

Forest of Dean Community Services Review

Stakeholder Engagement Report

1. Introduction

The Forest of Dean Community Services Review aims to develop a plan for high quality and affordable community health and care services with patients, public, staff and key partners, to meet the needs of the local residents now and in the future. In an early media release, NHS Gloucestershire CCG committed to a 'positive and inclusive' approach to working with partners and the public during the review.

A Communication and Engagement Plan was produced to support the review and ensure comprehensive and planned engagement and communication with interested parties throughout the life time of the project. The plan identified local stakeholders and set out the key messages and milestones for the early engagement work.

This report sets out the engagement activity undertaken between September 2015 and June 2016, gives an overview of the feedback received, both through local meetings/workshops and an on-line questionnaire, and outlines plans for Consultation later in the year.

2. Engagement activity

2.1 Locality Reference Group

Local stakeholders were identified during the development of the Communication and Engagement Plan and invited to form a Locality Reference Group with the aim of:

- Maximising local engagement in decisions about healthcare services for the people of the Forest of Dean locality;
- Increasing community awareness and influence; developing local support for initiatives and changes to healthcare delivery.

The full terms of reference, including a list of members is attached in Appendix 1.

The Locality Reference Group has met on seven occasions, with good levels of attendance at all meetings. The group is not intended to be representative of the Forest of Dean population, but members are well informed and connected to their local community. The group has helped us to shape our engagement plans and members have been proactive in encouraging their local networks to contribute to the review. They have also had the opportunity to provide their own perspective and feedback on the following questions:

- What is particularly good about your local health & care services?
- What could we do better?
- Thinking about what you, your family and local community, what do you need:
 - To keep you well at home?
 - From services in your community?
 - From specialist hospital services?
- What opportunities exist to work more closely with the voluntary sector/community organisations?

Over the course of its meetings, the Locality Reference Group has:

- received information about existing healthcare services provided locally;
- reviewed information provided through the Health Needs Assessment for the Forest of Dean;
- visited Tewkesbury Hospital and heard about other models of community healthcare from across the country;
- considered services for the future – what is needed; how does this compare with now; how could these services be delivered;
- reviewed evaluation criteria for proposals for the future; and
- had the opportunity to put forward “high-level” solutions for the Forest of Dean.

2.2 Wider stakeholder/public engagement

Following the development of the Locality Reference Group in late September 2015, targeted engagement with a broader range of stakeholders was undertaken from November 2015 through June 2016.

Discussions were initiated using the set of questions above, in relation to the health and care needs of the Forest of Dean population.

A full list of engagement activities is detailed in Appendix 2.

2.3 Staff Engagement

Gloucestershire Care Services have run a total of 18 engagement sessions with their staff. They have also encouraged staff to provide feedback via an on-line questionnaire based on the set of questions used for other key stakeholders.

In addition, engagement drop-ins were held with staff from Gloucestershire Hospitals NHS Foundation Trust, South West Ambulance NHS Foundation Trust (Forest Division) and Palliative Care/Hospice at home team.

Feedback from NHS staff is summarised in Appendix 3.

2.4 Forest of Dean Locality Executive Group/GP Engagement

In addition to regular updates on the progress with the review, the Forest of Dean Locality Executive Group (LEG) has held two workshop-style sessions with the full Locality members, to enable GP practice participation in this area of work. The first session enabled attendees to give their views on the engagement questions detailed above; the second to consider what services are needed in the Forest of Dean; how these should be delivered in the future and the evaluation criteria for any subsequent proposals.

Feedback from the Locality is included in Appendix 4.

2.5 Website information/Media

A section of the CCG website was developed to house information about the review. The information has been added to and updated throughout the engagement stage of the project and it is intended that this information will form the basis of a “consultation webpage”.

Fifteen hundred “business cards” were produced to help promote this webpage and encourage people to give us feedback using the on-line questionnaire. These were circulated via our engagement meetings and by the Locality Reference Group and project team.

In addition information about the review, and the opportunity for local people to provide feedback, was sent to Forest of Dean GP practices to promote via the patient information screens in their surgery waiting areas.

An update on progress with the review was also published in both the Forest & Wye Valley Review and The Forester newspapers in late May 2016.

2.5 Gloucestershire Health and Care Overview & Scrutiny Committee (HCOSC)

The Health and Care Overview & Scrutiny Committee (HCOSC) meets bi-monthly. An initial presentation of the aims of this review was made at the September 2015 HCOSC meeting, with further updates via the Accountable Officer’s reports.

3. Key themes from engagement

Feedback has been gathered across 26 stakeholder events, 21 staff events and meetings of both the Locality Reference Group and Locality Executive Group. In addition 73 completed on-line questionnaires have been received.

