

Planning for future health and care needs in Wantage and Grove (OX12)

Thoughts and experiences of the process (from Nov 2018 to date)

Dear Members

INTRODUCTION

As it would be impossible to cover all of the following thoughts and experiences in a short slot, I have written the following report and will give a short summary at the meeting. I will, of course, be available at the meeting to answer questions. I am Chair of the Stakeholder Reference Group but the following document contains my thoughts and is not a view of the group as a whole.

This document is structured in two parts; firstly a summary of my thoughts and secondly the supporting facts under the following headings:

1. Time taken to get the project going
2. Project planning (of future dates and meetings) or lack of it
3. Ox12 Survey
 - 3.1. Design of the survey
 - 3.2. Publicity of the survey and roadshows
 - 3.3. Distribution of survey copies
 - 3.4. Save Wantage Hospital Group involvement
 - 3.5. Roadshows
4. Involvement of the Stakeholder Reference Group in the project
 - 4.1. Terms of Reference
 - 4.2. Availability of data
 - 4.3. Listening Event
 - 4.4. Solution Building Event

IN SUMMARY

The project was initiated in Autumn 2018 and the Framework was approved by the Health and Wellbeing Board on 15 November 2018 and we expected that it start immediately. I believe that the initial delays of 3-4 months (creating 3-4 months additional delay before any proposals for our Community Hospital are made) may have been because of difficulties in finding a project team. Whilst some delay is understandable this is a significant delay in a project which was only supposed to take 6-7 months. This has caused a significant amount of frustration in my Group, who want to see services resumed in the Hospital as soon as possible.

Most of the problems with the project have been down to the management and communication within the project and from the project to the wider community.

The Framework consisted of a one page summary showing key activities, questions to be answered, community involvement and deliverables for 6 stages of work. It was accompanied by a high level gantt chart. This should have been sufficient for the production of the detailed project plan and the supporting information necessary to ensure that it could be managed effectively.

As shown from the notes below, there has been no evidence that a detailed project plan, task lists or critical path exist. As this is a pilot project which should be followed by similar projects across the county and possibly the country, I believe that this is a major fault and makes it much harder for the process to be replicated. As someone who has worked as a project manager with both major international companies and civil service organisations I would have expected the NHS project planning tools to be mandated for this kind of project and am very disappointed that this was not the case.

Without this discipline of formal planning it inevitably becomes very difficult to communicate clear with those involved in the project and around the project about the progress, tasks required and their place in the plan. It also becomes much harder to ensure that dates of future events can be decided which sufficient lead time is provided and hence many of the problems that my group have encountered.

I strongly recommend that if this project is replicated going forward, that a strong project management methodology is enforced throughout.

There have been a number of comments from NHS members of the project team about the involvement of the Save Wantage Hospital Group (SWHG) in the Survey. The facts are shown below in the analysis below. The survey was badly worded and difficult to complete. It also made no reference to the hospital except in question 6 as one of the locations listed.

“Question 6: Do you access the services, groups and activities that you (or the person you are responding on behalf of) go to in any of the locations below”

Yet as most services in the hospital have been closed for more than two years, it would be impossible for respondents to reference this for anything other than maternity care. For a community which only months earlier had held a major rally in the town supporting the re-opening of in-patient, physiotherapy, x-ray and minor injury services, this may have been a mistake.

The SWHG did support the survey by printing and hand delivering their own leaflet to 10,000 homes in OX12 and by promoting the survey through paper and electronic media and the results are easy to see – the highest response to any survey in Oxfordshire in 2019. The Oxfordshire wide survey for Oxford 2050 (publicised by the Growth board in a very similar way to the NHS publication of the OX12 Survey) received a total of 502 responses across the whole of Oxfordshire. We achieved over 1300 responses from a total of 13000 homes.

As one of the NHS project team said recently, “there are three elephants in the room in this project:

- Lack of capacity in primary care (primarily space)
- Lack of Transport/Housing Growth
- Re-instating services in the Community Hospital”

And without addressing these within the project and any communication with the public, the team are not managing the project well.

As the notes state below; one of the objectives in the Terms of Reference of the stakeholder reference group is: “to provide a forum for the local community to have constructive dialogue on the implementation of the Population Health and Care Needs Framework in OX12”. This has been patchy to say the least and there is a strong feeling within the group that we are only there to provide lip service to public participation in the decision making process. We provided our feedback to the HOSC Task and Finish Group and have been invited to the Listening Event when we should have the opportunity to put our concerns to NHS management.

We await the Solution Building Event which we hope will enable a wider stakeholder group to review the Health and care needs of OX12 and to participate in the process of identifying possible solutions, We understand that these solutions will then be considered in more detail at a further event in October.

