

Belper Services Review & Pre Engagement Report

PRESENTER	Helen Dillistone – Director of Corporate Development
<p><u>Background</u></p> <p>In August 2015 the CCG initiated a review of health care services within Belper and the surrounding areas. The review involved assessing people’s current healthcare needs and what we expect them to be in the short, medium and longer term alongside the continued development of the CCGs vision for community services. The review also assesses current local service provision.</p> <p>Local discussions and briefings were held during August with key stakeholders including GP practices, DCHS staff and public Governors, Elected members and Improvement and Scrutiny Committee, supported by a full communications plan.</p> <p>The pre-consultation phase of the review started in November 2015 and closed at the end of January 2016. This phase sought to obtain the input of the local population to inform the creation of a range of options regarding the future of community services within the Belper area.</p> <p>A report has been created which summarises the feedback received during the pre-consultation phase and highlights those factors for the project group to take into consideration when developing the potential options available.</p> <p><u>Next Steps</u></p> <p>The next steps will be to provide Governing Body with a summary of the range of options for how services are to be provided which will then form the content for the formal consultation. This work is currently being developed and it is expected that Governing Body will be asked to consider the options later in 2016 in preparation to launch the formal consultation shortly thereafter.</p>	

Joined up Care in Belper Pre-engagement Report

1 Background

The pre-engagement phase of Joined up Care in Belper was launched on 1st October by a presentation with all of the local PPG Groups.

A document entitled Joined up Care in Belper was produced outlining some of the demographic changes expected in the next few years and describing in brief the model of community care for the future.

Since the meeting on 1st October there have been a number of routes used to gain engagement of people from Belper and the surrounding areas. This includes information being available at key local venues, direct mail outs and meetings with key stakeholders. Full details of the communications and engagement can be found at appendix 1.

2 What did we want to know?

We asked people what they felt was most important when making decisions about healthcare in Belper. People were asked to score on a scale of 1 to 10 (with 1 being the most important)

- Physical access
- Access to services
- Respectful of the past as well as looking to the future
- Support to carers and relatives
- Address the needs of the population of Belper and surrounding areas
- Incorporate services in one place
- Services will incorporate the psychological as well as physical needs of the community and individuals
- Self-care
- Reflects the agreed social care/clinical models agreed with the Belper and wider health and social care community
- Best value
- Right care, right place, right time

There was then an opportunity for people to say more generally how they thought services could be better along with an opportunity to add anything else that they wanted to say about local services.

We asked for respondents to provide some personal details at the end of the questionnaire to help gain an understanding of who had completed the questionnaire and if they were reflective of the local population.

3 Engaging with local GPs

There is GP representation on the project group looking at the health services review, and local GPs have been involved throughout this pre-engagement process. Two GPs offered specific feedback as follows:

One GP wanted to better understand current bed usage to ensure there are services available for the people who need them.

Both GPs felt that there was great opportunity for a community facility which could also support wide social aspects. Both also felt that retaining all existing community services was essential. The Day Hospital and Pulmonary Rehabilitation service were both felt to be important services.

