

# Local Healthwatch Survey

**healthwatch**  
Luton

**healthwatch**  
Central Bedfordshire

**healthwatch**  
Bedford Borough

**healthwatch**  
Milton Keynes



**Bedfordshire, Luton & Milton Keynes  
(BLMK) Sustainability and Transformation  
(STP) Snapshot Survey  
September - October 2017**

# About Healthwatch

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***Healthwatch is the local consumer champion promoting choice and influencing the provision of high quality health, social care and wellbeing services.***

Healthwatch has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

Local Healthwatch engages and consults with all sections of their local population so that a wide cross section of views are heard, understood and acted upon.

Everything Healthwatch say and do is informed by our connections to local people and our expertise is grounded in their experience.

Healthwatch Bedford Borough, Healthwatch Central Bedfordshire, Healthwatch Luton & Healthwatch Milton Keynes all belong to a network of local Healthwatch.

Healthwatch England leads supports and guides the Healthwatch network which is made up of the national body and local Healthwatch across each of the 152 local authority areas in England.

Healthwatch is the only body looking solely at people's experience across all health and social care. As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.



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# 1. Introduction

In 2016, NHS England outlined a new approach for health care providers to help ensure that services are planned by place, rather than around individual institutions.

To do this, local health and care providers have been asked to work together in regional 'footprints', to produce a Sustainability and Transformation Plan (STP), showing how services will evolve and become sustainable over the next five years to deliver the Five Year Forward View.<sup>1</sup>

Within the BLMK (Bedfordshire, Luton and Milton Keynes) footprint, local Healthwatch are involved in the 'front line' priorities of the STP, representing the consumer voice.

Local Healthwatch in this footprint do not sit on the overarching Governing Board (as in other STP footprints), but are part of a Public Voice Partnership (PVP) group set up by the Project Management Office (currently coordinated by Kate Burke from Milton Keynes University Hospital, previously by Jane Meggitt from Bedfordshire Clinical Commissioning Group).

Local Healthwatch regularly attend meetings relevant to the five priorities within the BLMK STP, which are:

1. Prevention,
2. Primary, Community and Social Care
3. Sustainable Secondary Care
4. Technology
5. System Redesign



The first three 'front line' priorities focus on health, wellbeing and patient care and the two other 'behind the scenes' priorities focus on technology and system changes. Due to the size and nature of some of the priority meetings, not all local Healthwatch can attend all of the meetings and therefore meet regularly to share information and outcomes.

Local Healthwatch represents the voice of the local resident. We use the information local people give us about health and care services to influence service delivery and design. Find out more about your local Healthwatch at [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

1. <http://www.blmkstp.co.uk/about/what-is-the-stp/>

## 2. Methodology

Following the introduction of the BLMK Sustainability and Transformation Plans, local Healthwatch within the BLMK footprint, conducted a snapshot survey in June 2017, using a short questionnaire to determine whether local people were aware of the plans for their area. The questionnaire was designed to:

- ❖ Understand what local people know about the plans a year after the introduction of the STP's.
- ❖ Determine whether people feel currently involved in how the Plans were taking shape.
- ❖ Ascertain whether people want more information about the Plans and how this could be achieved.
- ❖ Produce an initial entry survey on local people's understanding, to enable the organisations involved to measure improvement in communications, as the STP developed.

Local Healthwatch across the BLMK footprint widely distributed the survey during the period June to September 2017, and spoke with over 345 people.

The survey was designed and developed with the participation of all local Healthwatch, and distributed through each local Healthwatch website, as well as taken to local engagement and public events. It is not representative of the whole STP public footprint, and should not be read as a statistical analysis of the Plans. It was designed as a snapshot survey, recognising its limitations, but aiming to provide some informal but functional data on how the public across the BLMK perceived and understood the Sustainability and Transformation Plans in 2017.



