

Epsom & St Helier 2020-2030

Raising Awareness

October 2017



Epsom & St Helier 2020-2030

Raising Awareness

October 2017

healthwatch
Surrey

Background

In June 2017, Epsom & St Helier University Hospitals NHS Trust began a new conversation to get patients' feedback about their long term plans for a purpose-built specialist unit at one of their hospital sites, which will change the way certain services are provided.

Healthwatch Surrey carried out a series of engagement events with local people on behalf of the Trust to make sure that as many people as possible could be told about changes and have their opinions captured and fed back to the Trust.

What did we do?

2,058

people were spoken to about the plans for the future of Epsom & St Helier Hospitals

64%

of those we spoke to were not previously aware of the proposals

8,948

people saw our facebook adverts about the proposals and listening events

1,455

people took leaflets about the proposals to find out more/complete survey privately

8

events at community and high street locations plus 4 showcase events

5,144

views of our dedicated Epsom & St Helier 2020-2030 web page

What are the proposals?

Epsom and St Helier University Hospitals NHS Trust would like to secure £300-400 million pounds to build a new specialist unit for acutely unwell patients at one of their 3 hospital sites. The Trust believe that there are THREE viable options:

1. Both Epsom and St Helier delivering a full range of local services with a new specialist acute facility based at **Epsom**.
2. Both Epsom and St Helier delivering a full range of local services with a new specialist acute facility at **St Helier**.
3. Both Epsom and St Helier delivering a full range of local services and a new specialist acute facility (operating from a shared location) with the Royal Marsden at **Sutton** being where the centralised acute service is based.



The Listening Events

We were able to speak to more than 2,000 people about the trust's plans during 8 high street and community events.

Location	Date	Start	Finish
Epsom Hospital (main entrance)	Wednesday 6th September	8am	8pm
Banstead High Street	Friday 8th September	8am	8pm
Cobham High Street	Friday 15th September	8am	8pm
Epsom & Ewell Family Fun Day	Sunday 17th September	11:30am	4:30pm
Leatherhead Market	Thursday 21st September	9am	3pm
Dorking High Street	Wednesday 27th September	8am	8pm
Sainsbury's, Fetcham	Tuesday 10th October	10am	3pm
St Nicolas Church, Bookham	Wednesday 11th October	10am	3pm

= 69
hours

We also held a series of **4 one-hour showcase events** on Thursday 28th September at 8am, 11am, 4pm and 7pm at Epsom Racecourse.

A member of the Trust executive team was available at each event to answer questions from members of the public.

Attendees asked almost **50 questions** about the proposed changes to members of the Trust's Executive Team to get a better understanding of the proposals. We will post all the questions asked at the showcase events on our website once the trust have issued official replies.



What we heard

The majority of people completing the questionnaire via the Healthwatch Surrey website reported that this was the first 'NHS consultation or involvement opportunity' that they had participated in.

- Participation was secured from people who consider themselves to have a disability and people from the BME community.

- 33 people registered an interest in taking part in future conversations about these proposals.

- We passed all anonymised feedback to the Trust who will be conducting a report to show they have listened to all the views we captured.

These are just a small selection of the positive and negative comments we received:

"It sometimes seems as if decision makers put geography too far down their list of considerations... makes them look very out of touch"

"The sites are too far apart to provide meaningful A&E for the whole area"

"I think the idea of improving patient care is far too vague"



"I think your scenario is ideal"

"I was a nurse for 45 years and I think the plans are fine- in this day and age there are more centres of excellence that actually work"

What's next?

The Trust will listen to feedback submitted to them regarding their initial proposals and will develop a plan which will then lead to a full public consultation. This will be your next opportunity to get involved, have your say, as well as shape and challenge the plans.

You still have time to have your say on the proposed changes:

- Visit Epsom and St Helier's website to find out the latest information
- Contact Healthwatch Surrey and tell us what you think of the proposed changes. You can find our details below.
- Share the proposals on social media and tag people that you know will be affected by the proposals.

and to download an information booklet: <https://www.epsom-sthelier.nhs.uk/epsom-and-st-helier-2020-2030>



About Healthwatch Surrey

Healthwatch Surrey is an independent local watchdog that gives the people of Surrey a voice to improve, shape and get the best from health and social care services.

Contact us

Telephone:
0303 303 0023 (local rate number)

Website:
www.healthwatchesurrey.co.uk

Email:
enquiries@healthwatchesurrey.co.uk

Write to us (free):
Freepost RSYX-ETRE-CXBY
Healthwatch Surrey
Astolat, Coniers Way
Burpham, Surrey
GU4 7HL

Text (SMS):
07592 787533

Text Relay:
18001 0303 303 0023

Find us on Twitter:
 @HW_Surrey

Facebook:
 /HealthwatchSurrey

healthwatch
Surrey