



Oxfordshire Joint Health and Overview Scrutiny Committee

Date of Meeting: Thursday, 2nd July, 2015

Title of Presentation: Proposals for Future Services at Townlands Hospital, Henley

Purpose: To brief the Oxfordshire Joint Health and Overview Committee on the nature of the services proposed for the new Townlands Hospital in preparation for the new premises opening in the Winter of 2015.

The paper outlines the consultation process, the initial findings and how these will be used to refine Oxfordshire CCG's Commissioning Plans for services for the new hospital.

The paper also provides an overview of the proposed governance arrangements for the programme to ensure smooth transition of current services as well as development and implementation of the additional services proposed and new model of care described.

Senior Responsible Officer: David Smith, Chief Executive, Oxfordshire Clinical Commissioning Group

1.) Background

The initial outline business case for the redevelopment of Townlands Community Hospital Henley was produced March 2005 by the legacy South East Oxfordshire and South West Oxfordshire Primary Care Trusts.

In 2011 the proposal was approved by the Strategic Health Authority before a full business case for a new hospital and re-provision of services on the Townlands site was developed and approved by Oxfordshire Primary Care Trust in 2012. The model of services in the 2012 business case reflected the type of clinical services and nature of provision that fitted with the way health care was organised and delivered at that time.

In 2013 the responsibility for the construction of the hospital transferred to NHS Property Services whilst the planning and commissioning of services transferred to Oxfordshire Clinical Commissioning Group (OCCG) as part of the NHS reforms.

A review of services to be delivered from the new hospital was undertaken December 2014 which resulted in a proposal for an expanded range of services and different clinical model for those patients traditionally treated in a community inpatient setting to better meet the needs of the local population.

It was originally anticipated Sue Ryder would be located in the new premises, however following the December 2014 review, it was confirmed by Sue Ryder that this was no longer the intention.

The model is based on an ambulatory care model which enables patients to be treated in a manner which is more clinically appropriate for their personal needs, whether in their own home or closer to home wherever possible rather than travelling to Oxford or Reading. This approach is supported by a growing body of clinical evidence, both nationally and internationally, which supports the view of clinicians that frail elderly patients often do not benefit from hospitalisation (<http://www.nejm.org/doi/full/10.1056/NEJMp1212324>) and may be better served by meeting their needs in their own homes. This is central to Oxfordshire CCG's ambition to develop of care outside of hospital and responds to the wishes previously expressed by patients and carers.

2.) Our Proposal

The new range of services that OCCG is proposing to deliver from the Townlands Hospital aims to meet both the current and future health and social care needs of people living in the Henley area.

The proposal is based on a health needs assessment undertaken for those within a 10 mile radius of Henley. It also draws on clinical evidence, best practice, local provider experience and analysis of demand.

2.a) What is New?

Ambulatory Care - Rapid Access Care Unit (RACU)

The ambulatory care model proposed has been informed by a large body of clinical research, such as the Kings Fund

(<http://www.kingsfund.org.uk/publications/specialists-out-hospital-settings>), and learning taken from the adoption of similar models within and outside Oxfordshire, for example the Emergency Medical Units operating in Abingdon and Witney and the clinical models implemented in Plymouth (<http://www.clinmed.rcpjournals.org/content/14/3/250.full>)

The RACU will be an integrated, multidisciplinary next day service led by a clinician (consultant or GP) who will work with a wide range of health and social care professionals including community nurses, physiotherapy and occupational therapy practitioners, social care staff, mental health staff and hospital teams. The level of consultant or GP input to the service will be scoped as the clinical model develops to ensure optimal cover.

The unit will provide assessment and treatment of patients with a crisis or deterioration in their health/long term condition – this includes patients with complex medical, social and/or mental health needs.

The service will offer a next day clinic, supported by one-stop diagnostics and treatments and will deliver care such as blood transfusions and administering antibiotics. This means patients will be seen, assessed and treated on the same-day.

Following assessment a patient may be discharged and continue to be treated in their own home or closer to where they live, avoiding the necessity of long journeys to Oxford or Reading acute hospitals to receive the care they need.

Alternatively if a patient needs a little longer to stabilise, more time to ensure they get the most appropriate package of care or require a longer period of observation, we plan to make arrangements for the provision of 'step up' beds in the Care Home that is being built adjacent to the new hospital. It is likely that patients will only require step up care for between 24 to 48 hours.

When patients are discharged to their own homes, they will receive support from an Integrated Locality Team (ILT). The ILT will comprise of the following professionals/services:

- District Nurses
- Physiotherapists
- Occupational Therapists – across physical health, mental health and social care
- Palliative Care Matrons
- Integrated team practitioners and support workers
- Social Workers
- Reablement
- Care Home Support service
- Falls Prevention service
- Co-ordinators
- Health and Well Being Centres.
- Older people's mental health nurses

The ILT involves Oxford Health NHS FT and Oxfordshire County Council working together to deliver a locally based community health and social care service in Henley. Each ILT will be working closely with a group of GP practices, to deliver joined up support and care to people in their own home.

