



# Ashurst Hospital

## Public Engagement

What we have heard so far  
June 2017 – February 2018



# Executive Summary

West Hampshire Clinical Commissioning Group has started working with local health and social care partners , MPs, councillors, staff and the public to look at the health and wellbeing needs of children, young people and families living in and around the New Forest and Totton and Waterside areas and the future use of Ashurst Hospital.

West Hampshire Clinical Commissioning Group is pleased to share with you a summary of feedback we have received about our vision for the future of child and family health and wellbeing services at Ashurst Hospital.

The following report is an amalgamation of feedback from the survey circulated to families and young people in summer 2017 , meetings with staff currently working at Ashurst Hospital, local MPs and councillors in January 2018 and a public open day held on Saturday 3 February 2018.

The key messages we heard were that parents want their children to be seen by the right services as soon as possible, as close to home as possible and in a building which is child friendly, welcoming and has the right facilities to meet their needs. An opportunity to bring a range of health and wellbeing services together in one single location was welcomed.

There was strong support for the vision for an integrated health and wellbeing centre for children, young people and families from the local community, along with interest about future development considerations for surplus land on the site.

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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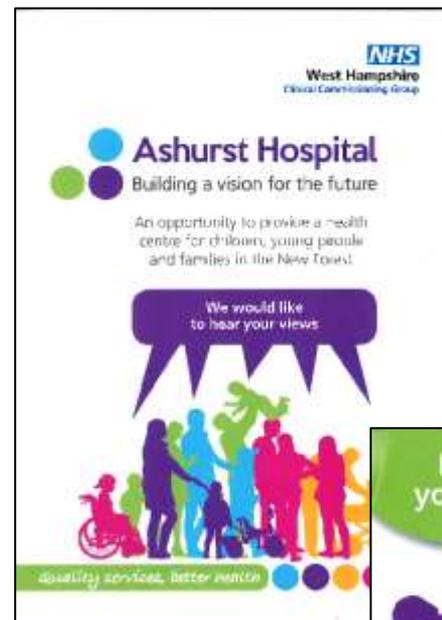
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# Distribution of the survey

- The online survey was open from Monday 12 June until Friday 11 August 2017
- The purpose of this survey was to hear about experiences of visiting Ashurst Hospital or other children's health facilities. We asked for feedback and ideas to help develop our plans for the future.
- The survey was promoted via Facebook and Twitter.
- The survey details were emailed to
  - local schools and colleges
  - children's health service networks
  - local charities and voluntary sector organisations
  - parent support groups
  - local GP practices and PPG groups
- 550 paper flyers with the survey link were left in waiting rooms or handed out at parent groups
- We visited local parent and toddler groups and parent support groups and invited parents and carers to complete the survey. Their additional comments and feedback are included in the survey results.
- Visitors to the West Hampshire CCG stand at the New Forest Show were also invited to complete the survey



