

Devon Health and Wellbeing Scrutiny Committee

Your Future Care: Consultation and Next Steps

19th January 2017

1. Introduction and purpose

1.1 Background

Following approval to proceed to consultation by the CCG Governing Body on 28th September 2016, a 13 week period of public consultation into the 'Your Future Care' proposals commenced on 7th October 2016. This consultation set out four options for the locations of a reduced number of inpatient beds in community hospitals in Eastern Devon. These options were in the context of developing a model of care in the whole of Devon to consistently deliver three core service components to help people remain at home:

- Comprehensive assessment
- Single point of access
- Rapid response

The 13 week consultation has now closed. Many people have participated in this consultation including through attending public meetings or roadshows, responding to the questionnaire, writing to or phoning the CCG, communicating through representative bodies or groups. There has been considerable depth and breadth of individual, community and organisational responses and these are now being carefully reviewed and analysed.

1.2 Report and recommendation

This report has been prepared for the joint meeting of the Devon Health and Wellbeing Scrutiny Committee and Devon People Scrutiny Committee to be held on 19th January 2017. At the time of writing this report the consultation has very recently closed and a number of responses were received on 6th January 2017. Therefore although this paper references themes, further review and analysis is needed for a comprehensive description of the points raised. It will be possible at the time of the meeting to present an overview and then the full consultation report will be made available to the Committees and published in due course.

In the meantime, this report provides the Committees with detail on the consultation activities and process. It recommends that the Devon Health and Wellbeing Scrutiny Committee and Devon People Scrutiny Committee:

Reviews the information supplied in the paper and presentation on 19 th January 2017, and the next steps in the process in preparation for decision making, recognising that the date and details will only be confirmed following review of the responses which will inform the development of the Decision Making Business Case and associated impact assessments.

2. Public Consultation

2.1 Consultation process

The CCG Governing Body approved the consultation operational plan on 28th September 2016. An update on the plan activities at the time of writing this report is set out below. The CCG's Patient and Public Engagement Committee (PPEC), with a membership of lay people, provided assurance over the communications and engagement plan prior to the commencement of consultation, and were instrumental in helping to advise on its development. A subgroup of PPEC, again including public/lay representation also contributed to the development of key consultation materials. In addition 6 pre-consultation events were held and provided general views that contributed to the process.

In summary during the consultation period:

- More than 2000 people attended public events, meetings and roadshows
- There were 16 public consultation events, 27 roadshows and 18 pop-in meetings held by the CCG
- The CCG attended 15 other events by invitation from local councils and community groups
- More than 14,000 consultation documents and 55,000 summary documents were distributed with over 200 copies of the consultation document in alternative formats – easy read, large print, audio and braille
- More than 2500 copies of posters were sent to public places, community groups and individuals advertising public events and roadshows; and 16 press releases were sent to local media to advertise the consultation as well as paid advertising
- The CCG received 14 Freedom of Information requests and 28 media enquiries in relation to the consultation
- More than 400 Tweets were posted and the regular Your Future Care and Healthy People newsletter has a circulation of over 4,000 people

Further detail on consultation activities and attendances is provided in appendix 1.

2.2 Consultation responses

This consultation generated a wide range of responses from individuals, community groups, organisations both in writing and in meetings. All responses are currently being reviewed to enable the production of a fair and comprehensive report. Arrangements have been made with Healthwatch Devon, which has already provided an interim view on the consultation in appendix 2, to independently review and assure the post-consultation report to provide assurance that it reflects the views and concerns raised.

Some of the recurrent themes discussed have included:

- Links between the new model of care and integrated health and social care
- Travel and access for patients and carers
- A range of points in relation to workforce
- The loss of inpatient beds and associated impact
- The practicalities of implementation

- Rurality issues

There have been a range of other themes, comments, representations, petitions, proposals and questions that will be described in detail in the post consultation report. In addition the lessons learned from the consultation will be reported and used to assist future consultations.

3. Consultation to decision process

3.1 Next steps

The consultation responses are currently being reviewed and an early summary of consultation themes will be prepared and published. This summary will be circulated to members. It will be intended to provide an overview whilst recognising that further detailed review and analysis will be needed to fully reflect the consultation. A post-consultation report will then be prepared, and following independent review by Healthwatch Devon, this report will be a key document for the Governing Body to consider.

As required in the NHS England guidance: Planning, Assuring and Delivering Service Change for Patients (2015), the Pre-Consultation Business Case will be reviewed in the light of the consultation responses. A Decision-Making Business Case will be prepared along with impact assessments in relation to: Quality and Equality; Finance; Travel; Workforce and Estate.

The Decision Making Business Case and impact assessments will also build on work completed pre-consultation as well as reflecting the consultation and other work conducted since. This along with the post consultation report will be a key document for the Governing Body to consider in making a decision.

Other steps prior to decision-making include reviewing advice received in the pre-consultation period following external and internal assurance processes, such as the Clinical Senate. Whilst this advice was provided at the start of the consultation, a range of points were made in relation to decision making and future implementation and these will be taken account of as part of effective decision making preparations.

All reports will be placed in the public domain and that the Governing Body decision will be made in public. The decision will be made no earlier than March 2017. Further details will be published as soon as these are available.

3.2 Integrated Local Care

The 'Your Future Care' consultation and decisions in relation to community hospital inpatient beds and the model of care that will deliver comprehensive assessment, a single point of access and rapid response, is one part of a much wider piece of work to establish Integrated Local Care across Devon, Plymouth and Torbay. The Devon Health and Wellbeing Scrutiny Committee New Model of Care workshop held in the latter part of 2016 looked at the new model of care in more depth. As one of seven key work streams in the wider Devon sustainability and Transformation Plan there will also be further work on the

wider Integrated Local Care programme to strengthen place based co-production, planning and delivery and this will be reported to the Committee as the work developed. The Integrated Local Care workstream will be working with teams and communities across the wider STP footprint to strengthen integration and place based planning and delivery in the medium term by 2020/2021.

3.3 Recommendation

As indicated previously it is recommended that the Devon Health and Wellbeing Scrutiny Committee and Devon People Scrutiny Committee:

Reviews the information supplied in the paper and presentation on 19 th January 2017, and the next steps in the process in preparation for decision making, recognising that the date and details will only be confirmed following review of the responses which will inform the development of the Decision Making Business Case and associated impact assessments.

The CCG proposes to report further to the next Devon Health and Wellbeing Scrutiny Committee meeting.

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