

Appendix 4

Communications and engagement activity

1 Introduction

Since the summer of 2011, engagement with the local community (developed with the stakeholder group) to Chase Community Hospital has included:

- * a six-week engagement period (16 May 2011 – 24 June 2011) and a survey
- * a further three-week period of engagement (18 October 2012 to 2 November 2012) around the proposed new model of care, which included a further survey, available online and via hard-copy returns.

There has also been continued and on-going consultation and meetings held with various stakeholders – which are listed in a consultation log in this document.

2 The first survey findings

In the summer 2011 survey, 209 forms were completed either online or via a paper survey posted back; nearly 80% of which were from Whitehill and Bordon residents. The results and feedback were as follows:

Age

The survey was completed by a range of ages with:

1. 39% aged between 61 and 75 years
2. 24% aged between 41 and 60 years
3. 17% aged over 75 years
4. 16% aged between 26 and 40 years

Gender

The majority of those completing the survey were female (79%).

Postcode

196 respondents entered their postcode. Of these 79% (156) live in the Bordon area, 10% (20) in Liss and 10% (19) live in Alton, Haslemere, Hindhead, Liphook and Petersfield.

Satisfaction with current healthcare services

Satisfaction rates with current healthcare services were predominately high.

- 96% of respondents were very or fairly satisfied with GP services
- 86% of respondents were very or fairly satisfied with Out of Hours services
- 85% of respondents were very or fairly satisfied with dental services
- 90% of respondents were very or fairly satisfied with outpatient services
- 81% of respondents were very or fairly satisfied with in-patient services
- 93% of respondents were very or fairly satisfied with pharmacy services

GP registration

80% of respondents are registered with the surgeries that are based in the Whitehill and Bordon area. 20% are registered with surgeries in the surrounding area including Liphook, Liss and Petersfield.

Healthcare needs that could be better met

78% of respondents did not feel they or a member of their household has a healthcare need that could be better met.

Comments made by respondents (22%) who felt they or a member of their household did have a healthcare need that could be better met have been included in the key themes of this report (see section 13).

Carer responsibilities

Only 10% of respondents are carers for a member of their family.

Value of different aspects of bed-based care

Respondents were asked to rank seven aspects of bed-based care in the order of importance to them. The results demonstrated that the most important to least important are as follows:

1. Feeling confident in the doctors, nurses or therapists caring for me
2. Care with dignity
3. Distance from home
4. Being on a single sex ward
5. Having my own room with toilet and washing facilities
6. A small, intimate environment
7. Being in a modern environment

The comments made under “other” have been included in the key themes of this report (see section 13).

Reasonable distance to travel

Respondents were asked what they considered to be a reasonable distance to travel for services.

- 42% said it was reasonable to travel 7 to 10 miles for an in-patient stay with 36% saying 0 to 7 miles and 21% saying over 10 miles
- 51% said it was reasonable to travel 0 to 7 miles for an outpatient/day service with 39% saying 7 to 10 miles and 9% saying over 10 miles
- 70% said it was reasonable to travel 0 to 7 miles for minor injuries services with 24% saying 7 to 10 miles and 4% saying over 10 miles

Method of transport

The majority of respondents (84%) travel by their own car with 7% getting a lift from friends and/or family and 4% using volunteer transport services.

Suggestions for additional outpatient clinics or services

Respondents were asked if they would like to see additional clinics or services provided at the hospital and 143 (72%) said yes. Of these respondents a number made suggestions on what these or additional outpatient clinics or services should be and these with the number of respondents making the suggestion are as follows:

Suggested outpatient clinic or service	No of respondents
Minor Injuries Clinic/Service/Unit	34
Diabetes clinics/services	22
More consultant led clinics/services	17
More OPD clinics/services	17
Cardiac/Healthy Hearts clinics/services	16
Podiatry/Chiropody clinics/services	14
Mental health services (inc counselling)	12
Memory clinics/services	12
Falls clinics/services	11
COPD clinics	10
A&E	9
Audiology (inc hearing assessments, hearing aid clinics and batteries)	8
Services for children and teenagers	8
Rehab clinics/services	8
Diagnostics (MRI, CT, Ultrasound, Breast screening)	7
Expert Patients Programme	7
Cancer/Oncology/Chemo clinics	6
Sexual health clinics/services	6
Alcohol support clinics/services	6
Phlebotomy (blood testing and screening)	5
Leg Ulcer clinics/services	5
Palliative care	4
Antenatal clinics/services	4
Dental clinic	3
Stroke clinics/services	3
Pre-op assessments	3
Occupational therapy clinics/services	2
Blood transfusion service	2
Speech therapy clinics/services	2
Chronic pain clinics/services	2
Information hub about other services	2
Physiotherapy clinics/services	2
Orthopaedics clinics/services	2
Eye clinic	2
Rheumatology clinics/services	1
Stoma care clinics/services	1
Epilepsy clinics/services	1
Incontinence clinics/services	1
Rhinitis clinics/services	1
Colonoscopy clinics/services	1
Osteopathy clinics/services	1
Dialysis clinics/services	1
Prostate clinics/services	1
Asthma care clinics/services	1
Retinal screening	1
Oxygen assessment clinics/services	1
Dementia clinics/services	1

