

Scarborough Acute Services Review

Summary Report – Public Engagement Sessions

Background:

In Scarborough and the surrounding area, local health partners have been working together to improve health and wellbeing of local people. In line with this wider work, local partners have agreed to undertake a review of acute hospital services in Scarborough. The review will consider how to provide the best possible care for local people who need to use acute hospital services within the resources (money, staffing and buildings) that are available to the local NHS. This may include delivering some aspects of care out of hospitals in GP surgeries or other community settings to better meet local peoples' needs.

In order to support the first phases of this review work, three engagement sessions were held:

- Monday 15 October 2018, Royal Hotel in Scarborough, 3.30pm-5pm and 6pm-7:30pm
- Tuesday 16 October 2018, Bridlington Leisure Centre, 2.30pm-4pm

The events were aimed at people who are members of various local health networks and groups, however due to widespread publicity in the local media and via social media a larger number of people attended.

The purpose of the events was to seek views and input into the development of evaluation criteria to support the review of acute services in Scarborough Hospital. 323 people registered to attend both meetings in Scarborough, and over 350 attended on the day. In Bridlington, 37 people registered to attend the event and 24 attended on the day.

This document reports on the key themes discussed during the events.

The purpose of the event was not to consult on proposals, as no proposals have been developed.

Issues, questions and ideas:

Due to the large number of people attending both events in Scarborough, it was not possible to carry out the meetings in a focus group format as planned. Instead, these meetings took the form of a group Q&A session where attendees were invited to comment on the presentation, the evaluation criteria, and provide any other feedback they wanted to offer. Smaller group discussions did take place in Bridlington, covering the same areas.

Across the three meetings, a number of questions, comments, observations and concerns were raised by members of the public who attended. These questions and concerns are summarised as the following themes:

- Concern about travelling long distances for services and the impact of travelling (including, safety, stress, inconvenience, environmental impact)



- Concerns about safety if services are reduced or moved
- Services should be available in the local community
- Concerns were raised about the lack of availability of public transport and the impact this has on access to services (concern that public transport is poor and reducing all the time).
- Concerns that money is being prioritised over patients
- Questions regarding the scope of the review – why isn't York Hospital subject to the same sort of review?
- Concerns about the process and the perceived lack of involvement
- Concerns from staff about their level of involvement in the review, and the future of the services they work in
- General perception that York Hospital has, over time, taken action that is detrimental to Scarborough to protect itself
- Questions around workforce – why can't York staff support Scarborough? Why can't they do shifts in Scarborough?
- Concerns about the future of specific services – predominantly A&E, maternity, paediatrics, surgery and major trauma – and general concerns about the 'downgrading' of the hospital and its services
- Comments that services have already been reduced in both Scarborough and Bridlington and that any further changes might compound this problem
- General cynicism about the process, the involvement of external consultants, and the fear that decisions have already been made
- Questions regarding the process and misconceptions about the stage that the review is currently at – i.e. the assumption that the meetings were part of a formal public consultation.
- Suggestions were made about improving the information available to the public about services (e.g. directory of services) and the need for greater transparency about what services are available when, where and how they can be accessed.
- Suggestions were also made about improving services by offering more services via video-link into Scarborough and Bridlington or using other technologies to improve access.
- Concerns were raised about some existing services that could be improved (e.g. NHS 111, GP access)

Next steps:

The slides that were presented at the events are available on the Scarborough Acute Services Review page of the Humber, Coast and Vale Health and care Partnership website: <https://humbercoastandvale.org.uk/scarboroughreview/>

A set of frequently asked questions will also be produced and shared on the website.

A list of those who attended or expressed an interest in the events will be kept (subject to individuals' consent) so that information can be shared directly regarding any updates and future involvement opportunities.