

Report to Devon County Council Health and Adult Care Scrutiny Committee

Modernising Health and Care Services in the Teignmouth and Dawlish area

3 November 2020

1. Introduction

The paper is to update the committee on the progress of the consultation. It follows previous presentations and updates, most recently at the meeting of 10 September 2020.

The formal public consultation on the future delivery of services in the Teignmouth and Dawlish areas ended at midnight on 26 October 2020, with more than 1,000 people having taken part.

Starting on 1 September 2020, the consultation invited views and comments on a proposal by Devon Clinical Commissioning Group (CCG) that arose from plans by Torbay and South Devon NHS Foundation Trust (TSDFT) to build a new £8million Health and Wellbeing Centre in the heart of Teignmouth. This will house Channel View Medical Group, the local health and wellbeing team, Volunteering in Health and possibly one of the existing Teignmouth pharmacies.

The proposal for consultation consisted of four elements:

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

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

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 Teignmouth Community Hospital would not be needed for patients with COVID-19.

The consultation document stated clearly that if the proposal were approved, Teignmouth Community Hospital would no longer be needed for NHS services, and it would be likely to be sold by Torbay and South Devon NHS Trust, with the proceeds reinvested in the local NHS.

2. The consultation process

Because COVID-19 was, and continues to be, present in the community, the CCG made the decision to conduct the consultation remotely, enabling people to take part safely without needing to travel or come unnecessarily into contact with others.

To this end, and to ensure the widest possible awareness of the consultation, the CCG:

- Sent out 16,000 consultation documents and survey forms, to reach all households in the Teignmouth and Dawlish area
- Had 133,000 leaflets delivered to postcodes in South Devon and Torbay
- Publicised the consultation on Twitter, with 19,999 views and 174 engagements
- Arranged paid-for Facebook posts, which were viewed 47,153 times
- Ensured weekly news coverage in local media, enhanced with in-print and online advertising
- Created a dedicated consultation section on the CCG website which included links to the consultation document, supporting documentation (including regularly updated Frequently Asked Questions), videos and the Pre-consultation Business Case on the CCG website. People could also use the website to register as an interested stakeholder and receive regular updates, express an interest in attending an online meeting or to invite the CCG to meet remotely with a community group to discuss the proposal at a community or consultation meeting.
- Developed an easy read and audio version of the consultation document. The CCG website also featured a support software tool called Browsealoud, which helps improve accessibility by adding speech, reading and translation helping to reach a much wider audience.
- Contacted all the schools in Teignmouth and Dawlish to request they raise awareness of the consultation via their communications within the school community.



There were a number of ways people could take part in the consultation, namely:

- Respond to the hard copy survey included in the consultation document
- Complete the survey online
- Attend one of the 6 online consultation meetings that were held
- Watch the online consultation meeting back after the live event
- Invite the CCG to a community meeting to discuss the proposals
- Request a telephone appointment to have 1-1 discussions about the proposals
- Contact Healthwatch with queries or to request further information on a freephone telephone number, Monday to Friday
- Write (Freepost) or email with queries and/or feedback

In addition to more than 1,000 survey responses, recorded activity and contact also includes:

- 56 phone calls from local people calling with a range of queries.
- 6 online public meetings on different days of the week and at different times of the day:

Public meeting	Total audience	Households attending live event	Views of meeting recording
Fri 11/9, 2.30-4pm	77	12	65
Thurs 17/9, 10.30am-12pm	54	19	35
Wed 23/9, 6-7.30pm	62	17	45
Tues 29/9, 3-4.30pm	51	12	39
Mon 5/10, 11.30am-1pm	46	24	22
Sat 17/10, 11am-12.30pm	38	14	24

- Feedback was received that some people attended on behalf of a number of others, asking questions on their behalf etc. More than one person can be watching per household.
- Extensive social, digital and print media promotion
- 6 community group online meetings attended
- 2 meetings with members of staff and 2 with trust governors at TSDFT
- CCG website – 4,000+ views of Teignmouth and Dawlish consultation pages and 410 document downloads
- 34 letters and emails received by Healthwatch

3. Role of Healthwatch in Devon, Plymouth and Torbay

Healthwatch have supported the CCG with the consultation by:

- Collating all responses and analysing all responses to the survey
- Proactively contacting community groups to encourage participation and raising awareness for members
- Using social media to publicise the consultation
- Running a freephone telephone line Monday to Friday 10am-4pm for people to contact with queries and requests for information along with a contact email address.
- Attending all meetings to take notes to form part of the feedback



- Chairing the online public meetings
- Compiling a final report of all the feedback received
- Receiving correspondence and managing replies

4. Responses and key themes

Healthwatch in Devon, Plymouth and Torbay received 1,013 completed surveys, of which nearly half, 464, were paper copies.

