

Pre-consultation engagement report Oct 14-March 15

Future of Acute Hospital Services in Worcestershire – Pre-consultation engagement

Aims and Objectives

The aim of the pre-consultation engagement work was to build on the engagement with stakeholders conducted by Mott MacDonald as part of the Integrated Impact Assessment and to ensure that the views of key stakeholder groups, particularly seldom heard groups and those most likely to be affected by the proposals from across Worcestershire, have been given, recorded and fed into the programme's decision-making process.

Methodology

As the purpose of this exercise was to engage with groups who don't often participate in public engagement meetings and events, we decided to work with voluntary and community organisations and to attend meetings that they had already organised at times and in locations that were convenient for their members. These meetings were at different times of the day and in different locations across Worcestershire.

A general talk or presentation was given at the beginning of each meeting which explained the proposed changes to:

- Maternity services
- Children's services
- Accident and emergency services
- Planned care

A standard presentation, using Plain English, was developed to ensure that a consistent message was being given to each group and by each speaker. However, the talk or presentation was adapted at each meeting according to the level of knowledge or interest of the group, their experience of a particular hospital service or services and the amount of time available. The organiser of each meeting was asked for their preference in terms of presentation style (formal or informal) and the time available for the presentation and feedback session to ensure that the level of engagement was relevant to each group.

Attendees were then given the opportunity to ask questions and/or to give their views, whether positive or negative. Where concerns were expressed, they were asked to suggest ways in which the situation could be improved.

A detailed record of the feedback given and questions raised at each meeting was taken and has been used as a basis for this report.

Stakeholder groups

A detailed mapping of stakeholders was undertaken and an up-to-date database of contacts developed to ensure that as many different seldom heard groups and those most likely to be affected by the proposals in as many different parts of the county as possible could be engaged with.

Particular attention was paid to engaging with groups belonging to the nine protected characteristics as identified in the Equality Act 2010:

Protected characteristic	Groups engaged with
Sex	Women, Men
Race	Gypsies and travellers, Eastern Europeans, Asian men
Disability	People with a physical disability, learning disability, with a visual or hearing impairment or a mental illness
Religion/Belief	The Muslim community
Sexual orientation	LGBT people, LGBT teenagers (including BME)
Age	Young people, LGBT teenagers, teenage mums and pregnant teenagers, young carers, older people
Pregnancy/maternity	Pregnant women, mothers, teenage mums and pregnant teenagers
Marriage and civil partnership	Married women and men, married mothers and fathers, men in civil partnerships
Gender reassignment	Mother of a transgender child

In addition, we have engaged with other groups who we feel are either regular users of hospital services, who have a high interest in hospital services or who the proposed changes are likely to have an increased impact upon:

- Carers
- Homeless people
- Hospital Leagues of Friends
- Healthwatch
- Public and patient groups of the CCGs and the Acute Hospital Trust

The purpose of this engagement exercise has not been to engage with all stakeholders in Worcestershire but with a representative sample of different groups. More in depth engagement will be undertaken at the consultation stage.

Outcomes

The detailed mapping of stakeholders and up-to-date database of contacts enabled a high response rate to the initial contact. Where no response was received, stakeholders were followed up by email and/or telephone.

Over 50 different groups were contacted and given an opportunity for someone from the programme to come and talk to their members about the proposals. Over 40 meetings have been attended between October 2014 and March 2015. For some groups with branches in different locations, more than one meeting has been attended. Over 500 individuals have been engaged with during this engagement exercise. A full list of meetings that have taken place can be found at the end of this report.

