

Horton Health Overview and Scrutiny Committee.
25 February 2019

Chairman's Report

1. Maternity survey – Provider appointment

- 1.0 As part of the Oxfordshire Clinical Commissioning Group (OCCG) and Oxford University Hospitals NHS Trust (OUH) response to address the outcome of the referral to the Secretary of State a number of workstreams were established. Workstream 1 specifically deals with Engagement, and as part of that workstream the OCCG and OUH set about capturing patient experiences since the closure of the Horton obstetric unit on 1 October 2016. Horton HOSC members were invited to take part in a working group to aid the design of the survey and appoint a provider to conduct the survey.
- 1.1 The working group is made up of officers from; OCCG, OUH, Oxfordshire County Council (OCC), councillors and a co-opted member from the Horton HOSC and a representative from the Keep the Horton General Campaign. The group met on 22nd November to discuss what the survey needed to capture and to design the scoring criteria for bids. Companies were invited to bid for the work in early December.
- 1.2 Four bids were received and these were collated in mid-December and scored by the members of the group. The top two bids scored closely and were invited to present their bids to the group and answer further questions, at a meeting on 14th December. The session was useful to understand the approach the two companies would take. It was also useful to gauge their level of understanding around the sensitivities of the undertaking the survey, and the technical aspects of ensuring views are captured sufficiently. After the session Pragma were the preferred bidder and appointed as the provider.
- 1.3 Pragma attended the Horton HOSC meeting on 19th December, to hear patient views and experiences.
- 1.4 The working group met with Pragma on 18th January 2019 for a project kick off meeting. Discussions were held around more detailed aspects of the survey and clarification was given around areas that Pragma required. Pragma also presented a timeline for the work and an overview of what the survey would contain. This was generally well received by the group, with a few amendments discussed. It was also clarified that the survey will contain contact details directing survey responders to support if they need it.
- 1.5 The survey will be issued to all women that gave birth within the two-year period from the closure of the obstetrics unit at the Horton Hospital in October 2016, to October 2018. It will be sent to all those in Oxfordshire, and those in the Horton catchment area in South Northamptonshire and South Warwickshire. The survey will also contain the option to capture partner experiences, should they wish to also share anything. Each individual will be sent a letter with a unique code to be able to access the survey. They will then have the option to share personal data with Pragma, should they wish to be considered for a focus group or one-to-one session.

- 1.6 Pragma will gather deeper qualitative data from the focus groups and one-to-one sessions. The intention is to run four focus groups, with up to 6 people invited to each. Up to 8 individual one-to-one sessions will be offered, should anyone wish to share a particularly difficult experience outside of a focus group.
- 1.7 Pragma have shared the draft survey with the working group which has been passed around for comment. The survey is intended for launch mid-Feb, with OCCG, OUH and OCC co-ordinating communications to advertise the survey and try and encourage as many relevant people to respond as possible. The focus groups are scheduled to take place during March.
- 1.8 Pragma are intending on feeding back the results of the survey on 30 April 2019.