One Gloucestershire
Transforming Care, Transforming Communities

NHS

Output of Engagement Report

Version 1.3

September 2022

Work in Progress: Proposals subject to public involvement

Fit for the Future 2

Developing specialist health services in Gloucestershire

Contents

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FREEPOST RRYY-KSGT-AGBR,
PALS, NHS Gloucestershire Clinical Commissioning Group, Sanger House,
5220 Valiant Court, Gloucester Business Park Gloucester GL3 4FE

Document Control

Author:	Becky Parish, Associate Director, Engagement and Experience, NHS Gloucestershire
Location:	\\glos.nhs.uk\GCCG\Hub\Strat and Planning\Sustainability & Transformation Plan\10. One Place Programme\12. Fit for the Future\Phase 2
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1 Executive Summary

1.1 What we engaged on[1]

The Fit for the Future 2 engagement covered ideas[2] for consideration for six services:

- **Benign Gynaecology**: to continue to locate the majority of Benign Gynaecology Day Cases at Cheltenham General Hospital **[3].
- **Diabetes and Endocrinology:** to continue to centralise the dedicated Diabetes and Endocrinology Inpatient beds at Gloucestershire Royal Hospital and provide a Diabetes and Endocrinology Consult service at Cheltenham General Hospital **.
- **Respiratory**: to continue to centralise Respiratory Inpatient beds and establish Respiratory High Care at Gloucestershire Royal Hospital and provide a Respiratory Consult service at Cheltenham General Hospital **.
- **Non-Interventional Cardiology**: To centralise Non-Interventional Cardiology inpatient beds at Gloucestershire Royal Hospital and provide a Cardiology Consult service at Cheltenham General Hospital.
- **Stroke**: to continue the change of location for Hyper Acute Stroke Unit (HASU) and Acute Stroke Unit (ASU) at Cheltenham General Hospital **.
- **Frailty**: rather than a specific service change, we provided information on existing services, ideas for improvements and asked *What do you think are the most important things to be considered in improving Frailty services*?

1.2 Engagement key facts

- Public, patient and staff engagement focussed on six specialist health services: Benign Gynaecology; Diabetes and Endocrinology; Non-interventional Cardiology; Respiratory; Stroke and Frailty/Care of the Elderly.
- Approximately 3,000 Engagement booklets distributed across the county, including at Cheltenham General and Gloucestershire Royal Hospital.
- 50+ engagement events.
- 6 Facebook Live streamed independently hosted events with 9,800 views.
- A comprehensive series of activity for staff including question and answer drop ins and regular newsletters.
- Telephone interviews conducted with members of the public who wanted to share more insights about their personal experience of services.
- Over 1,800 face-to-face conversations with members of the public and staff at engagement events.
- Facebook adverts reached approximately 64,500 individual people. This resulted in 925 people clicking the link through to the Engagement survey.
- Twitter adverts had more than 55,000 impressions with the link to the survey clicked 87 times in total.
- 200+ Fit for the Future 2 (including Easy Read) surveys completed

[1] A copy of the engagement booklets can be found in Appendix 3

[2] Subsequent to the engagement, an options appraisal process has been undertaken and these ideas are now our preferred options and have been submitted to the South West Clinical Senate and NHSE for review.

[3] **Currently under temporary service change

An example of promotional communications is presented below

1.3 Engagement survey quantitative responses

Full details are provided in section 7, but in summary:

- Strong level of support for all service ideas
- Survey respondents answer the questions they are interested in so respondents either skip or indicate no opinion.

Service	Support[4]	Oppose
Benign Gynaecology	92%	8%
Diabetes and Endocrinology	98%	2%
Non-interventional Cardiology	99%	1%
Respiratory	97%	3%
Stroke	84%	16%

[4] Analysis of standard survey

1.4 Engagement survey qualitative themes

Responses to the engagement focussed on the following themes, these included:

1.4.1 *Public and Patients respondents' themes*

- Support for Centres of Excellence approach
- Travel and Transport
- Car parking
- Ward environment

1.4.2 *Staff respondents' themes*

- Benefits of the Centres of Excellence approach
- Travel and Transport
- Car parking for patients
- Health inequalities
- Interdependencies with other clinical services
- Improved integration with primary and community services

As previously stated, all responses to Frailty/Care of the Elderly are qualitative.

All the individual comments are included in Appendix 1.

1.5 Who got involved?

In terms of the reach of the engagement, demographic information is known about those survey respondents who chose to provide 'About You' information in their survey responses. There is a broad representation of groups in responses to the survey. There is extended reach through some of the targeted activities, which ensured a diverse range of voices had an opportunity to be heard.

During the engagement, participants took the opportunity to access information, ask questions and comment on other health and wellbeing related matters. Access to GP and NHS dental appointments were the most frequently occurring non-FFTF2 matters raised during the engagement period.

A detailed summary of feedback received can be found in Sections 6 & 7. All feedback received can be found in the Appendix 1 to this Report.

2 Introduction

2.1 Purpose of this report

The Fit for the Future (FFTF2) Output of Engagement Report is intended to be used as a practical resource for One Gloucestershire Integrated Care System (ICS) partners; to provide them with information about how the public, patients, community partners and staff feel about the FFTF2 ideas for change. One Gloucestershire is a partnership between the county's NHS and care organisations to help keep people healthy, support active communities and ensure high quality, joined up care when needed.

The NHS partners of One Gloucestershire Integrated Care System are:

- NHS Gloucestershire Integrated Care Board (ICB) (NHS Gloucestershire Clinical Commissioning Group until 30.06.2022)
- Primary care (GP) providers
- Gloucestershire Health and Care NHS Foundation Trust (GHC)
- Gloucestershire Hospitals NHS Foundation Trust (GHT)
- South Western Ambulance Services NHS Foundation Trust (SWAST)

This Report will be shared widely across the local health and care community and will be made available to all on the NHS Gloucestershire website https://www.nhsglos.nhs.uk/ and on the online participation platform Get Involved in Gloucestershire https://getinvolved.glos.nhs.net

One Gloucestershire partners are invited to consider the feedback from the Engagement and indicate how it has influenced their thinking. Full details of the next steps for the Fit for the Future Programme can be found in section 3.6

This Report has been prepared by the One Gloucestershire Communications and Engagement Group. This report is produced in both print and on-line (searchable PDF) formats. For details of how to obtain copies in other formats please turn to the back cover of this Report.

2.2 Making the best use of the information provided

This report is divided into sections.

- **Section 3**: provides background information about the Fit for the Future Programme
- **Section 4**: provides details of our approach
- **Section 5**: describes our engagement activities
- **Section 6**: provides demographic information on those responding to our survey
- **Section 7**: provides quantitative and qualitative feedback on the individual service ideas
- **Section 8**: is an evaluation of the Engagement activity.

There are elements of feedback which will be relevant and of interest to all readers; these can be easily found in the report.

All feedback received can be found in Appendix 1 and includes all comments collated through the Fit for the Future 2 engagement survey.

The theming of the qualitative feedback received through the FFTF2 Engagement survey presented in this report has been undertaken by members of the One Gloucestershire Communications and Engagement Group using Smart Survey.

All feedback received has been read and themes identified; these are presented in section 7.

All qualitative feedback received by representatives of One Gloucestershire partners during the Engagement period is available in the Appendices. The information provided in this report and Appendices will be used by decision makers to 'conscientiously consider'[5] all feedback received.

2.2.1 *Appendices*

Details of the appendices are listed in Section 9.

Following internal review all appendices will be made available on the NHS Gloucestershire website https://www.nhsglos.nhs.uk/ and on the online participation platform Get Involved in Gloucestershire https://getinvolved.glos.nhs.net

We would like to thank everyone who has taken the time to share their views and ideas.

[5] One of the Gunning Principles that have formed a strong legal foundation from which the legitimacy of public involvement is often assessed.

3 Information about the Fit for the Future Programme and Engagement Activities

3.1 Background

Over the last few years, the NHS in Gloucestershire Fit for the Future (FFTF) programme has been involving local people and staff in looking at potential ways to develop specialist hospital services in Gloucestershire. Through this process the 'centres of excellence'[6] approach has been designed. In FFTF2 the conversation about some of these services is broader, covering both:

- the continued development of the 'Centres of Excellence' approach at Cheltenham General and Gloucestershire Royal Hospitals, including inpatient care; and
- support for people in their own home, in their GP surgery or in the community.

As part of our response to the NHS Long Term Plan and commitment to the public in Gloucestershire, when patients require specialist care, we believe they should receive treatment in centres with the right specialist staff, skills, and equipment by delivering care that is fit for the future.

Our FFTF Programme includes looking at how we can develop outstanding specialist hospital care in the future across the Cheltenham General (CGH) and Gloucestershire Royal (GRH) hospital sites. Our "*Centres of Excellence*" vision for the future configuration of specialist hospital services with GRH focussing more (but not exclusively) on emergency care, paediatrics, and obstetrics and CGH focussing more (but not exclusively) on planned care and oncology. Across the UK and the world, it is recognised that an element of separation between planned and emergency care services can improve care for everyone.

[6] Centres of excellence: bringing staff, equipment, and facilities together in one place to provide leading edge care and create links with other related services and staff.

What we mean by *centres of excellence…*

Not all clinical specialties will be centres of excellence in their own right.

Co-locating services that work together to rapidly stabilise, triage, diagnose and treat patients will form the basis of our centre of excellence for emergency care at GRH…

Wherever possible, **planned care and oncology will be provided on a separate site** to ensure our teams and patients have reliable access to diagnostic facilities, inpatient beds, daycase trollies, operating theatres and critical care will form the basis of our centre for excellence for planned care at CGH.

Not a purest strategy, not all emergency care will be provided from GRH and not all planned care will be provided at CGH.

Centres of excellence are not limited to our acute sites. Some services will deliver better outcomes and experience from being co-located off-site with community or primary care services.

Through the FFTF Engagement in 2019 and Consultation in 2020; and during earlier conversations about the NHS Long Term Plan in 2018, the NHS in Gloucestershire has been involving staff, patients, local people and the public in looking at a number of services and developing potential 'solutions. The FFTF 2 Engagement is the latest element of the engagement cycle to develop the Gloucestershire response to the NHS Long Term Plan:

- **2018**: Development of our local NHS Long Term Plan (informed by earlier engagement feedback)
- **2018/19**: Countywide public / community partner /staff engagement - What matters to you?
- **2019**: FFTF1 Engagement: developing specialist hospital services in Gloucestershire. Developing potential solutions.
- **2020**: FFTF1 Consultation: developing specialist hospital services in Gloucestershire. Options for change consulted upon and agreed following conscientious consideration of output of consultation. Implementation underway.
- **2022**: FFTF2: developing specialist health services in Gloucestershire: Engagement about ideas for change.

3.2 What the Fit for the Future 2 Engagement was about

The purpose of the Engagement was to discuss and receive views about ideas about the future provision of six specialist hospital services in Gloucestershire:

- Benign Gynaecology (day-case) *
- Diabetes and Endocrinology (inpatients and community) *
- Non-interventional cardiology (inpatients)
- Respiratory (inpatients) *
- Stroke (inpatients) *
- Frailty/Care of the Elderly (inpatients and community)

* Changes already in place as part of Temporary Service Changes

3.3 What the Fit for the Future 2 Engagement was not about

It was not about:

- Saving money. The priority is quality of care and health outcomes
- FFTF1 - the public consultation in 2020, past decisions and the service changes that are now being implemented
- The Accident and Emergency Department in Cheltenham, which remains a 24-hour A&E (nurse led service overnight 8pm to 8am).

3.4 Engagement activity summary

The Fit for the Future 2 public and staff Engagement started on 17 May 2022 and ran until the survey closed on 31 July 2022. Further conversations will continue over the summer.

A range of engagement and communication channels have been used including:

Gloucestershire Hospitals: Facebook Live (@GlosHospitals)	Targeted engagement to address the homogeneity of participants
'Your Say' area on the One Gloucestershire Health website and Get Involved in Gloucestershire online participation platform	GHNHSFT staff FFTF2 events plus presentations and awareness raising at team, divisional and Trust-wide meetings
NHS Information Bus Tour	Public events
A phased communication campaign for GHNHSFT staff using existing channels (CEO briefing etc.), weekly FFTF2 service focus emails, posters across both hospital sites, booklet drops to teams and Q&A sessions.	Presentations to Integrated Locality Partnerships; ILPs are operational and strategic partnership of senior leaders of providers and local government, supporting integration at PCN level
Healthwatch Gloucestershire	Presentations to local councillors
Presentations to PCN clinical leads	Media releases and stakeholder briefings
Media (print and social) advertising	

Full details of the Engagement activities can be found in Section 5.