THE FACTS:

1. Time taken to get the project going

- 1.1. At the September HOSC meeting, Louise Patten presented an outline framework for working with local communities to review local health needs, current and projected demographics and local assets, to inform service change. The report included a timeframe and consultation plan for developing options for the OX12 area that includes Wantage Community Hospital.
See Attachment 1
- 1.2. At the meeting the Committee asked the OCCG to accelerate this action so that by the next meeting of this Committee on 29 November 2018, it would be in a position to move forward with concrete proposals for Wantage Hospital. By then the only progress was that the Project Framework had been approved.
- 1.3. By the February Meeting there had been several meetings with stakeholders but no formal meeting and no terms of reference. There was little evidence of any action.
- 1.4. I understand that the Framework was approved by the Health and Wellbeing Board on 15 November 2018 so am disappointed that it has taken so long to get the project started.

2. Project planning (of future dates and meetings) or lack of it

- 2.1. There appears to be no project plan or detailed timeline and meetings are organised at short notice (usually less than 2 weeks).

One example of this is the survey. Because the timing of survey was not known until almost the launch date, it could not be advertised in parish newsletters. We had notified the staff of the lead times for these publications in informal meeting in 2018 but this did not make any difference.
- 2.2. Also roadshows: dates were not finalised until after the survey was launched and so these could not be publicised in local parishes meaning that very few people knew about them in advance.
- 2.3. We understand that as a pilot project some things are subject to change but there appears to be no overall plan other than the key dates of HOSC and Health and Wellbeing Board meetings and even deliverables for these have changed dramatically.
- 2.4. Dates and timetables for what is happening when would have been much easier to manage with more forward thinking. The impression given is that little future thought is given and everything is reactive rather than proactive.
- 2.5. Also because a number of the NHS staff involved in the project work part-time and don't work during school holidays, a number of weeks slip by with no work taking place.
- 2.6. Meetings are generally organised at short notice (less than two weeks) take place during working hours (which suits some of those participating on behalf of an organisation but doesn't suit those unable to leave work) and at times to suit the NHS staff with no regard of the availability of Group Members. The first event for which a doodle poll was organised was the Listening Event. Whilst I appreciate that not everyone would be available for every meeting more notice and a

demonstration of the knowledge that different timing suits different people would have created a better example of wanting full participation.

3. Ox12 Survey

3.1. Design of the survey

3.1.1. Input from the sub group

A sub-group of the Stakeholder Reference Group was asked for input to the plan. This input was at a meeting in early March which I couldn't attend. At the meeting Sue Hannon agreed to draft a few questions – see attachment 2.

This draft was circulated to the sub-group by email and Maggie Swain added some options to some of the questions. Jenny Hannaby and I also submitted suggested additional options.

3.1.2. Communications Input

The Communications & Engagement team then took control of the survey – see the email in attachment 3, and we assumed would turn the survey into a user friendly designed document. It turned out that although the content changed the format remained very amateur and definitely not user friendly. Our only conclusion from this was that they have no experience of writing consumer surveys.

3.1.3. Final design

The final design of the survey remained an 11 page document with questions spread across different pages and with long winded explanations. Descriptive boxes were small and, in the online version, restricted to a number of characters – see Attachment 4

3.1.4. Problems with input

Several of us have received a number of comments from residents which identified problems such as:

- that the survey could not be accessed via facebook,
- they found the document too wordy and couldn't understand the jargon
- it was difficult to complete online, or
- that there was not enough space for comments (online or on paper).

3.2. Publicity of the survey and roadshows

3.2.1. Planning not allowing time for advertising in parish newsletters

As mentioned above, for some reason, the publicity for the survey and the roadshows was not done in sufficient time to be advertised in parish newsletters. We had notified the staff of the lead times and contact details for editors of these publications in informal meeting in 2018 but this did not make any difference.

3.2.2. Contacts with parishes, schools etc.

I'm not sure what happened but the NHS Communications team didn't seem to get the message through to parishes or other organisation so information didn't appear on parish notice boards, in school correspondence to parents or seem to reach all the clubs and organisations that had been listed at earlier informal meetings (such as sports clubs, social clubs etc.).

Maggie Swain (chairman of the Save Wantage Hospital Group) did hand deliver to as many parish notice boards as she could and personally took copies of the survey into day centres, care homes and retirement homes to encourage residents to complete it.

3.3. Distribution of survey copies

3.3.1. No distribution to households

Although when discussed at the early information meetings, we stressed the fact that our experience is that the population of OX12 respond best to information delivered to their homes, no mention was made of the fact that the NHS believes that people do not want to receive such mail. So no copies of surveys were delivered to home with the exception of those distributed to residents of care homes and retirement homes by Maggie.

3.3.2. Distribution via volunteers

Volunteers did try to ensure that copies of surveys were available in public buildings and shops where possible.