The results of **323** full or partially completed surveys are recorded

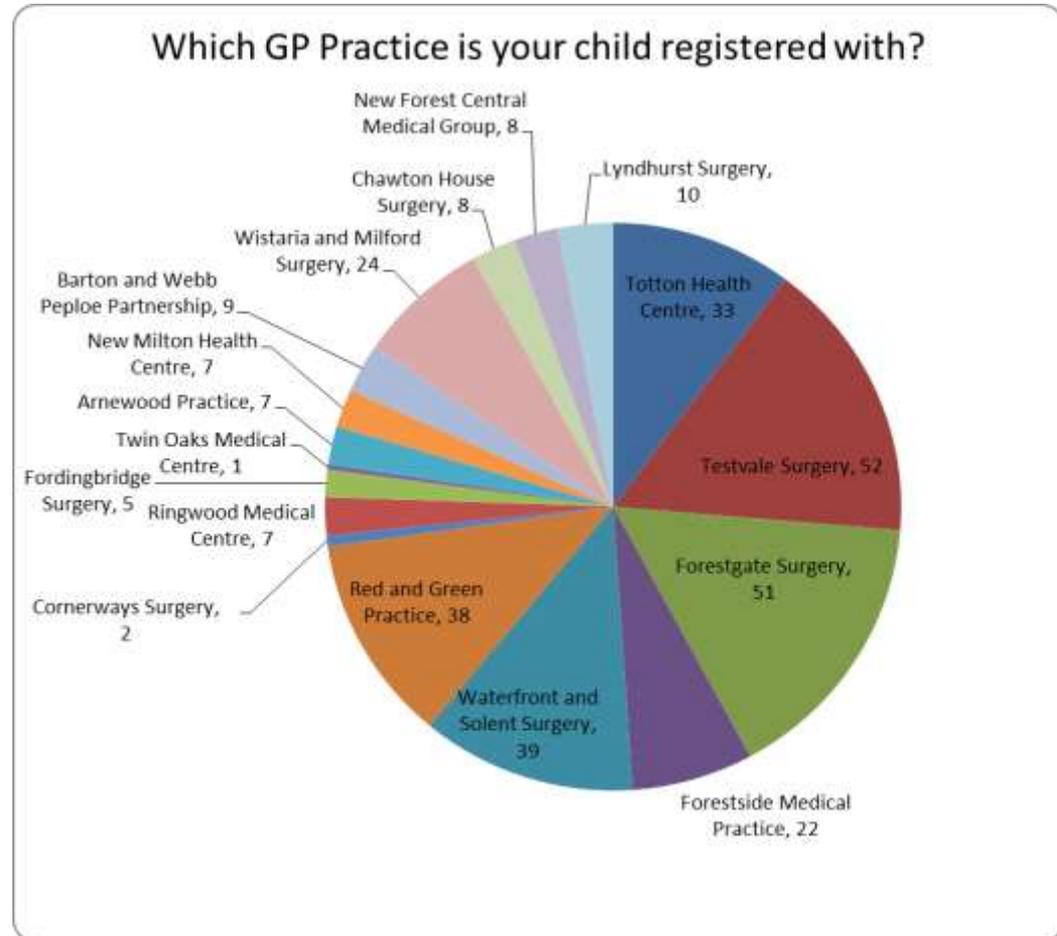
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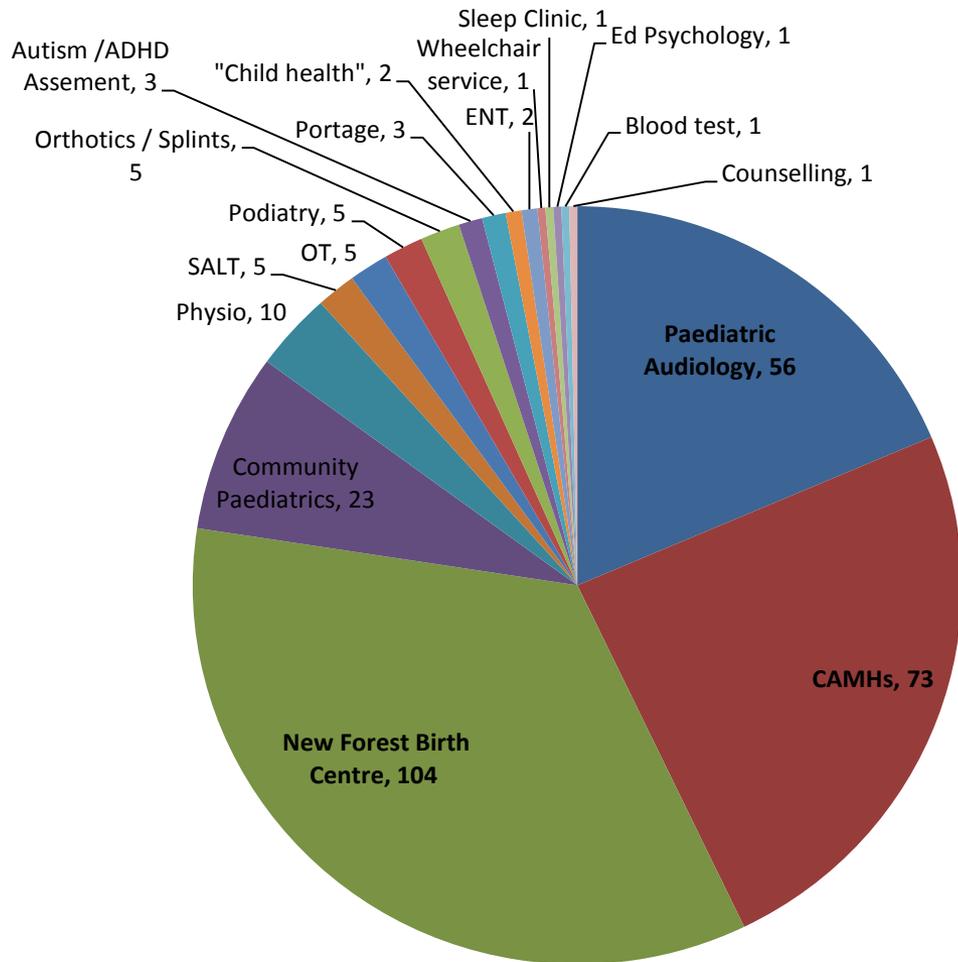
# Results of the Survey