Dietician clinics/services	1
Orthotics clinics/services	1
Eczema clinics/services	1
Domiciliary care	1
Respite care	1

Experience at Chase Community Hospital

Respondents were asked about their experience at Chase Community Hospital.

- 42% have been seen as an outpatient
- 23% have visited the Out of Hours service
- 21% have had a member of their family or a friend stay as an in-patient
- 6% have received treatment as a day case patient
- 4% have been an in-patient

Satisfaction of experience at Chase Community Hospital

Satisfaction rates with services at Chase Community Hospital were predominately high.

- 90% of respondents thought in-patient services were excellent or good
- 90% of respondents thought outpatient services were excellent or good
- 88% of respondents thought day case services were excellent or good
- 84% of respondents thought the Out of Hours service was excellent or good

The survey had two questions which included space for other comments and a final question asking for any other comments about the future options for the development of potential services at Chase Community Hospital.

The following highlights the key themes from these responses and the number of comments received that relate to each one.

Theme	No of comments
Supports and values the hospital	63
Travel/distance to other hospitals is an issue	32
Praises the hospital and services	17
The hospital is underused	13
Beds have been reduced and should be used better	12
Need better promotion of the services available	10
Need more services with the potential population increase with the eco-town	9
Clinic waiting times are too long	7
Increase the use and availability of x-ray and diagnostics	6
Develop a social element (such as foster carer /looked after children support, links with schools, fitness classes for senior citizens, rent rooms to local therapists)	6
Supports the development of reablement beds	2
Need more services to support patients at home	1
Inpatients should be in nursing homes, not hospitals	1
League of Friends have bought various pieces of equipment that isn't being used	1
Physiotherapy has a contract with the Army	1
Many clinics aren't running	1

Five drop-in sessions were held in the Whitehill and Bordon area between 26 May to 16 June 2011.

Date, time and venue	Number of people who attended
Thursday, May 26 from 1 to 5pm Outside Tesco Express, Liss	15 people were spoken to and took surveys away to complete 21 people were spoken to and completed surveys
Saturday, May 28 from 10am to 2pm Outside Bordon Care Shop, Bordon	Members of the League of Friends joined us at this session 86 people were spoken to and took surveys away to complete 26 people were spoken to and completed surveys
Wednesday, June 1 from 4 to 7pm Liphook Millennium Hall	1 person was spoken to and took a survey away to complete 4 people were spoken to and completed surveys
Wednesday, June 8 from 10am to 2pm Forest Community Centre, Bordon	2 people were spoken to and took surveys away to complete 5 people were spoken to and completed surveys
Thursday, June 16 from 4pm to 7pm The Woodlark Pub, Bordon	2 people were spoken to and completed surveys
Total	104 people were spoken to and took surveys to complete 58 completed surveys at the session

Presentations to discuss potential ideas for services at the hospital:

- 10 May Whitehill and Bordon Eco Town Community Facilities and Amenities Specialist Group (17 people attended)
- 19 May The Health and Wellbeing Partnership – East Hants Delivery Group on Thursday (approximately 30 people attended)
- Blackmore and Whitehill Women’s Institute (34 people attended) Chase Children’s Centre to talk to local parents (25 surveys completed)
- 13 comments / suggestions received from the League of Friends
- 13 July 2011 – workshop with Clinical Commissioning Group and local GPs – to analysis top referrals for outpatient services

3 Public engagement in October 2012 and the second survey

Following the September 2012 HOISC meeting, a series of events were held in public to explain the proposed new model of care. A survey was also developed.

The following public events/drop-in sessions were held:

- Thursday 18th October, 5pm-8pm, Liphook Village Hall (two people attended)
- Saturday 20th October, 10am-4pm, Forest Shopping Centre, Bordon (an estimated 60-100 by-passers were spoken to)
- Monday 22nd October, 10am-1pm – Chase Community Hospital (30-35 people)
- Friday 26th October, 5pm-8pm, Whitehill Village Hall (7 visitors).