NHS staff and volunteers did handout copies of the surveys to residents at roadshows but due to the lack of publicity this was only really successful at the Saturday roadshow in Wantage Market Place although because of the classes taking place in the Beacon it was possible to distribute a number of surveys to those arriving for, or leaving classes at the roadshow in the Beacon.

Some other roadshows were located near schools so it was possible to have staff handing out copies of the survey to parents collecting children from school.

3.4. Save Wantage Hospital Group involvement

3.4.1. Advertising leaflet

The Save Wantage Hospital Group decided that if surveys were not being distributed to homes in OX12 there was nothing to stop them distributing a leaflet advertising the survey to homes instead. A copy of the leaflet is attached as Attachment 5.

The text which seems to be most contentious is:

“The most important question on it is: No. 12 ‘Thinking about all the services that you (or the person you are responding on behalf of) use, are there any services that you would like to have access to that are not currently available to you and why?’

Please remember our Community Hospital when completing this question.

As you know Wantage Hospital has been temporarily closed to in-patients for more than 2 years, other than Maternity, its services won’t be included in the survey. It used to provide minor injuries, X-ray, physiotherapy, respite care and rehabilitation services including end of life care.

Tell the survey how these services, if they had been provided by the hospital, might have affected you differently or could affect you in the future.”

As you can see this text does not tell people to mention the hospital but simply asks them to remember the services which are no longer available in the hospital when answering question 12.

3.4.2. Distribution of 10,000 copies to houses in OX12 hand delivered by the Group

The Group hand delivered almost 10,000 copies of this leaflet to residents of OX12.

3.4.3. Publicity via email and in the Herald

Using the Wantage and Grove Campaign Group emails, column in the Wantage Herald, press releases, advertising and personal letters the group publicised the survey and included the same text in all publicity.

3.5. Roadshows

- 3.5.1. Our experience of roadshows is mainly related to public consultation where information is shared with those attending and there is the opportunity to discuss the issues with staff.
- 3.5.2. Information boards for the shows was not available for the roadshow in the Beacon but were then available at the other venues, but most people didn't enter the room and were simply handed copies of the survey outside the venue
- 3.5.3. As one member of the Stakeholder Reference Group stated in the meeting on Wednesday, it would have been better to have a mobile unit (or bus) which could have been parked outside schools and other public venues to provide information.

3.6. Output

- 3.6.1. The output from the survey was discussed at a Group meeting and one of the members of the group prepared a summary of the results for inclusion in the data supporting the project.
- 3.6.2. The output confirmed much of the result of the recent survey conducted by Healthshare and confirmed that the problems most recognised by the residents of OX12 are:
 - 3.6.2.1. Transport issues with few services available locally
 - 3.6.2.2. Lack of capacity in the Primary Care sector in the locality
 - 3.6.2.3. Lack of facilities in Wantage Hospital.
- 3.6.3. It was indicated that the results of the survey would be made public but what this seems to mean in practice is that it is placed in the project folder on the OCCG website. No attempt seems to have been made to publicise this more widely by, for example, putting an advert in the local paper telling people where they can find the results and what will happen next. This would seem to be a simple courtesy to those 1300 people who completed the survey.

4. Involvement of the Stakeholder Reference Group in the project

4.1. Terms of Reference

One of the objectives in the Terms of Reference of the stakeholder reference group is:

“to provide a forum for the local community to have constructive dialogue on the implementation of the Population Health and Care Needs Framework in OX12”

This has not really happened so far because we have not yet seen any of the data gathered by the Project Group to support the definition of the Health and Care Needs of OX12. There are no minutes or notes of any of the Project Group meetings so we have no idea what they are doing.

4.2. Availability of data

I (as chairman) attended the Project Group workshop on the morning of 22 May. This included presentation of and discussions in relation to the information and data that has been collected. I believe it was supposed to include a discussion on how the Project Group can most effectively collate and share that gathered information, but this never materialised due to shortage of time.

In that workshop a large number of questions were raised requiring further investigation and I believe that data has now been gathered. When asked when this would be made available I was told that this was in the Information and Data Catalogue to be considered in the Information and Data Group. As a member of that group I have not seen the Information and Data Catalogue. I'm sure that it exists and contains a great deal of data but we haven't been given access to the data.

Since the Project Group workshop there have been two workshops for the stakeholder reference group which have presented a summary of the data presented at the meeting. In these workshops a number of questions were raised by participants but no feedback has been provided. I am told that these may form an FAQ on the website. I would be much happier if they had been fed back to the Stakeholder Group (the people who raised them).

4.3. Listening Event

In May, the Stakeholder Group members were invited to share our concerns about the project with the HOSC Task and Finish Group members. All those available at the designated time did so and we believe these concerns were fed back to the Project team. We have not received any feedback from either the HOSC Task and Finish Group or the Project Team, however a further listening event has been scheduled.

