

Executive Summary

Opinions on Proposals to Invest In and Improve Health Services in Lutterworth:

Proposal 1: Refurbishing Feilding Palmer Hospital to Provide More Outpatient and Diagnostic Services – Headline Findings

Overall, the large majority of respondents to the consultation (86% - 1,198 respondents) say that they agree to some extent with the proposal (Proposal 1) to keep Feilding Palmer Hospital open and refurbish it in order to provide more outpatient and diagnostic services as described. In total, 58% (804 respondents) indicate that they 'strongly agree' with this proposal, with a further 28% (394 respondents) saying that they 'agree' with it. Only a small minority of respondents (8% - 106 respondents) disagree to some extent with the proposal to keep Feilding Palmer Hospital open and refurbish it in order to provide more outpatient and diagnostic services as described, with 3% (39 respondents) saying they 'strongly disagree' with this and 5% (67 respondents) indicating that they 'disagree'.

When respondents were asked to explain the reason(s) why they agreed or disagreed with Proposal 1, in line with the high level of agreement generally with Proposal 1, the large majority of comments about this specific proposal are positive.

The most commonly mentioned reasons why respondents agree with Proposal 1 relate to the subject of convenience. Overall, 23% (237 respondents) feel that to keep Feilding Palmer Hospital open and refurbish it in order to provide more outpatient and diagnostic services **'would reduce the amount of travel time/travel cost/stress required to access services'**, while 23% (316 respondents) feel that **'Feilding Palmer Hospital is a more convenient/local location/provides easier access to healthcare'**. The next most commonly mentioned theme amongst those agreeing with Proposal 1 relates to a feeling that the Lutterworth area is in need of more local outpatient services generally. Overall, 17% (236 respondents) state that their main reason for agreement with Proposal 1 is simply because it **'would increase volume of medical facilities available in Lutterworth/outpatient services are badly needed'**, with a further 6% (88 respondents) agreeing with Proposal 1 **'because the Lutterworth area is growing/becoming more populated'**. There is also a feeling amongst some respondents that keeping Feilding Palmer Hospital open and refurbishing it in order to provide more outpatient and diagnostic services would help to improve patient experiences in the wider area generally – 8% (108 respondents) agree with Proposal 1 because it **'would allow for quicker appointments/diagnoses for patients/less time for patients to be seen/reduce waiting lists'**, while a further 6% (84 respondents) agree with Proposal 1 because they feel **'it will reduce the pressure/burden on local GPs/hospitals'**.

Amongst the small minority who disagree to some degree with Proposal 1, the main theme relates to a feeling that either some or all of the inpatient beds at Feilding Palmer hospital should remain. Overall, 7% (95 respondents) disagree to some degree with Proposal 1 because they make a general (non-specific) comment about **'wanting/needing to keep some/all beds at Feilding Palmer Hospital'**, while a further 1% (20 respondents) **'would need a guarantee that the ten inpatient beds will be provided elsewhere (even if only as stopgap)'**. Meanwhile, at a lower level, the only other significant theme of note relating to disagreement with Proposal 1 is that 3% (42 respondents) feel that family and friends of inpatients **'may have to travel too far to visit patients in other/replacement inpatient bed locations'**.

Proposal 2: To Increase the Number and Range of Outpatient and Diagnostic Services Provided at Feilding Palmer Hospital – Headline Findings

Overall, the vast majority of respondents to the consultation (88% - 1,235 respondents) say that they agree to some extent with the proposal (Proposal 2) to increase the number and range of diagnostic services provided at Feilding Palmer Hospital as described. In total, 66% (926 respondents) indicate that they 'strongly agree' with this proposal, with a further 22% (309 respondents) saying that they 'agree' with it. Only very small minorities of respondents (2% - 26 respondents) disagree to some extent with the proposal to increase the number and range of outpatient and diagnostic services provided at Feilding Palmer Hospital as described, with 1% (12 respondents) saying they 'strongly disagree' with this and 1% (14 respondents) indicating that they 'disagree'. It should be noted that 7% (92 respondents) did not provide an answer to this question.

Reflective of the high level of agreement with Proposal 2, the large majority of comments about this specific proposal are positive.

The most commonly mentioned reasons why respondents agree with Proposal 2 relate to the subject of convenience. Overall, 23% (321 respondents) feel that to increase the number and range of outpatient and diagnostic services provided at Feilding Palmer Hospital '**would reduce the amount of travel time/travel cost/stress required to access services**', while 22% (304 respondents) think that '**Feilding Palmer Hospital is a more convenient/ local location/provides easier access to healthcare**'. Meanwhile, 14% (195 respondents) state that their main reason for agreement with Proposal 2 is simply because it '**would increase volume/variety/quality/range of medical facilities available in Lutterworth**', with 7% (100 respondents) stating their belief that it '**would benefit the local community generally (e.g. support a wide range of people, be beneficial to myself/my family)**'. There is also a feeling amongst some respondents that to increase the number and range of outpatient and diagnostic services provided at Feilding Palmer Hospital would help to improve patient experiences in the Lutterworth area and indeed the wider area generally – 6% (86 respondents) agree with Proposal 2 because it '**would allow for quicker diagnoses for patients/less time for patients to be seen/reduce waiting lists**', while a further 5% (63 respondents) agree with Proposal 2 because they feel '**it will reduce the pressure/burden on other hospitals**'.

