

Improving Healthcare Together 2020 – 2030
CVS small grants scheme
Final report from Merton Voluntary Service Council (MVSC) - 31/3/2020

1. Aims of the CVS scheme

The CVS Scheme was established to ensure that impacted populations and harder to reach groups were supported to take part in the Improving Healthcare Together consultation, via existing networks and trusted voluntary and community sector organisations and groups. The scheme was run through borough Councils for Voluntary Services, or CVS, as recognised umbrella organisations for the voluntary and community sector in their area, resourcing them to create opportunities for target groups to learn about and share their views on the proposals under consideration. Establishment of the scheme followed recommendations from the Improving Healthcare Together Programme's Consultation Oversight Group.

Target groups for the CVS scheme included the following:

- Maternity Services – women aged between 16 – 44 who may be planning a pregnancy/ are pregnant or women who have given birth in the last 12 – 18 months
- Paediatric Services – children & young people who might need to be admitted to an inpatient bed – could be any children.
- Gypsy Roma Travellers (largest population in Surrey Downs)
- Low income households – for example, people living in the following wards (St Helier, Ravensbury, Pollards Hill, Cricket Green, Beddington South, Figge's Marsh)
- LGBTQ+ communities
- Carers – including young carers
- People with physical, speech, hearing, learning or visual impairments
- Older People
- Refugees, migrants and asylum seekers
- People with mental health needs
- People who are homeless
- Children and Young People – including their parents/carers
- Black and minority ethnic communities
- People experiencing alcohol and/or substance abuse difficulties
- People who are housebound
- Faith groups

MVSC Target population agreed in advance is listed below: -

The following is the list of seldom heard communities MVSC targeted as part of the CVS Scheme: -

- Young People
- Parents and Carers of children aged under 16
- People with a mental health condition
- People with a long-term condition including physical disability, learning disability or sensory disability
- Maternity service users – young mums or women planning on or who have had a baby in the last two years
- Deprived communities/low income households: including areas such as Pollards Hill, Ravensbury, Cricket Green, Lavender Fields and Figges Marsh
- Carers – including young carers
- BAME communities
- Older People

2. Methodology

MVSC used the following methods to seek views from target populations across Merton: -

- **Facilitated and led 5 focus groups** with local community organisations who brought together their members who shared their views.
- **Facilitated 3 IHT information/questionnaire sessions** with local community organisations. Individuals completed the questionnaires as a group and shared a sample of their views.
- **Attended 8 activities/opportunities** at local groups/community settings and encouraged individuals to complete the IHT questionnaire and/or supported individuals. Some individuals shared some of their comments.

Promoting and Raising Awareness of the IHT

- MVSC promoted the IHT programme on E-Bulletin (that goes out to over 4,000 recipients) and shared on social media (i.e., twitter)
- Healthwatch Merton (HWM), who is hosted by MVSC, also promoted the IHT programme on the HWM E-Bulletin (that goes out to over 1400 recipients)
- MVSC staff member, who coordinated and facilitated the programme of activities, also shared key links and contacts with the Public and Engagement Patient and Involvement at Merton CCG to assist them in reaching out to seldom heard groups (i.e., Happy Family Club and Merton Children's Centre leads)
- MVSC, who host the Mental Health Forum, had member of CCG team attend to consult group

3. Activities held

No of Activities led/facilitated by MVSC	16
No. of community groups who engaged and supported process	12
Total No. of people reached	124

Please note that individuals who engaged against the specific populations also met others (all listed in appendix 3)

Target Population	No. of Activities	Individuals Reached
BAME communities	2	27
Carers	1	8
Carers – including Young Carers	1	6
Deprived communities/low income households: including areas such as Pollards Hill, Ravensbury, Cricket Green, Lavender Fields and Figges Marsh <i>*1 of the activities in Figges Marsh was with older people's group</i>	5	42
Maternity service users – young mums or women planning on or who have had a baby in the last two years	2	11
People with mental health needs	1	8
Older People <i>*Many older people were also engaged across the other activities</i>	1	7
People with a long-term condition including physical disability, learning disability or sensory disability	2	11
Young People	1	4

**** The total no. of parents and carers with children under 16 reached was 21 people (taken from the number of people from sessions above)**

There was an additional activity which the target population was LGBTQ+ community. Feedback was not logged as people took away the IHT consultation documents as they declined in engaging at the event.

4. Feedback

The case for change

- The general comments from people across the sessions was they could see there was a need for change to improve quality, financially more efficient and the state of the buildings.
- The film outlining the case for change was shown at 8 of the activities
- MVSC followed the updated feedback forms which did not specify gathering views on the case for change.
- The questionnaire supported activities followed the same questioning that didn't include specific feedback on the case for change.

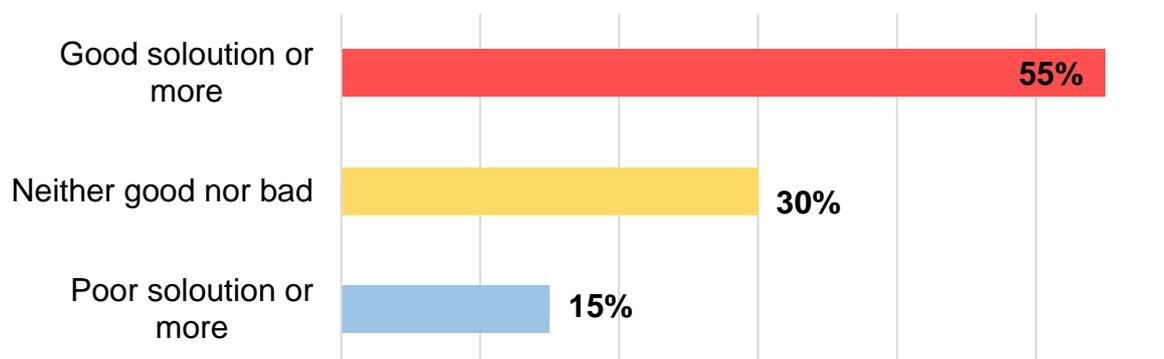
The model of care

During each of the facilitated focus groups participants were asked to show hands or comment on whether they believed the approach was a good solution, neither good nor bad and finally a bad solution in line with the IHT consultation document.

