

Transforming our Communities

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Report for: Assurance

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1. Introduction and Purpose

The purpose of this report is to update the Health Overview and Scrutiny Committee on the outcome of the public consultation relating to Transforming our Communities and to provide assurance on the engagement and consultation process undertaken.

2. Background

NHS Hambleton, Richmondshire and Whitby CCG (HRW CCG) has developed its Transforming our Communities programme which describes proposed new models of community based care which have been developed in partnership with local clinicians and members of the public over the last three years.

Due to the nature of some of the proposed changes, HRW CCG has held a formal consultation process with the public on three options for a period of 14 weeks. The CCGs preferred option (option 3) would see the permanent closure of the Lambert Hospital in Thirsk (following its temporary closure by the provider, South Tees Hospitals NHS Foundation Trust in September 2015) and the removal of the community hospital resource that was transferred to the Friarage Hospital on the closure of the Rutson Hospital in 2008. This would enable the CCG to redistribute resources more equitably and provide a more modern and clinically effective model of care across Hambleton and Richmondshire.

Following the review of all the feedback received during the consultation process, a series of recommendations were presented to the CCG Governing Body for a decision.

3. Pre-Consultation Listening Phase

In preparation for the formal consultation and to assist in scoping out feasible options, a series of pre-consultation listening events took place. The purpose of the engagement exercise was to:

- Explain the issues facing community services in the future, and the various options which were being developed with local teams in an effort to find a solution;
- understand the views of local people about the various options;
- ensure that the views of local people were taken into account in developing recommendations for the future of community services; and
- assure the local community that the Friarage Hospital was the key component of the CCGs vision for the future

The CCG arranged 18 pre-consultation listening events and spoke to 493 people, this helped to shape the options included in the consultation. Page 27 to 35 of the Consultation Report (available on the CCG website) responds to all of the themes of what people told the CCG during these events.

4. Formal Consultation Process

During the formal consultation the CCG presented three options around community health services, including those involving the Lambert Memorial Hospital, Thirsk and some elements of the Rutson Ward, Northallerton, taking into account feedback from public and patients since engagement began in 2013.

4.1 Public Events/meetings

The CCG held 33 public consultation events to which 392 people attended, these events were held on different days of the week and during weekends, with a range of time slots both during the day and in the evening so that people had more chance of being able to attend.

The CCG also attended two public meetings in Thirsk, the first one was arranged by South Tees Hospitals NHS Foundation Trust and took place prior to the consultation period. It was well attended by over 200 local residents. The second meeting was organised by the Lambert Hospital Action Group, and took place during the consultation, it was attended by approximately 300 people (figures from the action group).

A number of other meetings took place with stakeholders during the consultation including:

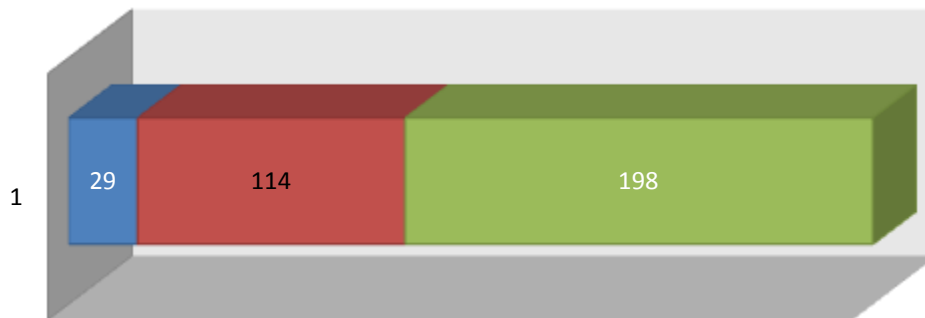
- GPs
- Acute Clinicians
- Hambleton Over 50's Forum
- Age UK
- Lambert Hospital Action Group including a public meeting attended by over 300 people
- NYCC Scrutiny of Health Committee
- Hambleton and Richmondshire District Councils Scrutiny Committees
- Hambleton District Council Forum

4.2 Survey

The purpose of the survey was for members of public to rate their preferred option and to have the opportunity to provide feedback to the CCG. The survey was hosted online on Survey Monkey. We also printed out hard copies of the survey and provided people with Freepost envelopes for them to be returned. In total 353 people completed the survey. The survey results showed that 198 (58%) of respondents chose Option 3 as their preferred choice. 29 respondents chose option 1 and 114 respondents chose option 2. 12 respondents did not select an option.

