

Appendix Four: Oak Park Panel Meeting – 10 May 2010. Briefing from NHS Hampshire.

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Engagement Report for Hampshire County Council Health Overview and Scrutiny Oak Park Review Panel

Introduction

An engagement and communications plan for the period March – September 2010 was included in the information pack sent to Members of the Health Overview and Scrutiny Committee in March 2010.

It identified how NHS Hampshire would present the Oak Park Community Hospital Review information to around 100,000 residents aged 20 – 85 and living in the Havant Borough Council area and the southern parishes of East Hants District Council.

This report gives progress on the activities contained within the engagement plan and highlights the next steps we are to take.

Activity already undertaken/feedback

Activity to be undertaken

Activity	Feedback
A set of leaflets and storyboards have been produced. These form the core text and the basis for all discussions and articles	The storyboard/leaflet information was shared with the Chairman of the HOSC prior to production and with all members of the HOSC via the information pack issued in March 2010
Public events at ASDA Bedhampton (March 19 & 320 2010) and Morrisons Horndean (March 26 & 27 2010) Talked to over 250 shoppers about the review - 164 of whom completed a survey	Overall, it was fairly easy to engage with residents and the majority understood the financial pressures and the impact of those pressures on decision-making in the public sector. Of those completing the survey (which was carried out by members of the team), 47% were aware of the plans to build a new community hospital (53%were not).
Web copy updated	The Oak Park web pages sit under the Listening to you/consultations section of the NHS Hampshire website. The pages contain the information pack previously sent to HOSC Members, the full health needs assessment for the area and the storyboard/leaflet information http://www.hampshire.nhs.uk/listening-to-you/what-services-are-we-changingdeveloping/445-oak-park-

	community- hospital-review
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Activity	Feedback
An on-line survey has been developed using Survey Monkey	Residents living in both council areas will be directed to the survey form the articles in their local residents magazines – Partners (East Hants) and Serving You (Havant)
Insert/articles in the local council residents, magazines -Partners (East Hants) and Serving You (Havant) to be developed	The Partners magazine distribution commences on Monday May 10, 2010. Distribution will be to those homes in the southern parishes (Horndean, Rowlands Castle, Cowplain, Clanfield) Serving You magazine will be distributed to all Havant Borough Council households in June 2010
Attendance at local events/ markets	Dates to be booked for late May/early June 2010
Direct mail campaign to chairs of local clubs and societies will take place in June 2010	Letter and leaflet will be sent to chairman of local clubs and societies. We will request that they direct their members to our website and the survey monkey consultation.

Feedback report to NHS Hampshire Board and the Hampshire County Council Health Overview and Scrutiny Committee

The engagement and communications activity within the plan will be completed by the end of June 2010. This will enable time for a feedback report to be produced and presented to the NHS Hampshire Board meeting of July 22 2010 and the Hampshire County Council Health Overview and Scrutiny Committee meeting on July 27 2010.

Oak Park Community Hospital Review information sheets May 2010

Admissions update

- Between February 2009 and January 2010 there were 250 admissions to Havant War Memorial Hospital
- The average length of stay at Havant War Memorial Hospital was 18.5 days (based on detailed analysis of February 2010 data)
- Bed occupancy at the hospital was just under 71%
- There was an overall 50/50 split between step up and step down beds
- There were 13,831 non-elective admissions to Queen Alexandra Hospital for people resident in the Havant and Eats Hants wards (between April 2009 and February 2010).

Inpatient update

- NHS Hampshire is working jointly with HCHC and Adult Services regarding the vision for bed based services in the future.
- Detailed discussions have taken place with Jill Duncan, Ruth Dixon, Richard Ellis, Sally Jones, Chandra McGowan and Tony Warnes regarding a joint commissioning/joint provision model for reablement beds in Hampshire, with Havant proposed as one of the pilot areas.
- Agreement has been reached in principle that this direction would meet both health and social care requirements.
- Further more detailed work is being done to develop a joint model of care, to identify the number of beds that would need to be commissioned and the community health resource that would need to be in place to support these patients.

Older Persons mental health – update

- The provision of facilities for older people with mental health problems in the Havant area must not be seen in isolation from the rest of the county
- NHS Hampshire has a joint Older Persons Mental Health Commissioning Strategy with Hampshire County Council. This strategy is in its third year of implementation
- A new model of care has been implemented elsewhere in the county (Andover) and this is seen as providing a viable and beneficial way of delivering older persons mental health services
- This model is being evaluated and it is expected to demonstrate that by changing or increasing the community teams there is less demand for beds
- There is a desire to ensure a more corporate and strategic approach to Older Person's mental health in the county

Accident and Emergency/MIU attendances

- Between February 2009 and January 2010 there were 28,366 attendances by Havant and East Hants residents for accidents or emergencies
- Of these attendances some 25,636 were seen by staff at Portsmouth Hospitals Trust (QA Hospital and Gosport Minor Injuries Unit). This figure
- The St Mary's Minor Treatment Centre sees approximately 40,000 patients per year. We are trying to ascertain the proportion of these that would be residents from the Havant and East Hants areas

Community Health Facilities in the Havant area

The purpose of the table below is to provide an up-to-date snap shot of services currently up and running or planned within the Havant locality to fully deliver year-two of the acute hospital reductions in non-elective admissions and length of stay. The list therefore excludes specialist pathway work related to elective care and aims to provide assurances that activity deflected from acute hospitals can be safely and appropriately managed in the community, in-hours and out-of hours including week-ends.

	Green indicates a service that was fully up and running by end of March 2010.
	Amber signifies services that have been specified, agreed with primary care and are in the process of being set up or are only partly in place.
	Red indicates where no plans are yet in place to deliver this service or no agreement reached on the local model of delivery.

Out of Hospital Service	Havant Locality
Community Innovations Teams (HCC/HCHC)	
Expert Patient Programmes (condition specific)	
Carers emergency respite planning	Social Care -tbc
Rapid Response Teams and operating hours	
Community Matrons (wte) and current VHUs	
Single Point of Access (locality or wider)	
Core Community Care Teams	
Virtual Wards (or equivalent)	
End of life care	
GP/Ambulance triage	
Community medical assessment units	
Out of hours services (24/7 response)	
Early and integrated discharge	

planning	
Step Down Beds to avoid acute delays	
Medical Cover for Nursing Homes (Totton roll-out)	
Welcome Home from Hospital Support Scheme	
Emergency Department Specialist Assessment (front door turnaround).	
Psych liaison/ CPN/ OPMH part of front door MDT	
One-Off Direct payments	
Hospital at Home/ Complex Home Care	