

# Dorset's Clinical Services Review

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# Content

- Why do we believe we need to review and make changes to healthcare services in Dorset?
- What could the future look like, and what would it mean for patients?
- Overview of the review, how it will work, over what timeframe
- How can the voluntary sector contribute, get involved and help shape the future?



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# A number of factors are driving change across health and care services



Changing population health needs



New treatments



Increasing patient expectations and drive to ensure more consistently high quality care



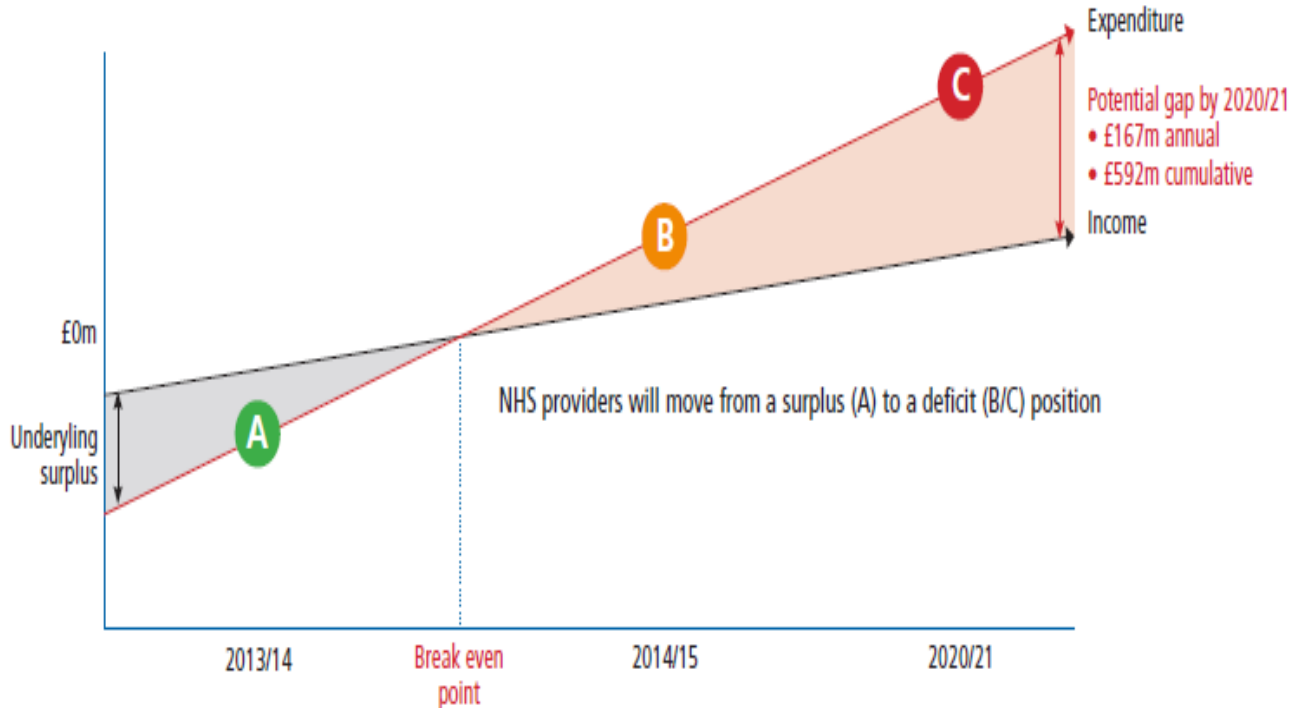
Financial challenges



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# Our money - ensuring affordability now and in the future



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# What's our vision of the future?

