

Community Hospital Vision – Engagement Summary



This document is an overview of the engagement completed to develop the community hospital vision and strategic aims. It sets out how the agreed vision and aims will be used to develop local community hospital plans.



Background

The engagement took place from April 2021 to October 2021.

The purpose was to develop a single vision for all thirteen community hospitals in Somerset.

The goal of the first stage of engagement was to understand what was important to people when they think about using community hospitals in the future. Then we discussed and agreed the steps we'll take to get there. These conversations helped us write the draft vision statement and aims.

The final stage of engagement allowed people to discuss whether the vision statement and aims made sense. They looked at the words and language used and checked for any gaps. It was also important to understand how satisfied people were with the vision and aims to finalise them.

Who we heard from

Somerset NHS Foundation Trust, Yeovil District Hospital NHS Foundation Trust, Somerset Clinical Commissioning Group, Somerset County Council, Voluntary, Community and Social Enterprise sector, Somerset group of Charities, Primary care, League of friends, Trusts Governors and other interested people.

Our actions

We arranged a series of working groups, workshops, an online survey and opportunities for individual and group feedback.

April
2021

The engagement group agreed on a plan for how we would create the community hospital vision.



30 attendees

352 comments

June
2021

We formed the vision using the five aims for Fit for my Future, Somerset's Health and Care Strategy, with input from the community hospital leadership and engagement groups.



808 comments

Jun/Jul
2021

We shared and refined the draft vision during partnership workshops.



160 attendees

815 comments

Sept/Oct
2021

We shared a reworked draft, giving people the opportunity to rate each aim for fit and agree the overall vision.



56 attendees

Community Hospital Vision: What did we hear?

Generally, people liked being involved with creating the vision and aims. There were some doubts about whether these discussions and feedback would lead to action. Overall, people understood that the groundwork was needed to take the right actions in the future.

Wordcloud showing attendees thoughts and feelings about the vision so far



Using the right words

In early discussions, changes were made to some of the language used so that it matched what people were thinking.

home is best

People said that home is only best if you have the right support

support people to be at home

loved

People didn't feel the wording was quite right

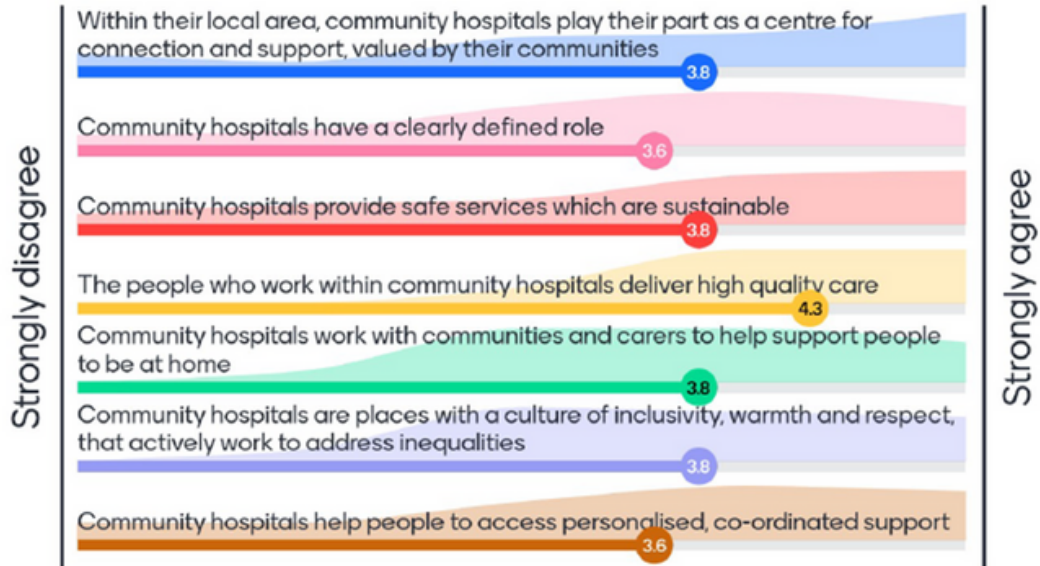
value

In later stages, we made other changes to the vision wording, removing 'local area' from the first vision statement because it means different things to different people and isn't clear.

The colleague statement was also changed to emphasise how important colleagues are and that the community hospitals are a great place to work.



What you told us



Feedback on the vision



'Feels right and understandable for everyone'

'Considered & comprehensive'



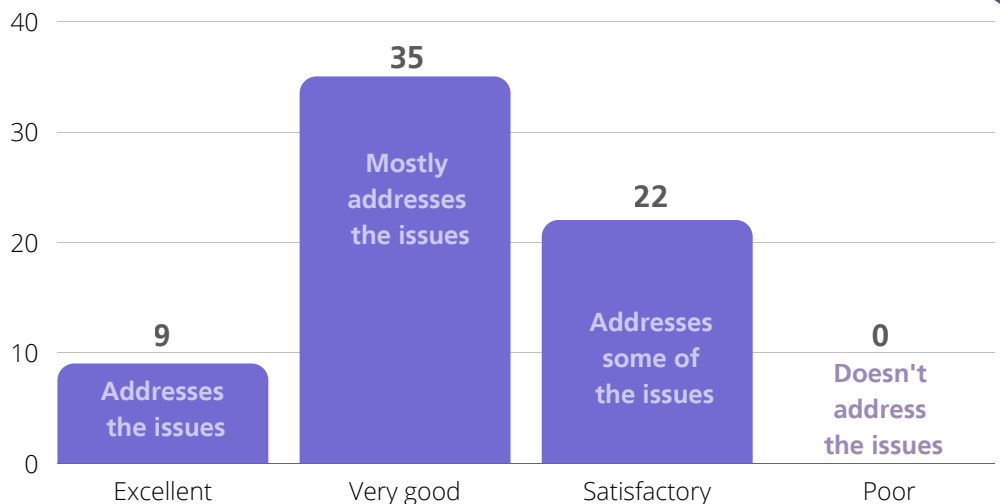
'Great if we can deliver'

