

Current views on the South Yorkshire and Bassetlaw Sustainability and Transformation Plan

May 2017

Introduction

Between February and April 2017, people living in and working for the NHS across Barnsley, Bassetlaw, Doncaster, Rotherham and Sheffield were asked for their views on the initial thinking of the South Yorkshire and Bassetlaw Sustainability and Transformation Plan (STP).

Co-ordinated by the communications and engagement team in the programme management office, a series of questions were developed with communications leads from all South Yorkshire and Bassetlaw partners to understand the current opinion of staff and the public on the ambition, vision and priority areas as identified within the STP.

We also asked what was important to people generally when it comes to health and care for themselves and their loved ones, what people should do to stay fit and healthy; what encourages people to do these things and what makes it difficult.

Method and approach

- Healthwatch and voluntary action organisations across South Yorkshire and Bassetlaw were commissioned to engage with local groups and communities, with a particular emphasis on the seldom-heard.
- All STP partners were asked to raise awareness of the survey and to hold discussions in their organisations to gather feedback and views.
- A media release distributed at the launch /opening of the survey and two weeks before the end of the conversation period to signpost people to how they could get involved.
- Social media activity with use of #SYBSTP to measure activity and oversee discussions
- E-bulletins were issued to all those who signed up to the Commissioners Working Together distribution list as well as inclusion in all partner internal communications channels
- Between 13-20 March, all bus tickets across all journeys in South Yorkshire and Bassetlaw alerted people to the opportunity to have their say

The channels available for feeding back were:

- **Online questionnaire** hosted on Survey Monkey. The survey included some closed questions to measure levels of support around the service options proposed and a number of open questions around the proposals to allow respondents to express views in their own words. Information about demographics and the context in which people were responding to the consultation were also asked for sub-group analysis.
- **Paper surveys** were also available which contained the same questions as the online survey

- **Meetings and events** – a number of meetings, public events, staff meetings and discussion groups were held during the conversation period.

Responses

In total, there were **1056** responses to the online survey – 54.92% of which specified they were a member of staff and 45.08% of the responses came from members of the public.

Total number of responses	1056
Total number of public responses	476
Total number of staff responses	580

Responses by place

Of the 476 members of the public who responded to the survey, 279 gave their postcodes. The drop-off rate may be due to the placing of the request for a postcode within the survey, eg, people answered the questions and then closed the survey at this point. There were also some respondents who gave false postcodes in answer to the question which have been discounted in the overall analysis.

Postcode	Number of responses	% of total
Barnsley	133	47%
Bassetlaw	15	5%
Doncaster	52	18%
Rotherham	26	9%
Sheffield	53	18%

Responses by organisation

Of the 580 members of staff who responded to the survey, 471 specified exactly which organisation they worked for. The remaining 109 either used vague terms such as, “local council” or “NHS” or worked for associate partners and so were not analysed at an individual partner/organisational level.

Targets for each organisation were based on representing 1% of their total workforce.

Organisation	Target number of responses	Actual number of responses	% of total staff responses

NHS Barnsley Clinical Commissioning Group	6	5	0.9%
NHS Bassetlaw Clinical Commissioning Group	3	11	1.9%
NHS Doncaster Clinical Commissioning Group	9	96* *Where responses came from Doncaster GP practices they have been analysed as CCG responses	16.6%
NHS Rotherham Clinical Commissioning Group	6	8	1.3%
NHS Sheffield Clinical Commissioning Group	14	9	1.5%
Barnsley Hospital NHS Foundation Trust	33	4	0.6%
Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	63	82	14.2%
Rotherham, Doncaster and South Humber NHS Foundation Trust	29	60	10.3%
The Rotherham NHS Foundation Trust	37	24	4.1%
Sheffield Children's Hospital NHS Foundation Trust	32	36	6.2%

Sheffield Health and Social Care NHS Foundation	31	42	7.3%
Sheffield Teaching Hospitals NHS Foundation Trust	160	53	9.1%
Barnsley Metropolitan Borough Council	30	26	4.6%
Bassetlaw District Council	*	2	0.4%
Doncaster Metropolitan Borough Council		3	0.5%
Rotherham Metropolitan Borough Council		10	1.7%
Sheffield City Council	*		
Remaining members of staff		109	18.8%

*It was agreed pre-launch that Bassetlaw District and Sheffield City councils would not be actively promoting the survey/engagement activity to their staff.