3.5 Engagement review period

There is an Engagement review period, where Gloucestershire Hospitals NHS Foundation Trust and NHS Gloucestershire Integrated Care Board will carefully consider all the feedback. This Output of Engagement Report will be reviewed by NHS Gloucestershire, Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT), NHS England and the Gloucestershire Health Overview and Scrutiny Committee (HOSC).

3.6 Decision regarding next steps

Decisions regarding whether the service change ideas which are the subject of the Fit for the Future 2 engagement are deemed to be a substantial development of the health service in Gloucestershire, or a substantial variation in the provision of those services, will be taken by NHS Gloucestershire Integrated Care Board in partnership with Gloucestershire Health Overview and Scrutiny Committee, taking into account the Output of Engagement Report, the

NHS England Clinical Senate Clinical Review Panel Report and other information that the Integrated Care Board deems necessary to such a decision.

3.7 Process of implementation

If the ideas set out in this Engagement are supported by the Board, and if it were decided based on the information and evidence that no further involvement is required, the current temporary changes would be made permanent immediately. The timescale for other changes would be determined by a number of factors such as estates, staff recruitment and training.

The Fit for the Future Programme implementation structure would remain in place with programme and project managers working with clinical staff within the specialties to develop and then deliver detailed implementation plans. Plans to involve local people in the implementation and evaluation process would be developed.

3.8 Providing feedback

Following internal review, the feedback from the engagement will be published on the online participation platform Get Involved in Gloucestershire https://getinvolved.glos.nhs.uk

4 Our Approach to Communications and Engagement

4.1 Working with others

The planning and delivery of the Fit for the Future engagement has been supported by many external groups:

- The Consultation Institute: We have benefited from advice and guidance throughout membership of the Consultation Institute (tCI) Throughout the last three years tCI have been key partners in developing and assuring our approach to involving people and communities. The Fit for the Future 1 Consultation was Quality Assured by tCI and learning from that, and Fit for the Future 1 Engagement, has been applied to Fit for the Future 2.
- Inclusion Gloucestershire: Assisted with the development of Easy Read materials.
- Healthwatch Gloucestershire (HWG): HWG Readers Panel reviewed an early draft of the full engagement booklet and made suggestions for changes, which were incorporated into the final version. A HWG representative will be a member of the independent Oversight Panel for the second Fit for the Future Citizens' Jury.
- Aneurin Bevan Health Board (ABHB): ABHB facilitated an Information Bus visit to Chepstow Hospital in Monmouthshire to enable residents living close to the Wales England Border, who might access services in Gloucestershire the opportunity to find out more about the engagement.
- District/Borough Councils and Retail partners: Supported the visits of the Information Bus to locations with maximum footfall across the county. Tewkesbury Borough Council also hosted members' seminars to discuss the Fit for the Future 2 engagement.
- Local media: Gloucestershire Live, BBC Radio Gloucestershire and GFM Radio
- Others: Many other groups and individuals have helped to raise awareness of the engagement such as Trust Governors, staff-side representatives, hospital volunteers and community and voluntary sector organisations such as homelessness support charities.

4.2 Equality and Engagement Impact Analysis (EEIA)

Equality, diversity, Human Rights, and Inclusion are at the heart of delivering personal, fair, and diverse health and social care services. All commissioners and providers of health and social care services have legal obligations under equality legislation to ensure that people with one or more protected characteristics[7] are not barred from access to services and decision-making processes.

The FFTF2 engagement has been informed by the experience of managing earlier extensive engagement activities. The approach and detailed plan for communications and engagement was informed by feedback from those engagement activities, including feedback from NHS England Assurance processes.

[7] It is against the law to discriminate against someone because of age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex, sexual orientation. These are called protected characteristics. https://www.equalityhumanrights.com/en/equality-act/protected-characteristics

4.3 Integrated Impact Assessment (IIA)

An integrated impact assessment supports decision making by evaluating the impact of a proposal, informing public debate, and supporting decision makers to meet their Public Sector Equality Duty and their duty to reduce inequalities.

In relation to equality, these responsibilities include assessing and considering the potential impact which the proposed service relocation could have on people with characteristics that have been given protection under the Equality Act, especially in relation to their health outcomes and the experiences of patients, communities, and the workforce. With reference to health and health inequalities, the responsibilities include assessing and considering the impact on the whole of the population served by the relevant statutory bodies and identifying and addressing factors which would reduce health inequalities, specifically with regard to access and outcomes.

The assessment uses techniques such as evidenced based research, engagement, and impact analysis to understand the impact of change on the population, the impact on groups with protective characteristics and the impact on accessibility and quality of services. The aim of the report is to understand and assess the consequences of change whilst maximising positive impacts and minimising negative impacts of the proposed change.

The Fit for the Future (FFTF) programme undertakes the following process to develop its IIA.

1. Undertake a baseline IIA for each service based on the proposals, clinical evidence and potential outcomes prior to the engagement process and include recommendations based on the evidence review to inform an action plan.
2. Update the baseline IIA following public engagement to take account of feedback from the public, patients, staff, and stakeholders. The IIA report contains evidence that decision-making arrangements will pay due regard to equalities and inequalities duties.
3. Where public consultation is undertaken, the PCBC IIA is updated to take account of feedback from the public, patients, staff, and stakeholders.

Our IIA process is made up of 3 factors:

- Equality Impact Assessment
- Health inequalities impact assessment
- Health impact assessment

The ideas presented in the FFTF2 engagement for all groups were found to be either neutral impact, significant positive impact/moderate adverse impact, or significant positive impact.

Our approach to the engagement targeted all groups, ensuring proactive engagement amongst older and disabled residents more likely to be service users and ensuring opportunities for people to have their say were provided in both urban and rural venues through the extensive use of the NHS Information Bus.

4.3.1 *IIA Summary*

The impact assessment for services consolidating at either the Cheltenham General Hospital or Gloucestershire Royal Hospital is often similar including:

- Centralisation of services can improve patient outcomes, continuity of care, length of stay, patient experience and reduces mortality particularly beneficial to patients with protected characteristics including those with long term conditions or co-morbidities which are prevalent in patients with disabilities and those over 65.
- Studies of secondary care usage have found that ethnicity is a significant predictor of acute hospital admission. The district with the highest proportion of ethnic diversity is Gloucester city meaning that a geographical distribution of services to GRH might have a greater positive impact on these communities
- On the basis that there is a higher proportion of the population in the Gloucester district who are living in deprivation (25%) and who suffer from Type 2 Diabetes (6.8%) there is a potential that patients who access the service from Gloucester will be positively impacted by a movement of services to GRH
- The re-location of services from GRH to CGH will impact some patient and carer travel times either positively or negatively (see section 7 for individual service impacts)
- There is no conclusive evidence to suggest that access to and experience of acute hospital care differs solely based on a person's sex.
- There is currently limited data to determine any impact of the changes for women during pregnancy.
- There is currently limited data to ascertain any impact of the changes for those who are from any particular marital status.
- According to the Stonewall survey, 13% of LGBTQ+ people have experienced some form of unequal treatment from healthcare staff because they are LGBTQ+
- There is currently limited data to ascertain any impact of the changes for those who are from any particular religious background.
- There is limited evidence regarding the impact to those who have undergone gender reassignment, however, impacts may mirror those of sexual orientation.
- Caring responsibilities can have an adverse impact on the physical and mental health, education, and employment potential of those who care, which can result in significantly poorer health and quality of life outcomes.
- Consolidation of the inpatient bed base should provide shorter lengths of stay, faster diagnostics and minimised waiting times which will help carers who have to attend hospital regularly.
- Services centralising at GRH will be located nearer to the highest proportion of homeless people in Gloucestershire. Homeless people are more likely to have long term conditions and multiple conditions which means consolidating and co-locating services will provide support for more complex needs such as these.
- Mortality rates suggest that the district of Gloucester City has the highest rates of deaths due to substance misuse, significantly higher than county and national averages. Relocation of services may therefore be beneficial to this group.
- Gloucestershire Hospitals NHS Foundation Trust admission data demonstrates that more people attend GRH than CGH with mental health related issues. Relocating services to GRH may therefore be beneficial to this cohort.

- The consolidation of relevant specialist services improves training and enhanced understanding of patient conditions, leading to better clinical outcomes and improving access to services with fewer cancellations
- Feedback from staff and patients suggests parking can be a challenge at both sites.
- Forest of Dean is the only district locally that exceeds the national average in terms of the proportion of residents living with a disability. People with disabilities may have an increased risk of developing secondary conditions that are more likely to result in the need for acute care. This geographical clustering means that geographical changes to where services are delivered may have a disproportionate impact on those with disabilities in terms of access.

4.4 Communications: Developing understanding and supporting Fit for the Future engagement

A range of communications and engagement methodologies were used during the Fit for the Future 2 engagement. This section describes the wide-ranging approach taken to promoting the *Fit for the Future 2* engagement and the range of involvement opportunities.

In summary:

4.4.1 *Media releases and stakeholder briefings*

This included:

- launch materials – media release and stakeholder briefing
- media statements reinforcing key messages and involvement opportunities
- a further open stakeholder letter sent to community stakeholders by email including Patient Participation Groups, local authorities, voluntary and community organisations
- Foundation Trust Membership communications promoting the engagement

4.4.2 *Stakeholder briefing*

Stakeholder briefing sent on launch day to core stakeholders including MPs, Chairs and Chief Execs of NHS partners, Gloucestershire County Council leadership including HOSC Chair and members (via democratic services), District Councils, Healthwatch Gloucestershire, VCS Alliance.

4.4.3 *Printed engagement booklets*

Approximately 3,000 booklets were widely distributed to a range of public places including Cheltenham General and Gloucestershire Royal Hospitals and GP surgeries. The booklets included the Freepost survey and information detailing the ways people could get involved.

4.4.4 *Get Involved in Gloucestershire online participation platform*

All engagement materials can be found at: https://getinvolved.glos.nhs.uk/fit-for-the-future-2 *Get Involved in Gloucestershire* is an online participation space where anyone can share views, experiences and ideas about local health and care services.

4.4.5 *Further engagement to address the homogeneity of participants*

Targeted opportunities for engagement with protected characteristic groups were identified through the Equality and engagement Impact Analysis. An Easy Read version of the engagement booklet and survey were produced and other alternative formats of all

engagement materials were available on request. We have a contract in place with telephone (and face to face) interpreters, incl. BSL and for written translation.

4.4.6 *Social media*

Social media was used extensively to support the engagement and planned activity covered topics such as promotion of how people could get involved, the Information Bus Tour, promotion of the booklet and survey, and promotion of the online Facebook Live clinical discussions.

As part of the social media promotion of the FFTF2 engagement we ran paid for adverts on Twitter and Facebook for four weeks in total, split into two separate two-week blocks.

On Facebook, the combined total for our two adverts reached 64,410 individual people. This resulted in 925 people clicking the link through to the survey.

On Twitter the two adverts had 55,767 impressions, this means that the advert was seen a total of 55,767 times but not necessarily by different people each time. On Twitter the link to the survey was clicked 87 times in total.

4.4.7 *Media Advertising*

As well as the methods described above, the engagement was promoted in local media titles including Gloucester Citizen, Gloucestershire Echo, The Forester, Wilts & Glos Standard, Stroud News & Journal, Cotswold Journal and Gloucestershire Gazette.

Title	Locality	Advert details
Gloucestershire Live	Countywide	Quarter page ads in Echo and Citizen for two weeks, plus digital support, including sponsored advertorial and 100k impressions on MPU/DMPU ads across one month
Forest of Dean and Wye Valley Review	Forest of Dean	Quarter page ad for one-week, small number of digital ads
Forester	Forest of Dean	Quarter page ad for one-week, small number of digital ads
Stroud News and Journal	Stroud and Berkeley Vale	Quarter page for one-week, plus 127,000 impressions on digital (across all Local IQ titles) and sponsored Facebook adverts
Cotswold Journal	Cotswolds	Quarter page for one-week, plus 127,000 impressions on digital (across all Local IQ titles) and sponsored Facebook adverts
Wilts and Glos Standard	Cotswolds (e.g., Cirencester, Tetbury)	Quarter page for one-week, plus 127,000 impressions on digital (across all Local IQ titles) and sponsored Facebook adverts
Gloucestershire Gazette	Stroud/Cotswolds (e.g., Dursley, Wotton-under-Edge)	Quarter page for one-week, plus 127,000 impressions on digital (across all Local IQ titles) and sponsored Facebook adverts

4.4.8 *Staff communication and engagement*

Several programmes of internal communication and engagement were rolled out to support staff at Gloucestershire Hospitals NHS Foundation Trust.

