

## **Engagement Plan to support the programme of work responding to Secretary of State requirements following referral of the permanent closure of consultant-led maternity services at the Horton General Hospital**

### **1. Introduction**

Oxfordshire Clinical Commissioning Group (OCCG) will address the requirements as set out by the Secretary of State following referral of the permanent closure of consultant-led maternity services at the Horton General Hospital:

- To formally consult with the new joint Oxfordshire Overview and Scrutiny Committee (OSC) established for this purpose with membership from Oxfordshire, Warwickshire and Northamptonshire.
- To seek feedback from mothers in Oxfordshire and the bordering areas to the north of the county who have given birth since the temporary closure of the Horton obstetric unit on 1 October 2016.

The approach that will be taken to do this will be to work in an open and transparent way, to ensure engagement and feedback is sought across the borders in south Northamptonshire and south Warwickshire and in the context of services for all of Oxfordshire.

Concerns expressed during the previous consultation and at the first meeting of the new joint OSC have been considered in developing this plan. Every effort will be made to pick up questions and concerns and to address these during the coming weeks and months and to ensure the OCCG website is actively maintained.

No reduction to A&E or paediatric services are proposed or anticipated. For this reason the concerns raised during the public consultation about the interdependency of services will not be addressed through this work.

### **2. Stakeholders**

The range of stakeholders interested in this work is wide and varied. It includes stakeholders in Oxfordshire, south Northamptonshire and south Warwickshire. A key stakeholder is the newly formed joint Overview and Scrutiny Committee (Joint OSC), in addition other stakeholders include the public, local MPs, local authorities and their members, local GPs, staff and patients at the Horton, the Community Partnership Network, the local media, patient and voluntary groups and the local campaign group Keep the Horton General (KTHG).

The engagement in this work will start with the new Joint OSC. The description of the work involved and the approach to be taken will be agreed with the Joint OSC to ensure the plan will deliver the requirements as set out by the Secretary of State.

The plan will ensure wide public and stakeholder engagement throughout. We will maintain a log of all communication with stakeholders and will publish letters, briefings and papers shared with stakeholders on the OCCG website.

The stakeholders for this work are identified below:

Patients and their families who have used maternity services
Women and families who expect to use maternity services in the future
General public of Oxfordshire, south Northamptonshire and south Warwickshire.
Groups that support women and families during pregnancy and childbirth including: <ul style="list-style-type: none"> <li>• NCT</li> <li>• La Leche League</li> </ul>
Members of the new Joint OSC
Members of the local authorities: <ul style="list-style-type: none"> <li>• Cherwell District Council</li> <li>• Stratford on Avon District Council</li> <li>• South Northamptonshire District Council</li> <li>• West Oxfordshire District Council</li> <li>• Warwickshire County Council</li> <li>• Northamptonshire County Council</li> <li>• Oxfordshire County Council</li> <li>• Banbury Town Council</li> </ul>
Local MPs: <ul style="list-style-type: none"> <li>• Victoria Prentis MP for Banbury</li> <li>• Andrea Leadsom MP for south Northamptonshire</li> <li>• Nadhim Zahawi MP for Stratford-on-Avon</li> <li>• Robert Courts MP for Witney</li> <li>• Chris Heaton Harris MP for Daventry</li> </ul>
Members of the Community Partnership Network
Keep the Horton General campaign group (KTHG)
Healthwatch Oxfordshire Healthwatch Northamptonshire Healthwatch Warwickshire

GPs in north Oxfordshire, south Northamptonshire and south Warwickshire
<p>NHS organisations:</p> <ul style="list-style-type: none"> <li>• Nene CCG (Northamptonshire)</li> <li>• South Warwickshire CCG</li> <li>• Oxford University Hospitals NHS Foundation Trust (OUH)</li> <li>• South Warwickshire NHS Foundation Trust</li> <li>• Northampton General Hospital NHS Foundation Trust</li> <li>• South Central Ambulance Service NHS Foundation Trust</li> <li>• East Midlands Ambulance Service NHS Foundation Trust</li> </ul>
<p>Professional bodies:</p> <ul style="list-style-type: none"> <li>• Local Medical Committees</li> <li>• Royal College of Obstetricians</li> <li>• Thames Valley Clinical Network</li> </ul>
<p>Local media:</p> <p>Oxfordshire:</p> <ul style="list-style-type: none"> <li>• Banbury Guardian</li> <li>• Banbury Cake (online)</li> <li>• Banbury Sound</li> <li>• BBC Radio Oxford</li> <li>• Oxford Mail and Times</li> </ul> <p>Warwickshire:</p> <ul style="list-style-type: none"> <li>• Stratford Herald</li> <li>• BBC Coventry and Warwickshire</li> <li>• Leamington Courier</li> <li>• Coventry Evening Telegraph</li> </ul> <p>Northamptonshire:</p> <ul style="list-style-type: none"> <li>• Brackley &amp; Towcester Advertiser</li> <li>• Northampton Chronicle</li> <li>• BBC Radio Northampton</li> </ul>
Staff working in maternity services in Oxfordshire, Northamptonshire and Warwickshire

### 3. Communication

A section will be dedicated to this work on the CCG website in a similar style to the current section on Cogges. It will be directly accessible from the Home page and will include the following.

