



*The NHS in Darlington,
Durham and Tees*



Better health programme

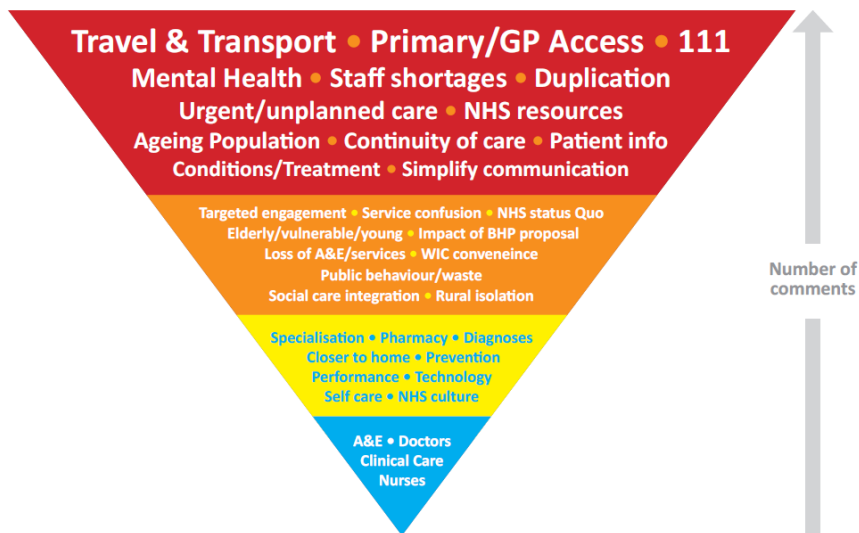
Phase 4 engagement feedback
Joint Overview and Scrutiny Committee
December 2016



PHASE 1

What do we do well? What can we do better? What do the public care about? Where should services be?

OBJECTIVE - Feedback from phase 1. Continue dialogue. Test principles. Identify priorities.

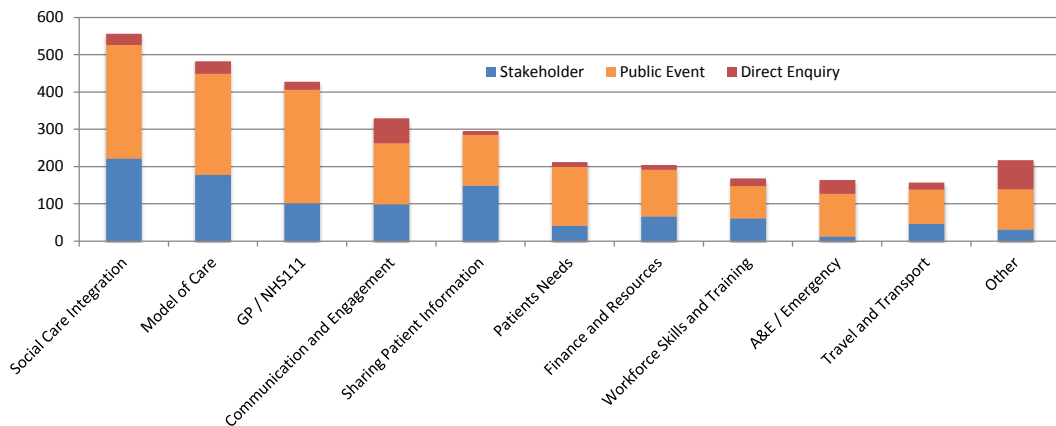


- Travel and transport a concern - particularly for rural, elderly and vulnerable patients
- Difficulty in accessing local GP surgeries
- Pressure to provide 24/7 care with reduced budgets
- Ageing population with complex healthcare needs
- NHS111 – poor alternative to attending A&E
- Mental Health access and provision

PHASE 2

Do you support the Principles of Care / Draft Framework of Care as a reasonable direction of travel?
What are your priorities for improving care for patients and for decision-making criteria?

