

Public Discussion Event Meeting Notes

Civic Hall, Grays

6th March 2018



Q&A

Q

For Thurrock in Thurrock – who knows about this?

A

Please read the CCG magazines to find out what's happening and transforming in Thurrock. This consultation today is not something that's come up overnight; we've been working on this strategy for over 2 years.

Proposals for Orsett - where things will go, everything that has been said today, information that has been filled in, both in paper and online will be considered, and how far we have gone with Healthwatch's help. Please believe that we are listening.

Q

Who will the responses be analysed by?

A

A company affiliated to the Consultation Institute. They are completely independent. They will simply present the information.

Q

What will happen when the public say no? Will the CCGs actually be able to listen to that and reject the plans?

A

The CCGs are the ones who have to weigh up all the feedback and make the decisions

Q

We want and we need Orsett Hospital – I live in South Ockendon we can't get to Broomfield, 4 buses and 2.5 hours. This is 2018 not 1820, we seem to be left out in the cold, it seems like we've been forgotten, you can't get to Purfleet, if you have to go to other places it's a taxi ride.

A

There's going to be a development in South Ockendon as well. We've heard the messages about transport from S. Ockendon that's definitely on the agenda.

Q

Not many people here are younger than me, thinking about the colleges and the 18 year olds doing their A-levels what have you done to get their views? They are the future of healthcare, and whether they would like to play a part in the NHS?

A

We have been out to the colleges and spoken to young people about their views and got

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information about what they thought.

We are working with the council to try and attract people / young people from disadvantaged backgrounds in the Thurrock area to attract them to healthcare as a career. There's Anglia Ruskin the new medical school – Ronan offered that he helped to develop the medical training programme.

Q

I'd like to ask, you put a paper up there – Hospitals were mentioned, Chelmsford / Basildon and Broomfield, where was Thurrock?

There are 150,000 people in Thurrock, all I've heard is about move services away from Thurrock, but pacify them by keeping the lighter things here audiology, ophthalmology. Serious things are being taken out of Thurrock. We are told with Stroke act quick, you've got to get treatment and an ambulance to you in Thurrock, blue lighted to the BTUH? That's not quick; this is a managerial decision to take things out of Thurrock.

A

None of the services are going to be removed from the 3 hospitals. Right now we don't have a service for stroke in Thurrock no one else does in the other areas. The reason for that is that the care you describe is best delivered in specialist centres. The care you currently receive for Stroke is at Basildon but this plan is actually an enhancement on the existing service.

Q

I thought it was a foregone conclusion that Orsett was going to close 9 months ago...can you give an assurance? 9 months ago a health minister said it's going to close. Will this analytics company do it? Make the decision?

A

The consultations company won't make the decision. No decisions have been taking – which

Q

What I'm saying from a government point of view I understand they made the decision already or are you saying the feedback is going to influence the decision?

A

the decision will be made by the five CCGs, so myself, the Chair, are the reps for Thurrock CCG the same for the other 4 CCGs,

Q

Are these ministers involved in this discussion? So you can dispel that myth then?

A

We need to give you the facts and separate from politics. We are working with Ministers, Basildon etc., to ensure MPs are informed of our work. They do not get involved in the decisions made by CCGs; suggest that people go back to the MPs with any questions about what they've said.

Q

Is it not closing then?

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A

No decision has been made.

Q

If you build these four hubs and it goes ahead there's no mention of X-rays and eyes?

The other point you said about the 999 calls nothing is being done about the 111 system a lot of calls going through to 999 that shouldn't be needed to promote 111.

A

X-ray is part of diagnostics, like blood tests. We are currently working with the council to design the buildings.

Q

Can you tell me the cost of the IMCs, no information about that, if it's being funded by Thurrock Council, can you tell me what the cost of the four buildings will be including the consultation, build, design, staff? Can you tell me where we get money and staff from?

A

The idea of the four IMCs started long before acute changes were even discussed, because the council recognised there were a number of things that needed to improve, better premises for GPs. We needed to build on the existing community hubs and improve facilities for health of the people. That's always been a plan, we've not gone out to tender for this but it will be around £7.5 - £10.5m, it will have a large GP practice, diagnostics, housing staff/LACs social care, libraries, community support.

Orsett plans have developed since then, now there's an opportunity to do something more enhanced, following consultation (no decision will be made yet). The Council will pay for the one in Tilbury, all the people who are part of the services will contribute to the running costs.

Purfleet – PCRL – may be the design team. The other is Thurrock Hospital owned by EPUT and the other in Corringham is NELFT. Each are only subject to a final business case, these are rough costs, they will all have to go out to procurement and building costs etc. It will take another 3 years.

Q

Three of them are going ahead this year, but we don't know how much they will cost?

