



**Your Future Care consultation and
engagement summary
(For Devon Health and Wellbeing and
People Scrutiny Committee Meeting
January 2017)**

**NHS Northern, Eastern and Western
Devon Clinical Commissioning Group**

10 January 2017

Purpose of this report

This report has been produced to provide assurance and an update on NHS Northern, Eastern and Western Devon Clinical Commissioning Group's (NHS NEW Devon CCG) consultation and engagement process for Your Future Care, undertaken between 7 October 2016 and 6 January 2017.

NB. This report was prepared on 10 January 2017 in order to provide an update – this is not the final consultation and engagement report.

Your Future Care – in numbers

- We have spoken to more than **2000 people** so far via public events, meetings and roadshows
- There have been **16 public consultation events and 27 roadshows** held by the CCG so far, with more to take place between now and the end of the consultation
- The CCG has been in attendance at **15 other events** where we were invited to attend (Council related meetings other community meetings)
- We have carried out **18 pop-ins**, in local communities so far, with more planned
- We have distributed **more than 14,000 consultation documents and 55,000 summary documents**
- We have distributed **more than 200 copies of the consultation document in alternative formats** – easy read, large print, audio and braille
- We have sent out more than **2500 copies of posters** to public places, community groups and individuals advertising public events and roadshows
- We have issued more than **20 press releases to local media to advertise the consultation itself, public events and roadshows**, as well as paid advertising.
- We have received **16 Freedom of Information requests** and **31 media enquiries** in relation to the consultation
- We've posted **more than 400 Tweets** – a 500% increase on our regular output **#yourfuturecare**
- The regular Your Future Care and Healthy People newsletter is received by more than **4,000 people**



Your Future Care Consultation and Engagement summary

10 January 2017

Following approval by the NHS Northern, Eastern and Western Devon Clinical Commissioning Group (NHS NEW Devon CCG) Governing Body on 28 September 2016, a 13 week period of public consultation into the 'Your Future Care' proposals commenced on 7 October 2016.

Consultation document distribution

14,000 full consultation documents and 55,000 summary consultation documents have been distributed so far to:

- GP practices
- Healthwatch (plus their delivery/engagement partners)
- Acute and community hospitals
- Local healthcare providers
- Libraries
- Leisure centres
- Royal Legion branches
- Pharmacies
- Community representatives
- Memory cafes
- Walk in centres
- Town and district council offices
- Leagues of friends
- MPs
- Overview and Scrutiny Committee
- Parish councils
- Voluntary sector organisations
- Community centres and village halls
- Hairdressers
- Garden centres
- Residential/nursing homes
- Post offices
- Places of worship

More than 1000 of the full consultation documents and summary documents have also been handed out to attendees at public events, roadshows and pop-ins.



We continue to respond to individual requests for documents as they are received by the Consultation Response Unit, and wider distribution to stakeholders continues each week.

The full consultation document, summary document and response form are published on our website [here](#).

We have distributed more than 200 copies of alternative formats of the consultation document - audio, large print, easy read and Braille. These are also published on our website [here](#).

More than 2000 copies of consultation documents were distributed through Devon Libraries Unlimited, who coordinated onward distribution to each of the libraries in Devon. Documents were also sent separately to Plymouth libraries, who are managed through a different organisation.

Parish councils supported the distribution of information out to smaller, more rural areas. Parish council clerks across the whole of Devon were emailed three times throughout the course of the consultation, with information about the launch of the consultation, links to electronic documents and event posters. We also asked town clerks to confirm the best ways to communicate with local people about consultation events in their area – to ensure maximum attendance at all events. We also ensured each town clerk had a good supply of consultation documents and posters, and replenished those when requested.

Healthwatch Devon supported distribution of consultation documents directly to their members and delivery partners.

Approach to events

As part of the consultation plan, an approach to public events was described by the CCG Communications and Engagement team. This described the towns and villages that would be visited, the format of events and the venue requirements that needed to be considered when booking events.

We planned to hold at least four events in each potentially affected community (7 communities in total). These took place in Exeter, Okehampton, Honiton, Seaton, Sidmouth, Exmouth and Tiverton.

