

Milford on Sea War Memorial Hospital



Feedback from public survey and listening meetings

March 2018

V1.0

Executive Summary

West Hampshire Clinical Commissioning Group has started working with local partners and key stakeholders to look at the health and wellbeing needs of people living in and around Milford on Sea and the future vision for Milford on Sea War Memorial Hospital.

It is important that we make efficient and effective use of our resources but at the heart of West Hampshire Clinical Commissioning Group's decision making processes are the views and ideas from our local communities.

The West Hampshire Clinical Commissioning Group is pleased to share with you the results of the feedback we have received to date.

The following report is an amalgamation of feedback from both the survey circulated in summer 2017 and the two public Listening Events, which were held on 31 October and 8 November 2017.

Feedback demonstrated that there is considerable support from local people for the continued provision of health and wellbeing services in Milford on Sea.

The key messages we heard were that due to the higher than average age profile of local people there is a need for some health and wellbeing services to continue to be provided 'close to home' in Milford on Sea.

We would like to extend our sincere thanks to the League of Friends for all their help and support in circulating the survey and co-hosting the Listening Events.

Further public engagement work will be undertaken in the future to ensure the local community continues to be involved in the decision making process.

Rachael King
Director of Commissioning, South West

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1. Introduction

1.1. Background to the engagement

Milford on Sea War Memorial Hospital was built thanks to generous donations from the local population and was opened on 7 May 1930 by Lady Powell. The hospital still serves as a war memorial to the 267 local men who served in the First World War, including 37 who lost their lives.

The war memorial listing the 267 names is displayed in the main entrance.



Over the years, the hospital has provided inpatient beds, an operating theatre, a range of outpatient services and physiotherapy services serving the local communities of Milford on Sea and the surrounding areas.

Despite investment in the hospital in the past, the condition of the building has declined in recent years and the facilities are no longer fit for purpose and do not comply with modern standards and guidelines for healthcare delivery.

The operating theatre closed in 2000 and the empty space was converted into a three bed and a two bed ward, giving the hospital a total of nineteen beds. However, all of the beds were closed by the end of 2007 when, along with some of the outpatient services, they were relocated five miles along the road following the opening of the brand new facilities at Lymington New Forest Hospital.

Subsequently there are now only a limited number of health and wellbeing services which continue to be provided from Milford on Sea War Memorial Hospital.

The building is in a poor state of repair and it is not compliant with the Equality Act 2010 (formerly the Disability Discrimination Act). There is significantly more space in the building than required for current clinical service delivery.

West Hampshire Clinical Commissioning Group has started to look at the future of Milford on Sea War Memorial Hospital. A key element of the decision making process has been to hear from local people about what services they use at Milford Hospital, what health and wellbeing services they would like to see provided locally in the future and ultimately, to work together with the local community to agree the future use of the hospital.

1.2. The survey

The survey was issued via Smart Survey on Monday 17 July and closed on 31 October.

Flyers advertising the on-line survey were shared around the village and an advertisement with the link was printed in the free 'Village Voice' paper which goes to all homes in Milford on Sea. The survey was also shared via social media, including on Facebook pages and via Twitter. In addition, paper copies were available at the hospital, the Milford Pharmacy and Milford Surgery.

The aim of the survey was to try to determine a baseline for how well the hospital is currently used by local people and which of the services provided at the hospital are used most.

1.3. Number of responses to the survey

By 31 October, **700** Surveys had been completed and returned.

When the survey was first issued, there was a limited response, mainly coming via the paper copies of the survey being completed at the hospital, Milford surgery and Milford Pharmacy.

Feedback from local community leaders highlighted that residents of Milford on Sea were un-aware of the survey but as word spread, the number of completed surveys started to increase. Following an article in the local newspaper about the future of the hospital and referring to the survey, the response rate increased significantly.

There were a number of concerns raised regarding the wording of the survey and how it was circulated / advertised which have been noted by the CCG .

1.4. Public listening meetings

Further to the survey responses, West Hampshire CCG invited local people to come and talk to us face to face about the hospital as the next step in our engagement.

The public listening meetings were held from 1pm to 6pm at Milford on Sea Community Centre on Tuesday 31 October and from 6pm to 8pm at All Saints Church Hall on Wednesday 8 November.