A

We've appointed a design team, we have the rough costs, and until we've been out to procurement we won't know what the final costs are. But buildings are complex, we are still working out how many rooms we need, but we are talking £10 million.

Q

So you're not starting this year?

A

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We hope to start late this year, but realistically we won't be starting on site until early 2019.

Q

I'm impressed with this paper it's one of the best smoke and mirrors piece of writing I've ever seen. The Chinese whispers have it as a done deal, there's space needed for building etc. Thanks for the things you do, but let's get back to the facts of Orsett Hospital. Please make a point that these hubs will be up and running before you close Orsett. Most people have no trust, be straight, is the land sold and are you closing it?

A

No it hasn't been sold; the decision hasn't been totally made. Politicians, us, we all have a view and while I understand the focus is on Orsett Hospital here, if there's other concerns about the acute reconfiguration that are important to you please let us know.

Q

We have more houses and we need more infrastructure, and we don't get it.

A

We will let you know about more things happening locally to support you.

Q

We had a smaller meeting to get opinions for our group: our main concern was about the beds and the transport between the hospitals. As long as it's not affecting us with BTUH being unaffected then that's fine. But there are concerns around the Ambulances and other transport, it's broken. We know people will go to the ends of the earth to ensure their family get treatment, they don't mind travelling. If everything is planned properly then everything will be okay.

A

At any moment right now, beds are occupied by stroke and stroke mimic patients, the way to know who is who is by enhanced imaging, the suggested pathway has that imaging at the front door of A&E, we sieve the stroke mimics from those who come in, and we can guarantee a stroke bed for a stroke patient, and be able to treat the mimics elsewhere.

Q

Are you aware that to get a taxi to BTUH can cost £39 one way? That is an aspect that is very important to me and the family and patients. Do you really believe that BTUH can cope with all Thurrock patients without a local hospital? Have you seen the cues of people there? Finally anyone who has had family or themselves suffered with a stroke, Have you seen the hold ups on the road in this area? We really do need Orsett, I've found Ophthalmology invaluable, the mere thought of having day surgery at BTUH or Southend is upsetting, please rethink Orsett Hospital and develop it. I challenge you to go down and look at the cue at Orsett for surgery.

A

I have been to Orsett Hospital I've seen the queues; it's a proposal to move services from Orsett to the IMCs. The transport I know, I spend time with patients in ambulances going between hospitals I know how quickly you can move patients under blue lights, it's very quick indeed. Our traffic analysis shows it can be done.

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In terms of can BTUH cope? What we're saying is we have to shift things around - things will have to leave BTUH to make room for new stuff to come in. 50 extra beds across the system.

Q

I'd like to recap the money you say it would cost, each hub where are they? How much is it? You said £7.5 m and then £10m which is it?

A

I can't give you the final costs until we have the full procurement.

Q

it's a total of £40m for the four why can that money not be spent on Orsett Hospital? You can find out you're on the Council

A

These decisions were made before any discussions about Orsett were even mooted. The idea is we all work together, the idea of the hubs or IMCs were first thought of 2-3 years ago, they will go ahead whatever happens with Orsett Hospital. If a decision is taken to close Orsett, that offers more opportunities.

Comments & Suggestions:

- it's proposed that 32,000 new homes are to be built, we need a proper hospital for Thurrock
- It's about what was said, if that decision has been made already what we doing here?
- I think going back to your question – the strategy that was described, we've been working very successfully through HWT have been informed by the public and FTinT. I've got a Director of Primary care here, we've got a plan to improve primary care and bring a much wider sense of healthcare. Wider services, moving patients away from Basildon, we'll move some of those outpatients services for people in Tilbury you will have outpatients appointments locally.
- The danger of this consultation – Orsett should never have been part of the consultation – Orsett should be separate – we lose sight of both proposals as there's too much to think about. Let's concentrate on the 3 hospitals and how it affects us, Transport etc. it's important. I don't care where someone goes to get the best treatment, but I appreciate that people need their family and friends to be there as that helps them.
- We need a commitment there will be full negotiations and involvement from all areas in Thurrock, each hub won't have the same clinic every day? You won't have that clinic in every single unit. Minor injuries will not be available everywhere. We want to see some of these plans and changes. We might find once they are all built, it's great and we don't need Orsett. The transport already supports Orsett, we've lost so much in the past, and we are trying to claw that back with another promise. You can understand why people in Thurrock have got doubts. The only reason people will go along with this is if the service is better, but you have a lot of hearts and minds to win over.

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- You have to make things very clear, nothing is clear, what's the difference between the hubs and IMCs? Hubs are already working, that is different, make things clear.
- Workshops and feedback given from each workshop about transport, health pathways and the need for people to be more able to manage their health and stay well, the importance of the hospital services being available.