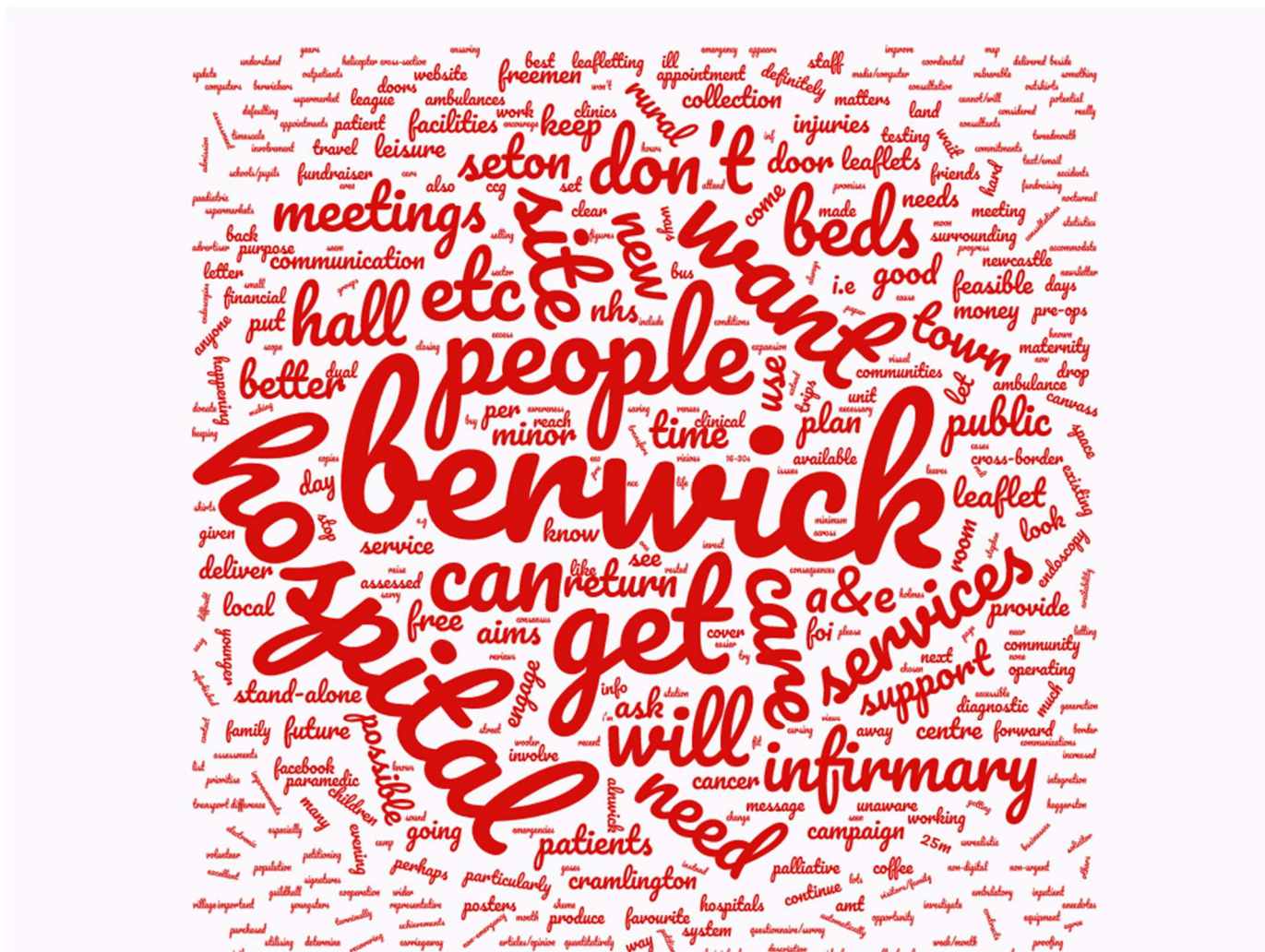


## Feedback sheets from public meeting in Guildhall - 3<sup>rd</sup> Oct 2018

- Page 1: Wordcloud
- Page 2: Fundraising comments
- Page 3: Canvassing/publicity comments
- Page 4/5: Services comments
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## Feedback sheets from public meeting in Guildhall - 3<sup>rd</sup> Oct 2018

