

WILTSHIRE COUNTY COUNCIL

AGE

WEST WILTSHIRE PRIMARY CARE TRUST – CONSULTATION UNDERTAKEN
ON IN- PATIENT SERVICES AND MINOR INJURIES/OUT OF HOURS SERVICE26th September 20031. **Purpose**

- 1.1 To advise Members that the West Wiltshire Primary Care Trust has completed additional consultation on In-Patient Services and Minor Injuries/Out of Hours Services.
- 1.2 To report that the West Wiltshire Health Scrutiny Panel has agreed that the Primary Care Trust has undertaken adequate consultation and seeks the endorsement of the Wiltshire Health Scrutiny Development Sub-Committee.

2. **Background on Consultation**

- 2.1 The West Wiltshire Health Scrutiny Panel considered interim conclusions from the West Wilts Primary Care Trust Service Review “A Picture of Health” at their meeting on 24th March 2003.
- 2.2 The West Wiltshire Health Scrutiny Panel approved the way forward for the PCT service review as detailed at Appendix 1.

The proposals are set out in three categories:

Category 1: Supported proposals which will be communicated to the public through the local media, newsletters and other publications relevant to service users.

Category 2: Potential to be supported with further clarification/discussion using face to face meetings/consultation with service users.

Category 3: Outstanding concerns / not fully supported – Further consultation with key stakeholders to determine if the issue is category three or two. If the issue is not fully supported, further consultation with the general public will be undertaken.

- 2.3 The West Wiltshire Health Scrutiny Panel requested that the PCT undertake *additional consultation with key stakeholders* in relation to In-Patients and Minor Injuries/Out of Hours Services (i.e. those topics listed under Categories Two and Three of Appendix 1) and that a future report be brought back to the Panel.
- 2.4 The County Health Scrutiny Development Sub-Committee endorsed this view of the West Wiltshire Health Scrutiny Panel, in relation to the proposed way forward, at its meeting on 4th April 2003.

2.5 Further consultation has now taken place, see the report of the West Wiltshire Primary Care Trust at Appendix 2. This report was received by the West Wiltshire Health Scrutiny Panel on 15th September 2003, where it was agreed that adequate consultation had taken place in relation to In-Patient Services and Minor Injuries/Out of Hours Services.

3. **Recommendations**

3.1 It is **recommended** that:

The Wiltshire Health Scrutiny Sub-Committee be requested to endorse the decision of the West Wiltshire Health Scrutiny Panel that adequate consultation has been undertaken by the West Wiltshire Primary Care Trust in relation to In-Patient Services and Minor Injuries/Out of Hours Services.

PETER SMITH

Director of Corporate Services

The following unpublished documents have been relied on in the preparation of this Report:

None

Environmental impact of the Recommendations contained in this Report:

None

**WEST WILTSHIRE PRIMARY CARE TRUST PROPOSALS:
SERVICE REVIEW “A PICTURE OF HEALTH”**

Category One Fully Supported	Category Two Potential to be supported with further clarification / discussion	Category Three Outstanding concerns / not fully supported
Human Resources	Out Patients Services	
Older Adult Mental Health (Sections 1, 3, 5, 6 on page 15 Appendix 2)	Older Adult Mental Health (Sections 2 and 4 on page 15 Appendix 2)	
Intermediate Care: Community Support Teams; Day Hospitals; Resedential Rehabilitation and Nursing Home Beds	In Patient Services ←	→ In Patient Services
Therapy Services: Occupational Therapy and Physio Therapy; Speech and Language Therapy Service	Minor Injuries Out of Hours ←	→ Minor Injuries Out of Hours
Minor Injuries Unit – in and out of hours 24-hour shared care service, operational policies, integration with NHS Direct and Care Direct		
Minor Injuries Unit – In Ours		
Day Surgery and Minor Surgery		
Children’s Services		
GP Out of Hours Service		

West Wiltshire Primary Care Trust

Review of Services and Service Redesign – Further Consultation

Background and update

Following the formal public consultation undertaken (from September 2002 to December 2002) by the West Wiltshire Primary Care Trust regarding the proposals arising from the PCT Service Review, it was agreed with the West Wiltshire Area Health scrutiny Panel – meeting on 24 March 2003 (and, subsequently with the County Health Development Sub-Committee) that the PCT would hold further local key stakeholder consultation in respect of the service redesign proposals for:

- In-patient services;
- Minor Injuries and out-of-hours general medical services; and
- the zoning of out patients services.