Staff Global Briefings to all staff	Date
Staff Global Briefing - Frailty / Care of The Elderly Briefing	25/05/2022
Staff Global Briefing - Diabetes & Endocrinology	01/06/2022
Staff Global Briefing - Non-interventional cardiology Briefing	08/06/2022
Staff Global Briefing - Respiratory Briefing	15/06/2022
Staff Global Briefing – Stroke	22/06/2022
Staff Global Briefing – Benign Gynaecology	29/06/2022
Staff Global Briefing Staff Forum	17/06/2022 & 04/07/2022

In all briefings relevant upcoming events were mentioned including upcoming Facebook lives, where to find and complete the FFTF2 survey and requests to attend clinical staff meetings to discuss FFTF2 and the staff forum

4.4.8.1 Promotional posters and booklet distribution

Posters advertising the engagement and opportunities to have your say were distributed across the Trust.

Numbers of posters and booklets distributed and locations		
Item	**#**	**Location**
Posters - Staff Rooms	25	GRH staff rooms
	20	CGH staff rooms
FFTF Engagement Booklets	490	CGH waiting rooms
	490	GRH waiting rooms
	20	Sandford Lido
	20	Community venues
	70	Big health event

4.4.8.2 Staff engagement event: Friday 15 July 2022

A drop-in session where staff could join the virtual briefing where the ideas for FFTF2 were summarised, and staff had the opportunity to pose questions and to share their views.

4.4.9 *Other stakeholder communication and engagement*

4.4.9.1 Elected Representatives

Members of Parliament

Regular MP briefings have taken place prior to and during the Fit for the Future 2 engagement period.

Gloucestershire County Council (GCC) Health Overview and Scrutiny Committee (HOSC)

County Council Elected representatives and officers have received information about the Fit for the Future 2 engagement via the GCC Democratic Services Department.

Gloucestershire County Council Health Overview and Scrutiny Committee Members have received regular updates on the FFTF2 programme and engagement. Engagement materials have been available to elected members and staff. The Output of Engagement report will be presented and discussed with HOSC members in October 2022.

District and Borough Councils

District and Borough Council Elected representatives and officers have received information about the FFTF2 engagement via their Democratic Services Departments. FFTF2 Members Seminars, similar to those that took place during FFTF1 were offered to District and Borough Members. Tewkesbury Borough Council Scrutiny Committee responded to the invitation and a presentation and question & answer session was held at Tewkesbury Borough Council Offices in June 2022.

Neighbouring Integrated Care Boards and Welsh Health Boards

The FFTF Programme team have been in contact with neighbouring ICBs at the start of our engagement to encourage them and their residents to participate. We have shared information on the programme scope, exchanging of activity information and agreements to build relationships and share information as the preferred option(s) are finalised.

The overall activity numbers for FFTF2 are considerably lower than FFTF1 and the impact on patients registered outside Glos. is similarly reduced. We also look at patients per GP practice and have contacted the practices direct (those >4 patients impacted).

Integrated Locality Partnerships and PCNs

Presentations and discussions took place with Primary Care, Community and Voluntary Sector colleagues through the 6 Integrated Locality Partnership Boards across the county. These sessions enabled people who work together in local areas to hear about the engagement

REACH Campaign

Information about the FFT2 engagement and how to get involved was sent to REACH representatives on the launch day of the engagement. The REACH (Restore Emergency at Cheltenham General Hospital) campaign was launched by Cheltenham Chamber of Commerce.

5 Public Engagement Activities

5.1 Gloucestershire Media: Live social media partnership (@GlosLiveOnline)

Underpinning the approach to the engagement was a partnership with local media stakeholder Gloucestershire Media. This built on the approach taken in 2020 during the FFTF1 consultation.

Throughout the Covid 19 pandemic the use of video conferencing has proliferated as a means of effective communication and engagement. The advantages are extensive and include:

- The opportunity to reach a greater audience
- The content and events are available in perpetuity/matter of public record
- Opportunity to ask questions and engage in two-way dialogue

Working in partnership with Gloucestershire Live, we broadcast a series of live Q&A sessions throughout the month of June 2022. Working with Gloucestershire Live ensured we reached a greater audience and enabled the sessions to be independently chaired. Each Q&A session was broadcast via Gloucestershire Live's Facebook page as well as Gloucestershire Hospital NHS Foundation Trust's Facebook page.

Each session was led by clinical representation who spoke openly and transparently about the ideas for their service. Additional software was incorporated into the live broadcasts that made public participation simple and straightforward. Questions could be submitted in advance or submitted live during the event. Questions were read out by the chair and responses given.

5.1.1 *Promotion*

The events were heavily promoted by Gloucestershire Live in advance. Methods of promotion included:

- Homepage takeovers of the Glos Live website in advance
- Feature articles both previewing and reviewing content
- Promotional posts on Glos Live's Facebook and Twitter accounts
- Promotional posts via NHS Gloucestershire social media channels

5.1.2 *Impact*

Please click on the links in the table below to visit the session adverts.

Facebook Promo Posts	Total Reach	Total Engagement	Post Clicks	Likes	Comments	Shares
Respiratory	21, 233	1090	758	165	75	15
Frailty	33, 693	2125	1788	156	22	30
Gynaecology	31, 353	1073	955	81	22	11
Stroke	20, 653	1116	974	121	5	11
Diabetes	25, 055	1537	1361	116	28	20
Cardiology	25, 469	1231	1062	114	17	17

Please click on the links in the table below to visit the session adverts.

Twitter Ads (The first out of the 2)	Total Impressions	Likes	Retweets	Comments
Respiratory		9	8	-
Frailty		10	6	-
Gynaecology		3	2	-
Stroke		6	7	1
Diabetes		4	3	
Cardiology		5	5	1

Please click on the links in the table below to visit the session recordings.

Live Q&As	Total Reach	Total Views	Peak Live Views	Total Clicks	Minutes Viewed (Rounded)	Likes	Comments
Live Q&A with Respiratory & Glos Live - Monday 13th June 2022	5K	1.8K	74	1.8K	28	18	4
Live Q&A with Frailty and Glos Live - Tuesday 15th June 2022	4.5K	1.6K	48	1.5K	21	11	12
Live Q&A about Benign Gynaecology Care and Glos Live - Wednesday 16th June 2022(External link)	3.8K	1.3K	36	1.1K	13	4	15
Live Q&A with Stroke services and Glos Live - Friday 17th June 2022	5.6K	1.7K	46	1.3K	17	8	14
Live Q&A with Diabetes/Endocrinology and Glos Live - Wednesday 22nd June	5.8K	1.6K	37	1.3K	22	6	11
Live Q&A with Cardiology services and Glos Live - Friday 24th June 2022	5.7K	1.8K	49	1.3K	20	7	24

Please click on the links in the table below to visit the relevant articles

Articles	Page Views (7 day window)	Average Dwell Time
Respiratory	650	04:03
Frailty	631	04:28
Gynaecology	1000	05:13
Stroke	1100	04:45
Diabetes	2000	04:10
Cardiology	1500	05:23

5.2 Gloucestershire Patient Participation Group Network

All GP practices in England are required to have a patient participation group[8]. The Gloucestershire PPG Network is organised by NHS Gloucestershire. It is designed to provide a space for PPG members from across the county to share their experiences with one another in order for each PPG to learn and continue to provide an effective role in their practice.

NHS Gloucestershire involves PPG members in engagement and consultation work, provides support to PPGs on an individual basis and also provides opportunities for PPGs to learn and develop. In addition, NHS Gloucestershire hosts a quarterly network meeting. However, during the current pandemic this has moved to holding meetings virtually using MS Teams. The PPG Network in May focussed on the Fit for the Future 2.

5.3 NHS Information Bus Tour

The Information Bus aims to facilitate partnership working, offering information and activities which support self-care, health and wellbeing and self-management across the communities of Gloucestershire. The Bus is also used to support engagement with the public to inform service planning and design. An Information Bus Tour to raise awareness of the engagement to gather views and answer questions took place during May, June and July 2022.

[8] https://getinvolved.glos.nhs.uk/ppg-network

Gloucester City Centre, Armed Forces Day 25 June 2022

During the engagement 750 people visited the Information Bus. See Section 5.6 for details of all Information Bus Tour dates.

5.4 Fit for the Future 2 Surveys

Two surveys (standard and Easy Read) were developed by the NHS to support the Fit for The Future engagement.

These were available as print, as FREEPOST return copies in the engagement booklets and also on line at: https://getinvolved.glos.nhs.uk/fit-for-the-future-2

More than 200 Fit for the Future survey responses have been received.

5.5 Engaging people with protected characteristics and others identified in the Integrated Impact Analysis

The engagement took two main routes to reach, gather and record views from people with protected characteristics and others identified in the independent Integrated Impact Analysis:

- promoting the engagement routes and encouraging participation. The engagement survey asks for respondents to provide demographic information (see section 6)
- proactive engagement with targeted groups. The engagement team contacted groups across Gloucestershire using existing well established networks and Your Circle https://www.yourcircle.org.uk/, which is a local online directory to help you find your way around care and support and connect with people, places and activities in Gloucestershire.

5.5.1 *People with disabilities*

There is a good response to the survey from people who indicated they have a disability (including mental health problem or learning disability). During the engagement, members of the engagement team attended Know Your Patch meetings across the county to promote FFTF2 and the Get Involved in Gloucestershire online participation platform. Know Your Patch builds networks for those working with individuals and groups to help people stay independent for longer and to lead full and happier lives. Know Your Patch has a network of organisations in each district in Gloucestershire. These networks meet quarterly for networking and discussion and communicate through email bulletins and updates. These networks help connect VSCE and statutory organisations together for effective partnership working https://knowyourpatch.co.uk/networks/ Information about the engagement was also promoted to the Mental Health and Learning Disability Partnership Boards.

5.5.2 *Over 65s who are more likely to have long term conditions*

There is a good response to the survey from people aged over 65 and, and also from people who indicated they have a disability.

5.5.3 *Frail older people*

The activities described above for over 65s with long terms conditions apply to this group as well. The Information Bus attended an event at Highnam Court organised by Age UK Gloucestershire to promote the engagement.

5.5.4 *Carers*

There is a good response to the survey from people who indicated that (unpaid) they look after, or give any help or support to, family members, friends, or others because of either a physical or mental health need or problems related to old age.

5.5.5 *People living in low-income areas*

There are 12 areas of Gloucestershire in the most deprived 10% nationally for the overall IMD. [9 of the 12 are in Gloucester District Council: GL1, GL2 and GL4 postcode areas, 2 in Cheltenham GL50 and GL51 and 1 in the Forest of Dean GL14.

LSOA	District	National Rank (1 most deprived)
Podsmead 1	Gloucester	621
Matson and Robinswood 1	Gloucester	735
Westgate 1	Gloucester	1,183
Kingsholm and Wotton 3	Gloucester	1,456
Westgate 5	Gloucester	1,579
St Mark's 1	Cheltenham	2,178
Moreland 4	Gloucester	2,221
St Paul's 2	Cheltenham	2,368
Cinderford West 1 *	Forest of Dean	2,729
Tuffley 4 *	Gloucester	2,801
Matson and Robinswood 5	Gloucester	2,948
Barton and Tredworth 4	Gloucester	3,126

The FFTF2 engagement survey collects top level postcode information (first part of the postcode, e.g., GL16 or GL3) to avoid potential for identifying individual survey respondents. Survey response information can be found in section 6.1.