We also asked staff to specify whether they held a clinical or non-clinical role. 327 members of staff specified their role, 253 didn't.

	% of people who specified of role	% of overall staff responses	% of overall survey responses
Clinical	45%	25.5%	14%
Non-clinical	55%	30.86	16.9%

Responses to the questions

At the beginning of the survey, an overall narrative was given as to the current challenges faced and the rationale behind the STP.

We said:

Over the last 12 months, all health and care organisations across the region have worked together to develop a vision and a set of priorities to address a number of challenges and

improve the health and wellbeing of people in South Yorkshire and Bassetlaw.

The Plan is made up of five local plans – referred to as ‘place’ plans. Each place plan has been developed by local doctors, hospital chief executives, clinical commissioners, council officers and patient and voluntary sector groups.

Reasons why we think we have to change, include:

- Care can sometimes be disjointed from one service to another because our hospitals, care homes, general practices and community services don’t always work as closely as they should.
- Some people are admitted to hospital beds who could be cared for in the community if the right support was in place. There are growing waiting times for many services and access to primary care needs to be better.
- There are new drugs and ways of treating people - including ever advancing technology
- People are living longer than ever before, which means we are treating more people into their later years. This means there is higher demand for NHS services.
- There won’t be enough money - if we don’t change the way we work now, we will have a gap in funding of £571 million by 2020
- Some illnesses we treat can be prevented by having support to live healthily (for example, by not smoking or drinking too much alcohol)

For all the reasons above, the people involved in the South Yorkshire and Bassetlaw STP think that the time is right to work together to develop new ways of providing services in your local area and also across the region.

We asked:

Q1) Given the challenges we've mentioned, do you agree with us that we need to change the way we work?

Overall	
Yes	89.89%
No	2.30%
Not sure	7.82%
Staff	
Yes	90.54%
No	1.81%
Not sure	7.65%
Public	
Yes	89%
No	2.95%

Not sure	8.05%
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Q2) Do you think there are any challenges that have been missed?

Yes	38%
No	62%
Comments	405
Comments from members of the public	170
Comments from staff	235

Common themes from the public comments:

- How money is spent/funding/government
- Mental health
- GP/primary care access
- Social services including housing
- Privatisation (some respondents outline a worry that the NHS would no longer be publicly funded/free at the point of use)

Common themes from the comments from staff:

- Prevention (and healthy lifestyles promotion)
- Mental health
- Public engagement/managing public expectations
- Workforce (covering training and recruitment)
- Funding

Our ambition

The survey continued to outline the agreed ambition for the South Yorkshire and Bassetlaw STP.

We said:

Our ambition is ...For everyone in South Yorkshire and Bassetlaw to have a great start in life, supporting them to stay healthy and live longer.

We asked:

3) Do you think this is the right ambition for health and care organisations?

Overall:	
Yes	88.59%
No	3.06%
Not sure	8.35%
Staff:	
Yes	89.9%
No	2.68%
Not	7.42%
Public:	
Yes	86.85%
No	3.56%
Not sure	9.59%

31% of staff felt that there were things missing from the ambition statement/wanted to comment on it. The common themes of their comments are:

- Quality of life (eg, 'live longer' while being **happy** and healthy).
- Mental health (as above).
- Requests for more detail on **how** the ambition was going to be achieved.
- Public perceptions - how to include patients/public in the work/shift
- Having appropriate IT systems and technology within and between organisations to support cross boundary working.
- Some distrust in the ambition – concerns around cuts to services.

36% of responses from members of the public felt that there were things missing from the ambition/wanted to comment on it. The common themes of their comments are:

- Quality of life (live happier, healthier, safer (housing and communities) lives not just 'longer')
- Ambition is hard to disagree with but how is it going to be achieved?
- Palliative care/giving people a great 'end' to life as well as 'start'

- Involvement of public/patients in decisions making/proposals for change
- More money is needed to achieve the ambition/confusion between the 'STP' and the government in terms of funding

Our priorities

The ten key priorities of the STP were highlighted before asking people whether they agreed they were the right areas of focus and whether they thought anything had been missed.