OBJECTIVE - Feedback from phase 1. Continue dialogue. Test principles. Identify priorities.

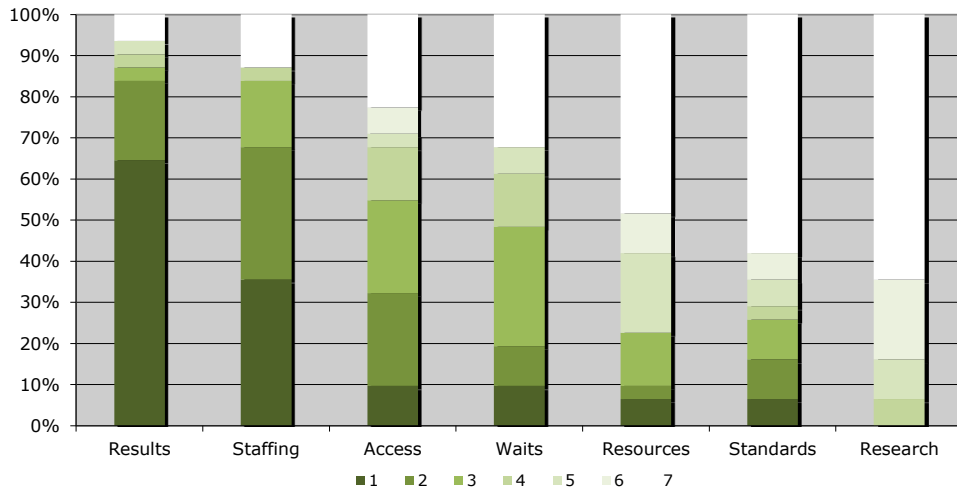


- Majority broadly agreed in the direction of travel of the BHP programme
- Keen to see a clear definition of specialist services
- Wide acknowledgement of the benefits of specialisation and the prospect of increased travel
- Scepticism as detailed scenarios were not presented.

PHASE 3

Will solutions improve standards, patient results, staffing, access, waits, resources, research?

OBJECTIVE - Feedback from phase 1. Continue dialogue. Test principles. Identify priorities.



- Stakeholders 1. improve patient results 2. improve staffing 3. more quality standards
- Public 1. improve patient results 2. improve staffing 3. minimise impact on access



Phase 4 engagement



*The NHS in Darlington,
Durham and Tees*

- Publication of STP and supporting public facing summary and stakeholder briefing
- Phase 4 engagement events, focusing on care outside hospital and scenarios.
- Facilitated discussions with community groups, led by VONNE
- Groundwork – engagement with frail elderly people
- Investing in Children – engagement with young people



Phase 4 engagement



*The NHS in Darlington,
Durham and Tees*

- Focused on services outside of hospital and updating on progress with the BHP, including the list of scenarios
- 11 public events took place across the Darlington, Durham and Tees and North Yorkshire, attended by 193 local people.
- Evaluation feedback showed 97% found the events informative or very informative, and 94% found the workshop discussions helpful or very helpful.



Care out of hospital: What's important to me?



The NHS in Darlington,
Durham and Tees

- I will get quick access to my primary and community care team
- I will feel well informed about how to lead a healthy lifestyle and feel supported to manage my own condition
- I will have the information and support I need to be as independent as possible with someone available to navigate my care
- If my illness escalates I will be supported at home 24 hours a day seven days a week by a team of skilled professionals where possible
- If I need to go to hospital I will be supported to be discharged as soon as possible and receive the appropriate support in the community
- I know that I will only need to tell my story once and people will have access to this information
- I will only be admitted into hospital or a care setting when it's absolutely necessary



Care out of hospital: What's important to me?



