

The Path to Excellence Public Consultation

How we create the best possible improvements
for healthcare in South Tyneside and Sunderland

**Path to Excellence
Transformation Programme –
Championing the public during
major service change**

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The Path to Excellence



- A five-year transformation of healthcare provision across South Tyneside and Sunderland
- To secure the future of local NHS services and to identify new and innovative ways of delivering high quality, joined up, sustainable care that will benefit our population both now and in the future
- The four NHS organisations involved in the partnership are South Tyneside NHS Foundation Trust , City Hospitals Sunderland NHS Foundation Trust , NHS South Tyneside Clinical Commissioning Group , NHS Sunderland Clinical Commissioning Group
- Called ‘The Path to Excellence’, the public consultation was launched on Wednesday 5 July and ran for 14 and a half weeks until Sunday 15 October





Which services are involved in this consultation?



Stroke care services



Children and young people's healthcare (urgent and emergency paediatrics) services



Maternity (obstetrics) services

Women's healthcare (gynaecology) services





Consultation activity



Resident street survey	805 interviews
Online and paper based consultation survey	496 responses
Direct mail patient survey (across three service areas)	324 responses
Focus groups	32 groups, 324* participants
Public, staff and stakeholder events	19 events, 451** participants
Staff Q&A events	12 groups, 174 participants
Phone, letter, email submissions	57 submissions
Travel and Transport discussion group	1 event, 53 participants

* 144 / **141 completed monitoring forms

Quantitative (Survey) Based

Statistical analysis – SPSS

- Street – statistically representative
- Online and patient – important views, participative democracy
- Direct patient – representative views

Qualitative (Discussion) Based

- Fully read and analysed by the team
- ‘Coded’ into themes
- Key sentiments





Compliance with Equality Act and Public Sector Equality Duty

- The NHS has a duty to meet its public sector equality duty, as defined by S.149 of the Equality Act 2010
- The Equality Act 2010 applies to all organisations that provide a service to the public or a section of the public (service providers). It also applies to anyone who sells goods or provides facilities. It applies to all our services, whether or not a charge is made for them.





Equality Act protects people from discrimination on the basis of a 'protected characteristic'

- disability
- gender reassignment
- pregnancy and maternity
- race
- religion or belief
- sex, and
- sexual orientation
- marriage and civil partnership (named purposely in the equality act 2010 - linked to the now retired sex discrimination act where people were protected on their marital status)
- age (under the Equality Act from April 2012 until then The Employment Equality (Age) Regulations 2006 still applied)





Review of compliance with Equality Act

- Integrated impact assessments (IIAs) were conducted in relation to the future options for each of the three acute services
- IIAs identified groups which could be vulnerable to the proposals and the aspects of the services which could reduce or deepen health inequalities
- Appropriate engagement with identified groups who work with people who may face barriers to taking part in this consultation, providing a meaningful opportunity for people who may be more impacted by any potential change to consider and feedback on the various issues and proposed changes





The IIA showed that the proposed changes could have a disproportionate impact on adults resident in South Tyneside and specific vulnerable groups summarised in the table below:

Stroke	Maternity & Gynae	Paediatrics
Over 65s	“Fertile” groups - men and women working age	Parents and child carers - men and women working age
BME groups- over 50s	BME groups - expectant mothers / new mothers and partners	BME families / parents with young children
Disability groups and their carers – over 50s (emotional / mental illness / physical / hearing and sight impairment / speech / cognitive / learning)	Expectant women / new mothers and their partners with disabilities (emotional / mental illness / physical / hearing and sight impairment / speech / cognitive / learning)	Children, carers and families affected by disabilities (emotional / mental illness / physical / hearing and sight impairment / speech / cognitive / learning)
Socio-economically deprived groups - over 50s	Expectant women / new mothers and partners in socio-economically deprived groups	Children, Carers, and parents suffering socioeconomic hardship – including children in care
	Teenage mothers - 13-19 year olds	Young people – 11-18 year olds
All adults	All adults	All adults
	Expectant women / new mothers and their partners with problems relating to drug and alcohol misuse	Children, carers and families affected by substance or alcohol misuse



Activity to engage with identified groups



An asset based approach engaging with third sector and interest groups in South Tyneside and Sunderland who support people who may face barriers to taking part in the consultation. This offer included:

- Online and telephone support on how to run an effective focus group with stakeholders/service users, plus later additional facilitated sessions by the partnership
- Free Webinar online training session, including practical tips on how to run an effective focus group
- [Focus group toolkit](#) – discussion guide and tools, includes Easy Read versions
- Payment of £100 plus reasonable event expenses

Requirements:

- Provide a short output report of each focus group feedback
- Request data monitoring information from participants and provide that data back





Activity to engage with identified groups

- Mapping activity: cross-checking groups with those highlighted in IIAs ensured that any gaps could be identified and additional work carried out to engage and consult or seek an organisational response
- Feedback and dialogue captured, analysed and included in the final feedback report
- Equalities data monitoring of the key characteristics of participants to ensure we were hearing from key groups in alignment with IIA (not mandatory for people to complete and return this information after taking part in a focus group)
- Ensures that the NHS meets its equality duties as well as its statutory duties to involve and consult





Review of activity to engage with identified groups

- Over 80 groups in South Tyneside and Sunderland invited to run focus groups
- 32 focus groups, events or one to one work with service users
- 20 local organisations delivered focus groups involving (but not limited to):
 - BME women, mothers and refugee and asylum seekers, ESL
 - people who are deaf or with hearing impairment
 - people who are visually impaired/Blind/sight loss or partially sighted
 - young people, including young carers and teenagers accessing mental health services
 - older people, older people with a disability, family, carers
 - socio-economically deprived groups – and food banks
 - people with a disability including people with a learning disability and their carers
 - mothers including new mothers and mothers with children under two years
- 324 people shared their views / 144 monitoring forms



**We would like to thank
community and voluntary group
partners for their very
important work
reaching into
those communities**



Key learning from phase one

- Working with partner organisations in the third sector has been a positive experience
- A commitment to continue to build upon the relationships that have been established
- In early 2018 a review of the equality engagement activity and processes to inform an updated equality delivery strategy for the programme and to underpin the updated communications and engagement strategy for the next phase
- During informal discussions with third sector partners this was welcomed and early developments included: Support from Sunderland People First (learning disability) to develop a protocol for easy read documentation
Inclusion of HealthNet (CVS umbrella organisations) in a new Stakeholder Advisory Panel





Thank you



The path to
excellence