I hope that it will be an informal session at which all members of the group feel able to participate and explain their concerns about the project.

4.4. Solution Building Event

The Solution Building Event is being developed by two groups; the Information and Data Group and the Planning and Design Group. Both groups contain members from the Stakeholder Reference Group. The planning for the event is continuing and an update can be provided to the Listening event if necessary.

The Information and Data Group is working fully as a group with all members having the opportunity to fully participate. Its output will be produced for the event next week. This group has worked together well with clear terms of reference and deliverables and a coherent approach to the tasks.

Attachment 1 – draft timeline

JHO_SEP201810.pdf - Annex 2 - Draft Outline Timescale for Localities.pdf - Adobe Acrobat Pro

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Appendix 2

Draft outline timescale for South West Oxfordshire Locality

Discussion draft - subject to Health and Wellbeing Board Approval

Discussion Draft

Ref	Framework stages	2018	October	November	December	2019	January	February	March	April	May	June
1	Planning and Co-design											
1.1	Co-design approach for locality (with influence detailed stage design and delivery)											
1.2	Health and wellbeing team to support project establishment											
1.3	Establish local community stakeholder group											
1.4	Co-produce Project Plan and timeline											
1.5	Establish of local community stakeholder group											
1.6	Establish of local community stakeholder group											
1.7	Establish of local community stakeholder group											
2	Population Health and Care Needs Assessment											
2.1	Population Health Management Analysis											
2.2	Population Health Management Analysis											
2.3	Specialist Population Segmentation Assessment											
2.4	Mapping of Housing and Growth Deal Impact											
2.5	Mapping of Housing and Growth Deal Impact											
2.6	Identification of any immediate required actions											
2.7	Capitalize local population base of needs											
3	Review of services and assets											
3.1	Mapping of existing service provision											
3.1.1	South Care Services											
3.1.2	South Care Services											
3.1.3	South Care Services											
3.1.4	Third sector services											
3.2	Mapping of existing services and assets											
3.2.1	Mapping of existing services and assets											
3.2.2	Mapping of existing services and assets											
3.2.3	Mapping of existing services and assets											
3.2.4	Mapping of existing services and assets											
3.2.5	Mapping of existing services and assets											
3.3	Map existing services and assets											
3.3.1	Map existing services and assets											
3.3.2	Map existing services and assets											
3.3.3	Map existing services and assets											
3.3.4	Map existing services and assets											
3.3.5	Map existing services and assets											
3.4	Map existing services and assets											
3.4.1	Map existing services and assets											
3.4.2	Map existing services and assets											
3.4.3	Map existing services and assets											
4	Innovation and Good Practice											
4.1	Co-production of community ideas for future services design											
4.2	Learn from good practice to identify options and opportunities for innovation											
4.3	Identify and assess current and emerging good practice											
4.4	Identify and assess current and emerging good practice											
4.5	Engage with local community to identify and assess current and emerging good practice											
4.6	Engage with local community to identify and assess current and emerging good practice											
4.7	Engage with local community to identify and assess current and emerging good practice											
5	Development of Options											
5.1	Co-design a range of small solution building events and / or a significant event											
5.2	Identify what services are required and in what timeframe											
5.3	What impact would wellbeing and health interventions bring											
5.4	How would community ideas be used to support the population now and in the future											
5.5	Identify what services are required and in what timeframe											
5.6	Identify what services are required and in what timeframe											
6	Development of Options											
6.1	Co-production of community ideas for future services design											
6.2	Learn from good practice to identify options and opportunities for innovation											
6.3	Identify and assess current and emerging good practice											
6.4	Identify and assess current and emerging good practice											
6.5	Engage with local community to identify and assess current and emerging good practice											
6.6	Engage with local community to identify and assess current and emerging good practice											
7	Communications and Engagement											
7.1	Co-produce and implement communications, involvement and engagement plan											
7.2	Learn from good practice to identify options and opportunities for innovation											
7.3	Identify and assess current and emerging good practice											
7.4	Engage with local community to identify and assess current and emerging good practice											
7.5	Engage with local community to identify and assess current and emerging good practice											
7.6	Additional deliverable needs to each project and local requirements											

Wantage Gateway

Questions in relation to the future of Wantage Community Hospital have been set in the context of this outline timeframe for the South West Oxfordshire Locality. This is to ensure that the wider health and care needs of both the Wantage and South West Oxfordshire population inform any options appraisal. The yellow stars indicate the key points at which it is anticipated that specific service decisions in relation to services for Wantage and the South West Oxfordshire population could be made.

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Attachment 2 – Initial questions

Survey to Plan for the future Health and Care needs in Wantage and Grove (OX12)

The OX12 Stakeholder Reference Group, covering Wantage, Grove and the surrounding villages, has been set up to look at the provision of healthcare services in OX12 in the future. The group consists of the public, patient representatives and local councils working with the CCG and the Oxfordshire Health and Wellbeing Board to ensure the views of the locality are taken into account. Future healthcare services will be based on the needs of the community and will recognise the assets that already exist.