Stats below account for 71 of the 124 participants in the CVS scheme (20 of these completed the questionnaire document during the groups)

The remaining 53 participants, who completed questionnaires, has not been accounted for in the stats below.

The following breakdown is from individuals who shared their opinions on what they thought of the proposed 'Model of Care'



Sub-theme as appropriate	Raised by (name of group and target population)	Comments
Quality of staff can be improved with easier access to specialists and consultants	Avanti Health and Wellbeing <i>People with mental health needs</i>	<ul style="list-style-type: none"> ➤ Training for staff will be better and specialisms will be improved ➤ Easier to have specialists and consultants on one site ➤ The model of care is more likely to cater for the needs of people better
	BAME Voice <i>BAME communities</i>	<ul style="list-style-type: none"> ➤ If it is going to improve services, it is good, and it is a great idea to have SEC in one place ➤ Transport is crucial to this model working ➤ Concern is that if the 2 hospitals are downgraded to district then the standards may drop ➤ There is not enough staff anyway to go around so not sure how this is going to help with staffing ➤ Could they look at what has been achieved at St Thomas and Guys and follow that model?
The Model will meet demands of people in the community	**Carers Support Merton- <i>Carers</i>	<ul style="list-style-type: none"> ➤ Model will meet demands of people in the community ➤ The proposal sounds very good compared to the old scenario. ➤ Better facilities at existing hospitals and more facilities at new SEC hospital is a positive way forward
	Carers Support Merton- <i>Young Carers</i>	<ul style="list-style-type: none"> ➤ It would be easier to have all similar services at one SEC hospital whilst still having the district hospitals. ➤ A collection of specialists together is a good idea. ➤ If it does all go on one site (St Helier or Epsom) then it could become overcrowded to. ➤ Keeping it all together and keeping it at St Helier and Epsom makes it easier to access all services ➤ It would be easier for people with a specific illness/treatment but without the waiting times for outpatient appointments. ➤ Less beds could lead to potential chaos as people who are already ill knowing they could be turned away.

	<p>Ethnic Minority Centre <i>BAME communities</i></p>	<ul style="list-style-type: none"> ➤ People liked the approach and understand the reasons for the new model of care
<p>All Services should be improved across existing sites</p>	<p>Merton Centre of Independent Living <i>People with a long-term condition including physical disability, learning disability or sensory disability</i></p>	<ul style="list-style-type: none"> ➤ Invest all in the services we already have rather than moving services ➤ We used to have the Wilson and now potentially key services at St Helier could be closed ➤ If services are separated maybe I will be seen quicker ➤ You should be treated for anything at any hospital as it used to be
	<p>**Young at Heart <i>Deprived communities/low income households: Figges Marsh Ward & Older People</i></p>	<ul style="list-style-type: none"> ➤ Good to have everything together
	<p>**Watermeads Association <i>Deprived communities/low income households: Ravensbury Ward</i></p>	<ul style="list-style-type: none"> ➤ Good to have everything under one roof and more chance to be seen by specialists ➤ Should produce a higher standard of care and value for money ➤ Future of all services should be de-centralisation to improve access ➤ We need far more hospitals with all services and emergency services. ➤ Would be great if all hospitals kept emergency services. ➤ Ambulance services will be stretched. ➤ We need more hospitals not less fully functioning. ➤ Would there be rapid response ambulances between sites?

**** Facilitated IHT information/questionnaire sessions** with local community organisations. Individuals completed the questionnaires as a group and shared a some of their views.

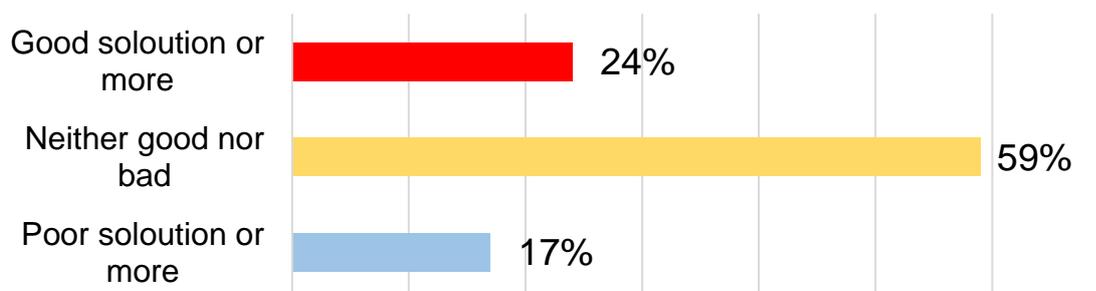
Other key comments from individuals relating to Model of Care from other activities/opportunities at which people completed questionnaires

Raised by (name of group and target population)	Individual Comments
<p>Acacia Centre Health and Play Clinic</p> <p><i>Maternity service users – young mums or women planning on or who have had a baby in the last two years</i></p>	<ul style="list-style-type: none"> ➤ Good new model. Very expensive to keep outdated hospitals working. ➤ Seems like a good decision to have specialist care in a new hospital but it would depend on how accessible new hospital is and where it is based ➤ Old hospitals are not suited to modern healthcare needs. ➤ I work at St Georges and to be honest I thought St Helier was already a district
<p>Better Leisure @ Canons Leisure Centre Senior Group</p> <p><i>Older People</i></p>	<ul style="list-style-type: none"> ➤ Seems to be a sensible solution for finances and having services located centrally ➤ Anything that improves our NHS is welcome ➤ I believe in what the health professionals say so if this is the best model then I back it
<p>Church Road Children's Centre Young Parent Group</p> <p><i>Maternity service users – young mums or women planning on or who have had a baby in the last two years</i></p>	<ul style="list-style-type: none"> ➤ New model of care would work for those who need specialist care ➤ New model of care would be good as those who need to see doctor urgently do not have to wait long
<p>Commonside Development Trust</p> <p><i>Deprived communities/low income households: Pollards Hill</i></p>	<ul style="list-style-type: none"> ➤ Invest money in St Helier as easy to get to with all the services. ➤ I understand NHS Struggling with money so decisions must be made
<p>Duke of Edinburgh Young Person Group</p> <p><i>Young People</i></p>	<ul style="list-style-type: none"> ➤ It would be good knowing that we wouldn't have to wait as long as people with bigger emergencies will be directed to the specialist building ➤ Hospitals already overcrowded and would be good to have a different area for very unwell people and people who are not in need of emergency care

