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NB: There are no jury materials for 25, 27 and 28 January and so no daily uploads for these days

Community Perspective - Staff

Russell Peek

**Staff Governor, Medical and Dental
Gloucestershire Hospitals NHS Foundation Trust**

Citizens Jury - 22 January 2021

Session Purpose

From a staff perspective what were the strengths of the NHS public consultation to solicit and engage on the Fit for the Future proposals?

From a staff perspective what were the weaknesses of the NHS public consultation to solicit and engage on the Fit for the Future proposals?

Strengths

- Clinical colleagues represented at all stages
- Multiple routes for communication and feedback
- Focus on patient experience
- Impact on education and training considered
- Aspiring to excellence

Weaknesses

- Outstanding benefits undersold
- Tackling misinformation diverted focus
- Being heard during a pandemic
- Potential limited reach of 'e-communication'
- Managing differing opinions within staff groups

Summary

- Positive, developmental ambition
- Staff engagement actively sought and encouraged

Response to One Gloucestershire Public Consultation Process



REACH: Our Brief



Introduction to you and what you will be presenting



What in your view were the strengths of the NHS public consultation to solicit and engage the public on the Fit for the Future proposals?



What in your view were the weaknesses of the NHS public consultation?



A summary of your main points



REACH

- Led by Cheltenham Chamber of Commerce, supported by businesses, residents, NHS staff and unions and local campaign groups
- Supported by the 4 main political parties
- Founded in 2013
- Restore Cheltenham's A&E Dept
- Maintain CGH as General Hospital
- Safeguard health services for Gloucestershire residents



Strengths of the Consultation

- We believe this is something to be addressed by One Gloucestershire



'Fit for the Future'



- Over 1200 pages total
- Easy read (7pp), summary (44pp), full consultation (80pp)
- 1080 pages in Pre-Consultation Business Case (PCBC) & 38 appendices
- *“PCBC...Unnecessarily impenetrable in length and layout...”*

South West Senate Aug 2020



'Fit for the Future'

Why ?

Why do we want to discuss this now?

We initially planned to consult with the public in March (2020). Due to the COVID-19 pandemic this process was paused. We've considered very carefully when to restart public consultation and believe this is now the right time to listen to the views of the public. There is an imperative to consult now because of the potential benefits for patients, families, carers and staff which could be realised.

Source: 'Fit for the Future' p10



Why consult now?

- Public events cancelled
- Public concerned about COVID emergency

“COVID has spread around the world extremely quickly and has affected every corner of the planet. But this is not necessarily the big one...This is a wake-up call.”

Dr Michael Ryan, WHO Exec Director, 28th December 2020



Lack of pandemic planning

- FTFE proposal contains **NO** resilience planning for future pandemics
- Current consultation launched in October 2020 after 8 months of pandemic in UK
- Pandemic advice for healthcare by NHSE, Royal Colleges of Surgery and GiRFT NOT considered or mentioned in booklets or PCBC



Professor David Spiegelhalter OBE FRS

- Chair, Winton Centre for Risk and Evidence Communication, University of Cambridge
- SAGE Committee member, Advisor to DoH
- ... **'manipulative framing of risks'**



Manipulation by Exclusion

- Easy read booklet contains little information, upon which a resident can give an opinion
- Other booklets and PCBC written in technical language with advanced reading age
- Normal people excluded from understanding the issues fully



Manipulation by Omission

- Key information in PCBC not mentioned in any of the public consultation booklets
- Concerns that proposals may not meet the 'Five Tests' for NHS Service Change are not mentioned
- *"There is concern that maintaining a full A & E at CGH is not sustainable without other co-dependent clinical services"*

(South-West Clinical Senate Report, March 9th 2020, p3)



Summary

- Difficult to understand why FFTF consultation had to be held during COVID pandemic
- There is no mention of pandemic planning!
- Documents impenetrable and Byzantine
- Important information omitted from public booklets
- The consultation threatens the viability of CGH A&E
- REACH believes the process is flawed



Angela Gilbert GRCC and Know Your Patch Networks

Citizens Jury 22nd January 2021



What are the Know Your Patch Networks (KYPN)?

- Builds networks for those working with individuals and groups to help people stay independent for longer and to lead full and happier lives
- KYPNs are based in each district and hosted by a local voluntary and community sector (VCS) organisation
- The networks help connect VCS and statutory organisations together for effective partnership working



What was our role in the consultation process?

- We had no involvement in the consultation's development.
- KYPN leads shared information about the consultation and how people could be involved through emails to network members.
- Some KYPNs had a short presentation at their network meeting about the consultation from Becky Parish, Gloucestershire Clinical Commissioning Group.
- The information was also shared at other VCS networks, forums and through e-newsletters

Comments on the Consultation Process

Strengths

There were a **good range of options** for people to share their views

- Online survey
- Drop-in / face to face
- Phone
- Printed materials

All information was available on the **Get Involved in Gloucestershire** website

- In one place – made it easy for KYPN to share a link to this page
- Registration was not a requirement, therefore anyone could participate

Strengths cont'd

The **public drop-in events**, using the information bus, were planned for each district and due to take place in the main shopping areas

- Locations were where people would naturally meet / be visiting
- Easily accessible by public transport

Online events were arranged when lockdown meant plans had to change

- This meant that consultation via discussion, could still take place

Options included **phone consultation**

- Gave an additional accessible option for people

Weaknesses

- There was a lot of information on the website landing page which could have been difficult to navigate for some people
- We know that people can be 'digitally excluded' either because of a lack of skills or access to internet/computer hardware. Having to move most of the consultation on line could have impacted on the number of people who were able to participate in the consultation.