### 3. Results Summary

In total over 345 local residents responded to the Healthwatch questionnaire representing the following areas:

- ❖ Healthwatch Luton (90 responses)
- ❖ Healthwatch Milton Keynes (150 responses)
- ❖ Healthwatch Bedford Borough (42 responses)
- ❖ Healthwatch Central Bedfordshire (64 responses)

Results were as follows:

- a. Unsurprisingly, responses differed in each of the four local Healthwatch, however, a significant proportion of those who completed the survey, across the entire footprint, were unaware that new plans were being introduced and the majority were not aware they were called 'Sustainability and Transformation Plans'.
- b. It was clear from feedback given in the questionnaire that the majority of people wanted to know more about the plans. As they had indicated in (a) above that they were unaware of the plans, this response was not unexpected.
- c. A high percentage of people indicated they had not attended a public event about the STP. Of those who said they had attended an event, these were organised and run by, or held in association with, a local Healthwatch.
- d. Given that the majority of people had not attended a public event about the plans, it was unsurprising that a high percentage indicated they had '*no opportunity to comment on the plans*'.
- e. Interestingly, the majority of people **did want** to hear more about the plans and indicated their preferred method, as follows:

- The Healthwatch Network
- Online media
- Local Press
- Public Events



# 4. Conclusion

All local Healthwatch understand and are aware of the limitations of this snapshot survey. By conducting the survey, local Healthwatch wanted to provide information, to the STP leads and associated organisations, on what the public, across the BLMK footprint, feel, know and understand about the STP. We appreciate that this is a snapshot survey and not representative of a large public consultation, and can therefore only act as a limited indicator of the opinion of those who completed the questionnaire.

Our main findings are outlined in the Results Summary section, but overall local Healthwatch in the BLMK area would recommend that further communication and engagement be conducted, so that those who use health and care services within their locality are aware of any changes as they take place.

Local Healthwatch recognises that the BLMK STP is an ambiguous and fluid topic, however our findings have highlighted that when people have 'heard of' the STP, they are not confident in their understanding of what it means and want to know more.

In addition, the majority of people spoken with felt they had no opportunity to comment on the Plans they had seen. Through the Healthwatch Network, we are aware that there are some other 'footprints' which conduct more robust engagement and communication with the public. These 'footprints' involve local residents in their Plans and local Healthwatch feels that our own 'footprint' would benefit from engaging with the public at every stage of the process.







# Appendix 1: STP Snapshot Questionnaire



## Sustainability and Transformation Plan Questionnaire

NHS England have told local NHS organisations to develop new plans for their local area. Healthwatch want to know how much the public know about these plans. This is not a test, please be honest.

1. Did you know that there are new plans being introduced for healthcare in this area?

Yes

No

2. Did you know that these plans are called Sustainability and Transformation Plans (STPs)?

Yes

No

If no, have you heard them called something else?

Yes

No

Please state: \_\_\_\_\_

3. Have you attended a public event in the last six months on the future plans for health and care?

Yes

No

If yes, what was the event/topic called?

\_\_\_\_\_

Did you have the opportunity to comment on the plans?

Yes

No

4. Would you like to know more about the plans?

Yes

No

If yes, how would you like to find out more about the STP and/or share your views?

- Local Press
- National Press
- Online
- Public events

- Small informal meetings
- Flyers available (GP surgeries/hospitals)
- Other : Please state

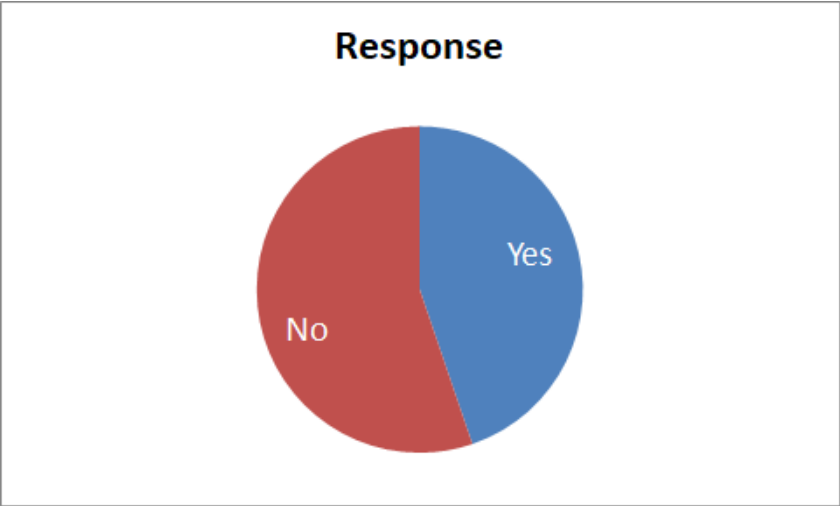
\_\_\_\_\_

Name of organisation that passed you this questionnaire:

Please turn over if you would like to leave further comments, or your contact details for more information about STPs from the BLMK footprint

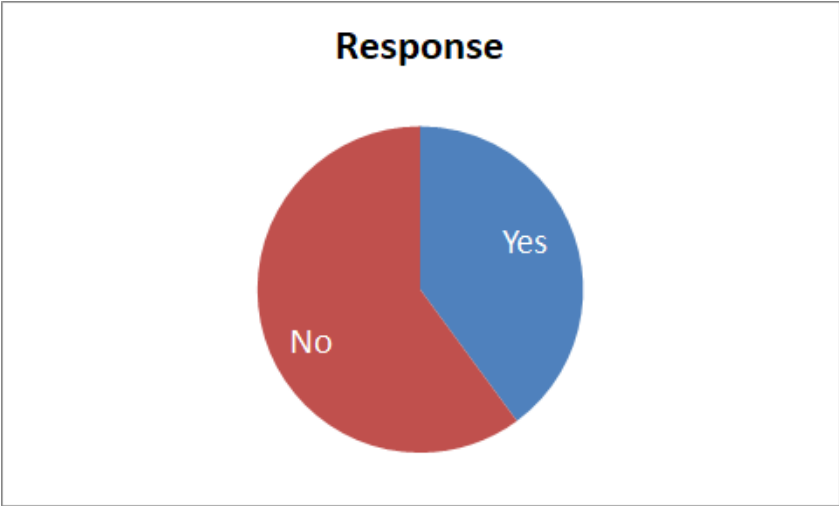
# Appendix 2: Data Analysis (All Local Healthwatch)

1. Did you know that there are new plans being introduced for healthcare in this area?



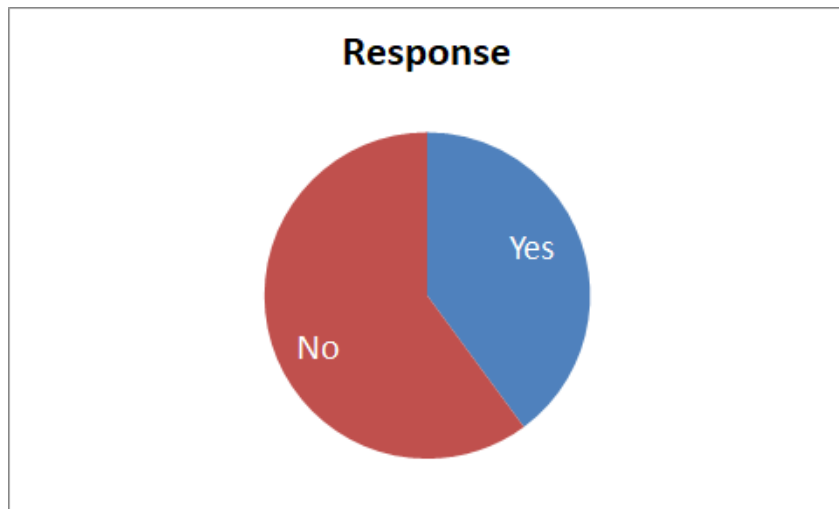
- 344 people answered this question
- 154 said yes
- 190 said no

2. Did you know that these plans are called STPs?



- 346 people answered this question
- 138 said yes
- 208 said no

2a. If no, have you heard them being called something else?