## Question 1 – Which GP Practice is your child registered with?

- Young people and families living in and around the New Forest and Totton and Waterside were invited to complete the survey because they are, and will continue to be, the main users of health services for children and young people at Ashurst.
- Therefore Q1 asked which GP Practice your child is registered with.
- Response rates varied but there was at least one child or young person registered with each of the 17 GP practices in the New Forest and Totton and Waterside areas.



## Question 2 – Have you / your child used any of the child health services at Ashurst Hospital?



✿ The **New Forest Birth Centre, Child and Adolescent Mental (CAMHs)** and **Paediatric Audiology** services are based at Ashurst Hospital and currently see patients.

✿ Services such as community paediatrics, physiotherapy, occupational therapy, speech and language therapy (SALT), podiatry and portage were previously based at Ashurst Hospital but patients are now seen at other venues.

- Some children and young people had been referred to just one service, others had been seen by more than one. The more complex the health needs of the child, the more services they were seen by.



## Question 3 – What did you like about visiting Ashurst Hospital?

- 186 responses were given
- A free-text box was included in the survey to enable people to express their views.
- Some responded with a few key points, others provided more details.
- The responses can be grouped into 15 categories. These are shown in the table opposite.
- Feedback and comments from women who have used the facilities and services at the New Forest Birth Centre were especially positive. There were many comments about the friendly, knowledgeable and supportive staff, the environment of the birth centre and feeling calm and relaxed in beautiful surroundings.

Location, local, close to home, easy access	99
Friendly and less formal or "less clinical" than other places	81
Parking - easy and free	80
Friendly/professional staff	61
Less stressful, quiet, calm, peaceful	50
Beautiful location / outside environment	35
Good services or facilities	21
Clean facilities, nice décor	19
Small and nice	10
Lower waiting times, running on time	7
Everything!	5
Less traffic than trying to get into the city	5
Services all together	3
Easy process	2
Good wheelchair and buggy access	2



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## Question 3 – What did you like about visiting Ashurst Hospital?

“The Birth Centre was amazing. Staff were so welcoming and friendly”

“Very friendly atmosphere and easy to get to”

“Easy location to reach by public transport and by car; easy and free parking with accessible child / baby spaces; pleasant location; close home; everything about the beautiful, wonderful birth centre”

“I felt so looked after during the birth of our son and in the time I spent at Ashurst postnatally. Friendly nurturing staff, delicious food, very clean and such a peaceful and beautiful setting”

“The place was peaceful and I got the best start to my breastfeeding journey which I know I would have struggled with even more if I hadn't gone to Ashurst.”

“Facilities, location and staff were all excellent”

“NFBC was wonderful 😊”

“Quiet, informal and incredibly friendly. Doesn't feel like a clinical environment.”

Easy to park. Small unit, personal and friendly staff. Easier if you have anxious or autistic children.”

“Friendly staff, less formal setting to bring a child to”.

“It was peaceful and homely. It didn't feel like a hospital, which was wonderful”.

“Convenient, plenty of free parking, accessible and local”

“Peaceful, calming environment a lot less stressful than larger hospitals.”

“Plenty of parking – FREE parking”

“Its location is easy to travel to, its clean, bright and inviting. My son loved the football table in the waiting room. Parking is very good, staff very friendly”

“Easy access, closer to home, not as busy as other hospitals”

“Location great for New Forest patients. Better to have all professionals looking after our son under one roof.”