Other services

The CCG is also proposing an expansion of outpatient and diagnostic services and has invited suggestion through the public consultation exercise of other services to be considered for inclusion.

2.b) What will stay the same?

Patients will still be able to access the full range of services currently provided by the minor injuries and out-of-hours service at Townlands Hospital and outpatient clinics including:

- Cardiology
- Dermatology
- General Surgery
- Breast Surgery
- Gynaecology
- Rheumatology
- Ophthalmology
- Orthopaedics
- Paediatrics
- Neurology
- Urology
- Dietetics and Nutrition
- ENT/Audiology
- Endocrinology
- Renal
- Gastroenterology

The new hospital will also continue to provide X-Ray and Ultrasound services, podiatry, physiotherapy and speech and language services, general dental services including; special care dentistry, dental access for urgent care, sedation and oral surgery and services complementary to high street dentistry.

3.) The Consultation

To test the model proposed, the CCG, engaged in a period of pre-engagement with the Henley Town Council's Townlands Steering Group and presented the proposals to a meeting in public, on 27th March 2015.

Following the meeting it was agreed with the Chair of the HOSC that Oxfordshire CCG should launch a 5 week public consultation exercise on the changes proposed. The consultation ran from Tuesday 12th May 2015 and closed at midnight on Monday 15th June 2015, with postal responses accepted up until and including the 17th June 2015. An initial report detailing the approach and scale of the engagement is detailed in Annex 1.

All information on the Townlands public consultation was provided in a dedicated section of the CCG's website with contact details for the consultation team provided (<https://consult.oxfordshireccg.nhs.uk/consult.ti/Townlands/consultationHome>).

The initial set of consultation documents made available comprised:

- Health Needs Assessment of the Henley Area,
- Consultation document with detail of the rationale for the proposed changes and description of current and new services and;
- Consultation questionnaire

All of these documents are available at the website above.

Throughout the consultation process we have taken steps to respond to queries raised by the public and stakeholders to enable respondents to better understand the model of care proposed. In addition to addressing queries and concerns at public events and drop-in sessions, supplementary written information was also provided which included;

- The modelling assumptions to inform the number of “step up” and “step down” beds required
- The questions and answers provided to the Townlands Steering Group public meeting held on 27th March and 9th June 2015
- RACU Pathway
- Scenarios illustrating how the RACU model would work
- Evidence supporting ambulatory care and;
- The capacity and contribution of Adult Social Care to support this new way working.

All of these documents are also available at the CCG website listed above.

A single complaint was received at the 9th June public meeting of the Townlands Steering Group, reported in the Henley Standard, that access to the online questionnaire was unobtainable; however checks undertaken on the CCG IT system have failed to substantiate this.

Responses were invited from organisations and individuals with an interest in the proposals and were offered a number of different ways to contribute their views in order to maximise opportunities for involvement including:

- Questionnaires, available both online and on paper, in total 325 completed questionnaires were received – 204 postal and 121 online
- A large deliberative event held on 21 May 2015 in Henley attended by 111 people
- Clinicians and members of the project team attended 5 Patient Participation Groups
- Clinicians and members of the project team attended two public events held by The Townlands Steering Group and Peppard Parish Council
- 10 stakeholder meetings
- 36 written submissions (from people or organisations not using the questionnaire)
- Four drop-in sessions undertaken in Henley

Of the respondents 194 were Henley residents, of whom 39 had previously used Townlands Hospital and 9 were carers of a patient that had previously used Townlands Hospital.

The Henley Standard ran a petition in its weekly newspaper and on its website. The petition was also promoted by a blog set up by Henley Town Councillor Sarah Miller.

The petition was signed by 2529 people. The petition message was: “Save our Beds.” We have little detail about the signatories to this petition, and have not been given any detail about how much those signing the petition would have known about the consultation proposals.

4.) Consultation Key Findings

Throughout the consultation process it has been clear that proposals for the RACU model, additional outpatients and the potential for additional diagnostic services, for example near patient testing, have been welcomed.

There has been frustration aired that we have been unable to satisfy all the queries raised pertaining to the contract, implementation and delivery plans to support the new model, however we have been mindful not to unduly influence or pre-empt the outcome of the consultation.

However, following conclusion of the public consultation exercise there are some key areas that we need to clarify, address and develop as part of the detailed model to be presented for the CCG Governing Body's consideration 30th July 2015. These are highlighted below:

- **Bed Provision** – the public have articulated a wish for the proposal of 18 beds to remain and be fulfilled. It is clear however, that there are different interpretations and understanding of the existing level of bed provision at Townlands and the current purpose of those beds. For example there are only 14 beds in Peppard Ward and many of them are used by patients from outside the Henley area. It has been expressed that the community wishes to have community beds available to provide end of life care and respite although the beds on Peppard Ward are not used for this purpose.

It is clear that people value the proposal for step up beds, however the concern and request for 18 beds is specific to people requiring step down care.

