
Scrutiny Briefing Report to: Joint Meeting of Overview and Scrutiny Committee (Adult Social Care and Health) & Overview and Scrutiny Committee (Children's Services and Safeguarding)

Date of Meeting: 16 February 2021

Subject: Shaping Care Together

Organisation: NHS Southport and Formby CCG NHS West Lancashire CCG and Southport and Ormskirk Hospital NHS Trust

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Purpose/Summary

Health leaders in Southport, Formby and West Lancashire are inviting people to share their views and experiences of local healthcare by getting involved with Shaping Care Together, a programme of work designed to improve hospital services.

Shaping Care Together is led by NHS Southport and Formby CCG NHS West Lancashire CCG and Southport and Ormskirk Hospital NHS Trust and is the first stage of a process to understand patient experience and views before any proposals to solve the challenges faced are considered. On 11 January 2021, a listening (engagement) exercise was launched to gather the views of patients, staff, the public and stakeholders about what currently works well at Southport and Ormskirk hospitals as well as in primary and community healthcare services

This paper provides an overview of Shaping Care Together for consideration by the Committee.

Recommendation(s)

That the plans to engage stakeholders in the listening phase of the Shaping Care Together Programme be considered and that members of the Committee be assured that the correct process is being undertaken.

Introduction/Background

Summary/Key Issues:

There are many challenges across our health and care system. Some challenges have been with us for years while the urgency of others has been exposed during the Covid-19 pandemic. Workforce challenges alongside financial sustainability highlighted areas that need urgent change to enable services to be safely delivered and be fit for purpose.

Some work has previously been undertaken involving hospital clinicians to help understand the current challenges the services face and we are at an early stage of exploring where those services could be improved.

To ensure that this work is done collaboratively and inclusively, we need to increase this engagement and listen widely to our staff and key partners, patients, carers and the wider public to ask them about their thoughts and experiences. We are committed to working together as a system, taking into account wider stakeholder views, to reach a safe and long-term solution for our population.

It is vital that the voices of local people are at the heart of our work so we can shape services together. Engagement activity will take place over several months as part of our commitment to having ongoing dialogue with all stakeholders to ensure that their input can influence and help shape the decision-making process.

Views are being sought on what currently works well at Southport and Ormskirk hospitals as well as in primary and community healthcare services and in particular, what steps should be taken to improve the following:

- frail and elderly care
- when you have an urgent or emergency care need
- services for children including those who have complex needs
- services for women who are pregnant and for the new-born
- gynaecology - dealing with women's reproductive system
- sexual health services for all genders
- planned care, such as follow-up outpatient and/or subsequent admissions as part of ongoing treatment.

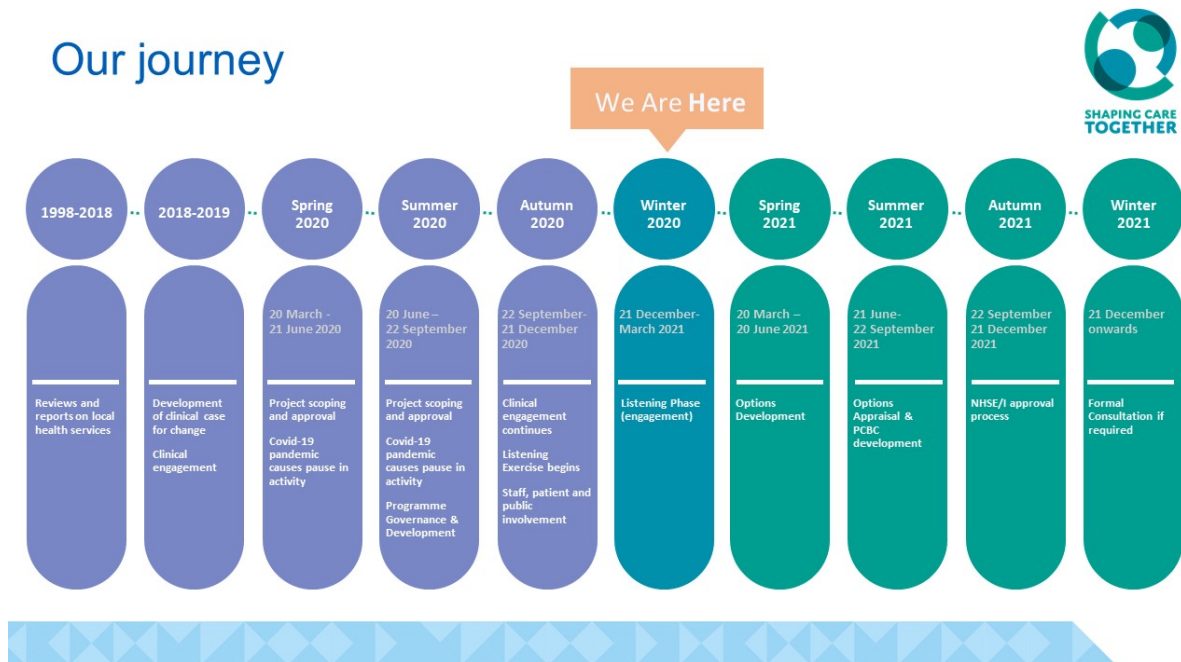
No decisions have been made at this stage of the review. We want to listen to our staff, patients and public to inform and influence any decisions being taken in the future. We need to work with doctors, nurses, other clinicians along with patients, carers, public, Healthwatch organisations, community, voluntary and faith sector, local authorities, social care and those who provide care in community settings to work out what the best solutions to the problems we face might be.

At this stage, we are interested in hearing and capturing views and ideas for improving services. Over the coming months, we are taking a staged approach to engagement. Firstly, we will listen to our stakeholders to capture views and experiences of services as they are now and how things could be improved. A report

based on the feedback will be produced. We will then involve all interested parties' in exploring solutions and create an evaluated list of viable options upon which we will undertake formal consultation should this mean significant service change is required.

It is important to note that this is a listening exercise and not a formal consultation, this programme is at an early stage and no decisions have been made. The purpose of the listening phase is to understand what works well now and what needs to be changed in relation to the services and to gather views and experiences of patients, stakeholders and staff to develop potential solutions to the problems identified.

The diagram below describes the journey we have been on to date and the next steps:



Robust equality and health inequality analysis will be undertaken to consider where there are opportunities to improve outcomes for different profiles of people and to reduce the chance of negative impacts if service changes are made.

The Covid restrictions in place do not allow us to hold public meetings. Therefore, we have to work differently to engage and involve our key stakeholders. We have launched a dedicated website where people can have their say, share their stories and participate in surveys. We will also be flexible in how we engage with residents e.g. attending virtual meetings, 1-2-1 discussions and holding briefing sessions.

We will be promoting these involvement opportunities via established communication channels and networks so we can reach communities across West Lancashire, Southport and Ormskirk and neighbouring areas. We will ask our partners (e.g., Healthwatch, Councils for Voluntary Services, voluntary community and faith organisations, clinical commissioning groups, and Southport and Ormskirk Hospital NHS Trust) to publicise the engagement opportunities using their existing networks, communication channels as well as sharing information at their existing/planned meetings. Your support would be greatly appreciated as we embark on this journey of Shaping Care Together both in your scrutiny role and as elected representatives of local people.