“Closer to where we live than the other centres meaning less travel and less time out of school for my child”

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## Question 4 – What didn't you like about visiting Ashurst Hospital?

- 153 responses were given
- A free-text box was included in the survey to enable people to express their views.
- Some responses were a few key points, other people provide more details.
- The responses have been grouped into 16 categories. There are shown in the table opposite.
- Only 4/153 expressed concern about the location of Ashurst Hospital and public transport access for non car drivers.
- The feedback gave a clear indication that the environment in which care is received and the facilities available are as important to the overall experience for children, young people and families as the quality of the clinical care.
- There were fewer negative comments about the services and facilities in the New Forest Birth Centre than the Main Building.

Buildings run down and dated, poor signage	51
Difficult to park / poor condition of the car park	18
Unmanned reception in the Main Building – had to call on phone for CAMHs or Audiology	18
Unsuitable facilities /lack of facilities	18
Too clinical/ unwelcoming	8
Poor waiting room facilities – no toys/ not enough appropriate toys, no leaflets	8
Poor experience	7
Unhappy with clinical or admin / reception staff / phone calls to services not returned	7
Waiting times/ availability of appointments	7
Location/ Transport to site if not by car	4
Fragmented services	4
Smell of damp	3
Rooms too hot	3
Very cold / Broken Heating	3
No mobile phone reception	2
Far away from emergency help	1



# Question 4 – What didn't you like about visiting Ashurst Hospital?

"Some of the rooms felt too clinical with too many disruptive features for children with sensory issues"

"Having to use the phone to call through to the department to say that I had arrived."

"Puddles in the car park."

"The buildings are run down and the car park needs resurfacing"

"Very hot in the summer and cold in the winter. Some of the rooms grotty and feels very old."

"The site is old and not child friendly."

"The building was very glum and depressing. Did not make me want to go to my therapy sessions. The waiting room was bland and there was never anyone at reception".

"My son found it very difficult. He has Aspergers and found the journey stressful on top of the anxiety of the appointment. Very depressing building and unwelcoming"

"The building is tired, run down and old fashioned in design. **The building itself caused our son distress (he is autistic) as he found the distressed appearance of the building unwelcoming and has an institutional feeling about it.**"

"No safe path to the front door. Getting an autistic child to the door along-side the building with moving cars is quite unsafe".

"No drink and food facilities, waiting times too long."

"dingy, unwelcoming, reception not staffed."

"Dated, smelt mouldy."

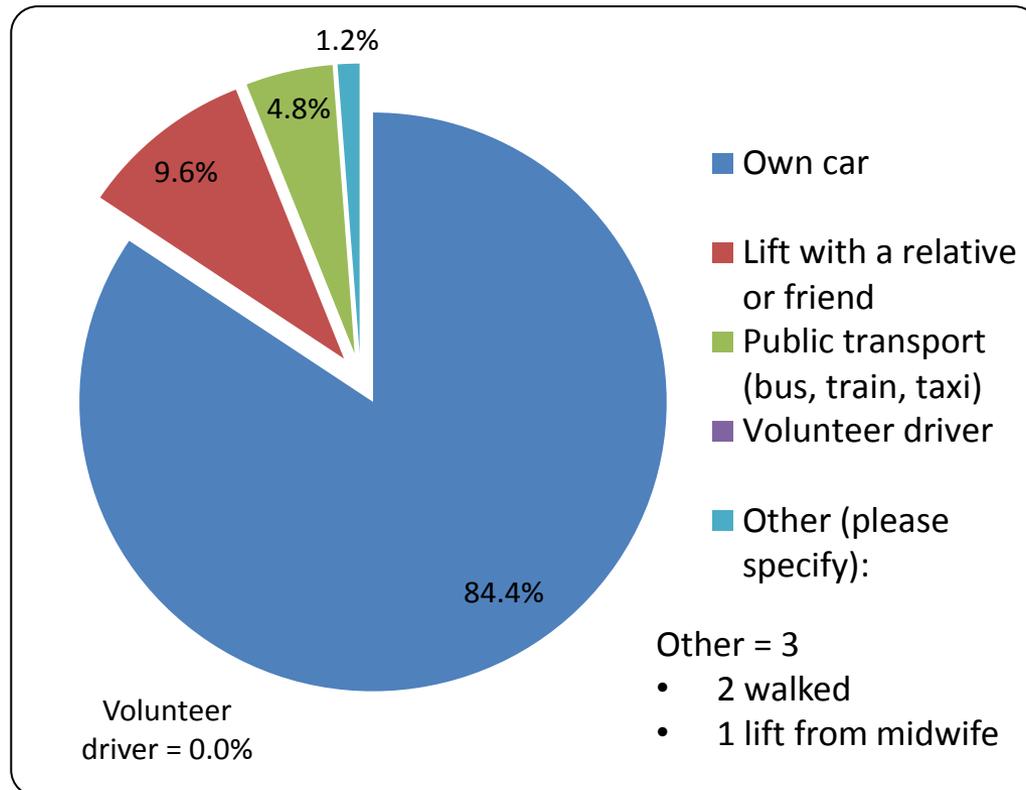
"Parking can be difficult at certain times and that it is only accessible by car."

