

Health & Care Working Together South Yorkshire & Bassetlaw

Working Together for Hospital Services (South Yorkshire, Bassetlaw & North Derbyshire)

Patient/ public engagement plan for November 2018 to April 2019

1. Overview

In July 2017, South Yorkshire and Bassetlaw Integrated Care System (ICS), known as Health and Care Working Together, commissioned an independent review of Hospital Services.

The independent Hospital Services Review Report was published on the 9th May 2018. Following that a Strategic Outline Case was developed, to represent the system's views of the recommendations in the independent report, and to set out which of the recommendations the system would take forward. The Strategic Outline Case was heard in public at all partners' boards and governing bodies in September and October, and collectively agreed at the ICS' Collaborative Partnership Board on the 19th October.

2. Engagement to date

From the outset of the commissioning of the Hospital Services Review patient and public engagement has been embedded in the process.

Phase 1a of the engagement was to understand from a patient and public perspective what makes a sustainable health service, what is important to them about hospital services and to support the development of a series of principles to inform the work looking at hospital services. This phase took place in August 2017 and included a public event which was advertised through the five regional Healthwatch groups and through wider community organisations such as Voluntary Action organisations. An online survey was also available and patients and the public were encouraged to complete it having been made aware of it via ACS partner networks and communications processes and with a direct mail to those people who attended the event.

A summary document which covers an overview of the engagement; an overview of the feedback and how the feedback was taken into account can be found on our website: https://www.healthandcaretogethersyb.co.uk/application/files/3515/0903/4254/Hospital_Services_Patient_and_Public_Engagement_Report.pdf

Phase 1b of the engagement was to receive patient and public input into the development of evaluation criteria that will be used to assess options going forwards (this same engagement criteria is now being used for the narrowing down of options phase). This phase of engagement also engaged with patients and the public to understand their main concerns around the five services (upon which the review focuses) and to ask for their ideas on good practice. This phase of engagement took place between October 2017-February 2018 and in total heard from 1849 members of the public.

A range of methods were used to reach out to patients and the public including:

- An online survey which was promoted via regular social media promotion, promotion in partners' communications mechanisms, web presence, and distribution of the link via existing engagement networks held by Healthwatch and other

voluntary/community/faith sector organisations, the CCGs and the ICS team's own database

- A telephone survey of a random sample of 1000 members of the public who were selected to be as representative as possible of the demographic makeup of South Yorkshire and Bassetlaw
- Sessions with seldom heard groups, arranged with the help of organisations in the voluntary sector. This included face to face sessions with people from seldom heard groups including: young mothers, asylum seekers and refugees, members of ESOL (non-english speaking) groups, members of the deaf and mute community, Pakistani and Somali women, members of the Roma community, members of the LGBT community, young people's groups, elderly people's groups, recovering addicts, current drug and alcohol addicts, members of a support group for people with physical and/ or mental health conditions, and young people from the autistic community
- A public event open to anyone in South Yorkshire and Bassetlaw, attended by 68 people, promoted via regular social media promotion, promotion in partners' communications mechanisms, web presence, and distribution of the link via existing engagement networks held by Healthwatch and other voluntary/community/faith sector organisations, the CCGs and the ICS team's own database
- A session with the Youth Forum of Sheffield Children's NHS Foundation Trust was held to ensure the voices of young patients are heard around services for children and young people
- Face to face drop-in sessions for the public in individual places within the footprint of South Yorkshire and Bassetlaw held in Barnsley on 14 November 2017, Rotherham on 12th December, Bassetlaw on 19th December and Doncaster on 19th December
- Patient discussions in North Derbyshire via sessions with their GP Practice Patient Participation Networks and with their North Derbyshire CCG Patient Reference Group
- Paper-based surveys were also made available at a range of events, by request, and were given out in hospital out-patient department waiting areas, main entrances, and areas convenient for staff, including Sheffield Children's hospital on 20th and 27th November, Rotherham hospital on 29th January and Chesterfield hospital on 23rd January

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Phase 2 of the engagement took place in March 2018 to get input from the public into the proposals being developed for the Stage 2 Report of the Hospital Services Review. In particular, these engagement sessions focused on the proposals around workforce, clinical variation, innovation, governance, and the early analysis around reconfiguration.