In all other communities identified outside Eastern locality, we planned to hold one roadshow as a minimum.

This has been achieved and a full list of meetings planned and events held, with the list of presenters, speakers and facilitators in attendance is available.

An offer was also made to all town councils in the Eastern locality of Devon (The Eastern locality refers to the area of East Devon, Exeter, Mid Devon and parts of



West Devon including Okehampton) for presenters from the CCG to attend town council meetings and provide an update on the Your Future Care consultation. A number of these offers were taken up and attendance is laid out below.

Public events

We have spoken to 804 people at 16 planned public events that have been arranged and held by the CCG. These events have been publicised widely through local media, social media, printed posters, stakeholders and public newsletters.

Our aim was to hear from as many people as possible at these public events. We recognise that not everyone likes to stand up in a crowded room to ask questions or give feedback, so we adopted a format that enables people to hear the proposals from clinicians and what this might mean for their local community; discuss in groups different elements of the proposals; and then ask questions of a panel, which includes senior representatives of the CCG, hospital clinicians, as well as a local GP. This helped ensure that everyone had the opportunity to have their say.

The format of the public events has been 2.5 hour sessions, consisting of an introduction by an independent chair, presentation from a clinician on the new model of care, two short films, facilitated table discussion (with note takers) and Q&A sessions with a panel.

Each public event was filmed and we have received a transcription of the full set of Q&As for each event. Notes from each table discussion are also typed up and available for the final engagement report. These will be published on the CCG website.

Numbers of attendees at each public event are listed below.

Date	Venue	Number of attendees
Monday 07/11/2016	The Knowle, Station Road, Sidmouth, EX10 8HL	77
Monday 07/11/2016	The Knowle, Station Road, Sidmouth, EX10 8HL	80
Tuesday 08/11/2016	Ocean, Queens Drive, Exmouth, Devon, EX8 2AY	74
Thursday 10/11/2016	The Beehive, Dowell Street, Honiton, EX14 1LZ	66
Monday 14/11/2016	New Hall, Barrington Street, Tiverton, EX16 6QP	27
Monday 14/11/2016	New Hall, Barrington Street, Tiverton, EX16 6QP	8
Wednesday 16/11/2016	Charter Hall, Market Street, Okehampton, EX20 1HN	82



Wednesday 16/11/2016	Charter Hall, Market Street, Okehampton, EX20 1HN	66
Friday 18/11/2016	Whipton Community Hall, Pinhoe Road, Exeter, EX4 8AS	50
Monday 21/11/2016	St Lukes Science and Sport College, Harts Lane, Exeter, EX1 3RD	31
Tuesday 22/11/2016	Exmouth Community College, Gipsy Lane, Exmouth, EX8 3PZ	31
Thursday 24/11/2016	The Gateway, Seaton Town Hall, Fore Street, Seaton, EX12 2LD	48
Thursday 24/11/2016	The Gateway, Seaton Town Hall, Fore Street, Seaton, EX12 2LD	16
Tuesday 29/11/2016	The Beehive, Dowell Street, Honiton, EX14 1LZ	51
Tuesday 13/12/2016	Exeter Community Centre, 17 St David's Hill Exeter, EX4 3RG	16
Wednesday 21/12/2016	Markarness Hall, High Street, Honiton, EX14 1PG	81
	Total	804

We responded to requests for additional public events where there was demand. After the first series of public events were advertised, we received several requests asking for a meeting to take place in the city centre of Exeter, so the event on 13 December was added in response to this, and we received requests for an evening meeting in Honiton, so the event on 21 December was added in response to this.

Posters for the public events were sent to:

- GP practices
- Councillors
- Hospitals
- Community representatives
- Pharmacies
- Town councils
- Parish councillors
- Leagues of friends
- Leisure centres
- Post offices
- Libraries
- Healthwatch
- Memory cafes
- Venues where events were to be held
- Local media
- Healthwatch



- Through the CCG's Your Future Care and Healthy People newsletters (circulated to 4000+ people)

Paid for adverts (public notices) also advertised these events in the following newspapers:

- Express and Echo
- Okehampton Times
- Tavistock Times
- Exmouth Journal
- Midweek Herald
- Sidmouth Herald

Public event details were sent to all local media (newspapers, TV, radio) with an accompanying press release. These also featured local GP opinion pieces, tailored for each locality.

