



Hampshire Hospitals Foundation NHS Trust services at Chase Community Hospital Communications and Engagement Plan

1. Background

Hampshire Hospitals NHS Foundation Trust (HHFT) is one of the providers currently running services from Chase Community Hospital in Whitehill & Bordon. Hampshire Hospitals NHS Foundation Trust (HHFT) runs the hospitals in Andover, Basingstoke and Winchester. It also runs outpatient, x-ray and community midwifery in other locations including Alton, and Whitehill & Bordon. Outpatient services for five main specialties and x-ray services run from Chase Community Hospital. This is also the base for community midwifery team who provide services from the hospital as well as home visits.

The number of patients using these services is small and is reducing. This in turn means that continuing to provide these services to local numbers of patients in the local area is becoming operationally difficult for the Trust and is not sustainable in the future.

At present, HHFT provides the following services in the local area:

Service / clinic	Location
ENT (ear, nose and throat)	Chase Community Hospital
Audiology	
Maxillo facial	
Paediatrics	
X-ray	
Midwifery	Patients homes, GP practices and Chase Community Hospital

The Trust runs outpatient clinics for five main specialties at the Chase hospital with an average of 46 appointments in total each week across all clinics.

In the last 12 months the Trust has seen just over 1,440 individual patients from Whitehill & Bordon which is approximately 8.75% of the local population. The majority of the community either attend HHFT services at different venues or are referred to one of three other local providers – Frimley Health, Royal Surrey and Queen Alexandra Hospital (patients are offered Patient Choice for acute services).

HHFT is keen to re-locate as many of the services as possible from Chase Community Hospital to Alton Community Hospital. It is recognised that this will impact on patients and the local community which both the Trust and CCG want to minimise. The views of local people will be sought to understand the impact of this change and the concerns raised will be taken into account as the plans are finalised and implemented.

It is important to note that other providers run services at Chase Community Hospital (as mentioned above) and these are not impacted by the Trusts plans. These services are:

- Abdominal Aortic Aneurysm screening
- Adult and Older Persons Mental Health
- Child and Adolescent Mental Health Services (CAMHS)
- Child Health clinics Baby clinic
- Day Centre
- Drug and alcohol service
- iTalk
- Musculoskeletal service (MSK)
- Physiotherapy
- Sexual health clinic
- Tissue viability
- Young person's sexual health clinic (for those under 21)

2. Aims

This communications and engagement plan aims to:

- Ensure appropriate and timely communication and engagement with stakeholders including staff, patients, the public and stakeholders
- Engage with and inform impacted staff, patients, and the wider community
- Recognise the potential for and manage the potential for public and stakeholder concern

- Work closely with commissioners in the development and delivery of engagement and communications. The plan will be led by the Trust with support from the CCG.

3. Stakeholders

The following stakeholders have been identified for this engagement plan:

- Patients currently using HHFT services at Chase Community Hospital
- Whitehill and Bordon Health and Care Services Stakeholder Board
- South Eastern Hampshire and North Hampshire CCGs
- Cllr Adam Carew, Hampshire County Council, East Hampshire District Council and Health and Adult Social Care Select Committee member
- Cllr Ferris Cowper, East Hampshire District Council
- Cllr Richard Millard, Leader, East Hampshire District Council
- Cllr Yvonne Parker Smith, East Hampshire District Council
- Cllr Roger Huxstep, Hampshire County Council and Health and Adult Social Care Select Committee Chair
- Locality GPs – Dr Anthony Leung and Dr Poorvie Hewa Pathirana
- Chase Community Hospital League of Friends
- Damian Hinds MP, East Hampshire Constituency
- Local residents
- Voluntary sector – Community First
- HHFT service staff
- HHFT wider staff
- HHFT Mid and East Hants Governors/all HHFT Governors
- HHFT members (in the constituency)
- Media

4. Service change – the four tests

All proposed changes in activity must meet the government's four tests. The tests and how they are or will be met are:

Test	How it has or will be met
Evidence of clinical support	The plans have been discussed at the Trusts Executive Committee meeting where it was supported by the Chief Medical Officer and Medical Directors The plans have also been shared with local GPs and their views are being sought
Patient engagement and involvement	This communications and engagement plan sets out how the views of the local community will be sought
Commissioner support	The views of local commissioners will be sought as part of this engagement plan
Impact on patient choice	The majority of patients from the local community referred to HHFT services are already seen at other locations so the impact on choice is likely to be minimal. The CCG is also having discussions with alternative providers. The impact on patient choice will be reviewed in light of these discussions, when they have concluded, and the feedback received during the engagement

There is a fifth test for proposed bed closures which does not apply for the planned changes;

5. Key messages

The key messages for this engagement plan are:

- Hampshire Hospitals NHS Foundation Trust is one of several local providers running services from the Chase Community Hospital.
- HHFT provides a small number of services at the Chase and the number of local people using these services provided by HHFT is small and continues, to go down
- This is making it difficult for the Trust to provide these services effectively and is not sustainable
- There were 1,440 individual patients attending in the last 12 months. There are on average 46 appointments every week in Whitehill & Bordon over five outpatients clinics as well providing x-ray and midwifery services
- The Trust plans to relocate the services to Alton Hospital wherever possible with patients being given a choice of Alton, Basingstoke or Winchester Hospitals in the future
- South Eastern Hampshire CCG is talking to other service providers to see if they would be able to provide these services in Whitehill & Bordon instead

- Midwifery services will continue to be provided in the local area, including at Chase Community Hospital, but the provider will be determined by where a woman chooses to give birth.

