

Report to Devon Health and Wellbeing Scrutiny Committee

16 January 2015

Consultation on community health services in the Coastal locality

1 Purpose

This paper is to update the Health and Wellbeing Scrutiny Committee on the progress of the consultation on community health services in the Coastal locality.

2 The consultation - an overview

The consultation started on 1 December and will run until 8 March. This allows for 12 full weeks of consultation, with a two-week pause for the Christmas and New Year holiday.

It is being led by GP leaders of the Coastal locality, which is one of five within South Devon and Torbay Clinical Commissioning Group (CCG).

Two proposals are being put forward for future health services for people living in Dawlish and Teignmouth and the surrounding area.

They have been drawn up with the locality engagement group, which includes public and patient representatives.

The proposals are designed to make sure that a full range of services is available to people in the locality, and to make good use of the community hospitals at Teignmouth and Dawlish, which are seen by Coastal locality GPs and by local communities as valuable assets.

However, at present the two hospitals – only four miles apart – offer more or less identical services: inpatient beds that see patients with very different needs on the same ward, Minor Injury Units with limited access to x-ray, and a range of outpatient clinics.

Consequently, the proposals envisage reducing this duplication and giving the two hospitals different but complementary roles. By doing this, we make the hospitals sustainable and safeguard them into the future, while keeping as many services as possible local.

The first proposal – put forward as the locality GPs' preferred option – was presented in detail to the Scrutiny Committee on 18 September 2014.



It sees Dawlish as a centre for excellence in urgent care, with 16 medical/acute beds, a base for the Devon Doctors out-of-hours service, and a Minor Injury Unit for the whole locality with extended hours (8am to 8pm, instead of 10am-6pm) and x-ray for 12 hours a day, seven days a week. (This x-ray service would also be used by GP practices for patients who would otherwise need to travel to Exeter or Torbay.)

Teignmouth would become a centre for excellence in planned care and rehabilitation, offering 12 beds for those recovering from illness or unable to stay safely at home, led by therapists with nursing and medical input as required and making full use of the physiotherapy suite and gym. Teignmouth would also have a new community wellbeing hub, providing information and helping the coordination of care for patients, as well as a wide range of outpatient clinics and theatre for day surgery.

Since the Scrutiny meeting the Coastal locality has developed an alternative option, also clinically sound but making a greater saving for reinvestment in community services.

This second, non-preferred, option sees the Minor Injury Units relocated to the existing unit at Newton Abbot, (rather than Dawlish) and the rehabilitation beds relocated to Newton Abbot instead of being at Teignmouth. Other services remain as in option 1. .

The rationale, costs and detail for these two proposals are set out in the accompanying consultation document, Into the Future, and in the further documents contained within it, attached separately here.

Alongside these consultation proposals sits a locality plan that is working towards seven-day services in important parts of the system, further integration with mental health, joined-up working across the whole system, and links with residential and nursing care homes to improve medical care. The locality plan itself is built upon the earlier engagement carried out towards the end of 2013.

3 Progress

In drawing up the proposals following a wider engagement, the locality worked with other statutory agencies, patient representatives, GPs and Leagues of Friends. Details of this work were set out in the paper to the Scrutiny Committee of 18 September 2014.

The preferred option is supported by Patient Participation Group representatives and the Leagues of Friends in both towns. Both groups understand the rationale for the second option with greater use of Newton Abbot Hospital, but neither supports this option.

Locality GPs have presented the options to Dawlish and Teignmouth Town Councils.

Dawlish Town Council has supported option 1, the preferred option. Teignmouth Town Council has voted against both proposals, in opposition to the moving of the Minor Injury Unit from Teignmouth. Talks with Teignmouth Town Council will continue and the locality GP leaders will attend a further meeting on 3 February.

The approach

The locality acknowledges that public meetings reach only a limited section of the population. In recognition of the fact that some people do want to see the locality publicly accounting for its proposals, a small number of public meetings has been organised.

However, the GPs have wanted the major part of the consultation to be through direct discussions with a range of people, organisations and community groups. These are set out below.