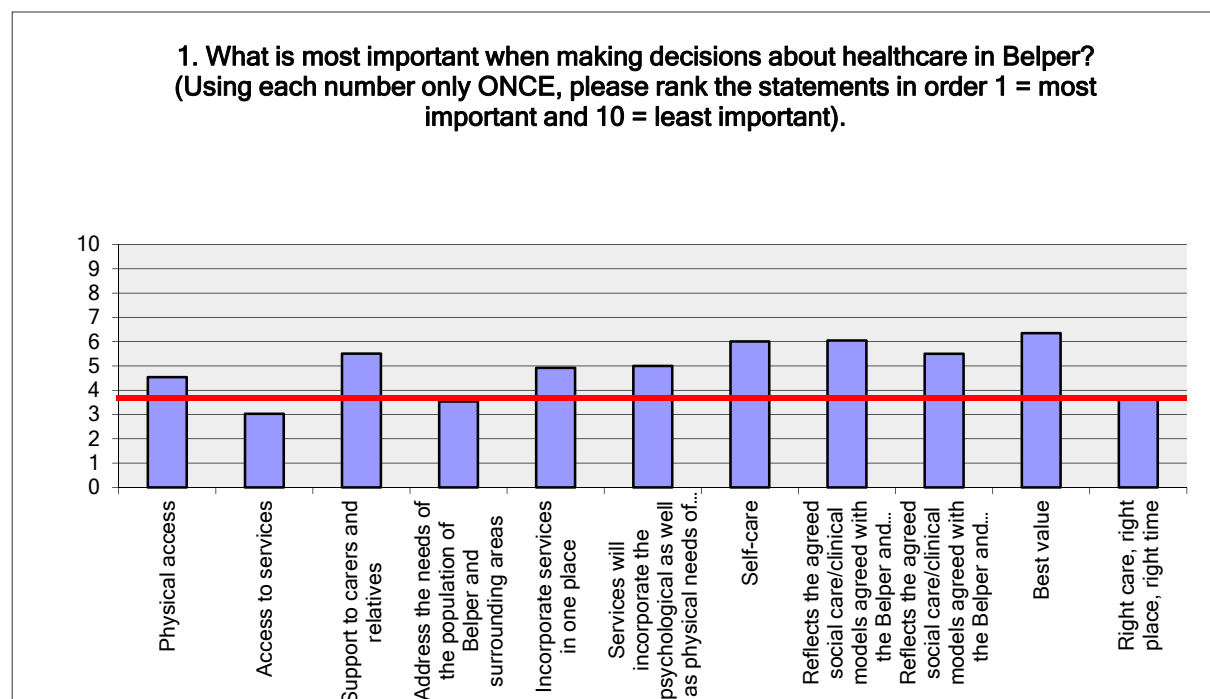
Ideas for development for the future included bringing together Consultant led services into one 'hub' in Belper as well as exploring opportunities for diagnostic services.

Further work is required to seek clinical support for whichever option is implemented in future.

4 The findings- Public

There were 68 questionnaires completed online and 16 copies completed manually which were either sent back to the CCG through the freepost address or deposited at Strutts Community Centre in Belper. In total 84 questionnaires were completed.

4.1 Question 1



The questionnaire asked respondents to rank the most important areas to consider when making decisions for local health service developments by number with the number 1 being the most important. Therefore, the lower the number, the more important people felt the statement was.

From the graph above there is a general spread of importance across all categories without a marked difference between the most and least important.

However, the red line illustrates a possible watermark; below the line are those areas which stand out as areas which should be given most prominence when making decisions about healthcare in Belper. Using this approach, it is possible to identify the top 3 areas people ranked as follows:

1. Access to services
2. Address the needs of the population of Belper and surrounding areas
3. Right care, right place, right time

4.2 Question 2

The second question gave people an opportunity to highlight where they felt services could be improved. The main themes are highlighted in the word cloud below with the larger the word the more times it was mentioned.



A word cloud of teal text on a white background. The words are of varying sizes, indicating frequency. The largest words are 'Patients', 'Place', 'Blood Tests', 'Longer', 'Babington', 'Staff', 'Appointments', 'Derby', 'Access', 'Better', 'Parking', 'Belper', 'Phlebotomy', 'Clinic', 'Suffering', 'Local', and 'Services'. The words are arranged in a somewhat circular pattern, with 'Patients' and 'Place' at the top, 'Blood Tests' and 'Longer' to the right, 'Babington' and 'Staff' in the middle, 'Appointments' and 'Derby' to the right, 'Access' and 'Better' to the left, 'Parking' and 'Belper' in the middle, 'Phlebotomy' to the right, 'Clinic' and 'Suffering' to the left, and 'Local' and 'Services' at the bottom.

Below is a summary of themes raised:

- **Patients** - people commented on the experience of patients who had accessed services in Babington. There was also a comparison of services provided in Derby and the inconvenience that this brings for some Belper patients compared to locally based services.
- **Place** - local services in the community were extremely important. It allowed for older people and those with mobility issues to more easily access services.
- **Blood tests** - the convenience of blood testing being based at Babington and how this service was very important to local people.
- **Babington** - experiences of care and treatment at Babington are positive, with a clear praise of staff and current services.

