

## The Highland Council

### Nairn and Badenoch and Strathspey Area Committee 25 September 2014

Agenda Item	9.
Report No	NBS/23/14

## Redesign of Health and Social Care Services in Badenoch and Strathspey Consultation Response

### Report by the Nairn, Badenoch and Strathspey Ward Manager

#### Summary

The Area Committee is asked to homologate the Highland Council response to the NHS Highland consultation on the Redesign of Health and Social Care services in Badenoch and Strathspey.

#### 1. Background

1.1 The Highland Council was invited by NHS Highland to give its response to the changes proposed to health and social care service provision in Badenoch and Strathspey, and on the consultation process being carried out. The Ward 21 Members have been actively engaged in both the redesign and consultation process at a local level and this is reflected in the attached response.

#### 2.0 Summary

2.1 The proposed changes to the modernisation of community and hospital services across Badenoch and Strathspey are considered to be major. NHS Highland is conducting the review of service provision in line with national guidance from the Scottish Government and this guidance includes the requirement to carry out a formal public consultation lasting for a minimum of three months.

Consultation was launched on 21<sup>st</sup> April 2014 and ran for 14 weeks ending on 21st July 2014. The Highland Council response is attached at Appendix 1.

#### 2.0 Implications

2.1 There are no known implications for Equalities, Resources, Legal, Climate Change/Carbon Clever, Risk, Gaelic or Rural arising from this report.

#### Recommendation

The Area Committee is invited to homologate the consultation response attached at Appendix 1.

Designation: Ward Manager

Date: 12 September 2014

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Background Papers: Highland Council Response

## **Highland Council Response to the NHS consultation on the proposed modernisation of Health and Social Care services in Badenoch and Strathspey**

### **Background**

Major changes to health and social care service provision are being proposed for local communities in Badenoch and Strathspey. These changes are considered to be major and as a result, Scottish Government major service change guidance is required to be followed by NHS Highland. A key requirement is carrying out formal public consultation lasting for a minimum period of three months. The consultation period ran from 21<sup>st</sup> April 2014 to 21<sup>st</sup> July 2014. The Highland Council has been invited to give its response to the consultation.

### **Consultation Process - Highland Council Involvement**

The Ward 21 Councillors are active members of the Badenoch and Strathspey Hospital Development Group (the steering group) which was set up in November 2012. The steering group has a good cross section of representation and membership is regularly reviewed. This has worked well and provides a good mechanism for engagement. The steering group has been proactively involved in developing options for new models of service and played a full role in the options appraisal process that led to the identification of Option 3, a single hub community hospital and resource centre in Aviemore, as the highest scoring option.

The Badenoch, Strathspey, Ardersier and Nairn District Partnership has been used as a mechanism to inform and update stakeholders. Following the formal launch of the consultation on the 21<sup>st</sup> April 2014, the first public discussion was held at the Badenoch, Strathspey, Ardersier and Nairn District Partnership on 24<sup>th</sup> April at the Cairngorm Hotel, Aviemore. Productive discussion focussed on transport, the need to ensure that any new facility would be big enough and that there would be room for expansion and also that any savings made would be reinvested in local service provision. Those attending the meeting were generally supportive of the proposals and of Option 3.

An update on the consultation process was provided at the Badenoch, Strathspey, Ardersier and Nairn District Partnership meeting held on 11<sup>th</sup> June, 2014. The NHS Highland Public Consultation Interim Report dated 10<sup>th</sup> June, 2014, was noted as was further planned activity scheduled to take place during the remained or the consultation period.

The Highland Council has had the opportunity to feed into the process at appropriate points through the steering group, the District Partnership and through direct input from staff. The Nairn, Badenoch and Strathspey Ward Manager has also been involved in the process through the District Partnership and through direct engagement with the NHS Highland Head of PR and Engagement.

### **Consultation Process – Community Engagement**

Overall, feedback on the consultation process has been positive. The documentation is generally clear and easy to understand. Clear methodologies have been used and the consultation has been carried out in an open and dignified way. It has been an inclusive process and there have been a wide range of routes into the consultation.

There has been an extensive programme of face to face public engagement ranging from public meetings to meetings with Community Councils, community groups, user and stakeholder groups. Meetings were also available by request. Feedback to public meetings

has been largely positive and although there has been a low turnout, this has not been viewed as detrimental to the process given the wide range of opportunities to feed into the consultation. Reassurance has consistently been given that although a preferred option has been outlined, no final decision has been taken and that all views are valid and will be taken account of.

