

# What you said

## Your responses to the questions in the first Next Steps News

In the first newsletter, a number of key questions were posed; thank you for taking the time to respond. Sixty seven of you gave us your thoughts, using the form on the back of the newsletter, entering your responses online, writing in or giving feedback at the stakeholder panel meeting on 26 November 2009.

Your feedback demonstrated a real range of interests and priorities. Some of you clearly had a good handle on the complexities of the proposals for Hinchingsbrooke while, for others, you centred on your personal healthcare experiences and preferences.

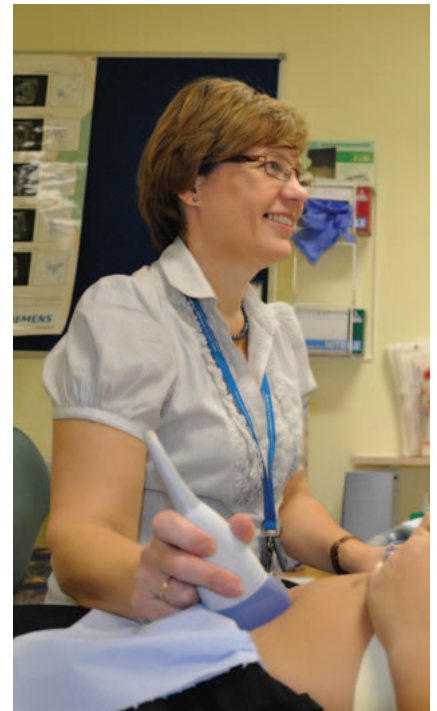
A number of key themes have emerged, and your points have dictated the content of this edition of Next Steps News as we feed back on your queries, questions and suggestions. Here's what you said.

- You are currently cautious about adopting the operating franchise approach, although several people asked for more information to help them to answer this question more fully.
- There was a preference for maintaining the status quo, or for a merger with another NHS provider.
- When suggestions were given for the length of franchise term, these ranged from one to 10 years, with five to seven years being a mid-range suggestion. You highlighted that continuity is important to end uncertainty for staff and ensure consistency of service for patients. There was an interest in break clauses and penalties for underperformance. This raised the question of what would happen if the franchise fails.
- When asked what good performance or innovation should look like, you wanted to see the maintenance of the already good quality services, a reduction in waiting times, good nursing and joined up care, a good look

and feel to the building and a valued workforce and good management.

- You were also asked what innovation to healthcare you would like to see at the hospital. Many of your answers overlapped with those mentioned above, but other suggestions included "switching the drop in centre from St Neots to Hinchingsbrooke", a dedicated stroke unit, osteoporosis unit and improved podiatry services.
- You were pleased to see that patient and staff groups were represented on the stakeholder panel, although others of you would have liked more information about who was currently represented in the membership.
- When asked if there was anything else you'd like to know, you particularly wanted a clarification of the objectives underpinning the proposals. You also wanted to know the management structure, monitoring arrangements, whether car parking could be improved and staffing terms and conditions.
- You had a broad range of other comments that you wanted to make including concern over stretched staff, recruitment, retention policies and ratios.
- You welcomed being further involved and wanted more information on the project timeline, the bidders and their proposals.

We are responding to many of these points in this edition of Next Steps News, and are also expanding the information available on our website.



## Want to know more?

There's a whole host of information about the Hinchingsbrooke Next Steps project available. Try visiting the Hinchingsbrooke online information centre to find:

- reports and magazines
- agendas and minutes
- presentations
- media coverage
- useful links

The MOI (memorandum of information) is there, for example, as are the outcomes of the stakeholder panel meetings. So whether you want to download the first Next Steps News, or email a colleague the link to the Market Sounding Day presentation, then visit the Hinchingsbrooke information centre at [www.eoe.nhs.uk/strategicprojects](http://www.eoe.nhs.uk/strategicprojects).