

Health and Wellbeing for the future:

# COMMUNITY HOSPITALS IN THE FOREST OF DEAN

Outcome of  
Consultation Report -  
Autumn/Winter  
2017





## Foreword

During the twelve weeks of the public consultation, Gloucestershire Care Services NHS Trust and NHS Gloucestershire Clinical Commissioning Group have earnestly sought the views of local people in the Forest of Dean.

This report provides information about the consultation process and activities and summarises the feedback received from members of the public, stakeholders and health and care staff.

Our intention is to demonstrate that we have respected the views presented to us and we have taken care to record the comments and suggestions received.

We are grateful to everyone who has taken the opportunity to get involved with the consultation.

### Tea and talk - Drop In



### Information Bus Visit



Further copies of this Report, and copies of the Report in other formats are available from: The consultation team: [glccg.consultation@nhs.net](mailto:glccg.consultation@nhs.net) or by writing to:

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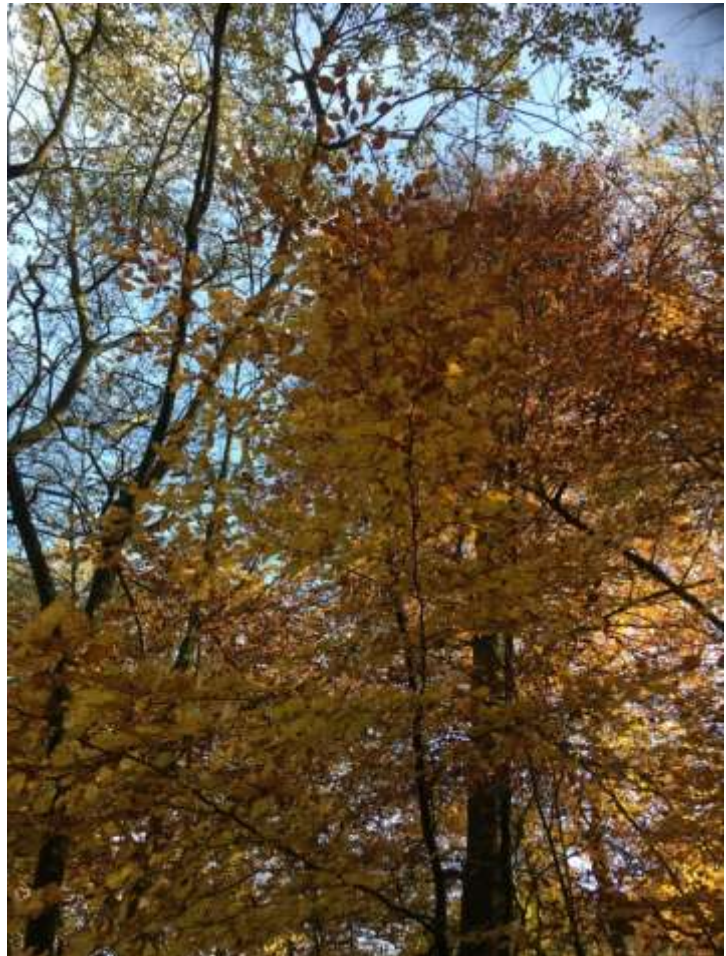
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# 1 Introduction to the Outcome of Consultation Report

This report sets out the feedback received during the recent consultation: Health and Wellbeing for the future: Community Hospitals in the Forest of Dean.

It provides a detailed overview of the consultation, which will inform the decision making of NHS Gloucestershire Clinical Commissioning Group and Gloucestershire Care Services NHS Trust regarding the future of Community Hospitals in the Forest of Dean.

It provides background context, sets out the consultation activity and reports on the quantitative responses and qualitative themes from the qualitative feedback received. All of the free text comments responses, together with written submissions responding to the consultation, are included in the online appendices at: [www.fodhealth.nhs.uk](http://www.fodhealth.nhs.uk)

Thank you to all those individuals, groups and organisations which shared their views with us and helped with the dissemination of the consultation booklet.

## 1.1 Background

In 2015, NHS Gloucestershire Clinical Commissioning Group (GCCG) and Gloucestershire Care Services NHS Trust (GCS) launched a review into the future of health and care services within the Forest of Dean. The purpose of the review was to:

*develop a plan for delivering high quality and affordable community health and care services to the people of the Forest of Dean which meet their needs now and in the future, and is developed with patients, the public and our key partners. The review will encompass all community services in the Forest of Dean, including those within the community hospitals.*

To support this work, a Forest of Dean Locality Reference Group was established. This group is made up of public representatives and community partners with a wide range of interests in healthcare in the Forest of Dean. The group has worked with us to develop our engagement with the local community and have actively contributed to this consultation regarding the future of the two community hospitals. The review was also supported by the Forest of Dean Primary Care Group, which is made up of representatives from the local GP surgeries.

Although this consultation has been about community hospitals, it is part of an overall plan for the Forest of Dean, which will see significant new investment in new

facilities for general practice (GPs and their teams) and other community based services in the Forest of Dean. Plans have already been agreed to improve GP premises in Cinderford and Coleford. Depending on the outcome of this consultation, other GP facilities in the Forest of Dean may also need to be prioritised for improvement.

## 1.2 Outcome of early engagement

Between September 2015 and June 2016, a range of engagement activity was undertaken to gather feedback from Forest of Dean residents regarding their health and care needs now and into the future. Health care professionals working in the Forest were also asked to give their insights and ideas for further improvement in delivering local services. This feedback has informed the development of options for community hospital services in the Forest of Dean. Key themes from the engagement are shown below. The full Outcome of Engagement report is available at <http://www.fodhealth.nhs.uk/engagement-2016/>

Key themes:

- Access to services

There is a strong message that care should be “close to home” whenever possible. Transport is a significant barrier to accessing services and those reliant on public transport often spend an entire day attending a short appointment at one of the acute hospital sites. Mobile services, such as the chemotherapy bus, are highly valued and consideration should be given as to whether similar delivery mechanisms could be applied to other types of care.

- Community Hospitals

There is general consensus from our engagement that the current facilities need either replacing or significant refurbishment to bring them up to “modern-day standards”.

The possibility of a single hospital has been suggested. The efficiency of running services from a single site would need to be balanced against ensuring accessibility of services.

Improving local access to diagnostic services and support on discharge from both the acute and community hospitals have been highlighted as areas for improvement.

- Urgent care

The “out-of-hours” periods provide significant challenge to people living across the Forest of Dean. Opportunities for more integration of GP out-of-hours, pharmacy services, Minor Injuries and Illness services and community teams (including specialist and palliative care) should be explored to support people to be cared for at

home or in the local community. Poor experience of engaging with the mental health crisis team, by both professionals and patients, was reported.

- Outpatient services

We should aim to provide more outpatient services in the Forest of Dean. It would appear that local options are not always offered either by reception/ booking office staff, or via the E-Referral system and patients report that they have only been able to get an outpatient appointment in the Forest of Dean following their specific request.

- Community Nursing

Expanding the capacity of Integrated Community Teams and Rapid Response Teams is seen as key to supporting patients and avoiding admissions to both acute and community hospitals. Improving links to primary care and additional support from the voluntary sector will ensure more “joined up” community care.

- Mental Health services

There is felt to be a general lack of support for people with poor mental health and a need for more low-level services, particularly for children and young people.

- Education and information

There is considerable confusion regarding the configuration of services. Many people appear to be unaware of what services are available where and although recent messages, such as making better use of pharmacies, are having a limited impact there is still a long way to go.

- Integration/Partnership working

The opportunity for better integration between primary care, community teams and the voluntary sector is recognised. A community hub model has been suggested as a way to improve integration between services, in addition to providing a central point for patient information and education.

### **1.3 Planning for the public consultation**

A Communication Strategy and Consultation Plan was produced by Gloucestershire Care Services NHS Trust and NHS Gloucestershire Clinical Commissioning Committee to support the Community Hospitals in the Forest of Dean public consultation. The objectives of the Strategy and Plan were to support comprehensive communication and widespread public consultation by:



- ensuring that there was a clear framework for communication and consultation activity in place, enhanced by the Forest of Dean Locality Reference Group.
- ensuring that information about the consultation was clear, easy to understand and widely available to the local community.
- ensuring that people knew how they could have their say and influence the work of the programme.
- ensuring that information was presented in a consistent and coherent way, with an agreed set of key messages.
- ensuring information was regularly updated and that mechanisms were in place to respond to questions from stakeholders and people in our local communities e.g. Frequently Asked Questions and Answers.
- ensuring that stakeholder groups were communicated with in the right way and in a timely manner.
- demonstrating and informing stakeholders of the outcome of the consultation and the impact that their feedback has made. This Outcome of Consultation Report supports this objective.

Building on the engagement work undertaken from September 2015, the Strategy and Plan describes the key communication and consultation methods/tools to be used and sets out our approach to public consultation:

#### Communication

- Face to face pre consultation briefings: Community Hospital staff, Forest of Dean DC, MP, Locality Ref Group (including League of Friends), Media
- Written staff, stakeholder and media briefings issued
- Dedicated public webpage (and links from GCS and CCG websites) – to host consultation materials/provide on-line feedback options
- Hardcopy and on-line consultation booklet
- Published Frequently Asked Questions and Answers that are updated in real time during the consultation
- Use of social media (twitter and FB) – to support the consultation process
- Consultation video – setting out the story/key messages and encouraging participation in the consultation process
- Info cards and posters to promote the consultation process and feedback opportunities
- Regular media promotion/coverage to highlight consultation feedback opportunities
- Posters, media and social media to promote consultation events/information bus availability.