The main elements of the Stage 2 engagement were: Discussion with the Citizen Panel around the emerging finding, which took place on 5 March 2018. The Citizen Panel was set up by the ICS to provide input into the process and content of public engagement. As well as providing comments on content, the meeting helped the Review team to develop the materials for the public engagement event on 8th March. Notes from his meeting can be found on our website: <https://www.healthandcaretogethersyb.co.uk/get-involved/meet-citizens-panel/meeting-minutes>

A public event open to anyone in South Yorkshire and Bassetlaw, which was attended by 60 people from across the footprint on 8th March. Invitations to the event were promoted to

all attendees of the previous public event on 6th December as well as via regular social media promotion, promotion in partners' communications mechanisms, web presence, and distribution of the link via existing engagement networks held by Healthwatch and other voluntary/community/faith sector organisations, the CCGs and the ICS team's own database. The report of the event can be found on our website [here](#)

Phase 3 of the engagement took place following the publication of the Hospital Services Review report on the 9th May 2018 (and subsequent easy read version of the report). Following the publication of the Report, the partners involved in the HSR were invited to consider their response to the Review and its recommendations. Stakeholders including patients and the public were invited to respond with their views on the full report by 12th July. The opportunity to contribute thoughts on the full report was shared in a press release, via social media, and sent to all of the contacts in the networks held by the South Yorkshire and Bassetlaw ICS and partner organisations, including their staff bulletins. The Boards of the acute trusts, and the Governing Bodies of the Clinical Commissioning Groups, discussed the document in their public meetings. The Joint Health Overview and Scrutiny Committee also discussed the document in public.

The specific written responses to the Hospital Services Review final report have been included in Annex A of the Strategic Outline Case and have, along with the wide range of public views collected during 2017-18, helped to shape the drafting of the Strategic Outline Case. The public feedback received, as well as the review team's response, is detailed in Annex A of the Strategic Outline Case, which can be found on our website here: https://www.healthandcaretogethersyb.co.uk/application/files/7115/3996/5062/31.Strategic_Outline_Case_-_annex_a.pdf.

In order to ensure patients and the public were given enough time to give their responses, engagement did not cease on the 12th July and continued until the end of September. In recognition of the length and complexity of the Hospital Services Review Report materials which highlight the recommendations and key points in the report, and an accompanying easy-read survey were developed.

A range of methods were used to reach out to patients and the public including:

- Face to face workshops, including (this list is not exhaustive): Sheffield Futures young people's groups; prisons service; SAVTE (charity for people for whom English isn't a first language); mother and baby groups; dementia groups; groups for people with physical and mental disabilities; groups for vulnerable women; groups for people with alcohol dependencies, people with a traveller background, asylum seekers, ROMA communities, children and families affected by deprivation, carers (including young carers), the working population, victims of domestic violence, sex workers, people who live in isolated rural communities, deaf community, armed forces/veterans)
- Survey responses being taken to locations including (this list is not exhaustive and is evolving): Workplaces such as Stagecoach, South Yorkshire Fire & Rescue, Distinctions Barnsley; GP practices; PPG Network meetings; National Citizenship Service event; Sheffield University health and social care nursing students lecture
- Communicating to wider audiences at public events such as NHS 70th Birthday celebrations/ AGMs/ local events, handing out leaflets and holding conversations
- Flyers sent to local community centres and libraries

Over 400 people were engaged and gave their thoughts on the report. An engagement report covering all of the engagement that took place between the publication of the final report in May 2018 and the approval of the Strategic Outline Case was published to correspond with the final approval of the Strategic Outline Case. This was to ensure each of

the workstreams taking the work forward from October does so with full understanding of patient and public views on the work thus far. The report can be found on our website: <https://www.healthandcaretogethersyb.co.uk/application/files/5615/3996/5160/37. Hospital Service Review Engagement Report - October 2018.pdf>

3. Engagement plans November 2018 – April 2019

Health & Care Working Together recognises the need to carry out further engagement using a variety of methodologies between now and the end of April as the review team develops the evaluation criteria, the model and the long list of options. This will ensure that patients, public and staff are provided with information to ensure they understand the process and the criteria against which services are being evaluated.

