









NHS Cheshire and Merseyside
NHS Lancashire and South Cumbria
Mersey and West Lancashire Teaching Hospitals NHS Trust



Sefton Health Overview and Scrutiny Committee Shaping Care Together Update

January 2025

What we'll cover

-  Background and Context
-  Engagement update
-  Emerging Themes
-  Survey Demographics and responses
-  Where are we in the Process
-  Ask of HOSC

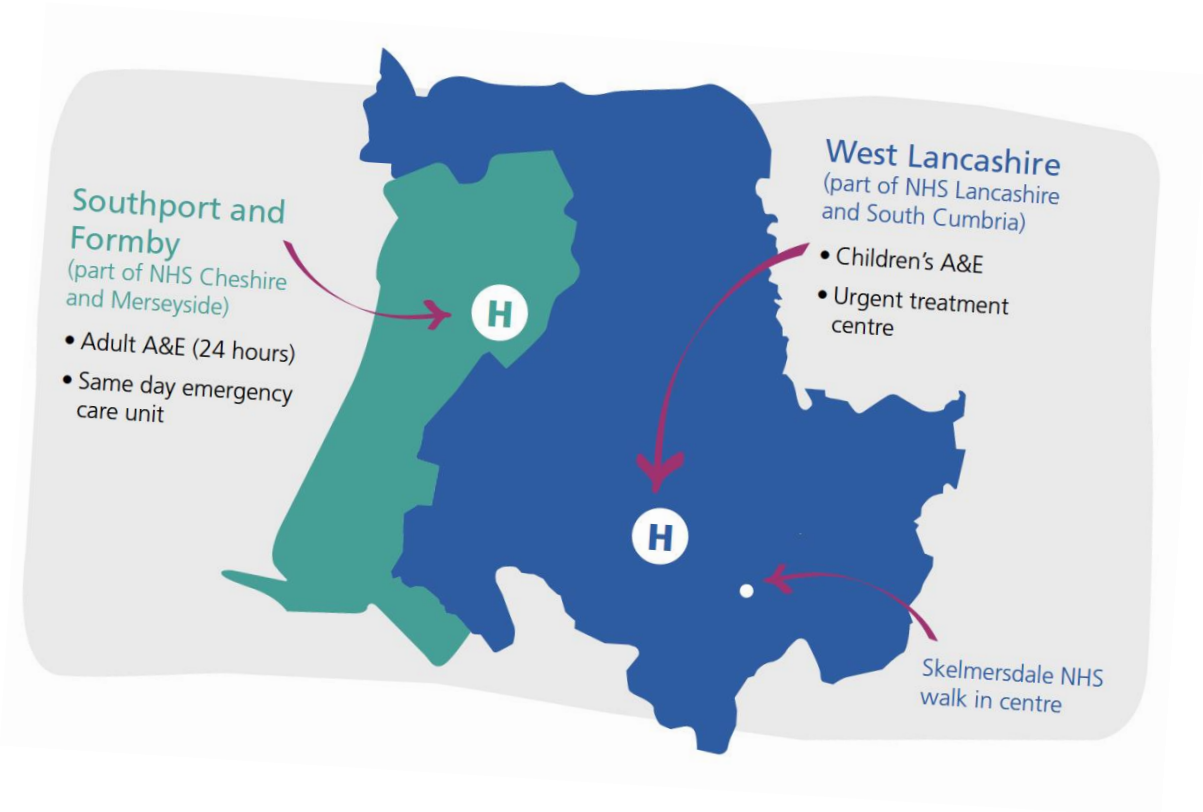


Background

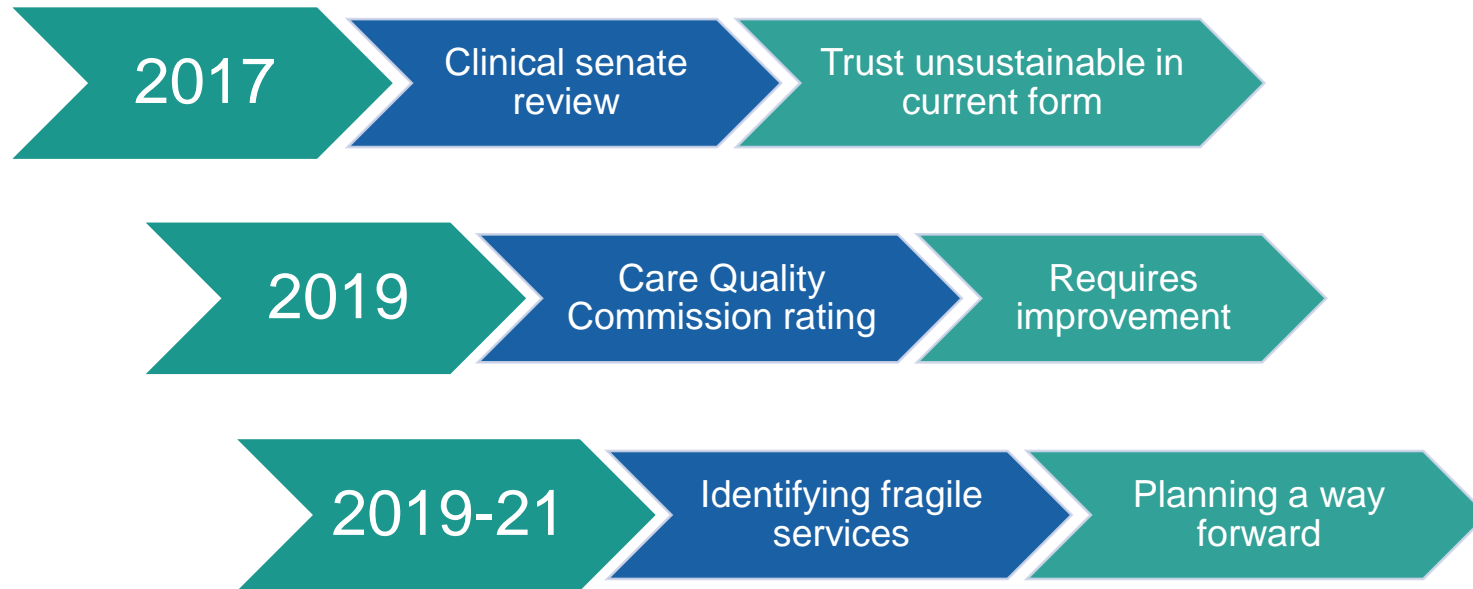
Three NHS partners



- Deciding which services to offer, and where (commissioning)
 - NHS Cheshire and Merseyside ICB
 - NHS Lancashire and South Cumbria ICB
- Providing the services
 - Mersey and West Lancashire teaching Hospitals NHS Trust



A need to improve



Our focus

Seven fragile service areas



Care for the frail and elderly



Care for those who need urgent or emergency treatment



Care for children



Maternity care for pregnant women and new-born babies



Care relating to women's reproductive and urinary systems (gynaecology)



Sexual health care



Planned care (for example, outpatient appointments)

1



Workforce

2



Infrastructure

3



Quality

4



Financial

5



Ageing



The need for change

Five core drivers

Engagement Update and Emerging Themes

Background

Shaping Care Together is an NHS programme aimed at ensuring everyone in our communities across Southport, Formby and West Lancashire has access to the care they need through safe, high-quality services, today and in the future. The programme is looking first at how we offer services to those who need urgent or emergency care.

In July this year, we published [our case for change](#), which outlines where the key challenges lie and why we need to change. This started the conversation around how services could be reorganised, but it didn't put forward any concrete proposals.

Before getting to that stage, we have a duty to listen to the views of people who rely on us or may be affected by how we offer our services. That's why, between July and October, we've been seeking the views of patients and public in a number of ways, which include a series of in-person and online public events, several focus groups, and our survey which attracted almost 3,000 responses.