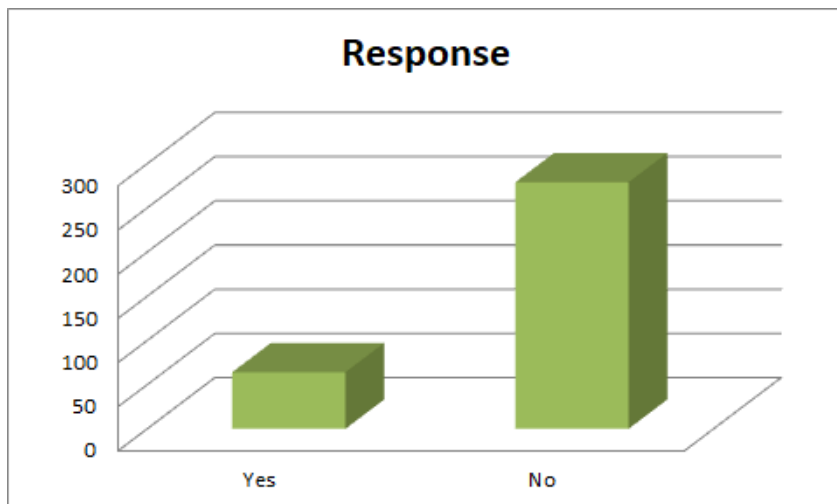


- 346 responded
- 138 said yes
- 208 said no

2b. Please state:

- Slash, Trash and Privatise
- Not seen anything
- Partner heard about it
- Just read things generally
- Never heard of them
- Medical Hubs