<p>Merton and Lambeth Citizen Advice Bureau <i>Deprived communities/low income households: Cricket Green</i></p>	<ul style="list-style-type: none"> ➤ Like the model of care idea but would like all services on 1 site and not in sperate hospital. ➤ Would be good to have everything at 1 hospital. ➤ Like the idea of key children services in 1 place
<p>ICS Pre Diabetes Group <i>People with a long-term condition including physical disability, learning disability or sensory disability</i></p>	<ul style="list-style-type: none"> ➤ A new hospital is a good idea. As new hopefully will provide new and better services
<p>Salvation Army Mitcham Branch Community Cafe <i>Deprived communities/low income households: Figges Marsh Ward</i></p>	<ul style="list-style-type: none"> ➤ Sounds like a good idea. Difficult to say it will be good or not, but it does sound like promising. ➤ Local specialist centre is overstretched. Moving to one building is going to make this worse as the demand for the service will not change. ➤ Moving will have impact on less financially viable and inclined to travel further causing greater risks to those more vulnerable.

Proposed locations for SEC Hospital

Sutton as location of SEC



Sutton as SEC Site Sub-theme as appropriate	Raised by (name of group and target population)	Comments
	Avanti Health and Wellbeing	<ul style="list-style-type: none"> ➤ No key comments on location at Sutton. ➤ More feedback related to need to improve transport links
	BAME Voice	<ul style="list-style-type: none"> ➤ It is subject to what is going to be in place at the new hospital and hopefully if it was Sutton their specialist care services will be of a high quality ➤ Even with the plans and how it is going to look it is very difficult to contextualise ➤ I do agree that a new building would attract personnel
Most central for all boroughs and plenty of room for new buildings	**Carers Support Merton	<ul style="list-style-type: none"> ➤ Building new units would be more sustainable and efficient ➤ Good bus links – beneficial mode of transport ➤ The land space is available ➤ Central choice for all ➤ It is fair to most areas to be served, although, greater travel potentially for majority even though information says otherwise ➤ With the space there is a better housing opportunity for staff working at the SEC ➤ The site presently has good bus service to hospital ➤ Sutton Hospital has a very good reputation and is easily accessible locally.

	Carers Support Merton- Young Carers	<ul style="list-style-type: none"> ➤ Would be easier in terms of there would be less people trying to use the services, however, it can be more difficult to get to depending where you're coming from. ➤ Sutton hospital would be closer to the Marsden so people with cancer get better care. Least amount of beds moved would be less stress. ➤ I am un-sure because although it will be the quickest to build it will cost most money, however, I do think it's good that patients would get better services.
	Ethnic Minority Centre	<ul style="list-style-type: none"> ➤ Most of us would still go there if this was chosen as the site ➤ Easy to get to by bus as you can take the 280 from Mitcham
	Merton Centre of Independent Living	<ul style="list-style-type: none"> ➤ It is too far from Mitcham, however, depends where you live in Merton to what hospital is closer ➤ Are the NHS talking to Transport for London to find out how to make it easier for people to get between the 3 hospital sites
	**Young at Heart	<ul style="list-style-type: none"> ➤ Transport Links need to be improved
	**Watermeads Residents Association	<ul style="list-style-type: none"> ➤ Most central all but poorly connected transport. ➤ Loads of land to build units, wards and emergency care. ➤ The old wards could be closed and knocked down and replaced. (look at what they did in Barnet) ➤ Good travel links, bus routes also for ambulances ➤ More traffic with new school being built by the site as well ➤ Being elderly would mean further to travel ➤ St Helier is my local site. I can see that cheaper to build at Sutton, however, a lot of land at St Helier ➤ Travel will be an issue ➤ Belmont difficult to get to as already congested ➤ Would there be rapid response ambulances between sites?

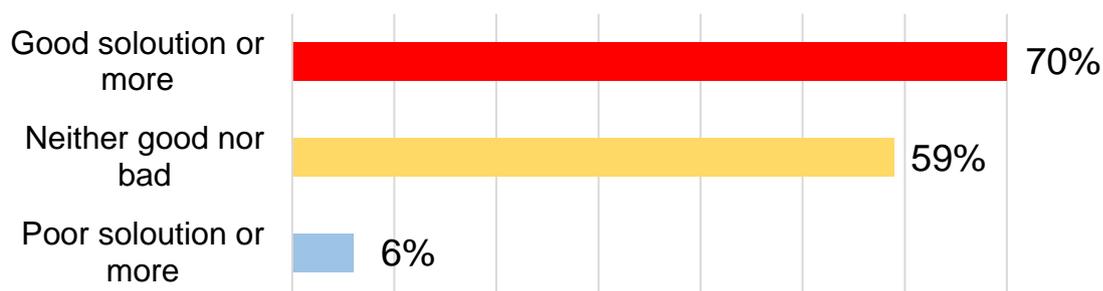
**** Facilitated IHT information/questionnaire sessions** with local community organisations. Individuals completed the questionnaires as a group and shared a sample of their views.

