

Health Scrutiny and Performance Panel

**Agenda
Item No.**

DATE: 14 September 2010

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**Proposed Public Consultation by NHS Walsall on Transforming
Community Services**

Ward(s) All

Portfolios: Councillor McCracken – Social Care and Health

Report:

This report, and the accompanying documents, set out NHS Walsall's proposals for a period of formal consultation with local people about plans to change the management arrangements for community health services.

These plans have been drawn up to ensure that NHS Walsall, as leader of the local NHS, puts in place appropriate arrangements to satisfy the requirements of national policy on the complete separation of commissioning (buying) health services from providing those services by the deadline of 1 April 2011.

The policy (Transforming Community Services) predates the general election and the subsequent health white paper, but has been confirmed by the white paper.

Currently a number of community health services are managed by Walsall Community Health, an 'arm's length organisation' of NHS Walsall. A summary of the current proposed changes (which remain subject to approval by national regulators and West Midlands Strategic Health Authority) is:

- Transfer of adult community services, children's services and lifestyle services, to an integrated care organisation based around the Manor Hospital's NHS establishment
- Transfer of services for people with learning disabilities to Sandwell Mental Health Foundation Trust.
- At the time of writing this report, a number of options were being considered for the nurse led primary care practice at Blakenall Health Centre, including a staff managed social enterprise model.
- Community Dental Services to be co-ordinated across Birmingham and the Black Country and managed by the proposed NHS Community Foundation Trust based in Birmingham. (This plan would not affect family dental services).

NHS Walsall has used all its existing internal and external communication channels to raise awareness of these developing proposals, but is committed to a period of formal public consultation as well.

A consultation document and communications and involvement plan are attached to this report. The plan is a living document and will expand and evolve to take account of stakeholder input before and during any formal consultation period.

Given the national policy context, the nature of the proposals and the pre-consultation information exercise already under way, NHS Walsall's suggestion is that a period of four weeks would provide an adequate opportunity for a formal consultation period.

The suggestion is that this period of consultation would run from Monday 4 October to Friday 29 October, allowing time to finalise the consultation document before the start but also allowing sufficient time for the resulting feedback to be analysed and reported to NHS Walsall's November public board meeting.

Recommendations:

That:

1. Members agree to a four week period of formal public consultation by NHS Walsall on the proposals set out on Transforming Community Services.
2. Members agree the proposed dates for the formal public consultation
3. Members submit their views on the proposals in accordance with the agreed timetable.



TRANSFORMING COMMUNITY SERVICES

A CHANCE FOR YOU TO HAVE YOUR SAY

**Do you want this in another format or language,
or do you want someone to go through it with you?
Ring us on 01922 618358. We will do our best to get
it into a format or language that suits you and that
you can understand as quickly as possible.**



What Transforming Community Services Means for Your NHS

This document introduces Transforming Community Services to you. It covers four main important subjects:

- 1. What are community health services and what is Transforming Community Services all about?**
- 2. What does this mean to me as a service user?**
- 3. What happens next?**
- 4. How can I have my say?**

1. What are community health services and what is Transforming Community Services all about?

Community health services in Walsall are currently managed by Walsall Community Health, part of NHS Walsall. They include a wide range of health care services provided for patients in their own homes, in local health centres and from a variety of community bases as well as many children's health services, health visitors, health promotion (for example, 'quit smoking' services), physiotherapy, district nurses, specialist nurses, rehabilitation, speech and language therapy and much more.

Transforming Community Services is about bringing together a number of your community health services so that you get better co-ordinated, more efficient and high quality care. Our plan is to bring these different services together under the same management, which will mean that improvements to services can be made more quickly, more easily and more efficiently.

Work has been going on for some time in Walsall and with our key health service partners in the Black Country to enable this service change to happen. Transforming Community Services, a national initiative, provides us with the opportunity to speed things up and manage the process more effectively on your behalf.

2. What does this mean to me as a service user?

These changes will take place over the next 12 months but they are unlikely to bring about any immediate changes to where or when you receive your care as this will still be provided by existing teams of staff within the NHS. By bringing these healthcare organisations together, our aim is to ensure that you will receive the best possible patient experience – moving you smoothly through the different stages of treatment and care.

As local people and our service users, your views and advice in helping us to shape our services have always been very important to us and this will continue. As we change, we will be asking for your support in ensuring the services we offer continue to meet your needs.

3. What happens next?

We have been working with our local NHS partner organisations (Walsall Hospitals NHS Trust and Sandwell Mental Health and Social Care NHS Foundation Trust) as well as GPs, Walsall Borough Council and other groups, including those representing patients and the public, to look at how each community service will be most effectively managed and delivered.

From this work, we have come up with the following proposals to develop integrated services providers:

- Bring together the majority of community health services and services currently provided by Walsall Hospitals NHS Trust into one organisation. This will mean that for you as patients, service provision is co-ordinated ensuring that you can move smoothly through all areas of your treatment and care
- To ensure that we deliver specialist local care for people with learning disabilities, we propose to transfer the management of these services to Sandwell Mental Health and Social Care NHS Foundation Trust. As specialists in their field, we think that they are best placed to co-ordinate and manage this level of local care.

