

HEALTH OVERVIEW AND SCRUTINY COMMITTEE:
11th SEPTEMBER 2024

REPORT OF INTEGRATED CARE BOARD

REPORT OF PUBLIC CONSULTATION - LUTTERWORTH

Purpose of the Report

1. This report outlines the activities undertaken by the NHS Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB) in partnership with Leicester Partnership NHS Trust (LPT), Celebrate our Similarities and other stakeholders to promote the Lutterworth public consultation.
2. It also provides a summary of the Report of Findings which was independently produced after a full analysis and evaluation of the insights and feedback received from people during the public consultation. The full Report of Findings was published on Monday 18 March 2024 and can be read here:
<https://leicesterleicestershireandrutland.icb.nhs.uk/wp-content/uploads/2024/03/Lutterworth-FINAL-Report-of-Findings-120324.pdf>

Policy Framework

3. The 12-week public engagement for Lutterworth commenced on 23 October 2023 and ran until 14 January 2024.
4. The LLR ICB has a legal duty to involve and consult the public on service reconfigurations, as set out in the National Health Service Act 2006. They have led the process in partnership with key stakeholders.

Background

5. The public consultation commenced on Monday 23 October 2023. Full details are still available on the ICB website:
<https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/maximising-access-in-lutterworth/>
6. The public consultation was undertaken using Cabinet Office principles (updated January 2016) and NHS England guidance 'Planning, assuring and delivering service change for patients' (published in November 2015).

7. Public consultation provides a wide range of opportunities for interested persons to participate, including both online and offline. The purpose of public consultation was to:
- Give people a voice and opportunity to influence final decisions.
 - Inform people how the proposals had been developed.
 - Describe and explain the proposals.
 - Seek people's views and understanding of the impact of the proposals on them.
 - Ensure that a range of voices were heard reflecting the diverse communities involved in the public engagement.
 - Understood the responses and consciously taken them into account in decision-making.

8. **ICB duty (s14Z2)**

In undertaking a public engagement, the LLR ICB is fulfilling a duty to involve the public. Specifically meeting the duty which statute has placed on the ICB, s.14Z2 of the NHS Act 2006 (as amended):

Public involvement and consultation by ICB:

- (1) This section applies in relation to any health services which are, or are to be, provided pursuant to arrangements made by a clinical commissioning group in the exercise of its functions ("commissioning arrangements")
- 2) The ICB must make arrangements to secure that individuals to whom the services are being or may be provided are involved (whether by being consulted or provided with information or in other ways):
 - (a) in the planning of the commissioning arrangements by the group,
 - (b) in the development and consideration of proposals by the group for changes in the commissioning arrangements where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them, and
 - (c) in decisions of the group affecting the operation of the commissioning arrangements where the implementation of the decisions would (if made) have such an impact.

Equalities and Human Rights Implications

10. The public engagement took account of the range of legislation that relates to ICB decision making including:
- Equality Act 2010
 - Public Sector Equality Duty Section 149 of the Equality Act 2010
 - Brown and Gunning Principles

- Human Rights Act 1998
- NHS Act 2006
- NHS Constitution
- Health and Social Care Act 2012

Background Papers

9. The full Public Consultation Document and Communications and Engagement Plan and the Report of Findings are available to view on the ICB website: <https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/maximising-access-in-lutterworth/>

What we have publicly consulted on

10. The LLR ICB publicly consulted in regard of proposals to invest in and improve services in Lutterworth particularly within Feilding Palmer Community Hospital.
 - **Not closing Feilding Palmer Hospital**
 - **Finding a better way of using the current space in Feilding Palmer Hospital** to provide outpatient and diagnostic services replacing the current 10 inpatient beds.
 - **Increasing the number of outpatient services** (where people visit a hospital for a diagnosis or treatment, but do not need to stay overnight) to approximately 17,000 appointments per year covering over 25 branches of medicine.
 - **Providing inpatient services in a better way**, at home or close to home.
 - **Reducing travelling times and the miles travelled** to receive some health care, by approximately 200,000 miles per year.
 - **Provide more care from your GP practice.**
 - **In time creating a Lutterworth Health Campus** on Gilmorton Road, Lutterworth to include health and care services – mental health, GP practices, local authority services, optometry, and dentistry.

