Message from Oxfordshire Clinical Commissioning Group

Dear

Oxfordshire Clinical Commissioning Group (CCG) would like thank the residents of Henley-on-Thames and the surrounding areas for their participation in the consultation about the future proposals for services at Townlands Hospital.

We have heard from a number organisations and individuals with an interest in the proposals. We received:

- 325 completed questionnaires and 36 written letters

We have heard from people who attended:

- the event on 21 May 2015 at Phyllis Court (111)
- 5 patient participation groups linked to GP surgeries in the local area
- 10 stakeholder meetings
- 4 drop-in sessions in Henley
- 2 public events held by The Townlands Steering Group and Peppard Parish Council.

All feedback received will be analysed and presented to the CCG's Governing Body meeting on 30th July 2015 as part of its decision making process.

An initial review of consultation responses has shown support for the proposed Rapid Access Clinical Unit (RACU) additional outpatients and the potential for additional diagnostic services, such as near patient testing.

It also shows that there are some key areas to be clarified, addressed and developed as part of the detailed model to be presented for the CCG Governing Body meeting. These are highlighted below:

- **Bed Provision** – the public have articulated a wish for the 2012 proposal of 18 beds to remain and be fulfilled. It is clear however, that there are different interpretations and understanding of the existing level of bed provision at Townlands and the current purpose of those beds. For example there are only 14 beds in Peppard Ward and many of them are used by patients from outside the Henley area.

The community has expressed a wish to have community beds available to provide end of life care and respite, although the beds on Peppard Ward are not currently used for this purpose.

It is clear that people value the proposal for step up beds, however the concern and request for 18 beds is specific to people requiring step down care.

- **Rapid Access Care Unit** – it appears that people are supportive of the principle of the Rapid Access Care Unit. Concerns have been expressed with regards the availability of the service and staffing levels.

- **Transition** – it is clear that this is strong theme throughout the consultation. People have requested a clear plan on how services will move from a bedded model at Peppard ward to an ambulatory model in the new hospital build. There are also concerns about the arrangements between the closure of Peppard Ward in November 2015 and the opening of the new Orders of St. John home on the site (June 2016 at the latest).

- **Social Care** – concerns have been raised about the ability of social care to meet the demand of an elderly population. The consultation has been heavily dominated about concerns relating to care in the community.

- **Community Services** – concerns have been raised about the capacity of community based services to meet the needs of elderly population, if bed based care is not to be provided.

- **Funding** – the financial viability of community based care has been a concurrent theme throughout all the events, which includes the ability to recruit staff, fund changes to the structure of the new build hospital, and financial stability of the NHS at a time when cuts are being made to statutory services.

- **Order of St John Care Home** – concern has been raised that the number of proposed step up step down beds being provided in a care home is insufficient, and that there should be appropriately trained NHS nursing staff available to support these beds.

Mental Health – following notification by Sue Ryder in November 2014 that they no longer had plans to occupy the building, as part of the consultation people were invited to give suggestions for additional services that could be considered for the 2nd floor. A clear message is for additional mental health services and provision for younger people.

The feedback received from the consultation exercise is being used to inform the ongoing development of the clinical model, transition plans and additional services to be located within the premises. Discussions continue with the Order of St John Care Home to scope the availability of beds for both the transition and longer term service model.

The CCG will present these initial findings and the proposed model of care to the Health Overview and Scrutiny Committee on Thursday 2 July 2015. Following this a full consultation report and recommendation will be made to the CCGs Governing Body meeting on 30 July 2015. The CCG will report back to the Health Overview and Scrutiny Committee in September 2015 with their decision and next steps.

If you do wish to receive further updates on the consultation please do let us know by emailing **cscsu.talkinghealth@nhs.net**