

Paper: 2

Summary of feedback on the Terms of Reference for the Townlands Stakeholder Reference Group

Below aims to summarise the feedback on the terms of reference for the Townlands Stakeholder Reference Group (TSRG) from members of the TSRG and the Townlands Steering Group on the terms of reference for the TSRG.

Inclusion of public:

- General agreement that the meetings should be held in public
- It has been suggested that members of the public are given the opportunity to submit questions before the meeting, with a slot at the end of the agenda for members of the public to raise further questions or make observations.
- Public questions – should they be open or relating to the agenda items?

Membership:

- It has been suggested that the proposed additional members from areas surrounding should be a member of a parish council or PPG in the local area. This would be useful in that they should have mechanisms to feedback information to their local community and receive feedback about services.
- It has been suggested that an additional member of the TSG become a member of the group.
- It was suggested that Oxfordshire County Council is represented on the group (to note they are already included).

Objectives:

- A suggested objective 'Provide views on the evaluation framework for all services provided at the Townlands site to include Integrated Locality Teams and Social care'. This piece of work is being developed with two members of the group and the CCG. It will provide the basis for giving assurance to the group that standards are / are not being met – it is expected that the group would give their views on that assurance from their own experience or feedback they have received from users of the services. This is set out in objective 1 below.
- Remove 'actively champion positive messages about the new model of care'
- A suggested objective is to include social care in the assurance process – this needs to be discussed as it is not within the gift of OCCG to grant this.

Suggested objectives:

1. To receive assurance and give views on the new model of care at Townlands (to note, this does not include lift and shift services as they are already monitored

through contracts, although patient experience information can be fed through this mechanism)

2. To receive updates on progress, with an expectation this information is fed back to the wider community to enhance the regular project public communications.
3. To provide a patient and stakeholder voice to the Townlands Programme Board.
4. To provide a forum for the local community to have constructive dialogue on the Townlands Hospital Redevelopment and associated services.
5. To support the development of public facing communications and patient information.
6. For members to actively seek the views of other key stakeholder representatives and feed this information back into the TSRG.
7. To create a respectful environment within which all members of the TSRG feel able to contribute equally to discussions and debates.

Chair of the Group:

- The TSG are not comfortable with the Vice Chair of OCCG chairing the group due to level of independence from OCCG. (To note this is an interim arrangement until a decision about the chair role is made.)
- It has been suggested the chair be a member of the group, nominated by others in the group. Could they possibly chair for a term of 6 months before passing the role onto another member of the group?