Public consultation activities

11. In the context of the Lutterworth public consultation, we used a multi-channel approach in exercising our statutory functions.
12. We used online technology to hold stakeholder meetings and share information which enabled a wider reach across communities.
13. We undertook off-line and face-to-face communications and engagement activities to reach people who may not be digitally enabled

or active. We commenced with a drop-in session held at Lutterworth Town Council offices for community groups and individuals to collect collateral to circulate across the area. Throughout the consultation we attended events, hosted drop-in sessions, and conducted one-to-one interviews.

14. We produced information on-line and in hard-copy format including a leaflet, booklet and questionnaire. We also produced an Easyread questionnaire.



15. We developed an online partner toolkit comprising articles, web copy and social media assets. We distributed them to organisations, businesses and communities to use on their own digital channels. We also distributed off-line toolkits comprising of questionnaires, leaflets, posters and banners.
16. We partnered with Celebrating our Differences (a voluntary and community organisation that aims to deliver social impact to address equity issues and identify good practice examples which recognise our shared human priorities) to reach into the heart of communities and particularly reach those with protected characteristics and those communities who are seldom heard.
17. The most fundamental activity was bringing together communities in and around Lutterworth, developing community relationships and jointly implementing the public consultation. This included:

- Co-design of public consultation documents and activities with community through a Task and Finish Group.
- Creating community partnerships with voluntary and community sector.
- Creating a partnership with Lutterworth Town Council.
- Creating an 'army' of individuals who 'spread the word'.
- Gaining the support from parishes and Harborough District Council to amplify messages.
- Built relationship with lobbyists.
- Established strong working relationships with NHS partners – Leicestershire Partnership NHS Trust and the Primary Care Network

18. This resulted in a wide range of individuals, parish and district councils, business forums and community organisations coming together to share the messages about this consultation working on the ground level. We want to acknowledge and thank everyone who contributed. They have ensured that local people were aware of the consultation and how to get involved.

19. Our final engagement figures are show below:

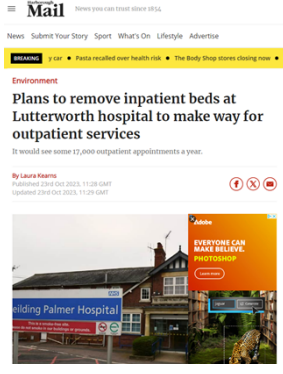
A total of 1,398 **participated in the public consultation**. That figure comprises of:

- 930 completed online main questionnaires;
- 125 completed main postal questionnaires;
- 343 completed online easyread questionnaires.

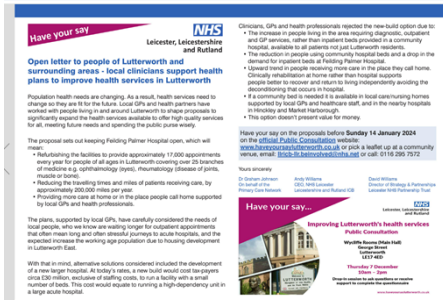
An additional 18 responses were received via correspondence (letters, emails) telephone calls and comments on the LLR ICB website.