"The scruffy small waiting room with nothing to do."

"Could be more accessible. Better wheelchair access, hoist assisted toilet and changing bench needed for older children".



## Question 5 – How did you get to the appointment at Ashurst Hospital?



- ✿ 94% of people who answered this question had either driven to Ashurst Hospital or received a lift for a relative or friend.



## Question 6 – If you/your child(ren) have had healthcare appointments at other health centres or hospitals (excluding with your GP or health visitor) in the past 12 months, where did you go?

🌟 272 responses with 452 appointment destinations given.

(Select as many as relevant)		
Answer Choice		Response Total
1	Southampton Hospital	179
2	Lymington Hospital	81
3	Hythe Hospital	37
4	New Milton Health Centre	6
5	Totton Health Centre	60
6	Adelaide Health Centre	8
7	Poole Hospital	4
8	Salisbury Hospital	12
9	Ringwood Medical Centre	2
10	No appointments in past 12 months	32
11	Other (please specify):	31
<b>Total</b>		<b>452</b>

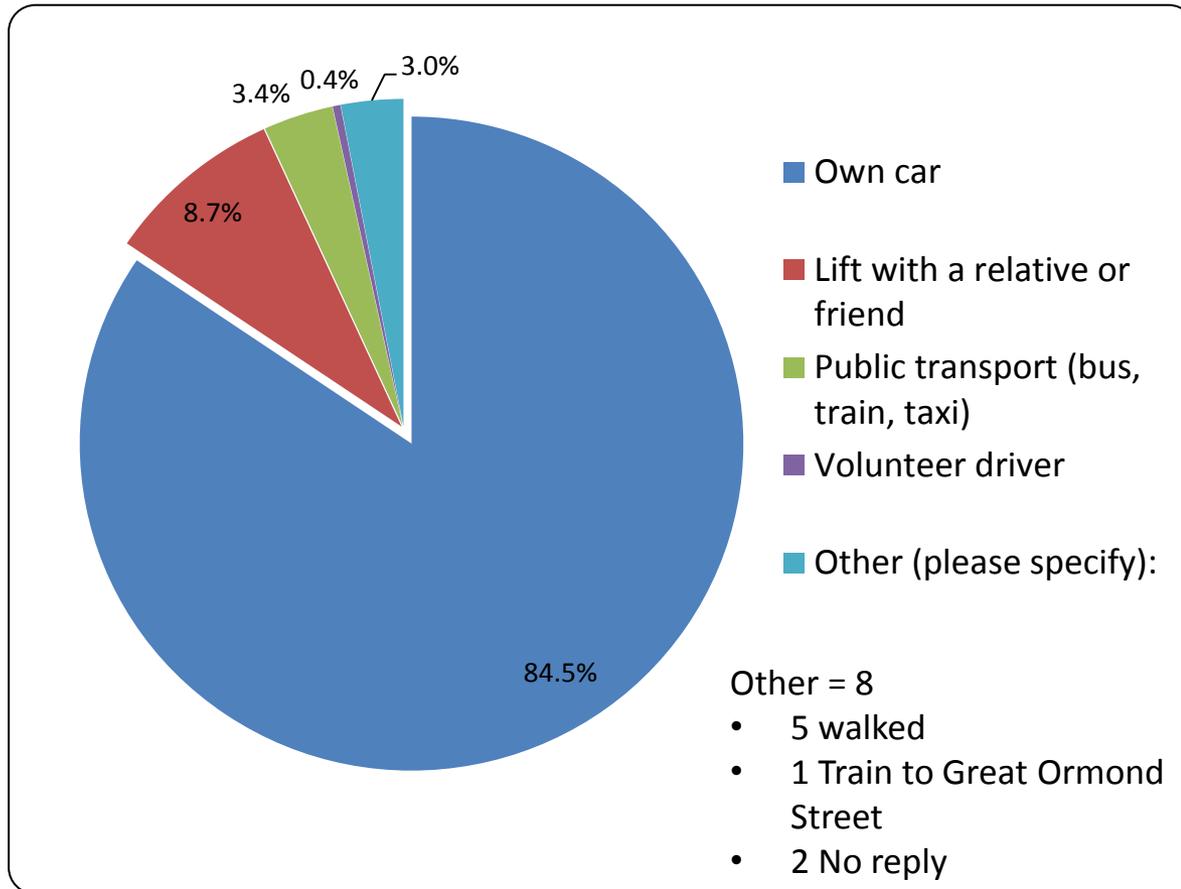
Other (please specify):	
Royal South Hants	13
Great Ormond Street Hospital	2
Anchor House Totton	2
Princess Anne	2
Royal Bournemouth Hospital	2
Winchester	1
Nuffield	1
Dorchester	1
Millbrook Dental practice	1
Winchester Orthodontist	1
Christchurch Hospital	1
Spire hospital	1
Fordingbridge surgery	1
Milford hospital	1
The Hub for mental health team Totton	1
Blackfield children's services building	1
Cedar School	1
<b>Total</b>	<b>33</b>