This report provides an overview of the views, lived experiences and concerns of the people we heard from at our public events.



Our public events

Engaging in this way helps to ensure that any future redesign of services will be built around the needs of the people who live in the communities we serve. Our public event series helped us to:

- **Listen** to concerns, views, perspectives and ideas.
- **Inform** on programme scope, objectives and phasing and on how to get involved.
- **Engage** via Q&A sessions, surveys, suggestions cards and live conversations.
- **Record** views, suggestions and lived experiences.

Events were promoted via local radio and newspaper advertising, social media and email marketing, and on posters and leaflets across our hospital sites. Our network of voluntary and community groups were also used to help raise awareness and increase participation.

The event programme was a mix of public meetings in local community settings, online webinars and public roadshows in local shopping centres.



Ormskirk

Public meeting, Tues 10 Sept
The Ministry Centre, Aughton

Southport

Public meeting, Weds 18 Sept
Community Church Family Life Centre

Public roadshow, Sat 14 Sept
Marble Place Shopping Centre

Skelmersdale

Public roadshow, Sat 07 Sept
Concourse Shopping Centre

Banks*

Public meeting, Tues 24 Sept
The Hub, Banks

Formby

Public meeting, Mon 30 Sept
Holy Trinity Church

Online (2 webinars)

Public meetings, Tues 01 Oct
Morning / evening sessions via Zoom

**Part of the NHS Lancashire & South Cumbria
'Your health. Your future. Your say.' programme.*

Engagement metrics

Digital

Survey
2,930 responses

Website
11K+ visitors

Social media ads
101.6K+ reach
3,413 clicks

Digital documents
1200+ downloads

Offline

Radio ads Smooth NW
800K reach

Printed case for change
1000 distributed

Pharmacy bag ads
54K bags

Newspaper ads
Liverpool Echo,
Ormskirk Advertiser

In person

Staff & public roadshows
600+ live
conversations

Public meetings
5 meetings
200+ attending

Focus groups
5 session with
patients, staff and
VCFSE groups

300+ direct stakeholder contributions logged (in addition to the survey)

Note: Marketing was suspended between 2-26 August following the July 29 attacks in Southport.

Emerging themes



Some key themes emerging from public engagement events:

- Transport links are a barrier to access, especially in low car owning and more deprived areas.
- Future services needs to consider population change / new housing developments.
- People want 24/7 colocated Adults and Children's A&E services close to where they live.
- Some people asked for a (24/7) Walk-in-centre/Urgent Treatment Centre in their area.
- People said they often go to A&E because they can't get a GP appointment, and that primary care could do more to reduce the burden on A&E.
- Children's A&E should be 24 hours – Alder Hey should not be the closest overnight service.
- The programme must consider how to increase and retain the NHS workforce.
- People suggested that GPs may be referring non-emergency patients to A&E.
- Many people suggested collocating urgent and emergency services together on hospital sites.
- We need better provision of community services.
- Technology and AI can harness improvements / efficiency gains.
- More joined up records and better systems integration would help improve efficiency and reduce waste.
- Ambulance services need further investment - current waiting times are putting patients at risk.
- Care for rural communities must be considered.

Survey Demographics and Responses

Survey demographics (selected)



A selection of demographic data is presented in the tables. Data is also available for all protected characteristics, however, the sample size of some data sets is too small to be statistically relevant.

Area *	Total	% surveys	% pop	+/- pp
Southport	1273	44.0	40.3	+3.7
Formby	160	5.5	9.9	-4.4
Ormskirk	441	15.2	11.6	+3.6
Skelmersdale	516	17.8	15.0	+2.8
Rural / other	503	17.4	23.0	-5.6

* Geographic data is based on short postcode only and so contains a margin of error.