- **Rapid Access Care Unit** – it appears that people are supportive of the principle of the Rapid Access Care Unit, but concerns relates to the availability of the service and staffing levels.
- **Transition** – it is clear that this is strong theme throughout the consultation. People have requested a clear plan on how services will move from a bedded model at Peppard ward to an ambulatory model in the new hospital build. There are also concerns about the arrangements between the closure of Peppard Ward in November 2015 and the opening of the new Orders of St. John home on the site (June 2016 at the latest).
- **Social Care** – concerns have been raised about the ability of social care to meet the demand of an elderly population. The consultation has been heavily dominated about concerns relating to care in the community.
- **Community Services** – concerns have been raised about the capacity of community based services to meet the needs of elderly population, if bed based care is not to be provided.
- **Funding** – the financial viability of community based care has been a concurrent theme throughout all the events, which includes the ability to recruit staff, fund changes to the structure of the new build hospital, and

financial stability of the NHS at a time when cuts are being made to statutory services.

- **Order of St John Care Home** – concern has been raised that the number of proposed step up step down beds being provided in a care home is insufficient, and that there should be appropriately trained NHS nursing staff available to support these beds.
- **Mental Health** – following notification by Sue Ryder in November 2014 that they no longer had plans to occupy the building, as part of the consultation people were invited to give suggestions for additional services that could be considered for the 2nd floor. A clear message is for additional mental health services and provision for younger people.

The feedback received from the consultation exercise is being used to inform the development of the clinical model, transition plans and additional services to be located within the premises. Discussions continue with the Order of St John Care Home to scope the availability of beds for both the transition and longer term service model.

5.) Next Steps

Following the conclusion of the public consultation, the CCG project team has instigated an accelerated Phase 2 work programme to support a recommendation going to the CCG's Governing Body 30th July 2015. The CCG is working in partnership with clinical and operational colleagues from Oxford Health NHS Foundation Trust, Royal Berkshire Hospitals NHS Foundation Trust and Henley GP representatives as part of this work.

The CCG will continue to engage and share information with stakeholders (where commercially appropriate) as the model develops and a detailed Communication and Engagement plan for phase 2 of the programme is in progress.

A full report detailing the consultation responses will be published on the CCG's website and shared with those who have expressed a wish to be kept informed of the programme as it develops. The report will also be used to inform the model and paper to be presented at the CCG's Governing Body meeting 30th July 2015.

The CCG will report back to HOSC in September 2015 with the CCG's Governing Body decision and next stages.



**Oxfordshire
Clinical Commissioning Group**

**Consultation on Proposals for Future Services at Townlands
Hospital, Henley-on-Thames (12 May 2015 to 15 June 2015):**

Consultation Process and Emerging Themes

1. Introduction

The public consultation on proposals for Townlands Hospital in Henley on Thames closed on 15 June 2015.

The purpose of this paper is to provide information on the consultation process and to report on emerging themes. A full report containing analysis of all feedback received during the consultation will be produced for the Oxfordshire CCG Governing Body on 30th July as part of the CCG's decision making process.

In summary, this paper covers the following:

- Overall approach to consulting patients and the public
- The catchment population and responses received
- Information provided during the consultation
- Publicity
- CCG deliberative consultation event and public meetings
- Patient, community and stakeholder meetings
- Drop-in sessions
- Responses – written and online
- Other submissions
- Emerging themes

2. Overall Approach to Consulting Patients and the Public

A public consultation was held over five weeks between 12 May and 15 June 2015. Prior to the consultation, a number of meetings and workshops were held with partner organisations, GPs and the Henley Townlands Steering Group to explore and develop proposals.

The communications and engagement activities that were delivered during this time were agreed by the CCG's Townlands Project Steering Group at its meeting on 30 April 2015. The membership of this group includes representatives of the CCG, the County Council, Oxford Health and the Royal Berkshire Hospital NHS Trusts and the Henley Townlands Steering Group. The length of the consultation had been agreed by the Chair of the Oxfordshire Health Overview and Scrutiny Committee.

The group agreed that its preferred engagement approach would be one that would maximise the opportunities for greater discussion and exploration of the issues. With this in mind, it was agreed that a large deliberative consultation event should be held in Henley, complemented by the attendance of lead clinicians and project team members at a range of patient, stakeholder and community meetings within the affected population, where the proposals could be presented and in-depth discussions could take place.

In addition to the deliberative event and meetings, a questionnaire was developed to allow for the public to give views on the overall principles of the proposed new model of care, as well as a number of open questions to allow for respondents to respond in full.

