

COMMENTS FROM PUBLIC CONSULTATION EVENTS

MEETING NOTES – CONSULTATION 2007

Evidence

Where did the idea come from?

Is it unique in the country?

Could you illustrate the benefits more clearly? How will planning help this?
How could you plan to improve services?

Bare in mind we are all looking at purchasing not providing services – it's difficult to understand.

PST as commissioners – how does this dovetail with practice based commissioning.

Is this the only model you have looked at?

Discussion points

It's very important to people of Herefordshire to keep service together.

Explained role of boards.

Need to build confidence.

STARRS – Good example of care – could look at how it could be community wide.

Discussion about FT's and Social Enterprise.

Suggestion was made that it would have been better if Herefordshire Council/PCT hadn't split from Worcs County Council/PCT in the first place

Comment was made that keeping local services locally controlled was positive

Finance

Is it the case that you have to make savings and how far can you merge things like HR, Finance etc?

Are the finances currently being used to what is proposed for after April, or will it be a different amount?

Any opportunity to save money – the Central Government will see that you don't need it and use it as a model to save on what they may find.

How much savings will be made and what would happen to the money?

Can we be assured that Council tax will not increase as a result of this proposal?

Budgets, joint budgets are essential to have a central group of professionals to act as assessment group (experience from America).

How much will integration cost and how long to pay cost back.

How a more powerful trust will be in a position to bring in more money into the county? (West Midlands per Capita spend on education)

Social care budget never enough – when comes together would this be exaggerated – voluntary sector important support.

Two organisations with separate funding streams – if Council want to put up Council tax they are accountable at the ballot box. When combined could health cause Council tax rise? If so where is the accountability?

Assurances were sought that the creation of the proposed PST would not generate further costs

How do you suggest that the PST will make financial savings?

Questions

HHT must be a big player in this – how are they involved?

What about the patients from Powys?

Is there some fundamental reason why the PCT can't become a department of the Council?

Can we develop the existing Community Forums/PACTs into user forums?
Is this a project which others look at (sit on fence) to see how we are going to do?

Have we already have discussions with candidates for the joint CX post?

Can we still be merged with e.g. Worcester even if we go through with this proposal?

Accountability

Electorate can get rid of Councillors but not people in the PCT – people on PCT should be elected.

Commissioning – doesn't guarantee the ethics of commissioner goes down to the people providing the services – the more outsourcing the more this could happen.

Concerned about assessment process – hopefully will lead to proper assessment process with needs of individual paramount.

Need to empower young people.

Council is accountable via elections – now does this sit with PCT members who are appointed. Half full or half empty?

People want to know what's happening – in advance.

Concern expressed over the need to run both a Herefordshire Partnership and a PST, is this necessary?

Governance: we need to ensure that the new 'body' is accountable to both elected members and the public/service users

Could there be a conflict of interest because of commissioning bodies being represented on the board of the PST?

Are we setting challenging targets as a benchmark for success

Bureaucracy

Can see where you're coming from and it makes a lot of sense, but cannot see sense of an organisation that commissions GP and Highways they are too different. May save money.

Really complex decision making – where is the public input into the decision making?

Just too big and complex to start with – but could be good if start off properly working together. Start off small and prove it works. (Health and Social Care)

The board will comprise of PCT members and Council members. PST has 8 NEDS and 58 Councillors, how will this fit and will it just mean more meetings?

How will you resolve any 'stand offs' when there are major differences between these sides. Is this a Herefordshire idea or a Government idea we have been asked to trial.

When organisations integrate they often become very inward looking, how will this be avoided? Ensure current services are still being delivered well.

Been talking about joined up working/commissioning etc for years but always stopped by enforced reorganisation and another level of bureaucracy.

Partnership – not a new organisation as no legal structure in place? What support from Whitehall?

Worried that decision making will be very time consuming.

Is it not likely that one of the partners will become the dominant partner in this partnership?

Even if the PST proposal does not go ahead, PCT and Council will have to work together more closely in the future. However, the challenge is going to be to merge/change the cultures in both organisations, as they are different. Also, in the future the Government will not assess individual organisations' performance, but how an area performs – this makes closer cooperation through e.g. the PST even more important.

Possible under current arrangements

Why don't services work closely together now? How can savings on service delivery be made more efficient by this?

Partnerships only work when they work together closely – unified rather than partnership decisions.

Why do we not retrain staff to get the job done in a better way, rather than creating a PST in the hope that a new organisation can do the job better

Change

Pace of change to fast – major change and implement by April 2008.

We don't want to be left behind.

Worked on interface of health and social care for many years. Welcome idea, but concerned about merger of non-elected organisation with elected members. How is it not going to be remote – engagement of service users and how will complaints be handled?

Would require targeted local involvement – to ensure developments don't duplicate current services or the loss of them.

Quick timescale and we need to get on with it.

Process

Concerns about the consultation process. Is it going to benefit the public – if so yes, but we need to find out from them what they can. Poor publicity locally. How many members of the Voluntary Sector organisations were made aware?

More notice for consultation.

Are we enabling enough people to take part in this consultation?

Have the Council and the PCT discussed this proposal with the Unions?

Do we expect any job losses?

Third Sector Involvement

Third Sector. Safe houses, crisis houses – short fall in Herefordshire – would be good to see it supported in this development.

Without over 60s third sector is greatly reduced.

Third sector, how will their service be integrated into the continuum of care, essential and integration with other providers.

We hear a lot of making greater use of third sector – but funding is being reduced.

Where are volunteers going to come from? People now working longer and harder no time to volunteer.
How will voluntary sector fit?

Don't always get a good reception from public bodies as volunteer/advocate.

Who is accountable now when things are not working?

Quite concerned that voluntary sector are all volunteers trying to do professional jobs. It is very diverse, many use employed staff – they have to train their staff and volunteers to provide services.

Voluntary sector brings in huge amounts of money into the county, not connected to health and social care.

Voluntary sector required to be more professional, but no security of funding.

PST may provide 'critical mass' to make contracts more attractive and viable for Voluntary Sector.

How can we engage the voluntary/community sector in this proposal?

Service issues

Would hate to see services become less accessible.

Many services are not easy to see when they are split up.

New PST would have to provide improved services

New PST would have to look at how innovation can be generated and provided locally