Summary of feedback by group

Blind people/People with a vision impairment

<u>Positive</u>	<u>Negative</u>
The proposals for children's services are a good idea.	Transport is an issue for people with a visual impairment because they can't drive.
The sooner everything starts to happen, the better.	It's because of cutbacks.
The proposals sound good.	Parking is an issue.
Like the idea of specialist surgeons.	If people have to travel further, there's the added cost of petrol and parking.
Redditch is very good for orthopaedics.	If an ambulance picks you up, you sometimes have to wait for hours.
	People living on the edge of the county will have further to travel.
	It's difficult for people with poor sight to get to appointments when it's dark.
	If someone is old and/or blind they need to be told about transport options when an appointment is made.
	It's difficult to go to appointments early in the morning as bus passes aren't valid.
	Concern that there wouldn't be enough midwives.
	Services shouldn't be being moved from Redditch with a growing population and particularly the number of women and children.
	Concern about how people without their own transport would travel from one town to another.
	Community buses stop at boundaries so it's difficult to travel from Redditch to Worcester.
	People don't know the transport options available to them and it takes a long time to find out about them and organise it.
	Public transport from Redditch to Worcester is irregular and finishes early.
	It's an issue for families in Redditch if they have a sick child or a pregnant mother in hospital in Worcester and other children to look after.
	Worried about the risk to sick children and women in labour who have to be transferred by ambulance from Redditch to Worcester.
	Maternity services should stay as they are.
	Capacity issues. Lack of space at WRH.

Carers

<u>Positive</u>	<u>Negative</u>
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Fewer cancelled operations.	Concern about transfer of seriously ill child from Redditch to Worcester.
We're lucky we have a free NHS.	Concern for women who are due to give birth in Redditch if there are complications.
The proposals for children's services are logical and sensible.	Lack of clarity about which hospital people need to go to for which service.
We have to accept change and make sacrifices in order that the NHS is more cost-effective.	Car parking at WRH is difficult, particularly for people with a disability and at A&E.
Not everyone wants to go to their local hospital – some people will choose a hospital based on its reputation.	Car parking is expensive. Lack of awareness of parking concessions.
People are willing to travel further for a specialist service.	Travel/transport is expensive.
There's no risk of the Alex or Kidderminster hospitals closing.	People have to go to two different hospitals for one injury or illness.
Most services aren't going to change.	Concern about emergency admissions for people with a mental illness.
Other countries like the US have specialist hospitals.	It's difficult to get into and around WRH with a wheelchair.
Home births are a good idea.	Lack of support for carers of patients with a learning disability.
A children's assessment unit is a good idea.	Parents from Redditch would be concerned about their child being in hospital in Worcester.
	Concern about travel from Malvern or Worcester to Redditch for orthopaedic surgery.
	Concern about increased travel issues for visitors.
	Parents/carers need to be with a patient with a learning disability even if they are over 16.
	There need to be more family rooms in A&E, particularly for older children.
	Pregnant women want to go to the same place, with the same staff, for check ups and birth.
	Concern that more babies would die if women give birth at home.

Children and young people/Teenage mums/Teenage mums-to-be

<u>Positive</u>	<u>Negative</u>
People from Kidderminster and Evesham have to travel to Worcester already so these proposals level the playing field.	It's a long way from Redditch to Worcester and vice versa.
Having specialist staff on one site.	Public transport isn't always available. It's complicated if people need to change and takes too long.
A midwife-led unit is nicer.	Car parking is very expensive and is difficult, particularly for the maternity department at WRH. Also, there's a lack of disabled spaces.
Not much change for pregnant women in Kidderminster as they already travel to	Transport is an issue particularly for older people, those on low incomes and people living

Worcester.	in rural areas.
	It would be good if clinicians could treat people more locally rather than patients having to go to hospital.
	It's about saving money.
	Concern about capacity and staffing levels at WRH if number of births is increasing.
	Don't like the idea of a home birth.
	It's really important to go to a hospital near to where you live.
	The eligibility criteria for hospital transport would need to change if people need to travel from Worcester to Redditch for an operation.
	It would cost more to travel further by car or taxi and it wouldn't be affordable.
	People, including staff, aren't aware of parking concessions.
	People aren't aware of the bus routes available to the hospitals. Better communication is needed.
	Concern about transfer of women in labour in an emergency from Redditch to Worcester.