Responses were invited from organisations and individuals with an interest in the proposals, who were offered a number of different ways to contribute their views in order to maximise opportunities for involvement:

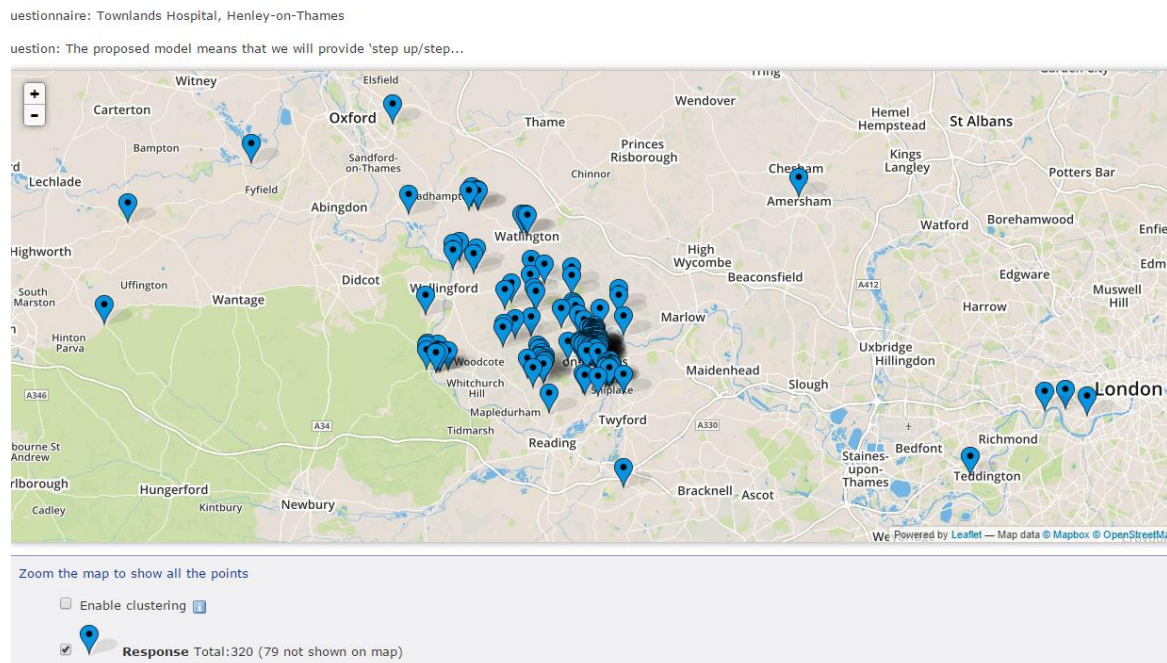
- Questionnaires were available, both online and on paper, and in total 325 completed questionnaires were received - of these there were 204 postal and 121 online questionnaires
- A large deliberative event was held on 21 May 2015 in Henley attended by 111 people
- Clinicians and members of the project team attended 5 Patient Participation Groups
- Clinicians and members of the project team attended two public events held by The Townlands Steering Group and Peppard Parish Council
- 10 stakeholder meetings were attended
- There were 36 written submissions (not using the questionnaire) received
- Four drop-in sessions were undertaken in Henley

3. Catchment Population and Responses Received

The Townlands Community Hospital Health Needs Assessment identified a catchment area with a radius of approximately 5-10 miles around the hospital including residents living in 18 electoral wards and registered at 11 general practices across three counties; the methodology applied is detailed in the paper (pages 2-6 Appendix 2, Health Needs Assessment,

<https://consult.oxfordshireccg.nhs.uk/consult.ti/Townlands/consultationHome>). The assessment cites a total population living in this area of 90,264.

The geographical spread of the total number of responses is shown on the map overleaf.

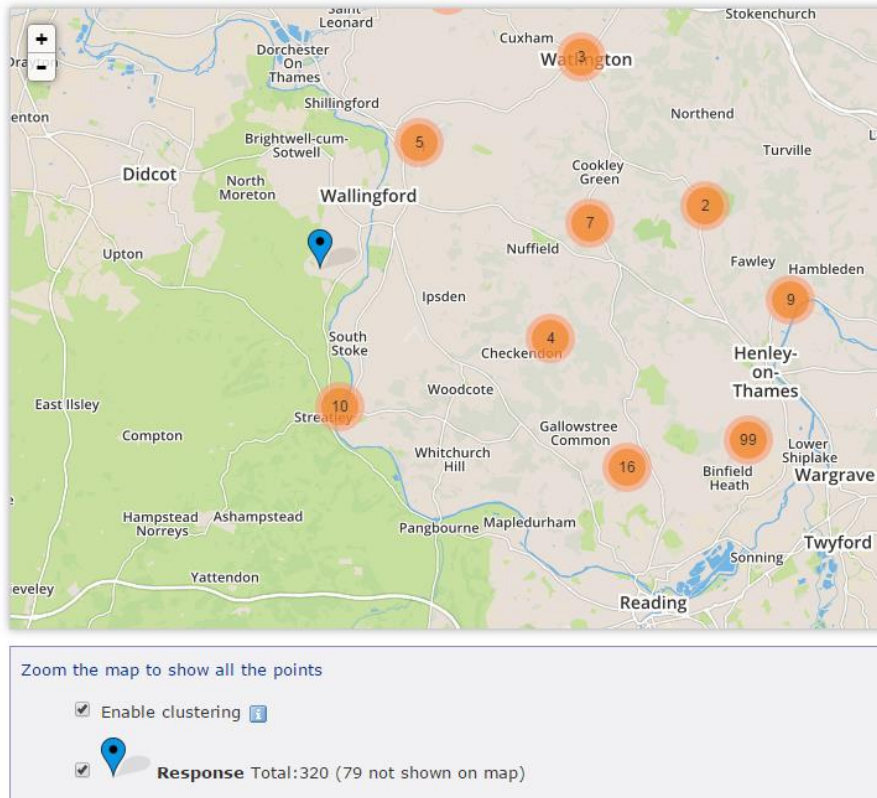


Note: The 79 not shown on the map were hard copy responses which did not detail the postcode

The map below shows the responses in the catchment area for Townlands Hospital.