The first step in this process is to find out what services are *currently* being used and where people travel to access them. With this information, gaps in the provision can be mapped to help provide better services in the future. The survey will be open from 2nd April to 30th April.

Please provide us with your postcode.

How many people in your household are in the following age ranges:

Under 5			5-18	
18-60			61-75	
95				

Etc. etc. provided by Julia

1. What healthcare services have you used in the last 3 years?

Healthcare Service	Where did you access these services?				Did you pay for this service Y/N
	In OX12	At home	Oxford	Elsewhere (please state where)	
GP services (Illness or regular check-up)					
Pharmacy (advice and/or prescription collection)					
Outpatients and Clinics					
Accident and Emergency					
Dental services (emergency, or regular check-up)					
Minor Injuries					
Optician					
Hearing					
First Responders					
Paramedics					
Ambulance					
999					
111					
GP appointment					
Out of hours service					
Wantage Hospital					
Eye care (not including replacement glasses)					

Please complete this survey on behalf of you and your household, **by [30th April 2019?]** and return it to the collection boxes at The Beacon, Old Mill Hall or in your local area (can we say here all the villages, or can we say ask your Parish Clerk for details of where to return??) or use the prepaid envelope.

Mental Health Services					
Sexual Health/ Family Planning					
Maternity					
Physiotherapy					
Chiropractor					
Specialist treatments					
Counselling services					
Rehabilitation					
End of life care					
Children's services					
Specialist diagnostics					
Complex Surgery					
Respite care					
Nursing Care					
Other (please specify)					

2 What Healthcare Services would you like to see located in OX12?

3 Is there anything you want to add about our local health services and what needs to be done to improve them?

Please complete this survey on behalf of you and your household, **by [30th April 2019?]** and return it to the collection boxes at The Beacon, Old Mill Hall or in your local area (can we say here all the villages, or can we ask your Parish Clerk for details of where to return??) or use the prepaid envelope.

Additionally we would like to know what services/activities you have used in the last 3 years that is not a Health Service.

Please only answer the section relevant to your household.

1. Parent and Baby

	Where did you access these services?			Did you pay for this service Y/N
	In OX12	At home	Elsewhere (please state where)	
Mother and Toddler Groups				
Child care				
Playgroup				
Pre School Groups				
Other (please specify)				

2 Children (5 to 18)

	Where did you access these services?			Did you pay for this service Y/N
	In OX12	At home	Elsewhere (please state where)	
Sweatbox				
Sports Centre				
Football Club				
Rugby Club				
Tennis Club				
Silver Band				
Amateur Dramatics				
Singing Group				
Dance Group				
Cricket Club				
Athletics				
After School Activities				
Other (please specify)				

2 Adults

Adults	Where did you access these services?	

Please complete this survey on behalf of you and your household, **by [30th April 2019?]** and return it to the collection boxes at The Beacon, Old Mill Hall or in your local area (can we say here all the villages, or can we say ask your Parish Clerk for details of where to return??) or use the prepaid envelope.

	In OX12	At home	Elsewhere (please state where)	Did you pay for this service Y/N
Sweatbox				
Youth Club (not Sweatbox)				
Sports Centre				
Football Club				
Rugby Club				
Tennis Club				
Silver Band				
Amateur Dramatics				
Art Group				
History Group				
Further Education				
Other (please specify)				

4. Any Age Group

Any age group	Where did you access these services?			Did you pay for this service Y/N
	In OX12	At home	Elsewhere (please state where)	
Adult Day Centre				
Luncheon Club				
Afternoon Tea Club				
October Club				
Blind Club				
Other (please specify)				

Thank you for completing the survey!

*Please complete this survey on behalf of you and your household, **by [30th April 2019?]** and return it to the collection boxes at The Beacon, Old Mill Hall or in your local area (can we say here all the villages, or can we say ask your Parish Clerk for details of where to return??) or use the prepaid envelope.*

Attachment 3 – Email from OCCG

Hi All, do you have any further comments on these proposals and what you agreed last week, as I would like to share this plan with the wider stakeholder reference group? I also anticipate sharing a further version of the survey with you by Thursday.

Senior Communications & Engagement Account Manager**NHS South, Central and West Commissioning Support Unit**

Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford, OX4 2LH

Website: www.scwcsu.nhs.uk

Important: Please note that from 1 January 2019 I no longer provide communications & engagement support for Oxfordshire Clinical Commissioning Group (OCCG). If you require assistance/advice from OCCG, please contact sarah.adair@nhs.net or ally.green@nhs.net

From: OCCG / NHS SOUTH, CENTRAL AND WEST COMMISSIONING SUPPORT UNIT)

Sent: 14 March 2019 14:36

To: Stakeholder Reference Group members

Subject: OX12 Sub Group meeting

Dear All

Thank you so much for the work that you have done so far on the survey. I am still working on it, as agreed and will share the next version early next week. I want to thank you for your time on Tuesday and summarise below the actions that we agreed. I have now shared these with the CCG.

