

Appendix I: Delivering healthcare to meet local needs – survey results summary

This survey was sent out to just under 900 OUH NHS FT members, including all members who fall into the Cherwell district council area, including Kidlington plus members in the Chipping Norton and Woodstock areas of West Oxfordshire (as they also fall within the Horton catchment area). In addition, it was sent to members in South Northamptonshire and South Warwickshire.

This summary relates to the 233 responses received between Friday 17 June and Saturday 30 July.

The survey remained open until 22 September: 6 responses were received between 30 July and 22 September. These responses are not included in this summary.

Which services at the Horton General Hospital do you use / have you used?

Top five

- ED 74%
- Outpatient (including children) 73%
- Diagnostics 51%
- Adult surgery 36%
- Maternity 29%

The lists **below** give the ‘**weighted average**’ – **average resulting from the multiplication of each component by a factor reflecting its importance.**

The smaller the number, the most important. This means that the largest number of higher rankings was received for this option.

Results in summary – issues ranked most important

- **Issues impacting on emergency and urgent care:**
Speed of access to urgent care / minor injury unit
- **Issues impacting on maternity services:**
High quality obstetric provision when required
- **Issues impacting on children's services:**
Access to consultant expertise
- **Issues impacting on assessment and diagnostics:**
Access to tests and scans in local outpatient centres
- **Criteria to evaluate potential options to develop services at the Horton General Hospital:**
Quality of care for all

Breakdown of results by issue

1 Issues impacting on emergency and urgent care in order of importance (1 = most important)

Top six (‘weighted average’)

- Speed of access to urgent care / minor injury unit 1.79 – top result

- Delivery of 4-hour waiting times in the Horton emergency department 2.45
- Out of hours access to GP and healthcare professionals 2.88
- Out of hospital care and community-based support 3.97
- Quality of environment and facilities at the Horton General Hospital 4.00
- Other (57 comments) – top six summary below: 4.33
 - Keeping services local 8
 - Emergency Department 7
 - Expertise 6
 - Maternity 5
 - Children's/Parking 3
 - In favour of JR 2

2 Issues impacting on maternity services in order of importance

Top six (weighted average)

- High quality obstetric provision when required 1.74 – top result
- Access to hospital and choice of location for births 2.18
- Better technology to provide more community-based antenatal care 2.96
- Quality of environment and facilities of inpatient maternity unit 3.32
- Other (32 responses) – top six summary below: 3.71
 - Local service (Banbury) 9
 - Consultant-led (Banbury) 7
 - SCBU 2
 - Anaesthesia 1
 - All complex births at JR 1
 - Improved 'hotel' facilities 1

3 Issues impacting on children's services in order of importance

Top six (weighted average)

- Access to consultant expertise 2.38 – top result
- Speed of access to healthcare professional advice 2.41
- Skilled staff supported by high quality clinical facilities inc. diagnostics 2.82
- Ease of access / location of children's services 3
- High quality assessment, and support at home to enable early discharge and / or prevent overnight stay in hospital 4
- Other (27 comments) – top three summary below: 4.89
 - Local service (Banbury) 6
 - Consultant-led (Banbury) 3
 - Speed / ease of referral to JR 2

4 Issues impacting on assessment and diagnostics in order of importance

Top five (weighted average)

- Access to tests and scans in local outpatient centres 1.86 – top result
- 24-hour access to some diagnostics (e.g. ultrasound, MRI scans) 1.98
- Co-location of outpatient clinics with diagnostics 2.97
- Better use of technology to improve quality of assessment of patients at home or in community centres 3.14
- Other (14 comments) – top three summary below: 4.17
 - Local service (Banbury) 3
 - Consultant-led (Banbury) 3
 - Expand service (7 day) 2

5 Criteria to evaluate potential options to develop services at the Horton General Hospital

Top six (weighted average)

- Quality of care for all 1.71 – top result
- Access to care for all 1.92
- Affordability and value for money 3.98
- Workforce, professional skills and career development opportunities 3.69
- Integration with the service development plans of other organisations (e.g. with GP practices) 3.74
- Other (e.g. clinical research and education) (17 comments) – top four summary below: 4.79
 - Research 3
 - Local service (Banbury) 2
 - Consultant-led (Banbury) 2
 - Training 1

Appendices - Comments from free text boxes

Appendix 1- Issues impacting on emergency and urgent care in order of importance – other

- Consultant led Maternity & SCBU
- Closure of wards and moving services to Oxford Hospitals
- Free Parking
- specialist care 24/7 at the Horton rather than community/home based.
- Specialist consultants available 24/7 in Horton Hospital
- Having A&E within 15 minutes journey and in Banbury
- We need a full A&E service in Banbury
- Ability to get help quickly without travelling long distances.
- 324/7 A and E services with consultant on site cover-there is no MIU so its misleading
- They are of equal importance and it is difficult to rate them differently
- Disabled parking
- Access to paediatric expertise
- treatment and diagnosis needs to be the same day or very soon
- not having to travel to Oxford for emergency care people have died before getting there
- Q. is important for Quality of facilities at the Horton, but as they are good anyway didn't want to use up my tick!
- The absolutely essential provision of emergency care, a journey from Banbury to the JR has taken over 1 and a half hours. This is the difference between LIFE AND DEATH.
- My wife needed an op after giving birth to my daughter with out that my wife would not be all've today
- Skill of surgeons
- We need a fully fledged functional A & E at the Horton Hospital
- ALL of the above
- care that the doctors give
- my phone could not lock onto my choices each time I move to next question.
- Quick access to Mental Health Services
- All the things above are important. Having a local service is important to the community without the need to travel for an hour to Oxford based service.
- None
- Improve facilities of post operation clinics
- Appointments with the same specialist at each outpatient visit. Physiotherapy not always restricting access to a limited time (some conditions like mine MS are progressive and currently incurable.
- Full access to Emergency care at Banbury
- Lack of patient information
- A and E, Maternity and Paeds
- Expertise of medical staff.
- Not applicable too far away
- 24hr Consultant maternity services and Paediatric service
- Communication

