



**Torrington Community Cares: Meeting
local needs
Staff and stakeholder engagement and
involvement report**

***Appendix 8
Rotary Club meeting notes***

Summer 2014

***Published by the Northern Devon Healthcare NHS Trust and Northern,
Eastern and Western Devon Clinical Commissioning Group***

Following the focused workshop series, the NHS were invited to attend a Torrington Rotary meeting to discuss the project.

Summary of the meeting

It was evident from the meeting that there was general distrust amongst the community, not solely around Torrington but about the NHS as a whole. Various references were made to the impact of the media.

Members of the Rotary believed figures had been 'massaged' in favour of the pilot and were not convinced that the need for the inpatient beds had been reducing prior to the pilot. There was a deep rooted belief that the entire project was about financial savings, and had the NHS been open about this the community would have been more amenable.

There was a general feeling that the pilot and evaluation were disingenuous and that decisions about the inpatient beds had already been made.

Exploration with the members enabled a deeper understanding of why the beds were of such importance to the community. Some key points were as follows:

- 'We know that if we lose them we won't get them back'
- Health is a very personal thing, and people feel private about it which is why people who haven't come forward with negative stories so readily.
- Health generally is very emotive and anxiety provoking and the beds make people feel safe

Some other key points raised and discussed at the meeting were as follows:

- Would there be any weight in using the Australian model of convalescent homes that could be located in the Community Hospital?
- Why are the beds going?
- What services are planned to be coming out of the hospital?
- Where do patients go if they need a community hospital bed?
- Would it be possible to use Parish nurses in the community?
- A story was reported about an individual who had to go to South Molton Community Hospital, and the negative impact this had on them and their family.
- What constitutes health care and what constitutes social care?
- How will we support those who live alone
- What are the commissioning intentions for Minor Injury Units; these would be very valuable for the communities.

Actions and outcomes from the meeting

- A detailed patient story was written up of a patient who had had bowel surgery and who recovered at home with the support of Parish nurses.
- An attempt was made to gain a detailed patient story from the individual whose family reported their negative experiences of going to South Molton Community Hospital – the patient declined to take part.
- A meeting took place with the Parish Nurse to look at how they would be able to support the potential hospital hub and community work.
- A decision making process timeline was published to support with the transparency around the project.