Accordingly, a further stakeholder event was organised on Tuesday 22nd July at St John's Parish Centre, Wingfield Road, Trowbridge, at which delegates were invited to discuss and contribute to developments proposed in respect of:

- In-patient services
- Minor Injuries and out-of-hours general medical services

Out-patients service were not considered at this event as this development is now the subject of a local Bath-wide health community project, with a revised timetable of September 2003 of the community-wide findings. The PCT will write to stakeholders at a later date to provide a further opportunity for them to contribute on this subject in the same way as undertaken for Inpatients and Minor Injuries/out-of-hours services on the 22nd July 2003.

Results from the stakeholder sessions

Both sessions were well attended, including representatives from a wide range of partner organisations: the discussions that took place were both stimulating and useful. A list of those invited to the sessions and those that attended is attached for information – Appendix 1.

The results from the day comprised:

- In-patient services
Of the 21 attendees, 16 voted in support of the proposal, 2 did not support and 3 abstained from voting either way.
Concerns were raised by PCT clinical staff about the considerable practicalities that would need to be worked through in implementing the In-patient proposal.

- Minor Injuries and out-of-hours general medical services
Of the 19 attendees, 17 voted in support of the proposal, 1 did not support and 1 abstained from voting either way.
There was strong support amongst clinicians to progress the Minor Injuries and out-of-hours general medical service proposals without delay.

The collated comments and responses are also attached as Appendix 2.

Recommendations

In light of the high level of support and positive interest declared in the two proposals at the stakeholder session, it is the view of the West Wiltshire PCT that further formal public consultation is unnecessary and the PCT would now wish to proceed with implementation (noting and addressing the concerns raised by staff). It is the view of the PCT that implementation of the minor injuries and out-of-hours general medical services proposal should proceed immediately, but that a longer period of time is taken over implementation of the in-patients proposal. The West Wiltshire Area Health scrutiny Panel is asked to:

1. Agree that further full public consultation is not required in both instances;

and

2. Endorse that the PCT now proceeds with implementation as described.

Debra Elliott
Director of Planning & Service Development

Redesign Attendance List

Attending	Inpatients (am)	MIU (pm)	Apologies
Jill Lucas Physio	✓		Frances Jones
Paul Flood H & SC Man	✓		R Batson Upton Scud
Glennis Holland CHC	✓	✓	Mrs R McDonald BaNES
David Rhodes Non Exec	✓	✓	Dennis Bridges
Vron Back	✓	✓	John Nicolas South Wills CE
June Dallimore Friends of Trow/Hosp		✓	Debra Elliott
Basil Green Friends of Trow/Hosp	✓		Janice Gage
M Beale 139 Winsley	✓	✓	Alison Knowles
Dr Heffer	✓		
Peter Wilson Avon & Wiltshire Mental Health	✓		
Dr Jeremy Simmonds	✓	✓	
David Sharp Care Program Man Chippenham		✓	
Jenny Barker RUH	✓		
Nick Westbrook CHC		✓	
Pam Coggins Comm Nurs MK		✓	
Mrs K Johnstone Codford Parish Council	✓	✓	
Mr W D Hurd Hill Deverill	✓	✓	
Dr Hardie Melksham	✓		
Sally Gapper BOA S/N	✓		
Dennis Buckton for Jenny Clements	✓	✓	
Cllr Caroline Los Westbury	✓		
Cllr Michael Pearce		✓	
Trish Hunt Carers Support		✓	
Liz Atkins CSWW	✓		

