

Mr Jeremy Glyde, Programme Director
Safe & Sustainable Programme
National Specialised Commissioning Group
2nd floor, Southside
105 Victoria Street
London SW1E 6QT

13 September 2011
RP/ACH

Rosemary Palmer
0116 305 6098
rosemary.palmer@leics.gov.uk

Dear Mr Glyde

I am writing at the request of the Chairman of Leicestershire County Council's Adults, Communities and Health Overview and Scrutiny Committee to invite you or a member of the National Review Team to attend a meeting of the Committee on 26 September 2011 at 2.00pm to discuss the results of the Safe and Sustainable Review of Children's Heart Services. The meeting is being convened specifically for consideration of the above-mentioned item and will be held in public.

Members of the Committee have looked at the analysis of the consultation undertaken by Ipsos MORI and have raised concerns regarding both the analysis and its presentation. The Committee would therefore welcome a representative of the National Review Team to attend the meeting to explain the basis of the analysis so it can be better informed in developing it's to the consultation results.

You should be aware that members and officers of the County Council are undertaking an analysis of the Ipsos MORI report and to that end have identified a number of issues and questions which are set out in the attached documents.

I should be grateful if you would advise me, via rosemary.palmer@leics.gov.uk as soon as practicable whether you or a member of your team will be able to attend this meeting

Yours sincerely,

Rosemary Palmer
Senior Committee Officer

Safe and Sustainable Review of Children's Congenital Heart Services in England – Report of the Public Consultation (24 August 2011)

With reference to the above consultation and independent analysis produced by Ipsos Mori on behalf of the Safe and Sustainable Review, we request that the issues and questions outlined below are examined.

1. In order to validate the findings of the report we request access to the raw data from the consultation.
2. In particular we would like to be able to review the location of the organisations that took part, as listed in appendix A of the report, and would request access to the postcodes of these.
3. If this information is not available to be shared we would request that an analysis by organisation by region is conducted, both in terms of numbers of responses and opinion.
4. We also request that an independent analysis of organisation by sector is carried out, rather than the self-reported classification which has been used. It is noted that for more than 800 responses from organisations (73% of the total) the sector/nature of business has not been specified.
5. We feel that an assessment should be made of the relative weight that should be given to each organisation's submission based on sector. For example, there are, as to be expected, many responses from the health sector but also it is noted that there are responses on behalf of golf clubs, football teams, banks, shops and commercial other establishments.
6. It is noted on page 94 that for responses from organisations, it is not known whether these respondents were formally responding on behalf of that organisation or group, or how they assembled the views of other members. Also it is stated that 'others were representing their family or local community' and that these responses have been included as organisations in the analysis in the report (but not listed in Appendix A). Therefore, we would question whether the reporting of the results from organisations is at all robust and would like further examination of this and the resultant impact on the reported findings of the consultation.
7. It is noted that more than one response has been submitted on behalf of some organisations. We would like to know the extent of double counting and whether this has been reflected in the analysis and interpretation.
8. It is noted on page 71 of the report that comments received 'included a group of identical (or very similar) responses in which respondents stated Option B should be selected'. How did the methodology guard against any abuse of the process and how has the analysis taken into account any duplication? It is noted on page 85 that it is difficult to quantify the impact that petitions and campaigns had on the submission of response forms. Is there any further evidence that could be provided to give further insight into this?

Rosemary Palmer

From: Zuzana Bates [Zuzana.Bates@nsct.nhs.uk]
Sent: 20 September 2011 14:05
To: Rosemary Palmer
Cc: Hannah Weaver
Subject: FW: Invite to Leicestershire Health Scrutiny Committee

Dear Ms Palmer,
Please find below the response to your invitation.
Kind regards,

Zuzana Bates
Project Liaison Manager
Zuzana.Bates@nsct.nhs.uk
Safe and Sustainable
NHS Specialised Commissioning Team
2nd floor, Southside
105 Victoria Street
London SW1E 6QT

Direct Line: 0207 932 3771
Fax: 020 7932 3800

Safe and Sustainable. Find out more about the NHS reviews of children's neurosurgery and congenital cardiac services. Get involved at: www.specialisedservices.nhs.uk

Dear Ms Palmer

Thank you for your letter of 13 September, received by me on 19 September.