## Consultation

- Activities to comply with duty to involve the public (s242<sup>1</sup> and s14Z2<sup>2</sup>).
- Continued work with the Forest of Dean Locality Reference Group.
- On-line survey (plus Easy Read version) and hardcopy booklet (plus Easy Read version) with back pages tear out pre-paid survey (as part of consultation booklets)
- Deliberative workshops with key stakeholder groups, including those identified through the Equality Impact Assessment.
- A range of Community outreach via the Information Bus and drop-in style events, arranged across different days and times of the week, including evenings and weekends.
- Regular briefings and meetings with community hospital staff.

### 1.4 Consultation Launch

The consultation was launched at the Gloucestershire County Council Health and Care Overview and Scrutiny Committee (HCOSC) on 12 September 2017. This committee meeting was webcast. HCOSC agreed that it could support this proposal going out to consultation; and would receive the outcome of this consultation at its meeting in January 2018.

The consultation launch was extensively promoted through the local media and social media, including a Facebook advertising campaign (details below). Information cards, signposting people to the dedicated consultation website, were also available and posters advertising drop-in events were sent to all host sites.

Over 9,000 consultation booklets were distributed to GP surgeries, pharmacies, hospitals, libraries, leisure centres and district council buildings across the Forest of Dean and were available at all the venues used for consultation events. We responded to specific requests from community groups and organisations for copies of the consultation booklets, for example Forest Routes (Community Transport provider), dentists, local political representatives. We restocked venues with consultation booklets on request throughout the consultation period. Around 1,000 copies of the 'easy read' guide were also distributed. Consultation materials, including the survey, are available on-line at [www.fodhealth.nhs.uk](http://www.fodhealth.nhs.uk)

Healthwatch Gloucestershire, which is the county's independent health and care champion, took a keen interest in the consultation. This took the form of attending a

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<sup>1</sup> National Health Service Act 2006 (NHS Provider Trusts)

<sup>2</sup> Health and Social Care Act 2012 (NHS Clinical Commissioning Groups)

number of the presentations and ‘drop-ins’ as well as reviewing the information available to the public. Healthwatch Gloucestershire’s full observations regarding the consultation are included in the Correspondence Appendix 3

Healthwatch Gloucestershire’s made three specific comments regarding the consultation process. These are highlighted below:

1. Healthwatch Gloucestershire was impressed by the high level of preparation that had gone into the consultation which provided a good opportunity for residents of the Forest of Dean to participate and share their views. The consultation included a range of ways for people to have their say including attending public meetings, visiting an information bus, and drop-ins – all delivered in local venues. There was also an online option to share views via a survey. We were impressed by the number of face-to-face opportunities for engagement with nearly 100 people present at the Lydney meeting and a high number of drop-ins. Every presentation we attended was handled professionally including when there was robust challenge and questioning by local people.

2. The consultation was supported with good quality information which explained the ‘case for change’, background, FAQs, and the options. We were impressed by the dedicated website which provided clear and very comprehensive information. The audio-visual content was useful for those who like to access information in this way as was the easy-read documentation.

3. The information available clearly set out the preferred option of the commissioners and the provider and invited local people to say whether or not they agreed with this option. We believe that taking such a clear position is helpful.

## **1.5 Consultation Activity**

Over 50 consultation events – presentations with question and answer sessions, information bus visits and public drop-in events (see below) - have been held across the district and these have been publicised in advance through social media, through regular half and full page advertisements in the Forest and Wye Valley Review, The Forester and the Citizen. Flyers with the original set of extensive dates were also included in every consultation booklet. Invitations to attend other meetings/groups were also sought and received, providing an opportunity for targeted engagement with specific groups such as young people and family carers. As a result we attended numerous meetings of local clubs, support groups and organisations such as town council meetings, schools, Crossroads Care, Forest Sensory Services and Gloucestershire Young Carers, taking the total number of consultation events above 50.

The Consultation Team would like to thank all venues for their co-operation and assistance with consultation activities.

## Consultation Events

**Information Bus** visits across a range of locations, during weekdays and weekends during the consultation period, enable access for local people to find information and to ask questions of members of the consultation team.

**Tea and Talk** drop in sessions enabling informal opportunities for people to talk with members of the consultation team. The idea for the Tea and Talk sessions came from a local tea shop owner who offered to provide a location, refreshments and locals to talk with the consultation team. The approach was well received and enabled people to engage with the consultation in areas where community spaces or vehicular access for the Information Bus might be restricted.

**Presentations** provided an opportunity for information to be shared and questions answered.

Discussions at consultation events correspond with the feedback received through the consultation survey and are summarised in Survey analysis later in this Report.

A detailed schedule of consultation events is included in Appendix 2.

In total, members of the consultation team supported:

**52** events, accounting for **1318** face-to-face contacts at consultation events with local residents

There were:

**3,456** individual visitors to the consultation website

**27,498** Twitter impressions

**3,779** Facebook impressions

Facebook consultation advertisement, total number of people reached:

**15,420**, of which **11,918** was a result of paid-for advertising, and **3,502** as a result of organic sharing.

**38,720** Facebook consultation advertisement impressions - the number of times our advert was displayed, whether the post was clicked on or not. The advertisement can be attributed to generating an additional **834** clicks to the consultation website home / landing page. Once the campaign finished online, Facebook gave us a relevance score of 8 out of 10. The high score shows how relevant our advert was to

our target audience, compared to other adverts which may have targeted the same audience.

The consultation activity resulted in:

**3344** surveys (including **354** Easy Read surveys) submitted between 12 September and 10 December (receipt of postal surveys extended by 2 extra days to account for inclement weather conditions at the end of the consultation period).

**28** items of Correspondence received (emails and letters)

**Staff engagement:**

- Staff briefings led by Katie Norton, Chief Executive, GCS, and Cheryl Haswell, Community Hospital Matron, took place at The Dilke Memorial and Lydney and District Hospitals, and at Edward Jenner Court on 11 September 2017
- Further briefings were provided at the Forest Hospitals as requested
- Katie Norton, Chief Executive, GCS, and Cheryl Haswell, Community Hospital Matron were present at the hospital sites on multiple occasions throughout the consultation, to answer questions from staff



## 2 Consultation Responses

### 2.1 Written Responses and Correspondence Received

28 items of correspondence (email and letter) were received during the consultation period, as summarised below in Table 1. These can be found in full at Appendix 4. Where the correspondence is received from a group or elected representative names have been included, where correspondence has been received from an individual member of the public, names and addresses have been removed (redacted).

**Table 1: Written Responses and Correspondence Received**

Ref:	Received	Details	Key messages
01	26/09/2017	Letter from Mark Harper MP (re Letter from constituent)	New hospital provides opportunity for Forest, but need to increase number of beds and other services provided.
02	29/09/2017	Letter from Newent Town Council	Seeking confirmation that existing hospital facilities would remain open until the new hospital built and operational.
03	18/10/2017	Letter from Forest of Dean Health & Social Care Community Interest Company	Insufficient clarity regarding the services that would be provided and concern that a move to a single unit would result in services being reduced.
04	30/10/2017	Email from local resident	Offered comments regarding the future of Lydney and District Hospital and increased travel/costs for patients to a central location, importance of a local minor injuries service.
05	31/10/2017	Letter from Mark Harper MP following meeting with Friends of Lydney Hospital and League of Friends of The Dilke Hospital	Asked questions regarding proposed services in new community hospital, bed numbers and bed usage by Forest of Dean residents, site selection decision making process, design of facilities in particular single rooms/ward and seeking assurance on future engagement with Leagues of Friends.

Ref:	Received	Details	Key messages
06	31/10/2017	Letter from local resident	Proposed investment in existing hospitals rather than a new build.
07	06/11/2017	Letter from Mark Harper MP	Confirming support for new community hospital following meeting with GCSNHST staff.
08	08/11/2017	Email from Forest of Dean Green Party	Asking a series of questions relating to the consultation
09	10/11/2017	Email from local resident	Noting that the land for Lydney Hospital given by Bathurst family.
10	11/11/2017	Email from local resident	Stating a view that land on which Lydney Hospital built would revert to Bathurst family if no longer required for healthcare services.
11	13/11/2017	Letter from constituent of Mark Harper MP	Expressing view to redevelop existing sites, increase number of beds and range of services provided.
12	14/11/2017	Email from Glos Breast Imaging Department	Request to be included in any future planning for a new community hospital facility.
13	15/11/2017	Comments from local resident	Retain the Dilke Hospital site and name.
14	18/11/2017	Letter from Dean Forest Voice	Comments regarding growing population, number of beds, role of community hospitals in supporting acute hospitals, maternity services,
15	24/11/2017	Letter from Forest of Dean Green Party	Need to focus on community assets and partnerships to ensure sustainable local services.
16	28/11/2017	Letter from Friends of Lydney Hospital	Understand the arguments for a single hospital, promoting a South Forest location. Comments on demographic information in supporting site selection process and bed capacity.

Ref:	Received	Details	Key messages
17	28/11/2017	Letter from local resident	Comments relating to “cost cutting” and closure of hospitals.
18	04/12/2017	Letter from Cinderford Town Council	Recognition of challenges faced at existing facilities. Support for enhanced medical care in FoD, need for sufficient beds, in a central location. Identification of potential development site. Comment regarding the future use of the Dilke Memorial Hospital site.
19	04/12/2017	Letter from Forest GP Surgeries	Support the preferred option to build a new community hospital in the Forest of Dean and close the two existing hospitals. Comment regarding review of bed numbers.
20	05/12/2017	Letter from Great Oaks (Dean forest Hospice)	Support the preferred option to build a new community hospital in the Forest of Dean and close the two existing hospitals. Comment regarding the bed numbers. Offer to be involved in site identification in Coleford area.
21	06/12/2017	Letter from Healthwatch Gloucestershire (HWG)	Positive feedback on consultation activity. Observations on main themes of feedback: bed numbers, population increases, maternity service provision, transport and travel, car parking, existing community hospital site ownership. Recommendation regarding Citizen’s Panel membership.
22	07/12/17	Letter from local residents	Comments regarding level of detail in the consultation document and asking a series of questions relating to the consultation and requesting further consultation.

