

Appendix B – ‘The Big Health & Care Conversation’ Roadshows: Event feedback from Henley-on-Thames and Abingdon

Feedback from Henley-on-Thames:

The countywide Transformation Programme will need to use pre-agreed criteria to review the proposals (possibly patient safety, cost, available site, deliverability, population, coverage). Are these the right criteria which are most important to you?

Availability, cost

Delivery of local services as well.

Accessibility of service.

What do you think we need to do to provide the best care?

Social care and health care to link up.

More qualified resources in Minor Injuries.

We need to ensure good social care.

We need RACU and hospital fully staffed.

We need a top notch home system for the future which is monitored.

Do you understand why change is needed?

Yes. NHS will never work to optimum capacity without changes.

Yes. NHS is underfunded.

Yes, we understand NHS funding pressures.

How can we keep people healthy in Oxfordshire?

Education involving pts in appropriate ways.

Resources to help PPEs go active etc.

The powers that be to listen to the people on all matters.

Need better support to organisations to support health and wellbeing.

Thinking about the challenges, how can we encourage people to take more responsibility for how they live their lives?

Improve media - use attitude, change techniques - behavioural insight.

All support to work together - currently not joined up.

Lifestyle -> exercise -> diet -> wellbeing

Lifestyle' should be on the school curriculum e.g. healthy eating, exercise, impact on later years.

Have we missed anything?

Better transport for hospital visits for those in need.

Resources - attracting them important - can we offer incentives?

Staff shortages seem to be an issue in the NHS and addressing the training and salary structures, plus working hours, to make a career in the NHS more attractive.

Engage with primary care PPEs.

Need health education room/resources on site at Townlands - focus on prevention e.g. diabetes.

Will there be a transport service for Henley and surrounding areas to assist people visiting? Parking will be challenging.

Feedback from Abingdon:

1. Do you understand why change is needed?

- Yes - you need to save money
- Do you understand that the STPs are killing the NHS
- How will primary and secondary care be integrated
- How much are they paying you to ask that question?
- How will money be save in secondary care
- Change requires investment e.g. diagnostics in the community
- Nursing homes are privately run - should they be financed by the taxpayer?
- Where is our £350 billion
- Population needs the services of NHS now more than ever as population living so much longer
- More staff should be recruited and trained in the UK
- Don't defund the NHS
- The UK population is ageing, is living longer but with increased health issues - which will cost more - much, much more. The entire budget needs review
- Population growth; lack of funds; growing elderly population; increase in mental health issues and other health issues; correct buildings not fit for purpose and current business model for this clearly not working
- Because the continual hidden privatisation has been defunding the NHS for years. Stop it!
- Yes. The government wants to cut NHS spending. In fact they should be spending more. Moving care from hospital to community, preventing and increasing use of smart technology are good. But demand is increasing so funding should increase.

2. Thinking about the challenges, how can we encourage people to take more responsibility for how they live their lives?

- Train more physician assistants and burse practitioners to deliver cost effective community care
- Re-open cottage hospital
- Where is the funding promised by the Brexiteers? We need it.
- Make sure that people with health issues are not used in witch hunt in media, it makes people feel more ill which does not help at all
- Providing fun exercise options for people at affordable prices
- Variable VAT on good/bad foods
- Breast augmentation when implants go wrong. NHS should not pick up the bill if done overseas
- Health and wellbeing education in school; promote healthy activity and sports for young people not just school PE; encourage take-up of health checks and screening
- Attitude of doctors, not to be treated like a number. Explain what the patient needs
- Good (not preachy) public health information. Appealing apps: stopping smoking; losing weight; exercising
- Stop NHS cuts
- Are you asking rich people who rob taxes to pay private the same question?
- Invest in healthcare, don't cut funding
- Stop passing the buck to patients, people should not be blamed for being sick
- Save our NHS from £22 billion cuts
- Ask Brexiteers to pay this. They did promise funding increases to NHS.

