advise those who wish to raise concerns, give feedback or comments, or make a complaint about NHS treatment in Scotland. Additionally [East Ayrshire Advocacy Service](#) can provide support to help you make your views known on your care and treatment.

For a young person specifically, if they are anxious about raising their concerns themselves, they can nominate a trusted person (e.g. family member / friend) to do so on their behalf by completing a consent mandate form. This allows the Service / Primary Care Provider to liaise directly with the nominated person and share relevant information.

Additionally information for young people using NHS services including confidentiality, consent, giving feedback and support can be found at www.nhsinform.scot/care-support-and-rights/health-rights/communication-and-consent/information-for-young-people-using-nhs-services

Our Children and Young People Services Plan for 2023-26 is currently in development and much of this will focus on post pandemic recovery. There will be a focus on wellbeing, particularly emotional wellbeing, poverty and incorporating the rights of the child and young person through the United Nations Convention on the Rights of the Child. Engagement with children and young people on developing this is crucial.

Q. What's the future for recovery? What funding available?

A. East Ayrshire has an active and growing [Recovery Network](#), which provides a range of ways, groups and opportunities for people to engage and find the support they need such as the Recovery Hub, in John Finnie St, Kilmarnock.

The [East Ayrshire Alcohol and Drug Partnership](#), sits within the Health and Social Care Partnership and works with partners throughout the area to reduce alcohol and drug-related harms. This Partnership is committed to the ongoing support and funding of grassroots organisations, which promote local recovery. If you have suggestions for how we continue to grow the supports on offer please get in touch via Telephone: [01563 555353](tel:01563555353) or Email: maps@east-ayrshire.gov.uk

Q. What can we do to reduce stigma?

A. People can unfortunately experience stigma for a variety of reasons. For example people can experience stigma based on addictions or certain characteristics (for example they may have a health condition or be disabled) including sexuality, gender, race and religion. Creating a culture of kindness and compassion, where we value and respect individuals can help to reduce stigma.

There are a range of actions currently been undertaken to tackle stigma, the Alcohol Drug Partnership have now recruited Fiona Rankin, a Health Development Officer (Stigma) to directly focus on this. Areas of focus are community events such as the recent Stigma Roadshows across East Ayrshire, raising awareness and providing training for staff and partners, promotion that address language and challenges perceptions. Central to this is the voices of living and lived experience and if you wish to get involved contact Fiona on Fiona.Rankin@east-ayrshire.gov.uk

Stigma is everyone's business and can be reduced when it is challenged, in our communities and our places of work.

Q. Is there any groups for single dads struggling with grief?

A. Please visit our website's Community Directory of services, groups and activities <https://www.livingwellea.co.uk/community-directory/>. Having social contact and support of others can be beneficial for the times in which we struggle and there are a range of local groups that exist. One group in the Directory, that might be of interest, is Andy's Men's Club, which meets every Monday night at 7pm at [NWKLEUS](#), Kirkton Road, Kilmarnock.

If you are aware of any groups or services that are missing from our Directory, you can add them by visiting www.aliss.org/add-to-aliss/ or contact us HSCPAdmin@east-ayrshire.gov.uk

Additionally you can visit NHS Ayrshire & Arrans website for information and support related to your Mental Health and Wellbeing at <https://www.nhsaaa.net/better-health/topics/mental-health-and-wellbeing/> and also Scotland's Services Directory [Health and wellbeing services | NHS inform](#) which can be filtered by groups that address bereavement and loss.

Q. What can we do to have more group activities?

A. Having contact with others and being socially connected is good for health and wellbeing. Being involved in activities (individual or group) that we are interested in, and passionate about, is important and crucial for creating good health and wellbeing.