Ref:	Received	Details	Key messages
23	07/12/2017	Letter from Gloucester resident	Concern re siting a new hospital in Coleford. Recognition of value added by Friends of Lydney Hospital.
24	07/12/2017	Letter from Coleford Town Council	Full support for provision of a single community hospital. Provided information regarding Coleford Neighbourhood Development Plan. Comments regarding population growth and number of beds within a new community hospital. Potential development sites within Coleford area identified.
25	08/12/2017	Letter from 2gether NHS Foundation Trust	Positive comments regarding the consultation process. Support for the preferred option to build a new community hospital in the Forest of Dean and close the two existing hospitals. Support for the site selection criteria. Recognition that mental as well as physical health for residents of all ages should be the focus of ongoing planning.
26	12/12/2017	Letter from Town Council of Lydney	Support given to the Friends of Lydney Hospital and Lydney, District and Severnside Stakeholder Group consultation responses. If preferred option progressed, propose facility sited in Lydney (benefits listed). Comments regarding decision making process, number of beds.
27	November 2017 (undated)	Blakeney Surgery	Comments regarding options for rerouting of public transport, bed numbers. Comments regarding co-location of primary care facilities: challenges and opportunities and advantages of larger practices.



Ref:	Received	Details	Key messages
28.	December 2017 (undated)	Communication from Lydney, District & Severnside Stakeholder Group	Support for a single new community hospital in Lydney, providing more than 24 beds, setting out benefits of location.

**Note:** We have been made aware of a petition co-ordinated by the Hands off Lydney and Dilke (HOLD) group, however this was not received by the NHS during the consultation period, nor at the time of preparing the Outcome of Consultation Report.

## 2.2 Survey Questionnaire Responses

The online questionnaire was created using survey software which supports analysis of both quantitative (number and %) responses as well as qualitative (free text) responses. Quantitative responses are presented relating to the full questionnaire, the Easy Read Questionnaire, and where possible a combination of the two. This was not possible with every survey question as there were some small differences between the main and easy read versions of the questionnaire. Themes from qualitative responses, illustrated by some quotations from the comments received, are also presented. A complete list of all qualitative responses is included in the Appendix 5.

The Consultation survey questionnaire was made available to the public, staff and stakeholders for a three month period in either print form or online, resulting in a random sample of respondents to the consultation.

The consultation team can confirm that all survey questionnaires received between 12 September 2017 and 10 December 2017 were included in the analysis in this Report (receipt of postal questionnaires was extended by two extra days to account for inclement weather conditions at the end of the consultation period). Where it was clear that the same hand had been used to complete a postal survey questionnaire, or identical phrases had been used to answer free text questions, it was assumed by the consultation team that the questionnaire had been completed on behalf of another individual.

In considering the survey questionnaire analysis it should be noted that there is strong evidence that an individual respondent's decision whether or not to respond to the survey is not random and the group of people who choose to answer a questionnaire is not necessarily representative of the population as a whole. Survey responders are people who are more motivated to take the time to answer the survey questions.

### 2.2.1 Survey Questionnaires received

A total of 3344 questionnaires (including 354 Easy Read) were submitted between 12 September and 10 December 2017.

Questionnaires were either completed on line using the web link on the consultation website or by hand using the tear-out freepost survey questionnaire printed in the consultation booklets. Questionnaires received by freepost were entered into the online portal by the consultation team in exactly the same words as were used originally. Where, in some cases handwriting was very difficult to read, a series of '?????' were entered.

All free text responses in both the main and Easy Read versions of the questionnaire were read by a member of the consultation team and grouped according to key themes.

### **2.2.2 Consultation Survey Questionnaire – Who responded?**

The survey questionnaire provided the opportunity, optional, for respondents to provide information about themselves. This information is helpful in identifying whether a good range of local people have taken the opportunity to provide feedback.

Approximately half the respondents to the survey provided demographic information, which is summarised in Appendix 1.

## 2.3 Consultation Questionnaire Analysis

546 respondents only responded to the first question on the questionnaire. These responses have been included in the totals below.

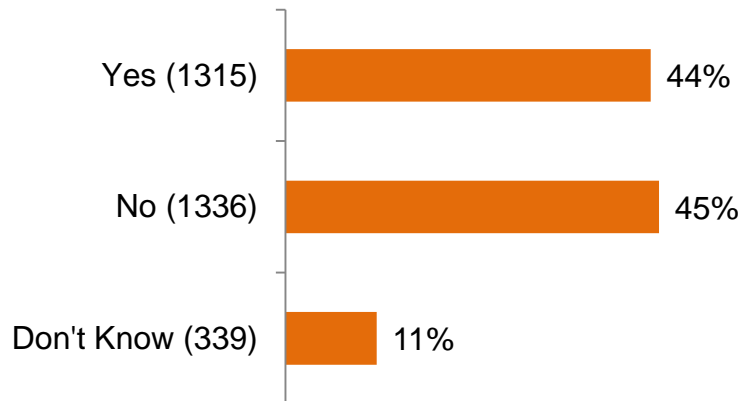
### 2.3.1 Support for the preferred option

***Q1: Do you agree with our preferred option to invest in a new community hospital in the Forest of Dean, which would replace Dilke Memorial Hospital and Lydney and District Hospital?***

3344 responses, including 354 Easy Read

#### **Main survey responses:**

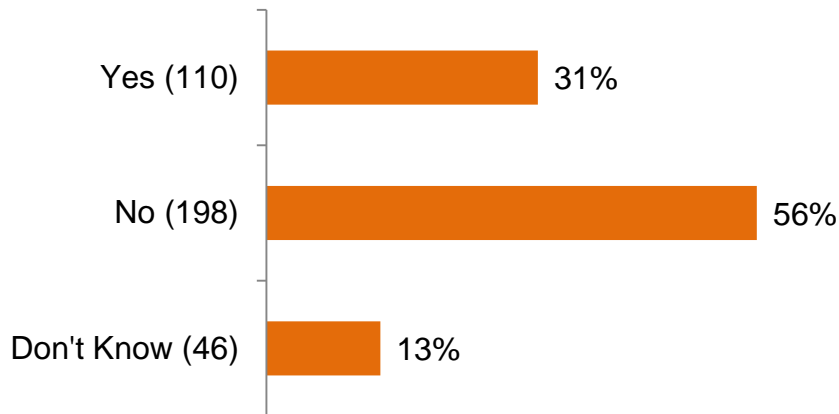
Responses: 2990 (1191 included a qualitative comment)





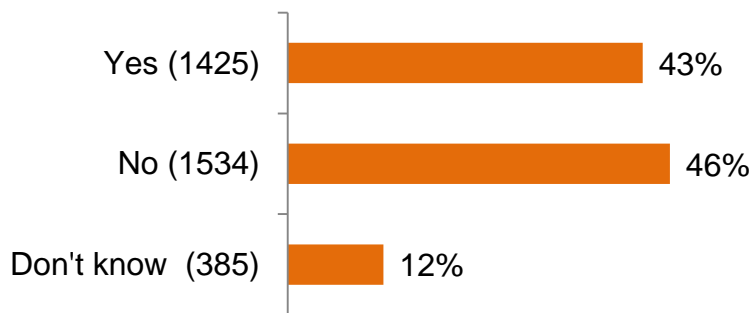
### Easy Read responses:

Responses: 354 (186 included a qualitative comment)



### Combined Responses from both the main survey and easy read versions:

(3344 responses with and without qualitative comments)



### Respondents to the first part of Question 1 by group

The responses from respondents from different groups such as: age; postcode; engagement with the consultation; are shown below in Table 2.

**Table 2: Main and Easy Read (ER) Survey Responses Q1 (part 1) further analysis by group (where disclosed)**

**Shaded GREEN** = more in the group support preferred option

**Shaded RED** = more in the group do not support preferred option

Group	No. of responses (Main)	No. of responses (ER)	Yes (Main)	Yes (ER)	No (Main)	No (ER)	Don't Know (Main)	Don't Know (ER)
Public and Community Partners	1474	N/A	720* 49%	N/A	631 43%	N/A	123 8%	N/A
Health or care professional	279		204 73%		55 20%		20 7%	
Age Under 25	71	62	43 61%	33 53%	23 32%	8 13%	5 7%	21 34%
Age 26-45	294	36	180 61%	10 28%	97 33%	22 61%	17 6%	4 11%
Age 46-65	768	70	417 54%	22 31%	285 37%	45 64%	66 9%	3 4%
Age over 66	689	70	326 47%	22 31%	300 44%	43 61%	63 9%	5 7%
People who attended a consultation event	658	98	323 49.09%	35 36%	284 43%	42 43%	51 8%	21 21%
Cinderford area residents	375	N/A	177 47%	N/A	169 45%	N/A	29 8%	N/A
Coleford area residents	293		158 54%		99 34%		36 12%	
Cross-Border area residents	51		11 22%		28 55%		12 24%	
GL17 area residents	223		114 51%		97 44%		12 5%	
GL18 North Forest area residents	56		43 77%		11 20%		2 4%	
GL19 – North Forest area residents	17		10 59%		4 24%		3 18%	
Lydney area residents	539		254 47%		238 44%		47 9%	
Live in the Forest of Dean (ER only)		241	N/A	82 34%		130 54%		29 12%

\*Actual numbers and percentages for each group shown

The information in Table 1 shows differential responses between groups to the first part of Question 1, with respondents using the Easy Read survey less likely to support the preferred option.