Roadshows

We have spoken to 354 people at 27 planned roadshows across Northern, Eastern and Western Devon, that have been arranged and held by the CCG. These drop-in events have been publicised widely through local media, social media, printed posters, stakeholders and public newsletters.

The new way of caring for people means fewer community hospital beds are needed and in the Eastern locality of Devon, and the public consultation is looking at where the remaining beds should be located.

We were keen to hear what people across the county, including North Devon and West Devon, think about an integrated model of care, where the various providers of services work together to promote the health and wellbeing of residents.

We were seeking views on this new model of care and hoped as many people as possible would come along to the roadshows where they could drop in for an informal chat and learn more about the proposals.

The purpose of the roadshows was to give members of the public an opportunity to find out more about Your Future Care, talk to staff from the NHS about the proposals and ask any questions, pick up a consultation document and complete a response form.

The roadshows operated as an informal, drop-in session. The aim is for a clinician to be available at each event as well as other members of staff from the Success Regime, CCG or provider organisations.

Events were held at different times, on different days and in many different areas to give people every opportunity to drop-in to a roadshow event near them, at a convenient time. We allowed two hours for each event.

Consultation Documents and Summary Consultation Documents were available for people who drop in to the roadshow and response forms available for attendees to take extra copies home with them for other members of their families to complete.

Posters with details of the roadshow events were sent to:

- GP practices
- Councillors
- Acute and community hospitals
- Local healthcare providers and partner organisations
- Community representatives
- Pharmacies
- Town and district councils
- Parish council clerks
- Leagues of friends
- Leisure centres
- Post offices
- Libraries
- Memory cafes
- Hairdressers
- Community centres and village halls
- Venues where events were to be held
- Local media
- Healthwatch and their delivery partners
- Through the CCG's Your Future Care and Healthy People newsletters (circulated to 4000+ people)

The details have also been advertised on the CCG website and on social media.

Planned paid for advertising of the full list of roadshow events also took place in the 26 November edition of the Western Morning News. The readership for this is 114,000.

A roadshow briefing document for staff was developed and shared with staff attendees at each of the roadshow events so that the format, expectation and resources are clearly defined.

Several press releases were sent out to local media over a number of weeks to ensure wide coverage of the roadshow events in local areas.

Numbers of attendees at each roadshow are listed below:



Date	Venue	Number of attendees
Monday 28/11/2016	The Plough Arts Centre - The Meeting Room, 9 - 11 Fore Street, Great Torrington EX38 8HQ	40
Monday 28/11/2016	New Hall, Barrington Street, Tiverton, EX16 6QP	0
Tuesday 29/11/2016	The Kings School, Cadhay Lane, Ottery St Mary, Devon, EX11 1RA	10
Wednesday 30/11/2016	The Watermark, Erme Court, Leonards Road, Ivybridge, PL21 0SZ	3
Thursday 01/12/2016	Yelverton War Memorial Hall, Meavy Lane, Yelverton, PL20 6AL	3
Friday 02/12/2016	Jubilee Hall, 2 Gregory's Ct, Chagford, TQ13 8DP	6
Friday 02/12/2016	Moretonhampstead Sports Hall, North Bovey Road, Moretonhampstead, Newton Abbot, TQ13 8NZ	3
Monday 05/12/2016	The Windmill Function Rooms, Thurlstone Walk, Plymouth, PL6 8QB	1
Thursday 08/12/2016	Caddsdow Business Support Centre, Caddsdow Industrial Park, Bideford EX39 3DX	21
Thursday 08/12/2016	The Barnstaple Guildhall, Butchers Row, Barnstaple, EX31 1BW	25
Monday 12/12/2016	Devonport Guildhall, Ker Street, Plymouth, Devon, PL1 4EL	1
Monday 12/12/2016	Plymouth Guildhall, Plymouth, PL1 2AA	2
Tuesday 13/12/2016	The Town Hall, Bedford Square, Tavistock, Devon, PL19 0AE	17
Wednesday 14/12/2016	Ilfracombe Landmark Theatre, Pavilion, Seafront, Wilder Road, Ilfracombe, EX34 9BZ	55
Wednesday 14/12/2016	South Molton Methodist Church Hall, North Street, South Molton, Devon, EX36 3AL	15
Thursday 15/12/2016	Charter Hall, Market Street, Okehampton, Devon, EX20 1HN	17
Friday 16/12/2016	Seaton Gateway Theatre Company, The Gateway, Seaton Town Hall, Fore Street, Seaton, EX12 2LD	9
Friday 16/12/2016	Kennaway House - Hatton Wood meeting room, Sidmouth, Devon, EX10 8NG	25
Monday 19/12/2016	All Saints Church Hall, Exeter Road, Exmouth, EX8 1RZ	13