The Milford on Sea War Memorial Hospital League of Friends were keen to support the engagement and circulated posters around the village and spread the word via their local networks on behalf of the CCG. In addition, details were posted on the West Hampshire CCG website, the Milford on Sea Parish Council website and local community leaders were advised of the events. Details were also published in the Lymington Times and were shared on social media via Facebook pages and Twitter.

The meetings were well attended with 152 people signing in to the meeting on 31 October and 50 to the evening meeting on 8 November.

The meetings were co-hosted by representatives from West Hampshire CCG and the League of friends and attendees were invited to join informal conversations in small groups.

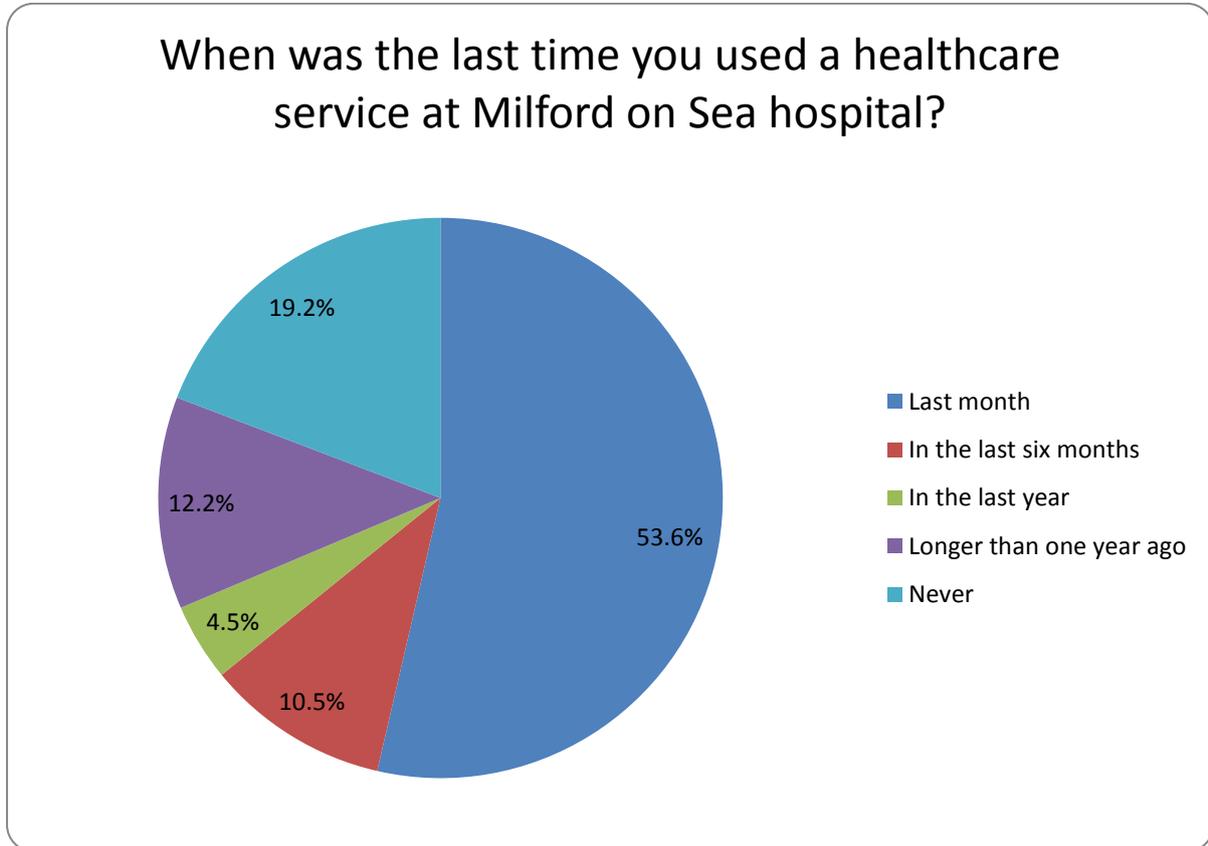
People were invited to discuss their views on the hospital as it is now, the services it currently offers, their experiences of accessing health services and that of their families, friends and neighbours. Healthcare provision locally was discussed in detail, along with future needs and travel and transport challenges.

The feedback collected at the two meetings has been reviewed and collated along with the feedback from the survey and is presented in this report.

2. Analysis of the feedback

Question 1: When was the last time you used a healthcare service at Milford on Sea hospital?

