

Report to Devon Health and Wellbeing Scrutiny Committee

8th November 2016

Your Future Care Consultation

Recommendation

In line with the Local Authority Scrutiny Regulations (2013), Devon Health and Wellbeing Scrutiny Committee is invited to:

- Acknowledge the consultation process and encourage public participation
- Respond to the consultation as a key stakeholder and statutory consultee
- Provide views of the new model of care and engage in its further development

1. Purpose

As reported to the Devon Health and Wellbeing Committee in September 2016, 'Your Future Care' sets out an integrated model of care that is designed to strengthen prevention and out of hospital care and to shift from a reactive to a more pro-active approach to community based service delivery. As such the model of care builds on the agreed priorities of the Clinical Commissioning Group's Transforming Community Services Programme, the NEW Devon Success Regime Case for Change and the developing wider Devon Sustainability and Transformation Plan.

'Your Future Care' does propose options for service reconfiguration and public consultation commenced on 7th October 2016. This paper, which is provided for consideration by Devon Health and Wellbeing Scrutiny Committee, describes the context, content and process of this consultation and is accompanied by:

- 'Your Future Care' Consultation Document and Response form. The document sets out the model of care and the proposed options community hospital inpatient reconfiguration in Eastern Devon (appendix 1a and 1b).
- The Consultation Plan which details the consultation approach, process and timetable with links to further information associated with the consultation and the programme of meetings and events (appendix 2).

2. Proposals and process

2.1 Consultation Proposals

The Consultation Document (appendix 1a) explains that the services currently in Devon cannot be sustained clinically or financially and that it is necessary to secure a health and care system capable of meeting the changing needs of the population. It also sets out the need to reduce current reliance on bed based care and achieve a model of care that enables people to be, and stay, at home wherever possible with appropriate support unless there is a clinical need to be in hospital. This model is expected to bring the following benefits:

- improved patient experience
- improved outcomes of care
- improved health and wellbeing
- improved staff experience

The changes proposed are designed to achieve more integrated and consistent services in Northern, Eastern and Western Devon through:

- Comprehensive assessment to identify people who are frail, or pre-frail and therefore at risk of admission to hospital and put in place a care plan that outlines potential avenues for escalating care when required.
- Single point of access through one phone number to make getting additional support as easy as possible, when it is needed urgently and which is connected to a first responder and rapid response service.
- Rapid response service providing additional support at home to avoid admission to hospital or put arrangements in place to make it safer to leave hospital.

The intention is to strengthen community services and also to unlock wider change in acute healthcare, address inequalities, and better meet the needs of diverse communities. The consultation document proposes changes in the number and configuration of community hospital inpatient beds in Eastern Devon with four configuration options, and a preferred option (Option A):

- Option A: 32 beds at Tiverton, 24 beds at Seaton and 16 beds at Exmouth
- Option B: 32 beds at Tiverton, 24 beds at Sidmouth and 16 beds at Exmouth
- Option C: 32 beds at Tiverton, 24 beds at Seaton and 16 beds in Exeter
- Option D: 32 beds at Tiverton, 24 beds at Sidmouth and 16 beds at Exeter

In addition to requesting views in relation to the options presented, the consultation also invites alternative proposals. It is important that this consultation prompts discussion and debate to inform decision making to achieve joined up services to support individual patients, meet needs and promote independence, health and wellbeing.

2.2 Consultation Plan

The public consultation is from 7th October 2016 until 6th January 2017, a total of 13 weeks – effectively 12 weeks allowing for the Christmas and New Year Bank Holidays. The consultation aims to obtain the views of individual patients and members of the public; interest or representative groups; key stakeholders; clinicians and staff. It is designed to take account of the rurality of Devon as well as the urban considerations, and adopts a range of approaches to consult with those with protected characteristics as described in the Public Sector Equality Duty.

The Consultation Plan (appendix 2) details the distribution of key documents and provides further information on the consultation and the CCG website hosts all consultation material, which can be downloaded, and also enables people to request paper copies. The Consultation Plan indicates targeting information on the elderly frail, including those in late middle age, as they are likely to be affected most by the proposals.

The main elements of the consultation are summarised below:

a. Consultation materials

The key consultation materials are:

- ‘Your Future Care’ Consultation Document (both a full document and shorter summary document are available)
- ‘Your Future Care’ Consultation Response Form (included in the Consultation Document and available on the web). This can be completed online, posted or emailed.

There is also a wide range of supporting information including the technical Pre-Consultation Business Case which is available on the CCG website or on request. Copies of the full consultation document, including the response form and freepost envelope for return, have been sent to:

- town and district council offices
- community hospitals and Leagues of Friends
- GP practices
- Healthwatch Devon and their hard to reach delivery partners, including Citizens Advice Bureau
- leisure centres
- memory cafes
- libraries
- MPs
- local NHS providers

The summary document is being distributed to all of the above, plus the following:

- residential and nursing homes
- pharmacies
- churches and church halls

- garden centres
- British Legion offices
- hairdressers
- community transport providers

b. Consultation meetings

These consist of consultation events and public meetings. The first phase is in Eastern Locality. These events are being advertised widely, including in local media, through stakeholder newsletters and key stakeholder contacts and the programme is in appendix 2. Steps have been taken to arrange the meetings in venues are accessible and to schedule the meeting times to encourage a wide range of participation.

In addition CCG Community (lay) Representatives are working to ensure local communities are aware of the opportunities to be involved. There has been contact with local parish council clerks to ask how best to communicate with different local communities and with Healthwatch Devon, patient representatives, town councils and the local media to ensure events are well publicised.