There was an indication that people did not want to lose services from Babington as it is the only community base in Belper. There were two comments that expressed concerns about any potential future sale of Babington and how much of that investment would be put back into services for Belper people.

- **Appointments**- There was a comment about extending opening hours and the range of services available at the GP Practices. There was also a comment about the convenience of accessing good quality services at Babington with Physiotherapy, Phlebotomy and the Day Hospital specifically mentioned.
- **Access**- there were three comments about access and these were mainly related to the ease of getting to services at Babington compared to London Road Community Hospital. The issues raised with accessing services outside of Belper were related to the lack of community transport available for people who do not drive and the discomfort in travelling longer distances. There were also two comments about difficulty in accessing appointments with their GP.
- **Clinic**- the services provided in the clinic on the Babington site were very important and were of a high quality.
- **Local Services**- all responses included a theme that local services must remain in Belper.

4.3 Question 3

The third question asked if people had any further comments. Comments centred around eight main themes:

- 1) **Beds** - people were clear that they felt there was a health need for bed provision to remain in Belper. One person reflected that they felt the model of beds in care homes was not a viable alternative to inpatient beds
- 2) **Babington** - there were five comments stating that Babington should remain as it is. Two people commented that the site and services were fine but the building needed upgrading.
- 3) **Services** - many people commented that services were still needed locally with one person commenting that they should be at the same level - no reductions. Another person reflected on areas where they felt that there needed to be an increase in service provision e.g. Mental Health (adolescent)
- 4) **Bloods** – there were made about Phlebotomy services and how vital they are for local people. There was also concerns about car parking stating that the current, reasonably-sized car park at Babington is sometimes not big enough to cope with the demand at peak hours.
- 5) **Importance of central location** - three people suggested that Babington was in “just the right spot” for everyone to access and that any other site may not be as accessible.
- 6) **Building and listed status** - there were a couple of comments related to the current building and the restrictions of the listed status. One person commented that a building with listed status does not mean that it could not be renovated.
- 7) **Linking services** - there comments supporting the need for linking services in the area including GPs, district nursing and the community hospital.

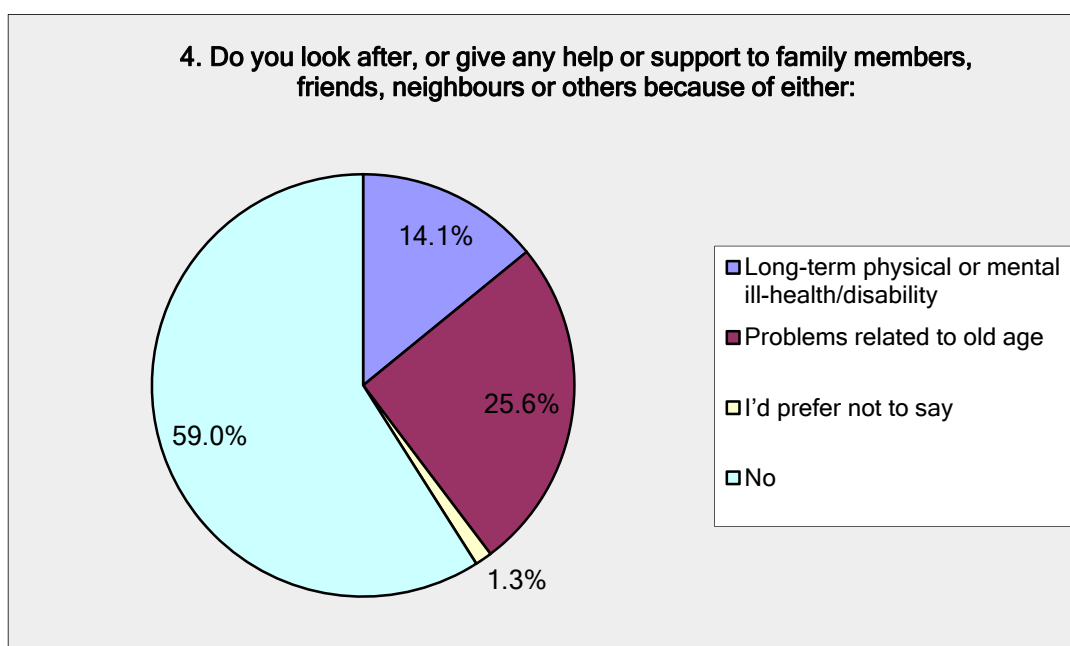
- 8) **Ranking of priorities** – some people found ranking the priorities difficult as they were all important.

