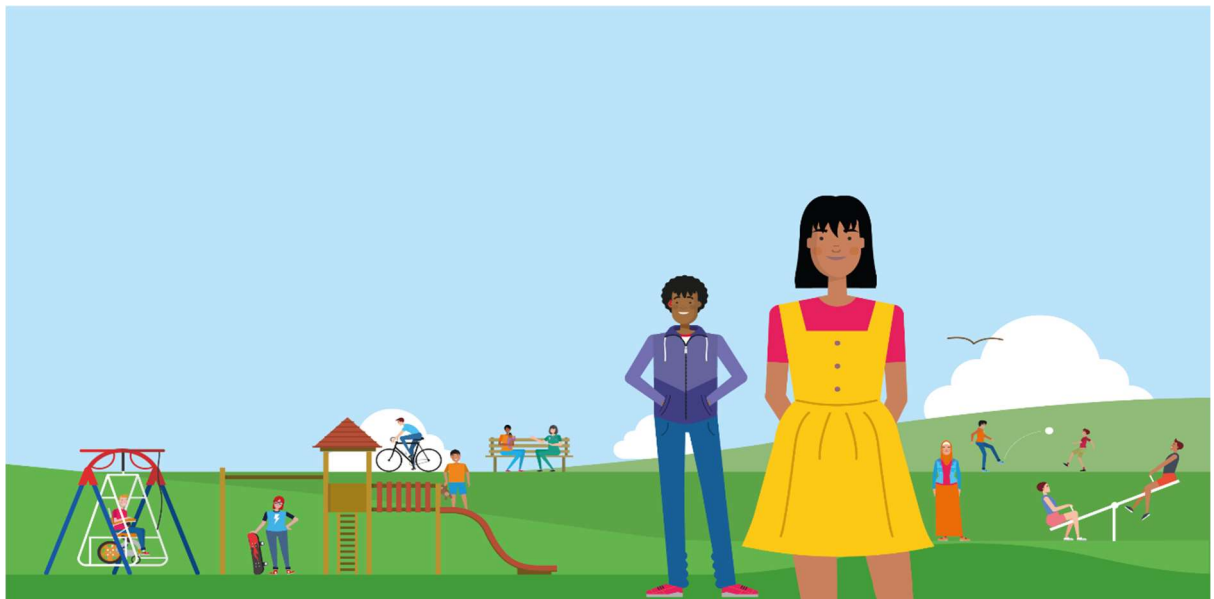


# Urgent and Emergency Children and Young People's Services (Paediatrics) at Withybush and Glangwili Hospitals Consultation



## Conscientious Consideration of Feedback Report October 2023

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## **Purpose of Conscientious Consideration**

Public consultations are developed and carried out in line with Gunning Principles. These are four rules which can support consulters in developing a fair, worthwhile, and accessible consultation.

Should a consultation be brought to Judicial Review (the process for challenging decisions made by public bodies) Gunning Principles are one of the tools used to determine whether consultation is fit for purpose.

The first three Gunning Principles are satisfied during consultation planning and delivery. The fourth principle is met after the consultation closes and states:

*'that the product of consultation is conscientiously taken into account when finalising the decision'*

The conscientious consideration process allows the Board to demonstrate that it has:

- Properly considered the material produced by the consultation
- Not made up its mind or come to its own decision
- Taken into account relevant issues and matters that the public feel the Board should be aware of

## Process undertaken for the conscientious consideration

The following stakeholder groups were asked to consider the report in virtual meetings and received a presentation of key findings from Opinion Research Services (ORS):

- 13 October 2023: Clinical Stakeholder (Options Development) Group
- 16 October 2023: Equality and Health Impact (EHIA) Workstream
- 17 October 2023: Llais
- 17 October 2023: Executive Steering Group (membership was expanded for this meeting and an invite was extended to all Health Board Executives and a representative from Welsh Ambulance Service Trust)

Note: Stakeholder Reference Group was also scheduled for 17 October 2023 but was stood down due to low attendance, therefore the opportunity to feedback electronically was provided.