6. Changes being planned

The following table sets out the changes being planned and what these will mean for the local community:

Service / Clinic	What does Hampshire Hospitals currently provide in Whitehill and Bordon?	How will this be re-provided by HHFT?	Could a different provider provide this in Whitehill & Bordon?	Will this service move to the new health hub?
ENT	One clinic a month providing around 230 appointments a year	You will be offered an appointment at Alton Community Hospital or Basingstoke / Winchester	Discussions underway between the CCG and a potential alternative provider	Yes if alternative service provider is secured and agrees
Audiology	Around one audiology clinic a week providing around 260 appointments a year	You will be offered an appointment at Alton Community Hospital or Basingstoke / Winchester	Discussions underway between the CCG and a potential alternative provider	Yes if alternative service provider is secured and agrees
Maxillo Facial	Just less than one clinic a month seeing around 48 patients a year	You will be offered an appointment at Alton Community Hospital or Basingstoke / Winchester	Activity is too low for an alternative provider	This service will not move to the new health hub
Paediatrics services	These clinics provide around 20 new and 39 follow-up appointments each month	You will be offered an appointment at Alton, either in the Community Hospital or a GP practice, or Basingstoke / Winchester	Further work underway with HHFT to understand the services provided and how they will be re-provided	
X-Ray	Some x-ray services twice a week seeing about 1,300 patients every year	Our x-ray services in Alton are walk-in accessed by GP referral	Discussions underway between the CCG and a potential alternative provider	Discussions are underway

Midwifery	Pre and post-natal care for all local women though over 80% chose to birth at Frimley and Surrey hospitals	HHFT are working with the other providers to ensure each Trust provides pre and post-natal care to women who choose to give birth with them. This will be provided in the local community	There is a commitment among local service providers to keep provision local (either at Chase Community Hospital or in GP surgeries)	Yes as it will transfer either from Chase or with the GP services
Ophthalmology	Previously provided ophthalmology services at Bordon (including orthoptics) but these have recently ended	HHFT do not currently provide this service but discussions are underway with a potential alternative provider	Discussions underway between the CCG and a potential alternative provider	Yes if alternative service provider is secured and agrees

7. Travel

Previous engagement with the local community about other health issues has identified transport as a key theme. The travel distances to the alternative locations and time this would take are detailed in the following table (source – The AA via www.theaa.com/routeplanner):

From	To	Distance (miles)	Time (minutes)
Chase Community Hospital (postcode – GU35 0YZ)	Alton Community Hospital (postcode – GU34 1RJ)	8.3 miles	19 minutes
	Basingstoke and North Hampshire Hospital (postcode – RG24 9NA)	23.1 miles	43 minutes
	Royal Hampshire County Hospital, Winchester (postcode – SO22 5DG)	23.7 miles	46 minutes

8. Communications and engagement routes

A range of communications and engagement methods are available including:

- Regular briefings and updates to key stakeholders using established channels (where available)
- Attending existing community forums, groups and events (where available) such as:
 - Voluntary and community groups
 - Patient Participation Groups

- Developing a clear engagement document to seek the views of local people through:
 - Online channels such as the Trust and CCG website
 - Printed copies in waiting areas at the Chase Community Hospital and other local community venues
 - Staff seeking the views of patients attending Chase Community Hospital
- Promoting the engagement opportunity through existing channels such as:
 - Partner organisation newsletters
 - Social media channels
 - Local media

9. Engagement activities

A detailed engagement timetable detailing the activities that will be undertaken is set out in appendix one. This will be reviewed and updated as required on a regular basis.

10. Monitoring and evaluation

The effectiveness of the communication and engagement plan will be evaluated on an ongoing basis. The level of feedback received from stakeholders and the local community, including the media, will be reviewed throughout and then collated into an engagement report with key themes identified so they can be taken into account during the final planning.

Appendix one

Date	Activity	When	Who
By 13 April	Brief : <ul style="list-style-type: none"> • Dr Anthony Leung • Cllr Ferris Cowper and Cllr Richard Millard • Damian Hinds MP • Nick Wilson • Cllr Adam Carew • Whitehill and Bordon Health and Care Services Stakeholder Board • Reactive media statement issued 	Briefings completed during this week with Stakeholder Board meeting on 13 April	HHFT to meet/call with CCG attending HHFT to attend with CCG support
By 27 April	Finalise engagement plan: <ul style="list-style-type: none"> • Draft and agree engagement materials • Add agreed content to websites • Identify groups to attend and arrange to do this • Produce and distribute paper copies of engagement materials Develop and issue a EHDC and CCG pro-active media release about the new health hub Draft and agree HASC paper for May meeting (inc briefing HASC officer)		HHFT/CCG HHFT/CCG HHFT/CCG HHFT CCG/EHDC HHFT/CCG
15 May	Presentation to HASC	Joint presentation between HHFT and CCG	
June	<ul style="list-style-type: none"> • Seek the views of current HHFT patients attending the Chase and local people on the impact of the changes. This is to include engagement with stakeholders including local groups, Friends of the Chase Hospital and other patient and community groups 	TBC	HHFT with CCG support
			HHFT with CCG support
July	Review feedback and produce an engagement report setting out: <ul style="list-style-type: none"> • How views were sought • Feedback received and themes 		HHFT with CCG support

	<ul style="list-style-type: none"> • How these have been taken into account in the final plans 		
By July 31	Proposed that services move by the end of July, subject to HASC and stakeholder views. This date is flexible to account for commissioner and stakeholder feedback.		