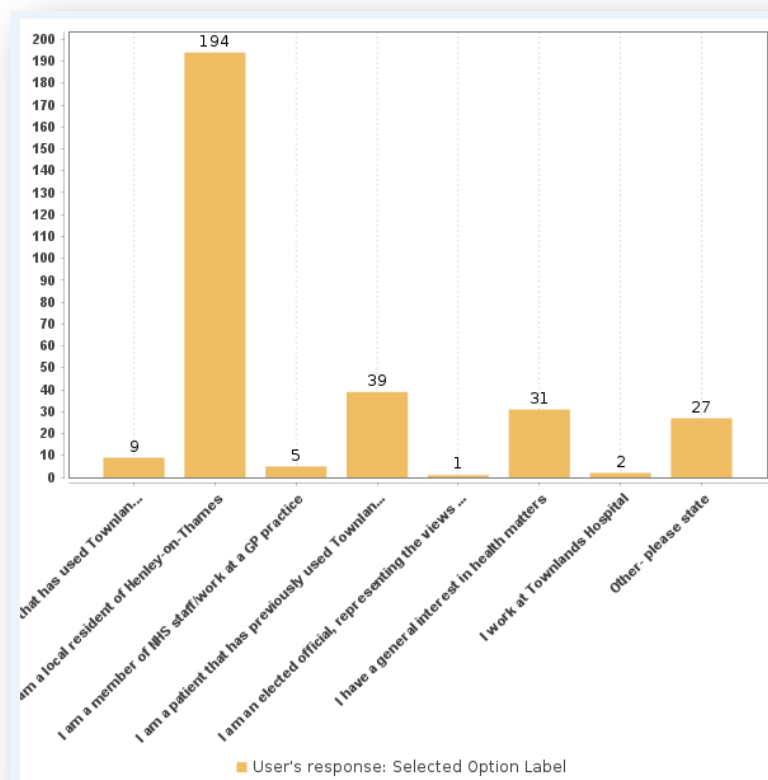
Questionnaire: Townlands Hospital, Henley-on-Thames

Question: The proposed model means that we will provide 'step up/step...



Note: The 79 not shown on the map were hard copy responses which did not detail the postcode

The chart overlaid shows the type of respondents. 194 respondents identified themselves as Henley residents, 39 respondents stated they had previously used Townlands Hospital and 9 respondents were carers of a patient who had previously used Townlands Hospital.



4. Information Provided During the Consultation

The proposals were set out in the Townlands public consultation document (see Appendix A). Consultation questionnaires were included with the consultation documents – both hard copy and online versions. Responses could also be submitted through completing and sending in hard copies of the questionnaire or by using an online consultation tool via the Oxfordshire CCG website.

Information on the Townlands public consultation was provided in a dedicated section of the CCG’s website. This section provided contact details for the consultation team and made available a range of documents about the proposals for Townlands Hospital, including the:

- Consultation document
- Online questionnaire
- Copy of the questionnaire to be downloaded and returned via the CCG’s freepost address
- Q&As (Questions and Answers)
- Evidence of the Ambulatory Care Model
- Health Needs Assessment
- “Modelling Step Up and Step Down Bed numbers in Henley” (provided to the Townlands Steering Group public meeting on 9 June 2015)
- “Social Care Working with Health Care in Henley” (provided to the Townlands Steering Group public meeting on 9 June 2015).

All of the above were made available at <http://www.oxfordshireccg.nhs.uk/get-involved/townlands-hospital-consultation/>

The CCG’s website was available and operational throughout the consultation period.

Anyone wishing to respond to the consultation could do so by filling in an online or hard copy questionnaire, sending in emails, letters and phoning the consultation team. Notes taken at all meetings have also been included in the analysis of consultation feedback.

Hard copies of the consultation and associated documents were made available at all events, meetings and drop-in sessions. An electronic version of the consultation document was circulated to community groups which were also asked to circulate questionnaires, and encourage their members to complete them.

A total of 600 hard copy consultation documents (in addition to those made available at events and meetings) were distributed and made available at the Henley library, the Townlands minor injuries unit and on Peppard ward at Townlands Hospital.

5. Publicity

The consultation was publicised through:

- Local media activity i.e. press releases
- Social media – Facebook and Twitter
- Websites
- Contact with community organisations and groups
- Contact with parish and district councils
- Posters
- Contact with local schools
- Meetings with and information provided to Oxford Health NHS Foundation Trust staff
- Information provided to members of Oxford Universities Hospital’s Trust and Oxford Health NHS Foundation Trust

5.1 Local Media (TV, radio and print)

A number of press releases were issued through the consultation and made available on the CCG’s website.