Comments on the materials available

Strengths

An **Easy read option** was available

- gave an opportunity to read a simple summary of the consultation
- Specified the questions the reader needed to consider

Summary booklet

- presented the consultation in a clear way, showing what people were being asked to consider and what the proposed options were.

Comments on the materials available

Weaknesses

- it could have been difficult for some people to find the **easy read option** on the website landing page. The link to the easy read option could have been put in a more prominent place, rather than at the bottom of the page.

General comments

Strengths

- It was helpful that the CCG were prepared to come to network meetings and explain about the consultation. It gave an opportunity for those who had questions, to ask them.

Weaknesses

- We were not told if the information was available in other languages. This would have been helpful to know and share with network members.

Summary - Main strengths and weaknesses of the consultation

Strengths

- The range of options for engaging with the consultation
- Reaching out to the KYPNs and asking them to share the details of the consultation wider and into communities
- Get Involved in Gloucestershire website

Weaknesses

- The amount of information could put some people off from taking part in the consultation
- Having to use online methods to consult could have an impact on those who are digitally excluded



Fit for the future Public Consultation

My view – Trevor Rawlinson

An introduction

Professional life

- The majority of my working life was spent within the automotive industry
- Retired in 2010

Patient Participation Group

- Every medical practice obliged to have a Patient Participation Group (PPG)
- Conduit for patients to communicate with the practice and vice versa
- Meeting 4 x per year
- Introduced practice newsletter, administered patient questionnaire

Healthcare Experience

- Three times cancer survivor!
- Co-founder of the Cotswold Prostate Cancer Support Group
- Chairman of the Patient Participation Group (PPG) of Church Street Medical, Tewkesbury.

STRENGTHS OF THE NHS PUBLIC CONSULTATION

Publications

Very comprehensive booklets

Household consultation

Every household sent a public consultation leaflet which directed anyone interested to contact One Gloucestershire to get involved



Zoom call with PPGs

Effective contingency planning and action to arrange online consultation with PPGs when Covid-19 prevented use of the 'Information Bus'

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WEAKNESSES OF THE NHS PUBLIC CONSULTATION

Publications

Too much technical information and language which means it might not be as accessible to as many people as we would like. Too many hoops to jump through to get involved. Difficult to complete the survey online because there was no link in the printed documents.

Household consultation

Not enough promotion and publicity about the NHS public consultation to encourage more people to participate e.g. obtaining coverage on BBC Radio Gloucestershire. Not enough detail about how the specialist services will create a better treatment experience for patients. For example case studies of a treatment pathway before and after the introduction of specialist services



Zoom call with PPGs

The PPGs were consulted by Zoom but the general public could not engage because of a lack of alternatives to the 'Information Bus' caused by the Covid lockdown

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SUMMARY OF MAIN POINTS

Positive

Leaflets and brochures produced to describe the potential changes and benefits of Fit for the Future. Direct consultation with PPG members who have specialist knowledge and links to patients and GP surgeries and a household leaflet was distributed

Could be improved

The consultation materials were too technical for the general public to understand fully the implications of the changes, Covid restrictions prevented consultation via the NHS information bus and the online link was not featured in the written publications and was tricky to find.



Community Perspectives on Fit for the Future

Vicci Livingstone-Thompson

CEO

Agenda



- Who am I and what is Inclusion Gloucestershire?
- Our role in Fit for the Future
- Strengths of the NHS Public Consultation
- Weaknesses of the NHS Public Consultation
- Summary



Introduction



Inclusion Gloucestershire – an all-age all-disability user-led organisation

Providing a voice for disabled people and delivering services and projects across Gloucestershire and the South West including:

- Quality Checking of care services
- Training and Development
- Engagement (Hubs, peer support networks, coproduction and consultation)



Our role in Fit for the Future



Commissioned to engage with Seldom Heard groups in 2019

Advised on accessibility of workshops

Facilitated attendance and engagement at 11 workshops

Involvement in Reference Group since November 2019

Advised on accessibility of written materials

Facilitated distribution of key messages



Strengths of the NHS Public Consultation



Commitment to engaging seldom heard groups and focussed effort in doing so (11 workshops attended by 45 people)

Info in a range of formats (print, social media, face to face workshops in 2019)

Consultation with Experts by Experience and inclusion on reference group

Key NHS partners who worked collaboratively

Resources to improve accessibility



Weaknesses of the NHS Public Consultation



Tight turnaround made meaningful engagement challenging at times

Information presented at workshops not accessible (jargon, lots of info).
Venues and timing of workshops an issue.

Fears around A&E closures overshadowed consultation around other departments. Scaremongering from politicians and the media caused confusion and particularly impacted individuals with a learning disability or mental ill health

Timing – General Election (purdah), COVID-19 meant multiple cancellations and postponements



Summary



- We are a user-led organisation representing and delivering services to disabled people
- We have been involved in the consultation in various ways, including being on the Reference Group, improving accessibility and facilitating attendance and engagement
- Strengths – commitment to inclusion of diverse groups, variety of info, partnership working
- Weaknesses – fears around A&E overshadowed other areas of consultation, not always enough time to engage in an accessible way, external disruptive factors

