

## **26<sup>th</sup> November 2020: Corporate staff focus group**

<b>Facilitator</b>	Ellie Stennett	<b>No. of participants</b>	28
<p><b>Questions/Comments raised during online event:</b></p> <p>QUESTION: Where is the land around the BNHH site?</p> <p>QUESTION from chat: If the site is chosen what will happen to the current BNHH site? And what would be the future of Winchester ED?</p> <p>ANSWER: I will check with the team and get back to you. Some of these questions are answered in Alex Whitfield's staff drop in sessions.</p> <p><b>Discussion 1 – Do you feel up to date on the programme's progress so far?</b></p> <p>Yes, we feel updated although there is some frustration about the lack of decisions being made currently, although this is part of the process.</p> <p>The updates by email are effective, with the summary and highlights.</p> <p><b>How are you seeing these updates and which methods are most effective?</b></p> <p>The emails from HHFT Comms are the only communication some see about the Hampshire Together project.</p> <p>Once people have a decision, and the uncertainty about the site is resolved, the staff will be much better at adapting and looking at the positives of the project. The anxiety about the site will continue, until a decision is announced – we need to reinforce the statement no decision has been made yet, and we need to be open and transparent about our options with staff.</p> <p>The communication strategy is working well, but we have to wait until after public consultation to make an announcement about the site.</p> <p>(Comment from the chat): It is better if staff are made aware of such decisions, internally, before it becomes public in media.</p> <p>ANSWER: Looking to wait 24-48 hours between staff announcement and press announcement, rather 1 hour, following previous concerns about the circulation of information to staff.</p> <p><b>Do the previous plans of the CTH seem to be affecting the views of the Hampshire Together project in your area?</b></p> <p>It does, as we were promised more facilities like a library and a desk, but it was never delivered.</p> <p>ANSWER: In this circumstance, the project is a lot more joined up and we have more validation going forward.</p>			

However the assurances of the government funding, balances out the previous disappointment – reinforcing why it is different this time could help staff engagement.

The health and wellbeing of staff must be paramount in this new site, and there are various facilities which can be integrated into a new hospital which could benefit staff wellbeing. Must consider how we look after our staff as well as our patients.

ANSWER: From the engagement period where we talked to staff, staff health and wellbeing was a major factor. This can be considered from providing shower rooms, to green spaces and open spaces; this is a priority for the project, especially in the light of COVID, and is being thoroughly explored.

The previous integration of patient care to one department across sites, like centralising stroke to Winchester or heart attacks to Basingstoke, had improved survival and patient outcomes – considering it is not about where it is but the service we are providing for a population spread over quite a large area. Although it was a difficult move, it ended up improving patient outcomes. Overall, we are not taking any services away but possibly changing how and where they are delivered.

#### **How did everyone feel about the announcement of the site shortlist?**

Teams which work across sites didn't really mind where it was, as it is serving a whole community and just needs to provide what we need as a hospital.

For newer members of staff it is less of an issues, as they are informed they have to move away sites anyway. However older members of staff, which have worked more at one site for longer, may need more assurance about a change in site. Although it may be a bit of shock, the main focus is about what is best for the patients and for providing the best service

Comments from chat express surprise about the Basingstoke site shortlist announcement.

#### **Discussion 2 – What challenges do you currently face in your workplace at the moment?**

There was a persistent problem, prior to COVID, of the education department being a separate building as people had to travel to attend session. However, as it was not a clinical setting it could continue to operate during COVID. Therefore, having education based as a separate centre could help to protect and safeguard us in the future, when looking at provision in the new space.

In research they do not have enough space for staff, in small rooms in Basingstoke and Andover not sufficient for staff capacity and without clinical rooms to see patients for appointment. This means they become invisible in the Trust, despite being a team of 50.

Possible opportunity to have a dedicated service yard, for incoming supplies, maintenance workshops, and waste segregation etc all in one space. It could look after transport problems, incoming delivery, and opportunities to move greywater. Could impose better contract management, with sign in and sign out areas. Overall, wanting to segregate support areas from patient areas.

**Does the current condition of the buildings affect your ability to work? Considering WIFI, technology and the physical condition of the buildings.**

Problems with leaks. Wanting to integrate education facilities (like the Ark) under hospital management so such problems can be addressed.

IT is critical with modern ways of working, and many hours are lost due in inadequate IT, like the functioning of the PCs.

Issues from the old buildings like holes in the ceiling, poor heating and minimal space.

**How do you find parking and transport at HHFT?**

Wanting the ability to go to work actively i.e walking or cycling alongside park and ride, with facilities to shower and change at work.

The unreliability of the parking, and the queues for the bus for park and ride being up to an hour due to the lack of capacity for demand. When management have their own parking spaces at the hospital, they often don't realise how bad the parking problem is.

The regularity of the bus means people are often queuing for 45 minutes, sometimes in the rain. Also have a park and ride on either side of the hospital may be helpful, as those coming from Andover have to drive past the hospital to reach the park and ride

**What opportunities do you want to see in the new hospital, and how could they benefit you in your day to day life?**

The new environment could help improve the welfare for the staff, and be a more positive place to work. There is support for green policies for the new building e.g solar panels, charging points. Also focusing on basic environmental management. However we must be explicit about how we are going to be sustainable, as it has the possibility to engage a huge number of people.

Excited about the possibilities of expanding (e.g into a university hospital) and using the funding as a new opportunity.

Excited to grow the about of research participated in, and to bring in commercial sponsors and studies, which as currently limited by restricted lab space and resources. This could benefit patients by involving them in clinical trials. Possibly providing occupational health services to private help companies to bring more money into the Trust; having good facilities will be good for staff welfare, attract commercial opportunities, provide more profit and then invest further in facilities which will, in turn, benefit staff further.

Looking at patient experience and environment such as parking and organisation, especially making access to customer care and bereavement easier and friendlier.

**How far are you willing to travel to a site?**

Considering how easy the journey is going to be like easy and accessible parking, or frequent park and ride which fits the shifts of the workers. Also looking at the options

available for staff like the ease of driving comparatively to public transport.

It should be as easy for someone who can't drive and those who can. Also considering those who qualify for parking spaces, and those who don't. Travel can be a central factor in those who stay with the Trust.

Concerns about charging for staff parking, and a want for this not to happen in the new hospital.

**Final Comments – How can we improve communications in and outside your area moving forward?**

The effective use of zoom in regular slots could be implemented to keep people informed. Focusing on the positives of the projects, and working together to the same goals being embraced in the messaging for the project. Providing a facility (like a monthly zoom) to allow all staff and community to be heard, focusing on easy and regular communication.

Must also consider staff who are not on technology or out of hours – perhaps doing a physical showing on in site for people to look within the hospital or utilising wall space to provide regular information about Hampshire Together. Also creating points the public can see, like in the main reception areas, to help involve them further.

Face to face calls are helpful alongside emails and Facebook posts.

**Chat download anonymised**

**Report written by:**