

## **Consultation Modernising health and care services in the Teignmouth and Dawlish area**

Report of Torbay and South Devon NHS Foundation Trust and NHS Devon Clinical Commissioning Group

The Committee are asked to –

1. note the report and consultation plans in the context of a global pandemic;
2. use their role as community leaders to encourage wide engagement in the consultation process in the coastal communities affected.

~~~~~

### 1. Executive Summary

- 1.1. NHS Devon Clinical Commissioning Group (CCG) launched its formal public consultation on future services in Teignmouth and Dawlish on the 1 September 2020. The consultation will end at midnight on 26 October.
- 1.2. The consultation was approved by the CCG's Governing Body in February 2020. It was due to launch in March 2020 but was postponed due to the COVID-19 pandemic. It has been kept under review since then.
- 1.3. The agreement reached for the purchase of the land for the new health and wellbeing centre between landowner, Teignbridge District Council, and purchaser, Torbay and South Devon NHS Foundation Trust, stipulated that work had to start on site in October 2020. The original consultation timeline was designed to enable this to be achieved. However, due to COVID-19, the timescale for the health and wellbeing development has been delayed and the start date has moved to January 2021.
- 1.4. The CCG remains committed to holding a transparent process and to keeping an open mind. A full copy of the consultation document is appended to this report.

### 2. The Consultation Process

- 2.1. A pre-consultation promotion of the process started on 18 August with stakeholders being able to visit the website to register as an interested stakeholder and receive regular updates, express an interest in attending an on-line meeting or to invite us to meet remotely with community group to discuss the proposal [www.devonccg.nhs.uk/teignmouth-and-dawlish](http://www.devonccg.nhs.uk/teignmouth-and-dawlish)
- 2.2. The full consultation document has been made available on the CCG website<sup>1</sup>, and paper copies are being distributed to every household in the

---

<sup>1</sup> [www.devonccg.nhs.uk/teignmouth-and-dawlish](http://www.devonccg.nhs.uk/teignmouth-and-dawlish)

Teignmouth, Dawlish, Bishopsteignton and Shaldon areas – **more than 16,000 homes**.

- 2.3. Along with the consultation document, the CCG has posted considerable supporting information on the dedicated section of its website, so that people can be well informed enough to come to a view on their response to the proposals.
- 2.4. The supporting information includes the clinical evidence for change, the strategic context, the evaluation of options, the impact of COVID-19, the engagement process, the impact on travel, finance, estates and the communication plan.
- 2.5. Healthwatch in Devon, Plymouth and Torbay is overseeing the consultation, and as of 1 September a free telephone number for feedback has been live<sup>2</sup>.
- 2.6. A news release has been issued to the local media and posters are to be distributed to health and care premises and to post offices.
- 2.7. More than **133,000** leaflets are also being distributed in the Torbay and South Devon area where people might be affected by the proposals.
- 2.8. Because COVID-19 is still circulating, the CCG believes it would not be responsible for an NHS organisation to encourage people to take the risk of attending public gatherings and as a result this consultation will take place remotely.
- 2.9. However, there are many ways in which people can take part. They can:
  - Fill in the detachable questionnaire in the consultation document and return it, free of charge
  - Fill in the questionnaire online at [www.devonccg.nhs.uk/teignmouth-and-dawlish](http://www.devonccg.nhs.uk/teignmouth-and-dawlish)
  - Attend a live online meeting on any of the following dates, with the opportunity to express views and ask questions of a panel:

|                          |                 |
|--------------------------|-----------------|
| ○ Friday, 11 September   | 2.30pm – 4pm    |
| ○ Thursday 17 September  | 10.30am -12noon |
| ○ Wednesday 23 September | 6pm -7.30pm     |
| ○ Tuesday 29 September   | 3pm – 4.30pm    |
| ○ Monday 5 October       | 11.30am – 1pm   |
| ○ Saturday 17 October    | 11am – 12.30pm  |
  - Register at [www.devonccg.nhs.uk/teignmouth-and-dawlish](http://www.devonccg.nhs.uk/teignmouth-and-dawlish) as an interested party, to receive updates as the consultation progresses
  - Call the Healthwatch number 0800 0520 029 with any queries, to request further copies of the consultation document or to ask for a telephone call with an appropriate person from the CCG
  - Ask for someone from the CCG to attend a remote meeting of their individual community group (with the CCG ready to use its Microsoft Teams platform to host this meeting if desired)

---

<sup>2</sup> 0800 0520 029

- Accept a CCG invitation to host a meeting (this offer being made to a wide range of community groups to ensure inclusivity)

### 3. The Proposal

- 3.1. NHS Devon CCG and the health community have worked with GPs, stakeholders and local people to develop a vision for health and wellbeing services in Teignmouth.
