

Your care in the best place

At home, in your community and in our hospitals

Feedback survey 30 November 2017 – 9 March 2018

This questionnaire supports the 'Your care in the best place' consultation being carried out by NHS Mid and South Essex Sustainability and Transformation Partnership. It asks for your views on the following main areas:

1. The overall plan for health and care in mid and south Essex
2. Proposals for hospital services in Southend, Chelmsford, Braintree and Basildon
3. Proposals to transfer services from Orsett Hospital to new centres in Thurrock, Basildon, Billericay and Brentwood.

You can complete the PDF survey on your computer and email it to us, or you can print it, complete the form by hand and post it by Freepost – no stamp required. See the back page for contact details.

The consultation document, and a short summary version, is available from our website www.nhsmidandsouthessex.co.uk. Please read these before completing this questionnaire. The closing date for feedback is 9 March 2018.

All data is being collected and processed by an independent research company in line with data protection guidelines.

Part 1 – About the proposals described in our consultation document

1 YOUR CARE IN THE BEST PLACE – AT HOME AND IN YOUR COMMUNITY

In section 4 of the consultation document, we outline our overall plan for providing the best care for you at home and in your community.

Over the next five years, our vision is to unite our different health and care services around you and all of your potential needs, with physical, mental and social care working together. The plan is to give you more support to keep healthy; develop a wider range of health and care services at GP practices; and establish joined-up teams of community nurses, mental health specialists and social care services to plan care and help you at home, if you need it.

Closing date for feedback: Friday, 9 March 2018

For a full consultation document and further information, please visit our website www.nhsmidandsouthessex.co.uk

Q01 What is your overall view of this proposed approach to developing health and care at home and in the community? *[Please tick just one]*

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q01a Please add any comments to explain your view, if you wish.

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

You and your family living well

Q02 Which of the following aspects of helping you and your family to stay healthy is most important to you? (Please rank them 1 to 4 in the order of priority, where 1 is for the aspect you consider to be the most important and 4 is the least important)

To help you and your family live well

Rank 1 to 4

Finding the right information about how to take care of yourself

Use of online and smartphone devices to get information and support

Getting help to spot the risks and signs of illness and act early to prevent illness developing

Easier and earlier access to the help you may need from a range of health and care services, available to support you at home or close to where you live

Q02a In which of these aspects do you think we need to make the most improvement? *[Please tick just one]*

To help you and family live well

Tick one

Finding the right information about how to take care of yourself

Use of online and smartphone devices to get information and support

Getting help to spot the risks and signs of illness and act early to prevent illness developing

Easier and earlier access to the help you may need from a range of health and care services, available to support you at home or close to where you live

Q02b Please add any comments to explain your view, if you wish.

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Developing local health and care**Q03** Which of the following aspects of developing local health and care is most important to you? (Please rank them 1 to 4 in the order of priority, where 1 is for the aspect you consider to be the most important and 4 is the least important)**Developing local health and care****Rank 1 to 4**

A wider range of health and care professionals to support you - this will include pharmacists, experienced nurses, physiotherapists and mental health therapists - so you won't always need to see a GP to get the help you need.

More appointments available and extended opening times (evenings and weekends)

A range of tests, scans and treatments which were previously only available in hospital

Specialist support and care planning for older people and people living with long term conditions

Q03a In which of these aspects do you think we need to make the most improvement? *[Please tick just one]***Developing local health and care****Tick one**

A wider range of health and care professionals to support you - this will include pharmacists, experienced nurses, physiotherapists and mental health therapists - so you won't always need to see a GP to get the help you need.

More appointments available and extended opening times (evenings and weekends)

A range of tests, scans and treatments which were previously only available in hospital

Specialist support and care planning for older people and people living with long term conditions

Q03b Please add any comments to explain your view, if you wish.

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Q04 Do you have any other views you wish to share with us on the ideas described in *Section 4* of the consultation document?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

**2 YOUR CARE IN THE BEST PLACE
– IN OUR HOSPITALS**

These questions relate to *Section 5* of the consultation document, *Your care in the best place – in our hospitals*, where the key points of the plan are:

- Developing A&E and a wider range of urgent care at each hospital – to reduce delays for people coming into hospital
- Bringing specialist services together in one place – to ensure fast access to specialist care and better chances of making a good recovery
- Separating planned operations from emergency care – to reduce delays in planned operations and improve care quality

After reviewing the details in *Section 5* of the consultation document, we would welcome your views on the principles and also the specific changes we are proposing for each of the principles.