To reach the widest possible audience, we have also worked with the CCG Equality Reference Group which is made up of a range of organisations representing particular communities.

We contacted the following groups before the consultation opened: Grapevine, Ubuntu, Hikmat Devon (refugee and BME communities) primary, secondary, special and independent schools (children and young people) Intercom Trust, Proud2Be, Transfigurations, LGBT Transaction (lesbian, gay, bisexual and transgender communities) Churches together in Devon, Devon Interfaith Forum (faith and belief communities) Eddystone Trust (HIV) Devon LinkUp (Learning Disability community) gypsy and traveller community development workers, and Carers' Support.

The consultation details have been sent out through these representatives' established channels, with, for example, the key worker for travellers as the conduit to this group.

As the consultation progresses, the CCG will continue these contacts, with direct discussions wherever possible.

We are also planning further, less targeted work in February, with a stall in the shopping centre of Teignmouth on a Saturday and visits to the leisure centres in the two towns.

Consultation meetings

Type of meeting	Organisation or group
Public meetings	Dawlish, Teignmouth, Shaldon, Bishopsteignton
Meetings so far with staff	Staff at Teignmouth Community Hospital
	Staff at Dawlish Community Hospital
Meetings so far with individual organisations	Teignbridge Health Exchange
	Dawlish Town Council
	Alice Cross Centre
	Dawlish Over 60s Club
	Dawlish Water Rotary Group
	Assist Teignbridge
Meetings confirmed	Dawlish and Teignmouth Children's Centre
	Churches Together Forum, Dawlish
	Teignmouth Town Council
	Shaldon Parish Council
	East Teignbridge Health Forum
Meetings being arranged	Chudleigh Town Council
Meetings so far sought	Age Concern
	Baps Blind Club, Dawlish
	Women's Institutes
	Coombe Valley Allotments
	Teignmouth RNLI
	Open Daw
	Senior Voice
	Probus Club
	Life Saving and Surf Club
	Teignmouth Rugby Club
	Holcombe Residents' Association
	Dawlish United Youth
	Teign Corinthian Yacht Club

4 Process and publicity

Responses to the consultation are being gathered by Healthwatch Devon, which will analyse them independently from the CCG and publish its report no later than 31 March 2015.

The consultation document, along with supporting information, is posted on the Healthwatch Devon and CCG websites, with a facility for electronic responses. Healthwatch is an established site for consultations and therefore carries the benefit of people knowing where to find these.

The consultation has been promoted through social media, including through the Teignmouth Oracle site which has a following of more than 7,000 and Eyes of Dawlish which has more than 9,000. A new Coastal locality Facebook page has been set up. Traditional media have also been used, and meetings are being prominently advertised in local newspapers. Links to the consultation have been made available on Twitter.

Posters have been displayed in every GP practice, with paper copies of the consultation document available.

Leaflets summarising the proposals have also been distributed to: Teignmouth, Dawlish and Bishopsteignton Post Offices; Dawlish and Teignmouth libraries; pharmacies in Teignmouth, Dawlish and Shaldon; dental practices; opticians in Dawlish; Combeinteignhead Village Hall; and in Teignmouth, the rugby club, Kingsway Meadow Centre, Numark hair salon.

5 Transport

The consultation document notes that, while public transport links between Dawlish and Teignmouth are generally good, there may well be an impact on mothers of young children, who are the most frequent users of Minor Injury Units in the locality.

Work to mitigate this impact is going on. Talks were scheduled for this week (week commencing 12 January) with the children's centre in Teignmouth, as a way of understanding more about how young mothers use the Minor Injury Units and what their transport problems might be. The aim was also to explore opportunities for a neighbourhood/network of transport that the women themselves might be able to establish.

We have held initial discussions with Dawlish Community Transport and Volunteering in Health about playing a role to ease any transport problems.

We expect this work to continue throughout the consultation period and beyond it as necessary.

6 Conclusion

South Devon and Torbay CCG would ask the Devon Health and Wellbeing Scrutiny Committee to note the progress of the consultation.