Date	Title	Distribution
11 May	Have your say on the new model of care for Townlands	ITV, Henley Standard, Jack Fm, Oxford Mail and Herald Series, BBC TV and Radio,
19 May	Public encouraged to attend Governing Body Meeting in Henley on Thames	Heart FM, Reading Chronicle, Twyford Advertiser,
3 June	Have your say on the new model of care for Townlands	GetReading and Caversham Bridge (community media channel)

In addition to proactive media releases, there was also the following media coverage of the consultation. This coverage has been included as articles have drawn attention to the consultation, given the details of how people can participate and statements provided by the CCG.

Date	Media
8 May	Henley Standard newspaper
11 May	Henley Standard on line http://www.henleystandard.co.uk/news/news.php?id=48491
12 May	BBC Radio Oxford : Interview by Dr Andrew Burnett
15 May	Henley Standard newspaper
18 May	Henley Standard online http://www.henleystandard.co.uk/news/news.php?id=51015
22 May	Henley Standard newspaper
22 May	
26 May	Henley Standard online http://www.henleystandard.co.uk/news/news.php?id=54162
29 May	Henley Standard newspaper
29 May	
29 May	Henley Standard online http://www.henleystandard.co.uk/news/news.php?id=41054
5 June	Henley Standard newspaper
5 June	Henley Standard newspaper
12 June	Henley Standard newspaper

A letter from the Chief Executive of Oxfordshire CCG was also published in the Henley Standard on 12 June 2015. The letter reminded people of the dates of the consultation and encouraged anyone who wished to give their feedback to do so before midnight on 15 June 2015.

5.2 Social Media

a) Facebook

Total number of posts	12
Total number of people reached through these posts	1,095
Total number of Likes, Shares & Comments	32

b) Twitter

Total number of tweets	19
Total number of impressions for Townlands Tweets (number of times users saw the Tweet)	8,980
Total number of engagements for Townlands tweets (number of times users interacted with the Tweet)	88

5.3 Websites

The consultation was promoted on the Oxfordshire CCG website <http://www.oxfordshireccg.nhs.uk/get-involved/townlands-hospital-consultation/> and on the CCG's Talking Health platform, <https://consult.oxfordshireccg.nhs.uk/consult.ti/Townlands/consultationHome> where 178 people looked at the site, this converted to 121 online responses.

The consultation was also promoted on the following websites:

- Oxford Health NHS Foundation Trust <http://www.oxfordhealth.nhs.uk/news/townlands-hospital-consultation-open/>
- Henley Herald <http://www.henleyherald.com/>
- Harpsden Parish Council <http://harpsdenparishcouncil.org.uk/townlands-hospital-public-meeting-tuesday-june-9th-7-30pm/>
- Henley Business Partnership <http://www.thehenleypartnership.co.uk/>
- Woodcote Parish Council <http://www.woodcote-online.co.uk/home>
- South News <http://www.southnews.org.uk/news/save-the-beds-at-townlands-hospital>
- Shiplake Villages <http://shiplakevillages.com/>
- Henley Town Council <http://www.henleytowncouncil.gov.uk/Townlands-Steering-Group.aspx>

5.4 Contact with community organisations and groups

A wide range of community groups were contacted with details of the consultation, which included the dates for the consultation and copies of the consultation document. Details of those groups are as follows:

- The Henley Partnership Newsletter (366 members)
- Direct email to Healthwatch Oxfordshire members (circa 1000 members)
- OCCG Connect newsletter (600 subscribers)
- Direct email to people registered on Talking Health in the Henley and surrounding areas (196)
- Henley Rotary Club (approx. 30 members)
- University of the Third Age (U3A) in Henley
- Voluntary sector organisations in Henley, Marlow and South Reading were notified of the consultation, including: Community Impact Bucks, Marlow Information Centre, Marlow Childrens Centre, Marlow Peoples Action Group, Age UK Marlow, Diabetes UK, Marlow Youth Centre, Healthwatch Reading, Age UK Oxfordshire, MS Therapy Centre in Henley, Henley Talking Newspaper, Oxfordshire Mind, Parkinsons, Henley Good Neighbours, Indian Community Association of Reading and Wokingham, Reading Minority Ethnic Forum, MotherTongue, Pakistan Community

Centre, Barbados & Friends Association (Reading), The St Vincent & Grenadines Association (Reading), Tithandizane - The Zambian Association of Reading, Nepali community, Nepalese Community – REGBA, Greater Reading Nepalese Community Association, Reading Refugee Support Group, West Indian Women's Circle, The Polish Club, Reading African Caribbean group, African Christian fellowship, Indian Community Assoc, The Jamaica Society

5.5 Parish councils

Henley Town Council circulated the consultation document and poster to the following parish councils:

Bix & Assendon, Twyford, Hambleden, Shiplake, Wargrave, Kidmore End, Harpsden, Watlington, Stoke Row, Nuffield, Swyncombe, Woodcote, Sonning Common, Rotherfield Greys, Goring, Remenham, Rotherfield Peppard, Goring Heath, Pishill with Stonor, Crowmarsh, Nettlebed, Highmoor, Chiltern, Dunsden, Checkendon, Sonning, Benson Charvil, Binfield Heath, Ewelme, Waltham St Lawrence

And also too: South Oxfordshire District Council, all Townland Steering Group Members, Windsor & Maidenhead, Wokingham Borough Councils, Wycombe District Council and Henley Town Council.

