



# OKEHAMPTON

A HEALTH AND CARE COMMUNITY CONVERSATION

COUNTY COUNCILLOR KEVIN BALL, OKEHAMPTON RURAL DIVISION



## OKEHAMPTON

- Situated on the northern edge of Dartmoor in West Devon.
- Initially settled in the Bronze Age, now a hub town to around 26,460 people.
- Located 26 miles from Exeter via the A30. Part of the National Cycle Network. Limited bus services. Working with government and partners to restore daily rail services.
- Vibrant community with strong voluntary, community and faith sectors.
- Challenging economic history, but now with many successful local businesses.

# OKEHAMPTON

WHAT DO WE KNOW?

(compared to national and regional \*averages)

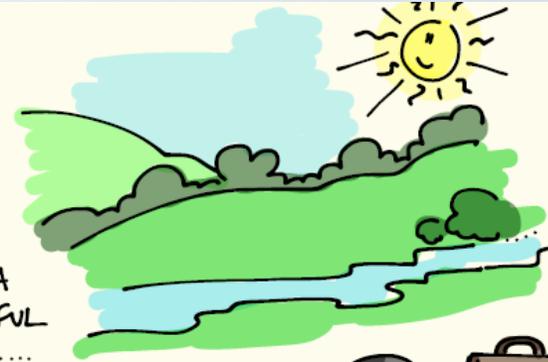
\* JSNA and community profiles 2016

FEWER HOUSEHOLDS  
HAVE A CAR OR VAN



ACCESS TO  
SERVICES AND  
PLACES CAN BE  
DIFFICULT.

IT'S A  
BEAUTIFUL  
PLACE...



THERE IS LESS  
WORK, AND PEOPLE  
ARE PAID LESS

FEWER OF THE  
HIGHER PAID JOBS  
E.G. MANAGERIAL  
OCCUPATIONS



HIGHER  
RATES OF  
BENEFITS  
CLAIMANTS

MORE LONE PARENT  
HOUSEHOLDS + HIGHER  
BIRTH RATE



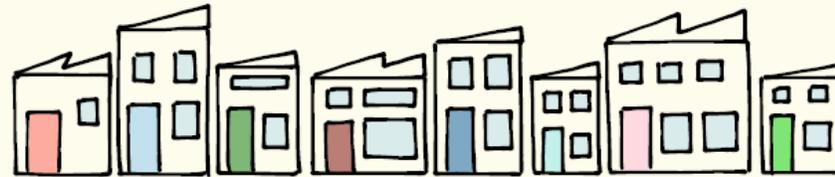
HIGHER RATE OF  
RENTED ACCOMMODATION  
IN THE CENTRE  
(THE OPPOSITE ON  
THE BORDERS)