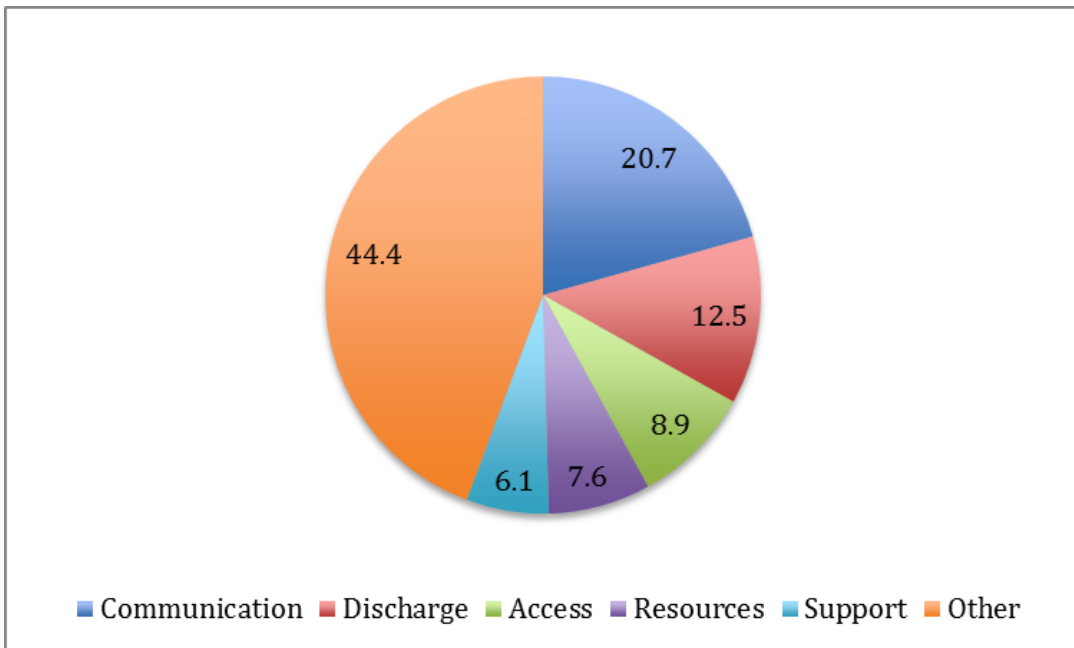
The NHS in Darlington,
Durham and Tees

- **20.7%** of comments were around improving **communication** between hospital, services, patients and carers (including shared info and use of IT, educating patients where to go for services)
- **12.5%** of comments were around reassuring the population that 'out of hospital' care will improve outcomes, and that **discharge needs** (particularly involving mental health social care) are addressed
- **8.9%** of comments were around improving **access** to primary care and GPs - seen as critical to success
- **7.6%** of comments covered **Staff and resource** shortages - will 'out of hospital' care proposals cope? Would the role of ambulances and NHS111 improve?
- **6.1%** of comments suggested that the provision of additional **support and training** was also deemed vital to successfully deliver any new model