Other key comments from individuals relating to Sutton as proposed location for SEC from other activities/opportunities at which people completed questionnaires

Raised by (name of group and target population)	Individual Comments
Acacia Centre Health and Play Clinic	<ul style="list-style-type: none"> ➤ Sutton is a good solution although as a Merton resident I would not travel to Sutton as it's too far, however, still good as between Epsom and St Helier ➤ Sutton would be too far. Would be nice to improve St Helier Facilities ➤ Not familiar with Sutton hospital but know Sutton is easy to get to and may be easier to access than St Helier.
Better Leisure @ Canons Leisure Centre Senior Group	<ul style="list-style-type: none"> ➤ I have been going to Marsden for a year and it is a real challenge to get to. They will need to improve bus services ➤ Are they going to widen the roads as very difficult to get to? ➤ How are they going to deal with the school traffic around the site?
Church Road Children's Centre Young Parent Group	<ul style="list-style-type: none"> ➤ Great idea as not far from St Helier ➤ Sutton hard to get to. ➤ Would need to create more bus routes and night buses.
Commonside Development Trust	<ul style="list-style-type: none"> ➤ There is no perfect location. If hilly location will impact wheelchair users, buggies and families with many children ➤ Having new hospital close to Marsden already acts as a landmark people may be familiar with if at Sutton
Duke of Edinburgh Young Person Group	<ul style="list-style-type: none"> ➤ If building is quicker to build, then might be better for the environment and less impact
Merton and Lambeth Citizen Advice Bureau	<ul style="list-style-type: none"> ➤ Like idea of a new hospital in Sutton as new equipment and will possibly be better ➤ If Sutton we need more buses to go straight there from Mitcham

Salvation Army Mitcham Branch – Community Cafe	➤ Support weighted toward St Helier as location
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St Helier as location of SEC



St Helier as SEC Site Sub-theme as appropriate	Raised by (name of group and target population)	Comments
	Avanti Health and Wellbeing	<ul style="list-style-type: none"> ➤ It was felt that more people generally know where St Helier is ➤ Would be the nearest location, however, St Georges was nearer for half the group. ➤ Good location for Merton residents ➤ For Merton it would be better to have SEC located at St Helier.
	BAME Voice	<ul style="list-style-type: none"> ➤ More central in our eyes and closer for people ➤ Transport to this site is easier for people who live in Merton.
	**Carers Support Merton- Carers	<ul style="list-style-type: none"> ➤ A nice site that remains within budget and caters for needs of the population ➤ Good Bus Links ➤ It has better transport links to Sutton and Merton but does not meet Surrey Downs ➤ Ideal for Merton residents ➤ Poor transport links ➤ Has a bad reputation and have experienced first-hand their emergency care and would not recommend St Helier.

		<ul style="list-style-type: none"> ➤ Already a large hospital. Not so much room for new building but keep as many existing buildings as possible at St Helier
	Carers Support Merton- Young Carers	<ul style="list-style-type: none"> ➤ Personally, easiest for me to access, it would also be easier for my mum, who is disabled, to get to ➤ Having SEC @ St Helier would be the easiest for place wise since it is in the middleish of the areas. ➤ It's the cheapest hospital but it takes the longest to build which makes me unsure ➤ St Helier is an old building and could lead to other problems as buildings not being worked on for a while ➤ It will take the longest to build leading to people waiting longer for improved services.
	Ethnic Minority Centre	<ul style="list-style-type: none"> ➤ Easy to access ➤ Most populated area around one of the sites ➤ The funding would bring the facilities and services up to standards and the levels it should be operating at ➤ Parking does need to be looked at properly at this site
	Merton Centre of Independent Living	<ul style="list-style-type: none"> ➤ St Helier is central if it was just serving Merton and Sutton residents and is a better location. ➤ Location does depend on what part of the borough you live in. ➤ Familiarisation when you have mental health issues and anxiety. ➤ Personal experiences will affect where people do go ➤ So much money has spent to date. Why not improve services we have already? We don't need another hospital. Put the money in hospitals we have.
	Young at Heart**	<ul style="list-style-type: none"> ➤ Closer to us in Mitcham
	**Watermeads Residents Association	<ul style="list-style-type: none"> ➤ Better public transport links than other options but still poor. ➤ St Helier located on more densely populated area. ➤ Long travel time for those in south of district ➤ Closer to the most populated area

		<ul style="list-style-type: none"> ➤ Nice to have a new hospital though site too small but other 2 hospitals need to be fixed or closed or reduced services. ➤ Loads of land to build units, wards and emergency care. Same land potential as Sutton. ➤ St Helier currently has dental facility that has not mentioned. Would this be relocated?
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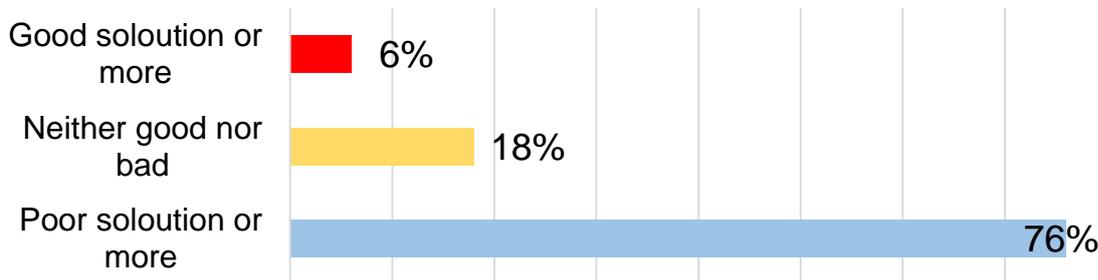
**** Facilitated IHT information/questionnaire sessions** with local community organisations. Individuals completed the questionnaires as a group and shared a sample of their views.