- A question and answer section - the content will develop during the project picking up new questions raised through meetings with stakeholders and the joint OSC as the work progresses.
- Documents associated with this work will be posted on this dedicated

area of the CCG website. This will include documents containing data, analysis of information, briefings and papers presented to other bodies. There will be an assumption that all papers prepared for this work will be published on this page. A link will be provided to the documents previously published for completeness but any that are to be used specifically in this work may be published again.

- A timeline setting out the key milestones for this work so that all know what to expect and when to expect it.

This part of the website will be regularly updated to ensure all have access to the most up to date information rather than waiting until the next meeting of the OCCG Board or the Joint OSC.

Social media will be used to highlight specific pieces of this work. Advice will be sought from The Centre for Health Communications Research at Buckinghamshire New University which has experience in this field.

Letters and written briefings for stakeholders will be provided from time to time during the course of this work between meetings of the joint OSC. These will be published on the CCG website.

#### **4. Meetings**

Representatives from OCCG and OUH (and when possible supported by representatives from the NHS in south Warwickshire and south Northamptonshire) will attend all meetings of the Joint OSC. Papers will be provided as needed and those attending will be prepared and expect to answer questions and to listen to members of the committee.

Member representatives from OCCG and OUH will also continue to participate in regular meetings of the Community Partnership Network (CPN). The CPN is an important group that brings together most of the key stakeholders for this work, including representatives from the south Northamptonshire and south Warwickshire local authorities and local MPs. All material produced will be available to the CPN.

#### **5. Stakeholder events**

Events will be organised for stakeholders to attend. These will form part of the project plan and will be engagement events where participants will take part in discussions and consideration at key stages. These events will be facilitated by an external professional facilitator who will also write up reports on each.

1. Focused on reviewing the shortlisting process, considering the criteria to be used for assessing options and the process for assessment.
2. Reviewing the assessment of the shortlist, the data and evidence used and what the results have shown.

Attendance at each event will be managed to ensure a wide range of

stakeholders (see stakeholder list above). Additional expertise will be provided from clinical and professional bodies.

All information gathered to share before and at the events will also be published so that it is available for all to see. At the events, the data and evidence being gathered to help support the assessment of options will be discussed and there will be opportunities to explain, question and develop understanding of all important information used. This will include data and information gathered from elsewhere, associated with each area of assessment criteria.

## **6. Patient experience**

We intend to seek feedback about the experience of women who have used maternity services since the temporary closure of the obstetric unit at the Horton General Hospital in Banbury on 1 October 2016. The IRP was clear that the options must be the most desirable for the whole of the Oxfordshire population and wider population that access services in Oxfordshire and so this needs to be done within a wider context of maternity across Oxfordshire.

During the public consultation in 2017, the main concerns raised about changes to maternity services in Banbury related to:

- Travel time between Banbury and Oxford.
- Parking at the JR and the Horton
- Risk associated with distance from the obstetric unit

To gather this feedback we intend to organise a survey and several focus groups. To ensure this is conducted objectively and supported with statistical evidence several professional research organisations have been approached for quotes for conducting this work based on the following.

## **7. Survey**

A survey will be designed to capture the experience of women and their partners who have given birth since 1 October 2016 across Oxfordshire and those women living in south Northamptonshire and south Warwickshire.

An independent organisation with expertise in survey design and statistical analysis will be appointed to design and deliver this work and report on it.

Stakeholders will be invited to participate in developing the criteria to be used and the assessment of bids. The questions themselves will be developed by the organisation appointed using their experience and expertise to ensure the questions are objective and can be statistically analysed.

Annex 1 (see page 7) provides more detail on the approach to the survey.

## **8. Focus groups**

In addition to the survey, a number of focus groups will be organised to gather more in depth feedback on the same areas as those covered in the survey. This may include meeting with women who are not yet mothers but plan to start a

family in the future. They will be organised and facilitated by an external organisation to ensure the same professional approach. The purpose of the focus groups will be to allow more in depth discussion around the questions in the survey.

