

## 2 July 2020: Online Engagement Session for the people of Basingstoke

<b>Facilitator</b>	John Boyman - Head of Public Relations – Strategic Projects	<b>Engagement Team</b>	CL GC
<b>Speakers</b>	Shirlene Oh – Director of Strategy and Partnerships, Hampshire Hospitals NHS Foundation Trust Dr James Kerr - Consultant in Emergency Medicine, Hampshire Hospitals NHS Foundation Trust Dr Lara Alloway – Chief Medical Officer, Hampshire Hospitals NHS Foundation Trust Dr Dominic Kelly – Consultant Cardiologist, Hampshire Hospitals NHS Foundation Trust Miss Avidéah Nejad – Clinical Director for Women’s Health, Hampshire Hospitals NHS Foundation Trust Dr Charlotte Hutchings – GP and Deputy Clinical Chair for North Hampshire, Hampshire and Isle of Wight Partnership of CCGs Dr Nick Ward – Clinical Director for Child Health, Hampshire Hospitals NHS Foundation Trust		
<b>Registered participants</b>	65	<b>Participants on Zoom</b>	44
<b>Questions/Comment raised pre-event at registration / website [comments box on Eventbrite registration form]:</b> <ol style="list-style-type: none"> <li>1) I am interested to know what health care and social care services will be available for the people of Alton and surrounding villages in the future and if there is a plan to increase the provision of outpatient services at the community hospital.</li> <li>2) Obesity is a huge issue in British society and it has been highlighted during the Coronavirus crisis as a health risk that increases peoples chances of dying from Covid-19. What can the NHS do to educate people to lead</li> <li>3) What can be done to bring equality at workplace?</li> <li>4) Focus on health issues for the vast majority and on Christian values; not so much emphasis on race, sexual orientation, minority groups. I was surprised how many questions you asked about these sort of issues.</li> <li>5) Basingstoke Hospital needs a serious refurbishment and investment.Basingstoke needs a hospital fit for the size of the town.</li> <li>6) Keen on evolution of local services via GP's. Trustee of Loddon Valley Day Care Centre in Tadley</li> <li>7) My concern is about accessing services in general, especially if they are centralised, and the hospital in particular. I live in Overton. I can if necessary get to Basingstoke hospital by bus, though the car is much</li> </ol>			

- 8) Need to explain the benefits of a new hospital as opposed to updating existing facility
- 9) Build a fit for purpose facility which was planned a few years ago before the CCG stopped it.
- 10) We need to ensure good link between social care and healthcare to prevent bed blocking. There was a Health Improvement Programme Many years ago with this aim. What happened to it?
- 11) Must be near a transport hub such as bus or railway station with good interchanges available for the whole Hampshire catchment area
- 12) Interested as I live very close to the current hospital. Any changes will possible have a considerable affect on the area, whatever happens.
- 13) Improve children's services and have a larger more centralized children's service department. Look into employing teachers to facilitate learning for children who are in hospitals for periods of time or in and out of hospital. A newer hospital with better facilities.

**Questions/Comments raised during online event:**

QUESTION FROM CHAT: I have heard that the planning permission on the previously favoured site has expired – how will this affect your plans?

ANSWER: We have initiated a site options study that will consider a range of potential sites and assess their availability, affordability and deliverability.

QUESTION FROM CHAT: Is the latest proposal therefore going to be for a scaled down version of that previously planned?

QUESTION: It's worth noting that land which has been given previous planning by authorities, is always easier to gain it again so long as there hasn't been a major change from the intended use.

QUESTION FROM CHAT: How will you ensure that those who are digitally challenged are not excluded by remote care?

QUESTION FROM CHAT: In regards to Laura's vision for a 'Health Campus', does the remit of the team that is looking at the land options, cater for the size of any potential campus site, or just for that of a general hospital ?

QUESTION FROM CHAT: The government is funding the hospital who is funding the close to home facilities?

QUESTION: Could the Trust ask the council for contributions to ease the financial burden? Will the GP services be redesigned?

QUESTION FROM CHAT: Will the GP services be designed to be integrated into the legacy hospitals for a one stop shop?

QUESTION FROM CHAT: Given the new diversity in the population of Hampshire are we planning to cater this hospital to meet the needs and new challenges – the BAME community have particular needs so will the new facilities have an equality of care focus.

QUESTION FROM CHAT: Will the GP services be designed to be integrated into the legacy hospitals for a one stop shop?