MORE  
YOUNG  
PEOPLE

ALMOST  
**100%**  
OF SCHOOLS ARE  
RATED GOOD OR  
OUTSTANDING

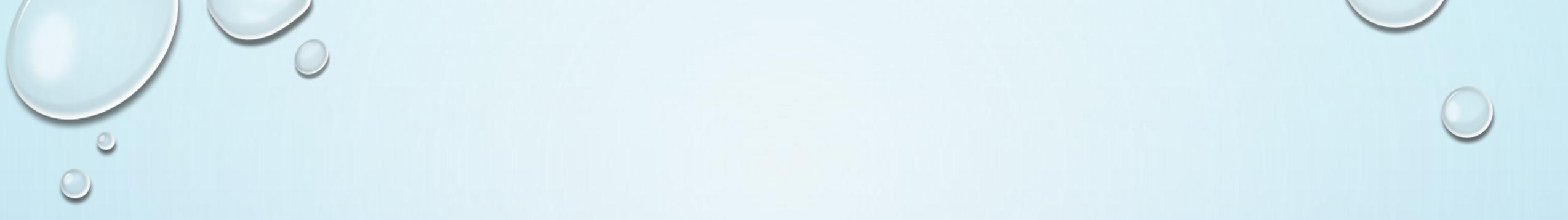
MORE PEOPLE WITH  
NO QUALIFICATIONS  
OR LOWER LEVELS  
OF QUALIFICATION



MORE SMALLER EMPLOYERS



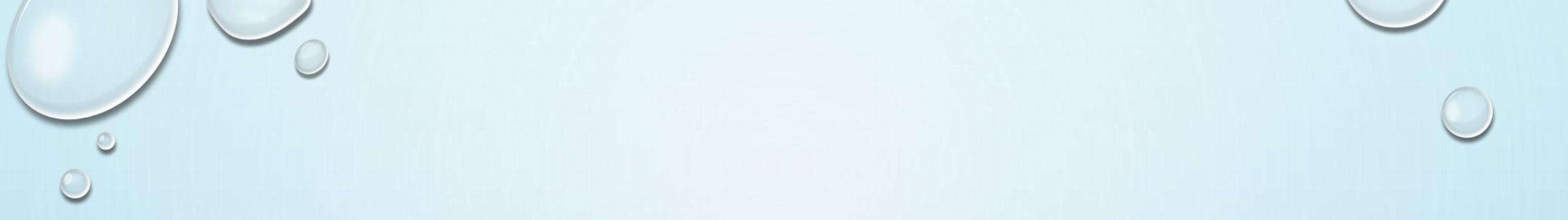
@jargonautical



NEW Devon CCG processes resulted in the loss of a GP surgery and in-patient beds at Okehampton Hospital.

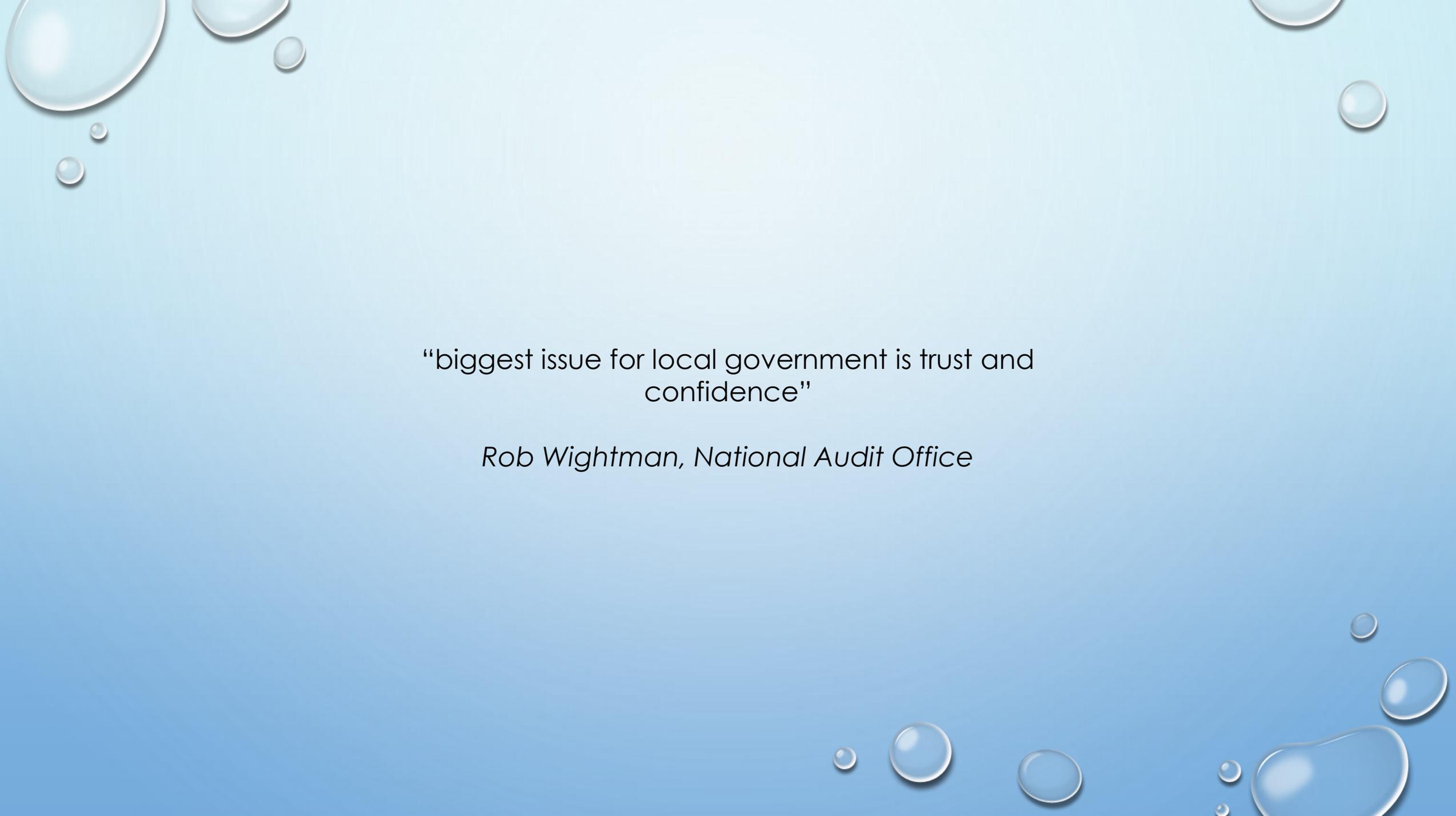
Some services cannot be locally sustained because of current recruitment challenges e.g. midwifery.