'Understand high level - concerned about detail'



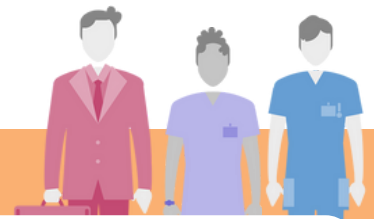
How people rated the Vision

When focused on the vision statements, the scores were between 3.6 – 4.5/5

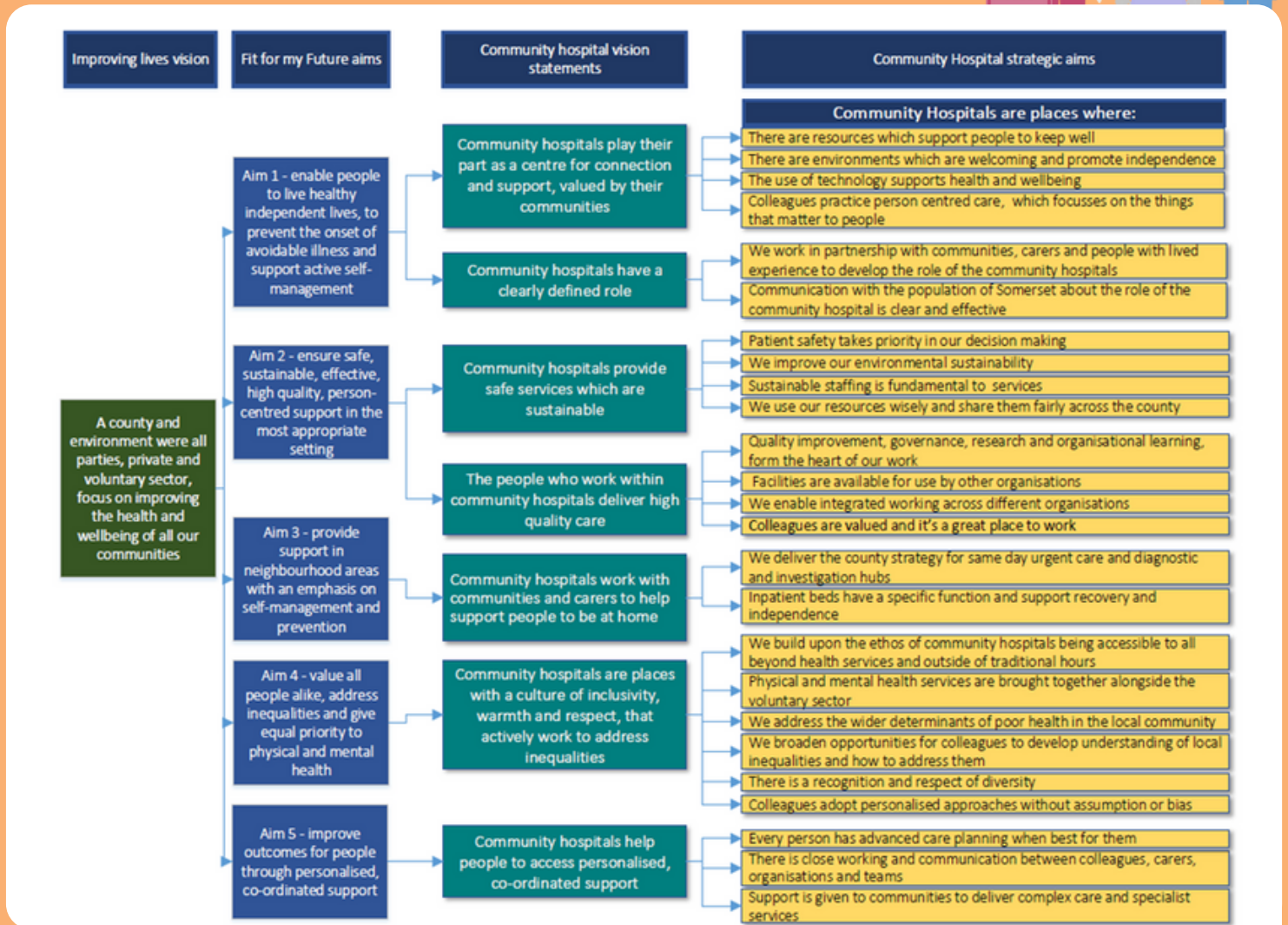


Improving Community Health and Care Services community engagement - Findings summary

Overwhelmingly, the feedback was in agreement to using the aims to determine plans for each community hospital.



Agreed vision and aims for Community Hospitals



Next steps

Dec 2021 With the vision statements and strategic aims agreed upon, these will now be used for the next phase of planning. This will start with a summary session in December 2021 and will lead to setting up localised groups that will work together to form local community hospital plans.