5 Who did we hear from?

The final section of the questionnaire asked people to complete demographic information. This information demonstrates the demographic profile of people who responded.

5.1 Question 4

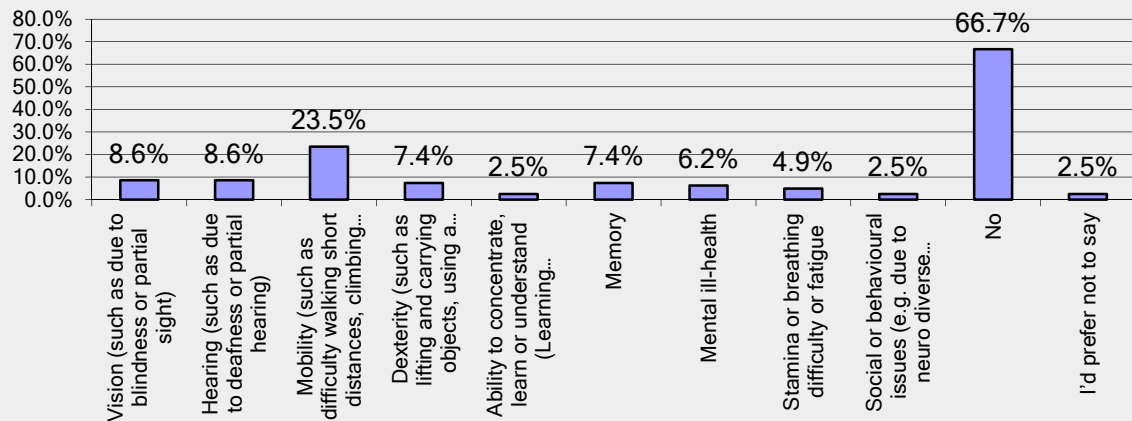
Question 4 asked if people had caring responsibilities. As illustrated above 59% had no responsibilities whilst 14% supported someone with a long term condition or mental health/learning disability and 26% supported people with problems related to older age/frailty.



5.2 Question 5

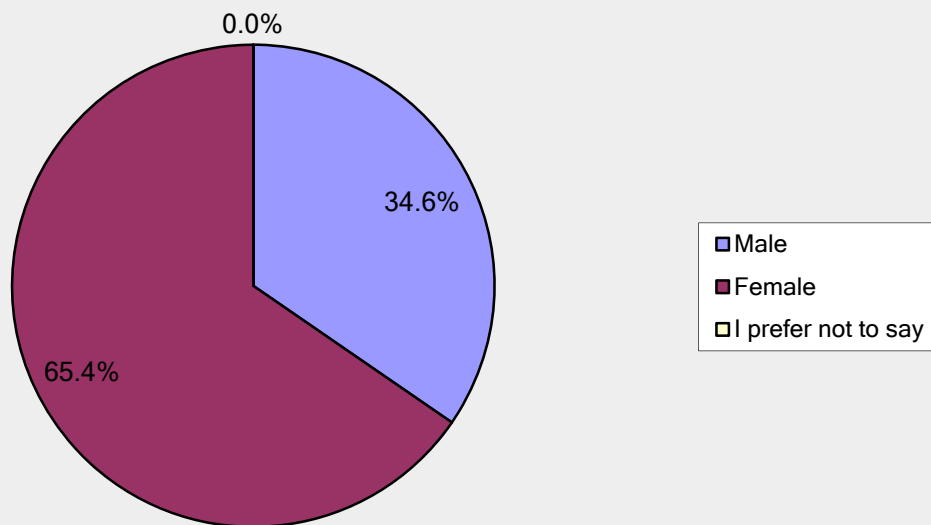
This question asked if people had an existing health condition. As illustrated above, 67% of people indicated that they did not have a long term condition with 24% of people stating that they had mobility issues.