Low income is not a characteristic the survey collects. However, there is information within local data which records indices of deprivation and shows which areas of the county are most likely to be low income areas. Details can be found at https://inform.gloucestershire.gov.uk/deprivation/overview/, which states that:

The Indices of Deprivation 2019 are national measures based on 39 indicators, which highlight characteristics of deprivation such as unemployment, low income, crime and poor access to education and health services. The 2019 indices offer an in-depth approach to pinpointing small pockets of deprivation. Each indicator was based on data from the most recent time point available. Using the latest data available means there is not a single consistent time point for all 39 indicators.

https://inform.gloucestershire.gov.uk/media/2094524/gloucestershire_deprivation_2019_v13.pdf

Employment status is one of the indices of deprivation. Information available on the Inform website the latest available unemployment data for October and November 2020 indicates that Barton and Tredworth ward in the GL1 postcode of Gloucester has the highest claimant rate (Job Seekers Allowance and Universal Credit) in Gloucestershire. https://inform.gloucestershire.gov.uk/media/2102589/unemployment-bulletin-147-oct-20.pdf and https://inform.gloucestershire.gov.uk/media/2103578/unemployment-bulletin-148-nov-20.pdf

5.6 Engagement events activity timeline

Activity	Reach/ Contacts	Date
ICS Non-Executive Directors & Lay Member Network	Approx.30 Non-Executive Directors and Lay Members	12 Apr 2022
GHNHSFT Board of Directors	Approx.15 Non-Executive Directors and Executive Directors	14 Apr 2022
PCN Clinical Directors	Approx.15 PCN Clinical Directors and CCG staff	28 Apr 2022
ICS Executives	Approx.10 CEOs, Executives and system leaders	05 May 2022
NHS Gloucestershire CCG Governing Body	Approx.15 CCH Executives and Governing Body members	05 May 2022
HOSC meeting	13 HOSC members – elected representatives	17 May 2022
Forest of Dean Integrated Locality Partnership (ILP)	Approx. 12 Mixed membership, clinical, community and voluntary sector	18 May 2022
Stroud and Berkley Vale ILP	Approx. 12 Mixed membership, clinical, community and voluntary sector	19 May 2022
Integrated Care System Board	Approx. 20 Board Members	19 May 2022
Countywide Patient Participation Group (PPG) Network	Approx. 40 PPG Members	20 May 2022
Cotswold ILP	Approx. 12 Mixed membership, clinical, community and voluntary sector	24 May 2022

Activity	Reach/ Contacts	Date
Kingfisher Treasure Seekers staff meeting	Approx. 12 staff members	24 May 2022
Glos. CCG Transformation Directorate meeting	Approx.40 CCG Staff	25 May 2022
Information Bus Tewkesbury Morrisons	25 visitors	30 May 2022
ICS Frailty Task & Finish Group	Approx.15 Clinical staff (GHNHSFT, GHCFT and CCG)	30 May 2022
ICS Stroke Task & Finish Group	Approx.15 Clinical staff (GHNHSFT, GHCFT and CCG)	31 May 2022
GHNHSFT Council of Governors	Approx.20 Governors and staff	31 May 2022
University of Gloucestershire – Nursing Students	300+ students (face-to-face / virtual)	1 June 2022
NHS Black and Minority Ethnic commissioning staff group	Approx. 10 colleagues	6 June 2022
Information Bus Stroud Tesco	121 visitors	7 June 2022
Cheltenham ILP	Approx. 12 Mixed membership, clinical, community and voluntary sector	8 June 2022
Tewkesbury ILP	Approx. 12 Mixed membership, clinical, community and voluntary sector	9 June 2022
Information Bus, Cheltenham High Street	57 visitors	11 June 2022
Information Bus, Abbeydale Morrisons	55 visitors	13 June 2022
Respiratory Facebook Live Discussion	Peak live views 74	13 June 2022

Activity	Reach/ Contacts	Date
Information Bus, Cirencester Market Square	140 visitors	14 June 2022
Frailty Facebook Live Discussion	Peak live views 48	14 June 2022
Stow-on-the-Wold, Market Square	36 visitors	15 June 2022
Tewkesbury Health and Wellbeing Event	Approx. 75 visitors	15 June 2022
Benign Gynaecology Facebook Live Discussion	Peak live views 36	15 June 2022
Information Bus, Cheltenham High Street	85 visitors	16 June 2022
Big Health Day (Learning Disabilities), Oxstalls Sports Park	100+ visitors	17 June 2022
Stroke Facebook Live Discussion	Peak live views 46	17 June 2022
Diabetes and Endocrinology Facebook Live Discussion	Peak live views 37	22 June 2022
Information Bus, Lydney Town Centre	17 visitors	23 June 2022
Cardiology Facebook Live Discussion	Peak live views 49	24 June 2022
Information Bus, Gloucester City Centre	77 visitors	25 June 2022
Information Bus, Chepstow Community Hospital	6 visitors	29 June 2022
Primary Care Commissioning Committee	Approx. 20 members	30 June 2022
CPG Leaders forum	Approx.20 Clinical staff (Primary Care, GHNHSFT, GHCFT and CCG)	7 July 2022
GHNHSFT Strategy & Transformation Delivery Group	Approx.25 Clinical, operational and transformation team staff	8 July 2022

Activity	Reach/ Contacts	Date
Frailty & Dementia CPG	Approx.15 Clinical staff (Primary Care, GHNHSFT, GHCFT and CCG)	9 July 2022
Circulatory CPG	Approx.15 Clinical staff (Primary Care, GHNHSFT, GHCFT and CCG)	12 July 2022
Health Overview and Scrutiny Committee	Approx. 15 HOSC members – elected representatives	12 July 2022
Tewkesbury Borough Council Seminar	Approx. 20 elected representatives and officers	12 July 2022
Telephone interviews	7 interviewees	13 July – 4 August 2022
GHNHSFT Staff virtual meeting/ drop-in	Approx. 20 Clinical, admin and operational	15 July 2022
Information Bus, Age UK Event, Highnam	Approx. 50 visitors	17 July 2022
Gloucester ILP	Approx. 12 Mixed membership, clinical, community and voluntary sector	19 July 2022
GHNHSFT Staff-side Committee	Approx.10 Clinical, operational and corporate staff	20 July 2022
GHNHSFT Outpatient Nurses meeting	Approx.8 Clinical staff	21 July 2022

6 Responses to the Engagement - Demographic Information

Demographic information about respondents was collected by the Fit for the Future 2 surveys. Monitoring of equality data requires a two-stage process: data collection and analysis. Gathering good equality data supports legislative requirements in that it aids prevention of discrimination. Therefore, it is really important to provide an explanation that the process is worthwhile and necessary.

The Fit for the Future 2 survey included the following statement:

About You: Completing the "About You" section [of the survey] is optional, but the information you give helps to show that people with a wide range of experiences and circumstances have been involved. Your support with this is really appreciated.

The Fit for the Future Easy Read survey included the following statement:

About You: You don't have to fill in this information, but it will help us know that we have asked a lot of different people what they think about our ideas.

Not everyone who responded to the surveys completed any/all of the demographic questions. However, the data presented in this section indicates that a diverse range of respondents from all protected characteristic groups, and those identified in the Independent Integrated Impact Assessment have provided feedback to the engagement.

The level of support for each proposal from staff and public is included in section 7.

6.1 Demographic Summary

The demographic percentages in the table below are **for those providing information**. However, all service survey responses have been included in our analysis, irrespective of whether demographic information was provided.

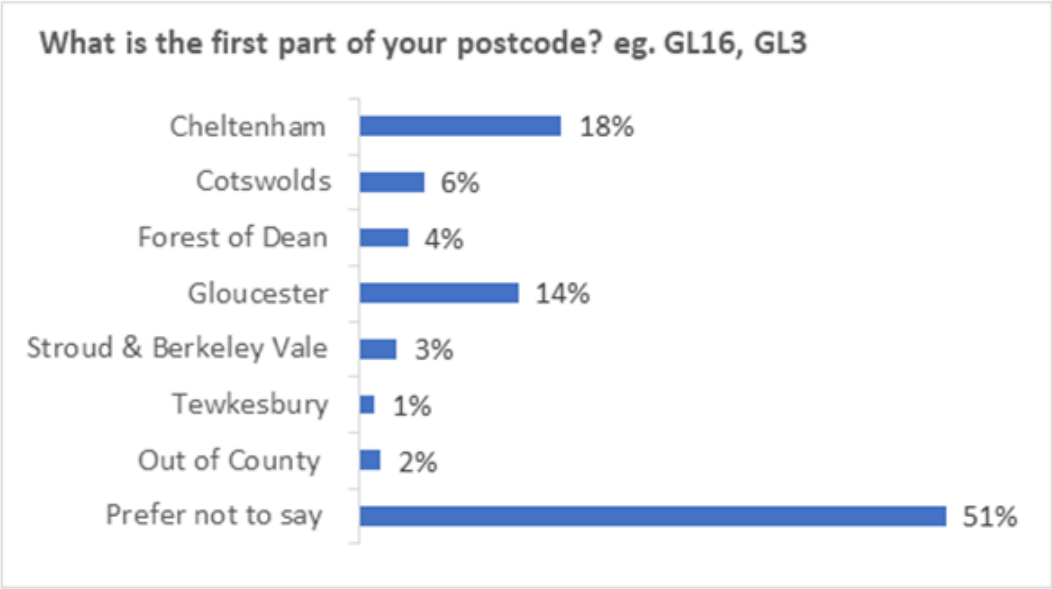
Demographic	All respondents (% of those providing information)	Staff respondents (% of those providing information)
Age	• 46% under 55 years • 43% 56-75 years • 11% over 75 years	• 79% under 55 years • 21% 56-75 years
Gender	• 78% Female • 20% Male • 2% non-binary	• 73% Female • 22% Male • 5% non-binary
Disability	• 37% Yes • 63% No	• 86% Yes • 14% No
Carers	• 39% Yes • 61% No	• 38% Yes • 62% No
Ethnicity	• 3% Asian or Asian British • 3% Mixed • 91% White British • 3% White Other	• 7% Asian or Asian British • 7% Mixed • 82% White British • 4% White Other

Religion	• 2% Buddhist • 63%Christian • 1% Daoist • 1% mixed faith • 1% Muslim • 31% No religion • 1% Other	• 2% Buddhist • 49%Christian • 2% Daoist • 2% mixed faith • 2% Muslim • 41% No religion • 2% Other
Sexual Orientation	• 1% Bisexual • 3% Gay or lesbian • 94% Heterosexual or straight • 2% Other	• 2% Bisexual • 2% Gay or lesbian • 96% Heterosexual or straight
Respondent Type	• 3% A community partner • 54% A member of the public • 43% An employee working in health or social care	• 100% An employee working in health or social care

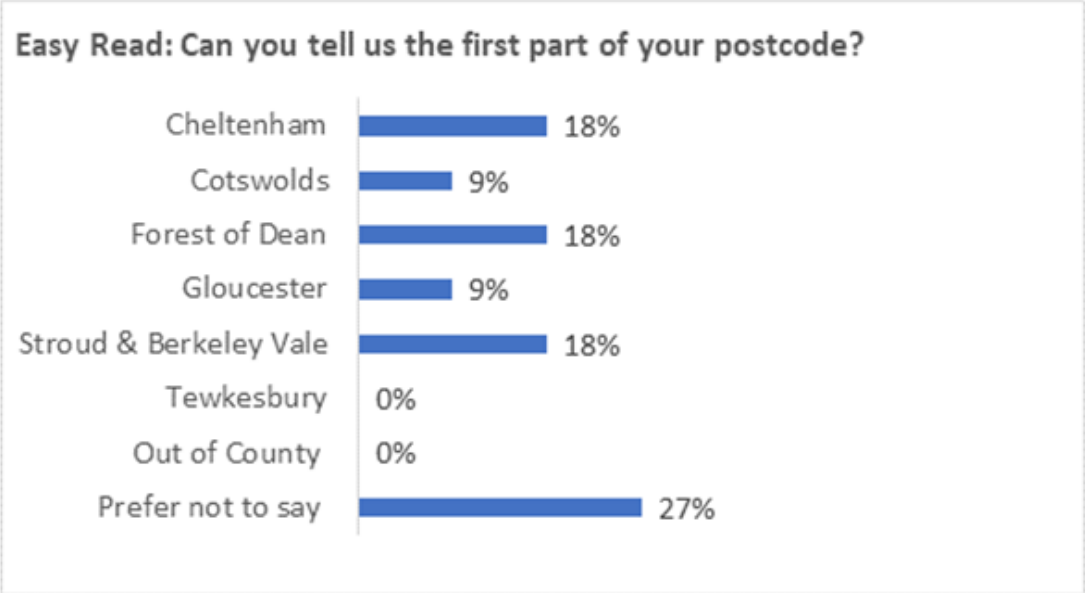
6.2 Location

As stated above, a high proportion of respondents either skipped or preferred not to provide their postcode.

