



Healthwatch Thurrock

**Sustainability and
Transformation Plan**

Consultation Exercise Report

Healthwatch Thurrock

Sustainability and Transformation Plan consultation exercise report

Summary

1. This report highlights how Healthwatch Thurrock;
 - Has informed the development of the Mid and South Essex Sustainability and Transformation Partnership's Plan (STP) and subsequent consultation exercise;
 - Taken action to raise awareness of the consultation exercise and disseminate substantial quantities of STP consultation documents; and
 - Identified key themes emerging from engaging members of the public and professionals as part of raising awareness of the STP consultation exercise.
2. Healthwatch Thurrock is a key partner and member of Thurrock's Health and Wellbeing Board and Thurrock Council's Health and Wellbeing Overview and Scrutiny Committee. As such, Healthwatch Thurrock has informed the development of the STP proposals and helped to ensure that subsequent consultation exercise is accessible to Thurrock residents.
3. Healthwatch Thurrock have played a key role in raising awareness of the STP consultation process and has disseminated 5,000 copies of different versions of the STP consultation documentation. The STP programme team have reported an increase in consultation responses received from Thurrock residents.

Mid and South Essex Sustainability and Transformation Plan

4. STP stands for sustainability and transformation partnership. Partnerships involve different parts of the NHS and local government, including chief executives of NHS trusts, accountable officers of clinical commissioning groups (CCGs), local government senior leaders and clinicians.
5. There are 44 STP's across England. The Mid and South Essex STP covers areas that include the boroughs and districts of: Braintree; Maldon; City of Chelmsford; Castle Point; Rochford; Southend-on-sea; Thurrock; Basildon and Brentwood. This is also referred to as the STP footprint.
6. The STP has developed plans setting out practical ways to improve NHS services and health outcomes. A consultation exercise is currently underway and the STP is seeking views on
 - The overall plan for health and care
 - Proposals for hospital services in Southend, Chelmsford and Basildon
 - Proposals to transfer services from Orsett Hospital to new centres in Thurrock, Basildon, Billericay and Brentwood.
7. The consultation exercise has now been extended from 9 March until 23 March 2018. Feedback received will be considered in March and April to inform planning decisions in early summer 2018. Further information is available at <http://www.nhsmidandsouthessex.co.uk/>

Informing the STP consultation exercise

8. The STP is a standing item on the agenda of Thurrock Health and Wellbeing Board. As a member of the Board Healthwatch Thurrock has proactively informed the Mid and South Essex STP consultation exercise and helped to ensure that the views of Thurrock residents can be sought and considered in the future design of NHS services that affect them.
9. As a member of HOSC Healthwatch Thurrock raised concerns at the meeting in January about the availability and accessibility of the STP consultation exercise, supported by members of HOSC. The work of Healthwatch Thurrock and partners have informed the structure of the STP consultation exercise and helped to ensure it comprises a range of methods to engage the population of Thurrock including:
 - Completing an online survey
 - Writing a letter or an email to the STP team
 - Meetings with groups or organisations
 - Open discussion events, available during the day time and evening. Events have been scheduled to take place in:
 - Basildon and Brentwood
 - Thurrock
 - Castle Point, Rochford and Southend
 - Mid Essex
10. The STP full consultation comprises detailed, complex proposals. Healthwatch Thurrock and partners have helped to ensure that it is supplemented in a range of formats including summary, easy read documents and that it is available in different languages, to reflect the diverse population of Thurrock.
11. The STP consultation involves proposals for Orsett Hospital. Healthwatch Thurrock and partners have ensured that a separate consultation document has been developed which focuses specifically on proposals directly affecting Orsett Hospital. This approach aims to facilitate residents of Thurrock and neighbouring authorities with providing views on this element of the STP consultation exercise only if they wish.