5. Are your day-to-day activities limited because of a health condition or illness which has lasted, or is expected to last, at least 12 months? (Please select all that apply):

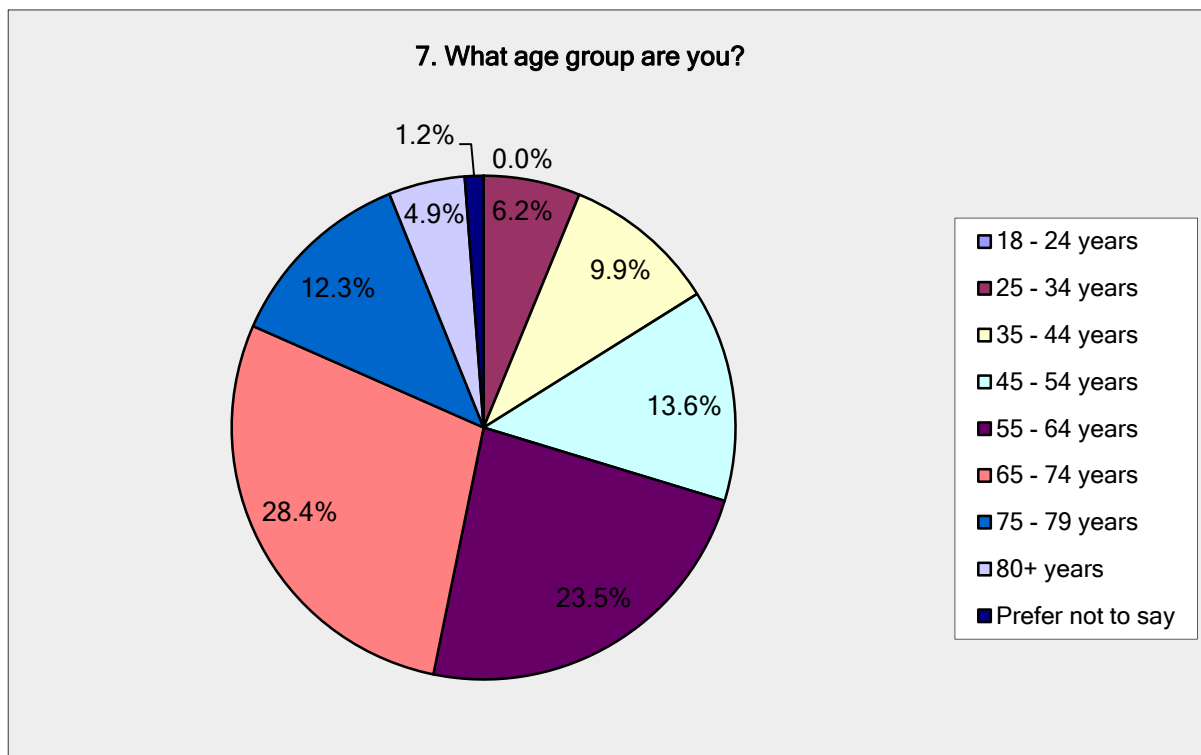


5.3 Question 6 - gender

6. What is your gender?

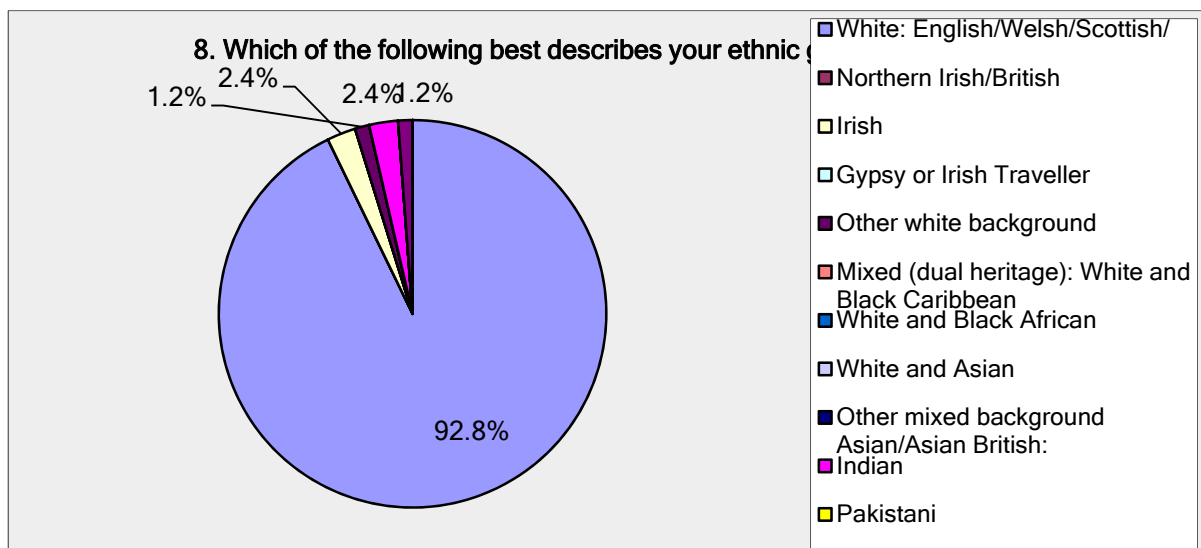


5.4 Question 7 – age range



The demographics of the responses correlate to the population profile of Belper.

5.5 Question 8 - ethnicity



The demographics of the responses correlate to the population profile of Belper.

5.6 Question 9

This question asked people to give the first four letters of their postcode.

DE55 **DE56** 1 DE45 DE21

As would be expected the majority of people were from the DE56 postcode which covers the Belper area.

Appendix 1

Belper Meetings and events

Date	Event	Audience	Estimated numbers
4 th August	NHS Keep our NHS Public	Key members	3
4 th August	Staff Briefing	DCHS staff	30
13 th August	Lay Reference Group	Sub-committee of Governing Body	10
1 st October	PPG Network	PPG Members GP's Practice Managers	45
16 th November	NHS Keep our NHS Public	Open meeting	50
13 th November	League of Friends	Babington League of Friends	20
24 th November	PPG Network	PPG Members GP's Practice Managers	25
