



Participation and Engagement Summary Feedback Report

In March 2024 NHS Fife and the University of St Andrews announced the development of a new medical degree programme and they wanted to give the people and communities of Fife the opportunity to be involved and to use their input to help to shape the knowledge, skills and training of the medical workforce of the future.

The consultation received 187 responses from across Fife with responses from diverse groups including minority ethnic communities and people who described themselves as having a disability.

We asked you to share your thoughts and experiences on seeing a doctor in relation to the 12 separate attributes below.



The top 2 attributes that people chose to respond to and share their experiences were **Compassion and Empathy** and **Listening and Understanding** with 82% and 75% respectively.

You said that the key behaviours or actions that demonstrate the above attributes in a doctor include:

Explaining treatment options

Allowing time

Providing reassurance

Making eye contact

Giving information in an accessible format

Using plain, easily understood language

Asking and answering questions

We asked if there were any other attributes you considered important in a doctor and you said that the following were important to you:

Patience

Multi-disciplinary teamwork

Holistic approach

Understanding the community they work in

Professionalism

Non-verbal communication skills

Equality and diversity

We asked how current experiences matched with the attributes you identified as valuable and why you answered that way:

Fully matched (63 people)	Reasons for answering that way: Clear communication Feeling listened to and valued Professionalism Treated with kindness and care
Partially matched (98 people)	Reasons for answering that way: Different standards of care from different doctors Lack of consistency and continuity of care
Did not match at all (13 people)	Reasons for answering that way: General poor care including not being listened to and lack of continuity of care

We Did

The final engagement feedback report has been shared with NHS Fife and the University of St Andrews. You can view the report by visiting: [Publications and Reports | Fife HSCP](#)

NHS Fife and the University of St Andrews Project Team will now use this feedback to support areas of the curriculum for the new medical degree that will focus on the needs of the Fife population.

The data gathered in this report will also be shared amongst staff who facilitate teaching sessions with students and staff within NHS Fife to practice the communication skills and attributes that Fife people have highlighted as important to them.

Thank you for taking the time to complete the consultation.