- nothing specific
- Did you know that answering the lower questions cancel out the top one. This could make the results invalid
- Refreshments
- What are the differences between the above??? They may mean something to you but to the public it is all gobbledygook!
- I have never used the Banbury hospital as we are closer to the JR
- The top 3 are all grade 1 or 2 which is impossible to show on this system of reply
- Good consultant maternity services and children's services
- Report sent to patient/GP
- Eye Emergency Facility
- Want to retain services locally.
- Excellent
- Quality of staff available
- Don't see out of hospital/community care as being an alternative or in opposition to emergency/urgent care
- Maintaining access to a full range of services with appointments within the same time scales as offered at JR
- You get a feeling that it is all somewhat too spread out - not a cohesive unit.
- I want a "local A&E" service 7 miles from my home, not 25 miles away at Oxford. With cuts on bus services, it is almost impossible to get to Oxford, Northampton or MK
- Centralised specialist urgent care at John Radcliffe (Consultant lead 7 days 24hrs?)
- Ability to travel to a local hospital - the journey from Banbury to Oxford can take hours even with a car - with public transport this is an increasingly difficult journey to make.
- Adequate and free (for emergency patients) parking
- Being near to the M40 re accidents and the time it takes to reach JRH in an emergency
- Speed of forwarding patient to specialist hospital unit, if required.
- Serious emergencies should not be dealt with at Banbury

Appendix 2 - Issues impacting on maternity services in order of importance

- Removal of services from Banbury and relocation to Oxford.
- specialist care 24/7 at the Horton
- Specialist consultants available 24/7 in Horton Hospital
- All of these are vitally important. We need a full obstetric service in Banbury
- 24/7 maternity with consultant on site cover in obs/anaesthetics, peds, SCBU
- Again how are some issues less important?
- Access to anaesthetist
- 24 hour SCBU service
- A fully qualified consultant led obstetric team at the Horton Hospital
- All of the above
- N/A
- Specialist baby Care both at birth and afterwards
- can not answer because I am not a female

- Not affected
- Not applicable to my family or me
- Access to consultant led Maternity services at the Horton General Hospital
- I am 86.
- nothing specific
- Need speedy medical backup 24/7
- I am 70 and couldn't care less about the maternity care!
- Building needs upgrading and facilities for partners to stay when a new baby is very sick
- Not applicable
- No interest
- Want to have choice to use my local Maternity Horton Hospital and not to drive miles to Oxford.
- never used - no comment
- After care when the child is born is of para out importance. Mothers should be allowed to stay at least two days before being discharged.
- Locally based maternity provision available
- All complex and consultant lead births (Complex) to be at John radcliffe
- Highly skilled, mobile midwifery service.
- speedy access if problems with home delivery as well as complications in hospital
- Speed of referral to specialist services if required.
- Not relevant to me but medical obsteric care should always be available

Appendix 3 - Issues impacting on children's services

- Loss of services/ relocation of service to Oxford hospital
- specialist care 24/7 at the Horton
- All of these are vitally important. We need 24/7 paediatrics in Banbury
- 24/7 pads with consultant on site cover
- As before all are important, 24 hour Paediatric care is paramount.
- Close to home access for children
- The above is sooooo unfair!!! ALL are applicable, ya can't have 1 and a 2 on another questions! It should be "1s" on all questions.
- 24 hours per day 7 days a week fully qualified Consultant
- all of the above
- N,A
- phone not allowing me to answer
- Don't have kid's
- Not affected
- Not applicable to my family or me
- Kindness of staff to patients.
- Family scattereed
- nothing specific
- Don't have children or grandchildren so don't care!
- Not applicable

- No interest
- Banbury is growing and at the moment not enough Community Health Workers to support patients, everything looks good on paper but not practical. We have a great problems recruiting Health staff.
- never used - no comment
- Child should not be discharged too early if the right diagnosis has not been reached.
- Local Childrens provision must be available for low income families
- Can't say - would depend on data re morbidity/mortality re delays, misdiagnosis etc. which I do not know.
- cost of transport/parking if Oxford hospitals are needed and easy parental access if admission of child is needed
- Speedy referral to Oxford Children's Hospitl, if required.

Appendix 4 - Issues impacting on assessment and diagnostics

- specialist care 24/7 at the Horton
- Doctor present - not nurse led eg as current eye clinic with a remote doctor.
- Don't undersand term co-location, but guess convient location with all the modern 'bits' needed.
- All of the above
- doctors spending time with patients and not criticising them. eg. weight age etc.
- same problem as before
- more mri scans at the horton
- Improve current diagnostics in the Eye Clinic
- Appointments within 2 weeks of referral
- Much more convenient to get to Horton plus not so costly re travel
- True 7 day access and service, including reporting to diagnose
- Speed of referral
- difficulty in access to Oxford adds extra stress
- Specialist nurses to give advice and reassurance during assessment period to patients who may feel very vulnerable.

