

NHS Mid and South Essex STP Your care in the best place consultation: telephone survey script

Hi __, I am calling on behalf of the NHS in Essex. We are conducting a survey as part of a consultation around the plan for health and care in mid and south Essex. The call will take between 10 and 15 minutes and all your views will be recorded anonymously. Would you be interested in taking part?

[If yes, continue]

This consultation looks at some proposed changes to the way services are delivered, and we'd like to hear your views on what you think these health services should look like especially in hospitals. *There are a number of different ways people can respond to the consultation. All the different kinds of responses will be considered to help inform decision making. This survey is just one of those, and asks for your general views on the overall principles around how care is delivered in our hospitals.*

BACKGROUND

Awareness

1. Have you heard about the 'Your care in the best place' consultation?

Yes – heard a lot	Yes – heard a little	No – not at all
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2.a) If Yes, where did you hear about it? (select all that apply)

Staff information	Local newspapers	Radio	Information in healthcare setting (eg. GP/hospital waiting room)	Newsletters/leaflets in community
Public meetings	Community noticeboards	Word of mouth	Social media	Other (please state)

2.b) If yes, have you read the consultation document?

Yes I have	No I have not
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Your care in the best place – in our hospitals

NHS Mid and South Essex Sustainability Transformation Partnership, which is responsible for the health services provided in your area, wants the very best health and care for you and your family. To do this in the best way, the NHS Partnership wants to understand what is important to you.

One of the issues we are keen to hear your view on is how the NHS Partnership can provide care in the best place in the hospitals in the area.

There are five specific principles that we would welcome your views and comments on. We will describe each of these in a bit more detail.

3. **Principle 1 is about improvements in A&E.** The majority of hospital care will remain local, and each hospital will continue to have a 24-hour A&E department that receives ambulances. As well

as this, there will be four assessment units with specially trained teams to meet the needs of older and frail people, children, and patients in need of urgent medical or surgical treatment.

What is your overall view of this proposed approach?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	(don't prompt) Don't know
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4. Please add any comments to explain your view or any issues that you think this approach might raise for you?

5. **Principle 2 is about some specialist services being brought together in one place.** There are times, perhaps once or twice in a lifetime, when you may need the care of a dedicated specialist team in a hospital, for example if you had a complex heart, lung or kidney problem, or required gynaecological surgery. We are proposing that these specialist services, that usually require surgery and / or a hospital stay, should be provided in one place, where this would improve your care and chances of making a good recovery. You would stay with the specialist team for around three or four days, after which you would go home if you had made a good recovery, or return to your local hospital for further care and rehabilitation. What is your overall view of this proposed approach?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	(don't prompt) Don't know
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6. Please add any comments to explain your view or any issues that you think this approach might raise for you?

7. **Principle 3 is about improving access to specialist stroke care.** Clinical evidence shows that fast action after a stroke prevents the brain damage caused by a stroke. If this is followed by a short period of the highest dependency care, provided by a team of specialists, then people can make a good recovery. At the moment none of the main hospitals (Basildon, Southend and Broomfield) has the right number of specialists to provide the level of care we are proposing. We want to continue to provide stroke care in each of the three hospitals but place the specialists we have in one specialist stroke unit in one of the hospitals (Basildon Hospital). What is your overall view of this proposed approach?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	(don't prompt) Don't know
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8. Please add any comments to explain your view or any issues that you think this approach might raise for you?

9. **Principle 4 is about separating some planned operations from emergency cases.** Evidence suggests that planned operations (such as those for bone fractures, bladder and kidney problems) should, where possible, be separated from patients who are coming into hospital in an emergency because it reduces delays in the planned operations and improves the quality of care. What is your overall view of this proposed approach?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	(don't prompt) Don't know
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10. Please add any comments to explain your view or any issues that you think this approach might raise for you?

11. **Principle 5 is about transferring services from Orsett Hospital to a number of new centres closer to where people live in Thurrock, for Thurrock residents, and to Basildon, Brentwood and Billericay, for residents of those areas.** Some hospital services should be provided closer to you, at home or in a local health centre. The development of new “integrated medical centres” in Thurrock over the next two years and the development of health centre locations in Basildon town centre, Brentwood Community Hospital and St Andrew’s at Billericay, offers the opportunity to relocate tests, scans, outpatient appointments and treatments closer to where people live in south west Essex. Once the proposed new services are up and running, it would be possible to close Orsett Hospital which, although valued by many local people, is difficult to access by public transport and is an ageing site. What is your overall view of this proposed approach?

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	(don't prompt) Don't know
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12. Please add any comments to explain your view or any issues that you think this approach might raise for you?

Transport and other comments

13. We are proposing a free bus service to support families and visitors, which could run between the three hospitals or other main locations. What are your views on how this service could best operate?

14. Are there any other considerations you think we should take into account when making final decisions about these proposals?

Finally we have a few questions about you, which help us to better understand the impact of any potential service changes upon different groups of people.

15. Could you please begin by giving us your postcode?

16. In what capacity you are responding to this survey?

- Resident
- Patient and public representative
- Councillor
- Voluntary organisation / advocate
- Local authority officer
- GP / GP practice
- Social worker
- Community and mental health services representative
- Hospital clinician
- Hospital manager
- Other (please state):

17. What is your age?

- 16-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76 and over
- Prefer not to say

18. What is your gender?

- Male
- Female
- Other
- Prefer not to say

19. Is your gender different to that assigned to you at birth?

- Yes
- No
- Prefer not to say

20. Are you married or in a civil partnership?

- Yes
- No
- Prefer not to say

21. What is your sexual orientation?

- Heterosexual
- Gay woman / lesbian

- Gay man
- Bisexual
- If other, please specify:
- Prefer not to say

22. What is your religion or belief?

- No religion or belief
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- If other, please specify:
- Prefer not to say

23. What is your ethnicity?

- **White**
 - English
 - Welsh
 - Scottish
 - Northern Irish
 - Irish
 - British
 - Gypsy or Irish traveller
 - Any other white background, please write in:
- **Mixed / multiple ethnic groups**
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other mixed background, please write in:
- **Asian / Asian British**
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background, please write in:
- **Black / African / Caribbean / Black British**
 - British
 - African
 - Caribbean
 - Any other Black background, please write in:
- **Other**
 - Other (please write in):
 - Prefer not to say

24. Do you consider yourself to have a disability or health condition?

- Yes (If you wish to give further information about your condition please do so here:)
- so here:)

- No
 - Prefer not to say
25. Do you have caring responsibilities? (tick all that apply)
- None
 - Primary carer of a child/children (under 18)
 - Primary carer of disabled child / children
 - Primary carer of disabled adult (18 and over)
 - Primary carer of older person
 - Secondary carer (another person carries out the main caring role)
 - Other (please specify):
 - Prefer not to say
26. How would you normally travel to your local NHS hospital? (all that apply)
- Drive yourself
 - On foot
 - Public transport
 - Taken by friend
 - Taken by relative
 - Other (please write in):

Thank you for taking the time to answer this survey. Your response is very important to us. The findings of this consultation will be published on the NHS Mid and South Essex website after the consultation closes in March 2018.

If you'd like to respond to the main consultation questionnaire or find out about other ways of having your say on the consultation, please visit the website

<http://www.nhsmidandsouthessex.co.uk/>