TRANSFORMING COMMUNITY SERVICES



- We are working with other partners in the Black Country to co-ordinate Community Dental Services into a new service which will provide specialist dental support. This will cover Birmingham and the Black Country and will be managed by the proposed NHS Community Foundation Trust based in Birmingham. This will not affect any of the services you get from your NHS dentist as they will continue to be provided locally.
- We are also considering plans for the future of the nurse-led nurse primary care practice at Blakenall Health Centre, including a staff managed social enterprise model.



4. How Can I Have my Say?

As always, your comments and views are welcome. If you'd like to give us feedback on any of these proposals, you can do so in the following ways:

You can contact us via the NHS Walsall website –

http://www.walsall.nhs.uk/Have_your_say/Feedback

You can email consultations@walsall.nhs.uk

You can ring one of our Customer Services representatives on 01922 618358 and we will write down what you tell us over the phone.

You can also send us a letter free of charge

by writing FREEPOST tbc

above the address:

Transforming Community Services

NHS Walsall

Jubilee House

Bloxwich Lane

Walsall WS2 7JL

More information is also available from the websites of our partner organisations:

Walsall Community Health: www.walsallcommunityhealth.nhs.uk

Walsall Hospitals NHS Trust: www.walsalhospitals.nhs.uk

Sandwell Mental Health and Social Care Foundation Trust: www.smhft.nhs.uk

TRANSFORMING COMMUNITY SERVICES



Campaign Title: Transforming Community Services

Aims of the Communications and Involvement Plan

- To inform all stakeholders of the aims, scope and desired outcomes of the Transforming Community Services initiative
- To secure support from stakeholders for the aims, scope and desired outcomes of the Transforming Community Services initiative
- Ensure that messages are timely, consistent and delivered in a way which supports the main objectives of Transforming Community Services
- To ensure that all stakeholders have a common understanding of the objectives of TCS
- To ensure that the requirements of Walsall Borough Council's Health Overview and Scrutiny Committee (PSC) with regard to formal consultation are met
- To ensure that NHS Walsall, as the lead commissioner for services affected by TCS, meets its legal duty to involve
- To ensure that all stakeholders who take part in any consultation are informed of the outcome

Message	Stakeholder (ie target audience)	Target Areas/Groups/Sectors	For what purpose (inform/consult?)	How – format for provision/collection of information	Cost and budget source	Who Will Provide?	When?	Monitoring / Feedback/ Impact
TCS Visioning Event	Cross Sector Partners		Consult/inform	TCS 'Visioning Event' for stakeholders (Bescot Stadium)		NHS Walsall	Thurs 11 February	
Introduction to TCS	NHS Walsall Board		Inform	NHS Walsall Board Meeting			Thurs 25 March	
				Insight (NHS Walsall Stakeholder Brief) Copy available on NHS Walsall website at http://www.walsall.nhs.uk/Stakeholders/Insight.asp	Communications and Involvement Team	Comms and Involvement Team	April 2010	
Introduction to TCS by Denise McLellan	Patient and Public	MyNHS Walsall members	Inform	MyNHS Walsall Parliament meeting	Communications and Involvement Team	Comms and Involvement Team	Tuesday 20 April	
				Formation of TCS 'virtual forum' for MyNHS Walsall parliamentarians	Communications and Involvement Team	Comms and Involvement Team		
				Insight (NHS Walsall Stakeholder Brief)	Communications and Involvement Team	Comms and Involvement Team	May/June	
	NHS Walsall staff			NHS Walsall Team Brief	Communications and Involvement Team	Comms and Involvement Team	Thurs 6 May	
				Stakeholder workshop to develop plans for Learning Disability (LD) services.			Mon 24 May	
TCS Update (as part of	Board			NHS Walsall Board Meeting Report published on website at http://www.walsall.nhs.uk/Corporate/BoardPaper			Thurs 27 May	

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report on Integrate to Improve)				sMay2010.asp				
TCS Update	Patients and Public	Parliamentarians MyNHS Walsall	Inform	MyNHS Walsall Parliament meeting			Mon 19 July	
TCS Update	Stakeholders/public		Inform	NHS Walsall Board Meeting			Thurs 22 July	
General awareness raising of TCS, its aims and scope	Staff affected by TCS	NHS Walsall, Walsall Community Health, Walsall Hospitals NHS Trust, Sandwell Mental Health and Social Care NHS Foundation Trust		<ul style="list-style-type: none"> - NHS Walsall Website - NHS Walsall Facebook and Twitter Feeds - Insight 			August and ongoing	
Prepare for General awareness raising of TCS, its aims and scope	All stakeholders	Borough wide	Inform and encourage discussion	<p>Develop TCS brief document for electronic *and? hard copy? distribution via:</p> <ul style="list-style-type: none"> • MyNHS Walsall webspace • NHS Walsall website • NHS Walsall Facebook and Twitter feeds • Insight (NHS Walsall stakeholder brief) • 'Round Your Way' (Walsall Housing Group Magazine) 	Within NHS Walsall Comms and involvement budget (electronic) - nb potential significant	NHS Walsall Comms and Involvement team	August 2010 onwards	