Appendix 5 - Please share your general views on the priorities for service development at the Horton General Hospital. [Organised into general main issues]

Comments specifically mentioning the growth in population in Banbury / North Oxfordshire

- I can't believe you are looking at reducing the service yet again. The difference now is not only is Banbury town growing but all the local villages and towns which come other counties are seeing the biggest building of houses for decades. The population is growing so the priorities need to be for accessible, quality emergency cover for any age. Specialist units like SCUBA who do such a great job in getting babies lives started. Additional support for an ageing population needed. Chikdrens [sic] ward support - the last thing parents need is the worry and stress of getting to Oxford with or to visit an ill child. Will there be additional family support units where families can stay close by their ill child if you move this to Oxford?

- That it meets the needs of a rapidly expanding town. Priority to full A&E and maternity
- Due to the time and distance from Banbury (and villages North of Banbury); the appalling traffic around Oxford; the appalling parking at the JR; the cost of travel impacting on disadvantaged groups particularly; the population growth in Banbury; it is of VITAL importance to keep services like A&E, paediatrics, and a full obstetric service at the Horton General Hospital. If the OUHFT attempts to remove these services they should expect a huge fight on their hands. If they actually remove them, lives will be lost and they know it.
- The Horton General Hospital is a vital part of Banbury and the surrounding area. The population in Banbury and the locale is increasing with several new housing estates completed/being built. The roads are more congested which makes it even more vital that healthcare services can be accessed in a reasonable amount of time when necessary. The decision to downscale some services is without logic.
- There is more and more services being taken away from us (the public) they build all the extra housing in Banbury and still building but our town cannot provide vital services, I feel patients will die if any more services wards etc are withdrawn Oxford is too far in some emergency situations.
- With the growth of housing around Banbury it's imperative to reflect this in the services at the healthcare units. The hospital must keep pace with this and offer all basic services to a high standard to local people. The older population should have an impact on the type of care and the local surgeries should be able to provide guidance on exact services needed locally. Having had to go to Oxford for treatment once I found it stressful and expensive and I know my family have found the same. We live in quite rural communities so it's important to have services that are not too great a distance. Again I feel the elderly could suffer the most and are least able to protest.
- The priority should be to keep the Horton providing excellent general care, the population of Banbury is growing constantly and the Horton serves parts of the adjoining counties, are there plans to increase the number of ambulances available for the inevitable extra journeys if Horton services are downgraded, I fear lives will be lost.
- THE SIZE OF BANBURY IS GROWING MASSIVELY AND WE NEED THE SERVICES MORE NOT LESS.
- No reduction in service provision but planned increase of provision in line with increasing population of Banbury area
- Banbury is expanding and access to Oxford is getting harder with volume of traffic and parking issues. We need to keep emergency, paediatric and consultant led maternity unit. Banbury is a large town not a backwater!
- Banbury and it's surrounding are growing rapidly so need of Horton hospital is ever more required and more services
- AS THE POPULATION OF THE AREA INCREASES THERE IS MORE NEED TO KEEP THE HORTON AND TO INCREASE THE SERVICES OFFERED AS THE OXFORD HOSPITALS CAN HARDLY COPE WITH THEIR PRESENT WORK LOAD AND IT IS NOT EASY FOR PEOPLE NEEDING MEDICAL SERVICES TO TRAVEL TO OXFORD WHEN THERE IS A LOCAL HOSPITAL ON THEIR DOORSTEP.
- I want to see that all services are not transferred to Oxford as this is not safe for Banbury it is a growing town with close proximity to the M40 and towns which depend on the Horton in an emergency. The Horton was set up for the people of Banbury a long time ago, thousands

pounds have been raised* by local people* to keep it going so to coin a phrase from the past 'hands off the Horton' Oxford.

- All emergency and acute care services need to be expanded locally to cope with the increasing population and expanding housing programme within the local area.
- Has to be priority. With all the extra houses being built, it stands to reason that easy access to a local hospital is essential. Oxford is not as easy to get to if one doesn't drive.
- the horton should be expanding and developing all emergency, speciality and diagnostic care to support the recognised growth in north county populations. No services should be moved to sites over 25 miles away. The vision should be to develop the horton as a centre of excellence. Thr right care right place locally 24/7
- With Banbury and brackley alone ever growing it's vital to keep services full time at HGH we need a 24 hr ED, surgery, paedes etc
- There is need to support growing populations in South Northamptonshire with high quality and wide ranging facilities that are accessible to residents via public transport at a reasonable distance. The Horton provides this. Oxford and Northampton do not.
- The services at the Horton should all be upgraded not downgraded. Thousands of new homes are being built in the catchment area for the Horton and public transport for many of those is non existent. Travel times for blue light ambulances are far too long and will contribute to patient death statistics (assuming there is an ambulance in the area). Ill people have to leave here at 6,30 to be sure that they will arrive for appoointments between 8.30 and 10.00 because of traffic. Starting to feel like living in the outback rather than the home counties.
- With an expanding population, the HGH should have access to the best services available and not moving services to another hospital.
- The area using the Horton is expanding rapidly (e.g. Bicester) so it is important that facilities are in place.
- Masses of new houses are being built in the Banbury area which will make the Horton even more essential to a great number of people. It must continue to be a General Hospital since the travel time to oter places puts patients at needless increased risk.
- The population in the north f the county is growing so instead of seeing The Horton as a problem why don't you see it as a solution to the crowded wards at the JR. Expand the site and the services, staff who live in Warwickshire and Northamptonshire will come and work at the Horton
- all services are important at this hospital. Town is growing so fast more people to use it. It's a must in Banbury.
- I feel very strongly that there must be a 24 hour service at the Horton - that there must be consultant obstetricians and anaesthetists available for maternity services. Local women need this service. The JR is busy enough as it is , without having any additional patients. Banbury and Bicester are growing rapidly- services need to be extended not reduced. In particular vulnerable families or those without transport will suffer.
- Banbury has a rapidly rising population and therefore a need for a hospital that caters for more than just essential services ie from Maternity to consultation clinics. Having to travel to Oxford for appointments is always stressful especially for the elderly and I suspect not

