

The Highland Council
Skye, Ross and Cromarty Area Committee
19 November 2014

Agenda Item	5
Report No	SRC/035/14

Redesign of Health and Social Care Services in Skye, Lochalsh and South West Ross Consultation Response

Report by the Head of Policy and Reform

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 Skye, Lochalsh and South West Ross.

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 Skye, Lochalsh and South West Ross, and on the consultation process being carried out. The Ward 6 and 11 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 Skye, Lochalsh & South West Ross 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 19th May 2014 and ran for 14 weeks ending on 19th August 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: 31 October 2014

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Background Papers: Highland Council Response

Highland Council Response to the NHSH Consultation on the proposed modernisation of Health & Social care services in Skye, Lochalsh and South West Ross

Background

Major changes to health and social care service provision are being proposed for local communities in Skye, Lochalsh and South West Ross. 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 19th May 2014 to 19th August 2014 (extended to 29th August to allow time for the public to return the Public Consultation Feedback Survey). The Highland Council has been invited to give its response to the consultation.

Consultation Process – Highland Council Involvement

The Ward 6 & 11 Councillors are active members of the Skye, Lochalsh and South West Ross steering group. 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 2 (a), 'Hub' new build in Broadford, with 'Spoke' in Portree, as the highest scoring option ahead of Option 2 (b) 'Hub' new build in Portree, with 'Spoke' in Broadford.

Across the Skye, Lochalsh and South West Ross area a number of mechanisms have been used to inform and update stakeholders, including, SLWRA District Partnership, Eilean a' Cheò Ward Forum, Ward 6 & 11 Ward Business Meetings as well as the two Public Participation Forums that operate in the Area. Following the formal launch of the consultation on the 19th May 2014, the first public consultation in Ward 11 was held at the Eilean a' Cheò Ward Forum, on the 2nd June at Tigh na Sgìre, Highland Council office, Portree. Productive discussion focused on the potential impact for service users and staff, including transport & access issues for both the 'Hub' and 'Spoke', beds for palliative & end of life care and 24/7 accident & emergency care for the 'Spoke'. Elected Members present at the Ward Forum acknowledged the NHS Highland commitment to carry out a detailed assessment to look at any impact that may occur as a result of the proposed change in provision of health and social care services. Those attending the meeting were generally supportive of the proposals and of Option 2 (a).

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 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 at some meetings, 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 9th July, 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 carry-out a mail drop to all households of the Public Consultation Feedback Survey. Other key points identified included the need to highlight that the consultation is not just about the hospitals but the wider re-design of health and social care services. An open invitation was also offered to members of the group to participate in the Access and Transport group that is to be set-up by September and to include representation from the SAS, THC, Red Cross, Stage Coach and Community Car Scheme.

Ward Feedback

The Ward 6 & 11 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 North and West, Gill McVicar, and her team should be congratulated for the exemplary manner in which they have conducted the work.

Comments/Observations

Whilst the consultation process has been generally positive across Skye, Lochalsh and South West Ross, it is recognised that some communities are not in favour of Option 2 (a) and would prefer Option 2 (b). It is noted that the Public meetings held in Kilmuir on the 12th August and Portree on the 14th August raised community concerns and objections to the preferred Option 2 (a) in terms of the proposed location of the Hub and Spoke model.

Highland Council main areas of response:

- 1. Care and Learning.** The Care and Learning Service would be broadly in support of Option 2. 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 any discussions about the proposals and its facilities at an appropriate stage. Consideration should be given to early discussions 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 what this would cost are key factors for consideration.
- 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 whatever Option is finally approved. The Highland Council is keen to work in partnership with NHS Highland 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 has been set for the 16th October 2014 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. **District Partnership.** Future role for the District Partnership to be explored as a mechanism to update stakeholders and as a platform for public engagement in relation to the integrated approach in work relating to Highland Council and NHS Highland.

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 health & social services and confirms that it is broadly supportive of Option 2 (a) 'Hub' new build in Broadford, with 'Spoke' in Portree.

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.