Displays boards were also on view at:

- Monday 29 October 2012 - 6pm-8.30pm (10 people spoken to at Tesco, High Street, Bordon.
- Friday 2 November 2012 – from 4pm-7pm at Headley Village Hall (five visitors).

The survey

The survey, launched on 18th October, was available online until 9 November 2012 or people could take away hard copies from the drop in sessions.

There was overwhelming support for the redesign of services, our plans to retain existing outpatient services and to introduce new services and clinics such as GP services and an MIS and 55% either strongly agree or agree with the new model of care.

Of 125 people who completed the question, 69 (55%) supported the plan and 58 responders opposed it.

There was also:

- overwhelming support (around 94%) for the need to redesign services to ensure that Chase has a sustainable future
- almost unanimous support for plans to retain existing outpatient services (99%)
- and 94% approval for plans to introduce new services and clinics.

There was extensive publicity for the events in public and the online questionnaire with flyers/leaflets distributed to the following locations.

Adverts were also placed in the three Bordon newspapers – with the two main weekly publications also carrying stories promoting the events.

Wave 1 -

Liss

The Riverside Practice (50 copies)
Jade news (newsagents) (1)
Triangle Community Centre (3)
The pharmacy next to Tesco Express (1)

Liphook

The social club)
The village hall) closed at time so put through letterbox with covering note.
(50)
The library)
Oak Lodge Dental Practice (30)
Daisy's Team Rooms (1)
Liphook Village Surgery (40)
Bagshott and Liphook Parish Council (offices and community noticeboard) (30 & 1)
Penelope Beauty Salon (1)
FC Hiscock pet food store (1)
Eagle Dental Practice (30)

Liphook and Liss Surgery (40)
Mason Optometrists (10)
A bus stop outside Sainsbury (1)

Lindford – a members club building (social club?) (1) – closed one put through the door.

Chase Hospital (60), including the League of Friends Shop) and pharmacy (10) and Dr Lewis' practice (5) – where, they already had one mounted on the counter thanks to an earlier email sent to all relevant practice managers asking them to print off emailed copies.

Wave 2 – Whitehill and Bordon, and Headley:

Forest Community Centre (50 copies)
CAB (1)
Divine Gifts)
Café Millennium) all in the Forest Shopping Centre (5-10 in total)
Hallmark cards)
Bordon Care (10)
Carole's Crafts (10)
YMCA (10)
Chalet Hill Dental Centre (30)
The Library (20) – closed but posted some through letterbox with covering note
The Bordon Herald Office (15)
Old diary Coffee Shop (1)
Highview Practice (50 plus leaflets/surveys)
Highview Dental Practice (30)
Southern Fried Chicken (1) – closed, so posted.
Nathy B Hair Studio (5)
Alan Rogers's hairdressers (5)
Bordon Junior School (30)
Chase Children's Centre (20)
Bordon Youth Centre (10)
Mill Lane Community Technology College (40)
Mill Chase Leisure Centre (20)
The Forest Surgery (30)

Headley Pharmacy (20)
Badgerswood Surgery (30 plus leaflets/surveys)
Martins Newsagents (1)
Tina Hairdressers (1)
Headley Parish Council offices (4) – closed, so these were "posted."

Lindford Village Hall – courtesy of a member of the steering group.
A Chase CH league of Friends meeting – courtesy of a member of the steering group.

Wave 3 – included repeat visits to locations previously visited to 'top up' supplies of leaflets and survey forms.

- Woolmer Surgery (10 flyers, 15 leaflets/survey forms)
- Pinehill Surgery (10 flyers, 20 leaflets/survey forms)
- Jet Garage, Bordon (1 flyer)
- Bordon Library (another 15 flyers & 30 leaflets/flyers)
- Forest Community Centre (ten more leaflets/surveys)
- Eco Centre (5 flyers & 5 leaflets/surveys)
- Phoenix Centre (small number of leaflets, flyers and surveys)
- Royal Mail Enquiry Office, Bordon (flyer and 5 leaflets/survey forms)
- Pinewood Village Hall (closed but 20 flyers left pushed under door)
- One Stop (2 flyers – one original plus new one for Headley event)
- Highview Practice (more surveys/leaflets)

- Headley Pharmacy (new flyer)
- Badgerswood Practice (40 new leaflets, flyers/surveys)
- Tina's Hairdressing (15 new flyers)
- Headley Fine Foods (2 flyers)
- Church Centre (1 flyer)
- Martin's Newsagents (5 flyers)
- Holme Primary School (1 flyer)
- The home of keyholder for Headley Village Hall (15 flyers – some also sent by post).