There is significant commonality between the feedback received from staff and the local community. Whilst some of the feedback relates to very local services,

comments will also be relevant to countywide services and may be helpful in informing wider strategic planning. A full breakdown of the feedback is enclosed in Appendix 5, with key themes noted below:

- Access to services

There is a strong message that care should be “close to home” whenever possible. Transport is a significant barrier to accessing services and those reliant on public transport often spend an entire day attending a short appointment at one of the acute hospital sites. Mobile services, such as the chemotherapy bus, are highly valued and consideration should be given as to whether similar delivery mechanisms could be applied to other types of care.

- Community Hospitals

There is general consensus from our engagement, that the current facilities need either replacing or significant refurbishment to bring them up to “modern-day standards”.

The possibility of a single hospital has been suggested. The efficiency of running services from a single site would need to be balanced against ensuring accessibility of services.

Improving local access to diagnostic services and support on discharge from both the acute and community hospitals have been highlighted as areas for improvement.

- Urgent care

The “out-of-hours” periods provide significant challenge to people living across the Forest of Dean. Opportunities for more integration of GP out-of-hours, pharmacy services, MliU and community teams (including specialist and palliative care) should be explored to support people to be cared for at home or in the local community. Poor experience of engaging with the mental health crisis team, by both professionals and patients, was reported.

- Outpatient services

We should aim to provide more outpatient services in the Forest of Dean. It would appear that local options are not always offered either by reception/booking office staff, or via the E-Referral system and patients report that they have only been able to get an outpatient appointment in the Forest of Dean following their specific request.

- Community Nursing

Expanding the capacity of Integrated Community Teams and Rapid Response Teams is seen as key to supporting patients and avoiding admissions to both acute and community hospitals. Improving links to primary care and additional support from the voluntary sector will ensure more “joined up” community care.

- **Mental Health services**
There is felt to be a general lack of support for people with poor mental health and a need for more low-level services, particularly for children and young people.
- **Education and information**
There is considerable confusion regarding the configuration of services. Many people appear to be unaware of what services are available where and although recent messages, such as making better use of pharmacies, are having a limited impact there is still a long way to go.
- **Integration/Partnership working**
The opportunity for better integration between primary care, community teams and the voluntary sector is recognised. A community hub model has been suggested as a way to improve integration between services, in addition to providing a central point for patient information and education.

4. Feedback via the questionnaire

A full breakdown of all comments received via the questionnaire is included in Appendix 6 of this report. In summary, responses to the questions focussed on the following:

- What is particularly good about your local health & care services?
 - Local services
 - Community hospitals
 - Mobile units, such as chemotherapy bus
 - High quality GP services
- What could we do better?
 - More local services, avoiding travel to Gloucester and Cheltenham hospitals
 - Upgrade community hospital facilities
 - Increased access to Minor Injuries services and diagnostics, eg. X-ray
 - Access to “Out of hours” services
 - Reduce delays in getting a GP appointment
 - Improved access to mental health services
- Thinking about what you, your family and local community, what do you need:
 - To keep you well at home?
 - a. Good access to primary care services, eg. GP and pharmacy
 - b. Improved discharge from hospital, ie support available at home
 - c. Information about available support
 - From services in your community?
 - a. Good access to local services, including GP, pharmacy, out of hours
 - b. Reliable, responsive services

- From specialist hospital services?
 - a. Outreach services
 - b. Timely services, including responsive emergency/urgent care services
- What opportunities exist to work more closely with the voluntary sector/community organisations?
 - Need to work more closely to support vulnerable people
 - Voluntary sector support key in rural areas
 - Better communication/co-ordination between sectors
 - Potential to co-locate health and voluntary sector services
- Any other comments?
 - Improve/replace community hospital facilities – consider whether services are consolidated at one new hospital
 - Would be good to have maternity services for the Forest
 - Transport/access to services in Forest is key

5. Plans for Consultation

Whilst our planned engagement activity has come to an end, work will now begin to develop materials to support the formal Consultation on future models of care. It is anticipated that this will include printed and web-based materials, social media, information drop-ins and promotion of the Consultation via the NHS Information Bus and local media.

A detailed Consultation Plan will be presented to the Gloucestershire Health and Care Overview and Scrutiny Committee during the launch of a twelve week Consultation in Autumn 2016.

Caroline Smith
 Senior Manager, Engagement & Inclusion
 July 2016



Appendix 1 - Terms of Reference - LocalityComm



Appendix 2 - FoD Services Review



Appendix 3 - Overview of staff engagement



Appendix 4 - Feedback from GP Loc



Appendix 5 - Stakeholder Engagement



Appendix 6 - Feedback via question