always the most efficient use of resources. Having to take that journey on a regular basis to the churchill I've often longed for a dedicated bus to deliver me to the main entrance.

- The Horton should provide a full range of services. The area's population is increasing at a great rate with no signs of stopping.
- The Horton is vital for those living in the area, especially with increased housing being built. The provision of A & E, EAU, Maternity etc plus Outpatients Clinics need to remain. It is not an option for many members of the public to travel to Oxford, especially for those visiting patients who are facing a longer stay, many of whom are already in a stressful and difficult position.
- I am shocked and disappointed at the recent news in the local press, which seems to be another case of the Trust making yet further cuts to patient services and facilities at the Horton General Hospital, actions which I (and others) find to be extremely disappointing. I am a volunteer within the Horton (at Radio Horton) and have also needed access to our local brilliant healthcare and medical facilities in the last year. Banbury is continually expanding, being the largest town in the county, outside of Oxford itself. The constant threats and closure of services does not seem logical in any way, shape or form, for the longevity of the community of Banbury. Is the Trust seriously proposing that anyone in North Oxfordshire requiring access to immediate medical care / A&E is treated in Oxford, 20 miles (or further) away from their hometown? I would very much hope this is not the case (and I don't realistically see how it is physically possible to do this?!). I would strongly urge the Trust to reconsider their proposals and would be glad to attend any forums or discussion groups to put my views forward. Access to a local hospital and healthcare for the residents of Banbury is imperative for the future of the town. Many thanks for reading.
- Banbury and all of the surrounding villages are growing rapidly due to new housing developments WE NEED OUR HORTON HOSPITAL to help to growing population of Banbury and District. Travel to Oxford with it's traffic problems can take up to an hour or more to get to the Oxford Hospitals frightening if the service is not provided in Banbury. People could die as a result on having to go to Oxford because OUH have decided that money should be spent in Oxford. Feel that the Horton Banbury is not treated fairly by the powers that be. Patients in Banbury are as important as those in Oxford.
- We need to keep all facilities that would be required to maintain a good local general hospital in a town like Banbury which serves a wide area in the north of the county in which the population is rapidly expanding. This must include a complete service for Maternity users a full A&E service and as much other surgery and medical services as possible. It has to be remembered that for many people living in the north of the county access to Oxford hospitals can be extremely difficult also with the pressure on the JR increasing does it make sense to move even more services away from the Horton
- Banbury is a growing town and needs a well supported hospital for all local people. This should be the first port of call for people with health problems in the area, either referred by a GP or in an emergency.
- It is important that A & E and consultant lead maternity is kept at the Horton Hospital. Oxford is too far for patients to travel. Banbury is currently growing in size with many major housing developments and as such we need the hospital services we currently have to meet this need, not a reduction or change in services. I am also concerned about patient safety should they need to be transferred to Oxford if complications occur. The journey for patients

who could have been treated in Banbury having to go to Oxford in a life threatening situation is unacceptable as there can be delays due to traffic or roadworks. I am very fearful someone could die as a result of A and E closing in Banbury or having just a maternity just midwife lead. I am also concerned about these changes having other affects on other departments within the hospital such as the children's wards. We need A and E in Banbury to help with any accidents on the M40. The Horton hospital should be developing its services in response to the growing population in Banbury and not centralising services to Oxford. Banbury also needs its own Mental health unit for in patients. The current situation where very ill people have to travel to Oxford for in patient mental health care is also not good when someone is in crisis.

- The Town is growing at a fast pace with new developments and the importance of having Services locally e.g Maternity , Accident and Emergency and other Services should be at the Horton.
- Greater range of services to meet expanding Banbury population
- I believe all services at the Horton should be available to all. With the increase of housing in the catchment area of the Horton it doesn't make sense to have to travel to the JR which is also very busy. Patients could die as it takes a long time to get there with the traffic. There are an increasingly large number of senior citizens in this village who are unable to drive through various medical problems and travelling to Oxford is not an option.
- Retaining the Horton is vital for north Oxfordshire owing to the difficulty in accessing the hospitals in Oxford, and the huge population growth in the area. It is a pleasanter, cleaner environment than the JR, and much easier to access. More parking should be provided for outpatients.

