

## **Report to Torbay Overview and Scrutiny Board**

**14 September 2016**

### **Community Services Reconfiguration**

#### **1 Purpose**

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Since the report to Scrutiny Committee in May, the consultation proposals summarised in that report have been subject to the NHS England assurance process. As a result of that process taking longer than anticipated and a desire to avoid consulting in school holidays, formal consultation started on 1 September and will run until Wednesday 23 November. It is anticipated that the CCG governing body will consider the outcome of the consultation as well as any alternative proposals at a meeting in public in January/February 2017.

This paper describes the current position and the main strands of the consultation.

#### **2 Recommendation**

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The Scrutiny Committee is asked to note this report and to encourage its staff and residents of the Bay to participate fully in the consultation process.

#### **3 Context**

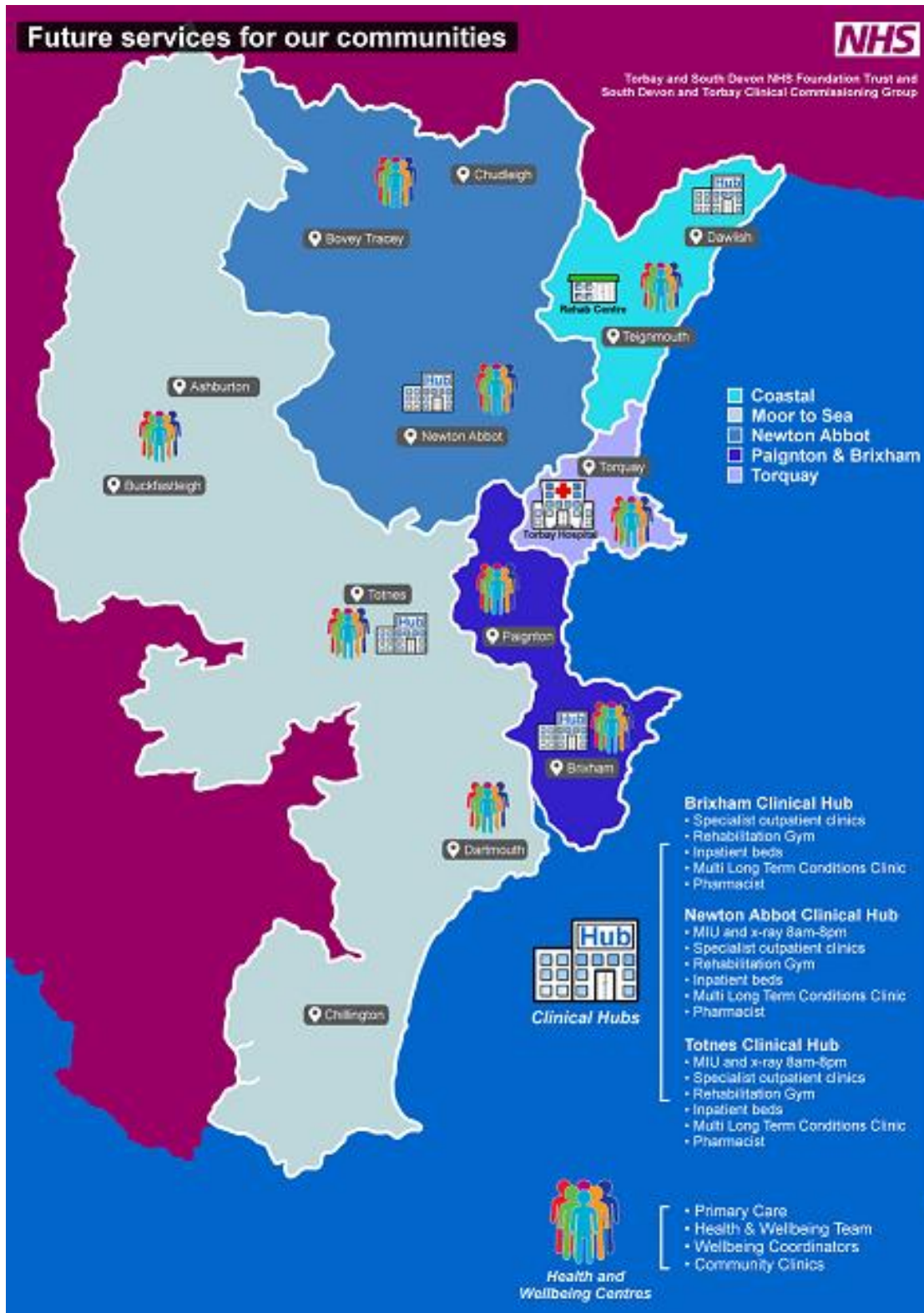
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As indicated in the May report, the current NHS provision in the area is unsustainable and will be unable to cope with rising demand for services, created in part by the increasingly elderly population, increased life expectancy and the number of people with complex long term conditions. As indicated in our May report, change is inevitable and maintaining the status quo is neither sustainable nor clinically sound.