## Patients

- Consistently receive safe, high quality, sustainable care that meets individual needs
- Great patient experience every time
- Best health outcomes for everyone

## Staff

- Skilled, satisfied staff delivering the services people need

## Services

- More accessible and convenient
- Streamlined and integrated
- Delivering better care
- Embracing advances in technology and innovation
- Re-balancing of care across community and hospitals
- Affordable into the long-term



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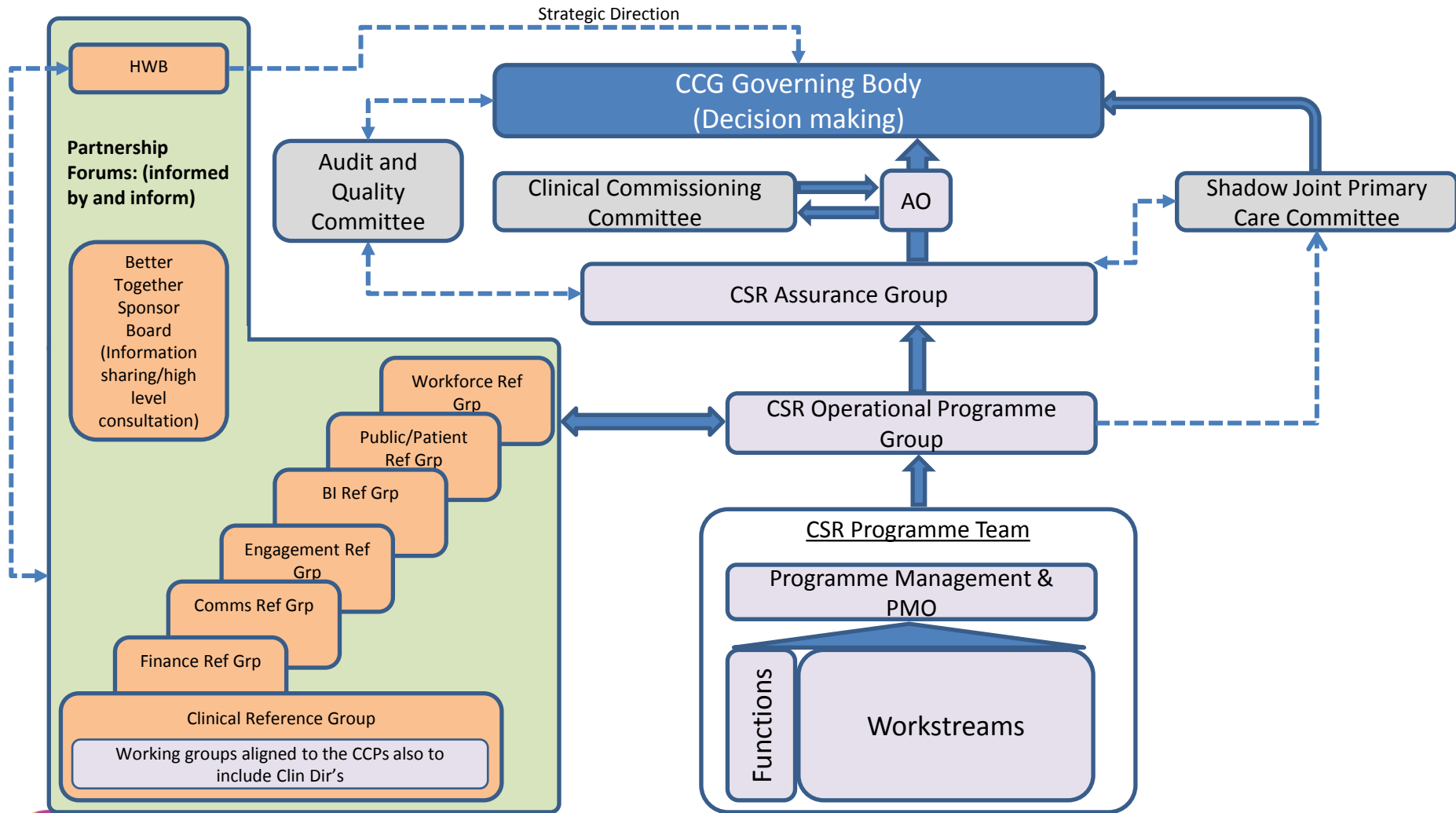