Monday 19/12/2016	Cullompton Community Centre - Hillersdon Hall, Pye Corner, Devon, EX15 1JX	9
Tuesday 20/12/2016	Alphington Village Hall, Ide Lane, Exeter, EX2 8UP	7
Tuesday 20/12/2016	Boniface Centre, Church Lane, Crediton, EX17 2AH	15
Wednesday 21/12/2016	Woodbury Village Hall, Flower Street, Woodbury, Exeter, EX5 1LX	1
Wednesday 21/12/2016	Town Hall, Station Road, Budleigh Salterton, Devon, EX9 6RJ	6
Thursday 22/12/2016	Holsworthy Memorial Hall, North Road, EX22 6DJ	36
Thursday 22/12/2016	The Beehive, Dowell Street, Honiton, EX14 1LZ	4
Friday 23/12/2016	Axminster Guildhall, West Street, Axminster, EX13 5NX	10
	Total:	354

Pop Ins

Not everyone is online and not everyone wants to attend events or go to a drop in, so the CCG has also organised some 'Pop Ins'. Pop ins describe an activity where members of staff go out to specific locations and speak to people about the consultation, share information materials and encourage them to respond or attend events. Pop ins can be carried out on an individual basis or through staff meeting with local groups and speaking to their members directly.

Pop ins commenced in October and will continue through to the end of the consultation period.

We have spoken to 251 people at 18 individual pop-ins, in varying locations.

Date	Location	Members of the public
Tuesday 27/10/2016	St.Sidwell Street Community Centre	17
Wednesday 28/10/2016	Exmouth Pharmacy	2
Wednesday 28/10/2016	Exmouth GP clinic	2
Wednesday 28/10/2016	Exmouth Hospital	14
Wednesday 28/10/2016	Exmouth Leisure Centre	25



Wednesday 28/10/2016	Ivybridge Watermark	7
Wednesday 28/10/2016	Plymouth Guild	5
Wednesday 28/10/2016	Tavistock Hospital	12
Monday 31/10/2016	Honiton Hospital	4
Monday 31/10/2016	Honiton GPs	2
Monday 31/10/2016	Tiverton Hospital	3
Wednesday 02/11/2016	Residents of Seaton	33
Wednesday 02/11/2016	Residents of Sidmouth	67
Monday 19/12/2016	Dunkeswell	0
Wednesday 21/12/2016	The Broadway, Plymstock	34
Thursday 22/12/2016	Kingsbridge - Bus Station	17
Tuesday 03/01/2017	Plymouth - Derriford	0
Tuesday 03/01/2017	Princetown	7
	Total:	251

These involved the CCG's Community Relations Manager talking to local people about the consultation, answering questions and handing out copies of the consultation document.

Council and other community meetings

We have attended 15 town council meetings and meetings organised by other local community groups and spoken to 793 people through this method.

We contacted individual town councils to offer speakers and presenters to attend their planned meetings in the Eastern locality. All requests were responded to and the CCG provided speakers to attend each requested town council meeting.

