

Your health, your future, your say:

Involvement and consultation report on the feedback from the public and other stakeholders received through our engagement activity around Transforming Community Services (TCS)



Contents

1	Introduction.....	3
2	Who we engaged with	4
3	How we engaged.....	5
4	What people told us	5
5	Next steps.....	7

1 Introduction

Over the last 12 weeks western locality staff have been engaging with people across the locality to talk to them about how we can transform their community based healthcare system. This report sets out what we did and what we have heard from the public. It also contains some recommendations regarding our next steps in terms of engagement. This summary report is accompanied by a more detailed support pack can be found [here](#) from 20 March 2015. The pack contains the feedback received, information about all the engagement activities, how we communicated with people and a demographic breakdown of the people who were involved. If you cannot use the hyperlinks in this document and would like to view the support pack material please contact us by [email](#) or by writing to us at:

TCS Report Request
Community relations manager
Western Locality
Northern, Eastern and Western Devon Clinical Commissioning Group
Windsor House
Tavistock Road
Plymouth
PL6 5UF

Alternatively, telephone our Community relations manager on:

Telephone: 01752 398 737

The engagement described in this report builds on earlier work with patients and the public that generated feedback that helped to inform the development of our proposals regarding community based health care in particular, it generated a series of 'I Statements' which were:

- **Existing Services** - "I want the services I value now to be strengthened"
- **Boundaries** - "I want no barriers to care caused by geographic, regulatory or any other kind of boundary."
- **More than a Condition** - "I want services that support me to manage my situation in life not just my condition"
- **Educate and Inform** - "I want the information I need to make healthy choices and stay healthy"
- **Carers** - "I want what my carer does to be recognised and for them to have the support they need to have a full, healthy life of their own"
- **Service Opening Times** - "I want to be able to get to my community services at times that are convenient for me"
- **Work with Others** - "I want to be able to have services provided in lots of different places not just health centres"
- **Communication** - "I want to be able to talk to healthcare providers when I need to."

- **Talk to each other** - “I want to tell my story once - share my information with colleagues”
- **Technology** - “I want to be able to use new technology to help me manage my own health”
- **The Voluntary Sector** - “I want to continue to get the services I value that are provided by the voluntary sector”
- **Access / Transport** - “I want to be able to get to the services in my community”

The full engagement report from our first round of engagement can be found [on our website](#) .

Our transforming Community services (TCS) programme is designed to explore how commissioners can develop services in the community that enable people to stay well, manage their own healthcare and receive services closer to where they live. Community based services fall into three areas:

- Care for adults with complex needs
- Urgent care services
- Speciality services

Engagement on speciality services is ongoing and is part of a separate review of those services. And outcomes from that activity are not reflected here. Contractual time frames mean that the engagement on urgent care is completed and commissioners are now drawing up the service proposals for agreement by the board. These proposals take into account what we have heard from the public about urgent care. The services that support complex health care needs in the community do not face the same contractual timeframe.

2 Who we engaged with

During this 12 week period we have spoken with a wide variety of stakeholders both as individual members of the public and as representatives of organisations. These included:

- The leagues of friends of the three community hospitals in the locality
- The overview and scrutiny committees
- Parish, town, city and county councillors
- Staff from the three community hospitals
- Healthwatch Plymouth
- Healthwatch Devon
- Age UK Plymouth
- Devon senior voice
- Devon parent carers

- Devon Healthwatch delivery partners*
- Keep our NHS Public representatives
- Local GPs

*These include groups that represent some of the harder to reach populations.

Other groups have been kept informed but have chosen not to accept invitations to be directly involved in conversations. For a full list of those we have engaged please see the accompany report [support pack](#).

We have engaged directly with over 400 people and many of those individuals represent and communicate with a much wider constituency. The number of people we reached with information and opportunities to engage can only be estimated as it includes the readership of local newspapers, membership of organisations like Healthwatch, the voluntary sector organisations, Facebook users and those using other social media. If we assume that all those primary points of engagement disseminated information as requested then the actual reach of our programme of engagement can be calculated in the thousands.