NB – 31 people said appointments had taken place at “other” locations. Two of them specified two additional locations, therefore this total is 33.

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## Question 7 – How did you get to the appointment (relating to Question 6 – appointments at other locations)



✿ **93.2%** of people who answered this question had either driven to other health centres or hospitals or received a lift for a relative or friend.



# Question 8 – Do you have any ideas for clinics or groups that could be held at Ashurst Hospital in the future.

149 people put forward their ideas

These could be split into three broad categories.

- Antenatal/ baby clinics/parent groups
- Clinical services
- Support groups

Ideas for antenatal care, baby clinics and parent groups included:

- A wide range of antenatal and baby clinics
- Breast feeding support
- Baby and toddler groups
- Opportunities to meet new parents
- A group for dads
- General advice for parents – such as weaning
- Post natal depression support
- Wellbeing and holistic groups – such as baby yoga or baby massage



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Children's clinical services, such as:-

- Speech and language
- Physiotherapy
- Dermatology
- Asthma clinic
- Fracture clinics
- Blood tests / butterfly clinic
- Optical appointments
- Mental health counselling
- Sexual health services
- Routine check up / follow up ENT appointments
- Hearing and sight testing
- Ear syringing
- Assessment centre for fine motor skills



## Support groups

There were a lot of suggestions for support groups for children as well as for parents, carers or siblings.

Parenting skills courses and support groups

Groups or workshops for teenagers and older children – for example, dealing with anger management, anxiety or bullying

Sensory groups for children



# Question 9 – Thinking about the vision for Ashurst Hospital, what are the three most important things for you when attending clinics?

- Some people gave three, others more or less. Other people gave more details and helpful explanations.

Parking (easy / free or cheap)	166
Quality of care / services	127
Appointment time / availability / ease of booking	106
Suitable facilities	81
Good quality, professional and friendly staff	65
Waiting time / punctuality of appointment	48
Friendly / welcoming atmosphere / Environment	44
Public transport	20
Location	18
Referral to first appointment time / follow up time	15
Greater range of services on site	14
Consistent staff	4
Services for young people over 16 / Step up to adult services	4

When looking at the feedback and talking to parents at local groups, it became apparent that for many people, location and ease of travelling to an appointment, being able to park, what the buildings and environment look like, the facilities, sign posting around a site and how they are greeted on arrival is a really important part of their overall experience.