**Q1 Supplementary: If you do not support our preferred option, please tell us why you are unable to support this option.**

**Main survey responses:**

1191 responses

**Easy Read Responses:**

186 Responses

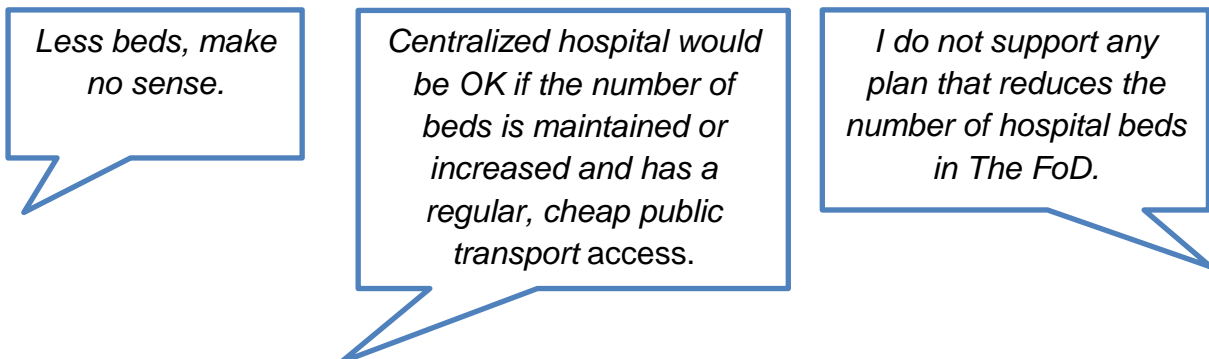
**Main Qualitative Themes:**

- reduced number of beds
- travel/transport
- Changing demographic [housing development/aging population]
- FoD heritage / community cohesion / local investment
- insufficient detail provided
- NHS cost cutting

This quote summarises many of the main qualitative themes above, with other quotes offered below:

*"I feel that cutting the amount of beds and centralising the community hospital to one point is a bad idea. Why can the millions of pounds not be invested in revamping and regenerating the current hospitals to bring them up to standard? (Especially as the Dilke has just had 6 weeks of refurbishment in minor injuries). It would mean people have options on how far they want to travel for appointments, more beds are available and staff will be able to keep their jobs and possibly more will be created. You could even add a midwife led maternity unit if funds allowed."*

**Reduced number of beds**



### Travel/transport

*Such a large area with limited transport. Need two hospitals.*

*Out of the budget perhaps you could fund a 24 hour Dial a ride with a short response time.*

*Towns and villages are scattered and the population is well used to travelling c. 3-5 miles to access specialised shops, services, facilities etc.*

### Changing demographic [housing development/aging population]

*The growth of both Lydney and the new development in Cinderford means that more hospital places are required not less.*

*Forest of Dean residents are increasing especially with new housing developments arising.*

*I support the need for one modern and manageable hospital, however the decrease in community beds*

### FoD heritage / community cohesion / local investment

*People in the Forest have a strong emotional connection with their 2 community hospitals. They are part of our heritage*

*The design of such a facility also needs to allow easy access to the outside world, fresh air, views etc. Country people are badly affected by enclosed, sterile spaces.*

*Our hospitals are a huge part of our community and our heritage and they serve our communities well. We need places we feel comfortable with to make us feel better. The Dilke and Lydney provide excellent health care why try and fix what isn't broken.*

### Insufficient detail provided

*Proposals have no defined plan for extra capacity for community beds in Gloucester and Cheltenham? I believe that you will fail to address this and will continue to be forced to accept city patients and therefore fail to meet the needs of local patients.*

*Unless I know where and what exactly is involved I cannot agree.*

## NHS cost cutting

Given the funding crisis in the NHS, it highly unlikely under the present government that any new purpose built hospital will actually materialise. This is a cynical move to sell off two extremely valuable public land assets to the private sector who will make big profits in redevelopment.

Further analysis of the “Don’t Know” responses to Survey Question 1 (339 responses to the Main survey and 46 to the Easy Read survey) has focussed on the reasons why respondents who were unsure about supporting the preferred option to build a single new community hospital in the Forest of Dean to replace the two existing hospital. 195 qualitative responses were recorded using the Main survey and 19 using the Easy Read survey.

A significant number of comments indicated that respondents would be able, or more likely, to support the preferred option if two factors were known; namely the location of the new hospital and the services to be provided in the new hospital, including more detail regarding the number of beds.

*I agree in principle that one new hospital would be good but am concerned that it must be located in the centre of the Forest.*

*Would support a new facility IF it meant more outpatient services would be provided so less journeys to Gloucester for treatments.*

*Until I know a proposed site for the new hospital and what the plans are for the use of the old buildings once the current facilities are closed I do not know whether or not I agree...  
  
... If they are replaced by something better which is easily accessible for the whole community, including those who do not have access to a car, then I would be more inclined to agree with the proposals.*

***If you do not support our preferred option, please tell us: What other option(s) we should consider (options must be able to achieve the objectives and criteria set out in section 8 of this booklet)***

1191 responses Main survey, 354 Easy Read survey, only respondents who selected 'No' and 'Don't know' above completed this question:

Main Qualitative Themes:

- Share investment £11m between two existing sites
- Redevelop one site and use second site for respite/EOL/care home facility
- Include a maternity unit
- Include a theatre

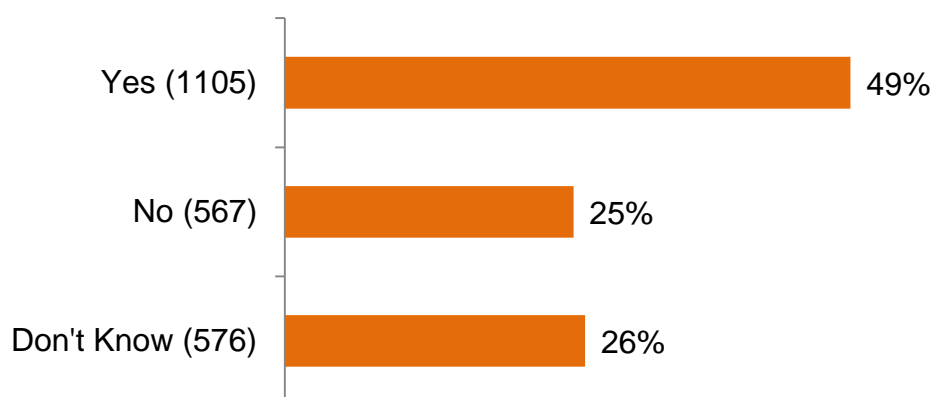
*Could you not spend the money that will be used in building a new hospital be spent on existing ones.*

*Could we consider 1 new "treatment" hospital and 1 perhaps simplified site with "advanced care home" type facilities.*

### 2.3.2 Impact of options

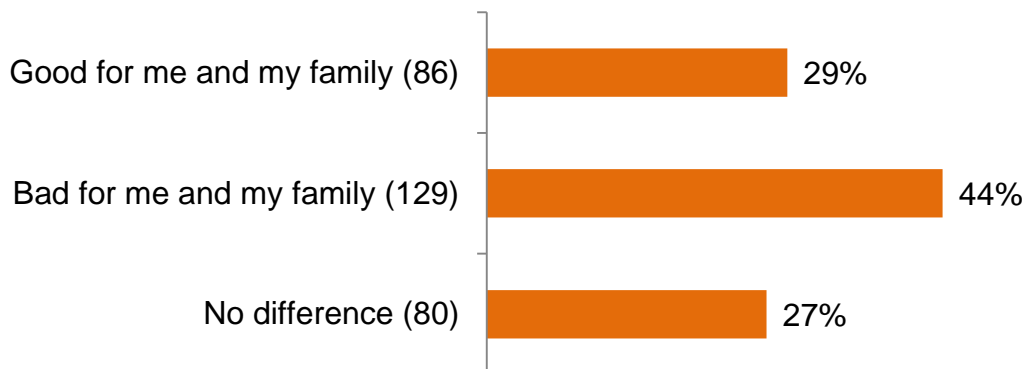
***Q2: Main: Do you think that any of the options explained in the consultation booklet (section 9) have a greater impact on either you, your family, or other Forest of Dean residents?***

(2248 responses)



**Q2: Easy read - How would you be affected by a new hospital in the Forest?**

(295 responses)



*A single hospital providing more beds and services with transport links could work. Obviously no hospital would have the worst impact.*

Respondents to this question reported both **negative** and **positive** impacts of the options for change. Most respondents concentrated on the impact of the preferred option (Option 3), whilst a small number of respondents commented on Options 1, 2 and 4. In terms of impact of Options 1, 2 and 4, Option 1 was identified as having the least impact and Option 4 was identified as having the most impact. A number of key themes were evident, summed up in the comment below.

**Access/Travel/Public Transport:** Positive comments referred to the opportunity to access services, such as outpatients and diagnostic tests within the Forest of Dean instead of travelling to Gloucester or Cheltenham and comments from staff related to increased efficiency through not travelling between two community hospital sites. The majority of negative comments related to anticipated increase in difficulty in attending a new single site community hospital (dependent upon the location). Many respondents commented on the poor public transport infrastructure within the Forest of Dean, the limited road infrastructure, the impact of bad weather and the additional cost of accessing services in Gloucester or Cheltenham.