Deaf people/People with a hearing impairment

<u>Positive</u>	<u>Negative</u>
Very pleased that we are asking deaf people their views.	Concern for women who are due to give birth in Redditch if there are complications.
It's a good idea to have specialists in one place.	It would be difficult for visitors living in Redditch to travel to Worcester.
It makes sense to have an alongside midwife-led unit.	Lack of BSL interpreters.
	Confusion about where you would go for different types of accidents and emergencies.
	Car parking is very expensive. Need more concessions.
	It's difficult for deaf people to go to hospital appointments on their own.
	Car parking is difficult.

People with a disability

<u>Positive</u>	<u>Negative</u>
People will travel for a specialist service where they will receive the best care.	Transport isn't always available when clinics are open.
	It would be difficult for visitors to travel from Redditch to Worcester.
	Concern for women who are due to give birth in Redditch if there are complications.

	Transport is an issue for people who don't have cars, for the most vulnerable groups and those living in rural areas.
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Faith Groups - the Muslim Community

<u>Positive</u>	<u>Negative</u>
Separating planned and emergency surgery.	Transport would be a key issue if services moved from Worcester to Redditch.
Having fewer cancelled operations.	Parking is a big issue.
	Concern about capacity at WRH – could scans etc. be done at GP surgery.
	Concern about higher risk of home births.
	Need translators.
	Small children have to travel to Birmingham for services e.g. circumcision.

Gypsies and travellers

<u>Positive</u>	<u>Negative</u>
Centralising consultant-led maternity services in Worcester.	Parking at WRH is an issue.
Centralising overnight paediatrics in Worcester.	Concern for women who are due to give birth in Redditch if there are complications.
Not all services can be in Worcester so happy to travel to Redditch for planned care if necessary although it's further.	Some families, particularly housed families, would find it difficult to travel from Wythall to Worcester as they wouldn't have access to the support network as on a traveller site.
Happy to travel to Birmingham Children's Hospital for specialist paediatric care.	The additional cost of car parking and petrol would not be affordable to family or friends taking a patient to/from hospital or for visitors.
People want the best care available.	No public transport usually near to traveller sites.
Proposed changes to emergency surgery services.	Stress of a longer journey particularly for a pregnant women or women who have recently given birth.
It's good for doctors to keep their skills up-to-date.	Unsure about home births – perception that home births are not as safe as hospital births.
It would be good for mums-to-be if services were centralised and they had access to more consultants.	Unsure about park and ride due to extra time would need to get to appointments but people would probably get used to it.

Homeless people

<u>Positive</u>	<u>Negative</u>
Understand what we are trying to achieve.	More services should be available in GP surgeries.
Separate planned and emergency care would	Travel to Redditch from Worcester would be

relieve pressure on hospitals.	difficult.
The NHS is very important.	Travel by public transport takes a long time and is very expensive.
Reducing the risk of cancelled operations.	Tests for one illness or injury aren't at the same time.
Inpatient paediatrics on one site.	Parking is a problem.
It makes sense to have specialists in one place.	People aren't aware of parking concessions.
Women shouldn't need to give birth in hospital.	It's difficult to go to appointments early in the morning as bus passes aren't valid.

LGBT people

<u>Positive</u>	<u>Negative</u>
Safety is very important.	Difficult for patients and visitors to travel further. This would increase anxiety.
Overnight facilities for parents are a good idea but suggest extend this to families.	It's difficult to get from Redditch to Worcester and vice-versa on public transport.
Like the idea of a children's assessment unit.	There needs to be better promotion of transport options.
Like the idea of separating emergency and planned surgery.	It would be difficult for single parent families if they had one child in hospital and other children at home.
Fewer cancelled operations would be good.	Fewer visitors could lead to less support for nurses.
Specialist surgery is a good idea.	Most women would want a consultant-led birth.
	Correct messages about the proposals aren't always getting out to the public.
	It's already difficult for students to travel from Worcester to the Alex and this issue would increase as the University grows and more services are available only at the Alex.
	Single sex couples often aren't considered in publicity materials and in pictures, for example on maternity wards.

