

Healthier **Together**



Improving health and care in Bristol,
North Somerset and South Gloucestershire

Turning Healthy Weston plans into reality

Themes from public engagement
June – August 2022



Background

Between 20 June and 14 August, an eight week period of public engagement was delivered to inform practical next steps, and to gather ideas around how to let people know what is happening

We particularly wanted to listen to:

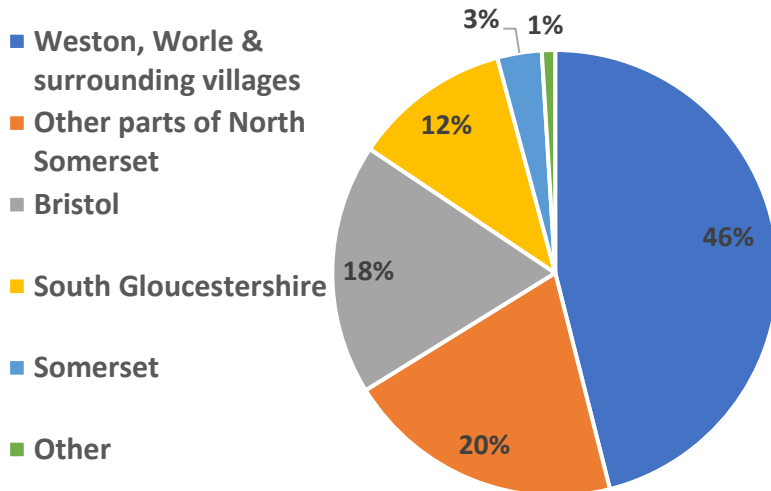
- Anyone interested in sharing practical ways to address issues previously identified
- People and groups we have heard less from during previous engagement
- Groups that may be more affected by the plans

An independent organisation has provided analysis and reporting to summarise themes from the engagement