For parents of children with sensory needs and disabilities, this is especially important.

For families reliant on lifts from relatives and friends or public transport, things like the time of the appointment and flexibility to book a time that was convenient for them was most important

Parents with more than one child of school age added that trying to get one child to an appointment at the beginning or end of the school day made it difficult as they had to make alternative arrangements for the care of their other children.



## Question 10 – Do you have any other thoughts about the vision for a health centre for children, young people and families at Ashurst Hospital?

A free-text box was included in the survey to enable people to give their views.

The answers to this question were broad and wide ranging and have provided the West Hampshire Clinical Commissioning Group with useful supporting information to consider as options for the future of Ashurst Hospital are explored in more detail.

Consistent themes included :-

- ✿ More mental health provision for children and young people because of the length of waiting times
- ✿ More health and wellbeing services located together.
- ✿ Being cared for by friendly, professional and knowledgeable staff.
- ✿ Improved transition for young people into adult services.

Children, young people and families want to be seen in buildings which are fun and welcoming. Facilities need to be appropriate with a good balance so they do not seem overwhelmingly clinical. There need to be age appropriate waiting areas, toys and things to do.

There needs to be appropriate toilet and changing facilities, with hoists and changing benches for older disabled children.

There were a number of supportive comments in answer to this question agreeing that delivering an integrated health and wellbeing centre for children, young people and families at Ashurst would be a fantastic resource for the local area.



## Questions 11 – 18

- ❁ **Question 11** invited people to provide us with contact details if they would like further information about the project or would like to be involved in the future.
- ❁ **Questions 12 – 18** recorded demographic information about the people answering the survey. Collecting this information is important when redeveloping health services because it helps us ensure we are reaching the appropriate target audience as well as hearing from the wider local community.
- ❁ 90% of the people who answered the survey were female. Whilst this is not representative of the gender mix of the local population, women are “more likely” to respond for themselves or on behalf of their family to a survey about paediatric healthcare services for their children or using a Birth Centre. However, as part of future engagement, West Hampshire CCG will consider how to reach out to more male patients, fathers and carers to ensure their views are heard as well.
- ❁ The target audience for the survey was young people who have used the services themselves and parents or carers speaking on behalf of their family. 84.3% of people who answered the survey were aged between 25 and 54 which indicates the target audience was engaged.
- ❁ In addition, 12 people aged 17 or under and 7 people aged 18 – 24 completed the survey. Receiving feedback from 19 young people about their own experiences is a good result and demonstrates that we were able to reach out to the younger audience as well. Feedback from children and young people will play an important part in future stages of the project.
- ❁ The ethnic background results were representative of the population of West New Forest and Totton and Waterside when compared with the data recorded in the 2011 Census.



# Staff drop-in session – 29 January 2018

- All staff working at Ashurst Hospital were invited to a drop-in session on 29 January.
- The invitation was further extended to managers from paediatric healthcare teams who care for children and young people living in New Forest and Totton and Waterside .
- The drop-in session provided an opportunity to talk to staff about the vision for the future of health and wellbeing services for children, young people and families at Ashurst Hospital and to hear their views.
- Feedback from staff indicated they welcomed the opportunity to hear more details about the vision and to ask questions.
- Healthcare staff are supportive of any opportunity which will improve the facilities at Ashurst Hospital and improve integration and communication between services for the benefit of the children, young people and families they care for.

## Ashurst Hospital: Caring for children, young people and families Staff drop-in session

We are looking at future health and wellbeing services for children, young people and families at Ashurst Hospital.

We are keen to hear your thoughts and ideas for the future.



Monday 29 January 2018  
12.00pm until 1.30pm  
Main reception of the Child and Family Centre, Ashurst Hospital



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## Stakeholder meeting – 29 January 2018

- An invitation to attend a stakeholder meeting on 29 January 2018 was extended to the local Members of Parliament for New Forest East and New Forest West, Hampshire County Councillors representing the New Forest and Totton and Waterside, New Forest District Councillors and Ashurst and Colbury Parish Council.
- The meeting included a tour of the Ashurst Hospital site, a presentation which summarised the history of the site, case for redevelopment and details of the vision and a question and answer session.
- Key themes:-
  - Stakeholders were supportive of West Hampshire Clinical Commissioning Group's vision for the future of health and wellbeing services for children, young people and families in the New Forest.
  - Interest in future use of land which is declared surplus, including the need for health and wellbeing services for older people, community facilities and housing.