- 3.2. The potential of various options to achieve the vision have been assessed with a view to moving towards a proposal for public consultation. The proposal was approved by the CCG's Governing Body in February and the consultation originally scheduled for March 2020, but all plans were put on hold due to the COVID-19 pandemic.
- 3.3. The intention of Torbay and South Devon NHS Foundation Trust is to build an £8million modern Health and Wellbeing Centre in the heart of Teignmouth, with Brunswick Street as the preferred site.
- 3.4. This would enable Teignmouth's biggest GP practice, Channel View Medical Group, the health and wellbeing team, the voluntary sector, and potentially pharmacy to be co-located under one roof, working as one team to provide seamless care to patients and their carer or carers.
- 3.5. The centre would allow the safe flow of staff and patients around the building, enabling social distancing, and if necessary, the separation of suspected COVID-19 patients from non-COVID-19 areas.
- 3.6. Designated space for GPs to train new doctors would be available – which is not the case at present – and we would expect the current difficulties that GPs have in attracting new partner doctors to be eased because the new recruits would not be asked to take on liability for premises which fall below modern standards.
- 3.7. The single proposal, with four elements, is to:
  - a. Move the most frequently used community clinics from Teignmouth Community Hospital to the new Health and Wellbeing Centre
    - This includes podiatry, physiotherapy and audiology. Because they are closely related to audiology, specialist ear nose and throat services would also move to the new centre
    - Overall, these clinics make up 73% of all the outpatient appointments currently held in Teignmouth, at the community hospital. And 91% of these clinics are used by local people, living within the Dawlish, Teignmouth and surrounding areas
  - b. Move specialist outpatient clinics, except ear nose and throat clinics, from Teignmouth Community Hospital to Dawlish Community Hospital, four miles away
    - These are the specialist clinics, 23 in number, that are less frequently used at Teignmouth Community Hospital, making up only 27% of total appointments there

- They are currently used by people from all over South Devon and Torbay as well as those from Teignmouth and Dawlish. 70% of people using them come from outside the Dawlish and Teignmouth area
- c. Move day case procedures from Teignmouth Community Hospital to Dawlish Community Hospital
- This service includes minor procedures that require a specific treatment room
  - 86% of those using them come from outside the Dawlish and Teignmouth area, with more than half from Torbay
  - Journey times for many patients would increase, by up to four miles
- d. Continue with a model of community-based intermediate care, reversing the decision to establish 12 rehabilitation beds at Teignmouth Community Hospital
- After investment in community teams, we can now treat four times as many patients in their own homes as we could on a ward at Teignmouth Community Hospital
  - With the Nightingale Hospital established in Exeter, current analysis shows the 12 beds would not be needed for patients with COVID-19
  - The South West Clinical Senate, in a review, concluded that it was clear the 12 rehabilitation beds were not now needed
  - If the proposal is approved after consultation, Teignmouth Community Hospital would no longer be needed for NHS services by Torbay and South Devon NHS Foundation Trust, which would be likely to sell the building.

#### 4. Why now?

- 4.1. Teignbridge District Council's full council approved a bid by the NHS to buy the site, subject to a number of conditions. One of these is that work on the Brunswick Street site must start in January 2021 to fit in with the wider regeneration plan for that part of the town
- 4.2. Devon Clinical Commissioning Group has now agreed with Channel View Medical Group in Teignmouth (with 17,966 patients) that it will relocate to the new centre. Teign Estuary Medical Group (with 4,611 patients) has at this stage not taken any decision to relocate
- 4.3. Formal approval was received from NHS England to proceed with a public consultation on the proposal to relocate – entirely within Dawlish and Teignmouth – the community clinics, specialist outpatient clinics and day case procedures currently provided within Teignmouth Community Hospital.

**Electoral Divisions:** Teignmouth, Dawlish, Ipplepen & the Kerswells and Kingsteignton & Teign Estuary.

#### **Local Government Act 1972: List of Background Papers**

Contact for Enquiries: [d-ccg.teignmouthconsultation@nhs.net](mailto:d-ccg.teignmouthconsultation@nhs.net), go to the web site at [www.devonccg.nhs.uk/teignmouth-and-dawlish](http://www.devonccg.nhs.uk/teignmouth-and-dawlish) or call Healthwatch on number 0800 0520 029

| <b>Background Paper</b>                                                 | <b>Date</b>      | <b>File Reference</b> |
|-------------------------------------------------------------------------|------------------|-----------------------|
| Modernising health and care services in the Teignmouth and Dawlish area | 2 September 2020 |                       |