We said:

To support the ambition of improving health and care for everyone in South Yorkshire and Bassetlaw, we think we need to look at (in no specific order):

1. Reducing inequalities for all, helping people to live well and stay well for longer
2. Joining up health and care services, so they respond better to people's needs
3. Spending more money on care in communities, focusing on local healthcare centres
4. Treating and caring for people's mental and physical health
5. Making hospital care the same for everyone, everywhere
6. Making the urgent and emergency care simpler so that it's easier for people to get care
7. Developing a workforce in the right place and with the right skills
8. Using technology to support people to be well at home, manage their own care and for staff to be connected better
9. Having health and care services that are funded long term
10. Working with people, staff and communities to make all this happen

We asked:

4) Do you think the priorities/ideas of focus are the right ones?

Overall:	
Yes	77.44%
No	2.28%
Some but not all	20.28%
Staff:	
Yes	81.4%
No	0.66%
Some but not all	17.94%
Public:	
Yes	71.98%
No	4.5%

Some but not all	23.51%
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28% of staff responded to say they felt some things had been missed. Below are the common themes of their comments:

- Prevention and education (how to stay healthy but also which services to use)
- Services need to be joined up within services before they can be joined up between services
- Accountability for change – who is going to do what?
- Public involvement, particularly with hard to reach communities
- Self-management
- More information requested on how these would be achieved

14% of members of the public responded to say they felt some things had been missed. Below are the common themes of their comments:

- Education/housing/job opportunities for local people
- Public health and prevention – incentivising people to look after/care for themselves
- More detail requested on how things are going to be achieved
- More patient choice – where to be treated and by who (community/hospital/GP/voluntary groups)

We then asked people to outline which three of the ten priority areas listed were the most important to them. 676 people responded to the question and the options are ranked below to show the percentage of respondents who chose the priority areas as one of their top three:

48% - To join up health and care services, so they respond better to people's needs

42.2% - To treat and care for people's mental and physical health

31% - To have health and care services that are funded long term

28.9% - To reduce inequalities for all, helping people to live well and stay well for longer

27.9% - To develop a workforce in the right place and with the right skills

22.24% - To spend more money on care in communities, focusing on local healthcare centres

18.9% - To make urgent and emergency care simpler so that it's easier for people to get care

17.9% - To work with people, staff and communities to make all this happen

10% - To use technology to support people to be well at home, manage their own care and for staff to be connected better

5% - all are equally important to me

4% - To make hospital care the same for everyone, everywhere

0.4% of respondents said, “None” of the highlighted priorities were important to them, stating the need for more “lobbying of the government” for increased funding overall.

Revisiting the case for change

After having given further background information as to the vision, ambition and priorities for the STP, using current examples of proposed service changes for the region, the original question around change was revisited.

We said:

We’re already looking at some changes to services in South Yorkshire and Bassetlaw and recently carried out public consultations on hyper acute stroke services and out of hours children's surgery and anaesthesia. In the future we may have to look at other changes to make sure we are providing high quality and sustainable services across the region, on which we would again hold full public consultation.

(We asked):

Given the challenges we have outlined and our commitment to working together for improved health and social care, do you agree that we need to work differently and potentially change the way we provide some services?

Overall:	
Yes	73.23%
No	3.13%
It depends	23.64%
Staff:	
Yes	76.4%
No	2.08%
It depends	21.52%
Public:	
Yes	68.75%
No	4.6%

It depends	26.65%
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Common themes of staff feedback (“It depends, tell us more...”) from 93 written responses:

- It would depend on the reasons behind the change, eg, all change should be focused on improving services and not ‘cuts’
- Options for change should be co-produced with clinicians, staff and community sector, involving patients/the public at an early stage

Common themes of public feedback (it depends, tell us more) from 81 written responses:

- It would depend on what the proposed changes were and people’s ability to still access local services
- Travel times as a result of changing services would need to be taken into consideration, with alternatives given/improvements in transport services/expenses paid
- “Joined up” services should mean improved communication, sharing services and skills better and more fairly across the region, not ‘cutting’ services
- Worries around change meaning more private investment

The STP brand

Thinking of developing the STP as a brand, it was important to gauge knowledge of existing partnerships across the region.

We therefore asked whether people had heard of the Working Together Partnership Vanguard and Commissioners Working Together. **60.2% of overall respondents had heard of either one or both of the partnerships.**

Overall:	
Both	42.82%
Providers	9.58%
Commissioners	7.8%
Neither	39.81%
Staff:	
Both	52%
Providers	8%

Commissioners	10%
Neither	30%
70% of respondents had heard of one or both	
Public:	
Both	30%
Providers	8%
Commissioners	9%
Neither	30%
47% of respondents had heard of one or both	

Ways of reaching people

To understand which of our communications and engagement methods prove to be more successful in reaching our audience, we asked people to let us know where they heard about the survey and opportunity to have their say.

