

## **Consultation on the future of services at Townlands Hospital, Henley-on-Thames**

### **Questionnaire**

We would like to ask you some questions about your use of and views on the future of services at Townlands Hospital in Henley-on-Thames.

This consultation is about having an open dialogue with the residents of Henley and those people who use Townlands Hospital, either as patients or staff working there. We are also keen to hear from organisations who represent members of the public in the local area.

We are keen to understand whether the future proposal of services will meet the needs of people in the local area and to identify any concerns within the local community about the future of services at Townlands Hospital.

Oxfordshire Clinical Commissioning Group along with its social care colleagues and local health providers propose to move towards an ambulatory model of care, which is described in this consultation document.

This new model of care looks at integrating primary care, community health and hospital specialists to provide outpatient treatment / care for acute illness and preventative health in the community. This means older people will be treated for an acute illness in a community setting as an outpatient or in their own home.

**For ALL to complete: Questions (please tick or fill the circle to indicate your answer)**

#### **1) Please tell us about your interest in NHS services**

- I am a local resident of Henley-on-Thames
- I am a patient that has previously used Townlands Hospital
- I am a carer for a patient that has used Townlands Hospital
- I work at Townlands Hospital
- I am a member of NHS staff/work at a GP practice
- I am an elected official, representing the views of my constituents
- I work for an organisation which has an interest in Townlands Hospital

Please state which organisation you work for or support.

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- I have a general interest in health matters
- Other- please state

  


**2). At the heart of the changes are proposals for the delivery of good quality care close to home, which may include diagnosis, observation, treatment and rehabilitation. This type of care is referred to as ‘ambulatory care’ as it is not provided in the traditional bed-based environment.**

**With this in mind please could you tell us if you agree or disagree with the following statements?**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
People should be cared for at home as much as possible					
Services need to be fit for the future					
Looking after someone at home (if medically appropriate) is better than keeping people in hospital					
Townlands Hospital should have services that are suitable for all patients					
Services at Townlands should meet the needs of people that live in Henley on Thames					
Patients in Henley should travel to other community hospitals in Oxfordshire if they need care that is not available at Townlands Hospital					
NHS services should support Patients to be as independent as possible					
Health services should work together, providing the best care for the patient					

**3). The proposed models mean that we will provide ‘step up/step down’ beds rather than the traditional ward based bed care currently provided at Townlands Hospital. Please can you tell us what you think about this?**

**4). The model of care that we want to deliver means that the space on the second floor of the Townlands building is not required. Please could you tell us if you think there are any additional services that could be considered in future for Townlands Hospital?**

**5). Please could you tell us what excites you about the future model of services proposed for Townlands Hospital?**

**6). Please could you tell us what concerns you about the future model of services proposed for Townlands Hospital?**

**7). If you have used Townlands Hospital in the last 2 years, please tell us the reason why?**

- I am a carer and was accompanying someone else
  - I attended the Minor Injuries Unit
  - I attended for an X-ray
  - I was being treated for a long term condition in outpatients
  - I was/am an inpatient at Peppard Ward
  - I attended a clinic for diagnosing a condition
  - I attended a follow-up clinic
  - I attended for a check- up
  - I attended for my feet
  - Other- please state
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**8). If you have any other comments you would like to make about this consultation or the future of NHS services at Townlands Hospital, please tell us.**

**Personal Details**

We would be grateful if you would provide the following information – it will help us know if we have received responses from a representative group of people.

**Age Range**

- Under 16
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- Above 75

**Gender**

Male  Female  Prefer not to say

**Ethnicity**

White   
Mixed   
Asian or Asian British   
Black or Black British   
Chinese   
Other .....

Prefer not to say

**Do you consider yourself to have a disability?**

Yes  No  Not stated

**If you would like to hear the outcome of this work we would be happy to send you any details. Please complete your name and address below.**

**Name:**  
**Address:**

**Email address:**  
**Telephone number:**

**Please return all completed questionnaires by XXXXXXXXX to:**

Oxfordshire Clinical Commissioning Group, Communications & Engagement  
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5510 John Smith Drive  
Oxford Business Park South, OXFORD OX4 2LH

**For further information about this consultation please email :**  
[ccsu.talkinghealth@nhs.net](mailto:ccsu.talkinghealth@nhs.net) or call 01865 334638