*I feel some people may find it more difficult to access care. Transport may be a problem for some users.*

*An adverse effect on travel difficulties. New bus routes will have to be put in place. A positive effect if more services are available*

*As a retired, old age pensioner, I am likely to need more minor medical care services in the future. A new state-of-the art hospital is much more likely to be able to provide me with those services and prevent lengthier journeys outside of the area. This is likely to apply to a growing elderly population in the FoD.*

**Number of community hospital beds in the Forest of Dean:** The majority of comments related to the number of beds provided in a new community hospital and concern that Forest of Dean residents would not be able to access a bed within the Forest of Dean.

*It is very obvious that any reduction in beds would impact on everybody in the county, never mind the forest of dean. Your figures show that the population is rising and there are more older people, where are they all going to go if there are less beds available?*

*The proposed reduction of beds for a single site is a real concern*

**Facilities:** Comments under the theme of 'facilities' were diverse; positive comments included comments relating to a better, modern environment within a new community hospital and potential for extended services within a new community hospital. Negative comments included concern about the detail of services to be provided in future that the proposed new community hospital would not include a maternity unit, operating theatre and that urgent care services could be reduced.

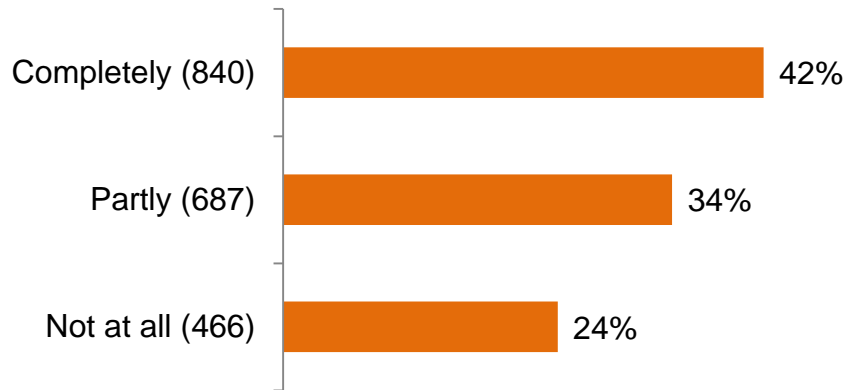
*I believe a new hospital on one site is the best way forward as it would be more efficient use of money, provide a better service for local people and visitors to the area (using the MIU) and be a very pleasant purpose built unit to work in. I think one unit would be better for people to use for instance x ray and outpatient appointments.*

*Whilst I have no objection to either one replacement hospital or two newly built hospitals, it needs to be clearer what facilities this would give us.*

### 2.3.3 Proposed Criteria for assessing a location for a community hospital

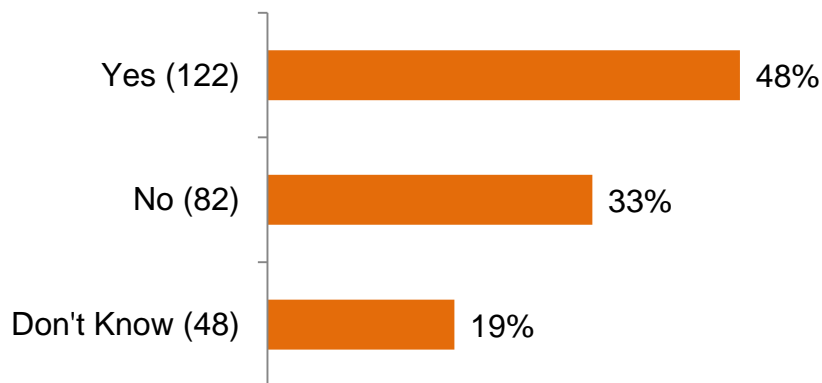
**Q3 Main survey: If the option of a new single community hospital is approved, to what extent do you agree with the proposed criteria for assessing the location for a community hospital in the Forest of Dean**

(1984 responses)



**Q3 Easy Read survey - We have made a list of what we think is important about a new site. Do you agree with the list?**

(252 responses)



### **Q3 Supplementary: If you do not “completely” agree, please tell us**

- **Why you do not agree;**
- **What other criteria we should consider.**

A total of 965 respondents (858 responses using Main Survey, 107 Easy Read survey responses) used the free text box in this question to raise their concerns about the preferred, option often raising previous concerns.

Key issues regarding the criteria included:

- poor road infrastructure;
- lack of public transport;
- impact of geography/topography of the Forest on travel times;
- a site within 30 minute travel time for majority of population was not achievable;
- demography – increasing population:
- heritage/local investment.

Some people suggested additional criteria that should be used for assessing the location for a community hospital in the Forest of Dean, some of which impact on location within the Forest of Dean and others which relate to site characteristics. Many of the suggestions reflected those included in the criteria given as part of the consultation, for example accessibility and public transport:

- needs to be accessible by public transport
- location should be central to the majority of the population
- site should be located on, or near to, one of the main roads through the Forest
- consideration of accessibility of other options, recognising that some people will choose to use other health facilities either within or outside of Gloucestershire
- surrounding environment i.e. preference given to sites with pleasant surroundings, green space, views, etc.
- sufficient space for car parking, future developments, to facilitate mobile services e.g. breast screening service.

*Reliance on public transport does not seem to be realistic. Even if some main bus routes run through the Forest, their frequency would not be such that out patients/visitors journeys would be easy. They could be facing long waits either at the hospital when they arrive, or at the hospital when they wish to return.*

*Nowhere will get unanimous support so just get on.*

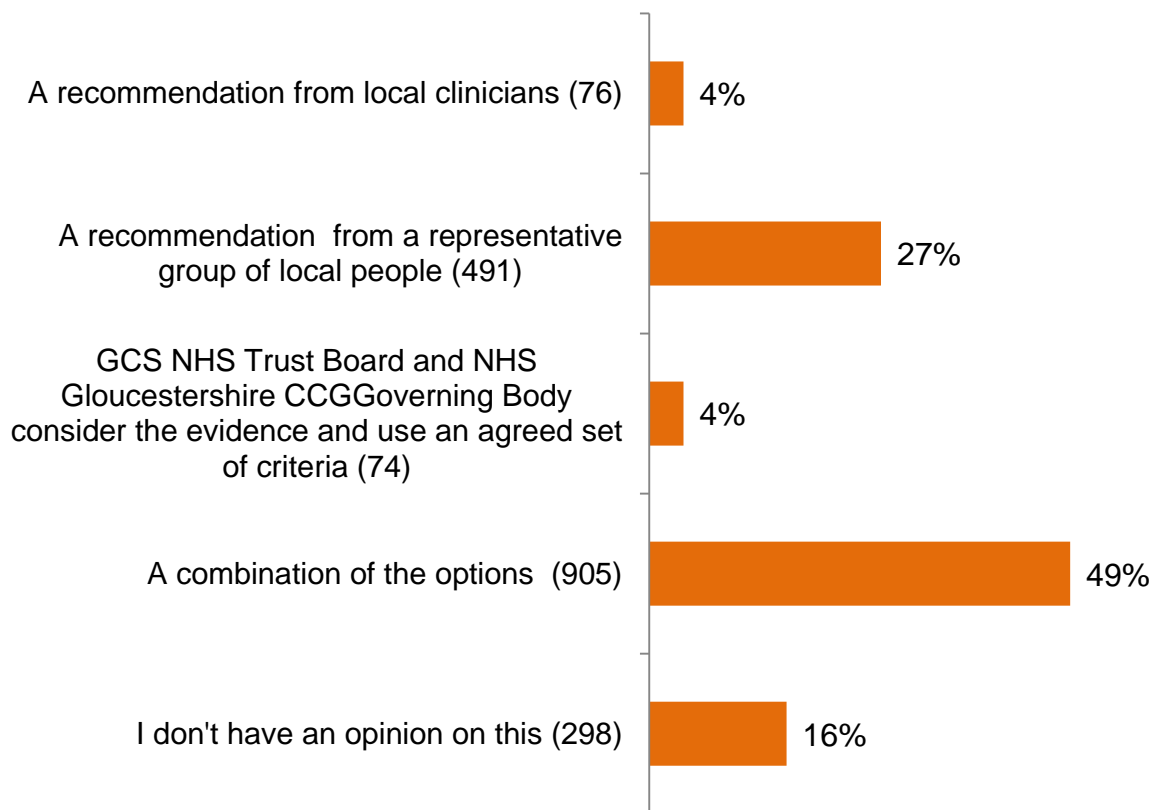
*Include the impact of the new site on the heritage and natural setting of the forest.*

The full free text comments is included in Appendix 5.

