

## BRIEFING FOR STAKEHOLDERS

### Hospital services in northern Devon – engagement update

As a valued stakeholder we want to provide you with an update on our engagement activity to date in developing our future plans for hospital services in northern Devon.

As described in our [previous update](#), we are undertaking a review of a selection of the key hospital services needed by the population of northern Devon. We are focusing on 11 key services, shown in the table below (note that two services appear in both columns).

Essential to support an ED	Facing a challenge
A&E	Care of the elderly
Intensive Care (ICU)	Stroke
Acute Surgery	Oncology
Acute Medicine	Maternity (Obs and Gynae)
Paediatrics (assessments)	Radiology
	Trauma and Orthopaedics
	Acute Medicine
	Paediatrics (wider service)

Since March, we have been meeting with the clinical teams leading these services to understand their vision and plans for the future, and what support they may need to achieve them. We have also met with other representative staff groups to understand their views.

We have had discussions with a wide range of stakeholders over the last few months to describe this piece of work, how we are involving patients and the community and to gather views on what is important to people about hospital services.

We are working with an experienced market research company to ensure we engage with a representative sample of people across northern Devon, including harder to reach groups. We are also talking to patients with lived experiences of our services to capture what is important to them when using these services.

The information and views gathered from all of our engagement activities are being collated into themes which are being used to inform the service discussions. Some of the common themes emerging from our engagement activities are shown below.

<b>Primary themes</b>	<b>Secondary themes</b>
Access	<ul style="list-style-type: none"> <li>Travel vs. outcome</li> <li>Support for patients travelling further eg. overnight accommodation</li> <li>Impact of travelling on patients and carers</li> <li>Localising where possible – making the best use of community hospitals</li> <li>Digital</li> <li>Improving choice for patients</li> <li>Considering carbon footprint</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>Having the required staff</li> <li>Exploring innovative workforce models</li> <li>Increasing specialist education opportunities</li> <li>Wider availability of workforce</li> </ul>
Infrastructure	<ul style="list-style-type: none"> <li>Having the right space and equipment</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>Improving the transition between primary and secondary care</li> <li>Improving advice and guidance for GPs</li> <li>Providing more support to patients after discharge</li> <li>Enhancing support to mental health patients</li> </ul>
Equal outcomes	<ul style="list-style-type: none"> <li>Addressing health inequalities</li> <li>Improving general health</li> </ul>
Patient-focused	<ul style="list-style-type: none"> <li>Learning from patient feedback – what patients and carers want us to do differently</li> </ul>
Future-proof	<ul style="list-style-type: none"> <li>Ensuring long-term sustainability of services</li> </ul>
System strategy	<ul style="list-style-type: none"> <li>Compatible with Devon-wide plans and priorities</li> </ul>

## **Have your say**

Our approach to engagement has been designed to ensure we capture feedback from a representative sample of the communities we serve, as well as feedback from those with lived experience of our services. Alongside this, we have been meeting with stakeholders to talk to them about this process and to understand what is important to them about hospital services. All of this is being fed into this process to help us develop our future plans.

We have received feedback from some of our stakeholders that they would like the opportunity to contribute to this process further. We have therefore created a survey for anybody who would like to contribute their views, which can be accessed at:

<https://www.surveymonkey.com/s/90159013/NDHT-feedback-2019>

This survey will run until the end of September 2019 to ensure the feedback can be considered alongside the feedback we have gathered from all of our engagement activity to date. Paper copies are available on request from the communications team at [ndht.communications@nhs.net](mailto:ndht.communications@nhs.net).

## **Better for You, Better for Devon: engaging on the NHS Long Term Plan**

Following the publication of the national NHS Long Term Plan, Devon is developing a local version of the plan, called Better for You, Better for Devon. The plan will make sure Devon is fit for the future, providing high-quality care and better health outcomes for people and their families, through every stage of life.

The findings of NDHT's review of hospital services and the feedback from the related engagement activity will be fed into Devon's Long Term Plan, as well as the work that has commenced on a Peninsula Clinical Services Strategy.

If you'd like the opportunity to comment more specifically on the development of Devon's Long Term Plan, a further Devon-wide survey is currently underway, covering a wide range of topics.

This survey runs until 5 September and can be accessed at:

<https://www.surveymonkey.com/r/BetterDevon>

## **Feedback meeting**

We are planning to hold a feedback meeting for stakeholders and the public in September. This will provide you with the chance to hear the feedback received from all of the engagement activity we have carried out to date. It will also be an opportunity to ask any questions, share any further feedback and hear more about

the next steps in the piece of work to develop our future plans. We will write to you shortly to confirm the date, time and venue for this meeting.

We'd like to say thank you for your invaluable involvement and support to date.

If you have any questions or comments, please contact [ndht.communications@nhs.net](mailto:ndht.communications@nhs.net).

**ENDS**