We recognise the importance of delivering meaningful engagement with the recognition that the information is complex and we need to develop resources which ensure that those participating have a full understanding of the process.

3a. Engagement – all aspects of recommendations

Our thoughts are to consider further deliberative events/ focus groups in each place with a focus on ensuring the diversity of our audiences are as broad as possible. We will work closely with the place-based engagement leads, and local voluntary sector organisations and Healthwatches, in recognition that they are best placed to advise on how best to engage within their local communities.

We propose a simple methodology which will enable:-

- Identified community/voluntary or support groups drawn from each local population to participate in deliberative events/discussions which will ensure they are socialised to the ICS, and the on-going hospital services work and modelling phases. Participants will be able to respond to the modelling proposals as they are identified.
- We propose initially that the focus is on understanding what is most important to our population should there be any reconfiguration of services
- We propose a particular focus on groups with **relevant experience** of the services where reconfiguration proposals are put forward

This will allow us to socialise the review and ensure that locally there is an understanding of both the ICS and the review. There have been criticisms that there is a lack of local engagement and that local populations are not aware of the work which is being undertaken. The aim therefore is to ensure that the conversations are broad reaching especially in communities which are rural or isolated. Secondly that they reflect the demographic groups which may be impacted should there be any reconfiguration of services.

3b. Engagement – travel and transport specific

In recognition of the importance of travel and transport implications in the hospital services reconfiguration recommendations the modelling of site specific options will include significant work to understand the transport and travel implications.

To support this we are establishing a transport and travel engagement group. The group is being recruited from across South Yorkshire, Bassetlaw and Chesterfield, and will meet to correspond with the meetings of a Transport and Travel Working Group (which features clinicians, service providers, transport colleagues etc). A member of the South Yorkshire &

Bassetlaw Citizens' Panel sits on the Working Group and acts as the go-between from the Working Group to the engagement group ensuring the public voice is embedded.

The group will include two people from each town, one public transport user and one driver, as well as representatives from demographic groups who could be disproportionately affected by any proposed changes. The ask of the group is to:

- Consider how patient, carer and family journeys could be impacted by any changes to NHS services
- Bring the voice of their community to discussion – considering how others from their town may be affected
- Feed in ideas for how to improve transport and travel planning and infrastructure around NHS services
- Ensure that information from the NHS in relation to this work is clear and easy to understand
- Test journey times, where possible, to provide realistic insight into the impact of any service changes

4. Engagement development

In addition to plans already in place for engagement about the hospital services work, the ICS communications and engagement team is currently undergoing an exercise with NHS England and all South Yorkshire & Bassetlaw partners to develop a co-designed action plan for further developing the partnership's communications and engagement approach. A baseline survey has been disseminated and a Discovery Day with 90+ South Yorkshire and Bassetlaw stakeholders takes place on 22nd November. Should actions be identified that will support better engagement in the hospital services work these will be added to the timeline, and the action plan will strongly inform our hospital services next stage engagement. The draft action plan that is developed on the back of the Discovery Day will be shared with JHOSC members for comment before the final version is circulated to all partners (and the JHOSC).

5. Engagement post April 2019

Engagement plans for the period post April 2019 will be developed to reflect the stage of the hospital services work and feedback from the engagement work that has gone before (including that currently taking place). The timeline for the hospital services work currently stands as follows, and we anticipate full public consultation taking place from October 2019.