3 How we engaged

Our approach to engagement involved giving and gathering information and discussion of the future shape of services. This was achieved by two specific means. The first via existing meetings that are held and run by local groups; the second via three events held at each of the principle towns in the area; namely Ivybridge, Tavistock and Kingsbridge and one event held in Plymouth. We held a second event in Tavistock as it was felt that the general public's views and concerns were not adequately heard in the first event.

4 What people told us

The feedback that we received highlighted a number of specific themes and these include:

For urgent care

- Concerns around transport particularly in view of the Devon County Council plans to cut back on public transport
- The need for easy access to information to enable people to make the right choice about which services to use
- There was a general sense that older people were more likely to use their GP than younger people as a first point of contact for urgent care needs
- General lack of faith in the 111 service
- General agreement with the proposed model of provision
- The very different needs of those living in urban areas and those in rural

- Better use of existing local services to help manage minor injuries and illnesses
- To address and strengthen the provision of urgent care services for people in mental health crisis
- The need for integrated health and social care services

For complex care

- Concerns around transport particularly in view of the Devon County Council plans to cut back on public transport
- A general approval of the proposed plans to support more locally based services and the prevention promotion agenda
- Concerns about staffing levels to deliver the community services in particular around staff needed to provide domiciliary based care
- Concern about the time required for staff to reach everyone in the more rural areas in the time available
- Support for the concept of single point of access for information and information centres in GP surgeries giving information about local voluntary services
- Utilising existing premises to provide consultant clinics within the community
- Utilising existing premises to provide self-management support
- Extension of the Expert patient programme across the locality
- Ivybridge residents were keen to see a multi-functional service being delivered out of the planned centre there
- Great deal of anxiety from staff regarding their futures and the possible change of provider organisation
- Need to pull in speciality services so that a person's whole pathway of need could be addressed locally in particular physiotherapy and pain management
- Request that staff employed to provide domiciliary care were not employed on zero hour contracts
- To take account of mental health needs and social isolation as a determinant of health
- To better use the services that are provided by the voluntary sector
- To support the voluntary sector in becoming skilled in bidding to provide elements of the services needed in partnership with other organisations
- The need for integrated health and social care services

A fuller and more detailed description of the feedback received is included in the support pack that is available [here](#).

5 Next steps

From the engagement to date come a number of recommendations for ongoing engagement:

- To ensure and support engagement between staff affected by a change of provider organisation and the provider organisation concerned
- To continue to engage with the population regarding the specifics of services to be provided in the community for people's complex care needs
- To seek out opportunities to engage with some of the harder to reach groups that have yet to have a voice (e.g. children and young people, BME communities, the disabled)
- To work closely with mental health commissioners to ensure that people's views about gaps in both urgent and complex care provision for people affected by mental health issues are also provided for in a co-ordinated way
- To ensure that information about how community based healthcare will be funded is included in future engagement activity.

The next step in this programme of engagement will see the lead responsibility shift from the commissioners to the future providers of community services.

Commissioners will expect those provider organisations to work closely with stakeholders to shape the detail of the services framed in specifications that have been shaped in partnership with the public. Commissioners will continue to support and monitor the process of engagement.

If you would like to continue to be involved in the shaping future community based healthcare services then please complete the attached form and return it either by email or by post to the address on the form and we will ensure that the provider is able to contact you as opportunities to engage emerge.

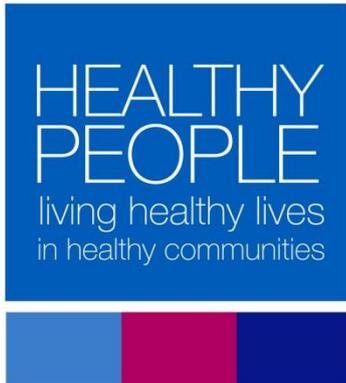
References

For more information and updates on our Transforming Community Services work please go to [our website](#).

Appendix 1 Be Involved - personal details form



Northern, Eastern and Western Devon
Clinical Commissioning Group



Be Involved

'Changing health for the better for everyone'

Are you interested in Healthcare services? Have you got something we need to know when we are commissioning services?

