

Modernising Health and Care Services in the Teignmouth and Dawlish Area Spotlight Review

Health & Adult Care Scrutiny Committee

14 December 2020

Members in Attendance

Cllrs Randall Johnson (Chair), Ackland (Vice Chair), Asvachin, Crabb, Russell, Scott, Shaw, Twiss, Yabsley and Evans (District Rep)

Cllrs Clatworthy and Dewhirst (in an observing capacity only)

Session 1 – Healthwatch Devon

- Simon Culley – Healthwatch Plymouth
- Kevin Dixon – Chair, Healthwatch Torbay
- Sarah Bickley - Lead for Engagement for Healthwatch Devon, Plymouth, and Torbay / Operations Manager for Healthwatch Torbay & Engaging Communities South West

Healthwatch presented their report on Modernising Services in Teignmouth and provided an overview of the consultation process.

During discussion with members the following points were raised:

- Digital engagement accelerated with COVID-19.
- The questions were largely provided by the CCG. Healthwatch did have opportunity to give feedback on questions. Healthwatch pushed for more open questions, and the inclusion of open-ended questions wherever possible.
- Members referenced previous Healthwatch reports on Teignmouth in 2016, and 2018. Healthwatch advised that they no longer had access to data from the 2018 report and this could therefore not be used to inform this process.
- Major issue with the public and a strong emotive feeling within the community about keeping Teignmouth Hospital. Healthwatch tried to ensure this was apparent in the report.
- Members noted that 3 times as many Teignmouth residents came forward than those in Dawlish.
- The CCG had no involvement in terms of analysis of the data. In terms of commenting on the draft, there was no question of the CCG taking anything out or adding to the report. Only thing they added to was in terms of methodology and the work they had undertaken, otherwise it is entirely Healthwatch content.
- Healthwatch report reflects all the views provided to them not just the positive ones.
- Members questioned Healthwatch on how pre-determined the process has been. Healthwatch advised that they would not have been involved had it been pre-determined.
- The citing of the new Wellbeing Centre was not up for discussion as part of the consultation.

- The CCG shared heat maps with Healthwatch of where people are accessing services in the area including as far as Torbay, so it was important people from those areas given opportunity to be involved.
- Members questioned whether the 8-week consultation period was too short potentially. Healthwatch advised that they had only had couple of calls about not receiving paperwork, otherwise no complaints were received about this period. 8 – 12 weeks is the typical time for such a consultation – Healthwatch had no concerns about the 8-week period. Easy read and audio version of consultation sent out. Felt community had sufficient time and opportunity to respond to the consultation, if anything people complained about receiving too much information.
- Complaints at virtual meeting that people had not had sufficient opportunity to speak. Healthwatch controlled this process not the CCG. All comments at public meeting coming through were shared except where there was obscene language or personal info that needed to be anonymised. Questions were forwarded to panel. Only issue potentially was that the digital medium restricted people not being able to have face to face debate, although it was also apparent that some people who may have been quiet face-to-face felt comfortable raising points they would not have otherwise raised. Therefore there were positives and negatives.
- Questions were not filtered or censored except for obscenities.
- In future smaller sessions might be a good option, hard to chair when much bigger groups. That is one learning experience from the process.
- Ideally Healthwatch would have run a big public meeting, smaller sessions as well as digitally - having that mix when you can is best but this was not possible with the pandemic.
- Healthwatch wanted to ensure that their consultation goes beyond the usual suspects but as wide a group as possible – and will try any novel ideas to engage with people.
- Members expressed some concern that the lack of a public meeting may not get certain points expressed to the CCG in the same way.
- Members questioned whether it was the wrong time for public consultation. Healthwatch representative responded that this was more of a question for the CCG.
- Members expressed some reservations about the 4 options not making the future of Teignmouth Hospital clear. Healthwatch felt that they made it clear in their report in terms of the hospital.
- Healthwatch tried to include as much detail in the report in terms of views of public represented. Members recognised this and thanked Healthwatch for their work and efforts. Members felt it was an excellent report and commended the engagement undertaken.

SARA RANDALL JOHNSON
CHAIR