A mid-way consultation review was undertaken by the steering group on 5<sup>th</sup> June, 2014. This provided a further opportunity for input to the process. The Interim Report produced following the meeting highlighted additional consultation activity suggested by the group including the need to target young people, make links with Schools and Highlife Highland and also to detail the impact of the proposals on services for children and young people. Action was taken to schedule further activity to target these and other areas which are detailed in the report.

There would appear to be broad support for the provision of services out of one location and acceptance that the economic case has been clearly stated. The consultation process has been well handled and received, and this will provide a strong platform for re-shaping services moving forward.

### **Ward Feedback**

The Ward 21 Elected Members have been fully engaged in the consultation process which they feel has been carried out in a thorough, inclusive and comprehensive manner with a good level of community engagement. Members have a good track record of attendance at stakeholder meetings and consultation events.

They have observed the consistent approach taken by NHS Highland Senior management and have said that the Head of Operations South and Mid, Nigel Small, and his team should be congratulated for the exemplary manner in which they have conducted the work. There has also been recognition at a local level for the work done by Dr Boyd Peters.

### **Comments/Observations**

Whilst the consultation process has been generally positive across Badenoch and Strathspey, it is recognised that some people do not want change. It is noted that the final public consultation meeting held in Grantown on Spey saw community concerns and objections raised specifically with regard to the Ian Charles Hospital. Further targeted consultation and community work may be required here by NHS Highland.

It is also noted that a greater distinction could have been drawn between what a community hospital offers and what a district general hospital provides. Perception is also that community hospitals are orientated toward elderly care, and whilst statistically there is no doubt that this will be the higher patient ratio, provision has to be made for children and young people and awareness raised on what can be provided in terms of local services.

### **Highland Council main areas of response:**

1. **Care and Learning.** The Care and Learning Service would be broadly in support of Option 3 and the proposed location in Aviemore. Opportunities should be explored for co-location of Children and Families staff in any new facility and managers would be interested in being part of discussions about the proposed building and its facilities at an appropriate stage. Consideration should be given to early discussion on the provision of

services for children and young people, on shared clinical space as well as space for permanent and visiting staff. Essentially how much space and how much would it cost are key factors for consideration.

As a result of the consultation process there is now discussion taking place with local schools around closer working with NHS Highland, and further opportunities will be sought to involve young people in the process. There are also opportunities to work with colleagues in High Life Highland on a range of health led initiatives.

2. **Access and Transport.** This has emerged as a key theme throughout the consultation. It is recognised that NHS Highland is not a transport provider and that a positive and proactive planning approach to the design of an effective transport system is required. The Highland Council is keen to work in partnership with NHS and others in developing access and transport solutions.

It is noted that a Transport Survey is currently being undertaken by NHS Highland. It is also noted that a date is being set to bring key stakeholders together with regard to forming an Access and Transport Group.

3. **Care at Home.** An obvious challenge is around providing care at home and it is clear that this requires new thinking and new ways of working. The Council would be keen to work with and support NHS Highland in this key area. Further consideration to be given to fully integrated approaches and how the Highland Council can support this.
4. **Future Site Management.** Whilst aware the NHS Highland would not want to prejudice the outcome of the consultation, it is recognised that should local hospitals close there could be a key role for both the Highland Council and the Cairngorm National Park Authority in providing assistance in considering the reuse or redevelopment of buildings and sites which may become redundant. The emotional attachment to sites and buildings in local communities has clearly emerged through the consultation process and is recognised. It is particularly relevant therefore, with regard to archive and heritage, to ensure that history is captured and artefacts safeguarded.
5. **District Partnership.** Future role for the District Partnership to be explored as a mechanism to update stakeholders and as a platform for public engagement.

### Conclusion

The case for change has been well and clearly made through a wide range of consultation methods and documents. The Highland Council endorses the consultation process, is supportive of the move to modernise and reconfigure services and confirms that it is broadly supportive of Option 3 for a single hub community hospital and resource centre in Aviemore.

The Highland Council looks forward to the detailed outcomes of the consultation and to working in partnership with NHS Highland on next and future stages of the redesign process.