### 2.3.4 Making a recommendation

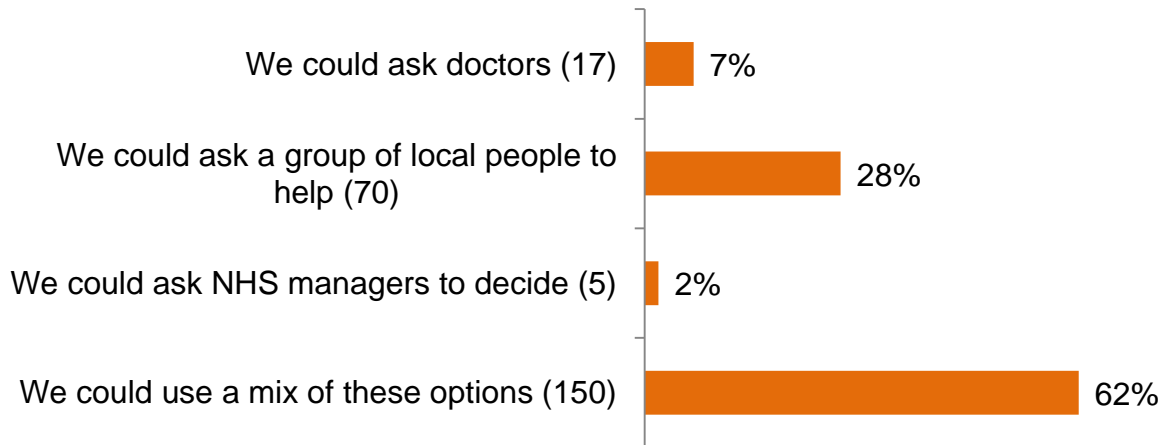
**Q4: Main survey: If the option of a single new community hospital in the Forest of Dean is agreed, how do you think a recommendation should be made on the location?**

(1844 responses)



**Q4 Easy Read Survey - If we build a new hospital, how should we decide where?**

(242 responses)

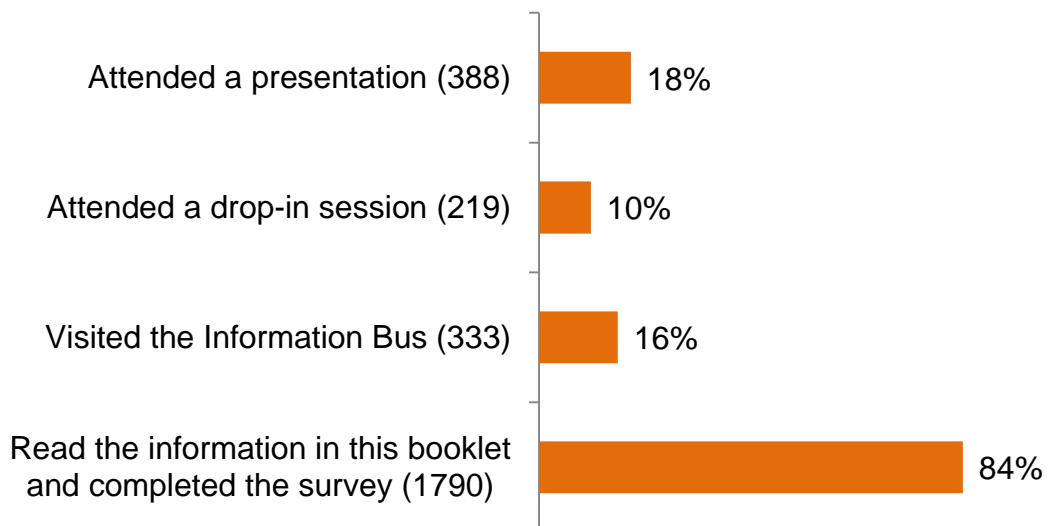


**2.3.5 Participation in the consultation**

**Q5 How have you participated in this consultation?**

Responses from both the full survey and easy read versions

(2141 responses)



### 2.3.6 Other qualitative comments

The final Survey question invited respondents to provide any other comments (1159 additional comments recorded in the main survey, 120 on the Easy Read survey). Many respondents to both surveys repeated previous comments. The main items from 'any other comments' are listed below:

#### Location

- Sufficient car parking essential
- You cannot please everyone
- Site recommendation panel members: avoid people with vested interests, include non-Forest of Dean representative, include rural and urban representation
- Consider the arrangement of the natural and artificial physical features of the Forest of Dean
- Don't build where trees and wildlife would be destroyed
- Site a new Community Hospital centrally in the Forest of Dean in an area of greatest deprivation
- Consider the impact on residents living close to the Welsh Border
- Hope a new Community Hospital will be close to school so that pupils can help

#### Heritage

- Honour the mining history in the new Community Hospital
- Ensure recognition of previous financial and cultural contribution to healthcare facilities
- Build new Community Hospital but retain existing sites for community wellbeing use: mental health, hospice, respite, care home, healthcare museum
- Recognise the contribution of the two Hospital Leagues of Friends in the new Community Hospital
- The NHS doesn't own The Dilke site, so you can't sell it
- Foresters discriminated against by NHS managers

#### Environment

- 21<sup>st</sup> century buildings required
- Consider the value of the environment in which a Community Hospital is built: views, nature – aid to recovery

- Consider the impact on the environment when selecting a site and building a new Community Hospital – consider renewable energy sources
- Consider a dementia friendly environment
- The Forest of Dean is promoted as an outdoor activity area for tourism and leisure, health services need to take this into account

#### Consultation

- It's time for change
- Change overdue, need new facilities to prevent people leaving the Forest of Dean
- A good opportunity to build better healthcare for future generations
- 10 years ago, the consultation to close the two existing Community Hospitals did not offer to replace with a new Community Hospital
- Well thought out plan
- Being asked to sign up to an idea rather than a reality
- Good that young people have been involved in the consultation
- Listen to the consultation feedback
- Decision already made
- Consultation before preferred option identified would have been better
- The final say should go to the staff who work at the existing Community Hospitals
- A waste of money consulting, fund patient services instead
- Listen to the younger generation

#### Services / Facilities

- Involve staff and patients in designing a new Community Hospital
- New Community Hospital must open before the two existing hospitals close
- Maternity unit required in the Forest of Dean
- Minor operations unit required in the Forest of Dean
- Urgent care requires x-ray and GP Out of Hours assessment
- Integrate new Community Hospital with primary care / poly-clinic
- Provide a mix of communal day room and shared and single rooms in a new Community Hospital
- Provide more out-patient clinics, follow up appointments should be offered locally
- Introduce specialist services for eyes and ears in the Forest of Dean to reduce travel to Gloucestershire Royal Hospital
- Existing equipment must be transferred to a new Community Hospital in the Forest of Dean
- Why isn't the Forest Dialysis Unit included in the planning?
- Excellent services provided from existing Community Hospitals



- 24 hour urgent care services needed
- Health improvement is predicated on early intervention
- Join up thinking between health and leisure
- Include community space / coffee shop / pharmacy within a new Community Hospital
- Build flexibly, multi-purpose facility with room to expand

## Beds

- 24 beds insufficient
- There is hidden demand for beds, Forest of Dean residents are distributed around Gloucestershire and out of county
- Restrict admissions to Forest of Dean residents
- Require more beds not fewer
- Forest of Dean residents frequently unable to access beds in the Forest of Dean Community Hospitals today
- Planning alternative services for Gloucester and Cheltenham residents a priority

## Demographics and Housing Development

- Take into account population growth (Housing development) – 6600 new homes allocated by local planning department
- Take into account older age population growth
- Severn Bridge Toll to be removed, likely to result in population growth

## Access / Travel / Public Transport

- Public transport unlimited and unreliable
- Taxis expensive
- Centralising services shifts costs to the users or services from the providers
- Consider transport options in an area of deprivation

## Funding / Investment

- £11m insufficient to build a new Community Hospital
- Waste of NHS resources to build a new Community Hospital
- How will the asset from the sale of the existing sites be used locally?

- Investment in community services required / increase home care support
- Invest in primary care
- A positive option if it saves money
- The new hospital in Chepstow was a waste of money as services are being withdrawn

#### Politics

- Stop political infighting
- Don't privatise the NHS
- Do not be persuaded by protest groups / political activists / local business interests

#### Staff and Management

- Staff looking forward to closer working, better environment and reduced travel between two existing sites
- Consider the impact on staff of workplace relocation
- Staff at existing Community Hospitals do a great job with limited outdated resources
- Consider the impact on staff of opportunities for greater integration on a single site
- Consider a staff crèche/nursery at a new Community Hospital

### 3. Next steps

The outcome of the consultation report will be presented to Gloucestershire Health Overview and Scrutiny Committee (HCOSC) on 9 January 2018.

The Gloucestershire Care Services NHS Trust and Gloucestershire Clinical Commissioning Group will be reviewing and consideration all of the feedback from the consultation process, and any issues raised by the HOSC. A joint report will set out recommendations for consideration by the Board of Gloucestershire Care Services NHS Trust and the Governing Body of NHS Gloucestershire Clinical Commissioning Group at meetings to be held in public on 25 January 2018. This will include:

- Consideration as to whether there is any new and material information which has come to light through the consultation which would be in to question the case for change;
- Consideration of the issues arising from the consultation, such as bed numbers, travel and access, and whether these can be mitigated, or whether they require us to reconsider our preferred option;
- Recommendations on whether to progress the preferred option;
- Should the preferred option of a single, new hospital be supported, recommendations on how the process to establish a preferred location will be progressed, including the criteria to be used and process to enable a recommendation to be made.