20. The public consultation used a variety of both online and offline tools and techniques to communicate with the people of Lutterworth and surrounding areas. These include, but are not limited to, the following activities:

- Commissioning Celebrating our Similarities (CoS) to reach out to community organisations and seldom heard and often overlooked communities to encourage and support them to participate (with a focus on protected characteristics of age, race, disability, pregnancy/maternity, sexual orientation). This included:
 - Dementia and Parkinson support group.
 - Individuals visiting the Lutterworth Christmas Light Switch-on
 - Gypsy travellers.
 - 3 x Reading groups.
 - 3 x parent and toddler groups.
- Media coverage was county-wide and locality specific including the:
 - BBC East Midlands Today.
 - Leicester Mercury.
 - Leicestershire Live.
 - BBC Radio Leicester.
 - Harborough FM.
 - Harborough Mail.
 - Rugby Observer.

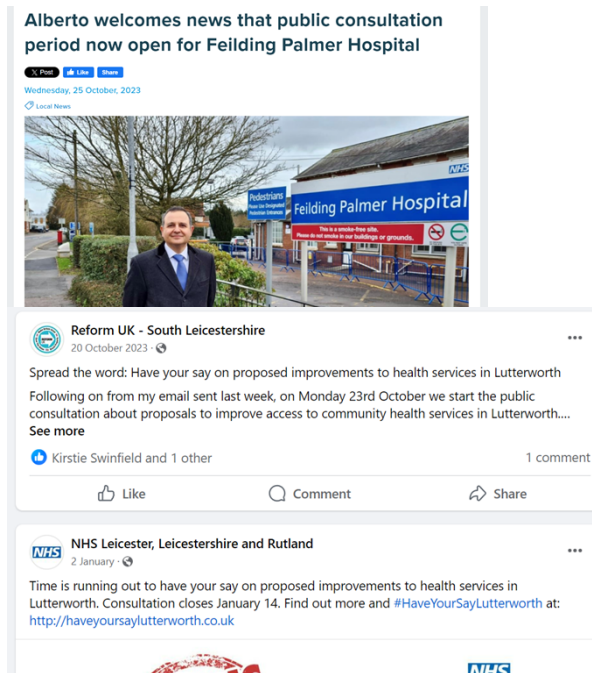


- Advertorials in 3 editions of Swift Flash with a circulation of circa 17,000 homes around Lutterworth and its surrounding villages in South Leicestershire. Also available online on the Swift Flash website: <https://www.swiftflash.co.uk/>



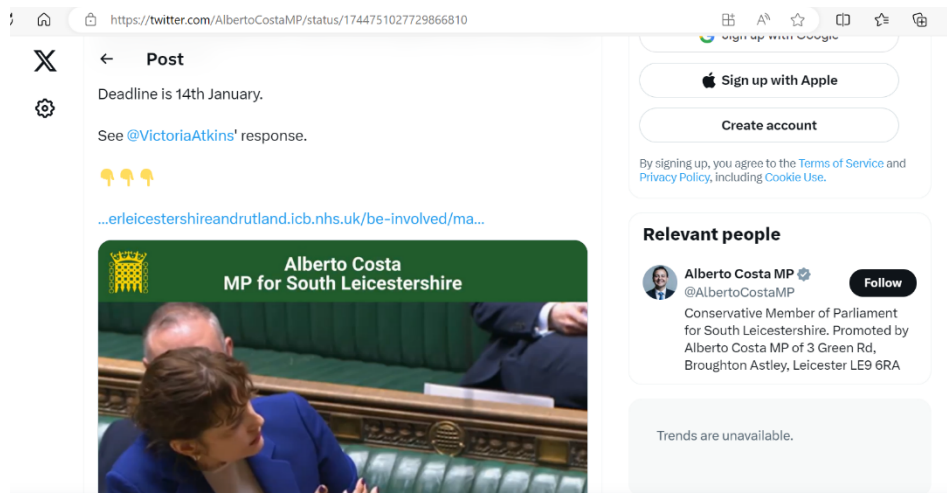
- Widespread utilisation of social media, including local NHS-owned platforms, Spotted and community target users of Facebook, Instagram and X (formerly Twitter). Activity and reach across main social media platforms for organic promotion, is circa 400,000 users.