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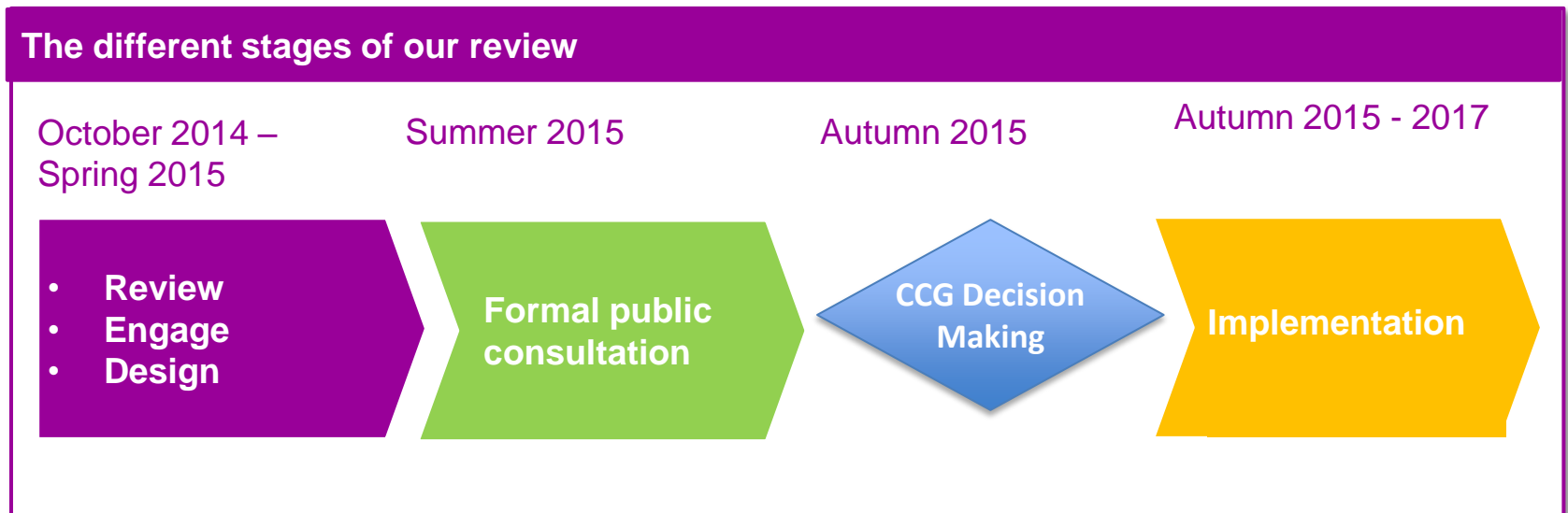
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# Governance structure



# How will we get there?



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# Approach to clinical engagement in CSR design stage

19/11/14

17/12/1

21/01/15

End Feb 15

18/03/1

Case for change  
and best  
practice

Emerging  
clinical models

Service options

Preferred  
options

Clinical  
data  
input

Clinical  
Working  
Groups

Assurance

Clinical  
Working  
Groups

Assurance

Clinical  
Working  
Groups

Assurance

Clinical  
Working  
Groups

Sign  
Off

Locality  
Clusters x 3

Locality  
Clusters x 3

Locality  
Clusters x 3

Foundation  
Trusts

Foundation  
Trusts

Foundation  
Trusts

Public Patient  
Engagement  
Group

Public Patient  
Engagement  
Group

Public Patient  
Engagement  
Group

# Engagement & Communications Approach

## Public and Patient Involvement:

- PPEG
- Public Information Events
- Supporting Stronger Voices
- Younger Peoples Forum
- Linking with CVS, DREC, Healthwatch
- Health Improvement Network
- Seldom heard

## Stakeholder Engagement – External:

- BTG Sponsors
- Reference Groups
- H&WB Boards
- NHS England
- Provider Boards
- FT provider MD & CD meetings
- Comms & Eng leads

## Stakeholder Engagement – Staff

- CCG staff briefings
- Pan Dorset comms lead forum
- Providers & LA cascades

## Stakeholder Engagement – Membership

- Locality cluster meetings
- Practice visits
- New extranet
- Locality cascades

## Communications

Communications to the people of Dorset, Print & broadcast media, CCG & Provider website, Newsletter & e-bulletin content, Social media and Advertising



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- Why do we believe we need to review and make changes to healthcare services in Dorset?
  - What could the future look like, and what would it mean for patients?
  - Overview of the review, how it will work, over what timeframe
  - Learning from other places
- How can the voluntary sector contribute, get involved and help shape the future?