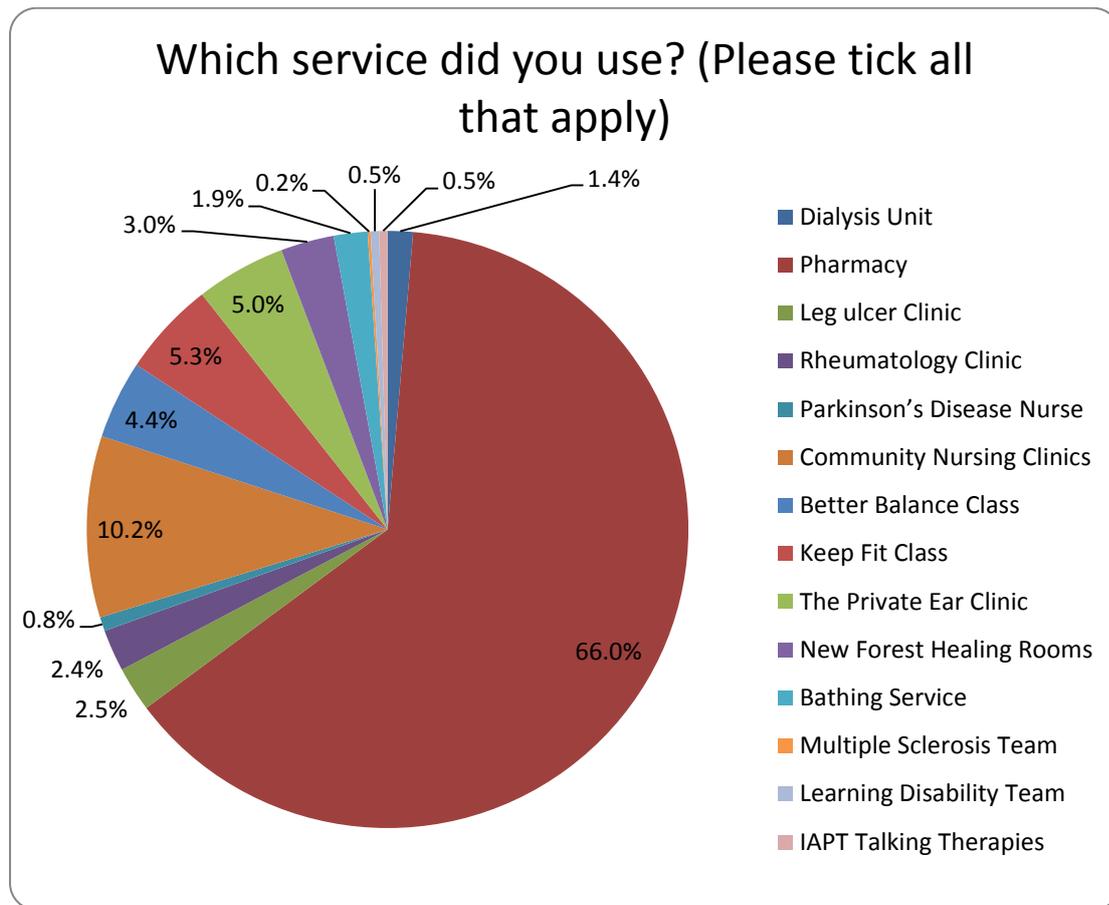
694 people answered this question whilst 6 skipped it.



133 people said they had never used a healthcare service at the hospital, although of this number, 9 had visited the on-site pharmacy.

However, although this equates to 19.2% of the total responses, this is not surprising given there are only a small number of health services provided at Milford on Sea War Memorial Hospital now and appointments are generally made following a referral from a GP or other clinician.

Question 2. Which service did you use (please tick all that apply)



Dialysis Unit	1.4%	9
Pharmacy	66.0%	420
Leg ulcer Clinic	2.5%	16
Rheumatology Clinic	2.4%	15
Parkinson's Disease Nurse	0.8%	5
Community Nursing Clinics	10.2%	65
Better Balance Class	4.4%	28
Keep Fit Class	5.3%	34
The Private Ear Clinic	5.0%	32
New Forest Healing Rooms	3.0%	19
Bathing Service	1.9%	12
Multiple Sclerosis Team	0.2%	1
Learning Disability Team	0.5%	3
IAPT Talking Therapies	0.5%	3

Milford Pharmacy is the most frequently used service on the Milford on Sea War Memorial Hospital site.