- 2 public drop-in events hosted by LLR ICB in November and December 2023. In addition, the ICB attended 3 face-to-face events hosted by community groups/organisations to present proposals.
- Email marketing throughout the engagement to 156 voluntary and community sector groups, schools and key business either work or based Lutterworth and surrounding areas.
- Weekly drop-in sessions hosted at Lutterworth Library to support people to complete the questionnaire. Sessions were held every Thursday during the consultation except through the Christmas and New Year holiday period – total of 9 sessions.
- Engagement efforts targeted children, young people, and their families across diverse community settings. A multifaceted approach leveraged school parent newsletters and in-class promotions, nursery parent newsletters, and communication channels such as sports club and WhatsApp groups. Additionally, we reached out through community organisations like church choirs, youth clubs, and Young Farmers networks, as well as 19 local preschools, primary, secondary schools, and sixth forms. Also, local sports clubs including Lutterworth Town AFC and Lutterworth Cricket Team, as well as community groups such as The Wycliffe Fellowship, HAB Anti-bullying and Mental Health, HCYC (vulnerable and isolated children and Harborough District), and Lutterworth Young Farmers.
- Circa 164 community groups shared key messages throughout the campaign with residents via their own email lists and social media.

- Briefings and/or letters to MP and councillors (county, district and parish) delivered information about the proposals, the consultation, and asked for support in disseminating within their community.
- The topic was also discussed between Alberto Costa MP and the Secretary of State for Health in the House of Commons, where the health system was praised for consulting local people.



- Information shared at the Magma Park Business Forum and to their 29 businesses who then shared with employees.
 - Written communications with ICB staff, as people who may be impacted by proposals and requesting circulation of information to communities.
 - Posters and information provided to approximately 50 local community venues, across 45 villages including libraries, churches, community centres, local shops, public houses and businesses, GP surgeries and pharmacies.
 - Large information banners placed on key arterial roads into Lutterworth to raise awareness of the consultation.
21. We ensured that messages went out to NHS and social care staff providing information to go into a range of staff communications.
 22. Overall, we are confident that our activities during the public consultation allowed us to meet both our statutory and common law duties.

Report of Findings

23. The consultation Report of Findings independently produced is published on the ICB website:
<https://leicesterleicestershireandrutland.icb.nhs.uk/wp->

<content/uploads/2024/03/Lutterworth-FINAL-Report-of-Findings-120324.pdf>

24. The Executive Summary of the Report of Findings is attached to this report as an Appendix.
25. The Report of Findings was shared at the Integrated Care Board meeting in August 2024 in the context of the Pre-Consultation Business Case (PCBC).

Next steps

26. Following public consultation, the ICB have been developing a Decision-Making Business Case (DMBC). The DMBC is based on evidence set out in the PCBC, feedback from the public consultation and on further evidence compiled post-consultation. It will describe the work undertaken to date to determine the best solution to address community healthcare in Lutterworth.
27. There is still additional work to complete in relation to activity modelling and capital. The intention set out in the Pre-Consultation Business Case was to secure the capital to remodel Feilding Palmer Hospital from the LLR System Capital Budget. This is still the case, but further work is required to identify this due to the need to develop a longer term capital plan and the reduction in capital allocation the system has seen in 2024/25.
28. The intention is for the ICB to receive and discuss the DMBC along with supporting documents including the public consultation Report of Findings and the updated Equality Impact Assessment in a meeting of the Board in public in Autumn subject to the above being resolved.
29. The Board Meeting (a meeting in public) will be promoted in advance to enable people to attend and hear the discussions. All decisions will be made public after the Board Meeting. This work will include communicating the decision via local newspapers, social and broadcast media.

Appendices

Executive Summary of Report of Findings

Officer to contact

Sue Venables
Head of Engagement and Insights
NHS Leicester, Leicestershire and Rutland
Tel: 0771 780 8536

susan.venables2@nhs.net