Are you expecting Brexit to have a negative impact?

QUESTION FROM CHAT: If the actual estate - the bricks and mortar - are in such a bad state of repair - Are you proposing to demolish any of the buildings either in part or in whole?

QUESTION FROM CHAT: community mental health support in crisis situations is poorly supported currently, are there plans to improve this service?

QUESTION FROM CHAT: Will you be learning from joint PALs feedback and inviting users to share their stories with you to understand how services, access, experiences, processes, can be improved.

QUESTION: Do you believe that it will; be easier to recruit and retain staff for the local care facilities and what will be the USP for the new hospital?

QUESTION FROM CHAT: Are there plans to improve mental health services? She feels this is currently poorly supported

In the past we had a walk in service which was popular - any plans for this?

QUESTION FROM CHAT: How do you plan on going about expanding your demographic to 35 per cent in the next seven years?

QUESTION FROM CHAT: Is there a JSNA that feeds into this programme (Joint strategic needs assessment)

QUESTION: With the dropping of the critical care programme what is the status of the cancer treatment centre.

QUESTION FROM CHAT: How can we see more synergy between NHS and private care - related to patients being treated in both sectors, one patient record holding information? what are the plans?

QUESTION FROM CHAT: A/E Digital triage is great but not everyone has access or ability to use - how will you cater for this? (Answer digital triage service is offered in a similar way to NHS 111 you can use digital technology if that is easiest for you. Some may use an app or website, some might want to use the phone some might need a face to face website)

QUESTION FROM CHAT: How will your suggestion for appointments at the ED be aligned with the demands of SCAS?

QUESTION: With the stated population getting older what is the position of the neurology unit we will still share with Southampton?

ANSWER: Wessex neurology network – very linked with them and provides continuity – working really closely with Southampton)

**Chat download anonymised**

I have heard that the planning permission on the previously favoured site has expired - How will this affect your plans?

Shirlene Oh, Director of Strategy & Partnerships: Hi XX. we have initiated a site options study that will consider a range of potential sites and assess their availability, affordability and deliverability.

Is the latest proposal therefore going to be for a scaled down version of that previously planned?

worth noting that land which has been given previous planning authority is always easier to gain it again, so long as there hasn't been a major change from the intended use.

How will you ensure that those who are digitally challenged are not excluded from remote care?

In regards to Laura's vision for a 'Health Campus', does the remit of the team that is looking at the land options, cater for the size of any potential campus site, or just for that of a general hospital ?

They government are funding the hospital. Who is funding the close to home facilities?

Will the Gp services be redesigned to be integrated into the legacy hospitals so patients can have a one stop shop?

Do you believe that it will be easier to recruit and retain Staff for the local care facilities and what will be the USP for the new hospital?

Given the new diversity in population are we planning to cater this hospital meets new challenges ?

On recruitment are you expecting Brexit to have a negative impact?

I don't want to get into parking and transport but are you going to be relying on voluntary services for transport.

GP services in Basingstoke are in an awful mess, with mergers which don't work well. what is the future?

If the actual estate - the bricks and mortar - are in such a bad state of repair - Are you proposing to demolish any of the buildings either in part in in whole?

Will you be learning from joint PALs feedback and inviting users to share their stories with you to understand how services, access, experiences, processes, can be improved.

community mental health support in crisis situations is poorly supported currently, are there plans to improve this service?

in the past we had walk-in service which was popular can we start similar ones

How do you plan on going about expanding your demographic to 35 per cent in the next seven years?

Is there a current JSNA that feeds into this design?

How can we see more synergy between NHS and private care - related to patients being treated in both sectors, one patient record holding information? what are the plans?

A/E digital triage is great idea but not everyone has access or IT ability to use this, how will this be catered for?

How will the suggestion for appointments at ED be aligned with the demands on SCAS?

Thank you

I believe that currently the "digital Triage" service is offered in a similar way to how we access NHS111 - you can use digital technology if that is easiest for you, but there is also a human you can speak to if you prefer.

Candover style care - Yes please!

I think that it is really important that we ensure access for all however technologically proficient they are. Some may choose to talk on the phone, but others will find it easier to use a app or website

Thanks James - a good answer

Will the Government be providing £700mn to HHFT for the new hospital?

Thanks again James

Lara Alloway - CMO HHFT: SCAS is South Central Ambulance Service for anyone who doesn't know

Thank you very informative

Thank you. Will send you a list of thoughts and ideas.

Thank you

**Report written by: CL**