In addition to the Oxfordshire parish councils the following parish councils were also contacted with details of the consultation and consultation document: Little Marlow Parish Council, Marlow Bottom Parish Council, Marlow Town Council

5.6 Posters

Posters advertising the consultation (seen annex 1) were circulated to those GP practices and their Patient Participation Groups (PPGs) in Oxfordshire and Berkshire that were identified in the catchment area for Townlands, as per the Health Needs Assessment. This was a total of 11 GP practices and a total population of 90,264.

Posters were displayed at the Townlands Minor Injuries Unit and on the Townlands Peppard Ward. A copy of the poster is available in Appendix B

5.7 Local Schools

Secondary and primary schools in Henley and the surrounding area were asked to promote the consultation to staff and parents. Emails were sent to the headteachers and school offices of the following schools, asking for the consultation document to be shared with staff and parents:

Sacred Heart
Bishopswood Special School School
Henley College
Gillotts School (110 Staff and 800+ parents)
Badgemore Primary School
Nettlebed Primary School

Peppard Primary School
Shiplake Primary School
Stoke Row School
Trinity Primary School
Valley Road Primary School

5.8 NHS staff and Trust members

CCG staff, along with staff and members (over 7000) at Oxford Universities Hospital's Trust and Oxford Health NHS Foundation Trust were notified via email and through staff intranets.

Affected Oxford Health Foundation Trust staff at Henley Townlands have been briefed face to face about the proposed model and have been included in the clinical development of the proposed model of care. There are regular catch up sessions on the ward for staff to meet with the Trust's senior clinical and operational leaders and ask questions. A Trust intranet page has been set up for staff to access information on the proposed model of care as well as Trust HR policies that might be applicable to them. Any formal staff consultation will be dependent on the outcome of the public consultation and the CCG Governors' decision, and would take place following these.

Oxford Health Foundation Trust continues to reiterate to staff that although the proposed model of care, if agreed, will require new ways of working or possible relocation for staff directly affected following staff consultation, it is not expected to lead to any job losses.

6. CCG Deliberative Event and Public meetings

6.1 CCG Deliberative Event 21 May 2015

A deliberative event was held at Phyllis Court in Henley on Thursday 21 May 2015, which was attended by 111 members of the public.

In keeping with the agreed consultation approach, the event was designed to allow for more detailed discussions to enable participants to explore their concerns in more depth with those who had developed the Townlands proposals.

The event ran for three hours (between 6pm and 9pm) and involved:

- A scene-setting presentation covering the proposals as a whole, given by the lead clinicians and Oxfordshire County Council's Director of Adult Social Services
- An open Question Time session where questions were put to a panel of clinicians and managers from the public on the consultation proposals
- Table discussions where members of the public could ask questions of the clinicians leading the service changes and consider the proposals.

Facilitators were present to chair the table discussions and note takers recorded all questions and comments made by members of the public.

Hard copies of the consultation and associated documents were also made available to all attendees in information packs that were given out on arrival at the event.

6.2 Public Meetings

Two other public meetings were held, which were attended by lead clinicians and members of the Townlands project team in the interests of being open, transparent and accessible to local people.

A meeting was organised by the Townlands Steering Group and held in Henley Town Hall on Tuesday 9 June 2015 between 7.30pm and 9.30pm. It was attended by 200 people.

Presentations were not given on the overall proposal but instead answers were given to eight specific questions pre-determined by the Group. The meeting then followed a question and answer style, as per the Group's request.

Peppard Parish Council also convened a meeting to discuss the Townlands proposals. This was held on Thursday 11 June 2015 between 7pm and 9pm in the Peppard War Memorial Hall and was attended by 33 local residents.

As per the event on 9 June, the format of the Peppard meeting was determined by the Parish Council. The meeting started with presentations on the proposals followed by table discussions. The discussions were facilitated by the lead clinicians and members of the Townlands project team.

Hard copies the consultation and associated documents were made available at both meetings.