The community could see what it was losing (against a general backdrop of services withdrawing from the town) but no-one was able to describe what the new model of health and care would look and feel like on the ground:

- information was hard to obtain.
  - relationships were strained.
  - people felt aggrieved by the formal consultation processes.
  - feelings were running high, often targeted at the local member.
- 

The background is a light blue gradient with several realistic water droplets of various sizes scattered in the corners. The droplets have highlights and shadows, giving them a three-dimensional appearance.

“biggest issue for local government is trust and confidence”

*Rob Wightman, National Audit Office*



A LOCAL LEADERSHIP OPPORTUNITY  
*Local Member Supported by Locality Lead Officer*

- Needed to address the disconnect felt by the community.
  - Conversations with strategic decision makers led to commitment to engage differently and personally.
  - We started a Community Conversation guided by a locally agreed set of principles.
  - We made critical connections.
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## What healthcare currently looks like in Okehampton

### Services provided at Okehampton Hospital

#### Primary care, community and other health services

Healthcare services include primary care services (such as GP surgeries, opticians and pharmacies), community services (such as district nursing and mental health), and a range of other key services.

Okehampton also has a community hospital.

#### Okehampton Community Hospital

Okehampton Community Hospital provides many services.

These services are mainly provided by the Royal Devon and Exeter Hospital, Northern Devon Healthcare Trust and a range of other providers, including Devon Partnership Trust (who provide mental Health Services) and Virgin Healthcare.

#### Medical day treatments

Okehampton Community Hospital offers medical day treatments

#### Maternity unit

Overnight inpatient and birthing services temporarily suspended. Routine antenatal and postnatal appointments, parent craft classes, midwifery advice and support still available

#### Out-patient clinics

Consultant led services	Nurse led services	Allied healthcare professional led services	Other services
<ul style="list-style-type: none"> <li>• General surgery clinic</li> <li>• Ear, nose and throat (ENT) clinic</li> <li>• Elderly care consultant clinic</li> <li>• Orthopaedics clinic</li> <li>• Abdominal aortic aneurysm screening clinic</li> <li>• Respiratory medicine clinic</li> <li>• Child psychology clinic</li> <li>• Vascular clinic</li> <li>• Chronic kidney disease clinic</li> <li>• Paediatrics clinic (from Nov 2017)</li> </ul>	<ul style="list-style-type: none"> <li>• Cardiac support services</li> <li>• Leg ulcer clinic</li> <li>• Bladder, bowel and flow clinics</li> <li>• Children's continence clinic</li> <li>• Parkinson's clinic</li> <li>• Baby clinic</li> <li>• Public health nurse clinic</li> <li>• Learning disability clinic</li> <li>• Renal clinic</li> </ul>	<ul style="list-style-type: none"> <li>• Audiology clinic</li> <li>• Podiatry clinic</li> <li>• Dental clinic</li> <li>• Physiotherapy – Musculoskeletal and extended scope practitioner clinics</li> <li>• Dietetics clinic</li> <li>• Falls clinic</li> <li>• Pulmonary rehabilitation clinic</li> <li>• X-ray</li> <li>• Speech and language services (child and adult)</li> <li>• Balance class and tai chi (physiotherapy)</li> <li>• Bone density van (mobile unit)</li> </ul>	<ul style="list-style-type: none"> <li>• Orthoptist clinic</li> <li>• Sexual health clinic</li> <li>• Retinal screening clinic</li> <li>• Foot care clinic</li> <li>• Depression and anxiety service (DAS)</li> <li>• Children and adolescent mental health services (CAMHS)</li> <li>• Bone density clinic</li> <li>• Child health clinics</li> <li>• Older people mental health services</li> <li>• Ultrasound (peninsula)</li> <li>• Voluntary nail service</li> </ul>