Other key comments from individuals relating to St Helier as proposed location for SEC from other activities/opportunities at which people completed questionnaires

Raised by (name of group and target population)	Individual Comments
<p>Acacia Centre Health and Play Clinic</p> <p><i>Maternity Services – women aged between 16 - 44 who may be planning a pregnancy/ are pregnant or women who have given birth in the last 12 - 18 months</i></p>	<ul style="list-style-type: none"> ➤ St Helier is a good solution as conveniently located, however, facilities out of date.
<p>Commonside Development Trust</p> <p><i>Low income households - people living Pollards Hill ward</i></p>	<ul style="list-style-type: none"> ➤ Not far for me. Parking needs huge improvement. Make appearance nicer not prison like. ➤ St Helier already established and if you can improve services that are there that would be good
<p>Merton and Lambeth Citizen Advice Bureau</p>	<ul style="list-style-type: none"> ➤ If services move from St Helier what would happen to all the buildings they are in now?
<p>ICS Pre Diabetes Group</p>	<ul style="list-style-type: none"> ➤ St Helier would be preferred location for me and my daughter as I have daughter with special needs who does need emergency care quickly

Salvation Army Mitcham Branch – Community Cafe	<ul style="list-style-type: none"> ➤ Site closest to most vulnerable and easy to get to make it financially viable. ➤ Invest more in St Helier.
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Epsom as location of SEC



Epsom as SEC Site Sub-theme as appropriate	Raised by (name of group and target population)	Comments
Not accessible for people and visitors to get to.	Avanti Health and Wellbeing <i>People with mental health needs</i>	<ul style="list-style-type: none"> ➤ Poor transport links and too far for vulnerable people especially those with mental health needs who are more familiar with accessing health services closer to Merton.
	BAME Voice <i>BAME communities</i>	<ul style="list-style-type: none"> ➤ The distance (too far) ➤ It is worse than St Helier and really is like a rabbit hole ➤ Very difficult for people to access
	**Carers Support Merton	<ul style="list-style-type: none"> ➤ Good Bus links but far if someone lives in Mitcham ➤ Distance from hospital will add to patient and carers stress at every point. ➤ Not central enough ➤ Would only be good for Epsom residents ➤ Has a good reputation and friends that have attended said that staff and care was second to none. ➤ Too far away and poor transport links ➤ Epsom already a big hospital

	Carers Support Merton- Young Carers	<ul style="list-style-type: none"> ➤ Epsom seems very far away to me and most disruption to number of beds/people ➤ Middle ground, longest to travel (1 hour 2 mins on public transport) most beds moved ➤ Unsure because it is the middle ground of all options. It's in the middle for e.g. will take 6 years instead of 4 or 7 to build, but does that mean it is the best option? unclear
	Ethnic Minority Centre	<ul style="list-style-type: none"> ➤ Too far ➤ Travel makes it inaccessible
	Merton Centre of Independent Living	<ul style="list-style-type: none"> ➤ Too far from Merton ➤ Too far for family/carers in Merton ➤ Need services central to where you live. ➤ Critical care needed at Epsom and St Helier
	**Young at Heart	<ul style="list-style-type: none"> ➤ Too far away for patients and visitors
	**Watermeads Resident Association	<ul style="list-style-type: none"> ➤ Most remote location ➤ In area already set up for private car access. ➤ Too far for me to get to ➤ Too far to travel for patients on the buses ➤ Difficult to get to on bus route

**** Facilitated IHT information/questionnaire sessions** with local community organisations. Individuals completed the questionnaires as a group and shared a sample of their views.

Other key comments from individuals relating to Epsom as proposed location for SEC from other activities/opportunities at which people completed questionnaires

Raised by (name of group and target population)	Individual Comments
Acacia Centre Health and Play Clinic	<ul style="list-style-type: none"> ➤ This site would be too far for Merton residents. We do have St Georges and hope that changes will not impact on it.
Church Road Children's Centre Young Parent Group	<ul style="list-style-type: none"> ➤ Epsom hospital would be quite far. Accessibility issues need to be considered ➤ Not familiar with Epsom and too far for me.
Commonsides Development Trust <i>Low income households people living in the following Pollards Hill</i>	<ul style="list-style-type: none"> ➤ Epsom – Beds have already been lost and can't see how SEC can be as has less space
Merton and Lambeth Citizen Advice Bureau	<ul style="list-style-type: none"> ➤ Epsom would be too far
Salvation Army Mitcham Branch – Community Cafe	<ul style="list-style-type: none"> ➤ Far more restricted transport service and too far

Possible impacts

Sub-theme as appropriate	Raised by (name of group and target population)	Comments
	Avanti Health and Wellbeing	<ul style="list-style-type: none"> ➤ If you or a member of family had multiple complications would you still go to district hospital for day surgery or would you go to SEC due to risk? ➤ Access is key in ensuring families and friends can reach the hospital where you or they will be cared or/and treated.
	BAME Voice	<ul style="list-style-type: none"> ➤ To be honest when you may be on your way out and I don't really care where I get taken to in an emergency
	**Carers Support Merton	<ul style="list-style-type: none"> ➤ Proposals are good but St Helier would be an excellent site as very local for myself and family ➤ The proposal would benefit more people in general as the service would meet demands and has possibility to be more tailored to need ➤ Good to have everything on one site and be good to have regular bus service serving the sites
	Carers Support Merton <i>Young Carers</i>	<ul style="list-style-type: none"> ➤ Could be fewer waiting times for outpatient and diagnostic services ➤ If specialist services together would be easier to move across services
	Ethnic Minority Centre	No comments
	Merton Centre of Independent Living	<ul style="list-style-type: none"> ➤ Impact on family visiting and care assistant getting to hospital to provide care may be limited ➤ Impact on people if they had to visit Epsom or Belmont site ➤ Distance would be a hardship for visitors

	**Young at Heart	➤ Increased travel would affect us as an older person if not St Helier site as SEC
	**Watermeads Resident Association	<ul style="list-style-type: none"> ➤ Huge increase travel times on public transport ➤ Remove access for visiting children in hospital and following births as could be too far ➤ The problem of transport and getting there for me would be a negative impact if not at St Helier ➤ Considering my disability travel time is a problem. ➤ Sutton Belmont is a more difficult journey whatever the route and costs

**** Facilitated IHT information/questionnaire sessions** with local community organisations. Individuals completed the questionnaires as a group and shared a sample of their views.

