

Stakeholder Briefing No 20 – 6 January 2017

Re-shaping Community Health Services in South Devon and Torbay

Publication of the Consultation Report

Healthwatch locally was commissioned by South Devon and Torbay Clinical Commissioning Group to attend public and community meetings; be the recipient of feedback questionnaires, petitions and other written submissions; and to produce an independent report on the 12 week formal consultation into the reconfiguration of community services. Their role was to take notes of the discussions, record alternative proposals and to bring these together in their consultation report.

Today we publish their report ([The People's Voice](#)) and would take this opportunity to thank Healthwatch staff and volunteers who contributed substantial time and effort throughout the consultation and to producing this report in such a short space of time. It provides an overview of common themes, comments and criticisms, as well as listing a range of suggestions made by the public. In producing this consultation report Healthwatch is not expressing a view or advocating the alternative proposals or suggestions that came from the public and which are contained in this document. We summarise below some of the main elements highlighted in the Report.

Comments on the consultation

The Report provides facts and figures on participation, details of the organisations and groups which responded and petitions submitted. It highlights the small proportion of the population which participated by attending public meetings or completing the feedback questionnaire; criticism of the process by some people; the complexity of the proposals; and the often expressed view that the consultation was not genuine. The Report summarises the main feedback, graphically and in text, indicating the issues most important to local communities.

Feedback from consultation

Twenty common themes discussed in the consultation are set out in the Report, including community hospitals, minor injuries units, transport and travel, care home provision, mental health and the role of voluntary groups. The Report highlights public concerns over the closure of community hospitals, the impact on employment in local communities and the problems of travel which would be faced by people who do not have access to private transport, especially those based in more rural areas. The increased pressure on services caused by holidaymakers, the social isolation of elderly people, and the potential negative impact on Torbay Hospital are highlighted.

Comments are reported by CCG locality area (Moor to Sea which includes Ashburton, Buckfastleigh, Dartmouth and Kingswear; Newton Abbot which includes Bovey Tracey and Chudleigh; Paignton and Brixham; and Torquay) broken down by reasons for valuing current services; issues needing further clarification; how people described 'good care'; and the risks being raised from the consultation proposals.

Responses to the consultation questionnaire are summarised, indicating that there was continued support for what people had told the CCG in 2013 they wanted from health services; that the need for the NHS to change was recognised; that services should be designed to keep people out of

hospital; and that people should be supported to be independent for as long as possible. There was also support for prioritising limited resources on keeping people well and supporting people at home.

The majority of people who responded to the consultation wanted community hospitals to remain open. Many people who supported increasing community based care also wanted to retain community hospital beds.

Alternatives and suggestions

Over seven pages, Healthwatch summarise alternative proposals and suggestions made by the public in a verbatim manner. They fall into two broad categories – a limited number are alternative proposals which would change the proposed model of care put forward in the consultation by the CCG and a far greater number are suggestions which would need to be considered if decisions are made to implement the changes as proposed in the consultation and model of care.

Those alternative proposals which would change the model of care are brought together on page 38 of the report, are [reproduced at the end of this briefing](#) and will be considered immediately as part of the evaluation process. Most were identified in our last stakeholder briefing in December. The other suggestions will be considered once decisions on the model of care have been taken by the Governing Body.

Next steps

Next week, an evaluation meeting will test the alternatives proposals contained in the Healthwatch Report against the CCG criteria set out in the consultation – sustainability, affordability and the delivery of clinically sound care. The consultation proposals will also be reviewed by the CCG in the context of the public feedback brought together in the report. Recommendations will be published on Friday 20 January, ahead of them being considered (together with the Healthwatch Consultation Report) by the CCG governing body at its meeting in public on 26 January when it is expected to make decisions on the future of community services.

Meeting of Governing Body – 10.00am – 26 January

The CCG plans to hold this meeting in a venue that is more accessible than its offices and which can accommodate more people. It is likely that this meeting will be held in either Newton Abbot or Torquay where there are venues that can accommodate a range of numbers. It would help us to ensure we have sufficient space if you could click [here](#) to indicate whether you plan to attend and which location would be preferable.

The Governing Body is a meeting in public and not a public meeting and so members of the public or staff who wish to attend will not be able to participate in any discussion. In line with Governing Body practice, time is allocated at the beginning of the meeting for members of the public to ask questions. The maximum amount of time available for anyone to speak is three minutes. Where possible, a response will be given to questions at the meeting, unless further information is required. Responses in that instance will be given in writing within two working weeks following the Governing Body meeting. Anyone wanting to speak must submit a written question to the corporate affairs team by 5 pm on Tuesday 24 January - using the email address corporate.sdtccg@nhs.net or in writing to Pomona House as per the address below.

Contact information

Our contact email address remains SDTCCG.Consultation@nhs.net People can also write to us at South Devon and Torbay CCG, Pomona House, Torquay, TQ2 7FF or call our switchboard on 01803 652500, 8 am to 5 pm Monday to Friday.

Alternative Proposal Suggestions

Based on the above section, the points below have been identified from public feedback as alternative suggestions to the proposed new model of care itself, **not** suggestions on how the new model might be implemented. If it is adopted, then all other suggestions from the section above will need to be considered.

- Use existing community hospital buildings as that area's health and wellbeing centre.
- Use community hospitals for rehabilitation/intermediate care beds or for end of life care.
- Keep the community hospitals as they are or even expand them by increasing the number of available beds (e.g. 16 beds in Ashburton) or services on offer (e.g. Radiology).
- Combine Brixham and Paignton MIUs to deliver one MIU in the Bay.
- Increase number of beds at Totnes to 24 with three nurses
- Close Totnes MIU and have it at Paignton instead
- Have radiology in the Bay (in either Paignton or Brixham)
- Build a new hospital in Paignton
- Have outpatients in Paignton and beds in Brixham.
- Include an MIU within Brixham Hospital.
- Use St Kilda's land in Brixham to build a new care home/intermediate care facility.
- Brixham surgeries to work together to provide a minor injuries service from Brixham Hospital
- People of Dartmouth and its surrounds, be given the opportunity to at least offer to make a contribution (financial not compulsory) towards keeping Dartmouth hospital open and re-opening the minor injuries department.
- Build a new hospital on the ring road. Clinical Hub + HWB centre + MIU at Yalberton/White Rock. A new build that could serve all of Torbay.
- Include a smaller MIU in local chemists and supermarkets.
- Establish the clinical hub in Paignton and not Brixham.
- Keep Paignton Hospital and use as health and wellbeing centre/MIU/walk-in centre for GPs/ to provide children with care during a mental health crisis a safe local place (leaving local police cells to be used for their main purpose).
- Chudleigh to have a health and wellbeing centre.
- Do not have health and wellbeing centres but instead base a health and wellbeing team across GP practices integrated with the primary care teams.
- The NHS should itself provide services such as care homes and domiciliary care.
- Have a mobile clinic - like a mobile library.