### Fundraising 6

1. street collection etc.
2. coffee mornings
3. Have t shirts to buy so get message out wider than Berwick.
4. Funding – fundraiser.
5. Guildhall coffee morning fundraiser.
6. Why not. Also, why not ask for a donation from freemen?

#### BREAKDOWN

Coffee morning 2

T shirts 1

Street collection 1

General fundraising 1

Donation 1

## Feedback sheets from public meeting in Guildhall - 3<sup>rd</sup> Oct 2018

### Canvassing/Publicity = 24

1. somehow canvass more people in town and get a <b>consensus on pursuing</b> clinical facilities in a fit-for purpose hospital as per 2014 plans. <b>My comment survey on minor services received elsewhere rather than Berwick</b>
2. <b>Leaflet drop</b> – coordinated by public to deliver. Once delivered, 7-10 days then canvass.
3. Get some <b>signatures</b> from outskirts: Wooler, Haggerston, Berwick Holiday Camp. People come over from the border, i.e. Eyemouth.
4. Get <b>petitions signing from in supermarkets</b> . Set up a stand.
5. Would local businesses, village halls etc display <b>posters</b> to get word out to more people?
6. Not everyone is on Facebook or Twitter. I would like a <b>newsletter</b> (which I am happy to deliver) about the aims.
7. <b>Leaflets – info on meeting</b>
8. Door to door <b>leaflet</b> to Berwick and <u>surrounding area</u> .
9. Raise awareness (especially if not on Facebook)
<b>10. Leaflets should be put through doors</b>
<b>11. Door to door petitioning?</b>
<b>12. Leaflets through doors in small villages and in Berwick.</b>
13. Ways to reach those people who are not on social media/computer literate, e.g. <b>local paper</b>
14. articles/opinion, <b>leaflet drop</b> .
15. Produce a <b>leaflet and deliver</b> to get message out.
16. A full page description of the issues, progress and way forward and ways to get in contact and volunteer..
17. Letting people know what is happening – I was just told about tonight by a friend. <b>Leafletting?</b>
<b>18. Making the website known (I'm new to the town)</b>
19. Channels for non-digital communication are needed. <b>Leafletting the town</b> – lots of people are still unaware of what is going on and we are unaware of what others want.
20. <b>Supermarket – questionnaire/survey</b> – good cross-section.
21. Want a central point for anyone with no computers.
22. Put something re: aims on electronic notice boards.
23. Perhaps have a <b>stall on market days with posters</b> showing what the public want.
24. While collection of anecdotes is good we need <b>statistics</b> . I understand the NHS cannot/will not provide figures. Therefore, can trips down to Wansbeck etc be quantitatively collected? i.e. how many travel per week/month? Only then can the financial impact on Berwickers be assessed.
25. As for FOI from NHS number of accidents on A1 and surrounding in last 5 years. FOI for all paramedic transfers to Cramlington and BGH and releases same day.
26. Find out FOI why Berwick Infirmary is considered “not fit for purpose” as quoted by AMT.

