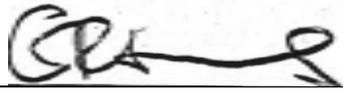


Agenda Item: 11.2

Governing Body <i>held in public</i>	Report Date of Meeting: 18 th July 2019
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Report Title	Dunstable Hub Patient Consultation Outcomes		
Report Author	Presented By	Responsible Director	
Carrie Walker, Hub Programme Manager and Nikki Barnes, Head of Infrastructure & Integration	Mike Thompson, BCCG Chief Operating Officer	Mike Thompson, Chief Operating Officer  Geraint Davies, Director of System Transformation Signature: 	
Purpose for presenting report	This report provides some background to the Dunstable Hub scheme and gives an overview of the patient consultation undertaken for the project.		
Action Required:	For approval		
Approval Route:	BLMK CCGs' Estates Working Group – 16 th May 2019 Primary Care Commissioning Committee – 12 th June 2019 BCCG EMC – 13 th June 2019		
Further Assurance:	N/A		
Which Strategic Objectives does this report provide evidence for?			Please Tick
We will commission high quality, safe and sustainable models of care that deliver effective clinical outcomes and patient experience using evidence based decisions and best practice			✓
We will ensure that there is a financially sustainable and affordable healthcare system in Bedfordshire.			✓
We will lead, engage and operate as an effective place based and STP wide system partner to achieve greater integration of care delivery.			✓
We will support local people and stakeholders to have an influence on services we commission to ensure our decisions are informed and shaped by local views and insights.			✓
We will operate and manage our Governing Body to the highest standards of accountability and transparency.			✓
Implications/Assessments	Yes	No	N/A
Have any financial implications been signed off by the Chief Finance Officer?			✓
Have any quality implications been signed off by the Director of Nursing & Quality?			✓
Have any privacy implications been signed off by the Head of Information Governance?			✓
Have any conflicts of interest implications been signed off by the Corporate Office?			✓

Have any public engagement implications been signed off by the Head of Communications & Engagement?	✓		
Has an Equality Impact Assessment been carried out?		In progress	
Key Risks	Reputational risks if the Governing Body are ultimately not able to approve the Outline Business Case for the Hub (e.g. due to affordability). However, the patient consultation emphasised that the scheme is just a proposal at this stage, and public consultation is an essential part of developing the service model and business case.		
Executive Summary	<p>The purpose of this paper is to provide some background to the Dunstable Hub scheme and to give an overview of the patient consultation undertaken for the project. It includes the key findings from the consultation, and describes the actions being taken to mitigate the potential negative impacts of the scheme identified for some patients.</p> <p>The Governing Body is asked to note the outcome of the consultation, to note the actions being taken, and to confirm that the consultation does not indicate any reason to discontinue the development of the Outline Business Case for the scheme at this stage.</p>		

Introduction

The purpose of this paper is to provide some background to the Dunstable Hub project and to give an overview of the patient consultation undertaken for the project.

It describes briefly:

- The process undertaken for the patient consultation
- The main findings
- How the outcomes will inform planning
- Governance – next steps

Background

Bedfordshire Clinical Commissioning Group (BCCG) is working in partnership with Central Bedfordshire Council (CBC) and local GP practices on proposals for an Integrated Health and Social Care Hub in Dunstable.

The proposed Hub is part of an overall approach to deliver better care for local people through more joined-up working. The range of services expected to be delivered from the Hub would provide more integrated care across primary care (GP practices), mental health, community health and social care, for all ages. In addition, with an increased focus on improving wider health and wellbeing, it is likely that some Council, voluntary and charitable services would operate from within the Hub. Patients would continue to see their usual team of GPs and practice staff within the integrated facility.

The Dunstable hub is currently at Outline Business Case (OBC) stage. A draft service model has been prepared and is being edited in in partnership with stakeholders, including clinicians and providers. The preferred site, owned by CBC, has been identified and they have now contracted Willmott Dixon to design the hub, with the input of a wide range of stakeholders. These designs will form part of the OBC.

Patient Consultation Process

Bedfordshire Clinical Commissioning Group (BCCG) conducted a Patient Consultation to understand patients' views to inform the planning for the Integrated Health and Social Care hub at a meaningful stage. The aim of the consultation was to understand patient and residents' views on the proposal to relocate three town centre surgeries to the new facility and also to understand which services patients would like to see delivered from the new facility, so this can be taken into account within the project.