## 9. Reporting on the engagement

A report will be produced by the appointed organisation that will detail the experience of those women and their partners who have used maternity services across Oxfordshire and beyond during the period of the temporary closure of the Horton obstetric unit. It will provide analysis to allow comparison and deeper understanding of the relative impact depending on where the women live and which service they use. The results will be used to support the option appraisal.

## 10. Outline timeline for engagement:

The overall programme timeline is published in the main report and should be read alongside the timeline for engagement below.

December 2018	Confirm appointment of organisation(s) to support survey
February/March 2019	Survey and focus groups to capture the experience of women and their partners who have given birth since 1 October 2016
February 2019	Stakeholder event(s) - sharing information about the shortlisted options, evidence and data to be used and criteria
Mid March 2019	Report on stakeholder event(s) published
Mid March	Aim to share interim report (with statistical analysis but without full narrative) on survey with stakeholders before the political restrictions start.
25 March – 2 May	Political restriction prior to local election
Mid-May 2019	Publish report from survey and focus groups.
June 2019	Stakeholder event(s) – presenting the shortlisted options and the assessment against criteria
Early July	Report on stakeholder event(s) published
Late July	Publish full engagement report to support OCCG Board decision-making.

## *Annex 1*

### **Survey description**

A survey will be designed to capture the experience of women and their partners who have given birth since 1 October 2016. This will aim to capture the following:

- Experience of women and their partners who chose to give birth in any one of the Oxfordshire midwife led units (MLUs):
  - Horton Hospital in Banbury
  - Chipping Norton MLU
  - Wantage MLU
  - Wallingford MLU
- Experience of women and their partners who intended to give birth in an MLU but were transferred during labour to the obstetric unit in Oxford.
- Experience of women and their partners who gave birth in the Spires Unit (alongside MLU) at the JR in Oxford.
- Experience of women and their partners who gave birth in the obstetric unit at the JR in Oxford.
- Experience of women and their partners living in the Horton Hospital catchment area (north Oxfordshire, south Northamptonshire and south Warwickshire) who gave birth at the Bluebell Birth Centre at Warwick Hospital (an alongside MLU)
- Experience of women and their partners living in the Horton Hospital catchment area (north Oxfordshire, south Northamptonshire and south Warwickshire) who gave birth at an obstetric unit outside the county.

For all these categories, we will need the respondents grouped geographically by postcode and registered GP Practice.

- Women who live within the catchment area of the Horton Hospital in Banbury. This would be sub-divided into:
  - Women who live in Banbury
  - Women who live in south Northamptonshire
  - Women who live in south Warwickshire
  - Women who live in north Oxfordshire
- Women who live in Oxford City Locality
- Women who live in West Oxfordshire Locality
- Women who live in South East Oxfordshire Locality
- Women who live in South West Oxfordshire Locality
- Women who live in North East Oxfordshire Locality

Areas to explore:

- Experience of travelling to and from the hospital/MLU for antenatal care

- Experience of travelling to hospital/MLU at start of labour
- Experience of transfer via ambulance during labour or immediately after birth
- Experience of giving birth – staff, facility, care etc
- Experience of postnatal care
- Experience if needed to stay in hospital for some days after birth
- Experience if baby in special care baby unit (SCBU)

As already outlined an independent organisation with expertise in survey design and statistical analysis will be appointed to design and deliver this work and report on it.

Stakeholders will be invited to participate in developing the criteria to be used and the assessment of bids. This will include members of the joint OSC, a representative of the KTHG and Maternity Voices. They will also have an opportunity to help define the areas for questioning.

The questions themselves will be developed by the organization appointed using their experience and expertise to ensure the questions are objective and can be statistically analysed. This means that if an area of concern was highlighted as needing to be explored in the survey, such as the potential stress of travelling between Banbury and Oxford, then the organization designing the survey would be asked to include one or more questions that would deliver data that would demonstrate the extent of this.

### **Contacting women**

Data protection law does not allow personal details of any patients to be shared without their permission. Maternity departments and GPs can support information being shared in a targeted way with those women directly affected by the changes who have given birth during the time of the temporary closure at the Horton.

The OUH will identify the women who have given birth at the JR or in one of the Oxfordshire MLUs and will distribute the survey and any other correspondence on behalf of the organisation running the survey.

For women who gave birth at hospitals out of county, we are currently working with the relevant CCGs and their maternity providers to determine how best to do this.

Every effort will be made to reassure women that their feedback and views will be gathered carefully and recorded confidentially so that it will not be linked to their name or other identifiable information. The local MP and KTHG have offered to promote the survey and encourage people to complete it to ensure there is a good uptake. If following receipt of the report of the findings from the survey it is felt that some aspects are missing then we will work with stakeholders to agree what else should be done to address this.