

Citizens' Jury panel: views from the local community

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Introduction

- I am speaking in my capacity as:
 - the Cabinet Member for Healthy Lifestyles
 - Representatives of Cheltenham residents who have expressed their concerns at the proposals for the hospital and other services in Cheltenham
 - An individual
- Residents wish to see a fully functioning Consultant led A&E facility in Cheltenham, not a UTC

What I believe is working well in the delivery of care in Gloucestershire hospitals

- Based on my own experience:
 - Ophthalmology;
 - Audiology;
 - Urology;
 - Winfield Hospital for Orthopaedics

What I/we believe might be improved upon in Gloucestershire hospitals?

- Patient care on wards;
- Communication with patients;
- Poor accessibility at particular times
- Understanding of the patient condition
- 111 service and geographic issues
- 'too posh to wash' attitude

What I/we would want the jury to think about when making recommendations about the future of Gloucestershire hospital care?

- The three towns: Cheltenham, Gloucester and Tewkesbury growth in the next 10 years;
- Accessibility of service for the whole county;
- Staffing;
- Retirements;
- Training time for doctors and nurses;
- Care issues impacting on hospital services and lack of community services

Is there anything the jury might want to find out from the NHS, public etc. to inform jury recommendations?

- The truth – not propaganda;
- Why 'Fit for the Future' document was so written as to persuade the correspondent that only the view of the Trust was right;
- Difficulty of access to GRH for many in the County;
- Financial burden of travel to GRH for poorer citizens.

Summary

- Basic flaw in proposals;
- Staffing issues;
- Access issues;
- Impact on poorer patients;
- Lack of whole system approach;
- Population growth not factored in;
- Time to train staff not factored in;
- Community medical issues not included.