Please visit our Community Directory above for details on local groups and organisations. If you do feel there is something missing in your area please get in touch with Vibrant Communities, who may be able to help: Telephone: 01563 576354 or Email: vibrantcommunities@east-ayrshire.gov.uk

Being involved in supporting the causes and groups that matter to us is also important and the Health and Social Care Partnership has committed to Participatory Budgeting (Wellbeing for All) events from 2022-2024. This is where local people can influence where local money is spent, for example if you want to set up a group for a specific purpose you could apply. The events are a great way to not only access funds but promote your idea to a wider audience. We are also looking for volunteers to help us with this, if you are interested please get in contact with Stephanie Cox, Planning & Performance Officer on 07899334421 or via email: stephanie.cox@east-ayrshire.gov.uk

Q. Could the hospital in Cumnock have a separate intermediary area for A&E, so people can get seen faster?

A. Emergency Departments (A&E) provide highly specialised clinical services that are delivered in a District General Hospital. This is to ensure they are located near to High Dependency or Intensive Care Units as well as other key departments such as labs and diagnostics to ensure safe care and treatment. They are staffed by Consultant Emergency Department Medical staff and other specialist Nurses and Allied Health Professionals. We have no plans to provide an Emergency Department function at East Ayrshire Community Hospital.

You can find out more information on when is the right time to access the Emergency Departments (A&E) in Ayrshire and Arran at <https://www.nhsaaa.net/services-a-z/emergency-departments-eds-or-aes/> along with the other services you can turn to.

Q. Can individuals access their medical records, enabling more knowledge and only contact the GP if needed.

A. You can access your Health Records visit www.nhsinform.scot/care-support-and-rights/health-rights/confidentiality-and-data-protection/health-records#health-records to find out more.

Q. We need to do more preventative care, rather than reactory. What is being done about preventative care?

A. Prevention is crucial as it supports people to stay well, live well, and not have the same need to access health and social care services.

As a key partner in [Community Planning](#) we are working collaboratively to influence the broad factors that impact on health and wellbeing for example education, employment, transport, the spaces/places people live (including housing), social connections, and lifestyle factors (such as physical activity).

Our [Strategic Plan](#) for 2021-30 sets out our vision priority to ensure that people Start Well and Live Well in East Ayrshire with our [Annual Report for 2021-22](#) detailing the activity that we and partners have been undertaking.

4. Workshop Findings

Our first workshop '*How Fed Up Are You?!*' explored 'self-neglect' with a focus on [Adult Support and Protection](#). Asking participants to consider what the tell-tale signs are that someone may be struggling to care for themselves fully or maintain a safe and healthy life.

The workshop discussed what you can do if you are concerned about someone in the community along with how we best protect our communities' vulnerable adults and identify how to support someone who finds themselves in this position:

- **Finding the right thing to say** - How can we be supported to have conversations with people about self-neglect?
- **Breaking down the labels** - How do we move from a culture of being seen or feeling like “nosey neighbours” (“Being CareFrontational”)
- **A pride in being independent** - so need to find ways to approach that makes it ok to reach out or for others to reach in that doesn't then compromise that independent spirit and sense of self.
- **Changing Culture & Attitudes** - The older generation are independent; do not want to accept charity so important we build our local connections.
- **Sense of community** - still present amid fears could become eroded so need to ensure initiatives are equitable and available in all areas of East Ayrshire

5. Conclusion and what we'll do next

Our thanks go to every member of the public, user of our services or carer who attended a Local Conversation event, your contributions and feedback genuinely are helpful, informative and valuable. They will help to inform the following actions:

Supporting access to GP and Primary Care services is a key focus with activities such as development of a digital phone service for practices and supporting digital access via the e-Consult platform. Our Audit and Performance Committee are considering the problems being encountered and the feedback and suggestions heard will help to inform any actions.

Our Multi-Disciplinary Teams, which bring together the full range of health and social care supports around the person, continue to develop and grow. The feedback received supports the actions to ensure teams are supported to work together and communicate effectively with each other along with the people using the services.

Podiatry services were highlighted at a number of events and suggested a need for engaging further on these services and their remit. Partnership Engagement Officer to explore this with our Allied Health Professionals Senior Manager.

Recovery supports and services continue to grow and develop, with our lived and living experience panels helping to inform and shape that. If you would like to get involved with those panels please contact Caroleann MacLellan, Alcohol and Drug Partnership Development Officer, Caroleann.MacLellan@east-ayrshire.gov.uk

Your feedback on how you to continue having your voice and experience heard will form the basis for our Participation and Engagement Strategy. This strategy will be consulted on during the summer, with a range of opportunities to give your opinion on how we continue to hear your voice, use it to make improvements and feedback on developments made.