Social media	11.12%
Local media	5.12%
I attended a group discussion	14.78%
Staff communications	56.8%
Bus ticket	0.47%
Other:	11.71%
Bulletin/newsletter (unspecified)	2.92%
NHS/council website:	0.58%
Local networks/word of mouth:	3.81%
Healthwatch/Voluntary Action group:	3.52%
College:	0.88%

Further understanding

To gain further understanding of the current thinking of the South Yorkshire and Bassetlaw population around health, their needs and what they feel is important when accessing health and social care, we asked a series of optional, free-text questions.

Optional question: What is important to you when it comes to health and care for you and your loved ones?

- Care close to home
- Being able to get treated quickly and easily
- High quality and safe care provided by experts
- Being able to get a GP appointment
- Feeling respected/listened to
- Good communication between staff, teams and services

Optional question: What do you think people should do for themselves and their families to stay fit and healthy?

There were 562 responses to this question in total (staff and members of the public). The key common themes highlighted are:

- Take responsibility for their own health eg, through:
- Eating healthily, exercising, not smoking and drinking alcohol in moderation
- Understanding more about the importance of positive mental health
- Educate their children and encourage each other (friends/neighbours/colleagues) to make healthy lifestyle choices
- Share worries/talk about problems

Optional question: What do you think encourages people to do these things?

There were 509 responses to this question in total (staff and members of the public). The key common themes highlighted are:

- Education – from an early age (and more formally through schools around cooking/being physically active)
- Feeling motivated to be healthy – through positive role models in the community/people you can relate to
- User friendly services – eg, can be intimidating to go to the gym so more local groups in the community with similar individuals
- Low cost/affordable activities and healthy food

Optional question: What do you think makes it difficult for people to do these things?

There were 528 responses to this question in total (staff and members of the public). The key common themes highlighted are:

- Time
- Money
- Motivation/poor mental health
- Lack of education
- Lack of support – whether from professionals or in the community/social groups/friends

Demographics

Populations are diverse and any communications and engagement exercise should try to ensure that all members of the community are represented in the feedback received. We therefore asked people further (optional) questions to understand more about the audiences reached.

Age group	% of total responses
16 – 24 years	4%
25 – 34 years	5.58%
35 – 44 years	10.41%
45 – 54 years	17.89%
55 – 64 years	12.59%
65+: 69 years	6.53%
Not responded	43%

Gender:	
Female	71.81%
Male	28.19%

Is your gender different to that assigned at birth?	
Yes	8.71%*
No	91.29%

*relatively high proportion however the majority of respondents who answered 'yes' said they had found out about the survey by 'attending a group discussion' so we can assume that a pre-existing network was targeted either by internal/staff communications or via the Healthwatch community conversations.

What do you consider to be your ethnicity/race?	
Asian/British Asian: Bangladeshi	0.32%
Asian/British Asian: Chinese	0.16%
Asian/British Asian: Indian	1.42%
Asian/British Asian: Pakistani	0.63%
Asian/British Asian: Other	1.11%
Black/British Black: African	0.63%
Black/British Black: Caribbean	0.32%
Black/British Black: Other	0.16%
White: British	87.97%
White: Irish	0.63%
White: European	2.37%
White: Gypsy/Traveller	0.16%
White: Other	0.95%
Mixed race: Asian and White	0.16%
Mixed race: Black and White	0.47%
Mixed race: Black and Asian	0.00%
Mixed race: Other	0.79%
Other (not specified)	1.4%

What do you consider your religion to be?	
Buddhism	0.32%
Hinduism	0.32%
Christianity	55.39%
Islam	1.13%

Judaism	0.00%
Sikhism	0.32%
No religion	39.61%

Do you have a disability?	
Yes	14.33%
No	85.67%

Are you a carer or do you look after/give help and support to family members, friends, neighbours or others due to poor health, disabilities or age?	
Yes	33.23%
No	66.77%

What is your sexual orientation?

Heterosexual/straight	92.11%
Gay	2.47%
Lesbian	1.48%
Bisexual	0.66%
Other	3.29%

Are you pregnant?	
Yes	0.16%
No	99.84%

Do you have a child younger than 24 months old?	
Yes	2.69%
No	97.31%