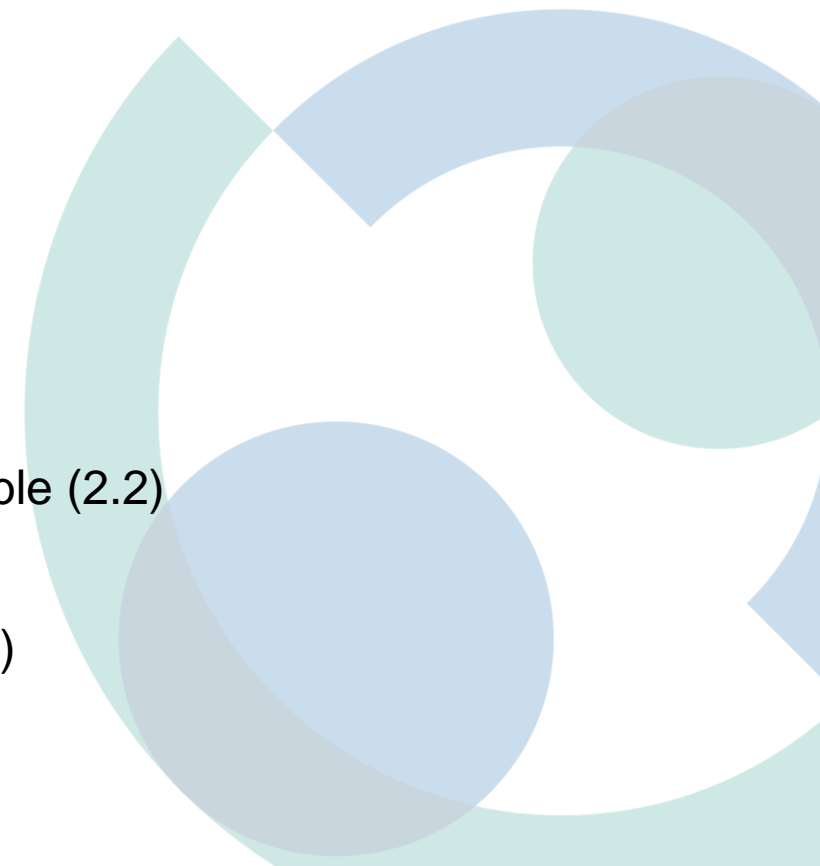
Demographic	Total	% surveys	% pop	+/- pp
Female	2319	81.3	-	+30+/-
Male	533	18.7	-	-30+/-
Under 45	635	21.0	-	
Over 45	2216	84	-	
Minority ethnic	49	1.7	3-4	-1.5+/-
White	2663	90.9	96-7	-5.5+/-
LTHC **	1356	46.3	-	-
NHS staff	517	17.6	-	-

** Long term health condition

Survey responses (quantitative)

Q2: Thinking about NHS urgent and emergency care services, which of the following are most important to you? Ranked in order of importance.

1. **That I receive the best possible quality of care** (3.0)
2. **That medical safety always comes first** (2.3)
3. That I am treated in a healthcare setting as close to home as possible (2.2)
4. That the specialists I need are there to help me (2.08)
5. That I can access the healthcare setting where I will be treated (1.9)