People with a learning disability

<u>Positive</u>	<u>Negative</u>
Centralising overnight children's services in Worcester .	Concern about travel for pregnant women from Redditch giving birth in Worcester.
Operations are less likely to be cancelled.	Concern for women who are due to give birth in Redditch if there are complications.
Mothers and babies will be in the same place.	Confusion about which hospital you would have to go to for different A&E services.
Parental accommodation.	Additional travel time and cost for visitors.
Children's assessment unit.	Long distance from Worcester to Redditch, and it's very difficult by public transport.
Adding to maternity services available.	Car parking charges.
Midwives have all the skills.	Services should be as close to people's homes as

	possible.
Specialist surgeons in one place.	Parking at WRH.
Going to the right place for the best treatment is more important than distance.	Can't imagine a standalone birth centre.
	Evesham is a rural area, there's limited public transport and not everyone drives.
	Small number of disabled spaces at WRH.
	Hospital staff often don't understand learning disabilities and autism.
	Can't leave a person with a learning disability on his/her own while looking for a parking space, waiting for an appointment or staying in hospital.
	People with a learning disability can't wait for a long time for an appointment and they can become disruptive.

People with a mental illness/their carers

Positive	Negative
Centralising overnight children's services in Worcester is a sensible idea.	People will complain about travel. They won't want to travel further than they do now.
Home births are a good idea.	Travel to Redditch from Worcester and back is a nuisance.
In favour of the proposals for maternity services – there would be more choice.	It's difficult and expensive for older people who don't have family living nearby to get to hospital.
It's good if planned surgery is more likely to go ahead on a certain date.	There's a lack of awareness of the transport options available e.g. voluntary transport service.
More travel is outweighed by the benefits of having specialist care and operations not being cancelled.	Transport is a problem for people living in rural areas.
People want the best care.	Concern about transport for visitors and people on benefits and those who don't have a car.
All of the proposals sound good.	Parking is difficult and expensive.
Proposals for children's services are a good idea.	It's difficult to get from Tenbury to Worcester and even more difficult to Redditch.
It's a good idea to have a centre of excellence for orthopaedics.	Visitors are important for dementia patients and so it needs to be easy for them to visit.
We need to have urgent care/walk-in centres.	Concern for women who are due to give birth in Redditch if there are complications.
A midwife-led unit near the M5 would be good.	Higher risk for home births.
It's good that outpatients would stay at the Alex.	Recruitment of doctors and nurses – more staff are needed.
Parental accommodation is a good idea but it would be good to have it divided up so that more than one family could be accommodated.	It's all about saving money.
Like the idea of specialist surgeons and "experts in their field."	Don't agree with parental accommodation.
It sounds like a good idea.	Lots of poor care at the Alex. The Alex should be

	closed.
	Lack of clarity about patient choice.
	It's appalling that there isn't 24/7 consultant cover on a maternity ward now.
	Poor care at WRH. Not enough staff and they didn't help. No apology and no response to complaint.
	It's all about politics.
	Dementia patients who live on their own need support to get to/from hospital appointments.
	Dementia patients need appointments at convenient times.
	Increased pressure on ambulance service.

Older people

<u>Positive</u>	<u>Negative</u>
The situation can't stay as it is – there are too few consultants and they are being spread too thinly.	Concern about transport for people who don't have a car or family to give them a lift.
	Concern about transport between Droitwich and Redditch.
	Patient transport needs to be improved.
	Changes to A&E services will have most impact on older people.

Patients/Public – general

<u>Positive</u>	<u>Negative</u>
Pregnant women want the safest care.	People aren't aware of the patient transport options available – need better communications.
Overall positive response to proposals.	Patient transport isn't always available when people have appointments and people have to wait a long time.
Everyone wants the highest quality service and this is more important than travel time or convenience.	Confusion about which hospital people need to go to for which A&E service and when they should be going to A&E.
Reduction in number of cancelled operations.	Concern about safety of a stand-alone midwife-led unit with no consultants on site.
More services are working countywide rather than on just one site.	Concern for women who are due to give birth in a midwife-led unit if there are complications and they have to be transferred by ambulance.
Alex A&E is thriving and will continue to thrive.	Women don't want to travel far when they're in labour.
	Concern about safety of home births.
	Lack of clarity about meaning of "enhanced home births."
	Lack of clarity about meaning of "networked emergency care."