Amongst the small minority who indicate that they disagree to some extent with Proposal 2, the main theme relates to a feeling that other services should be included in the revamped Feilding Palmer Hospital. The most commonly mentioned themes include 2% (28 respondents) feeling that they '**would like other services to be included too (e.g. X-rays, audiology)**', while a further 2% (27 respondents) '**want to keep some/all of the 10 beds at Feilding Palmer Hospital or think this should still be possible**'. At a lower level, other concerns include '**a concern that people may have to travel too far to visit patients in other/ replacement bed locations**' (1% - 13 respondents mentioning this), while 1% (12 respondents) express a concern about '**the length of time site will take to be fully updated or when services would be fully available**'.

Proposal 3: Opinions on Care at Home and Inpatient Care Provision – Headline Findings

Although it should be noted that 58% (809 respondents) did not provide an answer for this question, respondents who did make a comment are slightly more likely to have expressed either a reservation or a concern about care provided at home or in a care home than a positive comment.

Of the 19% (263 respondents) who made a positive comment about care provided at home or in a care home, the most commonly mentioned theme is that they believe that **'care at home/in a care home is preferable than a hospital e.g. the patient is happier, allows for continuity of care'** (6% - 81 respondents – mentioning this). At a much lower level, other themes mentioned are that providing more care to people in their home or the place they call home **'will reduce pressure on/free up resources in hospitals'** (1% - 19 respondents), 'care experienced in care homes/given at home has been excellent/good/acceptable' (1% - 16 respondents) and that **'care home care makes caring for/visiting patients easier/more convenient'** (1% - 14 respondents).

Of the 27% (383 respondents) who made a less positive comment or expressed a concern about care provided at home or in a care home, the two most commonly mentioned concerns are that **'care home placements could be a long way away for families/care staff to travel to'** (4% - 57 respondents – mentioning this) and the concern that **'there will be no community hospital beds or care facilities in Lutterworth, or that there should be some or more beds'** (4% - 55 respondents). At a slightly lower level, other main themes mentioned relate to care homes specifically, rather than care at home, with the main concerns being the **'additional staffing levels/staff motivation needed for extra care home provision'** (3% - 42 respondents), **'that care homes don't provide same level/standard/quality of care as a hospital'** (3% - 39 respondents) and **'the varying standards of care homes'** (3% - 39 respondents), while **'the quality/training of additional staff needed in care homes or to deliver care at home'** (3% - 39 respondents) is also a concern for some.

Proposal 4: Opinions on Services Provided at GP Practices – Headline Findings

Although it should be noted that 47% (660 respondents) did not provide an answer for this question, respondents either made comments relating to their own GP practice or relating to the GP practice proposals. Respondents who make a comment relating to their own GP practice are more likely to express either a reservation or a concern than a positive comment, whereas respondents who make a comment relating to the GP practices proposals are more likely to express a positive view as opposed to a negative view or concern.

Of the 17% (236 respondents) who made a positive comment about their own GP practice, 14% (195 respondents) simply made a general comment that their GP service is always good or excellent or that they were happy with the service from their GP practice, with no other notable specific themes evident.

Of the 29% (401 respondents) who made a less positive comment or expressed a concern about their own GP practice, by far the most commonly mentioned concern is that it is **'hard to get GP appointments generally e.g. hard to book, no availability, too many patients at their GP practice'** (14% - 194 respondents – mentioning this). At a much lower level, another

main theme relates to the perceived under-resourcing of local GP practices – 3% (36 respondents) feel that their **'GP practice is overstretched'**, while 2% (29 respondents) believe there is a **'lack of staff or GPs/limited staff/limited staff working hours at my GP practice'**. Meanwhile, 2% (25 respondents) feel that **'other services could also be offered at the GP practice (e.g. ear syringing services, minor injuries, ultrasound, Admiral nurses, annual health checks, vaccinations)'**.

Of the 12% (167 respondents) who made a positive comment about the GP practice proposals, 6% (90 respondents) express general agreement with them. Of the specific themes mentioned, 4% (50 respondents) believe that the proposal will have the benefit of **'allowing practice nurses to deal with more/relieve pressure on GPs'**, while 1% (12 respondents) think that the proposals **'will allow people to be seen more quickly/increase level of appointments'**.

Of the 7% (100 respondents) who made a less positive comment or expressed a concern about the GP practice proposals, the most commonly mentioned concern is the issue of **how extra demand will be staffed/resourced (e.g. need more GPs, more consulting rooms, more NHS funding)'** (2% - 31 respondents – mentioning this). At a slightly lower level, other main themes relate to the concern about whether **'non-GPs (e.g. practice nurses) will be specialist enough to provide quality care'** (1% - 18 respondents) and **'whether appointments will be easier to obtain/will it be easier to be seen quickly'** (1% - 14 respondents).

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