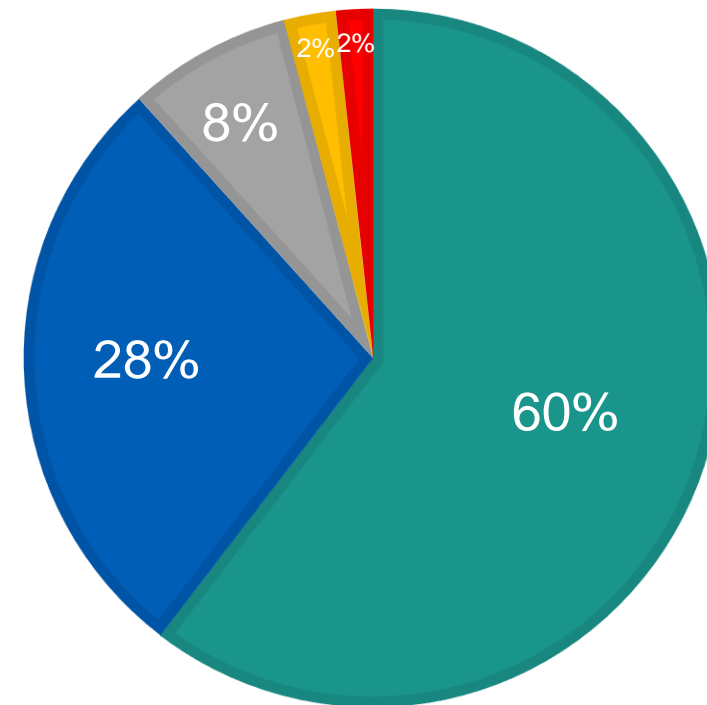
Survey responses (quantitative)

Q3: Our priorities for redesigning urgent and emergency care services are that we **provide everyone with safe and excellent care, today, and in the future**. Do you feel these are the right priorities?

88.3% either strongly or generally agree

4.1% generally or strongly disagree

Strongly agree Generally agree Not sure
Generally disagree Strongly disagree



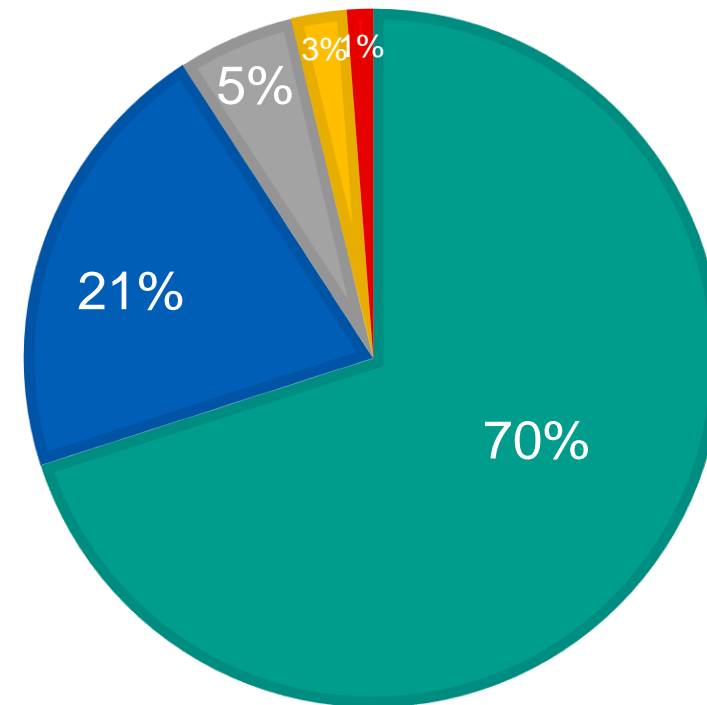
Survey responses (quantitative)

Q4: In your opinion, how important is it that we set up urgent and emergency care services in a way that can help reduce waiting lists across our local NHS?