Comments specifically mentioning the length of journey time to Oxford

- specialist care 24/7 at the Horton - the journey to Oxford is tough for patients and their families and puts pressure on the roads leading to more accidents and pollution. Delays on roads disrupts business and costs money reducing prosperity of area
- Accessibility is so important, services at the Horton are vital to the residents of Banburyshire. Travel into Oxford is just too difficult particularly in an emergency or a very quick birth.
- Banbury and surrounding villages really rely on the Horton for it's critical facilities in urgent care such as the emergency department and maternity unit. Without these facilities I fear lives will be lost as the next closest hospital is Oxford - too far to travel in an accident and emergency situation and in child birth emergencies.
- A+E must be kept, in an emergency the Jr is too far.
- As our local hospital it is imperative to ensure that a wide range of services are available to everyone around Banbury. Too many lives would be at risk if very ill patients or mothers in labour are asked to be transported to Oxford hospitals particularly through the rush hour.
- Consultants from Oxford should visit fortnightly or monthly as they used to do. Patients should not have to go to Oxford for so many appointments, especially as parking in Headington is so scarce and so dear.
- The Horton is an important health facility for Oxfordshire and provides an essential "satellite" service at the northernmost part of the county. The John Radcliffe is 25 miles and

45 minutes away at best, which means the Horton is well placed to take pressure off the central hospitals in Oxford. Even though I do not live in the Banbury area, I think it is essential to retain a full suite of facilities at the Horton and this should include suitable elective surgical procedures.

- Banbury and South Northants (Brackley) are rapidly growing areas and fast access to emergency treatment is essential. Twice in recent years our daughter has experienced serious asthma attacks at around 23:00. In both cases she ended up in 'Crash' and in our opinion her life was saved by the short time it took 'Blue Lights' to get her to the Horton. An 11 mile journey is acceptable but 22 miles, often with serious traffic congestion, is totally unacceptable.
- SAVE THE MATERNITY WARD!!! AND THE HOSPITAL!!! It is a lot of people's closest hospital. If the maternity ward was closed the nearest hospital would be further away, min travel time half an hour! Same with other accident and emergency!
- The proximate location of hospital services with a full range of consultant care is paramount. Dragging the sick and elderly 25 miles is not patient care.
- I think the most important thing is to have consultant-lead maternity and 24hr A&E. Travelling elsewhere for non-emergency services is fine by me.
- It is important that people should have access to outpatients appointments in Banbury as the journey to Oxford is very difficult for people without cars or too poorly to drive them.
- With it taking over an hour due to congestion and road works from Banbury to John Radcliffe I fail to see how going forward any downgrading of services like maternity or 24/7 A&E can be considered adding that Banbury have a growing population due to house building of near 8 thousand houses
- Maintain services at the Horton that would otherwise be inconvenient for a patient to have to travel for 1hr to get to the JR. Everyday procedures are best kept at the Horton to avoid a bottleneck of patient access at the JR. Personal experience of the JR involves a lot of waiting and parking is a nightmare, would be better if some patients from North Oxfordshire could attend Horton instead.
- Improve A & E and improve diagnostic provision - 1 scanner which is broken is of little use (this has just happened to me). Develop emergency assessment, and acute services. Getting to Oxford hospitals is so difficult- a nightmare journey from Banbury..
- While the Horton hospital is part of the Oxford University NHS Foundation Trust, and therefore has the potential to be used as more extensively as an 'extension' of the JR, it's location will and should influence which services are expanded/ transferred there. Given the transport difficulties in the area, careful thought should be given to the potential problems moving any services further out could generate.
- I would be very worried if 24hr access to Paediatric services was withdrawn. I live in Brackley and HGH is very much our Local Hospital. Children who are sick need to be assessed quickly and treated aggressively to improve outcomes. A long and traffic heavy drive to Oxford is frightening with a sick child, car parking there is a nightmare! Outcomes could be poor. Women birthing their babies also need local access to Consultant care. Many women suitable for an MLU will not want to birth there because they like the reassurances of a consultant Service or that they indeed would like epidural analgesia or the choice of it. JR is oversubscribed and there are issues with recruiting and retaining Midwifery staff. I think

that JR would not be able to cope with increasing birth numbers as it is. They are always stacked with women and I don't feel that women get the best experience. (I do feel that the staff are very caring . but I feel they are so time restrained that women do not get full support). This is so essential for the Health of our Nation. We want to empower young women who are birthing their babies. This is often the first time young women have accessed health services, We can have an incredibly positive impact on their and their babies life, Women want to be treated near home where their support network is.