Raising awareness of the STP consultation exercise and stimulating responses from Thurrock residents

12. A primary focus of Healthwatch Thurrock has been to raise awareness of the STP consultation exercise and disseminating copies of the consultation document to stimulate the submission of formal responses representing the views of Thurrock residents. Our engagement activity has been multifaceted and included:
 - Raising awareness and circulating information electronically to our contacts
 - Attending and supported 26 consultation events.
 - Disseminating 5,000 hard copies of the various versions of the STP consultation document.
13. Thurrock Healthwatch has encouraged people to formally respond to the STP consultation exercise. However, during engagement activity the views of individuals were collected. This has supported the identification of emerging key themes that reflect wider anecdotal evidence.

Utilising Healthwatch contact databases to raise awareness and provide information about STP consultation exercise

14. Healthwatch Thurrock has utilised its contact databases to raise awareness of and provide information about the STP consultation exercise amongst:
- Public Health professionals and partners
 - Voluntary and Community Sector partners
 - Members of the public
 - Forums
15. This action has raised awareness of the STP consultation exercise for 2,800 Healthwatch contacts.

Disseminating hard copy consultation documents directly to partners for completing and providing to their patients and customers

16. Healthwatch Thurrock have visited a wide range of locations to disseminate hard copy STP consultation documents to professionals, patients and members of the public including:
- Orsett hospital during January, February and March (Pathology, INR, X-Ray, and Outpatients Departments)
 - GP surgeries and medical centres across Thurrock (including Chadwell, Corringham, East Tilbury, Hassengate, Orsett and Tilbury)
 - HUBs (South Ockenden, Purfleet, Tilbury, Chadwell and Stifford Clays)
 - Local businesses, particularly around Grays town centre.
17. This action has supported Healthwatch Thurrock with disseminating 5,000 copies of the STP consultation document across the Borough, ensuring that places the public access have hard copies available for them to read and comment on. During this time members of the public and professionals provided initial views on some of the proposals being consulted on as part of the STP.

Attending forums providing hard copy consultation documents to members of the public and partners and informally seeking views on proposals

18. Healthwatch Thurrock has engaged various Forums to raise awareness of the STP consultation exercise, seek initial views from members of the public, including specific groups and disseminating hard copies of STP consultation documentation. Healthwatch Thurrock has attended:
- Thurrock Over Fifties Forum
 - Thurrock Stroke Survivors group
 - Breathe Easy Group
 - Sheltered Accommodations
 - Lunch Clubs
 - Fobbing Ladies Group
 - Community Forums
 - Children's Centres
 - Colleges
 - Over 60's forum
 - U3A
 - WI (various groups across Thurrock)
 - BATIAS groups (LD)
 - Thurrock Art Club