Principle 1

The majority of hospital care will remain local and each hospital will continue to have a 24 hour A&E department that receives ambulances.

Q05 What is your overall view of the proposed approach in Principle 1?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q05a Please add any comments to explain your view, if you wish.

Q05b Do any of the specific proposals below raise issues for you and why?

Principle 1: Specific proposals	Raises Issues?	Why?
Wider range of urgent care professionals (e.g. GP, pharmacist, social worker) in A&E for a quick response to your situation	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Four new assessment centres for - Older people - Children - Medical treatment - Surgical treatment	Yes <input type="checkbox"/> No <input type="checkbox"/>	

Q05c Do you have any alternative suggestions for how we improve your local emergency services?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Principle 2

Certain more specialist services which need a hospital stay should be concentrated in one place, where this would improve your care and chances of making a good recovery.

Q06 What is your overall view of the proposed approach in Principle 2?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q06a Please add any comments to explain your view, if you wish.

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Q06b Do any of the specific proposals below raise issues for you and why?

Principle 2: Specific proposals	Raises Issues?	Why?
Women requiring gynaecological surgery who needed a hospital stay would be treated at Southend Hospital	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Patients requiring a hospital stay for complex lung problems would be treated at Basildon Hospital	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Patients with complex kidney problems who needed a hospital stay would be treated in Basildon	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Patients with diseased arteries or veins would be treated at Basildon	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Patients who needed a hospital stay for specialist treatment of complex heart problems would be treated at Basildon	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Patients with complex gastroenterology problems who needed a hospital stay would be treated at Broomfield Hospital near Chelmsford	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Dedicated service at Broomfield Hospital for emergency general surgery that requires a hospital stay	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Transfer to a specialist team, which could be in another hospital (for around 15 patients a day). You would be safely stabilised and supported by a doctor or nurse.	Yes <input type="checkbox"/> No <input type="checkbox"/>	

Q06c Do you have any alternative suggestions for how we make sure specialist services are located in a way that improves your care and chances of making a good recovery?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Principle 3

Access to specialist emergency services, such as stroke care, should be via your local (or nearest) A&E, where you would be treated and, if needed, transferred to a specialist team, which may be in a different hospital.

Q07 What is your overall view of the proposed approach in Principle 3?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q07a Please add any comments to explain your view, if you wish.

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Q07b Do any of the specific proposals raise issues for you and why?

Principle 3: Specific proposals	Raises Issues?	Why?
Developments in all three local A&E services to diagnose stroke and initiate treatment	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Development of a new high dependency specialist stroke unit in Basildon for treatment in the first 72 hours following a stroke This is in addition to stroke care units in all three hospitals for further support and rehabilitation after treatment in the specialist stroke unit and also for patients with problems that are similar to a stroke.	Yes <input type="checkbox"/> No <input type="checkbox"/>	

Q07c Do you have any alternative suggestions for how we make sure stroke care and other specialist emergency services are provided in the best way?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Principle 4

Planned operations should, where possible, be separated from patients who are coming into hospital in an emergency.

Q08 What is your overall view of the proposed approach in Principle 4?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q08a Please add any comments to explain your view, if you wish.

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Q08b Do any of the specific proposals raise issues for you and why?

Principle 4: Specific proposals	Raises Issues?	Why?
<p>Planned orthopaedic surgery that needs a hospital stay (e.g. for bones, joints and muscles) to be at:</p> <ul style="list-style-type: none"> - Southend Hospital for people in south Essex - Braintree Community Hospital for people in mid Essex 	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
<p>Some emergency orthopaedic surgery (e.g. for broken bones) to be at:</p> <ul style="list-style-type: none"> - Basildon Hospital for people in south Essex - Broomfield Hospital in Chelmsford for people in mid Essex <p>Surgery for most fractures, including a broken hip, would continue at all three local hospitals.</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	
<p>Urological surgery that needs a hospital stay (e.g. for bladder and kidney problems) to be at Broomfield Hospital in Chelmsford.</p> <p>(Urological cancer surgery would continue at Southend Hospital as now)</p>	<p>Yes <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>	

Q08c Do you have any alternative suggestions for how we make sure planned operations and emergency operations are managed in the best way?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Principle 5

Some hospital services should be provided closer to you, at home or in a local health centre.

Current example for your views:

The development of new “integrated medical centres” in Thurrock over the next two years and the development of health centre locations in Basildon town centre, Brentwood Community Hospital and St Andrew’s at Billericay, offers the opportunity to relocate tests, scans, outpatient appointments and treatments closer to where people live in south west Essex.