## 4. List of Appendices

Appendix 1: Demographic information for the Main survey and the Easy Read survey

Appendix 2: Appendix 2: Schedule of Consultation Activity September – December 2017

Appendix 3: Healthwatch Gloucestershire's full observations regarding the consultation

Appendix 4: Written Responses and Correspondence Received

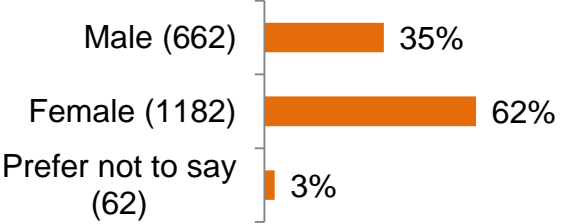
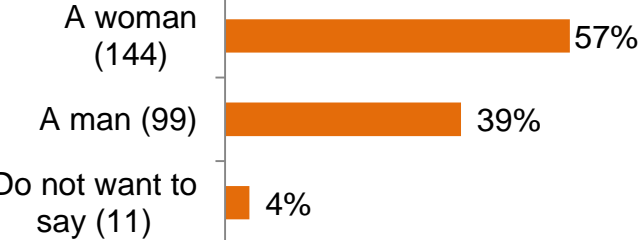
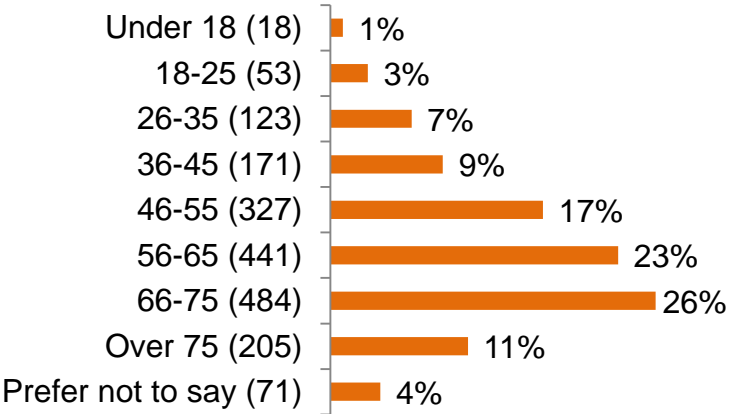
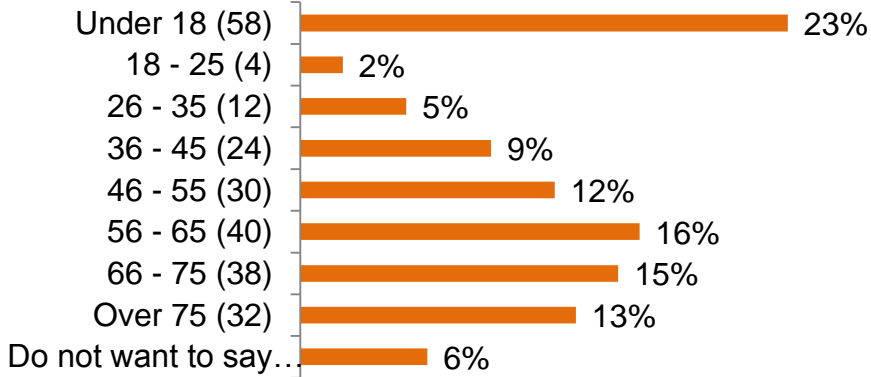
Appendix 5: Survey questionnaire free text comments

(Appendices 3 - 5 available at: [www.fodhealth.nhs.uk](http://www.fodhealth.nhs.uk) )

