

DRAFT
Horton Joint Health and Overview Scrutiny Committee

Date of Meeting: 11 April 2019

Title of Paper: Update on Workstream 1: Engagement

Purpose: To provide an update on the Engagement Workstream, particularly focussed on:

- Survey and focus groups for women who have used maternity services since the temporary closure of obstetrics at the Horton General Hospital.
- Stakeholder event
- Website and access to information about the programme

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Introduction

The purpose of the Engagement Workstream is

- To ensure that the programme of work to address the requirements as set out by the Secretary of State is undertaken with stakeholders in an open and transparent way
- To seek feedback from mothers and families in Oxfordshire and the bordering areas in the north of the county who have given birth since the temporary closure of the Horton obstetric unit on 1 October 2016.

The three main areas of work currently being addressed within this workstream are the survey and focus groups, the stakeholder events and access to information.

Survey

The planned survey is now underway to help us understand the experience of women who have used maternity services since the temporary closure of the obstetric service at the Horton General Hospital. The survey is gathering information from women registered with any Oxfordshire GP practice and those practices in south Northamptonshire and south Warwickshire in the catchment area for the Horton General Hospital.

Approximately 14,000 women have been invited to participate in the survey. The majority of invitations were sent by Oxford University Hospitals Foundation Trust who provide the maternity services in Oxfordshire. Some invitations have been sent by GP practices in south Oxfordshire, south Northamptonshire and south Warwickshire to women who have used maternity services in Warwickshire, Wiltshire and Berkshire.

Social media and the local media have been used to help raise awareness about the survey. Women can follow the instructions in their invitation letter or visit the website directly to complete the survey.

The survey questions are designed to encourage women and their partners to share their experience about using services, what worked well, what could be improved and how they may have been impacted by changes. The key issues of travel, transport and distance all feature highly in the survey as well as feedback on choices. The survey is hosted by Pragma and all responses are anonymous.

It is important to gather experience from as many women as possible. At the time of writing this paper, more than 800 women have completed the survey and more than 300 partners have completed the additional section for them. The survey will close at 9.00am on Monday 15 April and further publicity will be organised to encourage as many women as possible to complete the survey before the closing date.

A target number of completed surveys has not been set although 1,000 responses would allow a good degree of confidence in the results. The advice received by the working group was that the balance across respondents was more important than

setting a single target number. This means we have been working hard to encourage responses from across Oxfordshire, south Warwickshire and south Northamptonshire as well as looking at the demographic spread of responses (in terms of ethnicity, deprivation, age etc.). In analysing the survey responses, there may need to be some additional work to weight responses appropriately so that the views and experience from these different groups are appropriately accounted for.

We have been monitoring the responses as they arrive to ensure we address any further publicity correctly to encourage those under-represented to participate. For example, community workers have been reaching out to various community groups to encourage and support their participation in the survey and social media posts have been translated to Polish to encourage more participation from this community.

Focus Groups

Within the survey, women will be asked if they would be prepared to share their experience in more detail by attending a focus group or participating in a one-to-one interview. This will help to explore issues in more depth.

Three focus groups have been organised and women are currently being recruited to participate:

- Mums in Banbury and surrounding area
- Mums in south Oxfordshire area
- Pregnant women in Banbury and surrounding area

The questions from the survey will be used to help structure the discussion at the focus groups. The specific areas of discussion will depend on the experience of the women and partners who attend and there is flexibility in the approach to ensure relevant data is gathered.

In addition, individual interviews are being arranged with women and partners who have expressed a preference for this and have more complex stories to share.

The results of the survey, focus groups and interviews will be analysed and a report produced that will be published in May 2019.

Engagement Events

Two events are described in the project plan that are intended to ensure the engagement of wider stakeholders in the work of the programme. These events will be facilitated by independent external professionals who will also write up reports on each.

The first event took place on 22 February. This event was focused on considering the criteria to be used for assessing options and weighting them. Information was

shared at the event to help all participants understand the data and evidence being used within the programme. The presentation and other materials from the event are available [here](#) (see listing for 22 February, Stakeholder Workshop 1).

The process for weighting the criteria involved each participant applying a weighting to each criteria depending on how important they believed the criteria to be. These were collected at the end of the event and are being held by the facilitators.

The second stakeholder event will take place on 14 June after the scoring and weighting has been completed. At the second workshop the scores will be shared along with an explanation of why the panel assigned the scores. Participants will then have an opportunity for discussion and to provide any further feedback on the scores. More details for the content of this workshop will be made available nearer the time.

For a full list of stakeholders, please refer to the Engagement Plan agreed with the Joint OSC and published on the OCCG website [here](#).

Access to information

A commitment was made at the start of the project to make public all project documentation including papers, presentations, data and any other information being used. A new section on the OCCG website, [here](#), was set up at the start of the programme and is accessible with one click from the OCCG home page to make it easy to find.

The information is organised in date order so the most recent documents are available at the top of the list.

A link is also provided to an archive page with material, documents and reports used previously to ensure all stakeholders and members of the public can access information they need easily.

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