- Develop an online survey about services used by those living in OX12 to be launched on 2 April. The survey will be developed by members of the sub-group and we will seek comments from the stakeholder reference group. Hard copies will be made available and distributed to libraries, GP practices etc
- The launch would be hosted by the stakeholder reference at the Beacon centre; this will include members and the CCG.
- Whilst it was proposed a massive mail drop of the survey – the timeline makes this near to impossible and it is also very costly to distribute and collate hard copy response so it was agreed that we would ask all members of the stakeholder reference group utilise their contacts to distribute the survey and we would pay for advertising in the local media as proposed by the sub-group members.
- Week commencing 1 April for 2 weeks, there will be drop-ins run by stakeholder reference group members, with collection boxes for the public to return the survey or get help in completing the survey – each member of the reference group will be responsible for collecting their boxes from their designated drop-in session when the survey ends and throughout so we can keep on top of loading the surveys.
- The survey will run until the end of w/c 6 May (**The CCG has extended our original timeline – I think this is positive**).

In addition to this, I would like to understand from you what you think to the following suggestions. The CCG would like to work with you to develop further the following:

- Run two weeks of roadshows w/c 29 April & 6 May; the roadshows will include:
 - the information about health needs in the area

- present a story of what is available now / how do people access services/ ask for innovative ideas for how we can deliver services.
- headline data from the survey responses (dependent on purdah) and encourage more people to respond.
- The roadshows will pick up the service and asset mapping and explain the needs assessment.
- The CCG will write up the engagement in a report and give to project team and stakeholder reference group – date tbc / dependent on amount of feedback we receive.
- We would expect to run a workshop with the stakeholder reference group (possibly wider) to look at emerging options for the future – date to be confirmed.

If you have any comments or thoughts on this please do let me know.....I anticipate sharing this more widely with the rest of the reference group next week, once Julie is back and has had a chance as Chair, to comment.

Senior Communications & Engagement Account Manager

NHS South, Central and West Commissioning Support Unit

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Survey to Plan for the future Health and Care needs in Wantage and Grove (OX12)

The OX12 Stakeholder Reference Group, covering Wantage, Grove and the surrounding villages, has been set up to support a project that will identify the health, care and wellbeing needs of local people and plan future health and care provision in the OX12 area.

The group consists of members of the public, patient representatives and local councils working with NHS Oxfordshire Clinical Commissioning Group, Oxford Health NHS Foundation Trust and the wider health and care system to ensure the views of the locality are taken into account. Future health, care and wellbeing services will be based on the needs of the community and will recognise the services and assets that already exist.

The first step in this process is to find out what services (NHS, Social Care local authority and voluntary) are *currently* being used, where those services are provided from and where people have to travel to access them. This information will be used to help shape the way services are planned and delivered to more effectively meet people's health and care needs in the future.

The survey will be open from 2 April to 6 May 2019.

Please could you provide us with your postcode – this will help us to know that we have received responses from people who live in the OX12 postcode area and/or live outside OX12 but access services provided in this area.

Mapping your community assets

A community asset (or community resource) is anything that can be used to improve the quality of community life. And this means:

- It can be a *person* -- Residents can be empowered to realise and use their abilities to build and transform the community. The stay-at-home mum or dad who organises a playgroup. The informal neighbourhood leader. The firefighter who risks his life to keep the community safe. These are all community assets.
- It can be a *physical structure or place* -- a school, hospital, church, library, recreation centre, and social club. It could be a town landmark or symbol. It might also be an unused building that could house a community hospice, or a second floor room ideal for community meetings. Or it might be a public place that already belongs to the community -- a park, a wetland, or other open space.
- It can be a *community service* that makes life better for some or all community members - public transportation, early childhood education centre, community recycling facilities, cultural organisation.

- It can be a business that provides jobs and supports the local economy.
- You and everyone else in the community are potential community assets.

