Report on consultation for the Whole System pilot in the Abingdon area

Executive summary

Introduction
The whole system pilot was launched in November 2010. As part of the consideration of the pilot it was agreed that there would be an engagement programme with key stakeholders and with members of the public. Engagement started in early November and data was collected until mid January 2011.

The engagement process
During the engagement process we undertook the following activities:
- A briefing was sent out to all the local stakeholders.
- A press release was sent out locally.
- An engagement questionnaire was launched.
- Meetings were arranged with local groups.
- In depth interviews were conducted with local people.
- Over 200 people were contacted about the consultation.
- Questions were raised during the consultation.

Key finding from the consultation
Information gathered has been recorded in two ways. The findings from the questionnaire and the narrative responses which are a collation of the comments in the questionnaire comments, concerns raised in meetings and views and issues raised during the in-depth interviews.

Strong preference for being able to access local services was expressed in the questionnaire. Respondent also told us they were happy for their information to be shared when necessary and that GP practices offering follow up care to patients with long term conditions was important to them.

The key issues raised have been grouped under the following headings and in order of priority.
- Transport and journey times
- Working together and skill development
- Consistency of standards
- Personal Information
- The needs of those with Parkinsons and other long term conditions
- Social care
Transport issues are raised in almost all the work we do in public engagement and were raised significantly in this work. Much of the concern relates to bus routing but also parking and rush hour traffic were raised.

There were real concerns about joined up working which cuts across several of the themes above. Particular mention must be made of the number of concerns mentioned about the way social care works. Respondents were also keen to be reassured that they would get the same quality of service wherever they are seen and others felt that part of this quality assurance lay in effective training and skilling up of professionals including GPs and district nurses.

The needs of people with long term conditions were also raised – both in terms of the care they receive in hospital and also in the context of how social care manages their long term need to make use of services.

**Other information**
Respondents made some helpful suggestions for how it might work in future and for some simple changes.

From all this a series of recommendations have been made which should be considered by the project leads for the next stage. Some of these relate to how we communicate for the next stage of the whole system pilot and others to some of the planning we need to undertake before the next stage.

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