We also compiled a list of requests for other local community meetings where the CCG has been asked to attend.

Other meetings the CCG was invited to and attended were:



Date	Group	Venue	Number of attendees
Friday 04/11/2016	Citizens Advice Bureau Devon	Exeter Civic Centre (City Council HQ) Paris Street - Yaraslov Room, Exeter, EX1 1JN (Entrance in Paris Street)	16
Friday 04/11/2016	Seaton representatives	Seaton Gateway Theatre, Seaton Town Hall, Fore Street, Seaton, Devon, EX12 2LD	250
Friday 04/11/2016	Honiton Senior Voice	Mackarness Hall, High Street, Honiton, Devon, EX14 1PG	150
Monday 07/11/2016	Exmouth Town Council	Holy Trinity Church, Exmouth, EX8 2AB	27
Friday 11/11/2016	Okehampton Town Council	Charter Hall, Market Street, Okehampton, EX20 1HN	120
Thursday 17/11/2016	Okehampton Parish Council	Eastern Link, Endecott House, High St, Chagford TQ13 8AJ.	10
Thursday 24/11/2016	Okehampton Parish Council	Northern Link, Monkokehampton Village Hall, Church Lane, Monkokehampton, Winkleigh, EX19 8SF	18
Thursday 24/11/2016	East Devon District Council scrutiny committee	Council Offices, Sidmouth, Devon EX10 8HL	30
Thursday 24/11/2016	Town Council meeting	Cullompton Town Council, Town Hall, 1 High Street, Cullompton, EX15 1AB	15
Tuesday 29/11/2016	Town Council meeting	Braunton Parish Hall, Chaloners Road, Braunton, Devon, EX33 2ES	50
Monday 05/12/2016	Town Council meeting	Sidmouth Town Council, Woolcombe House, Woolcombe Lane, Sidmouth, EX10 9BB	31
Monday 05/12/2016	Town Council meeting	The Council Offices, 8 Broad Street, OTTERY ST MARY, EX11 1BZ	21
Tuesday 06/12/2016	Town Council meeting	Guildhall, West Street, Axminster, EX13 5NX	19
Tuesday 13/12/2016	Joint Engagement Board	Wonford Community Centre, Burnthouse Lane, Exeter EX2 6NF	21
Tuesday 13/12/2016	Woodbury, Exmouth, Budleigh (WEB)	Brixington Community Church, Churchill Road, Exmouth, Devon, EX8 4JJ	15

	Reference Group		
		Total:	793

The CCG did have to provide apologies for one meeting request received during the consultation process due to the late notice of the invite.

Petitions

Petitions have been received by local communities during the consultation process. These have been noted by the CCG's Governing Body and the details will be provided in the full consultation and engagement report.

Engagement with hard to reach groups

Focused engagement with hard to reach groups and those who fall under protected characteristics categories, is being addressed through a separate process, in association with Healthwatch Devon and their delivery partners:

- Devon Link Up (learning disability)
- Living Options Devon (physical and sensory disability)
- Be Involved Devon (mental health)
- Hikmat (black, Asian, minority ethnic)
- Devon Senior Voice (55+)
- Devon Carers Voice (carers)

Factsheets

We have produced local factsheets for each affected community and these provide an 'at a glance' view of what's currently provided at each community hospital, and what is potentially affected as part of the consultation. You can find these [here](#).

Factsheets are available for:

- Exeter (Whipton) Community Hospital
- Exmouth Community Hospital
- Honiton Community Hospital
- Okehampton Community Hospital
- Seaton Community Hospital
- Sidmouth Community Hospital
- Tiverton Community Hospital
- Ottery St Mary Community Hospital
- Axminster Community Hospital
- Moretonhampstead Community Hospital
- Crediton Community Hospital
- County-wide



An additional county-wide factsheet was produced for the wider North, East and West Devon area for use at roadshows across the county.

Post-consultation report

A full report will be prepared and published on the NHS Northern, Eastern and Western Devon Clinical Commissioning Group website in due course. This will include lessons learned from the consultation process as well as the responses to the content of the consultation.