3. What do think we need to do to provide the best care?

- More GPs, better chance of getting appointment and booking one rather than phoning on the day, which the appointments go quickly so you have to wait again
- Drunks in A&E should pay. Self caused by people who can't control themselves
- End of EU membership will stop flow of new carers from Europe - a big problem
- Recruit massive numbers of GPs, nurses and carers - IMPOSSIBLE
- Stop the tax dodgers, invest in NHS
- More interaction between departments, local services and Oxford Hospitals. More interaction on appointment making - less wasted appointments
- NHS could also try and see person as whole person rather than parts as often the health issues are related but you need several appointments for each part to sort you out
- Free gym membership for senior citizens to promote wellbeing which the Government seems to encourage. But fees are too expensive. Ok if you're working and earning.
- More routine treatment should be available at GP practices to free up hospitals for more serious problems
- Better cleaning staff, more beds, better equipment
- Invest in the NHS
- STP=closure of community hospitals and GP surgeries
- More connection between NHS and social care
- There are not enough GPs now - how will you recruit more? It takes many years to train GPs.
- What are STPs? £22bn cuts to our NHS
- Please quicker access for GP appointments (not 2 weeks away)
- Concerns about the health service making assumptions about the learning disability and not looking at the health condition
- Make general practice appealing careers - recruitment is a major issue and staff shortages could scupper your plans for hospital - community care
- Sort out admin via technology and make it so departments work efficiently and don't lose appointments and patients and make sure hospitals share notes
- Better district nurse help and not be told that they will return on one day or just disappear with no further contact
- If you want more care into the community, ensure there is enough care provided - both building and personnel
- Car parking@ hospital appointments too expensive and often at peak times parking is very limited
- Adapt similar approach as AA for mental health issues - group meetings with facilitator to offer support on a regular basis
- Get someone who has gone through same issues to facilitate meetings as they understand the issues that are causing concerns
- Investment in primary and secondary care is key to achieving your aims
- Admin at Oxford hospitals is awful - must be costing a fortune
- Charge for folk using our NHS who are not domiciled in the UK Mental health is ignored - this is increasing due to loneliness
- Concerns about learning and disabilities and health and issues about how to support people with LDs in hospitals
- If a person has to go to hospital for several reasons, X-ray, MRI etc to coordinate it in one day
- Oxfordshire, one of the most expensive places to live - how will you recruit enough carers?

- NHS and social care should be integrated in order to save the NHS money on unnecessary hospital stays
- Scrap Trident, spend it on NHS

4. How can we keep more people healthy in Oxfordshire?

- Towns should be made more pedestrian friendly
- Value all staff even porter as they do as much hard work as everyone else
- MOT for adults at key points in life i.e. at 21, 30, 40 etc, check for heart, lung, diabetes, mental health, blood pressure etc.
- Encourage walking, cycling and public transport use to prevent more driving, congestion and pollution
- More support to children in schools, don't save on school dinners
- Public health campaigns - weight management; alcohol use
- Physio/OT very important to keep people healthy in work, school and in homes - so need to get easier appointments to manage this
- Increase mental health budget to match other parts of NHS
- Patient transport from one site to the next
- Get older people back home so they don't have to stay in hospital
- Increase the mental health budget on a par with physical health budget
- NHS and doctors need to lobby government to really tackle sugar consumption
- Scrap the STPs
- Keep health provision local
- Mental health waiting times need to be on a par with cancer targets
- Quicker mental health appointments more mindfulness classes
- Motivate people to do exercise. Have groups in surgeries to go for walks, swimming etc
- Stop the food industry producing cheap unhealthy food. These companies are interested in profit rather than improving health
- Invest in the NHS - don't cut
- Prevention is an essential exercise e.g. weight loss programmes, diabetes information, - both how to prevent it and understand the consequences of gaining it
- Early diagnosis of mental health; patients - signpost them correctly; save money and people's lives
- Do not privatise the NHS. I'm from America. I know this is a big mistake
- Tax the corporations and fund the NHS properly
- Patients did not cause £200m deficit
- Give patients a medical every three months
- Start at birth/school age encouraging message for health; sport; teach healthy eating courses, could be run at family centres for small cost, more family friendly; local disabled activities to encourage fitness; more support for vulnerable people
- Stop buy one get one free on unhealthy foods

5. The countywide transformation programme will need to use pre-agreed criteria to review the proposals; possibly: patient safety, cost, available site deliverability, population coverage. Are these the right criteria? Which are most important to you?

- Keep services as local as possible to make them accessible and encourage attendance
- Support maternity choice. Why close the Horton? 1000 new babies JR madness
- Where urgent care if not acute? Hospitals? Community hospitals?
- Stop cosmetic surgery if not medically essential
- Start with people's needs
- Not everyone has skype. Costly, elderly would struggle

- Physio in community, better funded, more easy access, shorter times, growing population needs physio to remain healthy, keep young people healthy and in work if physio soon as well
- Think of effect on patients' mental/societal well-being. Loneliness causes ill health - machines don't replace person/person contact
- STP = cuts. Fund the NHS. Don't starve it and privatise
- Everyone (including mature people) must become computer literate. This will enable NHS to install monitoring devices in all homes to reduce cost and increase capacity
- Bring social care and the NHS closer together
- We need to defend the NHS, not destroy it
- Invest more in the NHS
- Don't know what countywide transformation programme means? Same as sustainability and transformation plans? What about effectiveness

6. Have we missed anything? Are there any other areas we need to think about as we develop our plans?

- Planning for discharge not always good. GPs not keen to come out to visit if not coping.
- Navigating is complicated and getting to where you need to go is challenging
- No publicity for this event?!
- Practice nurses unaware, most people unaware that I've spoken to today in Abingdon marketplace
- Consult with more than 0.8% of Oxfordshire population
- Better communications in general, appalling lack of communications and publicity
- More timely feedback from the 'Big Conversation', feedback boards to local communities
- Explanation of impact of your 'speech bubble' points eg what does 'more focus on volunteers and carers' really mean
- Instead of NHS care?
- Voluntary sector expertise!
- Inclusion in Cllr Matthew's Barber's e-newsletter Vale of White Horse