This compares with 1,400 responses in a 2016 consultation on community services over a much bigger geography (four localities), indicating a high level of interest and a strong response to engagement in the process. Analysis of these responses is currently being carried out by Healthwatch who have provided the CCG with some initial high-level statistics about the consultation process from the survey as follows:

- 96.64% of respondents understood the proposal being made
- 83.1% of respondents said that the reasons why changed is needed was clearly explained
- 77.44% of respondents said they had 'completely' or 'mostly' been able to been able to get the information they needed and been able to contribute their feedback, 17.97% said they had been able to do so to 'some extent' and 5.13% answered 'no'

The following initial themes have emerged from the online public meetings:

- **Integration of services:** There is significant support for the idea of services being joined up so that care can be well coordinated around the needs of individuals. We heard appreciation of the work of GPs and community teams in the area.
- **Health and Wellbeing Centre:** This is viewed as a positive addition to healthcare facilities in Teignmouth, although there is concern about parking (see below) and some people did not want it to be built at the expense of beds in Teignmouth Community Hospital.
- **Parking:** There is significant concern that parking would be difficult at the new Health and Wellbeing Centre and that traffic congestion in the centre of Teignmouth would make travel by car more difficult. There is also some concern that parking at Dawlish Community Hospital is not free, whereas there is no charge at Teignmouth Community Hospital.
- **Transport:** Concerns have been voiced by Teignmouth residents about the need to take public transport to Dawlish Community Hospital, with the associated cost involved. Some individuals have also noted that there is no bus stop outside the new Health and Wellbeing Centre site, so a short walk is required.
- **COVID-19:** There has been some concern that having no beds available at Teignmouth Community Hospital could be a risk to the local NHS if the pandemic situation worsens.
- **Teignmouth Community Hospital:** It is clear from views expressed that the hospital is greatly valued, and for some individuals it is irreplaceable.
- **Workforce:** People have expressed concern about lack of nurses and care workers and ability to provide enough capacity to look after people in their own homes.
- **Space:** People have queried if there is enough space in the new Health and Wellbeing Centre and in Dawlish Community Hospital to accommodate the proposed clinics.



Healthwatch will be submitting a full report including analysis of all responses to the CCG by the end of November 2020. The outcomes of the report will be used to inform the final recommendations resulting from the consultation.

5. Evaluation of alternative options

During the consultation we invited alternative proposals to be put forward. A number of people have suggested alternatives and these are being compiled by Healthwatch in Devon, Plymouth and Torbay. Alternative options put forward will be evaluated by a panel of stakeholders at the end of November. It is intended that the panel will be made up of representatives from:

- Teignmouth Hospital League of Friends
- Dawlish Hospital League of Friends
- Coastal Engagement Group
- Teignmouth Patient Participation Group, Channel View
- Voluntary and community sector
- Teignmouth Town Council
- Dawlish Town Council
- Channel View Medical Group
- CCG commissioning
- CCG Governing Body GP

Advisers to the panel, providing factual information only, will include:

- Torbay and South Devon NHS Foundation Trust, estates department
- Teignbridge District Council
- Devon County Council highways department
- CCG finance department

To ensure a sound process, the criteria used to evaluate these options will be the same criteria as used to assess the options considered for public consultation.

Criterion	Factors to consider	Weighting
Space/capacity	<ul style="list-style-type: none"> • Is the location/site large enough to accommodate the all currently provided services? • Does the location support the commitment to provide services within the Teignmouth and Dawlish locality? 	Yes/No
Finance	<ul style="list-style-type: none"> • Is it affordable? • Capital cost required – are there any abnormal costs? • Has funding been identified to deliver? 	High
Does it support delivery of the vision for the Coastal area:	<ul style="list-style-type: none"> • To build on the success so far of integrating services by bringing a range of local services together under one roof in a new Health and Wellbeing Centre in Teignmouth 	High



'Excellent Integrated Services' ?	<ul style="list-style-type: none"> • To ensure the sustainability of primary care in Teignmouth • To help people stay well and support them when they need help • To enable people to stay at home for as long as possible • To optimise use of the purpose-built Dawlish Community Hospital 	
Sustainability of service <ul style="list-style-type: none"> ➤ Service ➤ Population ➤ Building ➤ Staff 	<ul style="list-style-type: none"> • Can the option respond to future changes to service models and population growth? • Is the option in a building that has long term viability? • Is it an attractive proposition for staff? 	High
Clinical Evidence – best place to care for people	<ul style="list-style-type: none"> • NHSE South West Clinical Senate 	High
Public transport	<ul style="list-style-type: none"> • Is public transport available nearby to and from the site? 	Medium
Car parking	<ul style="list-style-type: none"> • Number of disabled spaces (and proximity) • Nearby parking • Cost of parking 	Medium
Travel impact	<ul style="list-style-type: none"> • What is the impact on distance travelled by people using the service? 	Medium
Pedestrian access	<ul style="list-style-type: none"> • Is there easy pedestrian access? 	Medium
Impact on local vicinity	<ul style="list-style-type: none"> • What will be the impact of any additional traffic on the local area? • Will access to the site be unduly affected by seasonal traffic? • What impact will this have on the local economy? • How convenient will it be to access other local services? 	Medium
Environmental impact	<ul style="list-style-type: none"> • What is the environmental impact on the difference in travel arrangements? • Are the buildings environmentally friendly and sustainable? 	Low

6. Next steps

Once the evaluation panel has completed its work, its conclusions, together with the full report from Healthwatch in Devon, Plymouth and Torbay, will be considered by the CCG Governing Body at its meeting on 17 December 2020.



7. Recommendation

This report forms part of the continuous engagement and consultation with Devon County Council's Health and Adult Care Scrutiny Committee on the modernisation of health and care services in Teignmouth and Dawlish.

The committee is asked to note:

- the contents of the report
- that committee members have had the opportunity to respond to the consultation
- next steps

ENDS