	Duration and cost of reconfiguration process.
	Difficulties in recruiting and low staff morale.
	Cost and availability of car parking at WRH.
	Concern about whether this is a true consultation.
	Transport links from rural South Worcestershire to Redditch, from Redditch to Worcester and in particular for visitors.
	Signage to and inside hospitals.
	Possible patient flow to Birmingham or Gloucester and impact on WAHT.
	Lack of clarity about patient choice.
	Concern about accessing patient notes in different hospitals.
	Wyre Forest is being left on the sidelines.
	A local service is the preferred option.
	Concern about gradual cut of services at Kidderminster Hospital.
	Possible transfer of equipment from the Alex to WRH.
	Extra funding for expansion at WRH.
	Don't agree with parental accommodation.

Pregnant women/mothers

<u>Positive</u>	<u>Negative</u>
It's important to have ante- and post-natal care locally.	Perception that Worcester is a long way from Redditch.
Safety is more important than location.	Pregnant women would like a midwife who they know at a home birth.
More consultant cover on maternity wards/delivery suite is a good idea.	Lack of understanding about what an "enhanced home birth service" would look like.
For specialist care, people don't question travelling to a specialist children's hospital.	Lack of understanding about difference between a "standalone" and an "alongside" midwife-led unit.
It's an exciting prospect.	It would be stressful for women who go into early labour if they have to go to hospital and back home again, particularly if they have to travel further.
It all makes sense – people just need to get their heads around not going to their nearest hospital.	Parking is difficult.
It would be good to have improved facilities for parents to stay on site overnight.	Parking is expensive. Lack of awareness of parking concessions.
It's clear that something has to change.	It would be difficult and time-consuming for people to travel to Worcester from Redditch if they didn't drive, particularly with children.
In favour of alongside midwife-led unit.	Concern for women who are due to give birth in Redditch if there are complications.
It doesn't sound as horrendous as hearsay.	Concern about higher risk of home births.
Midwife-led units are fantastic.	Concern about lack of midwives for home births.

Centralising some services and creating centres of excellence is a fantastic idea.	Concern that not many women would be interested in a midwife-led unit.
Children's assessment units sound good if they reduce admissions.	Concern there won't be enough capacity in Birmingham if women from Redditch choose to give birth there.
	There need to be better family rooms with facilities for older children.
	Concern about worse outcomes for babies if they have to travel further.
	Feeling it's not being clinically-led but is about money.
	It's a shame things have to change.

Key themes

A number of key themes have resulted from this engagement exercise:

Transport

- Transport and access, particularly for the elderly, people with a disability, people on a low income/without a car and people living in rural areas
- Poor public transport
- Restricted coverage of community transport
- Eligibility for community transport
- Increased ambulance travel time in an emergency
- Lack of capacity of ambulance service
- Limited car parking at WRH, particularly disabled spaces
- Cost of car parking
- Lack of awareness of parking concessions
- Additional cost and length of time to travel by car or public transport
- Lack of transport for all appointment times
- Improved patient transport needed
- Lack of clear signage to and within hospitals
- Transport for visitors as well as patients

Communication

- Clear language and Plain English
- Open and honest
- Use a wide range of communications tools
- Inform people of appropriate services to use
- Emphasise key message – patient care would improve
- Better communication about transport and travel options
- Better communication about parking concessions
- Be clear about which services will be available on each site
- Be clear about the choices and what people are able to influence
- Consider needs of certain groups e.g. for BSL interpreters
- Produce materials in different formats e.g. audio, dvd

- More staff training is needed about how to communicate with people with a learning disability or Alzheimer's

Engagement

- Engage with seldom heard groups
- Engage with people who are likely to be affected from outside Worcestershire
- Ensure engagement is at an appropriate time and in an appropriate location
- Ensure that people are continually "kept in the loop"
- Feedback to people how their views have informed the proposals