90.8% find this very or quite important

3.7% find this not very or not at all important

Very important Quite important Not sure
Not very important Not at all important



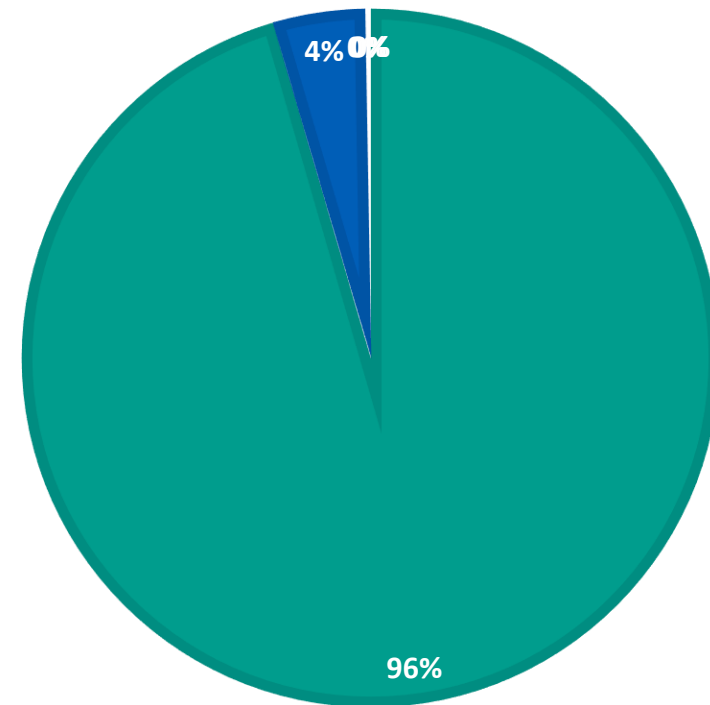
Survey responses (quantitative)

Q5: In your opinion, how important is it that urgent and emergency care is **available for everyone, all day, every day?**

99.7% find this very or quite important

0.1% find this not very or not at all important

Very important Quite important Not sure
Not very important Not at all important



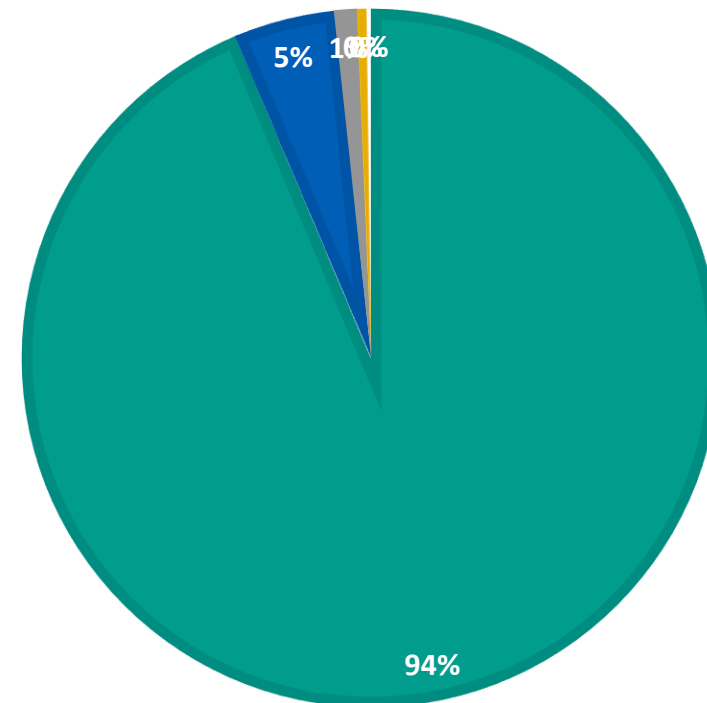
Survey responses (quantitative)

Q6: In your opinion, how important is it that children and young people have the same access to emergency care as adults?

98.4% find this very or quite important

0.6% find this not very or not at all important

Very important Quite important Not sure
Not very important



Where are we
in the Process

Getting to consultation



- Process set out in law and informed by NHS guidance
- We must be very thorough in respecting the process
- Currently in the appraisal phase
- Still a live process

Ask of HOSC

Summary



- Currently in a live process
- Extensive pre-consultation engagement has taken place
- Emerging themes give an overview of potential proposals to support decision making regarding substantial variation and requirement to formally consult with HOSC
- Lancashire HOSC have agreed Substantial variation in December

Ask of HOSC

- Agree that this programme will deliver substantial change/variation and requires formal consultation with HOSC
- If Sefton HOSC agree possible proposals could be an SDV then a JOSC will need to be formed