A flyer was sent by post to Blackmoor Village Hall at Honey Lane, GU33 6BS with the intention to drop leaflets/surveys later. Oakhanger Village Hall will be done at the same time.

Other flyers were distributed by a member of the steering group at a Voluntary Care Coffee morning.

4 Consultation log June 2011 to March 2013:

Since 2011, a number of meetings have been held with stakeholders and partners.

Date	Event / Meeting / Other
2011	
15 June	Stakeholder Workshop
12 July	Audit on McIlwain Ward
13 July	GP Commissioner Meeting
06 September	Planning meeting with GPs – Inger Hebden and Marie Preston
07 October	Stakeholder Workshop

02 November	Feedback from workshop discussed
22 November	Project Group Meeting
29 December	Project Group Meeting
2012	
01 January	Meeting with Damian Hinds MP – Richard Samuel and Debbie Purdy
06 January	Project Board Meeting Workshop Planning Meeting
18 January	Working Group Meeting
23 January	Inger Hebden meeting with Barbara Rushton
24 January	Meeting to discuss bed based care
26 January	Discussion around Elizabeth Dibben services – Inger Hebden and Lesley Munro
27 January	Stakeholder Workshop
06 February	Working Group Meeting
13 February	Meeting with Barbara Rushton – Inger Hebden and Lesley Munro
14 February	Meeting with Ian Georgii re stakeholder input – Inger Hebden and Debbie Purdy
22 February	Project Board Meeting
24 February	Workshop Planning Meeting
05 March	Workshop Planning Meeting Working Group Meeting
06 March	Meeting with LINK
16 March	Meeting to discuss minor injuries in Bordon with Alison Banks
19 March	Meeting to discuss the re-location of Pine Hill Surgery
20 March	Inger Hebden briefed EHDC executive team on Chase
21 March	Workshop Planning Meeting
23 March	Project Board Meeting
27 March	Update to HOSC
30 March	Meeting with Macmillan service Stakeholder Workshop
02 April	Working Group Meeting

16 April	Project Board Meeting
18 April	DP attended SHE CCG clinical cabinet to discuss MIS at Bordon and proposals for Chase Community Hospital
23 April	Meeting with Cllr Adam Carew – Inger Hebden and Richard Samuel Chase inpatient audit discussion – Debbie and Jill Angus
25 April	Meeting to discuss nursing home provision in Bordon between James Bawn and Richard Ellis.
04 May	Pre meet for new bed based model of care btw Melanie Poulter and Debra Purdy Meeting with GPs to discuss concerns
08 May	IH met with Gill Duncan and Richard Samuel to discuss Chase and audit services Inger Hebden and Debbie Purdy attended Whitehill and Bordon Town Partnership and the Infrastructure, Transport and Education (Eco-town) Specialist Group to answer questions and concerns
11 May	Chase Community Hospital Redevelopment Group Meeting to discuss relocation of Pinehill Surgery to Chase CH
18 May	Meeting with Damian Hinds MP Meeting with Woolmer GP Lead – Dr Dawson to discuss possible re-location
22 May	Update to HOSC – Inger and Dr Charles Walters
24 May	Chase Community Hospital Re-development Group
01 June	Chase Community Hospital Project Board Chase Community Hospital Steering Group Meeting with Cllr Pat West to update on Chase (Inger and James)
08 June	Catering at Chase Community Hospital Pinehill Practice Re-development Group
12 June	Chase Community Hospital Re-development Group
19 June	GP meeting – attended by Inger, Debbie and Julie
20 June	GP meeting with Debra Purdy, Inger and myself yesterday afternoon at Chase to discuss progress and outpatient clinic activity
22 June	Meeting to discuss Communications between SHIP and Southern Health
02 July	Health and Wellbeing Board – Debbie Purdy attended and updated on Chase Patient Audit Meeting – Jill Angus, Caroline Monkman, Debbie Purdy and Julie Gumbrell Patient Transport Meeting – Debbie Purdy and Jill Angus
06 July	Chase Project Board Chase Steering Group Debbie Purdy met with Rosemary Gold, Social Services to discuss beds
09 July	Chase re-development service meetings
10 July	Chase re-development service meetings