In addition, 'Pop Ins' have been arranged as a means of face to face engagement with local communities that will help capture feedback from people who may not be able to access the consultation events, public meetings or the document through other routes. 'Pop Ins' consist of a member of staff visiting various locations and speaking to members of the public about the consultation and encouraging them to complete the response form. The locations targeted are primarily in the eastern locality commencing 24th October 2016 and continuing throughout the consultation. The populations specifically aimed at are the frail elderly.

To build on clinical and staff involvement that took place in the pre-consultation period, staff are invited to participate in the consultation and a range of approaches are being adopted to ensure staff have an opportunity to have their say.

c. CCG Website

All consultation materials are available on the CCG website. In addition there are newsletters, frequently asked questions, videos, copies of press releases, links to publications and sources of evidence, details of meetings and events.

Consultation responses will be received by the Consultation Response Unit (CRU) within the CCG. People may also ask the CRU to fill in the details on their behalf.

Consultation response unit: (9am-6pm Mon to Friday) 01392 267 642

Freepost YOUR FUTURE CARE (no stamp required)

EMAIL: d-ccg.yourfuturecare@nhs.net

Website: www.newdevonccg.nhs.uk/about-us/your-future-care/102019

2.3 Consultation Process

The consultation has been planned in accordance with the CCG's responsibilities and duties as set out in 'Planning, Assuring and Delivering Service Change for Patients'. In this context, prior to launching the consultation, the content and process was subject to the NHS England assurance which approved commencement of the consultation. This assurance is an important aspect of ensuring the consultation meets the necessary statutory and process requirements and will be ongoing during the consultation and through to decision making.

Key guidance has also underpinned the start of consultation including Cabinet Office Consultation Guidance, the Government 4 tests for major service change, as well as the NHS England Guidance above. As for the Gunning Principles (2001) the process is designed to provide that:

- consultation takes place when proposals are still at a formative stage
- there are sufficient reasons for proposals to permit 'intelligent consideration'
- there is adequate time for consideration and response
- consultation responses are conscientiously taken into account

Reporting on the consultation will take place following the end of consultation period. However, regular reports will be posted on the CCG's website. The CCG and NEW Devon Success Regime expect to be in a position to present to Devon Health and Wellbeing Scrutiny Committee an overview of themes from the responses at the Committee meeting on 19th January 2017, recognising that the papers are due to be submitted to Committee approximately one week after the close of consultation. The full consultation report will be available within 8 weeks of consultation close.

3. Decision making and next steps

3.1 Decision making

The decision making body in relation to this consultation is NEW Devon Clinical Commissioning Group. The Governing Body decided to proceed to consultation at its meeting in public on 28th September 2016. In making that decision the Governing Body took into account: information and evidence supplied by the NEW Devon Success Regime support team plus a range internal and external assurance processes in relation to readiness to proceed to consultation.

Following close of consultation the Consultation Report will be prepared setting out the views and learning from the consultation. The next step will be to refresh the Pre-Consultation Business Case in the light of: the outcomes of consultation; ongoing development of the model of care; and impact assessments including

quality, equality and finance. This will then be prepared as a Decision Making Business Case and will inform the final proposal.

As with the process to commence consultation, the Decision Making Business Case will be subject to internal and external assurance in advance of the CCG Governing Body being asked early in 2017 to decide on the final proposal and agree a process and milestones for implementation. As indicated in the Consultation Document any implementation will be subject to a series of clinically led tests as part of a Gateway Process to confirm clinical confidence of readiness to implement.

3.2 Next steps

The CCG and Success Regime Team welcomed the opportunity to participate in the joint Devon, Plymouth and Torbay Spotlight review of the model of care which was led and hosted by Devon Health and Wellbeing Scrutiny Committee on 5th October and is due to be reported on 8th November 2016. The engagement of the three local authorities and structure of the review brought key insights that will help strengthen the model of care and, whilst recognising the challenges and concerns about what this will mean in each location, there was support for the model and better outcomes for patients.

A further Scrutiny Spotlight review is planned in relation to Quality and Performance in November 2016 bringing the opportunity for learning from Scrutiny reviews to inform the next phases of development and decision making. The CCG and Success Regime would welcome further opportunities to engage with Councillors in service change through such joint and individual Scrutiny Committee reviews and would welcome the opportunity to discuss with Scrutiny the potential of an event inviting wider local Council input during the course of Consultation.

Specifically through this paper, the CCG and NEW Devon Success Regime wish to inform the Devon Health and Wellbeing Scrutiny Committee of the consultation process, to consult with the Committee in relation to proposals and options in the 'Your Future Care' consultation, and invite views on the new model of care to achieve clinically and financially sustainable services for the population. This is as set out in the recommendation that Devon Health and Wellbeing Scrutiny Committee is invited to:

- Acknowledge the consultation process and encourage public participation
- Respond to the consultation as a key stakeholder and statutory consultee
- Provide views of the new model of care and engage in its further development

The CCG then proposes to report the themes of Consultation to Committee on 19th January 2017, with a fuller report to Committee on 2nd March 2017.

4. Conclusion

As stated in the consultation document this consultation will prompt difficult discussion and debate. There will be tough choices to make if we are to ensure sustainability of local health and care services. The Council is familiar with such decisions and although there will be wide ranging views on the consultation

proposals, the CCG would welcome Scrutiny support in encouraging participation in the consultation and generating debate on how best to deliver effective change.

5. Appendices

- Appendix 1a: 'Your Future Care' Consultation Document
- Appendix 1b: 'Your Future Care' Consultation response form
- Appendix 2: 'Your Future Care' Consultation plan

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