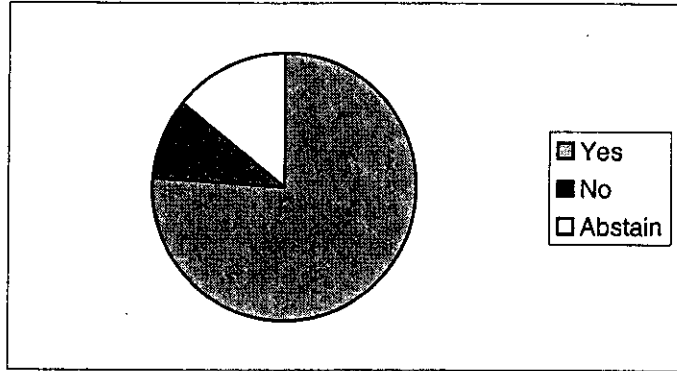
Redesign Attendance List

Attending	Inpatients (am)	MIU (pm)	Apologies
J Cottle BOA LOF	✓	✓	
Mr J C Glover, 15 Wellington Dv, Melk In place of Mr Mills Melk Parish clir	✓	✓	
Dr Nicholas John Con Geriatrician RUH	✓		
Lesley Benfield Warminster Hosp	✓		
Nichola Alberga	✓		
J Ligo	✓	✓	
P Woodcock	✓	✓	
Michael Jones	✓	✓	

Service Review - Results

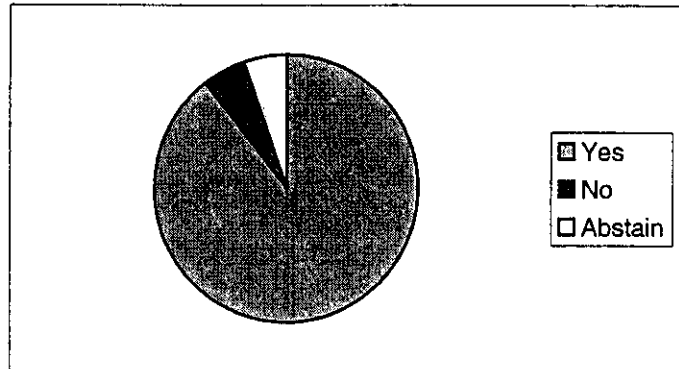
Inpatient Services

Yes	No	Abstain
16	2	3



Minor Injuries Services

Yes	No	Abstain
17	1	1



SERVICE REVIEW			
Responses arising from proposals relating to Inpatient Services		Yes	No
Irena Cole. WWDC	Providing issues raised are addressed & resolved	/	
Trish Hune. Care Support West Wilts	Can't answer - would need to consult with carers/service users		
Caroline Wylie. Trowbridge Hospital		/	
John Glover. Melksham Without Parish Council	But "No" if Outpatient services are also arranged on a zoned basis (excludes really specialised services)	/	
W D Hurd. Longbridge Deverill Parish Council		/	
D Rhodes. WWPCT	Re: Point 4 - how effective can it be? What can be done about shortage of Resid. Care places? But transport for the over sisties (say) needs sorting	/	
B Simmons. Spa Medical Centre	Re Point 6: Good ideas in principle but today presentation gave little confidence that sufficient thought and planning has gone into this proposal. Neutral at present. Personal View		
Can't read signature. BOA League of Friends		/	
Glennys Holland. B&D Community Health Council	Re: Point 4: Dedicated acute medical beds - clarity of designation?	/	
M Beale. Winsley PC		/	
Joan Thurgood. WWPCT		/	
S M Bowan. WCPCT		/	
Jill Lucas. WWPCT		/	
Sally Gapper. Senior Nurse. BOA Community Hospital		/	
Gareth Bryant. Wilts LMC	Personal View only		/
Karen Johnstone. Codford Parish Council		/	
D Buckton. Westbury League of Friends		/	
J Matthews. BOA Hospital League of Friends		/	
Basil Green. Friends of Trowbridge Hospital		/	
Dr Nicholas John. Royal United Hospital			/
P Harris. KNW PCT	Yes to points 1, 2, 5, 6, 7, 1, 2, No to points 3, 4,		