- Any service that can be provided within reason to save any patient having to face the stress and aggravation that faces any patient who is forced to use the any of the hospitals in Oxford , j r,Churchill ,Nuffield . I have been a patient at them all And the stress caused by trying to access them is ridiculous! Want to improve patient care ? SORT OUT THE PARKING at all the sites it's a joke and probably causes more health issues than anything else!
- To develop as a centre of excellence so patients living in the North of the catchment area do not have to travel for at least 1 hour to the JR for treatment. given the problems on the A34 travel times could impact in some cases on survival and longer term outcomes. Also given the problems in the Headington area regarding parking, it would be better for those who are ill to be able to get a lot of diagnostic tests in more local centres if possible and to receive treatment nearer home.
- A and E and Maternity are essential at the Horton as It takes too long to get to Oxford whether it be for an accident or a critical birth. Lives will most certainly be lost. More outpatient clinics need to be held at the Horton as a lot of people find it difficult and expensive to attend the JR and the Oxford hospitals. There are thousands of houses being built in and around Banbury so the Horton needs to be expanded and the maternity unit will be needed for the expected baby boom.
- Retain A & E; outpatient clinics with diagnostics for as many categories as possible. Reduce travel to Oxford for as many people as possible.
- Urgent the development of services in all departments to alleviate the necessity of travelling to Oxford
- Speedy access to consultants/specialists on site- not having to go to Oxford
- In view of distance from other medical support i.e. Oxford/Northampton localised service is essential for North Oxfordshire in Banbury
- Important to have goodservices and care locally rather than Oxford based. Travelling to and parking at Oxford Hospitals very stressful for patients and families.
- This is a front line service for a largely rural community. Emergency and maternity services must take priority. The long journey to , and difficult parking at J R Oxford means that this site is for the more considered and planned aspects of care.
- The importance of keeping the children's and maternity services at the Horton is extremely important, travelling to Oxford to either get my child seen or have to travel by ambulance there is just not good enough and the journey too far! The same for maternity services, Oxford too far! I had an amazing service whilst having my daughter last year at the Horton and their care I cannot fault! I was there 6 days and all care received was outstanding! The only thing that needs updating is the building as its the same building I was born in over 30years ago but the care received inside excellent! Too much pressure wil be put onto Oxford if Horton start closing these services which wil cause unsafe and over crowded areas.

Myself being a nurse I understand issues need to be addressed but closing parts of the Horton is not the answer!

- The transport links to Oxford are so difficult in an emergency that the present services must remain. Consideration needs to be addressed with the geographical constraints adding to stress.

Comments specifically mentioning the need for local services in North Oxfordshire

- High-quality care should not be concentrated in one location, there should be hubs of equal expertise throughout the county.
- I think it very important that the Horton has all the facilities available to treat the public local. As that is what they would like BUT if its abused it should be charged for
- It is absolutely essential that all emergency services, other than very specialised, should be maintained at HGH to provide optimum safe care close to home where patient charter says they should be.
- The Horton is a hospital with excellent staff. Taking service away from Banbury to the JR will cost lives. Human lives; a suggestion to the contrary is implicitly invalid owing to the challenging nature of travelling to the Oxford hospital (when actually Northampton would be closer, but that's a different PCT and in my experience the NHS can't cope with this)
- To avoid if possible the need to go to other hospitals for treatment/scans unless highly specialised treatment is required.
- A&E is most important followed by maternity services. Having a good General Hospital is vital for the area.
- As a resident of Banbury I cannot emphasise enough how important it is to have a LOCAL hospital. Trekking to and from the John Radcliffe is very time and cost consuming though of course I understand reasons for having to do so - as equipment might be there that is not available in Banbury, the same might apply to specialist staff. We just cannot lose this crucial facility here.
- The Horton Hospital is our local hospital for dealing with emergency issues. My wife and I have used it extensively and the service is very good. If the argument is about moving some of this to Oxford, please don't. The Horton serves around 55,000 people. Oxford is an excellent 'Hi – Tech' centre.
- There needs to be a 24 hour Emergency Department maintaining access to all professional services delivered at the Horton due to the growth in population in the area and the expected continuous rise in the future, including children's services. There also needs to be a re- think on the provision of Mental Health Care in the Banbury area. There is a shortage of provision for individuals requiring in patient care in this area and taking people out of their community, e.g. Oxford or even further, for this is not always beneficial and a small unit in Banbury for people needing this provision. I am not suggesting re-opening The Elms, but some provision must be found for these patients in their local community..
- Maintaining a skilled emergency department for North Oxfordshire and the provision of outpatient services to enable local treatment and follow up services.
- A local service for a growing community. One that operates 24/7 and provides a high quality of care.
- Good local health care

- It is vital that the Horton General continues to service the community & surrounding area in North Oxfordshire/ South Northants & Warwickshire. With the intended increased development of Banbury and the surrounding areas. It is also a vital link in the chain to provide quick & efficient services, such as emergency cover for the Motorway as it is close to the M40. I understand that costs have a part to play, but the NHS is about provision of good medical care within the local community.
- The provision of diagnosis and treatment at the Horton to alleviate the necessity of travelling to Oxford. e.g. Urology etc.
- MRI and CT scans ordered by consultants particularly those based at the JR or Churchill are automatically booked in Oxford. Banbury patients should automatically be booked at the Horton
- We need our consultant led care in our maternity department and SCBU. Without those my son would have died. We need our A&E department and access to diagnostics. Without those I could have died
- Local accessibility for general medical services for all
- Priority for the Horton should be to provide emergency and general care for the community in and around Banbury. Retaining services locally to facilitate easily accessed quality care and removing the need for lengthy and often difficult trips to Oxford for routine treatment/diagnostics. The appointments available at Banbury should be offered on a par with Oxford, not used as a tool to force people to travel for an earlier appointment, thus skewing apparent preferences toward Oxford when the reality is a huge difference in waiting times offered between the two hospitals to see the same person.
- It is important we keep Horton especially for those people living in the north of Oxfordshire but also to help alleviate the problems with parking and traffic at the Oxford hospitals. IT WAS MY HUSBAND WHO HAS ATTENDED/INPATIENT AT HORTON
- Access to prompt, high quality clinical care & diagnostics provided as close to home as possible
- Keeping access local for all
- The more facilities that can be available at the Horton the better. Always with access to consultants from the Radcliffe and Churchill. Reduction in patient travel to Oxford being achieved. We have no problem with travel to Oxford to achieve seeing our specialist consultants (having made dozens of visits) but it would be good to be able to see THE SAME PEOPLE nearer to home.
- Vital that A&E service is maintained in Banbury Outpatient clinics as many as possible in Banbury
- It is absolutely vital that we keep the Accident and Emergency Department and maternity services as the people of Banbury deserve a high quality local service which is consultant led but with access to diagnostic facilities. In my experience patients want to be treated as near to their home as possible and not have to travel miles to be treated.
- Very important to have A and E 24 hours. Access to X rays scans and blood tests asap. A Consultant in A&E. Must be a consultant led Maternity with midwife led care too. Would take too long for transfer in emergencies to JR or Warwick. We had all this 8 years ago and the Government came out in the Horton's favour and this should be the case again. The people of Banbury will fight again if necessary. There is also a large increase in new housing