Stakeholder groups were asked during the meetings:

- Does the report in general reflect what was heard during the consultation?
- Initial reactions/observations to the findings analysis
- Are there any further mitigations for concerns that should be considered?
- Are there any equality considerations?

The following groups were asked to review the report electronically:

- Public Services Boards in Carmarthenshire, Pembrokeshire, and Ceredigion
- Stakeholder Reference Group
- Clinicians involved in the consultation process

The groups were asked to provide electronic answers to the questions below:

- Having read the report, please let us know if you have any observations?
- Please tell us whether there are any further mitigations we should be considering?
- Please tell us if you think we have identified all the equalities issues? If not, please note any other issues?
- Are there any final points you would like to make, anything you feel is not captured in the report?

## Conscientious Consideration feedback - what we heard from stakeholders

The feedback detailed below was received from the four virtual meetings held:

- Clinical Stakeholder (Options Development) Group
- Equality and Health Impact (EHIA) Workstream
- Llais
- Executive Steering Group

in response to the conscientious consideration questions posed

0 electronic responses were received

### Does the report in general reflect what was heard during the consultation?

- Report reflects what was heard during the consultation
- Staffing of the favoured option might be an issue
- There is also a need to consider the current position at Withybush Hospital and how it could affect the decision from an environment and estates perspective
- A number of consultees commented on the environment at Glangwili A&E being not up to standard and inappropriate for children
- Pembrokeshire public desire the broadest range of services as possible in Withybush
- Health Board must be transparent in their decision making, the consultation report is only one element of what needs to be taken into consideration
- Dedicated Ambulance Vehicle (DAV) featured quite strongly in a lot of conversations, this was partly an opportunity to inform and educate people on that service and the benefits it brings to the population of Pembrokeshire
- The sustainability and deliverability challenges came up in conversations and the potential risks of variability in the service provision, which can be challenging for patients and the public

### What are your initial reactions/observations to the findings in the report?

- **Comprehensive & robust process**
- **Low number of questionnaire responses. The highest proportion were from Pembrokeshire**
- **Workforce/training:** Promote the workforce planning. The additional staff training could be provided even if Option 3 is not chosen
- **Transport/travel times/accessibility:** Difficulties for low-income families travelling to Glangwili
- **Deliverability:** Queries around staffing, affordability, and the capacity to deliver, particularly in the current financial climate
- **Facilities:** Accommodation options - has this changed (due to RAAC)? Is there a mitigation or risk around this?
- **'A lot of people don't realise what a Paediatric Ambulatory Care Unit (PACU) is or how you get to it' (Carer)** Better signposting required around the service e.g. PACU and DAV

- **Sustainability:** Broad public opinion supporting the introduction of PACU back into Withybush Hospital (WH) with some other features, but there are also comments and concerns about sustainability
- 'Responses are probably more positive than I was expecting overall, I think that is reassuring in a way' (Staff member)
- **PACU in Withybush:** Pembrokeshire population's wish to have a PACU in Withybush needs to be considered alongside the challenges that brings around deliverability, sustainability, and the risk in relation to variability of service provision

#### Are there any further mitigations for concerns that should be considered?

- **Communication & signposting issues:** GP referrals into hospital services. Whichever option is chosen needs to clarify correct referral procedures
- **EQIA's:** Helpful in identifying positive and negative impacts and mitigations
- **Safe services:** Ensure we have safe services as locally as possible
- **Impact on Glangwili Hospital:** Need to ensure consideration of the impact on the paediatric services in Glangwili for all three options
- **Staffing:** Need to ensure consideration of the impact of the options on recruitment and retention of the current staff
- **DAV:** 'We didn't realise before the consultation that, so few people knew about the DAV vehicle. It's been there since the inception of the change in 2014. We at WAST have suggested rebranding the vehicle and moving forwards to look at changing the signage of the vehicle as well to raise its profile locally.' (WAST representative)