13 July	Chase re-development group
24 July	Chase Revenue Meeting
25 July	Meeting to carry out Patient Note Audit with GPs, Social Services and Southern Health
26 July	Meeting with East Hants District Council to update project
31 July	Debra Purdy and Julie Gumbrell met with the Rosemary Foundation
01 August	Meeting with Inger and GPs to discuss outcomes from Patient Note Audit
02 August	Inger met with Pat West to discuss bed based model of care at Chase
03 August	Chase Project Board Chase Steering Group
14 August	Chase Re-development Group
07 September	Chase Project Board Chase Steering Group
10 September	Meeting with Katie Benton to discuss HOSC paper – Inger, James and Debbie
11 September	Communications Meeting with Southern Health
12 September	Chase Re-development Group
17 September	Re-provision of GP Practices Meeting with Primary Care
18 September	Conference call with Melanie Poulter and Lesley Munro to obtain Southern Health perspective on using Wenham Holt as provider of beds.
19 September	Julie Gumbrell and Debra Purdy at Wenham Holt to discuss the potential provision of beds for patients who were previously admitted to CCH.
25 September	Paper to HOSC
27 September	Meeting with Southern Health
02 October	Teleconference with Lesley Munro, Debra Purdy, Julie Gumbrell and Jill Angus to discuss the appropriateness of using Ashley House as part of the new model of care.
03 October	Post HOSC meeting with Inger, Debra, Me, Sara Tiller, Katie Benton, Pam Sorensen, to discuss next steps following the HOSC on 25 September.
04 October	Teleconference with Gill Duncan
05 October	Chase Project Board Chase Steering Group Meeting with Hampshire LINK
09 October	IH met with Dr Anthony Leung to discuss chase plans
15 October	Chase Re-development Group Debra Purdy, Melanie Poulter, Julie Gumbrell – Wenham Holt to obtain a clinical perspective from Southern Health NHS FT point of view.
16 October	IH and DP attended community forum to provide update

18 October	Chase Engagement Event – Liphook Village Hall
19 October	Meeting with GPs at Badgerswood Surgery to discuss the model of care
20 October	Chase Engagement Event – Forest Shopping Centre, Bordon
22 October	Chase Engagement Event – Chase Community Hospital
23 October	Conference call: Debbie Purdy, Barbara Rushton and Damian Hinds
26 October	Chase Engagement Event – Whitehill Village Hall
29 October	Chase Engagement Event – Tesco, Bordon
01 November	Sara Tiller attended LINK Meeting
02 November	Chase Project Board Chase Steering Group Chase Engagement Event – Headley Village Hall
07 November	Meeting at Eastfield Nursing Home in Liss, following a suggestion from GPs at the 19/10 meeting that they could provide beds for patients previously admitted to CCH.
10 November	Offer to attend League of Friends Meeting was declined.
13 November	Chase Steering Group visit to Oak Park Community Clinic
23 November	Meeting with Nursing Home provider - Marie Preston and Debbie Purdy
27 November	Paper to HOSC
30 November	Meeting with GP Practice
30 November	Meeting with EHDC Councillors - Inger Hebden, James Bawn and Richard Samuel
05 December	Business Case to SE Hampshire CCG Governing Body Meeting
06 December	Meeting with EHDC Planning Officer – James Bawn and Marie Preston Meeting with Nursing Home Provider – James Bawn, Marie Preston and Debbie Purdy
07 December	Chase Project Board Chase Steering Group
19 December	Business Case to BOCC Chase Re-development Group
2013	
29 January	Meeting with Pinehill Surgery to discuss their relocation
01 February	Chase Community Hospital Options Appraisal
20 February	Chase paper to BOCC and SE CCG Board
01 March	Chase Project Board

	Chase Steering Group
04 March	Chase Community Hospital HOSC Panel
06 March	Pinehill Surgery relocation meeting
08 March	Emergency Chase Steering Group

A public meeting organised by people opposed to the new model of care held in Bordon in November 2012 was also attended by the South Eastern Hampshire CCG, which was represented on the top table.

5 Next steps

Following a decision on the future of Chase, a further period of communication and engagement is planned.

High emphasis will be given to relaying the decision to all relevant clinicians.

But there will also be more engagement carried out about the new model of care with the community.

This issue was raised with stakeholders at the February 2013 Chase Community Hospital Steering Group – and will be considered by them in more detail at their next monthly meeting in April 2013.

Stakeholders will be asked for their opinions on the best way forward, but it is possible that a number of events will be held in Whitehill and Bordon and residents will again be invited to discuss the plans with members of the project team.