#### BREAKDOWN

Leafletting 9  
 Petitioning 3 (1 at supermarket)  
 Services Survey 3 (1 at supermarket)  
 Generic non digital promotion 4  
 Local paper 1  
 Posters 1 (1 on mkt stall)  
 Advertising of website 1  
 Use of electronic boards 1  
 Newsletter 1  
 FOI 2

## Feedback sheets from public meeting in Guildhall - 3<sup>rd</sup> Oct 2018

### Feedback - services = 43

1. Need to maintain clear focus on clinical facilities as per 2014 plan and potential for expansion. Be good to
2. Don't let opportunity for new hospital slip by pushing for unrealistic aims. Want 20-30 beds for rehab, palliative care etc.
3. Want outpatients' clinics for "ambulatory care" but also for consultant appointments, particularly reviews
4. (avoid trips to Newcastle etc.) Want more Skype consultations. Want pre-ops etc.
5. Don't want A&E BUT do want minor injuries 24/7 and more nursing staff to look after inpatient beds. Don't ask for the moon! (Maternity or A&E!!)
6. Keep beds – very important (ex B Inf nurse) as patients going down road who don't need to.
7. Encourage people to use minor injuries.
8. Have minor injuries doctor cover 24 hour.
9. What services prior to 2014 can we get back?
10. What about all the equipment that has been donated by League of Friends? Where has it gone?
11. An A&E unit.
12. More beds.
13. Better cancer care.
14. Better paediatric care.
15. Better palliative care.
16. Cross-border care, Eng/Scot.
17. New hospital needs to have assessment available for non-urgent or non-emergency cases so that vulnerable people don't need to travel (usually through the night) to Cramlington for a long wait in A&E. If patients could be assessed, then those who need curative care not emergency care could be treated in Berwick. Leaves ambulances free for those who really need them, reduces waiting times in Cramlington and relieves stress on patient and family in Berwick.
18. Return to 2014 plan for services.
19. Want A&E but is it feasible? Endoscopy return.
20. More cancer care.
21. Is it true that once drops below 16 beds hospital is deemed "not feasible"?
22. Seen other community hospitals with 30 beds. Kelso has 24 beds.
23. More cross-border cooperation. Return of operating (minor+) theatre. Need room to extend.
24. Support for cancer cars.
25. Stick to 2014 plan with space for future planning. Diagnostic testing to return.
26. Diagnostic testing to include those tests for Newcastle consultants who already come to Berwick for clinics. Pre op assessments to begin again at Berwick.
27. Beds – 24 minimum.
28. Ensuring paramedic cover is adequate AND nocturnal hours.
29. Improve end of life care at Berwick Infirmary – those who are terminally ill are declined admission.
30. In the next month let's hope there will be an A&E operating some time in the future. It is about time Berwick had a proper hospital
31. We want a stand-alone hospital plus the League of Friends bought an endoscopy unit which is now based a
32. Prioritise elderly care
33. Maternity needs to be in hospital to protect it from closing – i.e. selling Berwick site. Beds must be increased.
34. All pre-ops in Berwick.
35. Endoscopies at Berwick – if Alnwick can do them so can we. Hospital transport improvements.
36. See if we can get backing from the ambulance service in light of their recent comments re keeping

services as close as possible to communities (in the Advertiser)
37. Campaign for better ambulance service and dual A1 so easier for NHS staff.
38. Mental health support.
39. Facilities for visitors/family
40. <b>More cross-border cooperation</b>

2014 Plan 4

Beds 7

A&E 4

Pre-ops 4

Ednoscopy/colonoscopy 4

Maternity/Paediatic 3

End of life/Elderly care 3

Cancer care 3

services for disabled 1

Ambulance services 2

Mental health 1

Cross border 3

Visitor/families 1

Other gen service comments

In the interim, before work starts on new hospital, can we not have services back at Infirmary that have been taken away?
Return of services.
Try to determine what services will be provided at the new hospital

## Feedback sheets from public meeting in Guildhall - 3<sup>rd</sup> Oct 2018

### Engagement of Other Orgs – 6

1.	Would local businesses, village halls etc display posters to get word out to more people?
2.	Would it be possible to get schools/pupils involved and a letter given to children for parents? Perhaps involve churches in the town and rural community.
3.	We need a way to involve the younger population in Berwick. Looking around the room we have very few if any under 30.
4.	. Youngsters future.
5.	. How do we get younger generation to engage in the campaign (they are more computer savvy!)
6.	How can we engage 16-30s??
7.	No involvement of the private sector and lobbying groups with vested interest should be given the time of day.