Other key comments from individuals relating to Potential Impact from other activities/opportunities at which people completed questionnaires

Raised by (name of group and target population)	Individual Comments
Acacia Centre Health and Play Clinic	➤ If accessibility to hospital is easier it would be a good thing. Need to ensure if in Sutton can still get there in a timely manner.
Commonside Development Trust	➤ Would prefer services to remain at St Helier as my grandson has a long-term condition. St Helier know him well down there. If they do go for other options to St Helier, they need to make sure new hospitals have in depth knowledge of these children (e.g., teddy bear scheme)
ICS Pre Diabetes Group	➤ I have daughter with special needs who would need emergency care quickly so locating it away from St Helier will be a challenge

Other considerations and alternative suggestions

Sub-theme as appropriate	Raised by	Comments
<p>Clear information campaign for people with mental health needs to ensure they know where the new site is, how to get there and how UTC's can support in a crisis.</p>	<p>Avanti Health and Wellbeing</p>	<ul style="list-style-type: none"> ➤ They could look at making the H1 service totally free to patients and visitors. ➤ No real mention of supporting people with mental health needs in the proposals ➤ Need to ensure there is a skill set and awareness that can support people with mental health needs at the UTC's. ➤ There should always be somebody present who is clinically trained to deal with mental health needs of people who present themselves at the UTC or A&E. ➤ It is vital that all UTC's have the skills set to deal with a mental health crisis. ➤ People with mental health needs must be engaged when shaping and designing the new model of care. ➤ Clear information on how to get to Sutton if this is the new SEC. ➤ Good signposting information and clear transport links for all patients and visitors and how they get there. ➤ Make the site for the SEC easy on the eye and make the environment welcoming ➤ Courtyard or square developed at all 3 sites.
	<p>BAME Voice</p>	<ul style="list-style-type: none"> ➤ Ensure quality services are maintained ➤ Ensure they do not downgrade the hospitals further and ensure good treatment. ➤ Environment and the areas that people are cared for ➤ Playroom or games room for parents waiting around ➤ Nice environment is created and is attractive with some shops and outside areas ➤ Nice and pleasing on the eye whatever is decided.

<p>Retaining staff with better incentives and more affordable living</p>	<p>**Carers Support Merton</p>	<ul style="list-style-type: none"> ➤ Make sure there is enough cover whilst going through the transition of relocating services ➤ Accommodation and travel options for staff to make SEC a more attractive proposition to prospective employees ➤ Student/doctors cheaper accommodation ➤ Build flats for nurses to stay near the hospital ➤ Links with other SEC in other boroughs to help staff develop/increase skills ➤ Ensuring excellence in children's services at all 3 centres as was case with Q Marys Carshalton ➤ Accommodation and retail available near the hospitals ➤ Obviously, the professionals will decide what's the best option for the residents ➤ More quality staff that can be made permanent and encourage the proper calibre to the site. ➤ Transport to and from hospital very important. ➤ Ensure that we can retain good staff care for doctors/nurses ➤ What happens if we go over budget or timelines?
	<p>Carers Support Merton <i>Young Carers</i></p>	<ul style="list-style-type: none"> ➤ Is there going to be enough accessible parking at the sites ➤ More affordable parking at the sites to reduce impact on surrounding roads ➤ Need to make sure the site is easy to access and easy to park if you are driving ➤ Site should be flat to make it easier for people to get around who are wheelchair users and have mobility issues ➤ Ensure there is no break in care when building new SEC hospital ➤ Make sure notes of patients do not get lost during transition ➤ Go with the site that has less impact on the environment and green space ➤ For young people like ourselves there needs to be greater awareness across schools as first we had heard about this tonight

		<ul style="list-style-type: none"> ➤ Keep young people involved on the journey when it moves to the next stage and a decision has been made ➤ A campaign to make people more aware of first aid and self-care to take pressure of UTC's and A&E. Teaching young people about this from a younger age would be better. ➤ Teach people about different health conditions and link to public campaigns like FAST
	Ethnic Minority Centre	<ul style="list-style-type: none"> ➤ All the staff at the specialist care hospital do need to be permanent and not temporary as care standards are usually lower standard from those who are not permanent. ➤ Accommodation for nurses/carers on this new specialist site as makes it attractive ➤ Modern buildings needed to ensure better ventilated and more natural light in spaces for health reasons ➤ Ambulance services needs to improve alongside the new proposals ➤ New model of care needs to reduce emergency waiting times ➤ We need the Wilson to happen as brings services closer to the people and can take pressure of the hospitals
	Merton Centre of Independent Living	<ul style="list-style-type: none"> ➤ Carers accommodation and facilities for those who support patients outside of hospital ➤ NHS and Care should be merged. Care has suffered cuts year on year and there is a real need to invest in care to take pressure of NHS ➤ Free travel between hospitals if person has a hospital letter ➤ Parking needs to be improved – disabled access needs to be free ➤ Any improvements made need to ensure technology offered is of high level and same across all the sites ➤ Invest all the money into improving the hospitals and not build a new hospital. Improved services will attract staff

		<ul style="list-style-type: none"> ➤ Ensure rooms in hospitals accommodate individual needs (e.g., getting onto bed with hoists). ➤ Make hospital accessible for all as present premises are disabling for people with disabilities
	**Young at Heart	<ul style="list-style-type: none"> ➤ Good that it could be under one roof that will help with quality ➤ Make easier for older people and vulnerable people to get to the hospital as sometimes referred to multiple places ➤ Make easier for older people and vulnerable to get to. ➤ Improve things at the Wilson
	**Watermeads Resident Association	<ul style="list-style-type: none"> ➤ Better for less urgent services to be moved rather than those proposed ➤ The location could increase staff travel time to work and increased pressure long shifts ➤ Helicopter Landing facility on which ever site chosen ➤ Location of ambulance stations to cover area and ensure they do not travel further ➤ Increase services at local small hospitals like the Wilson ➤ Quality of services provided at specialist centre for parents of children in care ➤ They need to ensure the transport is in place ➤ Fairness to all users of the 3 sites there is a need to improve health services whilst balancing the costs and value for money ➤ There would need to be a rapid response service between hospital sites. ➤ There would need to be shuttle buses between hospital sites ➤ Ambulances connecting all 3 sites ➤ Can new facilities be provided in addition to existing? With increasing population more facilities and hospital are needed?

**** Facilitated IHT information/questionnaire sessions** with local community organisations. Individuals completed the questionnaires as a group and shared a sample of their views.