Quality of care and patient experience

- Changes need to be made
- Clinical quality and safety are very important (and more important than location)
- Specialisms make sense
- Clinicians need to lead decision-making
- It's good for clinicians to keep their skills up-to-date
- Everyday tests and rehabilitation need to be local
- Fewer cancelled operations is good
- People need to go to the appropriate place for the care they need
- Having more consultants available at a specialist unit is good
- A children's assessment unit is a good idea
- Need to have better facilities for families, carers of older people and people with a mental illness or learning disability
- Parental accommodation is a good idea overall
- Certain patients need a carer or family member to be with them at all times
- People should receive the same care whenever they go to hospital
- Mixed feelings about midwife-led units and home births
- Appointment times need to take the needs of patients into account
- Increased risk to women in labour and sick children if they need to be transferred from Redditch to Worcester
- Difficulties in recruiting doctors and nurses
- Lack of capacity at other hospitals

A number of key themes have been mentioned very regularly at our engagement meetings:

Positive	Negative
Specialist facilities and staff in centres of excellence	Increased travel time and cost for patients and visitors
Reduction in the number of cancelled operations	Increased risk for very sick babies, children or women with complications during childbirth due to transfer from Redditch to Worcester
Improved clinical quality and safety	Limited availability and high cost of car parking (also lack of awareness of concessions)
Improved facilities for parents/carers	Possible capacity issues at other hospitals and reduction of patient choice

How has the feedback from the engagement meetings fed into the programme and influenced the proposals?

This engagement report will be shared with the Programme Board and it will influence any decisions that the Programme Board makes. The report will also be shared with the Public and Patient Advisory Group in order that the members of this group and key stakeholders are aware of public and patient feedback in an open and transparent way.

One of the recurring themes at all of the engagement meetings has been about travel and transport. As a direct result of this, a transport group has been set up which all of the feedback on travel and transport has been passed on to and this will be taken into account in the options that are put forward to the public at the consultation stage. The programme has therefore recognised that travel and transport might be an issue for some people and is therefore taking steps to minimise the negative impact on them. Other examples of where people's feedback has been taken into account include:

You said	We did
Concern about travel and car parking.	Set up a transport group to look at the options to improve transport and parking. The outcomes from this group will be incorporated into the consultation.
Consultation materials need to be suitable for specific groups.	Asked groups in what formats they need consultation materials. Plan to produce a video with subtitles for deaf people and an audio consultation document for blind people. Plan to work with children and young people to develop materials suitable for them. Also, materials will be available in different languages on request.
Concern about capacity at other hospitals.	Talking to other hospitals outside the county about their capacity to take patients from Worcestershire.
Clinicians need to lead decision-making.	Proposals have been developed and tested by clinicians.
Everyday rehab and tests need to be local.	Proposals take into account that the majority of ante- and post-natal care would be at a local hospital and 93% of A&E attendances at the Alexandra would take place where they do now.
There need to be better facilities for parents to stay overnight.	Looking into providing overnight accommodation for parents who have a child in hospital.
Ensure that people are kept in the loop.	We will feedback to all of the people we have engaged with about how their views have influenced the proposals and the consultation.
There needs to be some provision for maternity care in the north of the county.	Proposal is to deliver all pre- and post-natal care in the same location as it is now and consideration will be given to offering an enhanced home birth service and a midwife-led unit in the north of the county.
Consultation materials need to be clear and honest.	Will ensure that our consultation materials are written in Plain English and that they convey key facts about which services would change at each

	hospital and which wouldn't. They also will be proofread by members of the public on our reader's panel to ensure they are easy to understand.
Concern about lack of availability of sign language interpreters when deaf people go to hospital.	Meeting organised between acute trust patient experience lead and Deaf Direct to ensure that members know what BSL services are available and how to access them.

Conclusions

This engagement exercise with seldom heard groups and those most likely to be affected by the proposed changes has confirmed much of the work that has already been completed on the proposed clinical model and the work towards the consultation.

