

# The NHS Free at the Point Of Use ? Views of Service Users

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## About The Poverty Alliance

- Our Vision is of a sustainable Scotland based on social and economic justice, with dignity for all, where poverty and inequalities are not tolerated and are challenged.



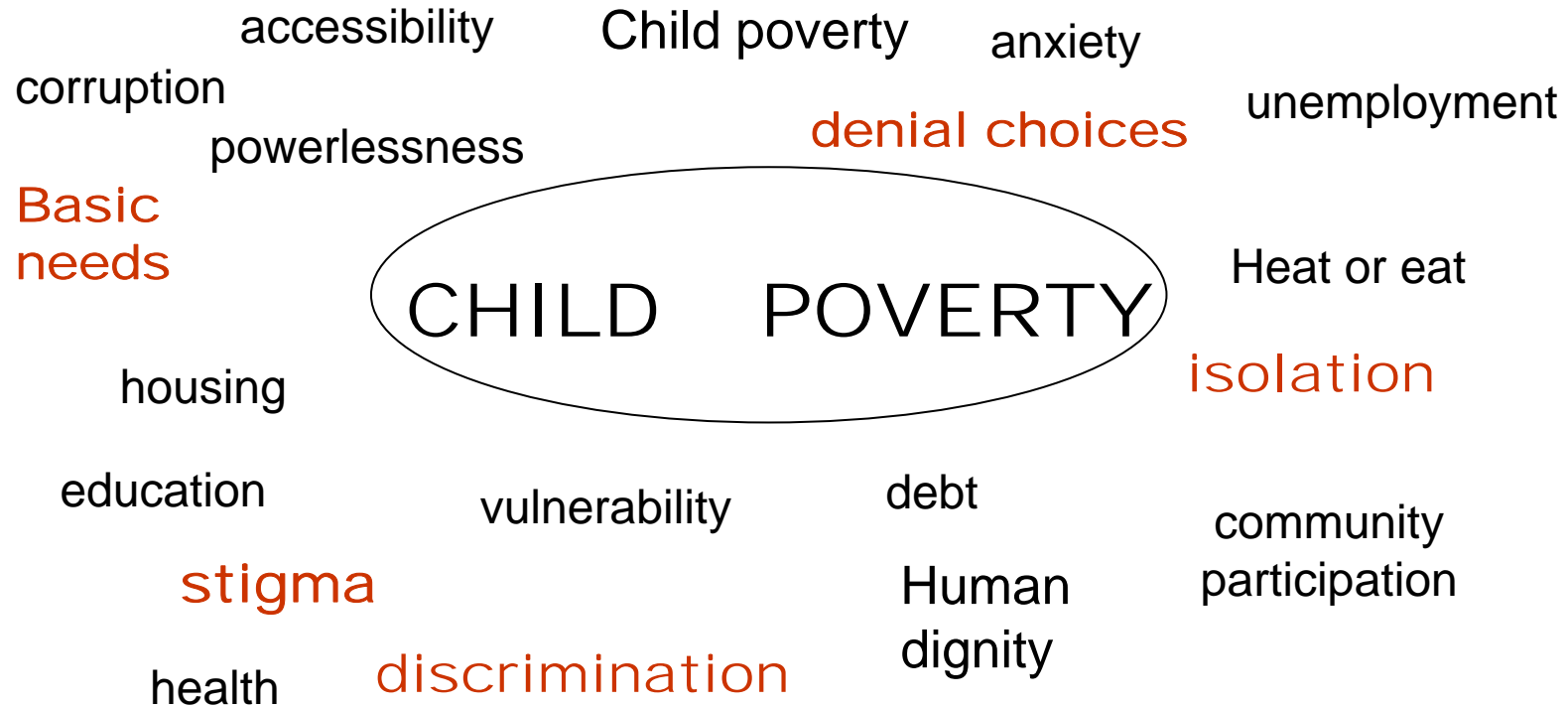
# NHS Founding Principles

- **The NHS was started because of an ideal that good healthcare should be available to all, regardless of wealth.**

(NHS Website 2008)



# What poverty means





# Daily challenges of living in poverty : Food

- There's been many times when I've enough to feed the bairns but I didn't eat. I was too ashamed and embarrassed to ask anyone for help. You'd rather do without"
- "your not going to be healthy if you don't have the money to be"



# Daily challenges of living in poverty: Mental Health

- High levels of stress
- “what I found really hard was you became isolated from the wider family because we just didn’t have the money for the bus your cut off. You’re stuck.”



# Daily challenges of Poverty: Mental Health

- Stigma of poverty

“Poverty separates us from other Scottish people. It widens the gap and our children can’t make friends, and that causes long-term problems”.



# Daily challenges of living in poverty: Other costs

## Fuel Prices

- Scottish House Condition  
Team calculated that for every 1% increase in fuel prices, roughly 8,000 more households would become fuel poor.  
(Source: Energy Action Scotland)



# Daily challenges of living in poverty: Hidden costs

## ■ Exercise

“daughter went swimming , its free but she still needs bus fare and money for a snack”




# Daily challenges of living in poverty: Provision of services

- Provision of services

Where services are located can be a key determinant for families in poverty and their use particularly those who are already suffering ill health.

“ buses cannot be relied upon to come on time ... causes me problems with the nature of my illness”.



## Daily challenges of living in poverty: Access to services

- One of our activists is currently campaigning for NHS 24 to be made a free phone service for mobile phones. Petition available at
- [http://epetitions.scottish.parliament.uk/view\\_petition.asp?PetitionID=345](http://epetitions.scottish.parliament.uk/view_petition.asp?PetitionID=345)