The Milford Surgery GP Practice shares the site with the hospital. This is the only GP practice in the village and therefore it is reasonable to hypothesise that the pharmacy is used by many patients visiting the practice.

There were a lot of positive comments about the quality of the services provided by Milford Pharmacy and people were concerned that this service might be lost if the hospital were to close.

Other services

The following is a summary list of “other” services which people reported they had used at Milford Hospital, either recently or in the past. (This is the raw list and doesn’t take into account whether a service was provided at the hospital or Milford Surgery GP Practice).

Urology / urinary track consultation
Sight aids clinic/Sight accessories
iTalk
Physiotherapist
Nurses – Diabetics / cardiology
Diabetic check ups
Breast check
Gynaecologist
Injections, Travel Health clinic.
Flu jab
private consultation
Support group
Medical Centre/GP Visit
Aftercare following mastectomy
League of friends
ENT, Ear
Ultrasound, X-ray
warfarin level supervised
Rehabilitation
Minor operation
Cardiologist / Heart failure
Recovery for everlasting weeks
Osteoporosis
Consultant appointment/Review/3 monthly INR check / blood pressure checks
Smear test
Equipment store
Back problem
Haemorrhoid banding

Question 3: Knowing that Lymington Hospital provides a wide range of outpatient clinics, health tests and hospital beds, what local health and wellbeing services would it be beneficial to have provided at Milford on Sea Hospital?

Local people who have used the services and facilities at Lymington New Forest Hospital were very positive about their experiences.

However, comments also included that parking is not always easy at Lymington New Forest Hospital and whilst the hospital is only five miles from Milford on Sea, public transport links are limited for those who do not drive.

It was frequently pointed out that taking a bus to Lymington New Forest Hospital means two buses with a change in Lymington town centre. Therefore for non-drivers, the only other alternatives are a lift from a family member, friend or the local volunteer driver service or paying for a taxi.

People were keen to express that proximity to Lymington New Forest Hospital should not be considered as a driving factor in the decision making process about the future of Milford on Sea War Memorial Hospital. The key reasons being the higher than average age profile of local people and consequential health and wellbeing needs and the lack of public transport.

Below is a summary of the very wide range of services people felt would be beneficial to have provided at Milford on Sea.

This summary includes the feedback from both the survey and the public meetings on 31 October and 8 November.

These comments and suggestions are in no particular order.

A minor injury Perhaps just a small 'non' emergency service / First aid
Surgical unit
General Medicine
<p>Beds: - Short term respite care so the elderly can be closer to home. Rehabilitation post operation and pre care home admission Quick and accessible hospital recovery care, post operation Rehabilitation Hospital to ease the bed blocking Rehabilitation: Small rehabilitation unit and rehabilitation services. Hospice care Overnight stays for patients to give their carers a break now and then. <i>Refurbish it, for local people who need around the clock care who cannot afford expensive private care homes. Or a purpose built respite care unit for either day care or weekly/fortnightly breaks for patients so their carers can have a break.</i> Convert to an old people's home</p>
Day centre for people with dementia or other conditions (i.e., post stroke) to enable carers to have some free time / respite for carers

Free meeting spaces for local support groups e.g. Alzheimer's, Sight Loss, Autism Carers support groups
Mental health :- Dementia – including depression counselling Talking therapies for stress Anxiety Management Autism support Bereavement counselling IAPT Talking Therapies
Wellbeing: Anxiety management Mindfulness Relaxation techniques Musical therapy Art therapy Weight loss help – dietary advice and nutrition Lip reading classes reflexology Acupuncture Homeopathy and other holistic wellbeing services. Drugs/Alcohol/Smoking cessation Health talk and education Something to reduce social isolation Befrienders scheme
Similar to those provided at The Coates Centre, Lymington (Illness/ LTC support and advice)
Long term condition advice
Dental Services
Longer GP appointments / GPs busy – long wait to get an appointment GP services only (Drop-in on certain days)
Fitness and balance classes. Physio led Pilates
Falls Clinic
Baby Clinic and ante natal for mums Gynaecology Heath Visitor clinics Parent and child clinics – Recognition that there are families with children in and around the village CAMHS. Barnardo's parent advisors
NHS Chiropody/podiatry like TipToe
In Health Audiology clinic like RSH in Southampton Hearing checks <i>"Audio closed at Lymington and now have to go to High street opticians for all ages)(Lymington High street I think)"</i> <i>Deafness clinic</i>
Hearing aid clinic / batteries – hearing aid services in high street often don't have expertise – just 1 or 2 people in a shop and often don't have right equipment. Very frustrating for people reliant on their hearing aids.
Ear syringing
Independent opticians