Why not join a community of people who want to change health care services for the better for everyone. If you want to be involved in this then please complete and return this form to us at:



By post:

Communications and Engagement Team
Northern, Eastern and Western Devon Clinical Commissioning Group
Newcourt House
Old Rydon Lane
Exeter
Devon
EX2 7JQ



By Email

D-CCG.Communications@nhs.net

Completion of any part of this form is entirely optional. We ask for this information so that we can try to make sure that you get the information that is of interest and relevance to you and to help us identify any groups of people we are not reaching. If you do provide us with this information it will be held on a secure database and

unless you give us extended sharing permission (see below) will only be used by Northern, Eastern and Western Devon Clinical Commissioning Group for the purpose of providing you with the information you have asked us to provide.

I want to stay on your distribution list

If you want to stay on the distribution list please complete form below and return it to at the address above.

I want to unsubscribe from your distribution list [click here to unsubscribe](#)

Personal

Your name

Your address

Your email

Your mobile

Your landline

Please tell us how you would like to receive information from us?

Post

Email

Text

Are you?

Male

Female

Other

Do not wish to say

Are you? (Tick all that apply)

A patient

A carer

A member of a voluntary organisation

NHS Staff

Interested member of the public

Representative of interest group
(Please give details of your group)

(e.g. Disability network, Expert patient, local councillor)

What are you interested in?

Please tell us something about the areas of health and social care that you are particularly interested in. This helps us to ensure that you receive information that is most relevant to you. (Feel free to list as many as you like but if you would like to receive all the information we circulate then please just tick the all box.

Health

Social care

All areas

Which specific areas of healthcare are you interested in? (Please list below).

What level of involvement would you like to have? (Tick all that apply)

I just want to be given information about commissioning activities

I would like to take part in providing information through surveys

I would like to be invited to one off events to discuss specific health decisions

I would be interested in being part of a focus group

I would be interested in being part of a group shaping services

I would be interested in being part of a strategic group

I would be interested in being part of a service user group.

Your age

Under 18

18 – 24

25 – 34

35 – 44

45 – 54

55 – 64

65 – 74

75+

What is your ethnic group?

White

English/Welsh/Scottish/Northern Irish/British

Irish

Any other White background
(Please describe)

Gypsy/ Irish Traveller

Mixed/Multiple ethnic groups

White and Black Caribbean

White / Black African

Any other Mixed/Multiple ethnic background
(Please describe)

White/ Asian

Asian/Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background
(Please describe)

Chinese

Black/ African/Caribbean/Black British

African

Caribbean

Any other Black/African/Caribbean background (Please describe)

Other ethnic group

Arab

Any other ethnic group (Please describe)

Please see below for an extended permissions form that allows you to indicate who you are happy for us to share your email/postal contact details with. If you wish to continue to be involved in the TCS process then you will need to allow us to share your details with the provider organisation that leads the next stage of engagement.

Extended permissions - Sharing your information (Tick all that apply)

Sometimes the work we do, we do in partnership with other organisations and in some cases NEW Devon CCG would expect other organisations to carry out the engagement needed. Because of this we would like to be able to share with these partners the email addresses of people who have said they would like to be more involved or receive information.

Giving your permission for us to do this will mean we are able to help you stay involved in work that we do in partnership. Any organisation that we share your email address with is bound by the same data protection regulations as we are and is required to keep that information securely and use it only for the purpose that you have given permission for. You can withdraw your permission for us to share your contact email at any time simply [email us](#) or write to us at:

Unsubscribe/information sharing

Media and communications team

NHS Northern Eastern and Western Devon Clinical Commissioning Group,
Newcourt House,
Newcourt Drive,
Old Rydon Lane,
Exeter,
Devon EX2 7JQ

If you are happy for us to share your email address please complete the short permissions form below.

I give permission for you to share my contact details with:

Only for use by NEW Devon CCG

Other NHS organisations

Voluntary organisations providing health and social care services

Other organisations we commission to provide NHS services

(e.g. Community interest companies)

Your signature:

Today's date:

Thank you very much for taking the time to complete this form, we appreciate this and will use the information you provide to ensure a better engagement experience for all.