Standard Survey



Easy Read


Easy Read: Can you tell us the first part of your postcode?
Cheltenham
18%
Cotswolds
9%
Forest of Dean
18%
Gloucester
9%
Stroud & Berkeley Vale
18%
Tewkesbury
0%
Out of County
0%
Prefer not to say
27%

6.3 Age

Standard Survey

Which age group are you?			
Answer Choices		Response Percent	Response Total
1	Under 18	0.00%	0
2	18-25	3.25%	4
3	26-35	10.57%	13
4	36-45	8.13%	10
5	46-55	23.58%	29
6	56-65	21.95%	27
7	66-75	20.33%	25
8	Over 75	10.57%	13
9	Prefer not to say	1.63%	2
		answered	123
		skipped	83

Easy Read Survey

Which age group are you:			
Answer Choices		Response Percent	Response Total
1	0 - 18	0.00%	0
2	18-25	0.00%	0
3	26-35	12.50%	1
4	36-45	0.00%	0
5	46-55	37.50%	3
6	56-65	12.50%	1
7	66-75	37.50%	3
8	75+	0.00%	0
9	Not saying	0.00%	0
		answered	8
		skipped	3

6.4 Role

Standard Survey

Are you?			
Answer Choices		**Response Percent**	**Response Total**
1	An employee working in health or social care	38.71%	48
2	A community partner	3.23%	4
3	A member of the public	50.00%	62
4	Prefer not to say	8.06%	10
		answered	124
		skipped	82

Easy Read Survey

Are you?			
Answer Choices		**Response Percent**	**Response Total**
1	Someone who works in health or social care	37.50%	3
2	A member of the public	62.50%	5
3	Not saying	0.00%	0
		answered	8
		skipped	3

6.5 Services Accessed

Standard Survey

Have you accessed any of the following services or support in the last 12 months (please tick all that apply)?

	Answer Choices	Response Percent	Response Total
1	Primary Care (GP)	80.95%	85
2	NHS Community Service (e.g. Community Nursing)	6.67%	7
3	Outpatient Hospital Service	57.14%	60
4	Specialist Inpatient Hospital Service	18.10%	19
5	Voluntary or community support related to your health and wellbeing	13.33%	14
6	Urgent care (e.g. 111, Minor Injury and Illness Unit, A&E)	39.05%	41
		answered	105
		skipped	101

Easy Read Survey

Have you used any of these services or had support from them in the last year?

	Answer Choices	Response Percent	Response Total
1	GP	83.33%	5
2	NHS Community Service (e.g. Community Nurse)	0.00%	0
3	Outpatient Hospital Service	33.33%	2
4	Specialist Inpatient Hospital Service	16.67%	1
5	Voluntary or community support for your health	16.67%	1
6	Urgent Care (A&E, Minor Injuries Unit, 111 Service)	33.33%	2
7	Not saying	0.00%	0
		answered	6
		skipped	5

We asked a follow-up question: Please tell us which hospital, community or voluntary service(s) you have accessed (e.g., respiratory, community nursing, support group). Details of the 62 services can be found in Appendix 1.

6.6 Disability

Standard Survey

14. Do you consider yourself to have a disability? (Tick all that apply)

	Answer Choices	Response Percent	Response Total
1	No	63.11%	77
2	Mental health problem	6.56%	8
3	Visual Impairment	2.46%	3
4	Learning difficulties	2.46%	3
5	Hearing impairment	6.56%	8
6	Long term condition	21.31%	26
7	Physical disability	10.66%	13
8	Prefer not to say	2.46%	3
		answered	122
		skipped	84

Easy Read Survey

Do you have a disability - tick the ones that describe you?

	Answer Choices	Response Percent	Response Total
1	No	28.57%	2
2	Mental health problem	28.57%	2
3	Problems with your sight	0.00%	0
4	Learning difficulties	0.00%	0
5	Problems with your hearing	0.00%	0
6	A health problem you have had for a long time like asthma, diabetes, or something else	71.43%	5
7	Physical disability	14.29%	1
8	Not saying	0.00%	0
		answered	7
		skipped	4

6.7 Carers

Standard Survey

Do you look after, or give any help or support to family members, friends, neighbours or others because of either a long term physical or mental ill health need or problems related to old age? Please do not count anything you do as part of your paid employment.

	Answer Choices	Response Percent	Response Total
1	Yes	36.36%	44
2	No	57.02%	69
3	Prefer not to say	6.61%	8
		answered	121
		skipped	85

Easy Read Survey

Do you look after, or give any help and support that you don't get paid for, to other people because they are ill or older?

	Answer Choices	Response Percent	Response Total
1	No, I don't	71.43%	5
2	Yes, I do	28.57%	2
3	Not saying	0.00%	0
		answered	7
		skipped	4

6.8 Ethnicity

Standard Survey

Which best describes your ethnicity?

	Answer Choices	Response Percent	Response Total
1	White British	84.80%	106
2	White Other	3.20%	4
3	Asian or Asian British	2.40%	3
4	Black or Black British	0.00%	0
5	Chinese	0.00%	0
6	Mixed	2.40%	3
7	Prefer not to say	7.20%	9
8	Other (please specify):	0.00%	0
		answered	125
		skipped	81

Easy Read Survey

Please can you tell us which o the groups in our list best describes you? This is called ethnicity.

	Answer Choices	Response Percent	Response Total
1	White British	75.00%	6
2	White Other	0.00%	0
3	Asian or Asian British	0.00%	0
4	Black or Black British	0.00%	0
5	Chinese	0.00%	0
6	Mixed	0.00%	0
7	Not saying	25.00%	2
		answered	8
		skipped	3

6.9 Religion or belief

Standard Survey

Which, if any, of the following best describes your religion or belief?

	Answer Choices	Response Percent	Response Total
1	No religion	29.27%	36
2	Buddhist	1.63%	2
3	Christian (including Church of England, Catholic, Methodist and other denominations)	58.54%	72
4	Hindu	0.00%	0
5	Jewish	0.00%	0
6	Muslim	0.81%	1
7	Sikh	0.00%	0
8	Prefer not to say	7.32%	9
9	Other (please specify):	2.44%	3
		answered	123
		skipped	83

Easy Read Survey

Please tick if you have any of these religions or beliefs

	Answer Choices	Response Percent	Response Total
1	None	42.86%	3
2	Buddhist	0.00%	0
3	Christian	28.57%	2
4	Hindu	0.00%	0
5	Jewish	0.00%	0
6	Muslim	0.00%	0
7	Sikh	0.00%	0
8	Other	14.29%	1
9	Not saying	14.29%	1
		answered	7
		skipped	4

6.10 Sex and Gender

Standard Survey

Are you?			
Answer Choices		Response Percent	Response Total
1	Male	19.51%	24
2	Female	73.98%	91
3	Transgender	0.00%	0
4	Non-binary	0.81%	1
5	Prefer to self-describe	0.00%	0
6	Prefer not to say	5.69%	7
		answered	123
		skipped	83

Easy Read Survey

Can you say about your gender? Tick the one that describes you.			
Answer Choices		Response Percent	Response Total
1	Male	37.50%	3
2	Female	50.00%	4
3	Transgender	0.00%	0
4	Non-binary	0.00%	0
5	Not saying	12.50%	1
		answered	8
		skipped	3

6.11 Sexual Orientation

Standard Survey

Which of the following best describes how you think of yourself?			
Answer Choices		Response Percent	Response Total
1	Heterosexual or straight	87.80%	108
2	Gay or lesbian	2.44%	3
3	Bisexual	0.81%	1
4	Other	1.63%	2
5	Prefer not to say	7.32%	9
		answered	123
		skipped	83

Easy Read Survey

Can you say how you think of yourself?			
Answer Choices		Response Percent	Response Total
1	Heterosexual or straight	71.43%	5
2	Gay or lesbian	14.29%	1
3	Bisexual	0.00%	0
4	Other	0.00%	0
5	Not saying	14.29%	1
		answered	7
		skipped	4

6.12 Pregnancy

Standard Survey

Are you currently pregnant or have given birth in the last year?

	Answer Choices	Response Percent	Response Total
1	Yes	0.00%	0
2	No	73.39%	91
3	Not applicable	22.58%	28
4	Prefer not to say	4.03%	5
		answered	124
		skipped	82

Easy Read Survey

Are you pregnant or had a baby in the last year?

	Answer Choices	Response Percent	Response Total
1	Yes	0.00%	0
2	No	62.50%	5
3	Not saying	0.00%	0
4	This question doesn't apply to me	37.50%	3
		answered	8
		skipped	3

6.13 Interviews

The survey included the following:

If you are interested in participating in a discussion (face to face or virtual) about any of the FFTF2 services, please provide details below (to protect your anonymity, we will separate your contact information from the feedback you have provided in this survey).

27 people responded positively to this question. Each individual was contacted and all those responding were offered the opportunity to be interviewed; this resulted in 7 telephone interviews being conducted.

7 Responses to the Engagement: Individual Services

This section sets out the survey feedback received about each of the services.

The Fit for the Future 2 survey included two types of questions:

1. **Quantitative** questions, which offer a choice for the respondent, for example, Benign Gynaecology: Please tell us what you think about the ideas for Benign Gynaecology:
    - *Strongly support*
    - *Support*
    - *Oppose*
    - *Strongly oppose*
    - *No opinion*
2. **Qualitative** questions which invite the respondent to write a comment,

Please tell us why you think this, e.g., the information you would like us to consider:

As mentioned previously, the qualitative feedback from completed surveys and correspondence has been grouped into themes. In this report, we have addressed the themes from engagement feedback and included some illustrative quotations have been selected from the free-text responses from the survey for each of the proposals and other correspondence received. All free text responses can be found in Appendix 1.

7.1 Benign Gynaecology

The idea that we engaged on was to continue to deliver the majority of Benign Gynaecology Day case surgery at Cheltenham General Hospital.

- **92%** of all respondents either **strongly supported** or **supported** the idea
- **96%** of staff respondents either **strongly supported** or **supported** the idea

7.1.1 *Quantitative Survey responses*[9]

Respondent type and proportion (%)		Strong support	Support	Oppose	Total Support
Not stated	28%	45%	39%	16%	84%
A community partner	4%	50%	50%	0%	100%
A member of the public	37%	39%	56%	5%	95%
An employee working in health or social care	27%	33%	63%	4%	96%
Prefer not to say	5%	50%	33%	17%	83%
Grand Total	**100%**	**40%**	**52%**	**8%**	**92%**

[9] Analysis of standard survey

Easy Read Survey

Answer Choices			Response Percent	Response Total
1	Good idea		71.43%	5
2	Quite good		0.00%	0
3	Not sure		0.00%	0
4	Bad idea		14.29%	1
5	Not saying		14.29%	1
			answered	7
			skipped	4

7.1.2 *Qualitative Survey responses*

A summary of the key themes and some example comments (from staff and the public) are presented below.

7.1.2.1 Public and Patients themes

Theme	Survey comment examples
Reduced cancellations	• It releases women from worry over a long period of time. • Fewer cancellations and shorter waiting
New Day Case unit at CGH	• The day case unit at CGH will be good for this, and having it at a site where there is less likely to be cancellations is good • Privacy and lack of fear of constant cancellation are far more important than the inconvenience of a longer journey • Individual rooms especially for those with disabilities etc.
Centres of Excellence	• If the intention is to make Cheltenham the main day-case site, then it would seem an appropriate to relocate this service to Cheltenham. • The case makes sense • Excellent plan benefits outweigh drawbacks
Travel	• Useful to centralise system but transport will always be a problem if you expect day cases to arrive by 7.30am • I find it incredibly difficult to get to Cheltenham general and I am fit and well with my own transport. GRH is far easier to get to it's all about not having the choice
Patient experience	• Women need to feel they are being seen speedily, by a professional who will listen and expedite treatment, in the near future. • Expertise in one place. Better services. Better access to services.

