

OSC Briefing – update

Date: 4 December 2019

Background

The consultation on Building a Sustainable Future for the Friarage commenced on 13 September 2019 and was due to end on Friday 6 December. However, in the light of the impending General Election some modifications were made to the remainder of the consultation. Due to the fact that events scheduled in late November and early December could no longer be publicised because of the pre-election period, and therefore had low attendance, two events were cancelled and the consultation was extended to 17 January 2020.

Key messages

The key messages to be shared during the consultation period are:

- The Friarage Hospital will not be closing
- 9 out of 10 people will continue to receive healthcare in Northallerton
- We are working to develop a model of care at the Friarage which is sustainable and fit for the future
- The aim is to ensure high quality care that is local and easily accessible where possible balanced with specialist care available in a smaller number of centres when required
- Supporting older people with care closer to home
- Meeting the needs of the changing population

Consultation options

There are two consultation options being presented:

Option 1: 24/7 Urgent Treatment Centre

A 24 hour, 7 days a week Urgent Treatment Centre for adults and children with minor injuries and minor illnesses

Option 2: 16/7 Urgent Treatment Centre

8am to midnight, 7 days a week Urgent Treatment Centre for adults and children with minor injuries and minor illnesses

Update on consultation to date

Promotion

The consultation in general and the events and survey in particular were widely publicised by posters, leafletting in a range of locations, social media, media and on the CCG and Trust websites. All leafletting and poster activity has been captured as well as all general communications and engagement activity and will be made available as part of the final report.

Public meetings

To date 11 public meetings have been held in a spread of locations across the area and at various times of day to maximise attendance. These meetings are as follows:

Date	Location	Time	Attendance
20 September 2019	Northallerton	10.15 -12.15	26
25 September 2019	Stokesley	18.15 – 20.15	9
7 October 2019	Catterick	14.00 – 16.00	28
14 October 2019	Middleham	14.00 – 16.00	20
21 October 2019	Richmond	16.15 – 18.15	29
1 November 2019	Bedale	10.15 – 12.15	30
11 November 2019	Northallerton	18.15 – 20.15	36
15 November 2019	Leyburn	10.00 – 12.00	5
18 November 2019	Catterick Garrison	12.30 – 14.30	7
22 November 2019	Thirsk	10.15 – 12.15	7
25 November 2019	Hawes	14.00 – 16.00	12
		TOTAL	209

Initially these meetings were run with a video and presentation first followed by some questions from the floor. Attendees then moved into facilitated table discussions to look at the following five questions:

Question 1: What do you think about our vision?

Question 2: Are we using the right criteria when we consider the future model?

Question 3: What do you think of our options and the different UTC opening hours?

Question 4: If you or someone you care for is unwell and needs to be in hospital, what things do you feel are the most important and why?

Question 5: Are there any other options we should consider?

Once we entered the pre-election period the meeting agenda was modified slightly to remove the questions from the floor element. However participants were still able to ask questions of clinicians and other facilitators as part of the round table discussions.

Events scheduled for Masham on 29 November and Northallerton on 2 December were cancelled and all people booked to attend were notified. In the light of only one booking for Masham it is likely that this event will not be rescheduled but the Northallerton event has been rescheduled for January. A Saturday drop in event booked for 30 November in

Northallerton but not publicised by the time the General Election was called will also be rescheduled in January.

Street survey

A street survey has been carried out in locations across the area by a market research company. 601 surveys were carried out in 6 locations and these surveys were also used to recruit members of the public to participate in focus groups.

Sample point	Number
Leyburn	27
Masham	27
Northallerton	193
Richmond	247
Stokesley	54
Thirsk	53
TOTAL	601

Online and postal survey

The survey was widely publicised in the media and social media, on leaflets and posters and on the CCG and Trust websites. This publicity has stopped for the pre-election period and will be stepped up again after the election. To date we have received 546 survey responses online and 131 paper copies. In total across all surveys 1278 responses have been received.