I am afraid that given the short notification it will not be possible for representatives of the national review team to attend your meeting on 26 September. In any event, I am not sure that it would be appropriate for members of the review team to attend for the agenda item as you describe it ('the basis of the analysis [of consultation responses]' and its presentation) as the analysis was undertaken by an independent third party. I would not wish to speak on behalf of Ipsos Mori, and it would not be appropriate for me to do so. However, you will receive a detailed response to your written questions by 22 September.

Yours sincerely

Jeremy Glyde
Programme Director, Safe and Sustainable

Zuzana Bates
Direct Line: 0207 932 3771

27/09/11



Think before you print!

Please consider the environment before printing this email.

From: Rosemary Palmer [mailto:Rosemary.Palmer@leics.gov.uk]

Sent: Tuesday 20 September 2011 09:33

To: Jeremy Glyde

Subject: Invite to Leicestershire Health Scrutiny Committee

Dear Mr Glyde

Further to my letter of 13 September, I am writing to inform you that the papers for Leicestershire County Council's Adults, Communities and Health Overview and Scrutiny Committee meeting next Monday have now been published. Please find the link below:-

<http://politics.leics.gov.uk/ieListDocuments.aspx?CId=936&MId=3413&Ver=4>

As you will be aware, I, on behalf of the Committee, have invited you to attend the meeting. A copy of the letter and questions is attached.

I look forward to hearing from you soon as to who will be attending the meeting.

Kind regards

Rosemary Palmer
Committee Officer
Leicestershire County Council
☎ 0116 305 6098
✉ rosemary.palmer@leics.gov.uk

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Specialised Services

Ms Rosemary Palmer
Senior Committee Officer
Chief Executive's Department
Leicestershire County Council
County Hall, Glenfield
Leicestershire LE3 8RA
Rosemary.palmer@leics.gov.uk

2nd Floor Southside
105 Victoria Street
London
SW1E 6QT

Tel: 020 7932 3951

22 September 2011

Dear Ms Palmer

Thank you for your letter of 13 September, received on 19 September.

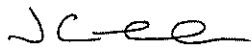
I have sought to provide detailed responses to your questions but you should be mindful that your questions relate to a process that has been undertaken by a separate organisation. In the absence of the data to which you refer, you may wish to notify the Joint Committee of PCTs (JCPCT) of your proposals for further analysis of the responses to consultation. If so, may I suggest that you set these out in your final response to consultation so that the JCPCT may consider your comments at its meeting on 25 October.

My responses to your specific points are set out below:

1. We do not hold – and have never held - the data to which you refer. The analysis of consultation responses was undertaken by an independent third party expert (Ipsos Mori).
2. As above, we do not hold the data to which you refer.
3. The methodology for the analysis and reporting of consultation responses has been determined by Ipsos Mori in its role as an independent expert in the field. We have not sought to influence Ipsos Mori in its approach to the analysis of responses, and it would not be appropriate for us to do so now.
4. As above, the methodology for the analysis and reporting of consultation responses has been determined by Ipsos Mori.
5. As above, the methodology for the analysis and reporting of consultation responses has been determined by Ipsos Mori.

6. As above, the methodology for the analysis and reporting of consultation responses has been determined by Ipsos Mori.
7. I am advised that Ipsos Mori did not accept any responses that were duplicates from the same individual or organisation. The relevant text on page 71 of the report refers to responses from different respondents.
8. I am advised that a number of methods were employed by Ipsos Mori to prevent duplication. For example, where a large number of identical or very similar responses were received they were coded and reported on as 'campaign' responses (please see page 71 of the report for an example). A further example is that completed response forms that appeared to be photocopies of one already received were not accepted by Ipsos Mori. Ipsos Mori advise that it is difficult to quantify the extent to which campaigns have influenced personal responses. The regional analysis of responses (set out in the report) indicates a high number of responses from the East Midlands and to a lesser extent from South Central England. This could be due to a number of different factors, and this is why I am advised that it would be inappropriate to speculate as to which had the most influence. This could have been a combination of the high degree of awareness due to a well publicised and extensive consultation process, local campaigning and media reporting.

Kind regards



Jeremy Glyde

Programme Director

Safe and Sustainable