7.1.2.2 Staff themes

Theme	Survey comment examples
Clinical considerations	• Sensible if the procedure is minor and doesn't involve complications, consideration needs to be given to more complex patients with additional needs, who may require inpatient care. minor surgery suitable for CGH • For day case procedures not expecting overnight stays, I feel this appropriate
New Day Case unit at CGH	• Exciting to be having treatment in the new Day unit being built in CGH rather than the very tired unit in GRH
Reduced cancellations	• Reductions in cancellations are a necessity • Get operations done when no beds • Sounds like a robust plan to consolidate services on a single site and reduce the impact of bed availability on cancellations
Car Parking	• More car parking for our patients is needed

7.1.3 *Addressing themes from engagement feedback*

Feedback received and FFTF2 response
New Day Case unit at CGH
It is welcomed that both staff and the public see the benefits from undertaking Benign Gynaecology Day cases at the new Chedworth Day Surgery Unit (opening Jan 2023)
Reduced cancellations
The negative impact of cancellations on this cohort of patients is recognised by both staff and the public and the positive impact that the reduction in cancellations will have if these proposals are confirmed.
Travel
The negative impact of increased travel, particularly for patients travelling from the Forest of Dean to CGH is clearly recognised. Analysis has indicated that ~ 18% of patients will be negatively impacted, with 82% neutral or positive. For this cohort the impact is only for one day and as it is not the intention to bring all day-case gynaecology to CGH, a smaller number will remain at GRH to offer choice based on circumstances. Finally, if follow up clinics or therapy is required post operatively, this can be carried out at a site closest to the patient's home.

7.2 Diabetes and Endocrinology

The idea we engaged on was to continue to centralise the dedicated Diabetes and Endocrinology Inpatient beds at Gloucestershire Royal Hospital and provide a Diabetes and Endocrinology Consult service at Cheltenham General Hospital.

The ideas under consideration only relate to changing inpatient services. There would continue to be a choice of outpatient appointments at both acute hospital sites, in the community and virtually when appropriate. The idea for the Diabetes and Endocrinology Service is to maintain the centralised inpatient beds at GRH on Ward 9B of the Tower Block and to continue supporting General Medicine patients who are also admitted onto the Ward. All patients who have an acute diabetic or endocrine episode would continue to be admitted to GRH. The service would continue to provide support to other hospital patients, who also happen to have diabetes, but are under the care of other specialties (service areas), on both hospital sites.

- **98%** of all respondents either **strongly supported** or **supported** the ideas
- **100%** of staff respondents either **strongly supported** or **supported** the ideas

7.2.1 *Quantitative Survey responses*[10]

Respondent type and proportion (%)		Strong support	Support	Oppose	Total Support
Not stated	26%	57%	36%	7%	93%
A community partner	4%	50%	50%	0%	100%
A member of the public	38%	44%	56%	0%	100%
An employee working in health or social care	28%	42%	58%	0%	100%
Prefer not to say	5%	40%	60%	0%	100%
Grand Total	**100%**	**47%**	**51%**	**2%**	**98%**

Easy Read Survey

Answer Choices			Response Percent	Response Total
1	Good idea		87.50%	7
2	Quite idea		12.50%	1
3	Not sure		0.00%	0
4	Bad idea		0.00%	0
5	Not saying		0.00%	0
			answered	8
			skipped	3

[10] Analysis of standard survey

7.2.2 *Qualitative Survey responses*

A summary of the key themes and some example comments (from staff and the public) are presented below.

7.2.2.1 Public and Patients themes

Theme	Survey comment examples
Innovation	• I think it's good to centralise a specialty in one place however I do think that you need make more use of technology, e.g., virtual monitoring • Self-help, education and support for new patients and healthy eating should be part of any new service approach • Train other NHS staff (Drs, nurses, AHPs & dietitians) to enable triage process. These trained staff can refer on &/or discuss directly (phone/email) with specialist diabetes personnel to determine care plan.
Clinical considerations	• A protocol for treating Addisons Crisis and patients being "red flagged" for urgent treatment • More support needed for long-term diabetics. • I think life style is very important and self-control of healthy eating is a better option than reliance on medication. Healthy exercise is also vital. • The staff need to be trained and competent, to deal with patients who have complex needs.
Centres of Excellence	• This seems to be the most efficient way to organise services, but continued support to patients with diabetes or endocrine conditions located on other wards is essential. • The case made is good • The Centres of Excellence approach should bring patient benefits
Travel	• Having the team under one roof is a good thing, but the transport problem is still there. • The benefits are partially outweighed by transport for some people • I believe there should be inpatient beds available at both Gloucester and Cheltenham sites.
Patient experience	• Would just like any services focusing on patient care.

7.2.2.2 Staff themes

Theme	Survey comment examples
Clinical considerations	• It has several linkages to acute specialties that it should remain at GRH. • Centralising service will improve outcomes, patient care and experience.
Integration	• It is important to integrate care for people with diabetes • Diabetes specialists/teams in the community to offer specialist care. • Patient education is really important especially in the community or primary care • I am concerned that reconfiguration discussions which are 'site centric' overlook the overwhelming need to move diabetes services into the community to point of near exclusivity.
Workforce	• There are not enough Diabetic Community Nurses to cover the whole county. • The Diabetes team is extremely small and therefore centralising services to GRH site makes sense
Car Parking	• Parking needs to be improved massively.

7.2.3 *Addressing themes from engagement feedback*

Feedback received and FFTF2 response
A protocol for treating Addisons Crisis
There are protocols available on the Trust's intranet for treating Addisonian crisis. The previous Trakcare system has an icon available to all patients with specific healthcare needs, of which steroid dependency is one of them. Whenever a patient is started on replacement steroids the icon will be allocated to them on Trakcare. There have been some issues pulling this through onto the new EPR system, but this is being addressed currently.
Diabetes specialists/teams in the community to offer specialist care
Confirm that community D&E outpatient clinics will not be impacted. Although this particular proposal focuses on inpatient care, The Hospital Trust does work in collaboration with Gloucestershire Health and Care to share information and projects being worked on in health care settings across Gloucestershire. ICS Diabetes and Endocrinology Integration Model Project aims to develop a single point of access to manage patients in the community who may not need to go into Acute Trust. Type 2 diabetic patients would be included within the scope of this project, with the objective being that the vast majority of these patients would be seen in a community clinic by default. In order to facilitate this, the ICS have recruited a community Diabetic consultant. CCG Virtual Ward Round Project - The virtual ward project is currently being scoped out by the ICS and focuses upon Diabetic and Endocrine patients who are discharged from the Hospital to reduce readmissions.

Patient education is really important especially in the community or primary care
The ICS run various patient education programs of people with newly diagnosed type 2 diabetes and for people who are starting on insulin. There are also a number of courses covering diet and lifestyle to assist in the prevention of the development of type 2 diabetes. In terms of type 1 diabetes, we do a lot of one-to-one work and also offer a number of options on learning to carbohydrate count, these are mainly online based.
Travel and Transport
The negative impact of increased travel is clearly recognised. Analysis has indicated that ~ 4% of patients will be negatively impacted, with 96% neutral or positive. Our Integrated Impact Assessment would indicate that the benefits (patient outcomes) outweigh the negative travel impact.
Train other NHS staff (Drs, nurses, AHPs, dietitians) to enable triage process.
The future plan is to have two Diabetes link nurses for each ward and ED areas. In addition, there will be updated training every 2 months for healthcare professionals. There is currently and diabetes e-learning available online for staff, which is currently being considered to become mandatory training for all medical staff members. Furthermore, the service already RAG rates patients to determine which inpatients do need to be seen by the specialist team.

7.3 Non-interventional Cardiology

The idea we engaged on was to centralise Non-Interventional Cardiology inpatient beds at Gloucestershire Royal Hospital and provide a Cardiology Consult service at Cheltenham General Hospital.

The ideas we are considering only relate to potential changes to overnight inpatient services. There would continue to be a choice of outpatient appointments at both GRH and CGH, in the community and virtually when appropriate. Our idea is to centralise all Cardiology inpatient beds at GRH and therefore relocate the remaining eight inpatient beds from CGH to GRH.

- **99%** of all respondents excluding staff either **strongly supported** or **supported** the ideas
- **97%** of staff respondents either **strongly supported** or **supported** the ideas

7.3.1 *Quantitative Survey responses*[11]

Respondent type and proportion (%)		Strong support	Support	Oppose	Total Support
Not stated	14%	50%	50%	0%	100%
A community partner	4%	33%	67%	0%	100%
A member of the public	42%	49%	51%	0%	100%
An employee working in health or social care	37%	45%	52%	3%	97%
Prefer not to say	4%	33%	67%	0%	100%
Grand Total	**100%**	**47%**	**52%**	**1%**	**99%**

Easy Read Survey

Answer Choices			Response Percent	Response Total
1	Good idea		71.43%	5
2	Quite good		28.57%	2
3	Not sure		0.00%	0
4	Bad idea		0.00%	0
5	Not saying		0.00%	0
			answered	7
			skipped	4

[11] Analysis of standard survey

7.3.2 *Qualitative Survey responses*

A summary of the key themes and some example comments (from staff and the public) are presented below.

7.3.2.1 Public and Patients themes

Theme	Survey comment examples
Innovation	• Use of technology to reduce referral times, e.g., patient/ GP/ specialist video calls and portable ultrasound and ECG equipment that can be used to provide diagnostic information to specialists
Clinical considerations	• How are patients with other medical issues who also have a need for non-interventional cardiology be treated in CGH? • It seems to make sense to consolidate cardiology beds in one site (GRH). Would be great for additional funding for MRI, CT, services as well as services related to heart failure and genetic heart conditions. • Reduce length of stays. All different specialists under one roof, better for care and training, more likely to get correct specialists.
Centres of Excellence	• I can see the logic in moving the remaining non-interventional beds to be under the care of the centralised inpatient cardiology team. • Concentrating expertise in one hospital is important. • Objectively - absolutely right to optimise cardiac services in one place. Hard sell for past patients who have been treated successfully in Cheltenham, but this should be pushed forward.
Travel	• Transport over the county is appalling • Makes sense but it is the traveling that could be a problem for those without their own
Patient experience	• My first symptoms were over 65 years ago, and I am truly grateful for the NHS support I had since! I still enjoy life.

7.3.2.2 Staff themes

Theme	Survey comment examples
Clinical considerations	• Best located where support services are • Agree cardiology inpatient provisions should be based at GRH • Centralising services on the GRH site will be of great benefit to ongoing cardiac care/services hopefully reduce waiting times for interventions, improving patient outcomes and LOS in the long term and decreasing the need for transfers out of county. • Better pathway to interventional investigations
Interdependencies	• Cardiology should be on the same site as Vascular Services • Cardiology should be based on the site with greatest cover from Vascular and Interventional Radiology

	• I am concerned that this good work in centralising specialist services will be overly reliant on Ambulance Service performance.
Travel	• Travel may cause a difficulty for some people; however, the benefits appear to outweigh the negatives.

7.3.3 *Addressing themes from engagement feedback*

Feedback received and FFTF2 response
Co-location of all cardiology services (FFTF1 and FFTF2)
It is welcomed that both staff and the public see the benefits from centralising all cardiology inpatient services at GRH
Co-location of cardiology with vascular
It is welcomed that staff see the benefits from centralising all cardiology inpatient services at GRH which will be co-located with vascular services.
Travel and Transport
The negative impact of increased travel is clearly recognised. Analysis has indicated that ~ 10% of patients will be negatively impacted, with 90% neutral or positive. Our Integrated Impact Assessment would indicate that the benefits (patient outcomes) outweigh the negative travel impact.

7.4 Respiratory

The idea we engaged on was to continue to centralise Respiratory Inpatient beds and establish Respiratory High Care at Gloucestershire Royal Hospital and provide a Respiratory Consult service at Cheltenham General Hospital.

As a result of the temporary service changes in response to COVID-19, the Hospital Trust's inpatient respiratory services are currently centralised at GRH. The respiratory high care service (initially established as a COVID response), aims to improve the quality of service for the population of Gloucestershire and enable the team to quickly respond to high acuity (very unwell) patients, including those with COVID-19, who need this level of specialist care.

- **97%** of all respondents either **strongly supported** or **supported** the idea
- **100%** of staff respondents either **strongly supported** or **supported** the idea

7.4.1 *Quantitative Survey responses*[12]

Respondent type and proportion (%)		Strong support	Support	Oppose	Strongly oppose	Total Support
Not stated	12%	36%	64%	0%	0%	100%
A community partner	4%	50%	50%	0%	0%	100%
A member of the public	43%	41%	51%	5%	3%	92%
An employee working in health or social care	34%	48%	52%	0%	0%	100%
Prefer not to say	6%	40%	60%	0%	0%	100%
Grand Total	**100%**	**44%**	**53%**	**2%**	**1%**	**97%**

Easy Read Survey

Answer Choices			Response Percent	Response Total
1	Good idea		100.00%	6
2	Quite good		0.00%	0
3	Not sure		0.00%	0
4	Bad idea		0.00%	0
5	Not saying		0.00%	0
			answered	6
			skipped	5

[12] Analysis of standard survey

7.4.2 *Qualitative Survey responses*

A summary of the key themes and some example comments (from staff and the public) are presented below.