Our Stakeholder Forum will review the public information available on services provided by the HSCP and make any recommendations for improvement. If you would like to get involved in this forum please contact Lorna McIlreavy, Partnership Engagement Officer, lorna.mcilreavy@east-ayrshire.gov.uk or 07826 914638. Additionally if your group would like a smaller conversation about your local Health and Social Care services please get in touch.

All the feedback will be reported to our [Integrated Joint Board](#) and our Strategic Planning Group, helping to provide direction on how specific services can use the feedback to take improvement actions if needed.

We will continue to update on any developments through our ongoing engagement such as our newsletter, click [here](#) to sign up for our email bulletins. Do follow us on Twitter @EAHSCP or on Facebook at East Ayrshire Health and Social Care Partnership for updates.

Appendix 1 - Feedback and Evaluation

6.1 Reflection Tree

At the Kilmarnock and Galston events participants completed a feedback tag:

- Interesting discussion – wish workshops could be a little longer, maybe even just 15 minutes. – Hopefully more local residents at next event.
- Hopefully the start of more honest conversations with everyone together.
- Fantastic day! Thank you Lorna – Karen asked me to note wheelchair access around room.
- Found the join the dots workshop very useful to see how healthcare workers have to cooperate with each other.
- Very good – listening.
- Found it really good, wasn't great to hear – sound not clear. Wish it was longer and could attend more workshops.
- More engagement events similar to this and listening to the community but then showing people we are listening.
- Good opportunities to share experiences, network open discussions great. Evening or weekend events so more members of the public can attend.
- Why was sweets on the table? Should have been fruit...
- More of these to build relationships with EA communities.
- Informative but short – you need to do more outreach in Newmilns other than a flyer in the hub.
- Excellent workshop and networking.
- Advertise in Brownings and Local Butcher.
- Good representation of NHS and 3rd Sector services.
- GP access? Podiatry (took my details) Physio in Galston GP Practice.
- Great event. Good to hear others views and experiences.
- Very useful engagement with the community
- Great opportunity to get everyone around the table to discuss – workshops were excellent
- Was good to share information – The wellbeing workshop was a benefit to me and something I will take to my groups.
- Excellent, lots of great people.
- Great to be back talking in person. Looking forward to seeing the journey between now and 2024.
- Great networking – good to have conversations building relationships.
- Great chance to share views and hear about solutions – would definitely come back!
- Interesting to hear real life experiences of service users during feedback session.
- Enjoyed the workshops.
- Great opportunity to get people and support services together to support the local community better and discuss ideas on how to make improvements.
- A great event would definitely attend in the future – Imperative to bring different agencies and the public together.

- Really interesting – I enjoyed workshop 2.
- A great day bringing everyone together. Lots of valuable discussion and input from both staff and members of the public.
- Direct answers at the Q&A – seemed very vague.
- Informative, Interesting – enjoyed the session – would return to another.
- Great opportunity – need more residents / service users.



Figure 5 Reflection Tree with Feedback Tags

6.2 Evaluation Survey

Following the three events an evaluation survey was shared via Eventbrite and with those that gave email addresses. 25 people responded and of those 12 attended Kilmarnock; 12 attended Cumnock and 4 attended Galston events. With some respondents attending more than one event.

When asked ‘Was the purpose and aims of the event clearly explained at the start?’ 21 people responded Yes with 4 marking Partially. The following question asked ‘Do you feel the purpose and aims were achieved?’ with 18 responding Yes and 7 Partially.