#### BREAKDOWN

engage younger generation 5

local business 1

village halls/churches 2

NO involvement 1

## Feedback sheets from public meeting in Guildhall - 3<sup>rd</sup> Oct 2018

### Transport

1. Hospital transport improvements.
2. A bus service and bus stop right beside the new hospital.
3. Better access on A1 (dual carriageway).Kelso has 24 beds.
4. Helicopter pad – is there space?
5. See if we can get backing from the ambulance service in light of their recent comments re keeping services as close as possible to communities (in the Advertiser)
6. Hospital transport improvements.
7. Can we shame them on the eco front? How easy would it be to do some sort of estimate on the tons of exhaust gases from ambulances and visitors and patient journeys?

## Feedback sheets from public meeting in Guildhall - 3<sup>rd</sup> Oct 2018

### Suggestions for future meetings

Hard copies to take away.
ask freemen why the town hall cannot be available free of charge
Provide a loop system for deaf at public meetings.
Look at getting venues free
Set up a system of communication by text/email particularly for hard of hearing people so we know about meetings etc.

#### BREAKDOWN

Facilities for deaf 2

Free venues 2

Hard copies of documents 1



## Feedback sheets from public meeting in Guildhall - 3<sup>rd</sup> Oct 2018

### Bits and pieces

1. Seton Hall? XXXXX trying to get info – cagey. Definitely NOT Berwick Infirmary. Seton Hall her favourite BUT people’s favourite?
2. Want more Skype consultations.
3. Tell administrators NOT to automatically send patients south instead of checking availability in Berwick.
4. Where will the money (£25m) be spent? If existing site is refurbished maybe local builders could get the contracts?
5. Be positive for people working there as they are under difficult conditions.
6. If people get appointment letter, call and see if you can have appointment in Berwick. The map of where major hospitals are is very powerful – use this more – visual.
7. Keep support of leisure centre – deserve both. The rural services will use our services.
8. Want a central point for anyone with no computers.
9. Why not update leisure centre and use money for new hospital?
10. Can we have evening meetings rather than during the day?
11. If the Seton Hall site is chosen will more land need to be purchased and what delay will that cause? Is it feasible that £25m will be able to build a stand-alone hospital?
12. Get AMT to come and give her public support!
13. If we are to get a stand-alone hospital is it likely the 2 projects (leisure centre and hospital) will start at the same time? Why would we have to wait for the hospital?
14. Is there scope for utilising adjacent land to Seton Hall to provide excellent views across the Tweed for patients recovering etc?
15. Why have all the posts been put in near the fire station and the Seton Hall site? Anyone know? Please continue to keep us all advised of aims and achievements on website etc.
16. Prefer to keep existing Infirmary site.
17. Next meeting DON’T let XXXXXX in the room.
18. Don’t let the cost of clearing Berwick Infirmary site before sale if Infirmary moves (???)
19. Present site railway, buses, taxis, rail. Best site possible. If it ain’t broke don’t mend it (x2 people)
20. Gofundme will that work?
21. Tweedmouth site none starter. People like quiet when ill. Building won’t stop sound from children.
22. Agree with comment use Berwick Infirmary site. Invest.
23. Seton Hall best site.
24. NHS saving money on so many things (emergencies in Holy Island).
25. Rely too much on current financial strength RNLI in Down (???) Rural proofing (CCG have to look at needs of rural communities) More meetings of NCC, CCG etc in Berwick
26. Meetings always at working time
27. Produce a list of NHS/CCG meetings as much as possible and in one place so people can plan to attend as necessary.
28. volunteer. See if anybody has a solicitor or law student in the family who might help with legal matters for free.
29. Any public commitments made by any representative should be legally binding with consequences for defaulting on promises made.
30. It is a vicious circle nobody knows what is going on!
31. Timescale – when is it happening?