Once the proposed new services are up and running, it would be possible to close Orsett Hospital which, although valued by many local people, is difficult to access by public transport and is an ageing site.

Q09 What is your overall view of the proposed approach in Principle 5?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q09a Please add any comments to explain your view, if you wish.

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Q09b Do any of the specific proposals below raise issues for you and why?

Principle 5: Specific proposals	Raises Issues?	Why?
General outpatient appointments e.g. for skin problems, ear nose and throat and breathing problems to be relocated to four new centres in Thurrock and three locations in Basildon, Brentwood and Billericay	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Treatments for minor injuries to be developed as part of the services in GP practices	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Some treatments e.g. for skin problems to be relocated to treatment rooms in Basildon town centre, Brentwood Community Hospital, Purfleet integrated medical centre and Grays integrated medical centre	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Relocation of services for patients on dialysis - to be discussed	Yes <input type="checkbox"/> No <input type="checkbox"/>	

Q09c Please let us know your view on the best location(s) for kidney dialysis?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Q09d Do you have any alternative suggestions for how to transfer services from Orsett Hospital?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Q10 Do you have any other views you wish to share with us on the ideas described in this section (section 5) of the consultation document?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

TRANSPORT AND OTHER COMMENTS

Q11 We are proposing a free bus service to support families and visitors, which could run between the three hospitals or other main locations. What are your views on how this service could best operate?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

Q12 Are there any other considerations you think we should take into account when making final decisions about these proposals?

If you would like to send further comments, please feel free to email or write to us - contact details are on the back cover.

ABOUT YOU

You are not obliged to answer the questions in this section but if you are able to do so it would help us to better understand the impact of any potential service changes upon different groups of people.

Could you please begin by giving us your postcode omitting the last two letters? For example, if your postcode is CM1 7ET, enter "CM17".

My post code is:

Q13 Have you read the consultation document?

Yes

No

Q14 In what capacity you are responding to this questionnaire:

- Resident
- Patient and public representative
- Councillor
- Voluntary organisation / advocate
- Local authority officer
- GP / GP practice
- Social worker
- Community and mental health services representative
- Hospital clinician
- Hospital manager
- Other (please state):

If you are responding on behalf of a team, group or organisation, please state name of your team / group / organisation:

Q15 What is your age?

- 16-25 26-35 36-45 46-55
 56-65 66-75 76 and over Prefer not to say

Q16 What is your gender?

- Male Female Other Prefer not to say

Q17 Is your gender different to that assigned to you at birth?

- Yes No Prefer not to say

Q18 Are you married or in a civil partnership?

- Yes No Prefer not to say

Q19 What is your sexual orientation?

- Heterosexual Gay woman / lesbian
 Gay man Bisexual
 If other, please write in:
 Prefer not to say

Q20 What is your religion or belief?

- No religion or belief Buddhist
 Christian Hindu
 Jewish Muslim
 Sikh Prefer not to say
 If other, please write in:

Q21 What is your ethnicity?

- English Welsh Scottish Northern Irish
 Irish British Gypsy or Irish traveller
 Any other white background, please write in:

- White and Black Caribbean White and Black African
 White and Asian
 Any other mixed background, please write in:

- Indian Pakistani Bangladeshi Chinese
 Any other Asian background, please write in:

- British African Caribbean
 Any other Black background, please write in:

- Prefer not to say Other (please write in):

Q22 Do you consider yourself to have a disability or health condition?

- Yes (If you wish to give further information about your condition please do so here):

- No Prefer not to say

Q23 Do you have caring responsibilities? If yes, please tick all that apply

- None
- Primary carer of a child/children (under 18)
- Primary carer of disabled child / children
- Primary carer of disabled adult (18 and over)
- Primary carer of older person
- Secondary carer (another person carries out the main caring role)
- Other (please write in):
- Prefer not to say

Q24 How would you normally travel to your local NHS hospital

- Drive yourself
- On foot
- Public transport
- Taken by friend
- Taken by relative
- Other (please write in):

Thank you for taking the time to give your views!

Please save your completed questionnaire and return it to us by email to:

meccg.stpconsultation@nhs.net

You can return a handwritten or printed copy to us by post, free of charge.

No stamp required.

Please address your envelope, using capital letters as shown below:

Freepost MID AND SOUTH ESSEX STP

Closing date for feedback: Friday, 9 March 2018

For a full consultation document and further information, please visit our website **www.nhsmidandsouthessex.co.uk**

Mid and South Essex
Sustainability and Transformation Partnership (STP)

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