

## Health Care in North Wales is Changing

### Consultation Events in Flintshire

#### Summary of issues

(All sessions facilitated by independent chair. Part of programme of 45 consultations)

#### Consultation Session–Connah’s Quay. 4.9.12

Summary – key issues from the 3 sessions

- Timely transport in an emergency and transport generally
- Access to the Countess of Chester
- Need to manage the change - community services need to be in place before beds close; people need quick access to the equipment they need; funding needs to be in place to make new model sustainable. How quickly are services going to be up and running? Need for sustainable funding
- Support for early intervention re: dementia
- How are outcomes of consultation going to fit into the decision making process?
- Is consideration being given to the proposed developments of properties on the Northern Gateway development?
- Recruitment issues – are there any for older people with mental health?
- will there be job losses (no)
- Need for community services to be adequate – concern about adequate specialist equipment in place; health and social care to work together
- Need support for carers – more certainty about the model.

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#### Consultation session Flint 18.9.12

Summary – key issues from the 3 sessions

- Arrowe Park.
  - How will parents deal with travelling to Arrow Park Hospital? Will NHS cover the cost?
  - Accommodation.
  - What happens if it is full?
  - Standard of Care at Arrowe Park – is it true that it does not meet the standards at Glan Clwyd?
  - If these proposals create a second rate service, good doctors will not want to work in North Wales.
- Strong concern that Holywell is the chosen site for a Hub when it is not the best placed centre. It is remote from Mold and Flint (at the edge of the County and has 6.000 people while Flint has 12.000 and Mold 9.000? Flint also has the oldest population of the three; feels second class.
- What happens after a 14 day package is over. Will people be assessed on their ability to pay for more services by the Council? Financial impact of changes on the Council?
- Very strong view that services need to be retained in Flint and the details of those services need to be provided. What priority is being given to the £4m investment in Flint; concern that it may never happen – (although 2016 is proposed date. Flint hospital would close when ECS developed)  
A quote from the Daily Post, where a GP from Prestatyn has said that enhanced care at home costs more. Cost of Flint hospital is £924,000 pa

- (revenue), and that this money would be re-invested into enhanced care at home for the whole of Flintshire to the detriment of the people of Flint.
- GPs don't like home visits. How will you get them to participate?
  - Timely transport
  - Mental health- older people- request for more detail of plans for early diagnosis? What are GP's going to do to support neighbours of people with dementia? Not everyone has an informal carer.
  - Parking at Holywell and Glan Clwyd - will this need extending
  - Is it true that agency staff cost £30m.
  - Are the people of Flint guaranteed a bed at Holywell?
  - Concern about capacity in the system with examples given about ambulances queuing up at Glan Clwyd
  - Lack of details about services that can be expected from primary Care – how can people have an informed view?
  - Has a site for the Primary Care Unit been identified? Issue about free land previously offered by the County Council
  - Request for further meeting – people of Flint dissatisfied
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### **Consultation Session Mold – 28<sup>th</sup> September**

#### Summary – key issues from the 3 sessions

- Transport implications and emotional trauma of travel. What happens if people don't drive
- Travel to Arrow Park
- Transport – Mold is a transport hub (not for all). Need to further consider transport issues
- Fear of shunting costs to social care /informal carers
- Look after your staff – single staff members covering a large patch
- Older People Mental Health – if beds closed, who will reopen them for families who cannot cope in a crisis (– respite might be provided in independent sector; need to keep watching brief as aware of demographic changes)
- Assurances that Older People Mental health services will be funded from closures
- Strength of feeling with many reasons provided for Mold being a Hub as well as Deeside and Holywell. may consider changing Minor injuries from Deeside to Mold
- Treatment from physiotherapist for Parkinsons/ ankle injury in different hospital for same person.
- Concern about extra pressure at Maelor
- Where is the financial viability of this plan
- Arrowe Park - accommodation with no cost to parents; Standards of neonatal service at Arrowe park compared to national standards; explanation about Arrowe Park versus Alder Hey
- Assurance that blood tests and dressings would remain at Mold
- Welsh questions – should they be answered in Welsh out of courtesy? (2 questions)
- Challenge to the figures about Minor Injuries patients at Mold that will be a FOI request

## **Special Social and Health care Overview and Scrutiny Committee 19.10.12**

- Concern at the lack of detailed information and business case leading to concern about the safety of the proposals for the people of Flintshire.
- Transport provision of £80,000 not adequate; residents cannot afford the transport.
- Is there commitment and confidence from GP's in this model? Quote from the press from a GP stating the closure of the Royal Alex has put intolerable pressure on beds at Glan Clwyd Hospital; also that Home Enhanced Care offers poor value for money, costs a small fortune and would not fill the gap left by shutting community hospitals
- Cross Border issues – assurances sought that services will be retained at the Countess of Chester, Broad Green and Gobowen hospital Concern about the proposed Neonatal and intensive care provision at Arrowe Park.
- Strong support to retain Mold Hospital for both X-ray and minor injury unit. Mold has good transport links and already has an established service. Willingness of Mold league of friends to fund raise for X ray equipment.
- Request for 3 hubs in Flintshire
- Support for retention of Community Hospitals, and in particular concern that the people of Flint have been let down very badly.
- A request for an update on the provision of a primary care centre for Flint taking into account the time frame of the provision in Buckley.
- Home Enhanced Care – concern about cost transfer to the Local Authority; what happens to patients after the 14 days, and what measures are being taken to address current shortages in the NHS.
- Concern that there was little reference to Choice.
- Concern about support for informal carers.
- Issue about land previously offered in Flint by the local authority
- Dementia services – clarity sought
- Concern that proposed savings to the NHS would result in additional costs to vulnerable people.