#### Minor injuries services

Minor injuries services are provided at Okehampton Medical Centre

## WHAT WE HAVE DONE

- Held three Community Conversations that have been successful in rebuilding trust. It is a fresh approach that builds on the strengths and assets in the community.
- Held a Community Information Day and a Proud to Care Jobs Fair, bringing local people and healthcare professionals together.
- Produced a health needs assessment, identified and sense checked local priorities for action.

## WHAT WE HAVE DONE

- Kicked off new workstreams on mental health and community connectors.
- Started to look at how people are accessing health and care services with new ideas emerging around enhanced primary care and integrated urgent care, trialling telemedicine and multi-disciplinary opportunities around long term conditions, and the provision of more local clinics where there is known demand locally.

[HTTPS://YOUTU.BE/GAVWU5WVOWC](https://youtu.be/GAVWU5WVOWC)

*Proud to Care*  
DEVON

Supported by  
**NHS**  
The NHS in Devon  
Devon  
County Council

# Health and Care Jobs Fair

Charter Hall, Okehampton  
Wednesday 6 June 2018  
2pm – 5pm

Speak to local health and care employers about current vacancies, careers advice, and volunteering opportunities. Information about childcare, fostering and from Job Centre Plus. Free refreshments!

**IT'S WHO WE ARE**



**NOT JUST WHAT WE DO**

Devon  
County Council



**NHS**

## Okehampton health and care information day



Photo: Martin Rodman

**DATE:**  
Friday 13 October

**TIME:**  
Drop in any time  
between 10am and 4pm

**VENUE:**  
Ockment Community  
Centre, North Street,  
Okehampton,  
EX20 1AR

Come along to this drop-in event to find out more about the care and support available in Okehampton and surrounding areas

Talk to health and care staff about the work they do, and meet some of the fantastic voluntary and community groups working in the area

**FURTHER INFORMATION**  
Event held in partnership with the community and health and social care partners

Don't worry if you can't attend this event. There will be plenty more opportunities for local people to get involved and shape the future of health and wellbeing in the area.

For any queries or comments, please email [RDE-tr.Community@nhs.net](mailto:RDE-tr.Community@nhs.net)

## OUR LEARNING SO FAR

Face up to decisions and spend time building trust	Re-connect with people and their experiences	Work outside your comfort zone
Create the conditions for good things to happen	Respect and understand different opinions	Focus on a small number of goals
Be willing to change direction	Listen more than talk	Be creative together

## WHAT OTHER PEOPLE HAVE SAID....

“A perfect example of what local leadership looks like.”

*Dr Virginia Pearson, Director of Public Health*

“Kevin is rooted in the community. He has a deep understanding of the health and wellbeing needs in the town. His commitment to seeing a better future for Okehampton is clear and he is working hard to make that happen.”

*Francesca Bliss, West Devon CVS*

“Your leadership has made an enormous difference – you have the respect of the local community and have pursued a very inclusive approach.”

*Dr Ali Round, NEW Devon CCG*

“This innovative way of working together is shaping a better future for the town's health.”

*Rebecca Green, One Okehampton*

“Real community leadership and a true partnership approach.”

*Adel Jones, Integration Director, RD&E*