and with it will be many young women having babies. Access to Oxford hospitals is difficult expensive and stressful. Having worked at both hospitals it is important to keep the smaller friendlier hospital especially for the vulnerable people of Banbury and the elderly population which is growing and more local facilities need to be provided.

- Keep A&E and maternity due to increased populations locally and distance from Oxford. Local diagnostic clinics.
- It would be much more convenient if I could always be seen in Banbury. (Not easy to understand the 1. To 5 questions!)
- Outpatient and diagnostic services. Routine non-emergency surgery. District general hospital type services. Ideally also access to specialist consultants for outpatient appointments.
- A& E department essential to avoid long journeys and rapid access to stabilising treatment. Same for obstetrics and children
- This is the ?fourth major review of Horton acute services in my time in Banbury. I lose count. Every few years we go through this, there is an enquiry and it's concluded that we need all the services here in Banbury. A central recommendation is usually that consultant rotas should oblige OUH consultants to cover Banbury. This needs to apply to all acute services except the most specialised.
- The priority should always be to maintain and develop the services available to provide a full range of care to the local community without forcing patients to travel to Oxford by extending the wait for appointments by as much as 3 months if choosing Banbury. Until basic services can be provided efficiently there is little sense in looking for other areas to develop
- ESSENTIAL TO HAVE ACCESS TO COMPETENT DGH SERVICES IN NORTH OXFORDSHIRE
- Definitely have a maternity unit. A good diagnostics centre either connected with A&E or separate and a good backup where patient can be referred to a specialist if necessary.
- As a Local Councillor in Brackley, living here for 35 years, where the majority of residents use the facilities @ the Horton, I firmly believe all of these peoples voices should be heard, via broad consultation etc. From my soundings, local people are to a man, for a full range of medical facilities to remain in Banbury.
- Having spent the last 3 years going to most of the hospitals in Oxford and the Horton I have found the Horton was the least stressful. I think more services should be localised rather than a long journey and the stress of parking and then finding the department you want is very stressful. Surely a calm patient is easier to deal with.

Comments specifically mentioning quality of services provided

- I would prefer to keep the Horton open but not compromising services and expertise and do not mind travelling for this.
- From my experience the Horton provides the best service in Oxfordshire even though under staffed and over worked. Far better than the JR as that hospital is a shambles at the moment and could take a lesson from Northampton General.
- I hope that we could possibly help cut down the wait time at A&E, especially for the actual emergencies that need to be seen to.

- It would help if all services under the same umbrella (Horton, Brackley GPs, Oxford Hospitals & even Northampton General Hospital) all had access to the same notes/system to ease transition of services & provision of appropriate care swiftly.
- The Horton is not fit for purpose.... all services should be at The JR
- What little time I have spent at the Horton I found the bone doctors uninterested in what was wrong with me because my knee was not broken, and I was older and overweight I was told to lose weight and I was OK. It would improve, although I was in a lot of pain, limping badly and walking bone on bone. This was the doctor in the follow up outpatient clinic 2 weeks after I hurt myself. He has not even had the courtesy to write to my GP and I feel that this should all be part of the service. Aftercare at the Horton leaves a lot to be desired
- Comprehensive emergency and routine medicine on site and with rapid and efficient access. First rate staff
- A quick and efficient friendly service
- Relieve inadequate car-parking arrangements. Increase the size of the current A&E department and associated reception area.
- Timely access to diagnostic services, e.g. MRI scans, and Consultant opinion.
- The support of the elderly (an expanding demographic) and end of life care. In particular the need for Consultant Specialists. Better liaison with social services and voluntary hospice movement. Support of relatives. We have sadly experienced two deaths of close relatives at Horton and believe it needs much improvement being an unglamorous area of medicine. It is so important. There are only two certainties in life - taxes and death.
- More day surgery and one stop diagnostic services at Horton. More OPD clinics / follow up clinics. Better quality facilities. Investment to facilitate New build to replace out of date parts of the hospital. This is long overdue.
- Believe it or not, in my most recent visits to the hospital, there were still cases of patients' calls for the commode not being acted upon for over 10 mins. This needs to stop.
- The one visit I have made some time ago I found the dedication of the staff there were most dedicated
- Good quality medical care for all who need to use the Horton
- on the few occasions I have used the hospital I have always found it to be good
- It is vitally important that the Horton General Hospital offers a comprehensive range of medical services and maintains its friendly and professional approach
- Maintain its community importance. Services excellent and vital for Cherwell.
- Continue with local clinics rather than go to Oxford. Improvement to emergency services including waiting times and environment.
- The geriatric side needs a huge upgrade - personally I wouldn't want my dead dog to go to the Horton. It has become a "dump" for the elderly with VERY POOR care - almost to the point of neglect in certain cases I have personally seen. I would not want to go to the Horton myself ever!
- With an aging population in Banbury better care for the elderly should be a priority, quality of care, integration with community services
- I have always had excellent service at the Horton for both surgical and outpatient clinics compared with another hospital.