‘Did you feel you had the opportunity to be actively involved in the session?’ received 23 Yes and 2 Partially. While ‘Did you have the opportunity to have your own view heard?’ received 18 Yes 0 responses, 5 Partially and 2 No. We asked participants to rate the following:

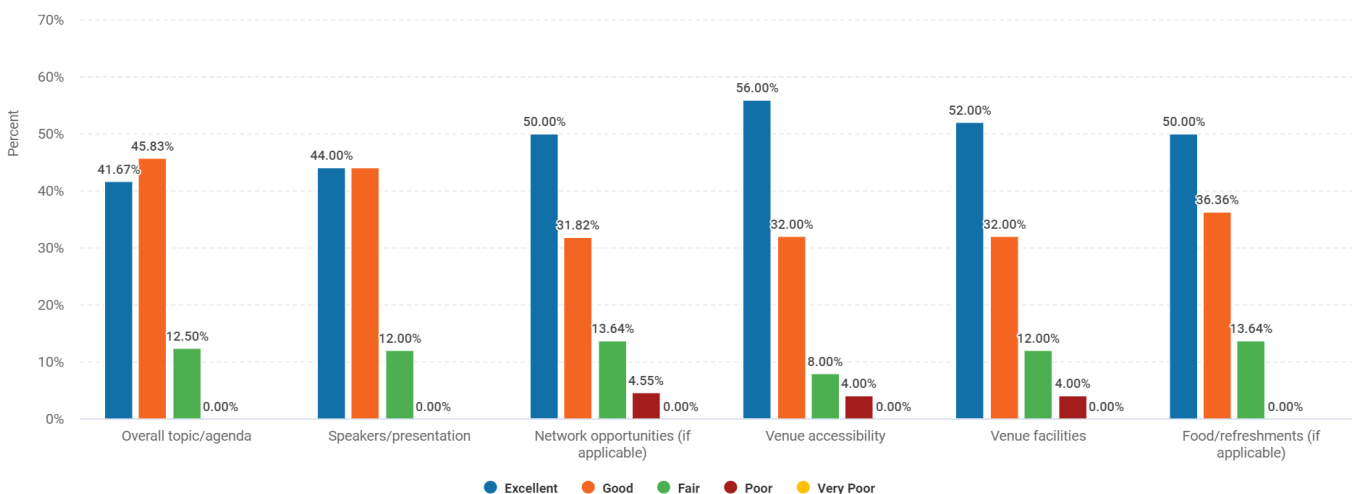


Figure 6 Ratings of Event Bar Graph

Responses to 'What went well?'

- Networking Opportunity - a great chance to Network and make new connections useful for public and those in relevant job roles
- Well attended with a cross-section of community in attendance and a good mixture of public and professionals
- Opportunities to share:
 - The smaller groups worked very well, people were confident to talk about personal issues.
 - Participants were allowed to actively involved to express, share, and raise their concerns and ideas.
 - more public in attendance at Cumnock event, including some children and one young girl spoke about her experience as a young carer. This encouraged everyone to take part and offered a relaxed atmosphere.
 - Everyone was listened to with respect and I am sure a lot of positive feedback has resulted.
- Question & Answer Panel:
 - The opportunity to put questions to a panel.
 - Willingness from panel members to take questions that were direct and not easy.
 - Listening to the Q&A sessions, which allowed me to hear the issues that local people were interested in.
- Venue and Organisation:
 - Very well organised event and look forward to similar events in the future.
 - Continue to hold similar events and allow local organisation to attend and provide information about their services
 - No lanyards were a great shout - all events regardless of community events should be this way.
 - I liked the format and the timings of the event, I found it beneficial
 - Good mix of styles of engagement
 - I really liked the venue it was clean warm and welcoming
 - The lunch was great and I would like to take this opportunity to thank the hard working people of the catering team for their efforts.

"I think it was a very productive and worthwhile session"

Responses to 'What could be improved upon?'

- Accessibility
 - some activities required writing and it came to my attention that this was a challenge for some of the participants. Having an 'agree because' and 'disagree because' activity or a group discussion could enable these people to get their voices heard.
- Audio Issues
 - I could not hear the presentation. Flying through bullet points when the sound was not good was hopeless.