1. Please tell us if you or the person you are responding on behalf of use any of the services below for children (aged 0 - 5) (If you don't have children please go to Question 3)? (Please tick one option per row)

	Yes, in OX12	Yes, in my home	Yes, elsewhere in Oxfordshire	No, not aware of how to access these services
Baby groups				
Toddler groups				
Private child care				
Nursery groups				
Playgroup				
Pre-school groups				
Crèche				
Informal mothers meetup group				
Special Educational Needs (SEND) support group				
Disease specific support group				

If there are other groups that you or the person you are responding on behalf of, go to, please tell us here:

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2. Please tell us if there are children (aged 5 to 18) in your household using any of the services below? (If you don't have children please go to Question 3) (Please tick one option per row)

	Yes, in OX12	Yes, in my home	Yes, elsewhere in Oxfordshire	No, not aware of how to access these services
Sweatbox				
Sports Centre				
Football Club				
Rugby Club				
Tennis Club				

Silver Band				
Amateur Dramatics				
Singing Group				
Dance Group				
Cricket Club				
Athletics				
Beatbox				
Short Break activities (5 – 17yrs)				
After School Activities				
TOPAZ				
Scouts				
Cubs				
Beavers				
Guides				
Brownies				
Rainbows				
Rangers				
Air Cadets				
Army Cadets				
Special Educational Needs (SEND) support group				

Are there any other groups or activities that your child or children attend?

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3. If you are over 18 or responding on behalf of someone over 18, please could you tell us what services or activities are used by you or the person you are responding on behalf of? (please tick one option per row)

	Yes, in OX12	Yes, in my home	Yes, elsewhere in Oxfordshire	No, Don't know how to access these services
Sports Centre				
Football Club				
Rugby Club				
Tennis Club				
Silver Band				
Amateur Dramatics				
Art Group				
History Group				
Further Education				
Adult Day Centre				

Luncheon Club				
Afternoon Tea Club				
October Club				
Blind Club				
Fitness Clubs				
Exercise Classes				
Private Gyms				
Special Educational Needs (SEND) support group				

Are there any other services, groups or activities that are used by you or the person you are responding on behalf of?

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4. Please could you tell us about any other groups that you (or the person you are responding on behalf of) go to? (Please tick one option per row)

	Yes, in OX12	Yes, in my home	Yes, elsewhere in Oxfordshire	No, don't know how to access these services
Book club				
Walking club				
Pub meet ups				
Cinema club				
Bowls club				
Nordic walking				
Dance group				
Women's Institute (WI)				
Theatre group				
Art group,				
U3A				
Rotary				
Lions				
Fitness classes				
Knitting group				
Angling club				
Gardening club				
Service club				
Athletics club				
Cycling club				

Canal group				
Bridge club				
Craft group				
A personal Club <i>(These clubs are run by a few close friends. These friends or family members do things they like to do together).</i>				
Professional societies <i>(These organisations are partly social, partly professional in nature and provide professionals with opportunities for advanced education).</i>				
A hobby Club <i>(Examples include science fiction clubs, ham radio, Model Railroading, collecting, creative and artistic pursuits, making, tinkering).</i>				

5. Are any other NON NHS services/activities or groups that you or the person you are responding on behalf of, go to that benefit your physical and mental health?

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6. Where do you access the services, groups and activities that you (or the person you are responding on behalf of) go to? (Please tick on option per row)

	Yes	No	I can't remember/don't know
The Beacon			
Wantage Library			
Wantage Hospital			
Wantage Leisure Centre			

Hanney War Memorial Hall			
St John's Church, Grove			
Wantage Health Centre			
Village Halls			
Grove Library			

Are there any other venues that you or the person you are responding on behalf of, regularly visit (at least once a week)?

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7. Have you or any person you are responding on behalf of, accessed the following NHS services, in the last 2 years? (Please tick one option per row).

	Yes, in OX12	Yes, in my home	Yes, elsewhere in Oxfordshire	No, don't know how to access these services
Podiatry				
Dentist				
Ultrasound Scanning				
Audiology Clinic				
Family Planning				
Child and adolescent mental health service (CAHMS/PCAHMS)				
Paediatric Physio				
Ophthalmology (Eye) Clinic				
Ear Nose and Throat (ENT) Clinic				
Genetics				
Bladder and Bowel Clinic				
Heart Failure				
Dietetics Clinic				
Rheumatology				
Soul Mates				
Royal Berks Hearing Van				
Talking Space				
Mammography				
Diabetic eye screening				

Diabetes structured education				
MIND counsellor				
Health Visitor service				
Extended hours GP clinics				
GP clinics for diagnostic physio				
NHS Pharmacy services				
Opticians including MECS				
Midwifery				
Adult physio				
NHS 111				
Minor Injury Units				
First Aid Unit				

- 8. Thinking about the NHS, Social Care or Leisure Activities run by the Vale of White Horse District Council, are there any services that you or the person you are responding on behalf of, have used in the last 2 years, not covered in the questions already asked?**

- 9. Thinking about the services that you or your family have used in the last 2 years, which top 3 services have benefitted your health and wellbeing the most?**

1:

2:

3:

10. Please could you tell us how you travel to the health and wellbeing services you or your family go to?

	Yes	No	I don't know	Not applicable to me and my family
On foot				
Bicycle				
Volunteer care driver scheme				
Public transport				
Taxi				
Car				
Car, I have a disabled badge				
Car, but I claim my travel through the NHS Healthcare Travel scheme				
Ambulance				

11. Is there anything else that would help you and your family to access health and wellbeing services?

12. Thinking about all the services that you (or the person you are responding on behalf of) use, are there any services that you would like to have access to that are not currently available to you and why?