At the heart of the consultation process is the wish to respond to what people told us they wanted from their health services and to provide care in or close to people's homes, via a more integrated joined up health and social care service.

If approved, the consultation proposals would see a switch of spend from bed based to community based care with the number of community hospital beds being reduced to levels evidence suggests we need and more investment being made in the local services which most people use. Under the proposals, if agreed, minor injuries units would be concentrated in fewer locations, operating consistent hours and with x-ray diagnostics so that they would provide a viable alternative to A&E.

The map below shows the spread of services across South Devon and Torbay should the consultation proposals be approved and implemented.



As set out in our May paper and in the current consultation documentation, the main changes in the Bay are the closure of Paignton Hospital and the MIUs in Brixham and

Paignton; the establishment of a clinical hub in Brixham and of health and wellbeing centres in Brixham, Paignton and Torquay.

Totnes and Newton Abbot will be the location of enhanced MIU services and would operate from 8am to 8 pm, seven days a week and with x-ray diagnostics.

#### 4 Consultation

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As indicated above a 12 week consultation started on 1 September and runs until 23 November. During this time our aim is to involve as many people as we can and to generate a debate around the consultation proposals, inviting alternative approaches which are clinically sound, affordable and sustainable.

The CCG website ([www.southdevonandtorbayccg.nhs.uk/community-health-services](http://www.southdevonandtorbayccg.nhs.uk/community-health-services)) hosts all consultation material which can be downloaded and also enables people to request paper copies.

The main elements of the consultation are summarised below:

**Main consultation document:** this covers the entire CCG area, the rationale for the proposals, explains the new model of care, summarises the impact on each locality, includes details of public meetings, how to get involved and the feedback questionnaire.

**Four locality summary documents:** these cover each of the localities which are part of this consultation and summarises the main issues, includes the same locality impact section, sets out how to get involved and includes the feedback questionnaire.

*Electronic copies of the main document and the two Bay locality documents accompany this paper*

**Feedback questionnaire:** in addition to forming part of the above documents, this is also available on line at [www.communityconsultation.co.uk](http://www.communityconsultation.co.uk) Although the questions are identical, the on line form provides some context to the questions for those who might not have read the consultation material or attended a meeting.

**Public meetings:** these are set out in the consultation documents and on the promotional poster which is attached for ease of reference at appendix 1. Each public meeting will have an independent chair.

**Community meetings:** community based groups are being encouraged to invite the CCG to attend one of their meetings to discuss the proposals and to answer questions.

**Staff briefings:** these took place in week one of the consultation and are likely to be repeated later in the process. The Trust is also using its internal communication and engagement channels to ensure staff are kept up to date.

**CCG Website:** ([www.southdevonandtorbayccg.nhs.uk/community-health-services](http://www.southdevonandtorbayccg.nhs.uk/community-health-services)) as well as hosting the above, the site has a range of information including some video case studies, a Frequently Asked Question section, a presentation of the issues in each locality (based on that used in the engagement meetings); and the stakeholder updates. It also includes an interview with Chief Clinical Officer of the CCG, Dr Nick Roberts and Chief Executive of Torbay and South Devon NHS Foundation Trust, Mairead McAlinden broadcast initially by local on line health channel Hiblio TV on 2 September.

**Document request:** individuals and organisations can request paper copies, view or download consultation material via the CCG website or by:

- Emailing [sdtccg.consultation@nhs.net](mailto:sdtccg.consultation@nhs.net)
- Writing to South Devon and Torbay CCG, Pomona House, Torquay, TQ2 7FF
- Calling 01803 652511 during office hours or leaving a message outside these times

**Newspaper advertising:** public meetings are being advertised in local media and efforts are being made to encourage newspaper, radio and television coverage of the issues at the heart of the consultation.