7.4.2.1 Public and Patients themes

Theme	Survey comment examples
Innovation	• More opportunities for self-referral and annual pulmonary rehab
Clinical considerations	• Need to ensure that patients on these wards with other health conditions receive good support from other specialties. • If the last 2.5 years has shown this to work and be beneficial, that's a pretty compelling 'inadvertent pilot'!! • Review by same practitioners maintain continuity of care. This gives the patient confidence in their care.
Ward environment	• On the whole this idea should be supported however the wards in Gloucester Hospital are poorly ventilated and understaffed.
Integration	• Lack of community support is a huge problem • Putting respiratory professionals in GP clinics/hubs rather than only in GRH • Community involvement may be needed, and it is important to introduce them as soon as possible, to maintain quality care.
Travel	• Makes good sense and has been 'trialled' through the pandemic, again we need to acknowledge limited resources, and the distance is manageable but could be costly for some.

7.4.2.2 Staff themes

Theme	Survey comment examples
Clinical considerations	• Anyone with a diagnosis of acute respiratory illness having access to relevant teams to avoid A&E attendance, perhaps contact through the direct admission pathway to avoid the emergency department. • Patient transfers from CGH. • Respiratory is a service that has worked well being centralised to GRH site • It seems to make sense to consolidate beds in one site especially with more consultant emergency cover should the patient become acutely unwell
High Care	• Respiratory high care service is a needed service to be able to meet the requirements of acutely unwell respiratory patients. • Evidence from COVID suggests a higher level of respiratory care needed.
Workforce	• The proposal is exciting, there needs to be consideration of the workforce resource required outside of medics and nursing. • The Respiratory service at the Trust is exceptionally well lead and proactive in its outlook and approach.
Integration	• There is further work to be done with improving integration of services across the ICS with further investment for managing

	respiratory conditions and access to services such as pulmonary rehabilitation and care/support in the community. • Curious as to why some respiratory services couldn't be offered at community level.

7.4.3 *Addressing themes from engagement feedback*

Feedback received and FFTF2 response
Respiratory High Care
The business case includes on average 11 respiratory high care monitored beds – demand is highly variable. Extra beds are to have monitors in the side rooms for times of high demand of infection control needs. Additional resources required to develop this service are 2 x Advanced Clinical Practitioners and 1.5 x band 7 physiotherapists. The medical and nursing support can be provided within existing establishments.
Patients who come in for surgery may develop other problems that need respiratory help
This would be covered by the consultant based at Cheltenham, very sick patients could be looked after in intensive care.
Patients needing transfer
At the point that the ED team think that the patient needs to be admitted they would put them on the Acute take list, arrangements would then be made to transfer the patient (via a Trust inter-site ambulance) to Gloucester. The patient would be taken directly to the Acute Medical Unit, avoiding the ED.
Community support
Cheltenham outpatient clinics will not be changed. We are also developing an Acute Respiratory Infection Virtual Ward. This model will be aimed at patients who would otherwise have been admitted to hospital on a <5 LOS bed stays and have a News2 score of <4. This model also supports patients being discharged from hospital to the care of this ward who would otherwise have had to remain in hospital longer.
Travel and Transport
The negative impact of increased travel is clearly recognised. Analysis has indicated that ~ 9% of patients will be negatively impacted, with 91% neutral or positive. Our Integrated Impact Assessment would indicate that the benefits (patient outcomes) outweigh the negative travel impact.

7.5 Stroke

The idea we engaged on is that both the Hyper Acute Stroke Unit and Acute Stroke Unit remain permanently at CGH and the way that patients currently access the service remains the same. The learning over the past two years is that it's easier to manage and deliver a quality service if both units are on the same site (CGH).

- **84%** of all respondents excluding staff either **strongly supported** or **supported** the idea
- **73%** of staff respondents either **strongly supported** or **supported** the idea

7.5.1 *Quantitative Survey responses*[13]

Respondent type and proportion (%)		Strong support	Support	Oppose	Strongly oppose	Total Support
Not stated	12%	36%	46%	9%	9%	82%
A community partner	4%	50%	50%	0%	0%	100%
A member of the public	44%	51%	47%	0%	2%	98%
An employee working in health or social care	35%	36%	37%	0%	27%	73%
Prefer not to say	5%	20%	20%	0%	60%	40%
Grand Total	**100%**	**43%**	**41%**	**1%**	**15%**	**84%**

Easy Read Survey

Answer Choices			Response Percent	Response Total
1	Good idea		100.00%	6
2	Quite good		0.00%	0
3	Not sure		0.00%	0
4	Bad idea		0.00%	0
5	Not saying		0.00%	0
			answered	6
			skipped	5

[13] Analysis of standard survey

7.5.2 *Qualitative Survey responses*

It should be noted that the ideas for stroke received the highest proportion of opposition from survey respondents compared to other services, particularly from staff concerned with the location of stroke at the non-emergency site. Concerns were raised especially regarding co-location with vascular surgery and cardiology.

All survey comments (Appendix 1) were reviewed by the Stroke team and a response is provided below. Arrangements are also underway to arrange meetings between the services.

A summary of the key themes and some example comments (from staff and the public) are presented below.

7.5.2.1 Public and Patients themes

Theme	Survey comment examples
Interdependencies	• Getting a stroke patient to one of these units within the critical 4 hours is another matter given the current demand for ambulances.
Clinical considerations	• I'm very unsure about this. No mention made of thrombectomy • I am concerned that, with the often time critical nature of strokes, the move of in-patient stroke to CGH might lengthen the time before a patient received a necessary thrombolytic agent. • The issues of patient transport need to be addressed, especially walk-ins to GRH which are subsequently transferred to CGH. • Why would you have Stroke based at Cheltenham General when cardiac, interventional radiology and vascular services are all at Gloucestershire Royal Hospital • Happy that CGH has control of stroke admissions. I agree with potential benefits.
Benefits	• Excellent - good analysis of potential drawback • Streamline to get the best optimal service. The better and sooner we treat stroke, the way better the outcomes for patients and their long-term outlook.
Ward environment	• It makes sense to have both the HASU and ASU on the same site, but also that they are separated so as to have the ASU in the quieter area. • Vital to have prompt effective assessment and treatment. Good to have a therapy areas on Woodmancote Ward.
Inter-site transfers	• There will still be transfers required, but there would be anyway if it was all located at GRH. However, as ever the issues of patient transport need to be addressed, especially walk-ins to GRH which are subsequently transferred to CGH. • Same site for both makes sense and if transport between the 2 hospitals if needed is in place, that should cover the unusual cases

Patient experience	• As I've said Cheltonians prefer Cheltenham over Gloucester. • The family should always be involved in all care plans. Because it needs to be an holistic approach.

7.5.2.2 Staff themes

Theme	Survey comment examples
Clinical considerations	• The purpose-built ward at CGH is suitable • I share the concern about receiving the correct treatment, diagnosis and transfers to Cheltenham. • The new model for HASU works well having limited beds and a focus on patients being moved on quickly
Interdependencies	• Stroke services need to be located where ED, Interventional Radiology, Vascular and cardiology are on the main acute site. • Acute stroke is an emergency service, and it should be based at a site where there is 24 hour ED • What happens to overnight Strokes when ACUC moves to GRH, and the medical cover goes with it? • Removing the service from the main ED and delaying crucial intervention such as thrombolysis.
Workforce	• It has hugely helped with staffing and team moral being on the same site. • I point out that, especially for understaffed therapy teams, HASU and ASU being on the same site saves huge amounts of resources as the therapists can help out on each ward depending on staffing and patient demands. • I would also say that the service should have more funding for therapists and assistants and would benefit from an activities coordinator, social work support and complex discharge coordinator
Ward environment	• The current HASU ward is not fit for purpose • Larger clinical area for HASU - more room for beginning rehabilitation of patients • Woodmancote is more modern, lighter and purpose built for Stroke rehabilitation. • Woodmancote is well suited to the therapy needs of patients considering the track hoists and large therapy room and Cheltenham hospital is a good environment for these patients with nice outdoor areas that can be accessed.
Health inequalities	• Stroke services should be at biggest acute hospital in the city where socioeconomic circumstances make stroke most common

7.5.3 *Addressing themes from engagement feedback*

Feedback received and FFTF2 response
Stroke services need to be located where ED, Interventional Radiology, Vascular and cardiology are on the main acute site.
There is currently no interventional radiology input from Gloucester or Cheltenham. The interventional radiology for strokes is carried out at Southmead and there is no intention that that will change. If, and when, GHNHSFT starts providing thrombectomy for strokes, we will revisit our service configurations, but currently and the for the next few years, this is not an issue. The vascular issue is around access to carotid dopplers and carotid endarterectomy for the high TIAs. Surgery is not performed on the same day and best practice is within seven days. The vascular unit at GRH includes patients from Swindon which is acceptable. Cardiology input is for telemetry and tapes and echoes. We will continue to have cardiac investigations on both sites. Furthermore, echoes are never immediate to help guide next steps of treatment. It's not emergency care. We rarely share stroke patients with cardiology. We may occasionally ask for advice on rhythm disturbance, but we have not had a patient that suddenly had a heart attack and needed resuscitating.
Medical cover at CGH
Out of hours there is 24/7 medical registrar cover at CGH. This registrar provides cover for the acute take as well as supporting the stroke service. Once the acute take centralises at GRH the responsibilities of this post will reduce. The medical registrar works closely with the specialist nurses and the Advanced Care Response Team. There is a Consultant Specialist regional on call rota for thrombolysis/thrombectomy queries. At weekends there is a Stroke Consultant on site at GRH from 8am – 12.00
Strokes at GRH
If a patient with stroke symptoms 'walks in' at GRH Emergency Department, they receive a priority assessment and there is immediate communication with the stroke team. If appropriate the patient is transferred to CGH for rapid stroke assessment. There is a consult model in place for GRH, which means that stroke staff will provide advice and support to other specialties (service areas) on the GRH site. There is now an agreed protocol for managing COVID positive stroke patients in CGH.
Ambulance travel times
As with FFTF1, the FFTF2 programme has worked closely with the South Western Ambulance Service NHS Foundation Trust (SWASFT) and Operational Research in Health (ORH) Limited to model the "blue light" ambulance travel impact. The impact has been assessed for both the ambulance incident response times and the Call to Hospital. The findings for HASU are as follows: • The impact to response performance of making the proposed changes are generally small, at 18 seconds for both the C2 mean and C2 90th percentile in Gloucestershire CCG. • Average ambulance utilisation across the model increases by 0.1 percentage points; this is expected as despite travel time to CGH being 3m 37s longer on

average, only 1.2% of transported patients in NHS Gloucestershire are affected by the change.

- The total time from time of call to handover at hospital increases by 7m24s for HASU patients. This measure is impacted by many factors including resource availability, changes in travel times and stacking of vehicles at hospital during handover.
- A series of simulation runs were then carried out, adding additional ambulance deployments at Staverton to identify the additional resources required to mitigate the performance impacts.
- An additional 14 ambulance hours per week at Staverton are needed to restore performance, delivered through the extension of shifts. In terms of scale, this is approximately 10% of the overall additional ambulance hours required for FFTF1.

Ward environment

As part of proposed moves for Cardiology in May 23, the HASU will be able to relocate into the Cardiology ward at CGH, which will provide 21 beds. This ward looks out on to a courtyard garden providing better space for recovery. It will also provide better space for therapy services. Cheltenham has better car parking access for wheelchair users.

Travel and Transport

The negative impact of increased travel is clearly recognised. Analysis has indicated that ~ 15% of patients will be negatively impacted, with 85% neutral or positive. Our Integrated Impact Assessment would indicate that the benefits (patient outcomes) outweigh the negative travel impact.

Inter-site transfers

The Trust currently has a contract with an independent company to provide patient transfers by ambulance. The transfers include transporting patients from the GRH to Hartpury Suite (Cath Lab) at CGH, supporting patient discharge to their place of residence or to other providers and transferring patients between the two hospital sites.