- skilled professional staff available, good technology and diagnostics facilities, cared for and pleasant facilities (the old is good but give it a coat of quality glossy paint! the more modern bits haven't worn so well though. I'd volunteer to help paint or garden as I'm sure many in the community would)
- Quality & accuracy ... easy access
- Needs to become a 'mega' community hub totally integrated into community and primary care from bottom up (rather than 'integrated' from an acute standpoint down). Specialist services should be centralised at JR to enable high % of consultant on ward 7 days. HGH becomes a community lead site with diagnostics, early intervention, frail pathway, rehab facilities. One stop shop outpatients, etc.
- Access to high level of care for all on a local basis, especially for Maternity and urgent admittance
- As an OAP I find that the services available at the Horton are impressive and improving all the time. Several times when I was expecting to have to Oxford for a procedure, it turned out that the service was available at the Horton.
- I cannot help you with this questionnaire because I use the HGH so rarely. I am 90 years old and am pleased with the geriatric and intestinal investigation services which I have used
- A&E care to be 'tightened up'. I was both misdiagnosed and left more-or-less alone on a trolley for 9 hours during my only A&E admission in 2009. Co-ordination of transfer to Bicester Community Hospital was haphazard: no transport could be provided.

Other

- Maintain A&E as an absolute priority
- Retention of existing services with possible re-instatement of surgery which has been transferred to Oxford.
- This survey is not offering comment on what is provided a-the options are about what might be a reduced service. We want services to develop, using technology, to support on site access in Banbury-not shifted to my best bed is my own bed -whatever that means or in Oxford.
- Didn't see this box, have answered all about in Q.7 (Please specify)
- Accident and emergency dept. is vital in Banbury as is maternity and the paediatrics, too be honest we can't afford to loose anything, we need more i.e., cancer treatment
- I think it's crucial to maintain maternity, children's & emergency services at The Horton whilst I understand the need for more specialist functions at the JR. I support the current service provision.
- Protecting services to community. Maternity and children's ward
- The last time I needed to attend the Horton, I ended up at the JR as the treatment I needed wasn't available at the Horton during the weekend. I mentioned this to staff at the JR and was told not to bother with the Horton in future and to go straight to the JR. Are they still trying to do away with services at the Horton?
- Please please keep the maternity unit and invest in staff and equipment.
- The need for continuation of a tip top Emergency Department. Access for scanning, all types.
- To increase and ensure that the services offered are maintained and improved, that the hospital is properly funded and managed and is not closed.

- Seeing patients at the point of need efficiently and as quickly as resources allow. It should also be without cost.
- it serves the area very well as it stands and does not need maternity to be moved
- OPD PHYSIO OOH GP CENTRE COMMUNITY STYLE WARDS DIAGNOSTICS DEMENTIA DAY CENTRE ANTENATAL CARE HIGH TECH SERVICES IN OXFORD
- It would make sense to make the HGH a specialist day surgery / Day-care unit, with integration with the University to provide a high quality clinical research hub. Elimination of services not vital to this visioning relocation of those services outside of HGH makes sense.
- The H should be equipped with the latest equipment as technology develops.
- I think it is ESSENTIAL that we keep A&E, Consultant - led Maternity and Children's services at the Horton
- Keep A&E.
- Keep A&E in Horton
- Not to try to cover all specialities
- The Kidlington area does not relate to Banbury and like most other people I have vary rarely visited the town. Oxford hospitals have served me well.
- Need 24/7 A&E diagnostics and maternity services
- Not withstanding there is MRI facility in the Treatment Centre introduce MRI in the General Hospital
- I will be supporting the people of Banbury. More facilities like the Ramsay Centre should be provided.
- All the five choices of answers to questions are EQUALLY important, so grading 1-5 is an impossible task.
- Keep the Horton open
- Not having had cause to use 'The Horton Hospital' my views are based on service at the JR and Nuffield Hospital. Improve Emergency Waiting Times.
- Important areas: emergency care, non emergency testing and services such as audiology and eye clinic, post operation care and rehab, maternity if no complications, day surgery.... regard Horton as the local general hospital for many normal requirements and JR as the place for specialist care.
- Nothing to add
- Continuation of following is essential for the Banbury and wider community who currently use the Horton: Access to A&E, Maternity Services, diagnostic services.
- I didn't know I could choose hospitals. Have always used The JR
- Quick and efficient diagnosis i.e x-rays and scans
- Quality , affordability and easy access while closer home would be best when I am ill
- All high risk conditions needing consultant expertise should be in the Oxford teaching hospitals. Low risk care can be at Horton