BCCG ran a survey from 8 February 2019 until 7 April 2019, an 8 week period ahead of the pre-election period for local Council elections. The survey was available online and in print format from GP surgeries and community locations, as well as on request from the BCCG Communications Team.

A patient letter explaining the consultation and providing a link to the online information and survey was sent to households registered at the three practices named in the consultation, namely Dr Hassan and Partners, Priory Gardens, Dr Quartly and Partners, West Street Surgery and Dr O'Toole and Partners, Kirby Road.

Printed consultation documents, surveys and posters advertising the consultation were shared with a wide range of partner organisations representing a cross section of the population, as well as stakeholders such as the local MP and Councillors.

The consultation was advertised via social media and at a total of 12 drop-in events, at which approximately 665 members of the public were directly engaged with.

Key Findings

A total of 1,045 responses were received to the survey.

Aims of the Hub

A high number of respondents strongly agreed or agreed with the aims of the hub proposal:

- 78.67% with the aim to extend services available to patients
- 71.42% with bringing community, mental health and social care closer together
- 70.13% with the aim to improve health and wellbeing by joined up working across services

Additional Services

When asked what services they would like to see delivered from the same location as GP services, the services that ranked the highest amongst all respondents were:

- Extended minor surgery (821 respondents, 83.60%)
- Services to support people with long-term conditions (797 respondents, 81.16%)
- Community health services (776 respondents, 79.02%)
- Services to support older people (758 respondents, 77.19%)

These services were consistently ranked as the top 4 services when looking at the responses for the three individual practices named in the consultation.

Transport

When looking at all respondents, there would be an increase in the number travelling by car (+8.08%), a decrease of those travelling on foot (-21.48%), and an increase in bus (+6.06%) and taxi (+4.58%) use.

Location

When looking at all respondents:

- 56.74% would be positively impacted or not impacted by the proposed location
- 43.27% would be negatively impacted by the proposed location

Other Impacts

Respondents were asked if there was anything else they felt should be considered. The key themes fed back in the survey were:

- Access to the proposed location
- Availability of parking
- Accessibility of proposed location by public transport
- Congestion in the area of the proposed location
- Range of services available and extended access service
- Availability of appointments

Future planning

Services

The Service Model for the Dunstable Hub is in development with BCCG Commissioners, the local GP practices, service providers East London Foundation Trust (ELFT) and Cambridge Community Services (CCS) along with Central Bedfordshire Council. Building on previous engagement events and activities, initial high-level design work is commencing to support the further refinement of the service model, and the understanding of the financial impact of the scheme. The feedback from the consultation will be an input to the discussions.

Access and congestion

BCCG have shared the results of the consultation with CBC and the concerns of respondents around access and congestion to the proposed location. The proposed site is part of a wider regeneration scheme in this area of the town and any access and congestion issues will need to be considered as part of the wider planning process.

Access by public transport

The CBC Hub Programme Lead is already working with colleagues within the Council's transport department, to look at the potential of changing bus routes/adding bus stops to increase the accessibility of the proposed location by public transport.

Parking

CBC are considering the parking requirements in the proposed area as part of the wider regeneration scheme and are aware of the need to provide parking for the range of facilities which have been or are being developed in the area such as the Leisure Centre and Theatre, as well the hub. BCCG and CBC will also work with the designers Willmott Dixon to ensure that sufficient parking is included in the plans for the hub and housing at the proposed location, being mindful that staff, patients and residents will all require car parking.

Governance Process

The CCG's Primary Care Commissioning Committee (PCCC) have reviewed the outcomes of the consultation, and for the primary care element of the scheme felt satisfied that there is support for the Hub proposal in principle from a significant proportion of the patients of the relevant GP practices. Whilst the consultation

indicated some concerns around the proposed Hub location in relation to congestion, access by public transport and parking, the PCCC felt assured that the actions being taken by the project team are likely to help mitigate some of the potential negative impacts for patients identified through the consultation.

Given the wider nature of the Hub proposals, it was recognised that the Governing Body should also receive a report on the consultation, to confirm approval to continue the planning work for the scheme at this stage. Actions resulting from impacts identified through the consultation will be built into the Outline Business Case which is due to come forward for consideration/approval by the Governing Body early in 2020.

Recommendations

Members of the Governing Body are asked to note the outcome of the patient consultation, to confirm that the consultation does not indicate any reason to discontinue the development of the Outline Business Case for the scheme at this stage, and to note the actions being taken to mitigate the potential negative impact identified for some patients.