30 th November	Improvement and Scrutiny Committee- Derbyshire County Council		20
18 th January	Belper 50+ Forum management meeting	Management committee	8
27 th January	Belper King Street	All	
28 th January	Belper King Street	All	
29 th January	Belper King Street	All	

Where has information gone to?

Copies available at:

Riversdale GP Practice
Whitemoor GP Practice
Appletree GP Practice
Arthur Medical Practice
Strutts Community Centre
The Library

Further copies of the pre-engagement document given to high street shops during the sessions 27th-29th January

Direct email

All relevant Health Panel Members
PPGs Chairs
Constituents of Pauline Latham- email sent from constituent office with link to SDCCG website

Mailout

- Local businesses (high street)
- Belper Save Our NHS – Brenda Armitage
- Healthwatch Derbyshire
- Belper 50+ Forum
- Age Concern - Derbyshire
- Amber Valley Community Transport
- Amber Valley CVS
- Belper Stroke Club
- Derbyshire Carers Association
- Care Homes
- All things local- local community magazine
- Belper Civic Forum
- Belper cottage project
- Multi Agency Team young people Belper
- Belper Strutts Society
- Women Institute
- Belper North Mill
- Belper Rotary Club
- U3A- Belper
- Belper library
- Schools
- Community Centres
- Hairdressers
- High street shops