<p>Eye clinic services - consultation for cataract services, injections etc. Volunteer car service is regularly taking people to UHS for eye clinics Clinics specialising in "older people's eyes" Mobile diabetic retinopathy – used to be available at Milford but now have to travel to New Milton NHS Glaucoma follow up appointments</p>
<p>Health Checks: including blood tests, hearing and eye tests, regular visitation services for all old age related and regular routine check. Preventative care</p>
<p>Elderly care / geriatric medicine</p>
<p>Physiotherapy (used to have a good service but gone now. Many people need this still, especially post operatively)</p>
<p>Rheumatology</p>
<p>Dermatology</p>
<p>Stroke assessment / aftercare – Work with Stroke UK or other charities</p>
<p>Diabetic clinics</p>
<p>End of life care / palliative care services</p>
<p>Phlebotomy / blood tests / pathology services – too far to go to Lymington just for a blood test</p>
<p>Community Nurses and Clinics</p>
<p>The Healing Rooms</p>
<p>Stroke specialism, and anything particularly for 'elderly illnesses', which would prevent them having to travel to Bournemouth or Southampton, as this is a big retirement area. Also respite care for dementia patients, or 'TLC care' for those coming out of hospital after more serious operations, before they go home etc., to help with bed blocking.</p>
<p>Bathing service with hoist to enable people without mobility to have a bath.</p>
<p>Asthma / respiratory clinics</p>
<p>COPD clinic</p>
<p>Retain the Dialysis Unit Service also used by holiday makers who come to Milford specifically because this service is available</p>
<p>Chemotherapy / cancer unit /oncologist</p>
<p>Alzheimer's clinics and training days</p>
<p>Pharmacy (Milford Pharmacy is very good. Open long hours and will give advice over the phone)</p>
<p>Heart Failure Clinic</p>
<p>Outpatient clinics that use to be here before should be restored.</p>
<p>Fracture clinic / x-ray / removal of plaster</p>
<p>Leg Ulcer Clinic Expand to cover dressing / checking of all wounds – especially post-operative Drop in advice service for people to know if they are doing things ok at home</p>
<p>ENT</p>
<p>Stoma care / Bladder and Bowel clinics</p>
<p>Pain Management</p>
<p>Wart removal no longer available at the GP Surgery</p>
<p>All that are not already in Milford as only 14% of residents have cars and the bus route to the Lymington Hospital involves waiting for another bus All of the existing ones and then expand the service - 5 miles may as well be 5000 miles to many Milford Residents.</p>
<p>Sexual health</p>
<p>Breast cancer screening / mammograms</p>
<p>Women's health clinic / men's health clinic</p>