As part of FFTF Phase 1, work was carried out to identify the inter hospital demand to support the centralisation of emergency general surgery and the acute medical take at GRH, and the transfer of vascular services and interventional cardiology services to GRH. This work has been updated to reflect the current experience during the temporary service changes and the proposed service changes within FFTF Phase 2, i.e., the centralisation of respiratory, cardiology, diabetes and endocrinology services at GRH and the centralisation of stroke services at CGH.

7.6 Frailty / Care of The Elderly

The decision was made to include Frailty / Care of The Elderly as part of the FFTF Phase 2 engagement to seek the views of our population regarding the whole frailty pathway.

On the basis that detailed proposals will not be developed at this time the decision has been made to withdraw Frailty/Care of The Elderly from the NHS England clinical review panel process and external scrutiny (as agreed with NHSEI).

The Frailty Clinical Programme Group has led a series of workshops in 2021 with the aim to develop a Frailty Strategy for Gloucestershire. A Task and Finish (T&F) group has been established to undertake a diagnostic review of current service configuration, develop a case for change and a preferred option for the future configuration of frailty services. This includes the Frailty Assessment Unit (at GRH and any proposals for CGH), Frailty and Care of the Elderly ward and bed numbers at CGH and GRH, direct admit pathways and Same Day Emergency Care (SDEC) offer and integration with existing Community Frailty Services and development of any new services. Membership of this group includes clinical and management representatives from GHNHSFT and GHCFT, CCG commissioning leads, GPs, VCSE and lay representation.

The T&F group will receive and review all the feedback received during the Fit for the Future 2 engagement. Themes from the feedback relating to Frailty and Care of The Elderly were grouped into the following areas:

- Hospital services
- Information sharing
- Integration between services
- Out of hospital care
- Prevention agenda
- Responsiveness of services
- Other

As and when service development proposals are progressed these will be assessed with regard to our statutory duties and, where required, will be subject to the standard FFTF assurance process.

8 Evaluation

8.1 Considerations and learning points for future engagement and communication activities

Our approach to evaluating the effectiveness of our engagement and consultation activities locally is to apply a well-known quality improvement methodology, using an iterative process: Plan, Do, Study, Act (PDSA cycle) https://improvement.nhs.uk/documents/2142/plan-do-study-act.pdf

Engagement (and Consultation), Experience and Inclusion Evaluation Framework developed by The Science and Technologies Facilities Council has developed a useful engagement evaluation framework, https://stfc.ukri.org/files/corporate-publications/public-engagement-evaluation-framework/ We have adapted this to support the STUDY element in our Engagement, Experience and Inclusion PDSA Cycle.

Dimension	Definition	Response
Inputs	Engagement (and Consultation), experience and inclusion inputs include the time, skills and money that are invested into delivering engagement activities.	A comprehensive Fit for the Future Communications and Engagement plan was developed to support the engagement activity. This plan set out the approach to communications and engagement. The plan was evaluated using an Engagement and Equality Impact Assessment
Outputs	Engagement (and consultation), experience and inclusion outputs are the activities we undertake and the resources that we create.	Over 50 public and staff engagement events were held. The mix of face-to-face and online events were held. Approximately 3000 information booklets were produced and distributed in local communities. Feedback received did include comments on the Fit for the Future2 process itself. Feedback received was a mixture of positive and negative comments. An example of learning from feedback of this kind from the earlier Fit for the Future 1 engagement and Consultation was to work with Inclusion Gloucestershire to produce and Easy Read version of engagement materials.

Dimension	Definition	Response
Reach	Reach has two main elements: The number of people engaged, this includes attendance at events, completion of surveys, social media interaction etc. The types or diversity of people engaged.	Total face-to-face contacts was more than 1000 individuals. More than 200 Fit for the Future 2 surveys completed. Facebook adverts reached approximately 64,500 individual people. This resulted in 925 people clicking the link through to the engagement survey. Twitter adverts had more than 55,000 impressions with the link to the survey clicked 87 times in total. We do not routinely collect demographic information about individuals participating in events/drop-ins etc. Demographic information was collected through our survey, but these questions were optional and consequently were not always completed. However, the demography of the county is considered during engagement planning and events/meetings targeted to reach a wide range of communities of interest and those groups identified though the independent Integrated Impact Assessment.
Outcomes	Outcomes are the way that audiences respond to the engagement, experience and inclusion activity – completed event evaluation forms, independent observation reports	We have received no criticisms or complaints regarding the engagement approach. The respondents who participated in the follow up telephone interviews with a member of the engagement Team indicated that they valued the approach taken.

Dimension	Definition	Response
Processes	Processes are the way we work to plan, develop and deliver our engagement, experience and inclusion activities. They include our approaches to quality assurance and following good practice.	Inclusion Gloucestershire: Assisted with the development of Easy Read materials. Healthwatch Gloucestershire (HWG): HWG Readers Panel reviewed an early draft of the engagement booklet and made suggestions for changes, which were incorporated into the final version. The Readers Panel completed a second review of a more fully worked up version of the full engagement Booklet – again all feedback was considered. Aneurin Bevan Health Board (ABHB): facilitated an Information Bus visit to Chepstow Hospital in Monmouthshire to enable residents living close to the Wales England Border, who might access services in Gloucestershire the opportunity to find out more about the engagement. Know Your Patch (KYP) Coordinators: KYPs allowed us to share information to promote the engagement. District/Borough Councils and Retail partners: Supported the visits of the Information Bus to locations with maximum footfall across the county. Tewkesbury Borough Council hosted members' seminars to discuss the Fit for the Future 2 engagement. Local media: ran articles promoting the engagement. Paid for advertising was also undertaken. Others: Many other groups and individuals have helped to raise awareness of the engagement such as Trust Governors, staff-side representatives, hospital volunteers and community and voluntary sector organisations.

8.2 ACT - following Fit for the Future 1

The following actions were undertaken following feedback received during the Fit for the Future 1 engagement to support future communications and engagement associated with Fit for the Future Programme:

Inclusion Gloucestershire participants identified the following areas for us to consider to improve engagement further (extract from Inclusion Gloucestershire Engagement Report):

- Less information, less jargon and easy read copies of all information.
- From our experience, people who represent the seldom heard groups tend to need more time and preparation to support them to engage. It would have been helpful to have had at least two weeks research time prior to each area workshops.
- Some people from the BME communities were not able to engage in the workshops due to a language barrier. Going forward it might be more beneficial to liaise with community leaders to hold specific workshops within the BME communities with community support for interpreters. We know that there are many barriers for people from the BME communities accessing health care. For many, they don't know how to ask for the health care that they need or struggle to understand treatment options.
- For One Gloucestershire to go out to community groups such as the Inclusion Hubs for those who need to go at a slower pace and for a wider group of people to be included in the process.

8.3 ACT - following Fit for the Future 2 Engagement

The following actions will be undertaken in response to Fit for the Future 2 to support future communications and engagement, we will:

- Consider the introduction of 'incentives' for participation: financial would be prohibitive on a countywide scale, we have previously tried prize draws but these made no difference to response rates.
- Think about how to maximize impact of postage options, e.g., inclusion of NHS information with other door to door communications distributed by ICS partners, such as District Council "Council Tax News" or "The Local Answer".
- Think about how the input of past, current, and future users of services under engagement and consultation and patient experience can be emphasized more in engagement and consultation materials.
- Using our One Gloucestershire Integrated Care System Citizens' Panel approach investigate 'Sampled' market research as an alternative option to consider in future – but note that sample size of this kind would be a smaller number of responses than general survey response rate.
- Continue to pursue further opportunities to promote participation in less well represented districts.
- Consider additional methods for signposting to outcomes of earlier engagement and consultation activity.
- Continue to work with Inclusion Gloucestershire and others to develop Easy Read documents to a high standard and review methods to increase awareness of Easy Read.

- Consider producing engagement information and surveys for individual services separately; respondents to 'multi-service' engagement are often only interested in one or two services.
- Develop and further raise awareness of ***Get involved in Gloucestershire*** across Gloucestershire with the aim of encouraging local people to register to keep up to date with involvement opportunities.
- Establish a 'lay/public' reference group to be involved with reviewing implementation plans for changes approved by decision makers – * A Working with People and Communities Advisory Group is a new part of the ICS Governance arrangements.
- Continue to recognize the value of analysis of free text/qualitative feedback and actively seek innovations to maximize the impact of this important engagement and consultation data.
- Make available decision-making documents in the public domain on the One Gloucestershire ICS Website and the Get Involved in Gloucestershire online participation space and share these with participants to the engagement (for whom we have contact details).
- Continue to investigate innovative opportunities to communicate with local people, building on the new media online/social media partnerships developed during the FFTF programme to date.

9 Appendices

All appendices can be found at [Fit for the Future 2 | Get Involved In Gloucestershire (glos.nhs.uk)]

Appendix 1a: Survey responses - Public

Appendix 1b: Survey responses - Staff

Appendix 1c: Survey responses – Easy Read

Appendix 1d: Survey responses – Community Partners

Appendix 1e: Survey responses – Prefer not to say

Appendix 2: Glossary

See overleaf

Appendix 3a: FFTF2 Engagement Booklet

Appendix 3b: FFTF2 Easy Read Booklet

Appendix 2: Glossary

ACUC (Acute Medical Take)	The Acute Medicine team coordinates initial medical care for patients referred to them by a GP or the Emergency Departments and decides on whether they need a hospital stay (also referred to as 'the acute medical take')
A&E	Accident and Emergency department (also known as Emergency Department (ED)
Aneurin Bevan Health Board (ABHB)	The local health board of NHS Wales for Gwent, in the south-east of Wales
Addison's crisis	A life-threatening situation that results in low blood pressure, low blood levels of sugar and high blood levels of potassium
BME	Black and minority ethnic
Centres of Excellence (CoEx)	The development of the two main hospital sites. Part of the Fit for the Future Programme
CGH	Cheltenham General Hospital
COVID-19/ Coronavirus	COVID-19 is a new illness that affects lungs and airways. It is caused by a virus called coronavirus.
NHS Gloucestershire Integrated Care Board (ICB)	Previously known as Gloucestershire CCG is responsible for planning and investing in many local health and care services, including the majority of hospital care and stroke services.
Gloucestershire Health & Care NHS Foundation Trust (GHCFT)	Formed in 2019 by the merger of 2gether Trust and Gloucestershire Care Services to provide joined up physical health, mental health and learning disability services
Gloucestershire County Council (GCC)	Responsible for a large number of services, including education, health and transport.
Gloucestershire Hospitals NHS Foundation Trust (GHNHSFT)	Provides a wide range of specialist acute services
GRH	Gloucestershire Royal Hospital
Hyper acute stroke unit (HASU)	Provides the initial investigation, treatment and care immediately following a stroke
Healthwatch Gloucestershire	An independent service which exists to speak up for local people on Health and Social Care
Health overview and scrutiny committee HOSC	A committee of the relevant local authority, or group of local authorities, made up of local councillors who are responsible for monitoring, and, if necessary, challenging health plans.
Inclusion Gloucestershire	A charity run by disabled people for disabled people (a user-led organisation) with a vision to help achieve an inclusive society
Integrated Impact Assessment (IIA)	The purpose of the Integrated Impact Assessment is to explore the potential positive and negative consequences of the proposals. It includes a Health Impact Assessment (HIA), Travel and Access Impact Assessment, Equality Impact Assessment (EqIA) (in which the impacts of the proposals on protected characteristic groups and deprived communities are assessed) and Sustainability Impact Assessment.

Integrated Locality Partnerships (ILPs)	Partnerships made up of senior leaders of health and social care providers and local government.
Know Your Patch	Networks based in each district of Gloucestershire for anyone involved in the adult social care field, supporting older and vulnerable people to maintain independence and wellbeing
NHS Long Term Plan (LTP)	Sets out priorities for the NHS over the next ten years
One Gloucestershire Integrated Care System (ICS)	The working name given to the partnership between the county's NHS and care organisations to work in partnership in improving health and care, to help keep people healthy, support active communities and ensure high quality, joined-up care when needed in Gloucestershire
Patient Participation Group (PPG)	A group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience.
PCN Primary Care Networks	Groups of GP practices working closely together - along with other healthcare staff and organisations - providing integrated services to the local population
South West Ambulance Service Foundation Trust (SWASFT)	Provides a wide range of emergency and urgent care services across South West England
The Consultation Institute (tCI)	A not-for-profit organisation specialising in best practice public consultation and stakeholder engagement
VCS Alliance	Acts as an independent voice for the voluntary and community sectors within Gloucestershire