Politicians

- Local MPs
- Local Councillors
- Improvement and Scrutiny Members/Officers

Media

3 Aug	Media Release: Health services in Belper to get a check up	Belper News/Derbyshire Times group	Issued under embargo in advance to Belper News to meet their weekly deadline and give them fair and equal opportunity to cover this. All other media received Thursday 6 August (see below). Story link
6 Aug	Media Release: Health services in Belper to get a check up	BBC Radio Derby BBC Online BBC East Midlands Today (see below)	www.southernderbyshireccg.nhs.uk/news-events/health-services-in-belper-to-get-a-check-up
7 Aug	Health column: Helpful advice to combat loneliness	Uttoxeter Advertiser	www.uttoxeteradvertiser.co.uk/Helpful-advice-combat-loneliness/story-27563640-detail/story.html
9 Aug	Media Enquiry: Belper – Joined Up Care	BBC Radio Derby, Ian Skye Sunday Show	www.bbc.co.uk/programmes/p02xxtb3 Dr Ian Lawrence interviewed, on request. The piece is 9 mins 28 secs in (cursor can be slid along the timeline to 9:16 to listen again).
10		BBC East	http://yellownews.tveyes.com/PlaybackPortal.aspx?SavedEditID=df9faa92-631a-46d6-af70-

Aug	Media Enquiry: Belper - Joined Up Care	Midlands Today	f608d42448f2
10 Aug	Media Enquiry: Belper – Joined Up Care	GEM 106 FM	Andy Layzell did interview. Audio not available.
10 Aug	Media Enquiry: Belper – Joined Up Care	Belper News/Derby shire Times	Andy Layzell did interview. To be published 13 Aug – will be circulated in next update.
10 Aug	Belper Hospital Faces Service Review	BBC Online	<p>www.bbc.co.uk/news/uk-england-derbyshire-33855785</p> <p>Fiona contacted BBC Online to get last paragraph amended so it reads as it does in the link above:</p> <p>Some townspeople said they were unhappy at the news, saying Babington provided a high level of service in a convenient location, while others felt the Royal Derby provided for their needs.</p> <p>Previously it had read:</p> <p>Townspeople said they were unhappy at the news, saying Babington provided a high level of service in a convenient location.</p>
	Pre Consultation Release		The Star website – Belper The Belper news
13 Aug 2015		Belper News	Babington hospital may close but services will remain, say NHS bosses Belper News http://www.belpernews.co.uk/news/local/babington-hospital-may-close-but-services-will-remain-say-nhs-bosses-1-7406566

30 Sept	Public Invited to Health Meeting	Belper News	 Public Invited to Health Meeting.jpg
7 Oct	Have Your Say on Hospital's Future	Belper News	 Have Your Say on Hospital's Future.jpg
8 Oct	Health Chiefs Seek Views over Belper-based Hospital	Belper Today	http://www.belpernews.co.uk/news/local/health-chiefs-seek-views-over-belper-based-hospital-1-7502816
9 Nov	Reassurance on Belper	Belper News	http://www.belpernews.co.uk/news/local/belper-campaigners-rally-over-fears-for-hospital-1-7561078
Dec	Don't miss chance to have your say on future of Belper's health ...	Belper News	http://www.belpernews.co.uk/search#ixzz3xmcv3B3D
12 th Jan	Don't miss chance to have your say on future of Belper's health ...	Belper News	http://www.belpernews.co.uk/news/local/campaigners-call-public-meeting-on-future-of-belper-s-health-services-1-7670258
20 th Jan	Keith Venables comment piece	Belper News	 20160120143226971.pdf

Facebook

We approached the following facebook profiles to promote the questionnaire -

<https://www.facebook.com/Belper-Arts-Festival-660501833991977/>

https://www.facebook.com/Spotted-Belper-559333484118543/?ref=br_rs

https://www.facebook.com/BelperNews/?ref=br_rs

https://www.facebook.com/Belper-Events-1453729148201925/?ref=br_rs

https://www.facebook.com/historicbelper/?ref=br_rs

<https://www.facebook.com/belper.townies>

Website

<http://www.southernderbyshireccg.nhs.uk/have-your-say/belper-health-services/>

As of January 20th we have seen :

- 279 – Visitors
- 386 – Page views
- 4mins 25secs avg time on page
- 79 video views

Membership

- Member Newsletters
- Intranet sit

Staff

Oct	Staff Briefing	Verbal updates	People being shown the booklets and being told we are asking people for their views.
Oct	Staff News	People being asked to have their say	https://sdccgintranet.files.wordpress.com/2015/08/staff-newsletter-double-spread.pdf