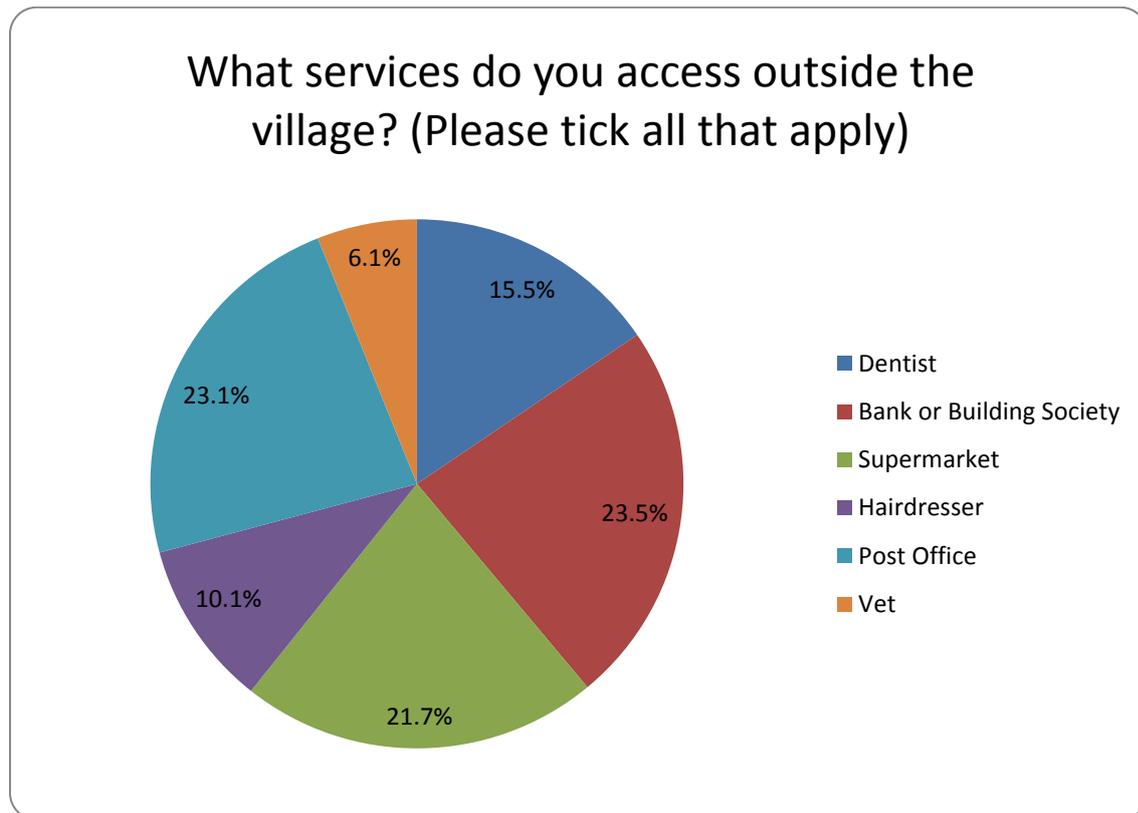
Urology / renal care
Upper gastric clinics
Prostate clinics
Oxygen pick up point for refills.
Osteopathy
It is important that the flu jabs, vitamin jabs remain at Milford
Learning disability team
Back care
Parkinson's Services / clinics
Multiple sclerosis specialist nurse clinic - very difficult to get an appointment at Lymington Hospital. MS Physio clinic.
Hydrotherapy pool
Orthotic outpatient clinic
Rent space to a variety of private clinics / health or wellbeing providers
Mobile diabetic retinopathy. This used to come to Milford - now travel to New Milton.
CT Scan - Should be able to have a CT Scan at Lymington Hospital for RBCH appointments instead of having to go to Bournemouth for the scan as well.
Flexible provision to meet the health needs of local people
Service giving advice and help with mobility Maintenance and repair of equipment / British red cross equipment store
With Milford having a sizeable 'senior' population it makes little sense to move the facilities, especially as 'parking' at Lymington New Forest Hospital is difficult and buses are infrequent.
Any available would be welcome. Not all patients can drive as they get older and the few buses to Lymington are expensive'. Seven pounds for a return ticket.
Move a branch of all services to Milford as the travel route is difficult and means changing bus and waiting especially for bus from Milford to Lymington Hospital
The hospital is not fit for purpose and should be sold to enable a purpose built unit to be constructed in MoS. We could then have a small rehab ward and various clinics for local people who can't drive to Lymington. LNFH should provide more services, it is underused.
As usual the box ticking options are skewed towards a desired conclusion. With the current situation with poor public transport it can be a day's effort to visit a husband/wife who is in a post - operative condition in Southampton or even Lymington. The War Memorial hospital was always easily accessed by the old and infirm of the village to make daily visits to a recuperating relative and this facility should be restored.
Any type of clinic where you have to wait longer than 3 months for an appointment at Lymington
For disabled patients it is essential to be able to refer/get nursing treatment locally. It is not always possible to have transport to Lymington; the Car Group volunteer drivers are already 'stretched'.
I am not a patient registered at this surgery but my surgery referred me to the leg ulcer clinic as this service is not obviously provided at the local hospital. Yes the building is old but the care services are very modern
New Forest Healing rooms, I have been coming to them for some time and have really benefited enormously from each visit, and feel this would be an asset to Milford on Sea
None given Milford's age and facilities they should all be transferred to Lymington and the site sold