Other key comments from individuals relating to ‘Other considerations and alternative suggestions’ from other activities/opportunities at which people completed questionnaires

Raised by (name of group and target population)	Individual Comments
Acacia Centre Health and Play Clinic	<ul style="list-style-type: none"> ➤ Accessibility issues need to be considered for all sites (new and/or refurbished) ➤ A campaign making it clear when people should present at UTC
Commonside Development Trust	<ul style="list-style-type: none"> ➤ Invest money in St Helier as easy to get and happy with all the services. ➤ I understand NHS Struggling with money so decisions must be made
Duke of Edinburgh Young Person Group	<ul style="list-style-type: none"> ➤ Make it clear where people should go for each of the services across the sites ➤ Make it clear how to get to the new site
ICS Pre Diabetes Group	<ul style="list-style-type: none"> ➤ All staff including receptionist at A&E and UTC’s needs awareness of children with special needs training. ➤ Other clinical staff need to be trained in understanding special needs and different ways of how to deal with needs sensitively
Salvation Army Mitcham Branch – Community Cafe	<ul style="list-style-type: none"> ➤ Was not 100% clear on UTC’s before consultation session so need to ensure community communicated to more about this service ➤ Introduction of GP Doctors at hospitals to ensure you are triaged to the correct place and therefore ensuring locally accessible to care for all. ➤ Invest money into better training, staff and services @ the local hospitals and reintroduce walk ins (like Wilson was) to alleviate pressure on the local A&E Depts

Additional Comments

Improving Transport and travel to the new SEC

Below is key suggestions and themes linked to improving transport and travel across the engagement activities

Site	Comments/Suggestions
<p>Themes across all the sites</p>	<ul style="list-style-type: none"> ➤ Buses needs to me more accessible and offer more space for wheelchairs and buggy users ➤ Night bus routes that connects the hospitals with key towns in Merton ➤ The H1 bus route that connects the 3 hospital should be FREE to people using the hospitals (i.e., letter of proof could be shown) ➤ Add some more stops to the H1 route ➤ More frequent buses to the sites ➤ More affordable parking across the hospitals and FREE for disabled users ➤ FREE shuttle buses from hospitals to town centres for patients ➤ Trains are difficult for disabled people -make them more accessible ➤ Patient Transport improved for people who would struggle on public transport for all sites ➤ Better transport information on how to hospital sites and signs at railway station and clear on buses (i.e., 264 St Georges Hospital) ➤ Replicate the Go Sutton Service* in Merton <p><i>*The Go Sutton Service – Go Sutton is a 12-month bus trial brought operated by Go-Ahead London. It’s an on-demand bus that lets customers request a ride, select their pick-up and drop-off points and pay directly through an app (for iPhone or Android). GoSutton takes multiple passengers heading in the same direction and books them into a shared bus. The service operates from ‘corner to corner,’ so there are no fixed routes or bus stops. We’ll pick you up and drop you off within 100 metres (on average) of your requested destination</i></p>

<p>Epsom</p>	<ul style="list-style-type: none"> ➤ Direct route to Epsom from Mitcham to the hospital ➤ Shuttle bus from the train station ➤ You should be able to use oyster card when reaching Epsom and Ewell therefore should explore including it in the zone area. ➤ Specialist bus service from key hubs (i.e., Mitcham) that go straight to Epsom and are faster (i.e., Express Services)
<p>St Helier</p>	<ul style="list-style-type: none"> ➤ More direct options to connect parts of Merton with St Helier (i.e., Mitcham and Colliers Wood) ➤ Bus routes to the hospital that pass close by housing estates in Mitcham (i.e., Eastfields, Pollards Hill, etc.) ➤ Tram extension to run by St Helier ➤ Improve walking route between Rosehill and St Helier – clearer signage
<p>Sutton</p>	<ul style="list-style-type: none"> ➤ Bus route that takes you directly into the hospital ➤ Tram extension connecting Sutton and St Helier.

<p>AIMS</p>	<p>The aim of the programme was to reach out to seldom-heard groups in line with the agreed target populations and engage a minimum of 100 people</p> <p>MVSC engaged 124 people of which 72 people completed questionnaire documents and 52 participated in focus groups</p>
<p>PEOPLE INVOLVED</p>	<p>MVSC did meet all the agreed target populations, except, for a specific opportunity located in the Lavender Fields ward (no activities except Steers Mead Children’s Centre ran across the weeks which was a location targeted by the CCG team)</p> <p>Demographics of those who engaged has been listed in Appendix 2</p>
<p>METHODS</p>	<p>Opportunities for members of the community to engage was aided by the organisations, who supported MVSC, membership base and the activities they run across a normal working week (i.e., Merton and Lambeth CAB drop-in session)</p> <p>All engagement methods considered the target population and, on a few occasions, translated questionnaire documents were used and easy read formats with young people and adults with learning needs.</p> <p>One of the methods was to support people completing the questionnaires where they would verbalise their views and the MVSC lead would note this down against the key sections in the consultation document.</p> <p>On several occasions across the sessions people did appreciate the individual support.</p> <p>It was also recognised that people hadn’t heard of IHT and they did appreciate the opportunity of engaging.</p>
<p>TIMING</p>	<p>The timing of delivering the wide range of opportunities in a short time scale across 4 delivery weeks was helped by the accommodating nature of all the groups who supported and hosted MVSC</p>

<p>COST</p>	<p>Please refer to Appendix 3 budget breakdown of actual spends</p> <p>The added value of using MVSC and the staff member was the networks, history and direct contacts that made the scheme easier to deliver</p>
<p>OUTCOMES</p>	<p>Views were noted against the feedback forms, sent through from the IHT team, during the facilitated groups.</p> <p>Views recorded in the questionnaire documents were sent away to the ORS (72 posted)</p> <p>One of the key findings from the activities was to measure what people felt was a good or bad solution. This has been quantified and included in this report.</p> <p>One of the positive outcomes from the sessions (i.e., MCIL, EMC, Carers Support Merton etc.) is agreement to return and help raise awareness around items such as the GP hubs and have more discussions around transport means that groups can access now to reach the hospital sites (i.e., first time a number of people had heard about the H1 bus route that connects the 3 present hospital sites)</p> <p>These follow up opportunities will be referred to Healthwatch Merton.</p> <p>3 key target groups did express that they wanted to be involved at the next stage when design of the model of care takes shape:</p> <p>Young Carers – felt it was the first occasions they had heard of IHT and believe more needs to be done with young people through schools as it will have more of an impact on their future healthcare needs.</p> <p>People with Mental Health Needs –believed it is vital that more consideration around mental health is looked at and again they should be involved in the design phase to ensure their requests are not ignored.</p> <p>People with Disabilities - when shaping the new site, it is important that their needs inform the design as they felt presently hospitals are not as accessible.</p>

