

# Summary of public engagement on the proposed changes to adult services across Solihull, Good Hope and Heartlands Hospitals

**JHOSC 5.9.2019**

# How did we engage?



- Online survey (hard copies also made available)
- Stakeholder briefings and presentations
- Drop-in engagement events at each of the three hospitals affected
- A media pack
- Making key documents available to allow intelligent consideration of the proposals
- Publicity releases from the CCG and UHB
- Social media posts on the CCG's and UHB's social media accounts
- Local newspaper articles
- BVSC's Weekly Bulletin
- Healthwatch

# Highlights



- 490 people completed the online survey.
- Three-quarters were female, over 80% were white.
- More skewed to older groups than the general population.
- Higher response rate from people with disabilities than is usual for surveys of this nature.
- Response from LGBTQ community was not representative of population.
- The representativeness of the survey respondents improved slightly since the midway point of the survey due to the efforts of the CCG and UHB Foundation Trust staff.



# Highlights



- Social media posts on the CCG and UHB's accounts reached over 21k people
- 40 people attended the drop-in sessions
- 'Access to specialist doctors and nurses' and 'Receiving high quality care' were clearly the most important things for the survey respondents
- 'Minimal waiting times' came in third, but it is not that far ahead of 'Being as close to home as possible' which is in 6th place when compared to the distance between it and the top two priorities.

# Responses snapshot



Waiting longer vs travelling further	%	No of Responses
Wait longer for an operation at the hospital closest to where I live	44	214
Travel to a hospital further away and be seen quicker	56	276
Grand Total	100	490

How much impact on me if I have to travel to Solihull Hospital for an operation	%	No of Responses
A big impact	18	86
Some impact	19	91
Small impact	14	68
No impact	49	240
Not sure	1	5
Grand total	101	490

How much impact on me if I have to travel to Heartlands Hospital for an operation	%	No of Responses
A big impact	29	144
Some impact	30	146
Small impact	18	87
No impact	22	106
Not sure	1	7
Grand total	100	490



How much impact on me if I have to travel to Good Hope Hospital for an operation	%	No of Responses
A big impact	39	189
Some impact	23	112
Small impact	11	52
No impact	26	126
Not sure	2	11
Grand total	101	490

# Considerations from the report



The engagement exercise appears on balance to support the proposed changes but also reveals a deep unhappiness among some, particularly because of the personal and financial impact of having to travel further.

If the proposals go ahead we will provide detailed information and publicize the outcomes, in terms of healthcare benefits of the changes.

# Considerations for UHB and the CCG



If the proposal were to go ahead, how could we address people's concerns?

We will carry out a detailed survey on discharge among patients treated within any of the changed services to capture feedback in terms of any negative impacts from increased travel problems and reduced visitors.

**Travel issues** and mitigating the impact on people with disabilities, the elderly and pregnant women.

**Parking** at the three hospitals.

**Transfer of patient information** – ensuring data protection and privacy.

**Communicating information** about the services that are being changed and the services that will continue to be provided at local hospitals.

Questions?