7. Patient, Community and Stakeholder Meetings

The proposals were also discussed at various stakeholder meetings as part of an on-going dialogue, these included:

Meeting	Location	Date
South East Locality Forum <i>(OCCG is organised into six localities. The Forums represent one of several routes to patients and the public for the OCCG to consult, involve, and engage patients in the development of safer and more effective health services. As such they are an invaluable source of information)</i>	Wallingford Medical Practice	21 May
Age UK Health and Social Care Panel <i>(The Health and Social Care Panel is an independent body with 24 members from across the county. It meets monthly in Kidlington with health and social care professionals to influence the way services for</i>	Kidlington Fire Station	20 May

Meeting	Location	Date
<i>older people are planned, delivered and improved).</i>		
Hart Surgery Patient Participation Group (PPG) & Nettlebed PPG, Henley <i>(Patient Participation Groups are made up of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to the patients.)</i>	Hart Surgery, Henley on Thames	12 May
Bell Surgery PPG, Henley	Bell Surgery, Henley on Thames	15 June
Goring and Woodcote PPG	Goring Practice	19 May
Watlington and Charlgrove PPG	Watlington Practice	3 June
Wallingford PPG	St Mary's Church, Wallingford	19 May
Health and Social Care students at Henley College	Henley Tertiary College	15 May
Age UK Bluebells Group, Henley-on-Thames <i>(A group of older people with mental health needs.)</i>	Christchurch Centre, Henley-on-Thames	10 & 11 June
Sonning Common Newsletter AGM		14 May
South East Locality Clinical Meeting <i>(This is a meeting of the GPs and practice managers in the South East locality of OCCG)</i>		21 May and 2 June

8. Drop-in Sessions

Four drop-in sessions were held at the Christchurch Centre, Reading Road, Henley-on-Thames to enable people to come and ask questions about the proposals and receive the consultation documents. These sessions were held on the following dates and times:

Date	Time	Attendees
Wednesday 10 June	10am – 12pm	4 people
Thursday 11 June	10am – 12pm	2 people
Friday 12 June	3pm – 5pm	2 people
Monday 15 June	12pm – 2pm	7 people

9. Responses - Written and Online

Online and hard-copy surveys were made available on the Talking Health section of the CCG's website. Individuals also had the opportunity for direct feedback via email, phone, or freepost.

In total there were 358 responses. This total comprised of 324 questionnaire responses from individuals and organisations, and 36 additional written responses from organisations, which included two formal submissions from the Royal Berkshire Hospitals NHS Foundation Trust and the Berkshire West CCGs. There were 325 responses to the questionnaire (204 postal and 101 online).

10. Other Submissions

Henley Standard Petition

The Henley Standard ran a petition in its weekly newspaper and on its website. The petition was also promoted by a blog set up by Henley Town Councillor Sarah Miller.

The petition was signed by 2529 people. The petition message was: "Save our Beds."

The petition was presented by the Henley Standard to Professor Louise Wallace, Lay Member of the OCCG Board for Public Participation and Involvement (PPI) on Monday 15 June 2015.

We have little detail about the signatories to this petition, and have not been given any detail about how much those signing the petition would have known about the consultation proposals.

11. Emerging Themes

Early analysis of feedback has identified the following emerging themes:

- **Bed Provision** – the public have articulated a wish for the proposal of 18 beds to remain and be fulfilled. It is clear however, that there are different interpretations and understanding of the existing level of bed provision at Townlands and the current purpose of those beds. It has been expressed that the community wishes to have community beds available to provide end of life care and respite.

It is clear that people value the proposal for step up beds, however the concern and request for 18 beds is specific to people requiring step down care.

- **Rapid Access Unit** – it appears that people are supportive of the principle of the Rapid Access Care Unit, but concerns relates to the availability of the service and staffing levels.
- **Transition** – it is clear that this is strong theme throughout the consultation. People have requested a clear plan on how services will move from a bedded model at Peppard ward to an ambulatory model in the new hospital build.

- **Social Care** – concerns have been raised about the ability of social care to meet the demand of an elderly population. The consultation has been heavily dominated about concerns relating to care in the community.
- **Community Services** – concerns have been raised about the ability of community based services to meet the needs of elderly population, if bed based care is not to be provided.
- **Funding** – the financial viability of community based care has been a concurrent theme throughout all the events, which includes the ability to recruit staff, fund changes to the structure of the new build hospital, and financial stability of the NHS at a time when cuts are being made to statutory services.
- **Order of St John Care Home** – concern has been raised that the proposed step up step down beds being provided in a care home is insufficient, and that there should be appropriately trained NHS nursing staff available to support these beds.
- **Mental Health** – as part of the consultation, people were asked to give suggestions for additional services that could be considered for the 2nd floor. A clear message is for additional mental health services and provision for younger people.



Have your say

On the future of services at Townlands Hospital, Henley-on-Thames

Oxfordshire Clinical Commissioning Group (OCCG) is the organisation responsible for planning, organising and purchasing NHS-funded hospital and community healthcare for residents.

We are gathering views and feedback on our proposals for future services at Townlands Hospital in Henley. OCCG has been discussing developments and the need to change the original service offer with local NHS service providers, local GPs and the Townlands Steering Group.

As part of this work we want to understand the public point of view about the proposed changes to services in Townlands Hospital. As part of the consultation we will be holding a public workshop on Thursday 21 May, 6pm – 9pm, in Henley-on-Thames to enable people to discuss the proposals in more detail.

If you would like to attend this event please contact

Julia Stackhouse on **01865 334638**
or email **cscsu.talkinghealth@nhs.net** to book a place.

Full consultation documents will be publicised on our website the week commencing 11 May at the following link: <https://consult.oxfordshireccg.nhs.uk/consult.ti/Townlands/consultationHome>