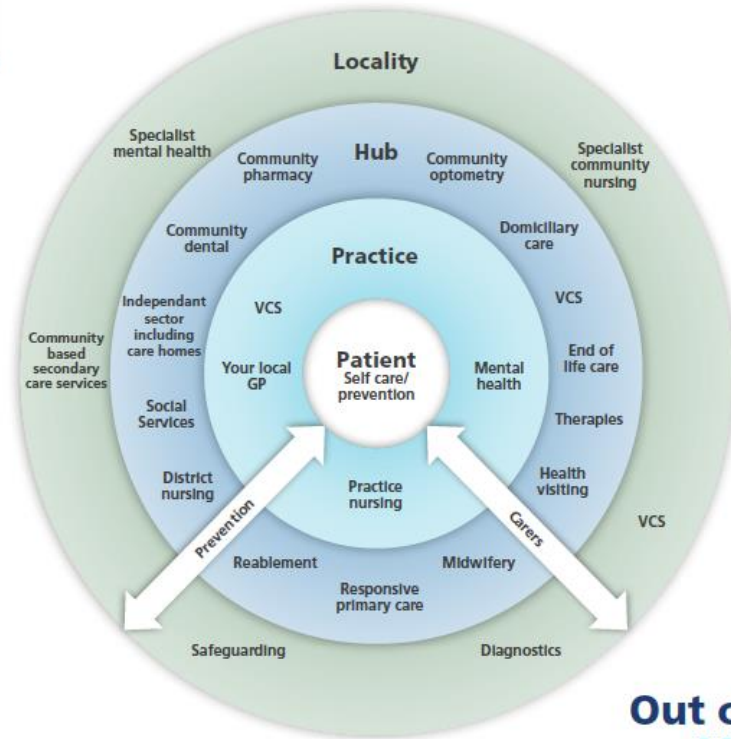
The NHS in Darlington,
Durham and Tees

Care out of hospital: What's important to me?





The NHS in Darlington, Durham and Tees



Out of hospital: Model of care



Model of care



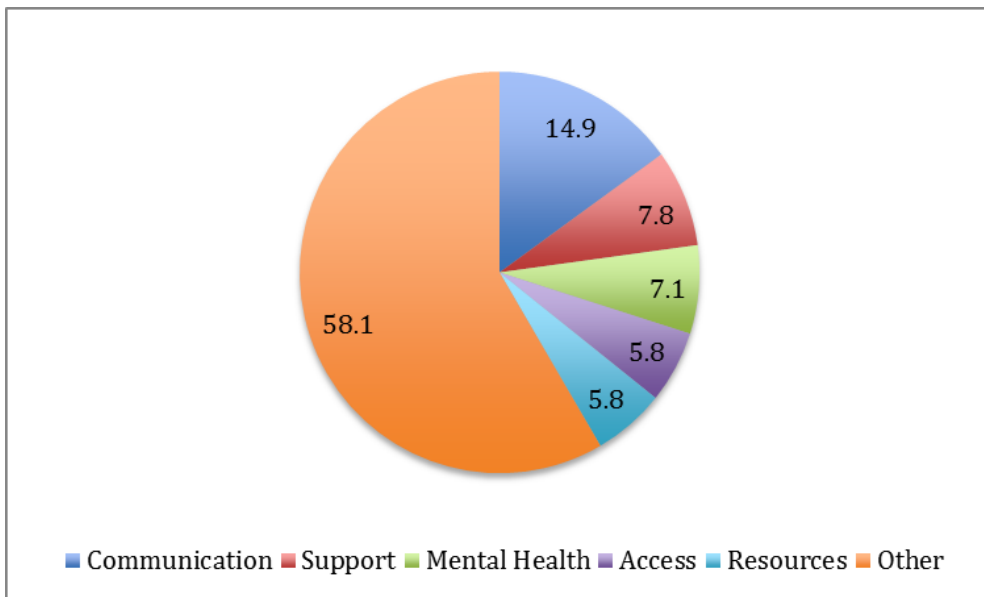
The NHS in Darlington,
Durham and Tees

- **14.9%** of comments were around improving **communication** between hospital, services, patients and carers (including shared info and use of IT, educating patients where to go for services)
- **7.8%** of comments suggested that the provision of additional **support and training** was also deemed vital to successfully deliver any new model
- **7.1%** of comments questioned the absence of mental health in the model of care
- **5.8%** of comments were around improving **access** to primary care and GPs - seen as critical to success
- **5.8%** of comments covered **Staff and resource** shortages - will 'out of hospital' care proposals cope? Would the role of ambulances and NHS111 improve?



The NHS in Darlington,
Durham and Tees

Model of care





The NHS in Darlington,
Durham and Tees

Possible scenarios

	James Cook	North Tees	Darlington Memorial	Friarage	Bishop Auckland	Hartlepool
Status Quo	MTC	DGH	DGH	L	L	L
Scenario 1	S	S	L	L	L	L
Scenario 2	S	L	S	L	L	L
Scenario 3	S	L	L	L	L	L

Change in footprint reduces our list of possible scenarios for hospital services.