Thank you for completing the survey! Please could you take some time to tell us about yourself or the person you are responding on behalf of?

13. I am responding as (please tick all that apply)

- As an individual, living in the OX12 area
- As a carer on behalf of someone else, over the age of 18
- on behalf of my family
- A representative of Healthwatch Oxfordshire, living in the OX12 area
- A representative of Healthwatch Oxfordshire, not living on the OX12 area
- A GP/clinician, living in the OX12 area
- A GP/clinician, not living in the OX12 area
- An NHS staff member, living in the OX12 area
- An NHS staff member, not living in the OX12 area
- A Local Authority staff member, living in the OX12 area
- A Local Authority staff member, not living in the OX12 area
- A District Council member of staff, living in the OX12 area
- A District Council member of staff, not living in the OX12 area
- Representing a voluntary sector organisation, providing services in the OX12 area
- A councillor representing the OX12 area
- I do not live in the OX12 area but I work there
- I do not live or work in the OX12 area but I am interested
- Other (please provide details) _____

14. Your age

<input type="checkbox"/> Under 16	<input type="checkbox"/> 45-54
<input type="checkbox"/> 16-24	<input type="checkbox"/> 55-64
<input type="checkbox"/> 25-34	<input type="checkbox"/> 65 and over
<input type="checkbox"/> 35-44	

15. Your gender

- Male
- Female
- Transsexual
- Prefer not to say

16. Ethnicity

- White British
- White Irish
- Mixed race
- Asian or Asian British

Black or Black British

Chinese

Prefer not to say



Other (please state) _____

17. Do you consider yourself to have a disability?

Yes

No

Prefer not to say

Data and Protection & Privacy

Under the Data Protection Act 2018, Oxfordshire Clinical Commissioning Group has a legal duty to protect any personal information we collect from you. We might publicise quotes from what you say in this survey, but we will always remove your personal data.

If you do not want all or part of your response to be made public, please state which parts you wish us to keep confidential.



Please return this survey by **Monday 6 May 2019** to:

FREEPOST OXFORDSHIRE CLINICAL COMMISSIONING GROUP
(No further address details required)

Or by email to: cscsu.talkinghealth@nhs.net



The magnificent protest rally last summer, made the authorities start to listen to us, and your 'Re-open Wantage Hospital Campaign Group' has worked hard to keep up the pressure on your behalf. There is a '**Survey to Plan for the future Health and Care needs in Wantage and Grove** (and surrounding areas), which your campaign group supports.

The survey is available until 6 May at this link: <http://bit.ly/surveyOX12> and more details about the Survey is available at this link:

<https://consult.oxfordshireccg.nhs.uk/consult.ti/OX12survey/consultationHome>

Hard copies are available in public buildings, village shops throughout OX12 and the Health Centre, or by calling 01865 334638, or emailing cscsu.talkinghealth@nhs.net or can be downloaded using the links above.

The most important question on it is: No. 12 'Thinking about all the services that you (or the person you are responding on behalf of) use, are there any services that you would like to have access to that are not currently available to you and why?' **Please remember our Community Hospital when completing this question**

As you know Wantage Hospital has been temporarily closed to in-patients for more than 2 years, other than Maternity, its services won't be included in the survey. It used to provide minor injuries, X-ray, physiotherapy, respite care and rehabilitation services including end of life care.

Tell the survey how these services, if they had been provided by the hospital, might have affected you differently or could affect you in the future.

Thankyou: keep in touch and keep informed info@savewantagehospital.org



A REMINDER:

Wantage Community Hospital was opened in 1927 and replaced Wantage Cottage Hospital in Belmont. It was paid by the community.

Wantage Community Hospital became part of the NHS in 1948. We remained responsible for the building and equipment with the NHS providing the staff. Local people raised the money to install the lift, build the day rooms and install an X-ray unit.

In 1974 the Hospital was handed over in good faith to the NHS for them to run it. The League of Friends continued to provide for patient comfort and paid for the first birthing pool in Oxfordshire.

Our Community Hospital has been threatened twice before in 1998 and 2006 yet survived.

Its minor injuries unit closed temporarily in 2002 and has yet to reopen.

The in-patient beds closed temporarily in 2016 and have yet to reopen.

Physiotherapy moved out in 2017. We are promised that it will be back but we don't know when...

It currently only provides maternity services. All other services have been closed.

WE WANT OUR SERVICES BACK

To stay in touch:

Please email info@savewantagehospital.org or see our facebook page and we'll keep you informed