All respondents preferred option

- Option 1 - Do nothing. The Lambert Memorial Hospital will remain closed. The Rutson Ward in the Friarage Hospital will continue to be commissioned as it is now
- Option 2 - Re-open the Lambert with a new North Yorkshire based service provider delivering inpatient care. The beds at the Rutson Ward will go back to the original specification
- Option 3 - Preferred option based on feedback from engagement. Provide a range of step up/step down beds in the community supported by integrated locality teams



4.3 Information produced

The CCG produced a Full Consultation Document which was widely circulated and detailed the journey so far, why changes were necessary, a summary of clinical evidence and the options for the future.

The CCG also produced a summary consultation document to assist members of the public in making an informed decision about the consultation.

A number of posters with details of the consultation events were distributed to people/venues to use to help to promote the consultation.

All information was made available on the CCG website and hard copies were taken to our public consultation events.

In response to feedback from the public, the CCG produced two short videos; one explaining the concept of the CCG preferred option and one to describe the need for change. These videos are available on the CCG website and demonstrate how working in a more integrated and flexible way based on the needs of the individual locality will reduce duplication and improve staff productivity.

4.4 Online/Social Media

The CCG adopted a proactive approach to the media and worked closely with local newspapers and radio stations to raise awareness of the consultation and encourage people to get involved. 6 proactive media releases were issued throughout the consultation period and responded to 15 media enquiries.

A comprehensive section was created on the CCG's website which contained a raft of information on the consultation. This section of the website had 1,175 visitors during the consultation period. Social media channels such as Facebook and Twitter were used to send regular updates about the consultation and to advertise the public consultation events. The CCG has 3,389 followers on Twitter and 181 on Facebook, meaning that messages were far reaching across the community. In total, the overall reach of all Facebook posts was 5,394.

4.5 Other Information Received

239 comments were received from the public during the events, via the surveys and through the dedicated feedback email address. Each comment received was logged themed and considered as part of the evaluation of the consultation responses.

5. NHS England Assurance Process

The CCG as commissioners for local services are required to assess whether the four tests for service reconfiguration (set down by the Secretary for State in 2010) have been met:

- Support for proposals from clinical commissioners
- Strong public and patient engagement
- A clear clinical evidence base
- Consistency with current and prospective need for patient choice

Through the engagement and consultation process the CCG has sought to ensure all of the four tests are met fully and provided regular updates to the service change assurance team at NHS England by way of a number of checkpoint visits and the regular completion of a reconfiguration grid. All evidence for this process has been collated and is available to view on the CCG Website.

6. Consultation Outcome Conclusion

The CCG has reviewed all the information received during the consultation process and a number of recommendations were submitted to the CCG Governing Body for consideration. The Governing Body meeting was held in public on 27 October 2016 to and the outcome of this was that the Governing Body was assured by the process and the following recommendations were approved:

- CCG to request that its Governing Body reviews all of the information and evidence gathered during the consultation process and, on the basis of the analysis undertaken, recommend option 3 is taken forward.
- Following feedback received ensure we commission a local end of life care service which meets the needs of our local population and increases choice for patients and their families when approaching the end of their life.
- Following feedback from the Lambert Hospital Action Group, CCG to liaise with primary care colleagues in Thirsk to consider the potential use of the Lambert Building for the delivery of primary care and other related services until such time that a new development is available.

- Following feedback from the Hambleton Over 50s Forum, CCG to put in place a robust review of services commissioned involving independent organisations e.g. Healthwatch
- Following feedback received formalise plans in partnership with North Yorkshire County Council to increase integration between health and social care and ensure that contractually binding agreements are in place to ensure that care assessments are undertaken out of the hospital setting in a timely manner
- Following feedback received work with voluntary sector colleagues and primary care to raise awareness of local initiatives such as walking clubs and luncheon clubs to increase social prescribing
- Work with North Yorkshire County Council to increase the quality of care in nursing homes and extra care housing facilities through contractual levers

The CCG is now taking forward the implementation plan for option 3 in partnership with local GPs and community teams, to commission a range of step up step down beds across Hambleton and Richmondshire supported by Integrated Locality Teams.