Key	
Specialist hospital	S
Local hospital	L
Major trauma centre	MTC
District general hospital	DGH



Possible scenarios



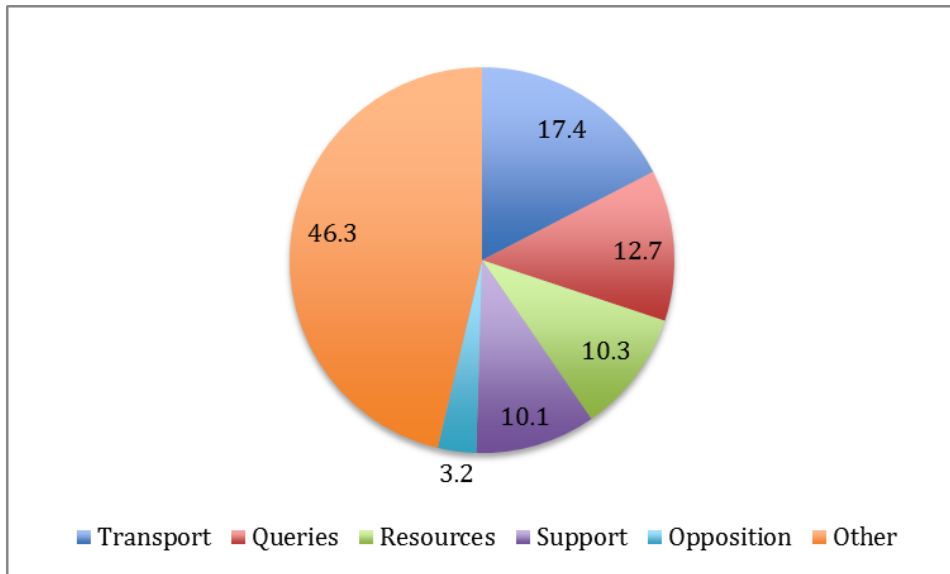
The NHS in Darlington,
Durham and Tees

- **17.4%** of comments were around **transport** - travel distance and travel times – this theme was the dominant theme regarding the impact of different scenarios
- **12.7%** of comments were **queries around the scenarios** – what happens to a service, where do patients go for certain services
- **10.3%** of comments were around **resources** – whether there was enough money and staff to manage the impact of the scenarios
- **10.1%** of comments **supported** a scenario or the concepts of specialisation and care nearer to home. Most comments that expressed support for a particular scenario supported scenario 2 - James Cook University Hospital and Darlington Memorial Hospital as the specialist sites
- **3.2%** of comments **opposed** a scenario, the concepts of specialisation and care nearer to home or urged for additional resources to the status quo. Most comments that expressed opposition for a particular scenario opposed scenario 3 - James Cook University Hospital as the only specialist site



The NHS in Darlington,
Durham and Tees

Possible scenarios





Draft conclusion



*The NHS in Darlington,
Durham and Tees*

- Programme needs to be widely known and understood in order to gain public support
- Specialisation, care out of hospital and the potential need for patients to travel further for better outcomes is gaining some support amongst attendees in face-to-face events.
- It is important to recognise that these attendees may not represent the general public's view or indeed level of interest in any future consultation.
- The comments in phase 4 refines the key themes identified earlier in this engagement process and offers further evidence of the public's views and priorities



Voluntary sector 100 conversations



*The NHS in Darlington,
Durham and Tees*

- Working with VONNE (Voluntary Organisations Network North East) we commissioned local voluntary sector representative organisations to hold around 100 facilitated discussions with local organisations and groups.
- Groups were identified in order to cover the protected characteristics identified in the Equalities Act.