#### Are there any equality considerations?

- **DAV:** Will the DAV provision be sufficient whichever option is chosen?
- 'Since the pandemic and the change to the PACU closing in WH there has been an impact on the DAV, and looking at activity the demand on DAV has gone up. However, the demand is still within a level that **we would expect one DAV unit to be able to manage effectively, rather than two**' (WAST representative)
- From an equality perspective, all comments were captured: the views of low-income families, single parents, parents of children with complex needs. **There was a particular issue around the amount of travel to Glangwili (from outside the county)**

#### Other specific comments/concerns raised:

- **Concerns around the current financial pressures were raised**
- **Next steps:** In developing the Implementation Plan, pathways to be tested with GPs and service user involvement to continue

## Conscientious Consideration feedback – Board members

The Board met on 19 October 2023 to receive the consultation findings from Opinion Research Services (ORS), and also receive the feedback from the conscientious consideration undertaken by stakeholders groups. The consultation findings were presented by Opinion Research Services (ORS) and independently facilitated by an associate of the Consultation Institute (tCI).

During the meeting the Board undertook its own conscientious consideration of the consultation findings, and the following feedback was received in response to the conscientious consideration questions posed:

### Does the report in general reflect what was heard during the consultation?

- The report reflects several conversations that were had during the consultation events
- **Lack of awareness of the role of the Dedicated Ambulance Vehicle (DAV) (which features in all the options)** was a key theme
- Concerns remain around **sustainable services in Pembrokeshire** and the challenges that led to the temporary changes
- **Environment at Glangwili A&E** being not up to standard and inappropriate for children was a key concern
- **Travel and transport** will always be a concern

### What are your initial reactions/observations to the findings in the report?

- Consideration to be given for the **additional features in Option 3**, to whether they could be included as part of Option 1 or Option 2
- **Deliverability:** Queries around sustainability of the staffing model for PACU, consideration to be given to alternative roles e.g., Consultant nurses
- **Reduced capacity for outpatient appointments** is a trade-off for a PACU as the level of activity is likely to be restricted due to the space required to deliver the PACU
- **Strategic direction:** Do the options align with our aim of bringing care closer to home
- **Transport/Travel/Accessibility:** Difficulties for low-income families travelling to Glangwili, consideration to be given to the Health Board's social responsibility to support Pembrokeshire families with transport and accommodation
- **Child friendly environment at Glangwili A&E:** should be implemented now
- **Staffing Sustainability:** whichever option is implemented it must be sustainable from a staffing perspective

### Are there any further mitigations that should be considered?

- **Sustainability:** Both financial and operational sustainability of the options needs to be considered until the implementation of our long-term strategy
- **Accommodation facilities for families:** consideration to be given to the accommodation provision including looking at private sector models
- **RAAC:** clarity required around the financial and estate impacts of this issue in the medium term

### Are there any equality considerations?

- **Travel and Transport:** the impact of cost for families is a key consideration
- Reassurance was also asked for around whether enough engagement had taken place with children and young people, and groups of disabled people

### Other specific comments/concerns raised?

- A comment was made around the need for clarity in relation to the presentation of the 'don't know' responses within the graphs in the Consultation feedback report provided by ORS. A footnote has subsequently been added to remove any ambiguity
- **Sustainability:** need to consider the population projections
- Need to consider opportunities through **Green Energy**
- Need to consider the **impact on interdependent services:** if the preferred option is the reintroduction of PACU at Withybush Hospital
- Need to consider the **impact of the permanent loss of PACU** (should this be the preferred option) at Withybush Hospital on interdependent services, staff (and the need to attract a future workforce), and the population of Pembrokeshire. Reassurance was also asked for around the need to consider the impact on visitors to Pembrokeshire during holiday season.