# Open Day – Saturday 3 February 2018

- A public Open Day held on Saturday 3 February 2018.
- The open day was an opportunity to talk to local people about vision and answer questions.
- Visitors were taken on site tours to show them the current buildings and facilities.
- Posters were on display providing information about the vision and highlighting feedback and key themes received via the Survey.
- We talked about the future of health and wellbeing services for children, young people and families at Ashurst Hospital.
- We confirmed that we want to keep the New Forest Birth Centre as it is but provide new, suitable and child friendly accommodation for CAMHs and Paediatric Audiology.
- Visitors to the Open Day were supportive of the vision.
- There was interest from local people, especially those living in and around Ashurst and Colbury, about what the plans for the site might be if spare land is sold.

## Ashurst Hospital: Caring for children, young people and families Open day

We are looking at future health and wellbeing services for children, young people and families at Ashurst Hospital.

You are invited to come and hear what we have heard from families so far and the potential options we are considering for the future.



**Saturday 3 February 2018**  
10.00am until 2.00pm  
Main reception of the Child and Family Centre, Ashurst Hospital



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# Summary of what we have heard

## Feedback from the Survey

- Comments and ideas given in the survey and discussions with parents at local parent groups demonstrated that there was a lot of interest in the vision and significant support for the proposal to redevelop facilities at Ashurst Hospital.
- Prior to the survey, there were some concerns that the location of Ashurst Hospital might be a barrier because public transport links across the New Forest for non drivers are limited. The results of the survey and conversations with parents living in and around Ringwood, Fordingbridge, Milford on Sea, Hythe and Lymington indicated that they see Ashurst Hospital as local and easily accessible by car.
- Parents and carers want their children to receive the right health care at the right time from friendly and professional staff. They want care to be provided as close to home as possible, in buildings which are welcoming and child friendly and have the right facilities to meet their needs.
- Any opportunity to bring a range of health and wellbeing services for children and young people together in one location to serve people living in the New Forest and Totton and Waterside was welcomed.



# Summary of what we have heard

## Feedback from the Open Day

People were supportive of the vision to bring a wide range of health and wellbeing services for children, young people and families together at Ashurst Hospital to meet the needs of local people.

- ✿ “Facilities need to be child friendly and welcoming”
- ✿ “Current services at the New Forest Birth Centre are amazing so anything extra that can be provided there will be a bonus.”
- ✿ “Expectant mothers are not aware of the range of services available at the Birth Centre because they are not well advertised locally.”
- ✿ “Local access to advice and guidance for parents with children is needed.”
- ✿ “Ensure sufficient parking is retained for staff and patients in the future.”
- ✿ “Consider including a wild play area with sensory elements for children with disabilities and additional needs.
- ✿ “Have bookable rooms available”

Further suggestions for health and wellbeing services for children, young people and families which could be provided at Ashurst were made.



# Summary of what we have heard

## Feedback from the Open Day

- Visitors were interested in the future use of the chapel and had some suggestions and ideas to preserve it. (The chapel is not a listed building).
- Opening of a nursery on the site.
- Include some community facilities on the hospital site for local people to benefit from. Local base for care navigators for older people.
- Develop facilities on the site for older people – maybe care home beds and a range of health clinics
- Redevelop spare land for housing to meet local demand, including affordable housing.
- Don't redevelop vacant land – use it for allotments or revert to the New Forest

## • Feedback from the children who came on the day:-

- Comfortable chairs and good tables
- A bed for a rest
- Toys (including a digger)
- A garden
- A zoo with animals (rabbits, guinea pigs, goats and a tortoise)
- A play area with a slide, joined up tyres, ropes to climb and things to hang on to



## Thank you

West Hampshire Clinical Commissioning Group would like to thank everyone who took time to complete the survey, to talk to us at local groups and to come along the public open day.

The feedback we received has been extremely valuable and is being used to help take the project forward as we consider the options for Ashurst Hospital in more detail.

