Appendix 4: Feedback from written responses

In addition to the seven public events and the online survey, we also received 11 written responses; these included responses from Oxford City Council and the Community Partnership Network (CPN) in Banbury.

There was strong support for:

- Greater partnership working to reduce A&E admissions
- Improved cross boundary working
- Greater integration of non-hospital based services
- The need for systematic change to the health system in Oxfordshire.
- Greater partnership working with councils to address the local agenda and demographic changes.
- Promoting change in NHS organisations and to the public

Some specific suggestions were made for areas of improvement or cost savings:

- Waste - more work needed to encourage and support personalised health budgets and contract arrangements with suppliers
- Funding Treatments – consider Nice guidance when funding or not funding treatments and the long/short term impact

“Make sure that when people are discharged from hospital after emergency admission, staff do not forget to give them back their medicines that were brought in with them in the ambulance. Our experience at Horton is that they often forget and then have to pay for taxis to take the medicines back to the patient. It might be just hearsay but when we complained that this had happened staff said it happened “all the time” and a friend who works at JR agreed!”

“How much money does this cost? A tick box on a discharge form should deal with it surely?”

“Bigger thing – get some decent commercial people in who can negotiate a contract with suppliers in a rigorous way – must be huge savings here. Make purchasing staff act as if it’s their money they are spending, not like now where it seems cost of goods varies dramatically across NHS organisations.”