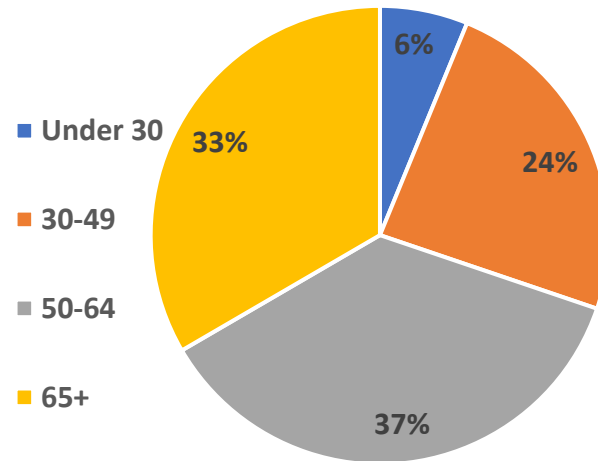
Who we heard from

Total response rate: 657 responses representing 890 people

Geographic Area



Age



25% NHS employees

10% from ethnic minority groups

14% parent of child under 18

69% female

27% have a disability or long term condition

4% member of the LGBTQ+ community

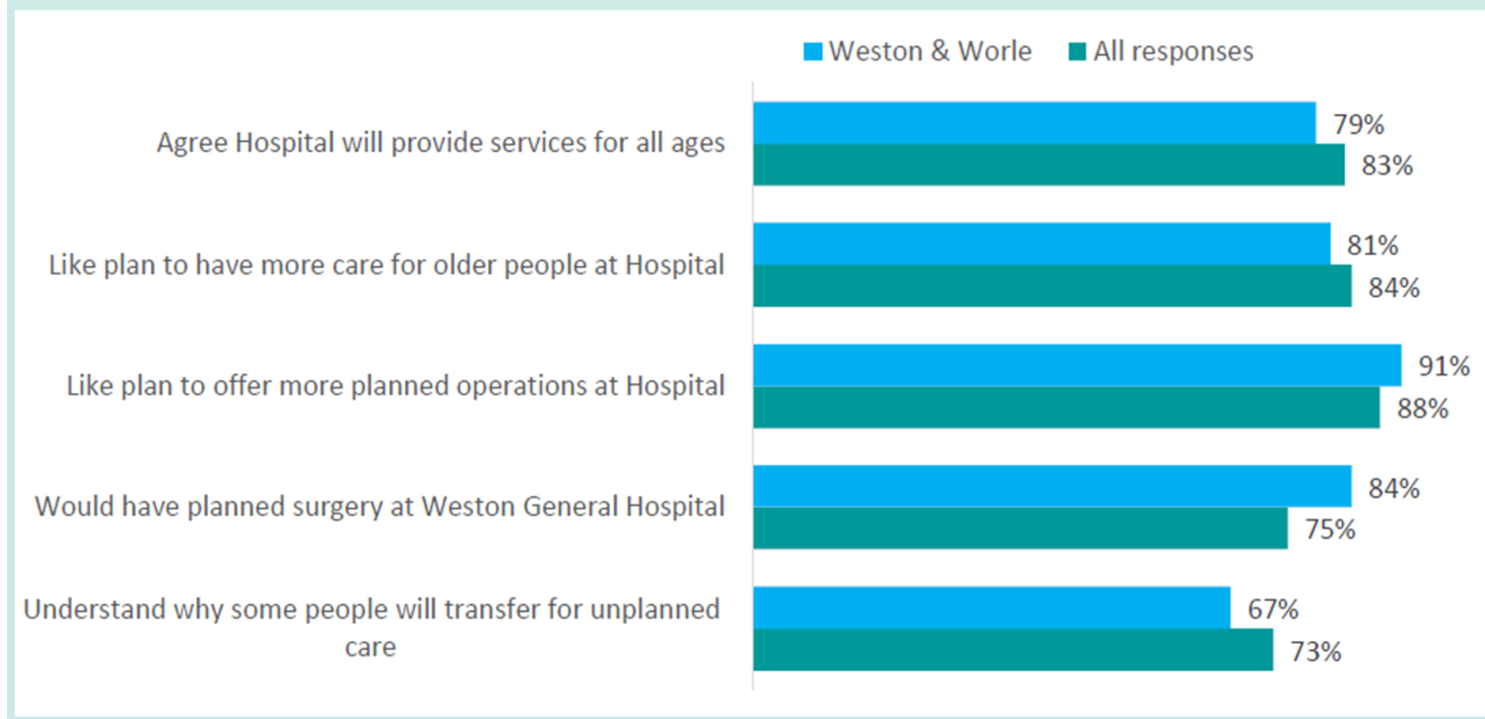
Key findings – overall impression

73% of those who responded thought the plans would improve Weston General Hospital

84% liked the plan to have more care for older people

88% liked the plan to offer more planned operations

Figure 1: Overall feedback about Healthy Weston programme Phase 2 plans

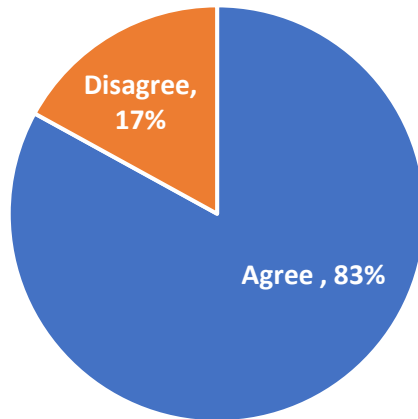


However, there was concern that some patients will **travel** to another hospital for their care

What we heard about care for all ages

- We wanted to know whether people are clear that services will remain available for people of all ages at Weston General Hospital

Hospital will include services for all ages



'I really like the sound of it. It sounds like you're really thinking about the people that live in Weston and what they actually need, rather than what the hospital wants to show off. That's the bit that makes the difference' [NHS Staff, via pop-in session]

- 8 out of 10 said that they were pleased with plans for additional support for frail and older people

What we heard about specialist care in a neighbouring hospital

- **73%** of people understood our plans for specialist care after an emergency

Suggestions about how we could support people who are transferred included:

- providing a **free or subsidised shuttle** between hospital sites
- **free/cheaper parking** and **direct public transport routes**
- providing people with **access to technology** to contact loved ones and support to use
- providing access to **laundry services** and items such as **books** and **toiletries** if people have no visitors to bring things

What we heard about planned surgery

- **88%** were positive about offering more planned surgery at Weston General Hospital
- Overall **75%** said they would be happy to have planned surgery at the hospital [varied by area]
 - May be able to have surgery more quickly
 - Would have more choice
 - Were familiar with the hospital
 - Reduce pressure on other hospitals
 - Parking
- People thought we could do practical things to encourage people to choose WGH for planned surgery such as a **promotional campaign** and **publicising shorter waiting time**
- The main barrier for people not choosing WGH for their planned care is the **time and distance travelling to and from the hospital** and **lack of confidence** in the hospitals reputation

'I think shorter waiting times would be compelling for many! Also clarifying the standard of care and related services (e.g. physio) would be as good. Provide free parking - especially if people are having to spend money on petrol traveling to Weston' [Bristol resident via Citizens' Panel]

Sharing information about the plans

People said that it is important to raise awareness in the community about what is planned and why and to help dispel some of the myths

- General promotion and media campaigns using local tv, radio and newspaper
- Direct communication such as posting leaflets
- Working through others, such as placing news items in newsletters

'There might be some upset surrounding the plans so there needs to be a campaign to highlight the benefits as much as possible' [North Somerset resident via Citizens' Panel]

What we heard from NHS staff

- NHS staff were just as likely as members of the public to be positive about the plans overall, including the plans to offer more planned surgery and care for frail and older people at Weston General
- Some suggested that it was important to **communicate clearly and quickly** with staff about how the plans might affect them; **clarify arrangements** for working across hospitals and to **build staff moral**
- A number of teams/departments within UHBW, and in particular, those working on site at Weston General Hospital, got in touch to ensure all interdependent services are being considered in workforce planning

While the 8-week engagement period has ended, staff engagement continues and will be ongoing throughout the programme to ensure that staff are fully informed and have opportunities to continue to contribute to the plans

Whilst there was a lot of positivity there were some concerns too

- That some patients will **travel** to another hospital for their specialist care
- That there is work to do to **build up the reputation** of and trust in Weston General Hospital
- Whether there will be the funding and workforce available to put the plans into practice
- Whether the system will be able to work together to provide joined up care

Whilst not a specific engagement topic one quarter of respondents wanted A&E hours to be extended

Next steps

- Reflecting the themes from the engagement in our implementation plans including:
 - Working with local authorities and transport providers to strengthen local transport links
 - Improving our communications to promote quality of care and services
 - More joint working with local partners to strengthen care pathways across organisations
 - Working with system partners to identify funding and to develop a workforce plan that is deliverable
- Continuing to engage and test our plans through patient and public representation on the Programme Group and other engagement routes

'If these proposals are put in place, this would be brilliant. How much confidence is there that it will all come to pass? Is there funding? The service proposals sound good for older people. Like the idea of the same day emergency service with no waiting around for investigations and the possibility of returning home with support if needed the same day'
[Community group meeting]