None other than those used at present. I would like to be able to access additional clinics and A&E and have the use of wards and Operating Theatres at Lymington Hospital
As many as possible, Lymington difficult to get to without a car.
It would be beneficial to modernise the Milford on Sea Hospital and provide beds for patients who are well enough to go home after a stay in hospital, but have no-one at home to help them recover completely and therefore are kept in hospital, blocking a much needed bed for the next patient.
Safe, secure and private facility in the event of domestic abuse.
Use the hospital building as a charity run facility for people with disabilities to provide safe, independent living – near the GP surgery – sheltered housing / safe environment in the village
I imagine that the favourable geography of the Milford Hospital would also favour patients living in Lymington, Brockenhurst and Lyndhurst areas.
Although I don't need its services yet, at 76 and with heart troubles it seems quite likely that I could benefit from local services in the near future if available. Many others in Milford are elderly and it seems wrong and short-sighted to lose this local health location that many need now or are likely to in the future when we already have it in such a good location (by a surgery & pharmacy), even if the building does need modernising.
Local services for the village that don't need to be in a big acute hospital.
Fear site will be sold for housing
Extended hours to include weekends
Lymington Hospital is fabulous, especially X-ray
Keep the façade and change inside
Rent rooms on first floor(i.e. Community Nursing team)
Interface with local community nursing team
Milford minibus service to take people to appointments at Lymington New Forest Hospital
Community car service and volunteers are excellent but struggles to recruit new drivers
Improve links with Community Centre/Church hall and other facilities
MOS Community Centre might be developing something for teenagers. 30 plus clubs and societies use facilities.
Travel injection clinics-have to go to boots
Community Health Hub, rather than having to travel.
Increase use of technology i.e. Skype.
SEPSIS training and recognising signs
How do people access 'Private Ear Clinic' - not well advertised - maybe put info into Village Voice?
Dispose of Milford on sea and expand Lymington.
Satellite office for HCC-i.e. advice/equipment
Training and research centre.
Reception and sign post.
Oakhaven Hospice to take over and run
Citizens advice support
Difficult to get packages of care in the area – also, elderly vulnerable people often left frightened and isolated on their own after carers have left.
Red Cross Aid and Equipment store / equipment servicing unit
Diabetic restaurant / meals – social option locally due to high number of diabetic patients in the area. (Link to Brockenhurst college catering students etc.)

Question 4: What services do you access outside the village?

The purpose of this question was to get an indication of whether people travel outside the village to access other types of services.

Many people responding to this question pointed out that since there is no post office in Milford on Sea, nor are there any banks or building society branches, they have no choice but to travel outside the village.



1	Dentist	15.5%	393
2	Bank or Building Society	23.5%	596
3	Supermarket	21.7%	552
4	Hairdresser	10.1%	257
5	Post Office	23.1%	587
6	Vet	6.1%	154
		Total	2539
		answered	674
		skipped	26

2539 answers given and this number was used to calculate the percentage of times each option was selected. It does not mean everyone accessed each of the services.

Question 5: If you would like to be involved in a patient focus group to help us plan the future of Milford on Sea hospital please give us your email address. This will only be used for this purpose and will not be shared.

People answering the survey and attending the public listening meetings were invited to share their contact details with the CCG if they would like to be involved and keep informed about the project.

Contact details provided have been saved for future reference.

3. Summary

The information provided at the public listening events and in the survey demonstrated that there is considerable support within the local community for the continued provision of health and wellbeing services in Milford on Sea.

Some people were adamant that the war memorial status of the hospital means it should be retained and brought back into use. Others acknowledged the proximity to Lymington New Forest Hospital and the wide range of services available from there, so were open to the idea of the old hospital building being replaced with something smaller.

However, the key messages were that due to the higher than average age of the local population and poor public transport links, there is a need for some health and wellbeing services to continue to be provided 'close to home'.

The need for beds was highlighted most frequently. People expressed concern about the impact of bed blocking due to the lack of step down / respite / convalescent / cottage hospital or end of life beds in the area and limited availability of care packages. They were also concerned about not being able to visit relatives and friends in hospitals elsewhere and that care being provided at home left older people on their own more isolated and vulnerable.

When asked what services people would like to see provided locally, a huge variety of both health and wellbeing services were suggested – varying from antenatal services and those for children and families to services focusing on the needs of older people. The local community were clear they want Milford Pharmacy retained.

The feedback provided is being considered by NHS West Hampshire Clinical Commissioning Group and will be used to help inform the next steps in the decision making process around the future of Milford on Sea War Memorial Hospital.

Further public engagement work will be undertaken to ensure the local community is involved in the decision making process.