

TRANSFORMING COMMUNITY SERVICES

Consultation on proposed locality commissioning intentions

Report of the NHS Northern, Eastern and Western Devon Clinical Commissioning Group

Recommendation:

- That the Committee notes the completion of consultation in Western Locality; the extension of consultation in Eastern Locality; and the further work planned in Northern Locality
- That, in the light of the extension of Eastern Consultation, the Committee now considers the CCG consultation report and outcomes in March 2015

1. Introduction

Following approval of the Strategic Framework for Community Services by the Clinical Commissioning Group (CCG) Governing Body on 4th September 2014, Northern, Eastern and Western Localities launched their proposed commissioning intentions on 17th September 2014 for a period of 12 weeks involvement and consultation with the public and stakeholders.

These commissioning intentions set out how each locality proposed it would achieve the requirements of the Strategic Framework in their respective parts of the county, with a focus on the development of preventive services, achieving care at home and the role of community services including community hospitals.

This report provides the Committee with an overview of the associated involvement and consultation and current follow on action proposed in each locality.

3. Northern Locality

In Northern Locality there were 14 public meetings held in the towns of (Holsworthy, Barnstaple, Ilfracombe, Lynton, Bideford, South Molton, Torrington, Braunton). The total attendance at these public meetings, all of which were led by clinicians, was 396 people. In addition to the public meetings there were:

- briefings and discussions with local MPs
- meetings with town, parish, district and county councillors
- briefings by the CCG to the Northern Locality staff
- meetings with Patient Participation Groups and Patient Panel members
- meetings with GPs at Members' Forums
- voluntary sector meetings and events

Information was circulated in local newspapers, parish magazines, through interviews with the media and short YouTube films. An introductory leaflet was delivered to 43,000 homes and in addition, events were advertised on the web and through Healthwatch. People were able to feedback their responses at the meetings/events or by contacting the CCG by phone, e-mail or in writing. Feedback numbered 500 – 600 contacts.

The locality proposals were focused on Urgent care, Complex care in the community, Specialist services, and Prevention and Health promotion. In relation to community hospitals, the Northern Locality proposals considered the overall number of inpatient beds to meet needs and the role of minor injuries units as the service model shifts in line with the Keogh review.

Although there was recognition of the need for change, key themes for attention were:

- the health of carers may be impacted as a result of more people being cared for at home, and it is important to ensure carers achieve support to meet their needs.
- integration between health, social care and the voluntary sector is important with effective communication and avoidance of duplication in care for patients.
- length of home visits needs to ensure that staff have enough time to meet the needs of patients so they can be effectively supported at home.
- Community Hospitals need to be accessible and account should be taken of rurality in determining where the community hospital beds of the future should be.
- Caution should be exercised in relying on nursing homes for the spot purchase of beds.

- The Northern Locality will publish their full involvement and consultation report in February 2015 and this will be considered by the Northern Locality Board on 25 February 2015. In relation to the role of community hospitals, the locality now proposes to work with local stakeholders, and use evidence and the key points highlighted during the 12 weeks to create a framework to describe the factors that will be taken in to account in detailing the options for the number and location of community hospital beds. This will be the subject of the next round of engagement and consultation events before decisions are made.

4. Eastern Locality

In Eastern Locality the consultation so far has included 12 public meetings in 11 towns (Seaton, Crediton, Exmouth, Honiton, Axminster, Exeter, Tiverton, Ottery St Mary, Moretonhampstead, Sidmouth, Okehampton). The total attendance at these meetings so far has been 1216, although the largest attendance has been in communities where proposals indicated potential change in the role of community hospitals.

Drop in sessions have been held in communities and villages around the area with 19 such sessions during the initial 12 week period. The total attendance at the drop in sessions so far has been 122. There have also been

- briefings and discussions with local MPs
- meetings with town, parish, district and county councillors
- briefings by the CCG to Eastern Locality staff
- meetings with Patient Participation Groups and Patient Panel members
- meetings with GPs at Members' Forums
- voluntary sector meetings and events

Information has also been circulated in local newspapers, parish magazines, through interviews with the media and short YouTube films. An introductory leaflet has also been delivered to 33,000 homes and in addition, events advertised on the web and through Healthwatch.

In the Eastern locality the proposals made in September were more advanced and included proposed change to the configuration of community hospital inpatient services. There have been a vast number of responses in relation to this, including petitions, particularly in communities most affected by proposals for change to inpatient services. In addition, through the consultation discussions, there have been requests for further information from Devon's Health and Wellbeing Scrutiny Committee and others before decisions are made.

Access, the impact of new housing and associated population growth, the need to shift care from acute to community settings, the affordability of home care, the support for and impact on carers have been amongst the many points of discussion and the locality is maintaining an open mind.

The Eastern Locality is producing a supplementary document setting out information about needs, resources, the options the CCG has considered and the rationale for the current proposed options. The detailed feedback responses and questions received are also being reviewed so that these can be addressed. The supplementary document will be circulated to the Committee as soon as it is published and the consultation will now continue until 15 February 2015 giving a further period to engage on these important issues.

Importantly, in January 2015 the Locality will be meeting with stakeholders to discuss establishing a stakeholder group in the Wakley stakeholder group with input from Councillors, League of Friends representatives and others. It will also continue engagement in WEB, Mid Devon and Exeter and these discussions will be pivotal in deciding the next steps. It is currently proposed that the consultation will be followed by a review and decision regarding the next steps at the Locality Board meeting in February 2015.

5. Western Locality

In Western Locality over the 12 week period there has been a range of involvement and consultation with a variety of stakeholders both as individual members of the public and as representatives of organisations. These included:

- briefings and discussions with local MPs
- meetings with town, parish, district and county councillors
- meetings with Community Hospitals Leagues of Friends
- meetings with GPs at Members' Forums
- voluntary sector meetings and events
- Western locality run events, including with staff
- Healthwatch (Plymouth and Devon)

Although figures are being finalised, during the 12 weeks over 300 people were involved in this process and many of those have a wider constituency that they represent. Information was circulated through a range of routes including:

- the western locality engagement network (mailing list)
- website pages
- local media
- at events
- face to face meetings

People were able to feedback their responses at the meetings/events or by contacting the CCG by phone, e-mail or in writing or through social media. The feedback is still being analysed but a number of specific themes are already emerging and these include:

- The importance of easy access to information in relation to urgent care and recognition of the different needs in urban and rural areas
- General support for more locally based services including the importance of community hospitals in the area and potential for clinic and other services
- Support for the model of care at home but concern about how this will be achieved particularly in the rural areas
- Concern about the affordability and sustainability of this model
- The vital role of the voluntary sector as providers of services and the need to work with them to deliver our vision for community based healthcare services

The Western Locality will publish their draft report with further detail of the outcomes of these discussions by the end of January 2015. The locality intends to continue engaging, particularly in relation to the role of community hospitals and the design of home care. There will be further events and stakeholder meetings in 2015 to build on learning from the engagement we have done so far.

The next phase of engagement will involve working with local stakeholders and the public to describe the specifics of the services that will be provided. There will also be further work with stakeholders to continue to develop integrated health and social care services.

4. Next steps

The Governing Body of the Clinical Commissioning Group will receive a report in March 2014 (detailing the results of the extended consultation and recommendations on future direction). Following consideration by the Governing Body it is recommended that a report and outcomes, as previously planned, are now considered by the Scrutiny Committee at the March meeting.