It has highlighted key points that need to be addressed in terms of the proposals and the consultation and these are being acted on by the programme team.

It has also been useful in terms of defining the needs of specific groups in order that we are able to minimise any negative impacts on them and to form initial relationships with key stakeholders which we will be able to build upon during the consultation phase.

The overall conclusion is that people value high quality and safe care more than a convenient location and they are willing to travel for a specialist service. However, it is recognised that some improvements to transport and travel need to be made, particularly for certain groups living in certain areas.

Pre-consultation engagement with public and patient groups

Date	Stakeholder Type	Stakeholder meeting
2 nd October 2014	Public and patients - general	South Worcestershire CCG patient and stakeholder group
8 th October 2014	Young people, pregnant women, parents	Wyre Forest Young Parents2Be
9 th October 2014	Children and young people	Worcestershire Council for Youth Voluntary Services AGM
13 th October 2014	People with learning disabilities	Speakeasy Now
28 th October 2014	Gypsies and Travellers	Traveller site, Wythall
29 th October 2014	People with a disability	Wyre Forest Disability Action
4 th November 2014	People from socially-deprived communities/the homeless	Maggs Day Centre, Worcester
5 th November 2014	People with a hearing impairment	Deaf Direct coffee morning
5 th November 2014	Children and young people	Worcestershire Council for Youth Voluntary Services network event
6 th November 2014	Children and young people	Worcestershire Council for Youth Voluntary Services network event
6 th November 2014	Carers	Worcestershire Association of Carers, Carers Forum
10 th November 2014	Pregnant women, parents	Worcestershire Maternity Services Forum (Worcester)
11 th November 2014	Public and patients - general	Wyre Forest CCG patients group
11 th November 2014	Public and patients - general	South Worcestershire CCG Patient and Public Network
14 th November 2014	Public and patients - general	Acute Trust Patient Group Forum
14 th November 2014	People with a hearing impairment	Deaf Direct coffee morning
17 th November 2014	BME Communities/Faith Groups	Worcester Muslim Association
17 th November 2014	Pregnant women, parents	Worcestershire Maternity Services Forum (Redditch)
18 th November 2014	Public and patients - general	Redditch and Bromsgrove CCG Patient and Public Forum
19 th November 2014	Carers/parents of children with additional needs	Worcestershire Parent Carers Council coffee morning
19 th November 2014	Public and patients - general	Kidderminster Hospital League of Friends
20 th November 2014	People with dementia and their carers	Alzheimer's Society dementia café (Worcester)
20 th November 2014	LGBT people	Worcester University LGBT staff forum
20 th November 2014	Public and patients - general	Wyre Forest CCG Advisory

		Board
21 st November 2014	People with dementia and their carers	Alzheimer's Society dementia café (Kidderminster)
24 th November 2014	Public & Socially Deprived Communities & Homeless	St Paul's Hostel Residents' Meeting (Worcester)
24 th November 2014	People with a visual impairment	Sight Concern meeting (Bromsgrove)
26 th November 2014	Older people	Worcestershire Older People's Forum
26 th November 2014	Public and patients - general	Healthwatch Worcestershire Board Meeting
27 th November 2014	People with dementia and their carers	Alzheimer's Society dementia café (Tenbury Wells)
1 st December 2014	Gypsies and Travellers	Traveller site, Malvern
5 th December 2014	People with learning disabilities	The Causeway group, Evesham
11 th December 2014	LGBT/Young people	Teen LGBT meeting (Redditch)
7 th January 2015	People with dementia and their carers	Alzheimer's Society dementia café (Redditch)
9 th January 2015	Public and patients - general	League of Friends of Worcestershire Royal Hospital
16 th January 2015	LGBT/Young people	Staff and student LGBT Forum, Worcester University
23 rd January 2015	Carers/parents of children with additional needs	Our Voice coffee morning
27 th January 2015	People with dementia and their carers	Alzheimer's Society Al's café (Evesham)
4 th February 2015	People with a visual impairment	Redditch Association for the Blind
9 th February 2015	Carers/young people	YSS Worcestershire Young Carers meeting