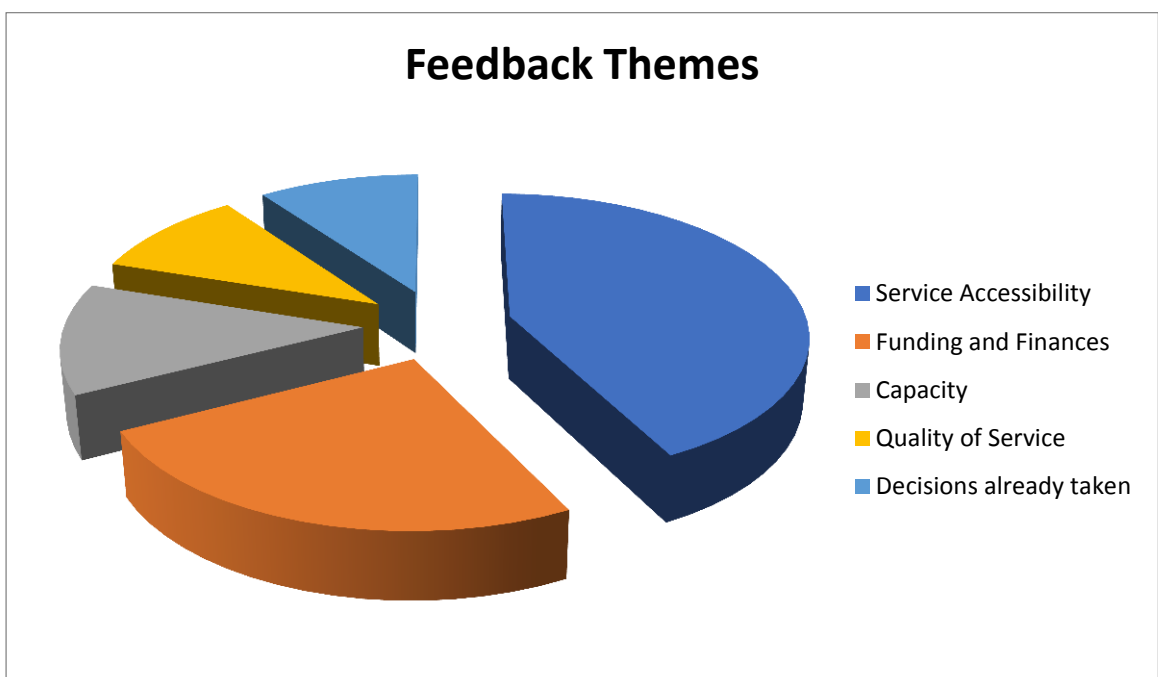
- Drug and Alcohol Services

19. This action has raised awareness of the STP consultation exercise amongst 19 groups and facilitated the dissemination of 2,000 copies of the STP consultation documentation.

Emerging feedback from Thurrock residents on consultation proposals

20. In addition to disseminating copies of consultation documents Healthwatch Thurrock has sought feedback from the public on STP proposals. 75 views have been received from Thurrock residents. Of those 34 cannot be clearly categorised but have largely criticised the proposals and questioned the merit of the exercise.

21. The remainder of this document sets out emerging themes arising from the 41 responses received from members of the public.



Service Accessibility

22. 88% of responses that focussed on accessibility tended to raise concerns about travelling between sites to access services.

23. 12% of respondents believed that the proposals create fragmented service provision.

I might have to travel to four different places for my appointments

Too Fragmented. Mix-up inevitable between centres of patients with multiple problems

Transport problems and costs for people like me who have no access to a car and do not drive

Funding and Finances

24. 70% of respondents that focussed on financial issues believed that funding should be reinvested into Orsett Hospital.

25. 30% respondents suggested that the STP is a simple cost saving exercise

How much money to build these hubs and how much for transport. Surely put the money into Orsett

It seems to me to be about cost cutting and not about improving services.

Overall I can see why you would do this but why can't the finances that are being put into the new centres be put into what is already there at Orsett ground.

Capacity

26. All respondents that considered capacity thought that that closure of Orsett would create capacity challenges elsewhere.

Thurrock needs hospital in their area. Basildon is overloaded already.

Why close it – Other hospital cannot cope with the extra strain

27. Some responses received wished to recognise the quality of service provided by Orsett Hospital

Orsett Hospital has always been a pleasure to visit. Staff are friendly and supportive and the hospital isn't over busy like other hospitals

Orsett Hospital should be improved/extended not closed

28. Some respondents believed that the consultation exercise was not genuine and that decisions about the STP had already been taken

It's a closed deal. Forget the people.

It's a done deal. Don't want to do form, what's the point.

Conclusion

29. Thurrock Healthwatch has helped to raise awareness of the STP consultation exercise and stimulated responses from Thurrock residents. The STP consultation exercise will be subject to independent analysis and final decisions will provide due consideration to consultation responses.
30. It will be important to ensure that decisions taken address concerns expressed by the public by ensuring that the business case setting out final proposals for the Mid and South Essex STP provides commitments to providing services that are:
- High quality and accessible for patients;
 - Co-ordinated to ensure that inter-related services are available in the same location as far as practicable, reducing the need for patients to travel to different geographical locations; and
 - Delivered in a timely manner with no adverse impact on current waiting times
31. There may also be merit in setting out how proposals have been adjusted to reflect the public's views, where this is the case.