



Shaping Care Together

Lancashire County Council
Health Scrutiny Committee

22 March 2022

Shaping Care Together...



Engagement and consultation...

“It is critical that patients and the public are involved throughout the development, planning and decision-making of proposals for service reconfiguration. Early involvement with the diverse communities, local Healthwatch organisations, and the local voluntary sector is essential... Early involvement will give early warning of issues likely to raise concerns in local communities and gives commissioners’ time to work on the best solutions to meet those needs.”

NHS England

Timeline of activity...



Headline engagement to date...

- More than 2,100 questionnaire responses completed
- More than 15K engagement site visits
- Roughly 300 staff completed the questionnaire
- At least 1,800 patients and stakeholders completed the questionnaire
- Almost 500 responses from SCT 'postcards'
- Regular stakeholder e-Newsletter distributed



Headline engagement to date...

- Equalities Impact Assessment in progress
- Travel & Transport Advisory Group established
- Engagement Process Advisory Group established
- In-depth patient and stakeholder focus groups delivered (more than 25 held since January 2021)
- Roughly 40% want to hear more information when published

Have
your
say



SHAPING CARE
TOGETHER



Have your say

Headline themes to date...

- 70% favour telephone or video appointments
- Top two priorities:
 - ***Shorter waiting times for outpatient appointments***
 - ***Having the best possible care, even if that means travelling further***
- 85% favour specialist centre treatment for complex healthcare
- At least 94% generally agree that healthcare should be ***“local where possible and specialist where necessary”***

Headline themes to date...


- There are some concerns around the accessibility of primary care services.
- We need to focus more on preventative measures and use community services better to help patients before they present to hospital.
- There are some issues around public transport in certain areas.
- Staffing levels, recruitment and retention of key staff needs to be improved.
- We need to improve patient journeys and support patients to better navigate their own care.

Headline themes to date...

Good...

- Urgent Treatment Centre in Ormskirk
- Prompt appointments for planned procedures
- Caring and compassionate staff
- Joined up services between both sites
- A&E at Southport

Less good...

- A&E often overwhelmed or overcrowded
 - Staff shortages in certain areas
 - Public transport links
 - Care in the community
 - Lack of Walk-In Centre at Southport
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Challenges & Opportunities Paper...

- Challenges and Opportunities Paper has been published
- Engagement document that explains the emerging challenges identified through engagement
- Also identifies some opportunities to provide better care
- Represents the next step in our journey and will continue to work with local residents, patients, staff and stakeholders



Southport and Formby Clinical Commissioning Group
Southport and Ormskirk Hospital NHS Trust
West Lancashire Clinical Commissioning Group



Engagement events...

- Further period of engagement with patients, public, staff and stakeholders
- Public engagement events taking place
- Opportunity to hear from and talk to clinicians and programme representatives
- Online 'town hall' style events scheduled:
 - 10:30 – 12:00 Wednesday 16 March
 - 18:00 – 19:30 Thursday 17 March



Next steps...

- More survey responses
- More in-depth discussion groups
- Developing new Models of Care
- Options Development & Appraisal process to be undertaken
- Comprehensive Engagement Report to be produced and feed into Pre-Consultation Business Case

Your Views



We hope you find this engagement website useful.

Please complete our survey below.

Survey

Your Views

The survey is split into **three parts**.

Part one involves a small number of very basic questions about you and your general views on healthcare. It will take no more than three or four minutes to complete. If you would like to give us your views in a little more detail you can go on to complete parts two and three, however these questions are optional and you can skip them should you wish to do so.

[START NOW](#)



Any questions?