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# What have local people told us?

Information and Communication

Consultation

Participation

Pre Oct 2014

October 2014  
– Spring 2015

Summer 2015

Autumn 2015 - 2017

Local needs & views

Review, analyse  
and design

Public  
Consultation

Implementation



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Review,  
analyse  
and design

What have local people told us?

| Method  | Feedback              |
|---|-----------------------|
| “The Big Ask” = 25,000 surveys                              | 6,000 replies         |
| Citizen Panel Surveys x 4 = 20,000 surveys                  | 12,000 replies        |
| Stakeholder Events – 3 key reports                          | About 1,300 attendees |
| Hundreds of other conversations, surveys, focus groups, etc |                       |



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## Review, analyse and design

- Feedback & insight → Review
- Ongoing conversations – information → ← (via presentations, online, twitter, facebook etc)
- Public Events x 3 = 3 times (Dec/Jan/Feb)
- Reaching out to seldom heard (working closely with CVSs, Healthwatch, Dorset REC, etc)







Review,  
analyse  
and design

- Younger People's Forums x 6 = twice (Jan/Feb)
- Supporting Stronger Voices x 3
- Engagement Reference Group – monthly
- Patient Public Engagement Group - monthly



**Review,  
analyse  
and design**

**Patient Public Engagement Group**

- A group of about 20 people
- Representative of geography, demography, diversity, clinical areas
- To meet monthly
- To advise and critique at each stage
- Provide patient/carer voice to the CSR assurance group (programme board)



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## Review, analyse and design

## Patient Public Engagement Group

- Rural Dorset
- Urban Dorset
- Carers
- Long Term Conditions
- Maternity
- Community Paediatrics
- Urgent or Emergency Care
- Planned & Specialist Care
- The working well
- Religious beliefs
- Black and Minority Ethnic Groups
- Sexual preference
- Gender reassignment
- Disability
- Younger People
- Older People
- Mental Health
- Healthwatch

**NOT about BOXES – trying to be as representative as possible.**



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# Public consultation



- Discussion forums
- Social and traditional media
- Online surveys
- Focus Groups
- Community Groups
- Discovery Interviews
- Market stalls and pop-ups
- Etc.



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# Implementation



Implementation of any changes will require just as much communication, engagement and involvement with local people





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Your vision

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## Get Involved



### Join our Health Involvement Network and keep in touch with the NHS near you

The CCG's Health Involvement Network (HIN) enables people to be informed about and involved in our work. We regularly send information on opportunities for involvement where you can contribute to the redesign and commissioning of healthcare services in Dorset. We also feedback on how the views of local people are helping to shape the NHS for the future. The HIN will play a major role in helping us understand how local people are feeling about Dorset's Clinical Services Review.

It's free to join and there's no obligation – the level of involvement is up to you.

[Join the HIN](#)

Alternatively, you can telephone us on **01305 368073** or email [communications@dorsetccg.nhs.uk](mailto:communications@dorsetccg.nhs.uk) and we will add your details to our database.

<http://www.dorsetsvision.nhs.uk/>



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# And local people and professionals have told us...

“It is vital to have social care and health care together.”

“Need to have a balance and ensure you are meeting the needs of both rural and urban communities.”

“I don’t need to go to hospital but having direct access to the GP is necessary. It is very convenient – in the town where I live.”

“Care closer to home? – use other service providers as well GPs ie optometrists, pharmacy, dental – and increase community services.”

“Joined up care is so important – services talking to each other and the patient/carer/family.”





# Question and Answer Session



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