Public focus groups

Four public focus groups have been held, as advised earlier in this report, participants were recruited from the street survey.

Date	Location	Attendance
14 October 2019	Northallerton Town Hall	7
21 October 2019	Richmond Town Hall	7
4 November 2019	Stokesley School	8
21 November 2019	Northallerton Town Hall	7
	TOTAL	29

Voluntary sector focus groups

175 voluntary organisations were contacted as part of the consultation. They were given the opportunity to hold a self-run focus group and were provided with a 'kit' to run one. If they produce a report on the template provided, outlining the focus group findings, they will receive a £150 remuneration.

The following 7 groups agreed to run a focus group:

- Mencap
- Parents4parents
- Darlington Mind

- Richmondshire Youth Theatre
- Richmondshire and Hambleton Wire Network
- North Yorkshire Youth
- Herriot Hospice Home Care

After the General Election groups will be contacted again with the offer and advised that the consultation has been extended.

Special interest group meetings

The Judicial Review outcome named five 'special interest' groups with whom contact was mandated as part of the consultation. These were:

- Save the Friarage group
- Age UK
- Healthwatch
- Headway
- Parkinsons UK

Meetings with the Save the Friarage group have taken place on 28 October and 3 December 2019. A meeting with Age UK took place on 7 November 2019 and a meeting with Healthwatch is scheduled for 16 December 2019. Despite multiple contacts it has not been possible to engage with Headway and Parkinson's UK so far but attempts are ongoing.

Emerging themes

The emerging themes from the consultation so far are:

- Desire to keep A&E
- Negative perception of James Cook in comparison with Friarage
- Lack of awareness of Urgent Treatment Centre services
- Cynicism over finances and Urgent Treatment Centre seen as a cost saving
- Concern over timing of events
- Lack of awareness of GP Out of Hours service
- Need for data to appreciate number of attendees between midnight and 8am
- Some concern over process following recent press coverage
- Accessibility - people are concerned about the distance to James Cook hospital which could be difficult for patients as well as family/friends visiting
- Lack of awareness that it is staffing (and therefore safety) that is driving the changes
- People want a choice as to which hospital they go to
- People are surprised that there are such low numbers attending between midnight and 8am
- Once people know all the facts, attitudes change, some more than others
- People feel more re-assured once they hear professionals explain the background and options

- Unsure about what services are offered at the different hospitals (and what hasn't been offered at Northallerton for past few years)

Future events and activity

In the light of the consultation extension the following events are taking place in January:

Date	Location	Time
11 January 2020	Northallerton Town Hall	10.00 – 12.00
17 January 2020	Northallerton Town Hall	10.15 – 12.15

Promotion for these events will pick up after the election. Social media and media activity will also recommence. The Trust also plan to run both staff and public drop ins at the Friarage after the election which will also be promoted from mid-December onwards.

A further approach will be made both to voluntary groups and to the 'special interest' groups who have not yet engaged with the consultation.

The CCG has been asked to meet with the Thirsk and Malton Area Constituency Committee and this meeting will take place on 18 December 2019. In addition it is hoped that a request for a meeting with Borrowby Parish Council, originally scheduled for 20 November 2019 and put on hold during the pre-election period, can be accommodated in January 2020.

A stakeholder update will go out after the election to partners, MPs and the public.

Conclusion

Feedback on the consultation so far has indicated that those attending public meetings have found them well organised and informative. There has been a small amount of feedback about the loss of opportunity to ask questions from the floor at the later meetings due to the pre-election period. However, in general, the modifications that have had to be made have not impacted on the running of the events or on the substance of the discussions that have taken place.

The extension until 17 January 2020 will give the opportunity for the consultation reset that was planned for the initial mid-point but was unable to take place due to the pre-election period.

The themes that have emerged so far are in line with expectations and all feedback has been captured, including that received by email, letter and social media to enable us to incorporate into the final report.