- Announcing the feedback continuously distracted from the table discussions and added to the overall background noise.
- The main hall was still busy during the workshop and not easy to hear.
- sound mic did not work properly very difficult to hear questions and some of the answers
- Marketstalls:
 - I think it would be beneficial to have more market stalls in the future or specific events to learn more about services in your area.
 - Encourage partners to either engage in facilitated groups or remove themselves from room whilst these are ongoing - too disruptive.
 - The smaller groups could have been spaced out more so that the stall holders did not disturb the groups.
- Our facilitator could not get our comments displayed, so felt like a waste of time. There were more people with lanyards than members of the public. Sorry felt it was more a box ticking exercise.
- The split out groups were a little wishy washy and no clear end . The panel should have answered the actual questions directly instead of political spin. There should have had feed back after on the aims and outcomes.
- More opportunities for people to speak out/up. Providing people with the opportunity to share their voices, just listen (even with the best intentions) at events like these could cast a shadow over people giving them the idea that it is a waste of their time, allowing them to become actively involved with discussions could encourage more people to speak up.
- Venue and Organisation:
 - I felt the number of people who attended was fab and perhaps the venue was too small to accommodate for everyone.
 - Child friendly to a point but would have been fab to have an area staffed with people to entertain the kids. Session was during a school holiday period - may need to adjust this?
 - From my perspective, the focus was on health and yet a very unhealthy lunch was provided. It was all pastries, crisps and cakes which all lead to poor nutrition and poor health. I appreciate the food was free and has to meet a budget. You are what you eat and therefore I didn't eat.
 - Venue was too small
- There was a good mixture of participations but an event in the Dalmellington/Drongan area should be considered.
- Advertise to encourage more public to attend as it's important to understand their needs and opinions

Lastly participants were asked 'If you had special requirements, were your needs met?' with 19 people identifying as this being not applicable to them. 3 people responded Yes with 1 person responding no. Points that were highlighted:

- Physical access at the front difficult with all the stairs. I was new to the building and had no idea how to find a flatter access point. (Kilmarnock)
- If you were neurodiverse or struggled with anxiety, this may have been difficult. Could future events have a defined quiet zone?

Appendix 2 – Marketstall Providers

Ayrshire Cancer Support: Providing practical help and emotional support to people in Ayrshire affected by cancer.

Tel: 01563 538008 Email: admin@ayrshirecs.org

Website: www.ayrshirecs.org

Citrus Energy: Helps energy consumers make savings on gas and electricity costs through impartial advice and recommendations.

Tel: 0800 221 8089

Website: www.citrusenergy.co.uk

Crossreach: Providing a range of supports and services for adults, older people and children and families.

Tel: 01698 464020 Email info@crossreach.org.uk

Website: www.crossreach.org.uk

EAMoney: Helping you with advice & information on benefit and money issues

Freephone: 0800 389 7750 Email: financialinclusionteam@east-ayrshire.gov.uk

Website: www.eamoney.co.uk

East Ayrshire Advocacy Services: Advocacy helps you have a say in what happens in your life and can help you understand your rights and choices.

Tel: 01563 574 442 Email: irene@eaas.org.uk

Website: www.eaas.org.uk

East Ayrshire Carers Centre – Providing support, advice and information to young and adult carers.

Tel: 01563 571 533 Email: admin@eastayrshirecarers.org.uk

Website: www.eastayrshirecarers.org.uk

East Ayrshire Council for Voluntary Organisations – Is the Third Sector Interface for East Ayrshire, providing support and advice to organisations. Also provides a range of volunteering opportunities and support services.

Tel: 01563 574000 Email: info@cvoea.co.uk

Website: <http://cvoea.co.uk/>

Scottish Fire and Rescue: Providing advice and support regarding fire safety in our homes, out and about and in our communities

Email: w.ensa.communityactionteam@firescotland.gov.uk

Website: www.firescotland.gov.uk

Vibrant Communities: Working with communities to provide a range of services and activities from events to health and wellbeing to befriending.

Tel: 01563 576 354 Email: vibrantcommunities@east-ayrshire.gov.uk

Website: <https://www.east-ayrshire.gov.uk/CommunityLifeAndLeisure/Vibrant-Communities/Vibrant-Communities.aspx>

Wellbeing in East Ayrshire: Information and advice on looking after your physical and mental health.

Contact via online form available at website: <https://www.east-ayrshire.gov.uk/SocialCareAndHealth/Wellbeing/Wellbeing.aspx>



Figure 7 Thank you for joining our Local Conversations

If you require this report in an alternative format or language please get in touch with Lorna McIlreavy, Partnership Engagement Officer, lorna.mcilreavy@east-ayrshire.gov.uk or 07826 914638.