**Social media:** our locality facebook pages and our twitter feed (details on our website) will keep people in touch with the consultation and provide opportunities for discussion and for asking questions.

**Questions:** a team of CCG staff will respond to people who use the above consultation hotline number or who write/email seeking additional information. Our aim is to respond as swiftly as possible and we have established the following service standards: telephone calls or out-of-hours messages left will be responded to by the end of the next working day and written correspondence will be dealt with within five working days.

**Stakeholder update:** this was started during the engagement phase and we plan to continue this email briefing, ensuring those who sign up to receive it are kept in touch with developments. We anticipate that in the early weeks of the consultation, we will produce this weekly, covering main issues arising at the public meetings and highlighting any new information added to our website.

Material is being distributed across the area and the CCG is responding positively to suggestions for ways in which it can reach more people.

Anything the council can do to draw the attention of staff and residents to the proposals and to encourage participation would be appreciated.

## 5 Reporting on the consultation

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Healthwatch Torbay and Healthwatch Devon are attending all public meetings and where practical all other meetings alongside the CCG to note and report on feedback. The feedback questionnaire goes straight to Healthwatch and responses are not seen by the CCG, other than where it is necessary to follow up alternative suggestions.

Healthwatch will independently assess the feedback received in the consultation and produce a report within 12 weeks of the closing date for consideration by the CCG governing body.

## **6 Conclusion**

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Reconfiguring services is never easy and some tough choices need to be made if we are to ensure the sustainability of local health and social care services. The council is familiar with the need to do more with less resources and we hope that irrespective of their views on the consultation proposals, will encourage participation and support the CCG in generating a debate around how best to implement change.

**Simon Tapley**

Director of Commissioning and Transformation

1 September 2016



**South Devon and Torbay  
Clinical Commissioning Group**

## The choices facing our healthcare system

### Switching resources from hospital-based care to community care

### Have your say

- Read the proposals
- Come to a public meeting
- Invite us to a community meeting
- Join the discussion on social media
- Complete the feedback questionnaire
- Suggest alternative proposals



**Into the future**  
Re-shaping community-based health services  
A public consultation:  
Thursday 1 September to Wednesday 23 November 2015

Driving quality, delivering value, improving services  
[www.southdevonandtorbayccg.nhs.uk/community-health-services](http://www.southdevonandtorbayccg.nhs.uk/community-health-services)

<b>Ashburton:</b>	20 Sept	1pm, 4pm, 7pm	Ashburton Town Hall, TQ13 7QQ
<b>Bovey Tracey:</b>	13 Sept	4.30pm, 7.30pm	Phoenix Hall, TQ13 9FF
<b>Brixham:</b>	29 Sept	6.30pm	Scala Hall, TQ5 8TA
<b>Buckfastleigh:</b>	22 Sept	6.30pm	St Luke's Church, TQ11 0DA
<b>Chudleigh:</b>	16 Sept	6.30pm	Chudleigh Town Hall, TQ13 0HL
<b>Dartmouth:</b>	15 Sept	4pm, 7pm	Dartmouth Academy, TQ6 9HW
<b>Newton Abbot:</b>	13 Oct	6.30pm	Daphne Collman Hall, TQ12 2NF
<b>Paignton:</b>	28 Sept	9am, 4pm, 7pm	Sacred Heart Church, TQ3 2SH
<b>Torquay:</b>	6 Oct	6.30pm	Upton Vale Baptist Church, TQ1 3HY
<b>Totnes:</b>	11 Oct	6.30pm	Totnes Civic Hall, TQ9 5SF
<b>Widcombe:</b>	12 Oct	6.30pm	Widcome Church House, TQ13 7TA

Latest information: [www.southdevonandtorbayccg.nhs.uk/community-health-services](http://www.southdevonandtorbayccg.nhs.uk/community-health-services)

Feedback questionnaire: [www.communityconsultation.co.uk](http://www.communityconsultation.co.uk)

Want to invite us to a meeting? Got questions about the consultation? Want a paper copy of the proposals?

- email [sdtccg.consultation@nhs.net](mailto:sdtccg.consultation@nhs.net) • call **01803 652511** (Monday-Friday, 8am-5pm)
- write to **South Devon and Torbay CCG, Pomona House, Torquay, TQ2 7FF**

Twitter: [twitter.com/sdtccg](https://twitter.com/sdtccg)      Facebook: [www.facebook.com/nhs.sdtccg](https://www.facebook.com/nhs.sdtccg)

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