

Public Consultation on Proposals for the Nurse Led Therapy Unit to become a Social Enterprise

Background

This report outlines the process, and outcomes, of our formal public consultation, undertaken as part of our application for the Bispham Nurse Led Therapy Unit to become a social enterprise.

1. Trust Name

Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust

2. Area served by the Trust

The Trust is a large acute hospital trust providing services from Blackpool Victoria Hospital (the main district general hospital), Clifton Hospital, Fleetwood Hospital, Wesham Hospital Rehabilitation Hospital, Bispham Hospital Nurse led Therapy Unit, Rossall Hospital Rehabilitation Unit, Blenheim House child development centre and the National Artificial Eye Service. The Trust also provides specialist tertiary services (cardiac and haematological cancers) to the wider population of Cumbria and Lancashire.

3. Contact details of person responsible for the public consultation

Caroline Hastie
Head of Communications
Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust
Whinney Heys Road
Blackpool Victoria NHS Trust
FY3 8NR

Direct line: 01253 303538
Email: caroline.hastie@bfwhospitals.nhs.uk

The Proposal

The proposal is for the Nurse Led Therapy Unit based at Bispham Hospital to become a social enterprise. We believe that by becoming a social enterprise we can improve the way we involve people in developing and delivering high quality, cost effective, and timely services nearer to home.

The Trust has been consulting widely with staff and the public on its proposals and the benefits we believe becoming a social enterprise will bring.

About the Public Consultation

Consultation documents were sent to our 5,616 public members.

The document was also made available on the Trust's website in the Members Consultation area.

Consultation documents were also sent directly to our stakeholders, including local authorities and Primary Care Trusts and were made available at hospital receptions and waiting areas.

4. Dates of public consultation

Started	Finished
July 19 th 2010	August 31 st 2010

5. Which media were used for the public consultation document?

Media
Consultation document in hard copy
Electronic consultation document
Online consultation document and feedback form
Dedicated email address – socialenterprise@bfwh.nhs.uk
Dedicated phone line – 01253 655925
Article in Yours Hospitals
Use of Freepost address to encourage the public to return feedback forms

6. Number of comments received:

A total of 29 comments were received via consultation document feedback forms, comments, letters and emails.

Format of response	Number
Verbally	2
Comments on feedback forms	25
Comments by letter or email	2
Total	29

Comments

7. Comments received from the public

Feedback method	Broadly in favour	Broadly neutral	Broadly opposed
Consultation document feedback form	15	7	5
Email	1	1	
Telephone			
Total	16 (55%)	8 (28%)	5 (17%)

Trust's Reponse

8. General tone of responses:

A total of 83% of the people who responded were either broadly in favour of the proposals or their comments were broadly neutral. The majority of people who expressed positive benefits related these to increased empowerment of patients and staff, more money for direct patient care, more community focus and better local accountability.

Positive comments received included:

“Good move will make it a locally managed and controlled facility with local focus on how it is run and financially managed.”

“Everyone will be able to have an input and this will make a better service for patients needs.”

“It should give all members of staff more time to see patients.”

“It'll broaden nurse and carer enthusiasm, opportunity and training and support the families and patients with acute conditions and recognise elderly mental and social difficulties.”

“Well thought out.”

“We think it will improve the service. Modern ideas have to be taken on board and put into practice where possible.”

A total of 5 members of the public (17%) were broadly concerned about the proposals, relating mainly to moving away from the NHS, governance arrangements and the costs of becoming a social enterprise.

Comments received included:

“It is a first step towards privatisation.”

“It seems a pointless and costly exercise.”

“You should be reducing the numbers of managers, not increasing them.”

“Stay with NHS. Social enterprise is for profit. Health services should not make profit.”

9. Topics attracting critical comment (and Trust response)

Issue/Comment	Trust response
Concerns around privatisation. “It is a first step towards privatisation.”	This is about giving the unit, its staff and patients more independence not privatisation. It is no different to a general practice which is an independent business that provides NHS standards of care under an NHS contract to NHS patients, free at the point of care.
Concerns around levels of governance. “Two levels of governance. You should be reducing the numbers of managers not increasing”	The social enterprise has a very flat management structure with the minimum number of managers (3) which is essential for the organisation to function and meet its legal and governance requirements.
Concerns around cost. “It seems a costly exercise”	The Foundation Trust has not incurred any additional costs. A grant was awarded by the Social Enterprise Investment Fund for project management and to provide the infrastructure to get the company business ready.
Concerns around profits/surplus. “Stay with NHS. The NHS is not for profit	In a social enterprise any surplus generated has to be reinvested in the continuous development of services and patient care within the company and also contribute to the regeneration of the local community through working in partnership with voluntary and community organisations.

Conclusion

Whilst the number of public members who formally responded to the consultation was low the feedback favourably supports the Foundation Trust’s proposal to establish the Nurse Led Therapy Unit as a social enterprise.