Delivery partners



The NHS in Darlington,
Durham and Tees

Partner Organisation	Area delivered	Interest group
Redcar & Cleveland VDA	Redcar & Cleveland	Mixed
Catalyst Stockton	Stockton & Hartlepool	Mixed
Women's Commissioning Support Unit hosted by Women's Resource Centre	Durham & Tees Valley	Women's groups
East Durham Trust	East Durham	Mixed
Stroke Association	Durham & Tees Valley	Stroke
Tees Valley, Durham & North Yorks Neurological Alliance	Tees Valley, Durham & North Yorks	Neurological conditions
Age UK Darlington	Darlington	Older People
Healthwatch Darlington	Darlington	Mixed
Middleborough VDA	Middlesbrough	Mixed
Durham Community Action	Co. Durham	Mixed
Darlington Association on Disability	Tees Valley & Durham	Learning Disability



Profile



The NHS in Darlington,
Durham and Tees

- 94 group conversations had taken place by mid November 2016 with over 1060 participants providing their feedback.
- Carers = 4% Children, Families and Young People =7% Disabled People = 12% Gender Specific Groups: Women= 15% Men=3% General /Mixed =15% LGBT= 2% Long Term Conditions =11% Older People =12% Young People =10% People of a Particular Ethnic / Racial Origin = 9%



Key issues



*The NHS in Darlington,
Durham and Tees*

- Travel and Transport issues including impact on the ambulance service, distances for families and friends visiting, cost and availability of car parking
- Pressure on GP services and social care and that these could be exacerbated by increasing care closer to home
- Improved communication across health and social care
- Having the right mix of staff skills



Key issues



*The NHS in Darlington,
Durham and Tees*

- Education about new services before changes take place so people feel confident in new systems.
- The need for professionals to learn from those who have lived experience of ill health, care and accessing services.
- Barriers such as language, physical access and lack of support mechanisms such as interpreters for a number of minority groups and interest groups.



Groundwork – work



The NHS in Darlington,
Durham and Tees

- Targeted elderly and frail people in care settings to gather experiences on the discharge process
- 85 conversations were carried out
- 50%/50% positive/negative experiences
- 22% of participants (19 out of 85) made specific reference to the discharge process.



Key messages



The NHS in Darlington,
Durham and Tees

- **17%** said discharge is taking too long due to missing paperwork and medication. Perceptions are that they are being left waiting for too long after they have been told they are ready to be discharged.
- **5%** said waiting for transportation
- Lack of communication between staff and patients/families (**13%**) and between organisations (**3.5%**)
- **8%** said further support after being discharged, such as referrals to other services like Occupational Therapy or Physiotherapy, it would greatly improve speed of recovery and quality of life.



Investing in Children



*The NHS in Darlington,
Durham and Tees*

- Investing in Children supported three agenda days: two in the DDES area and one in North Durham.
- An Agenda Day is an “adult free” space, this means that adults don’t take part in the debate, and the children and young people are free to discuss issues without adult influence.
- This is achieved by using young people as facilitators



Key messages



*The NHS in Darlington,
Durham and Tees*

- Young people supported the idea of more care closer to home to avoid hospital visits
- They understood the benefits of specialist care, but concerned about the impact further travel could have on patients and visitors
- They felt that hospitals needed to have local paediatric wards
- They felt that more communication and explanation was needed about what services were available and how to access them.



Draft conclusion



*The NHS in Darlington,
Durham and Tees*

- Programme needs to be widely known and understood in order to gain public support
- Specialisation, care out of hospital and the potential need for patients to travel further for better outcomes is gaining some support amongst attendees in face-to-face events.
- It is important to recognise that these attendees may not represent the general public's view or indeed level of interest in any future consultation.
- The comments in phase 4 refines the key themes identified earlier in this engagement process and offers further evidence of the public's views and priorities



Phase 5 engagement



*The NHS in Darlington,
Durham and Tees*

- Focus on maternity and children's services.
- The proposed approach is:
- To carry out a further series of voluntary sector facilitated discussions with parents and families
- To include discussions on women's and children's services in a further series of public engagement events in February 2017.



*The NHS in Darlington,
Durham and Tees*

For more information:

nhsbetterhealth.org.uk/get-involved/