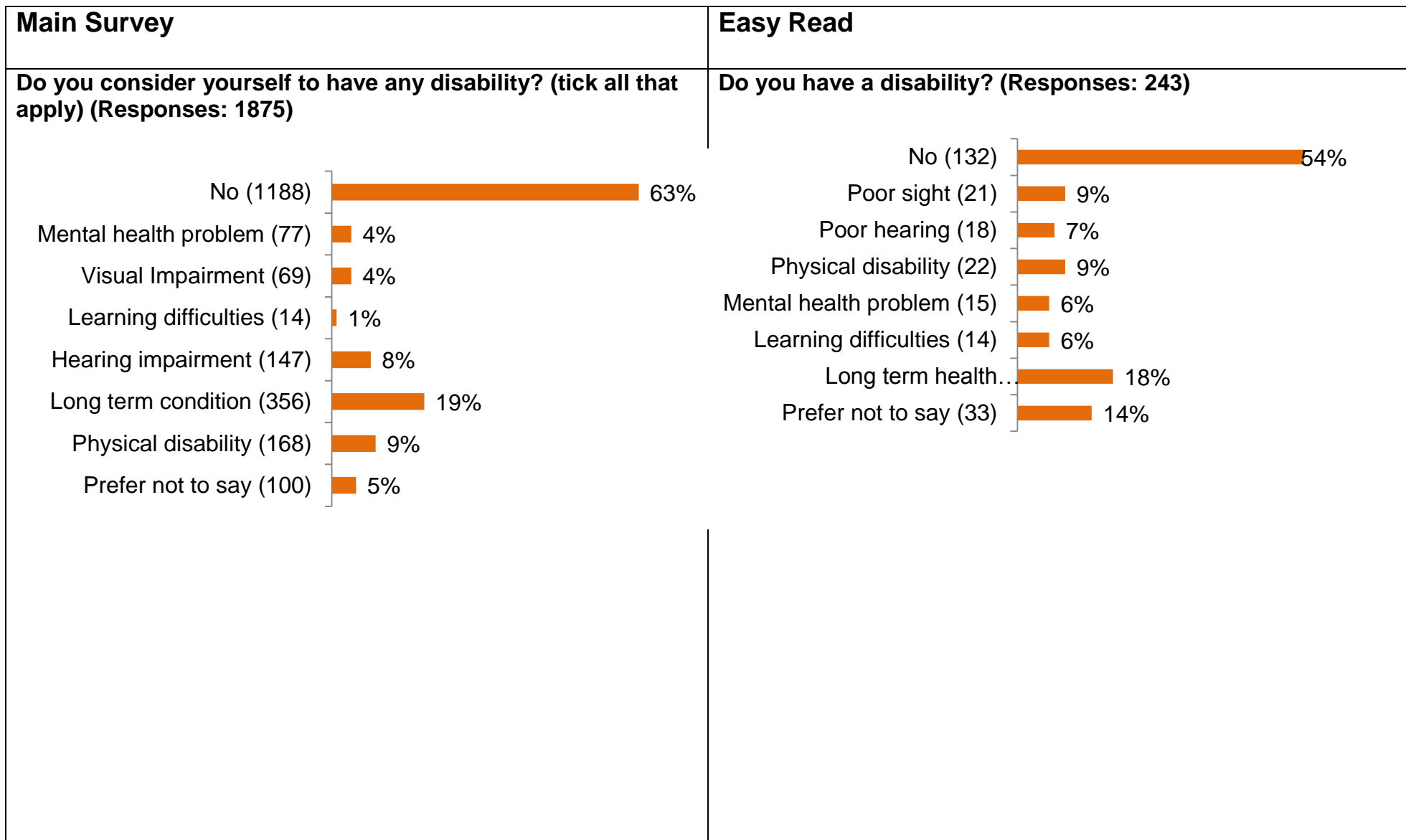


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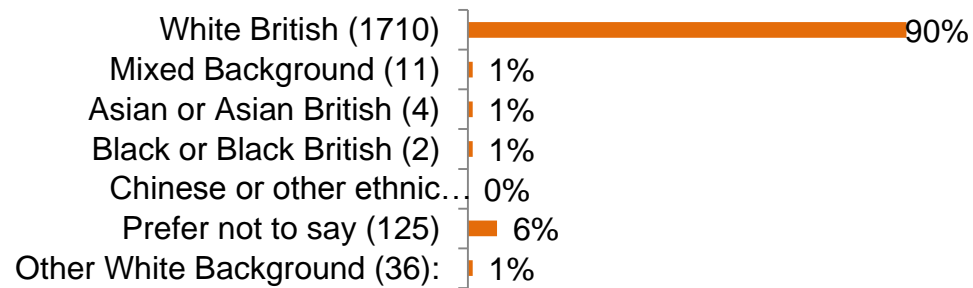
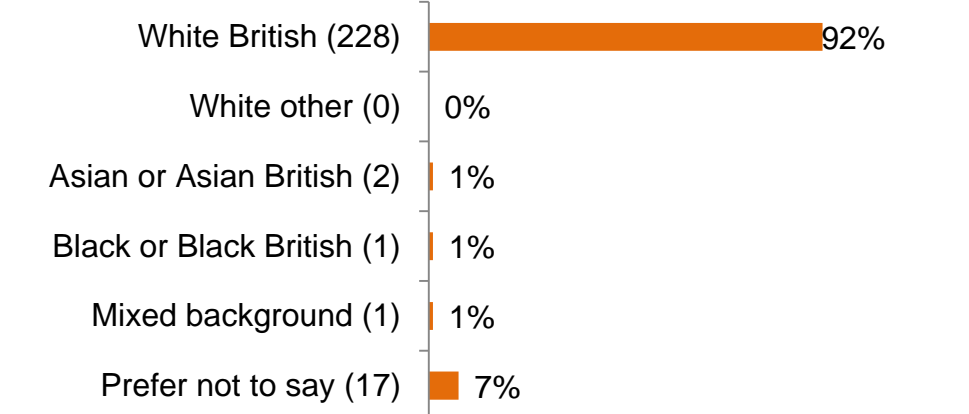
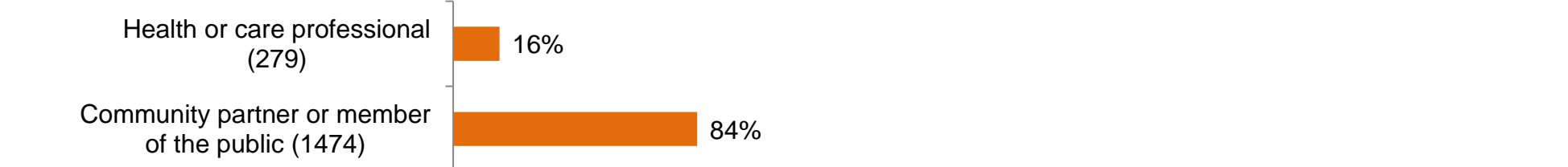
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Main survey	Easy Read																																																												
<p><b>What is your gender?</b> (1906 responses)</p>  <table border="1"> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>662</td> <td>35%</td> </tr> <tr> <td>Female</td> <td>1182</td> <td>62%</td> </tr> <tr> <td>Prefer not to say</td> <td>62</td> <td>3%</td> </tr> </tbody> </table>	Gender	Count	Percentage	Male	662	35%	Female	1182	62%	Prefer not to say	62	3%	<p><b>Are you?</b> (254 responses)</p>  <table border="1"> <thead> <tr> <th>Gender</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>A woman</td> <td>144</td> <td>57%</td> </tr> <tr> <td>A man</td> <td>99</td> <td>39%</td> </tr> <tr> <td>Do not want to say</td> <td>11</td> <td>4%</td> </tr> </tbody> </table>	Gender	Count	Percentage	A woman	144	57%	A man	99	39%	Do not want to say	11	4%																																				
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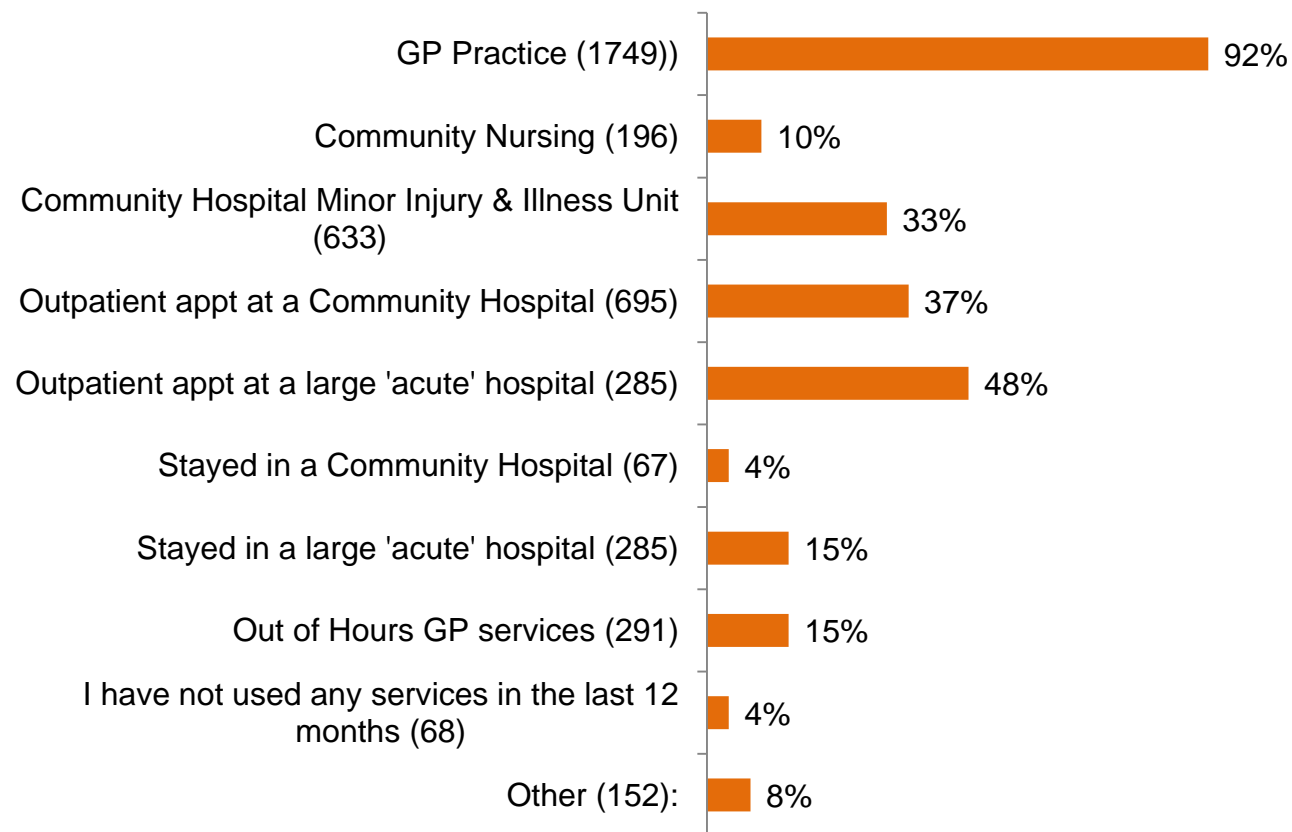


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### Main survey only

Which of the following health and care services have you, or your family, used in the last 12 months?

(Responses: 1899)



## Appendix 2: Schedule of Consultation Activity September – December 2017

Activity	Date	Time	Venue
Information Bus	Wednesday 27 September	10.00am - 3.00pm	Cinderford Co-op
Forest Food Festival (Event)	Sunday 1 October	10.00am - 4.30pm	Speech House
Information Bus	Monday 2 October	10.00am - 3.00pm	Newerne Street Car Park, Lydney
Information Bus	Tuesday 3 October	10.00am - 3.00pm	Coleford Clock Tower
Presentation	Wednesday 4 October	10.00am - 12.00pm	Belle Vue Centre, Cinderford
Drop in	Thursday 5 October	6.00pm - 8.00pm	Memorial Hall, Bury Barr Lane, Newent
Information Bus	Monday 9 October	10.00am - 3.00pm	Market Square, Newent
Meeting/Event	Monday 9 October	7pm	Lydney Town Council
Presentation	Tuesday 10 October	2.00pm - 4.00pm	The Main Place, Railway Drive, Coleford
Drop in / Tea & Talk	Wednesday 11 October	10.00am - 12.00pm	Taurus Craft, Lydney
Information Bus	Saturday 15 October	10.00am - 3.00pm	Newerne Street Car Park, Lydney
Presentation	Monday 16 October	10.00am - 12.00pm	St Briavels Pavillion

<b>Activity</b>	<b>Date</b>	<b>Time</b>	<b>Venue</b>
Information Bus	Wednesday 18 October	10.00am - 3.00pm	Cinderford Co-op
Drop in	Wednesday 18 October	5.30pm - 7.30pm	Cinderford Rugby Club
Drop in	Thursday 19 October	12pm - 2pm	Vantage Point Business Park
Drop in	Thursday 19 October	6.00pm - 8.00pm	The Main Place, Railway Drive, Coleford
Presentation	Thursday 26 October	5.00pm - 7.00pm	Mitcheldean Community Centre
Drop in / Tea & Talk	Monday 30 October	10.00am - 12.00pm	Postage Stamp café, New Road, Parkend
Meeting/Event	Wednesday 1 November	6pm	Coleford Neighbourhood Plan
Information Bus	Thursday 2 November	10.00am - 3.00pm	Newent Co-op
Drop in / Tea & Talk	Friday 3 November	10.00am - 12.00pm	Bethel Tea Room, Broad Street, Littledean
Meeting/Event	Monday 6 November	11am	Primrose Hill & Severnbanks School
Meeting/Event	Monday 6 November	1pm	VCS Organisations
Drop in	Monday 6 November	3pm - 5pm	Bream Community Centre
Meeting/Event	Monday 6 November	6pm	Young Carers

<b>Activity</b>	<b>Date</b>	<b>Time</b>	<b>Venue</b>
Presentation	Tuesday 7 November	2.00pm - 4.00pm	Community Centre, Lydney
Drop in / Tea & Talk	Thursday 9 November	2.00pm - 4.00pm	Toast, Coleford Road, Tutshill
Drop in	Thursday 9 November	6.00pm - 8.00pm	Lydney Town Hall
Meeting/Event	Friday 10 November	12.30pm	Dene Magna School
Presentation	Friday 10 November	2.00pm - 4.00pm	Memorial Hall, Bury Barr Lane, Newent
Information Bus	Saturday 11 November	10.00am - 3.00pm	Coleford Clock Tower
Meeting/Event	Tuesday 14 November	3pm - 4.30pm	VCS Organisations
Meeting/Event	Tuesday 14 November	7pm	Cinderford Town Council
Drop in / Tea & Talk	Wednesday 15 November	10.00am - 12.00pm	The Buttery Tea Room, Newent
Drop in/Tea & Talk	Friday 17 November	10am - 11.30am	Yorkley Community Café
Drop in / Tea & Talk	Monday 20 November	2.00pm - 4.00pm	The George Café, Newham on Severn
Drop in / Tea & Talk	Monday 20 November	5.30pm - 7.30pm	Lydney Town Hall
Meeting/Event	Monday 20 November	7pm	Huntley Primary PTA

<b>Activity</b>	<b>Date</b>	<b>Time</b>	<b>Venue</b>
Meeting/Event	Tuesday 21 November	1.30pm	Forest Sensory Services
Information Bus	Wednesday 22 November	10.00am - 3.00pm	Newerne Street Car Park, Lydney
Drop in / Tea & Talk	Thursday 23 November	2.00pm - 4.00pm	Cinderford Rugby Club
Meeting/Event	Friday 24 November	1.00pm	PPG Network (Forest members)
Information Bus	Saturday 25 November	10.00am - 3.00pm	The Triangle, Cinderford
Meeting/Event	Monday 27 November	3.00pm	St Briavels School (Parents)
Drop in / Tea & Talk	Tuesday 28 November	10.00am - 12.00pm	Harts Barn, Monmouth Road, Longhope
Drop in / Tea & Talk	Wednesday 29 November	10.00am - 12.00pm	Sixteen Community Café, Coleford
Meeting/Event	Wednesday 29 November	2pm	Crossroads Carers
Presentation	Thursday 30 November	6pm - 7.30pm	Sedbury Community Centre
Information Bus	Friday 1 December	10.00am - 3.00pm	Coleford Clock Tower
Meeting/Event	Friday 1 December	1.30pm	Wyedean School Sixth Form
Presentation	Saturday 2 December	10.00am - 12.00pm	Belle Vue Centre, Cinderford

<b>Activity</b>	<b>Date</b>	<b>Time</b>	<b>Venue</b>
Information Bus	Tuesday 5 December	10.00am - 3.00pm	3 Shires Garden Centre, Newent