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					cost of large scale print and distribution			
General awareness raising of TCS, its aims and scope	GP commissioners Other Clinicians Eg. Manor	Borough wide	Inform and encourage discussion	PEC LMC PBC Clusters		Respective Leads	August and ongoing	
Draft overview, consultation documents and Comms plan for consideration by OSC	All stakeholders		Inform	Face to face meeting first week September All participating NHS organisations		All participating NHS organisations	Ongoing through August and September – deadline is submission by 3/9 for meeting on 14/9 (see below)	
Test draft documents and engagement programme with stakeholders and continue to refine and expand	All stakeholders		Shape consultation materials to ensure appropriate tone, content and reach	To include identification of key service user groups – then feed into consultation timetable from 4/10 onwards (subject to OSC approval)		NHS Walsall Comms and Involvement team		
General awareness raising of TCS, its aims and scope –	OSC	Walsall Borough Council	Inform and encourage discussion – and seek guidance on requirement for	Face to face meeting with OSC			Tues 14 Sept	

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confirm need for formal consultation			consultation					
Start of formal 1 month consultation? (subject to OSC guidance) ?Monday 4 – Friday 29 October								
General introduction to TCS and invitation to comment	All stakeholders	Borough wide	Inform Invite Comment	Information posted on 'Have Your Say' section of www.walsall.nhs.uk with feedback facility	Within NHS Walsall comms and involvement budget (electronic)	NHS Walsall Comms and Involvement team	Monday 4 October	
General introduction to TCS and invitation to comment	MyNHS Walsall members and Parliament reps	Borough wide	Inform Invite Comment	Via MyNHS Walsall webspace and use of 'virtual forum' to provide feedback	Within NHS Walsall comms and involvement budget (electronic)	NHS Walsall Comms and Involvement team	October	
General introduction to TCS and invitation to comment,	NHS staff	Borough wide (NHS)	Inform, invite, comment (in addition to specific staff internal comms and involvement work around transfer of employment)	<ul style="list-style-type: none"> • Team Brief (NHS Walsall) • Team Brief (Community Health) • Senior Managers Brief (Walsall Hospitals) 			October	
General introduction to TCS and invitation to comment, inc link to website	Public sector/emergency service staff across Walsall			Arrange for use of appropriate internal comms channels by partner organisations in Walsall Safer Borough Partnership		NHS Walsall Comms and Involvement team		
General introduction	Audiences reached via area			Area managers communication networks		NHS Walsall Comms and		

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to TCS and invitation to comment, inc link to website	manager comms networks					Involvement team		
	Patient Participation Groups	PPGs and wider GP practice populations						
Media release about TCS and invitation to comment	All readers/listeners		Inform Invite Comment	Local papers/radio/TV/blogs (plus posted on NHSW website and circulated to stakeholders)	Within NHS Walsall comms and involvement budget (electronic)	NHS Walsall Comms and Involvement team	October	
Facebook post(s) re TCS and invitation to comment, inc link to 'Have Your Say' website,	All Facebook friends		Inform Invite Comment	Facebook/website link	Within NHS Walsall comms and involvement budget (electronic)	NHS Walsall Comms and Involvement team	October	
Tweet(s) re TCS and invitation to comment, inc link to 'Have Your Say' website,	All Twitter followers		Inform Invite Comment	Twitter/website link	Within NHS Walsall comms and involvement budget (electronic)	NHS Walsall Comms and Involvement team	October	
General introduction to TCS and invitation to			Inform Invite Comment	Dedicated edition of stakeholder brief Insight		NHS Walsall Comms and Involvement team	October	

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comment, inc link to Have Your Say website								
General introduction to TCS and invitation to comment, inc link to Have Your Say website	Walsall Housing Group tenants		Inform Invite Comment	'Round Your Way' (Walsall Housing Group Magazine)		NHS Walsall Comms and Involvement team	October	
Awareness raising and invitation to comment			Inform Invite Comment	WVA Via existing Community Networks and Organisations		NHS Walsall Comms and Involvement team	October	
Awareness raising and invitation to comment		Walsall FC fans/matchgoers	Inform Invite Comment	Publicity on match day		NHS Walsall Comms and Involvement team	October	
Awareness raising and invitation to comment			Inform Invite Comment	Stall at Walsall Sunday market (at Banks Stadium)				
Awareness raising and invitation to comment			Inform Invite Comment	Text message (s) to subscribers to health text service				
Awareness raising and invitation to comment			Inform Invite Comment	?? Event at Manor Hospital ??				
Awareness raising and invitation to	BME groups		Inform Invite Comment	Public Health launch of new genetic service at Banks' stadium (BME group involvement)			11 October	

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comment								
End of formal 1 month 'consultation'? (subject to OSC guidance) – Friday 29 October								
Evaluation of consultation and report to NHS Walsall board							Thursday 25 November	
Transfer of services to new m'ngmnt arrangements							Friday 1 April 2011	