	<p>2 other themes did repeat itself across several outreach sessions: -</p> <p><i>1 - People felt decision to host the SEC at Sutton had been made even though information made it clear it had not</i></p> <p><i>2 - They felt the issue with transforming healthcare services has been ongoing for so long and really want a decision to be made.</i></p> <p>To summarise MVSC believe that those involved in this consultation process should be directly targeted and encouraged to participate in the design phase of the IHT programme.</p>
<p>LEARNING</p>	<p>One of the most valuable tools throughout the process was the films as it helped present the message in a more visual way and enabled people to make informed choices, however, there were times where people were set on their feelings even after certain myths had been cleared up.</p> <p>One of the challenges was to deliver so many activities in a short time, however, we did make it happen due to the strength of connections MVSC has across the community of Merton</p> <p>Thanks for giving us the opportunity.</p>

Appendix 1

List of groups engaged, target populations and numbers for each

Group Name	Target population	No. of people engaged	No. of questionnaires completed (if relevant)
Avanti Health and Wellbeing	People with mental health needs	8	N/A
Acacia Centre - Health and Play Clinic	Maternity service users – young mums or women planning on or who have had a baby in the last two years	5	5
BAME Voice	BAME communities	8	N/A
Better Leisure @ Canons Senior Group	Older People	7	6
Carers Support Merton	Carers	8	8
Carers Support Merton	Young Carers	6	N/A
Church Road Children Centre Young Parent Group	Maternity service users – young mums or women planning on or who have had a baby in the last two years	6	6
Commonside Development Trust	Low income households – people living in Pollards Hill	21	21
Duke of Edinburgh Youth Group	Young People	4	4
Ethnic Minority Centre	BAME communities	19	N/A
ICS Pre Diabetes Group	People with a long-term condition including physical disability, learning disability or sensory disability	1	1
Merton Centre of Independent Living	People with a long-term condition including physical disability, learning disability or sensory disability	10	N/A
Merton and Lambeth CAG	Deprived communities/low income households - people living in Cricket Green	5	5
The Salvation Army (Mitcham Branch) Community Café	Deprived communities/low income households - people living in Figges Marsh	4	4
Young at Heart	Deprived communities/low income households - people living in Figges Marsh and Older People	5	5
Watermeads Residents Association	Deprived communities/low income households - people living in Ravensbury	7	7
TOTALS		124	72

****Additional Activity** – Attended a Film as part of LGBT+ film festival. Feedback was not logged as people took away the IHT consultation documents as they declined in engaging at the event.*

Appendix 2 - Demographics of CVS scheme participants

Following statistics were collected those who completed questionnaires and the demographic monitoring form if they were part of a focus group.

Total Number of People: 124

Characteristic		Number of participants
By age	Under 18	5
	18-24	6
	25-34	13
	35-44	14
	45-54	22
	55-64	17
	65-74	15
	75+	19
	PNS or No Answer	14
By gender	Male	22
	Female	97
	Prefer not to say	4
	Not answered	1
By gender identification	Same as when born -Yes	114
	No	
	Prefer not to say	7
	Not answered	3
By sexual orientation	Asexual	2
	Bisexual	4
	Gay or Lesbian	0
	Heterosexual or straight	91
	Other	
	Prefer not to say	17
	Not answered	10
By disability <i>Please note people ticked more than 1 disability or long-term condition</i>	Long standing illness or health condition	34
	Mental Health	23
	Physical	20
	Social or communication	4
	Specific Learning Difficulty	5
	Blind or partially sighted	2
	Deaf or partially deaf	1
	Disability or Health condition not listed	0
	Not answered	2
By carer <i>Please note people ticked more than 1 that applied</i>	A Carer	22
	Parent or guardian of child aged under 16	21
	NHS Staff	2
	Individual Resident	87
	Other	2
	Homeless	1

By ethnic group	White: British	58
	White: Irish	3
	White: European	5
	Asian/British Asian: Bangladeshi	5
	Asian/British Asian: Chinese	2
	Asian/British Asian: Indian	5
	Asian/British Asian: Pakistani	1
	Asian/British Asian: Other	6
	Black/British black: African	8
	Black/British black: Caribbean	7
	Black/British black: Other	3
	Mixed race: black and white	2
	Mixed race: Asian and white	1
	Mixed race: black and Asian	1
	Mixed race: other	1
	Traveller: Gypsy or Roma	1
	Prefer not to say	9
	Not answered	6
	By religion	Buddhist
Christian		52
Hindu		9
Muslim		8
No Religion		30
Other Religion		2
Prefer not to say		13
Not answered		8

Appendix 3:

Please indicate your breakdown of spend:

Budget	£10,000
MVSC - Administration/Management costs:	£1,500
Staff expenses	£40
MVSC - Staff associate time on planning, coordination, facilitation of consultation sessions and report writing - 18 days	£5,850
Contribution to community organisations for support with hosting groups (<i>i.e., admin, venue and refreshments</i>): - <ul style="list-style-type: none"> • BAME Voice - £200 • Carers Support Merton- £200 • Carers Support Merton - Young Carers - £200 • Commonsense Development Trust - £200 • Ethnic Minority Centre - £200 • Merton Centre of Independent Living - £200 • The Salvation Army (Mitcham Branch) - £200 • Young at Heart - £200 • Watermeads Resident Association- £200 	£1,800
Vouchers for participants (includes cost of post)	£810
Total Spent	£10,000