3. Have you attended a public event in the last 6 months on the future plans for health and social care?

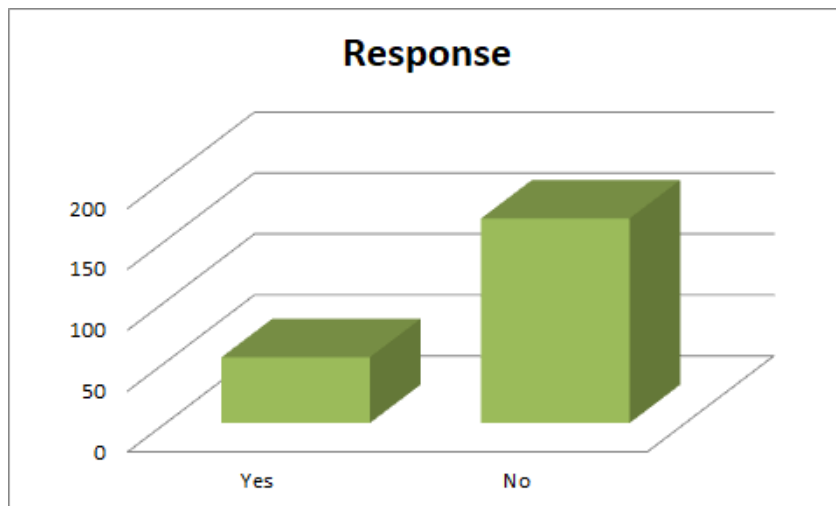


- 343 responded
- 64 said yes
- 279 said no

### 3a. If yes, what was the event/topic called?

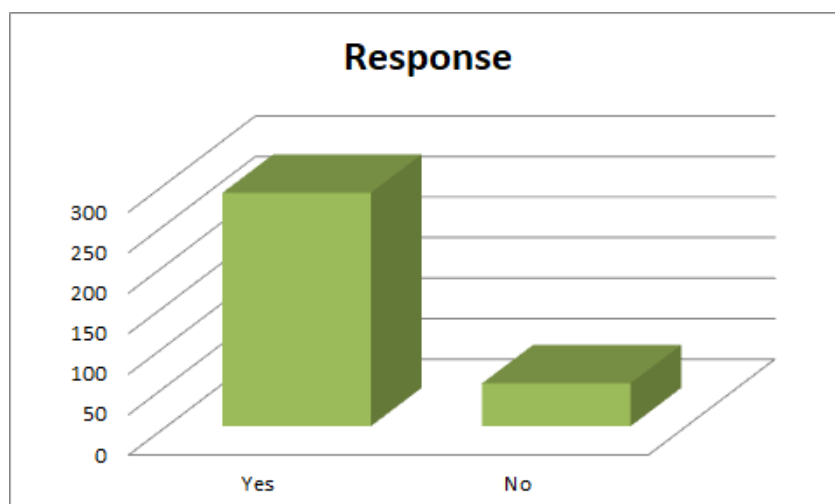
For all comments please see Appendix 3

### 3b. Did you have an opportunity to comment on the Plans?



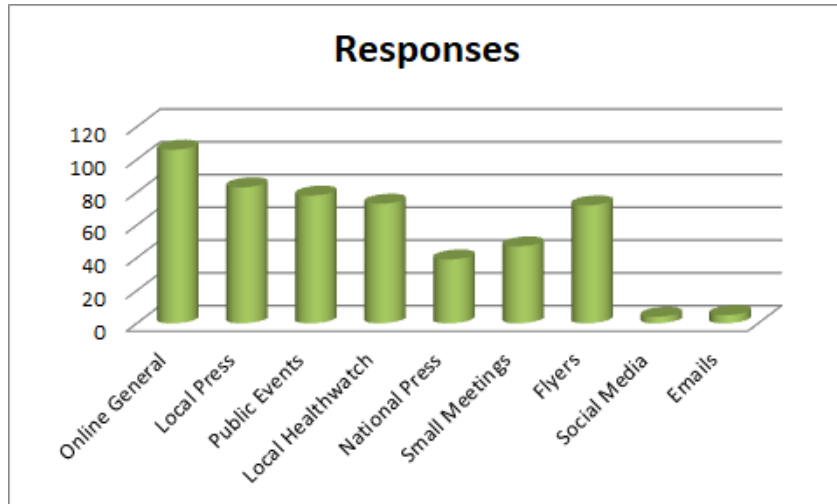
- 222 responded
- 54 said yes
- 168 said no

### 4. Would you like to know more about the plans?



- 341 responded
- 288 said yes
- 53 said no

4a. If yes, how would you like to know more about the STP and/or share your views?



Other - many people opted for more than one media option, as follows:

- Online General (STP) 106
- Local Press 83
- Public Events 78
- Local Healthwatch: including website, events, network 73
- National Press 39
- Small Meetings 47
- Flyers 72
- Social Media 4
- Emails 5

## Appendix 3: Full Results and Comments (All Local Healthwatch)

### All Local Healthwatch BLMK: Sustainability and Transformation Plans Snapshot Survey Results September - October 2017

1. Did you know that there are new plans being introduced for healthcare in this area?

Total  Yes  No

2. Did you know that these plans are called STPs?

Total  Yes  No

If no, have you heard them called something else?

Total  Yes  No

Please state:

Medical Hub  
Partner heard about it  
Nothing at all  
Never heard of them  
Do not know  
Slash, trash and privatise

3. Have you attended a public event in the last six months on the future plans for health and care?

Total  Yes  No

Please state:

The Addison Centre  
Howard Centre in Kempston  
HWCB event in March 2017  
BLMK Rufus Centre  
HWCB Event Rufus Centre  
STP Public meeting in May  
ELFT Event  
PHE Conference  
Meeting at Tokko  
LBC Staff Management Briefing Local Ward Forum  
Healthwatch Champions Presentation Older Persons  
Partnership Board Patient Reference Group  
ELFT Stakeholder Meeting Healthwatch Meeting

Did you have the opportunity to comment on the plans?

Total  Yes  No

## All Local Healthwatch BLMK: Sustainability and Transformation Plans Snapshot Survey Results September - October 2017

4. Would you like to know more about the plans?

Total  Yes  No

Local Press

National Press

Online  (respondents ticked more than one option)

Public Events

Small meetings

Flyers

Other	Other websites:	5
	Healthwatch Website:	39
	HWCB Events	12
	Post	1
	Email	5
	Social Media	4
	<i>Additional comment - Personal letter/email to everyone who became a member of the trust then never heard from them again.</i>	

5. If you have any further comments you would like to make about the Sustainability and Transformation Plans, please do so below\*:

\* *All additional comments given for this question are detailed in the document attached below.*

# All Local Healthwatch BLMK: Sustainability and Transformation Plans Snapshot Survey Results September - October 2017

## Additional comments given for question 5:

- *To be perfectly honest I cannot see how you will obtain these plans and put them into action unless Government puts loads more money into post to enable all areas to achieve this.*
- *How will you ever get GPs to share premises, they own their property and have lucrative contracts. Stop wasting money and put it into front-line nursing.*
- *Lots of money being spent, lots of talk going on round and round in circles. Are there any definitive plans?*
- *Is Stoke Mandeville Hospital included as it is never mentioned???? 50% of all GP referrals are made to Stoke Mandeville Hospital.*
- *It would be good to see it actually get out of the planning stages this time.*
- *I have not heard anything about the STP's!!*
- *The plan needs to take into account growth of population. It needs more funding not less*
- *We are not online, it's a bit beyond us*
- *Heard about it through work*
- *Would need to be at Priory View, Dunstable*
- *Re-organise the CCG*
- *Local Transport needs to be better managed if Specialists are to be lost from Bedford*
- *Brilliant local health services*
- *We need to keep services local for our age group*
- *So many things change from week to week that it is hard to keep up*
- *More information required*
- *We need public events with the information and options set out*
- *This 'Plans' are a cost-cutting exercise. I do not see how costs can be cut further and vehemently oppose any deterioration of any services for any hospital*
- *It appears that the L&D's considerations are given more of an input than Bedford*
- *The Plan needs to take into account the growth of the population, it needs more funding, not less*
- *At many BLMK public meetings and seminars Leighton Buzzard has not been mentioned it is not included in the STP*



- *More than 45% of Leighton Buzzard GPs patients prefer to be referred to Stoke Mandeville and Bucks Healthcare*
- *Many of those who attended the recent BCCG seminar at the Rufus Centre voiced the very same, some included Dunstable - no mention in STP*
- *Another terrible waste of time and money especially as it is supposed to be a way of cutting spending down. The aim to get health and social care, the local authority and the voluntary sector working together still seems distant, almost mythical dream (or nightmare?)*
- *The whole situation seems in chaos at present - and it is virtually impossible for patients to understand or keep up with the constantly changing and reducing of services. Time for someone to get to grip with someone working with patient groups too*
- *I will attend as many events as I can as a patient representative*
- *I would like to be kept informed of future developments and how I can have my say on how to change or develop services*
- *I would be interested to see how this will affect access to local healthcare provision*



# Get in touch ...

## Healthwatch Luton

102 Hitchin Road  
Luton  
LU2 0ES

Tel: 01582 817060

Email: [Info@healthwatchluton.co.uk](mailto:Info@healthwatchluton.co.uk)

Website: [www.healthwatchluton.co.uk](http://www.healthwatchluton.co.uk)



## Healthwatch Central Bedfordshire

Capability House  
Wrest Park  
Silsoe  
MK45 4HR

Tel: 0300 303 8554

Email: [info@healthwatch-centralbedfordshire.org.uk](mailto:info@healthwatch-centralbedfordshire.org.uk)

Website: [www.healthwatch-centralbedfordshire.org.uk](http://www.healthwatch-centralbedfordshire.org.uk)

## Healthwatch Milton Keynes

Suite 113, Milton Keynes Business Centre  
Foxhunter Drive  
Linford Wood  
Milton Keynes  
MK14 6GD

Tel: 01908 698800

Email: [info@healthwatchmiltonkeynes.co.uk](mailto:info@healthwatchmiltonkeynes.co.uk) Website:

[www.healthwatchmiltonkeynes.co.uk](http://www.healthwatchmiltonkeynes.co.uk)

## Healthwatch Bedford Borough

21-23 Gadsby Street  
Bedford  
MK40 3HP

Tel: 01234 718018

Email : [enquiries@healthwatchbedfordborough.co.uk](mailto:enquiries@healthwatchbedfordborough.co.uk)

Website: [www.healthwatchbedfordborough.co.uk](http://www.healthwatchbedfordborough.co.uk)