

Healthier Together

Improving health and care in Bristol,  
North Somerset and South Gloucestershire



# What people told us about our plan for Weston General Hospital

June to August 2022

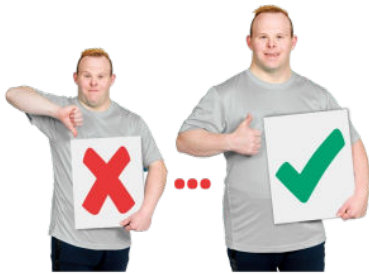


Easy read booklet

# Who we are and what this booklet is about



We are **Healthier Together**.



We are the **Integrated Care System** for **Bristol, North Somerset and South Gloucestershire**.



An **Integrated Care System** is a group of local healthcare organisations who work together to make healthcare services better in their area.



**Weston General Hospital** is an important part of **Healthier Together**.



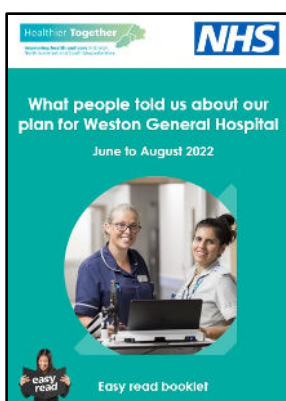
We have a plan to make it a better hospital where local people can get the care they want and need.



Lots of people have helped us to make our plan over the last 5 years.

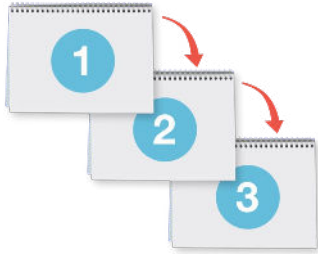


We asked people what they think about our plan so they can help us make the right changes.

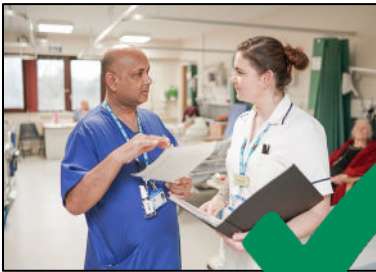


This booklet tells you about our plan and what people said about it.

# About our plan



In our plan there are 3 things we want to do to make Weston General Hospital better.



## 1. We want to be a centre of surgical excellence



This means we want to do lots more **planned operations** for adults.



**Planned operations** are when the date and time of the operation is decided before the operation happens.



## 2. We want to be a centre of excellence for older people's care

This means we want to have more **specialised care** for older people. **Specialised care** means care given by staff with special skills.



## 3. We want to help people go home quicker

This means we want people who come to hospital because of an **emergency** to go home as soon as they can. An **emergency** is when you need help quickly because you are hurt.



Doctors, nurses and other health and care experts will make sure our plan happens.



# Who we asked about our plan and how we asked them



We asked NHS staff, patients and people who live in Bristol, Somerset, North Somerset and South Gloucestershire what they think about our plan.



We also asked **community groups**, people we send emails to, and organisations who work with the NHS. **Community groups** help people in their local area.



We used newspapers, websites, social media, videos, meetings, newsletters, and a survey to ask people questions about our plan.



We asked health and care organisations to share posters, leaflets and website links for us.

# Who told us what they think



890 people in total told us what they think about our plan.



25% of people are NHS staff.



75% of people are from **the general public** or community groups.



**The general public** are ordinary people such as the people in your local area.



More than 25% of people have a disability or a health problem that will last a long time.



**Most** people live in Weston, Worle and villages nearby.



**Some** people live in other places in North Somerset.



**A few** people live in Bristol and South Gloucestershire.



Almost 10% of people are **ethnic minorities**. **Ethnic minorities** are people who live in a place where most of the people around them are from a different background.



People of all ages told us what they think. Most are women.



# What people told us about our plan

## Good things they told us



We asked people what they think about our plan.



**Most** people who live in Weston, Worle and villages nearby think our plan will help make Weston General Hospital better.



Almost everyone who lives in other parts of North Somerset, Bristol, and South Gloucestershire thinks our plan will help make Weston General Hospital better.



Everyone said really good things about our plan.

## Worries they told us about



People told us they mostly worry about patients who might need to travel to a different hospital.



They worry about how this might affect the lives and happiness of patients and their families.



They are worried about how much this might cost families and if there will be the right number of ambulances to take people to different hospitals.



People said the NHS should work with local organisations to find ways to help.



They think the NHS should work with transport organisations, community groups and **the council**. **The council** are in charge of services in their local area.

# What people told us about how we should share our plan



We asked people how they think we should share our plan. People told us in the survey, meetings and emails.



They said we need to make sure the local community knows about our plan.



**Most** people said we should use television, radio, newspapers, leaflets, posters and social media to make sure people know about our plan.



**Some** people said we should post leaflets to people's homes and send them texts or emails.



**A few** people told us we should work with other organisations to make sure people know about our plan.



They told us we should ask community groups, the local council and **retirement villages** if we can talk about our plans in their newsletters.



**Retirement villages** are groups of houses or flats where older people who don't work live.



**Some** people think we should ask health and care staff to tell their patients about our plan.



**Most** people said we explained our plan well but it might be helpful to give more information it.



**Most** people told us we should give more information about what care people will get at Weston General Hospital and who will get it.



**Some** people told us we should make sure people know how safe and good the care is at Weston General hospital.



**A few** people told us we should explain more about our plan, like who we mean by people who are older.



**A few** people said we should explain how patients will be taken to a different hospital to get care if they need to.



# 1. More planned operations



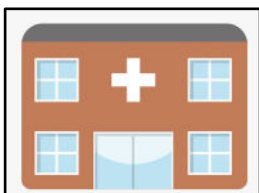
We want to offer lots more planned operations and we want people who don't live near Weston to have operations at Weston General hospital too.



We used surveys and meetings to ask people what they think about our idea to have more planned operations.



Almost everyone is happy about our idea to have more planned operations.



**Weston  
General**

**Most** people told us they'd be happy to have a planned operation at Weston General hospital.



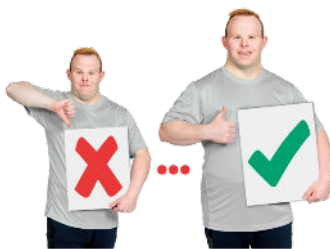
People from Weston, Worle and villages nearby, and other parts of North Somerset are the happiest about our idea to have more planned operations.



Half of people who live in Bristol are also happy about our idea to have more planned operations.



People said we should **improve** what people think about Weston General hospital so more people want to have planned operations there.



**Improve** means to make better.



We should also make sure people know they won't have to wait a long time to have a planned operation.



People told us why they might not want to have a planned operation at Weston General Hospital.



**Most** people said it takes a long time to get to Weston General Hospital from where they live.



**Some** people said they hadn't read good things about Weston General Hospital in the newspaper.



**A few** people said it would cost a lot of money and be hard for their family or friends to visit them.

## 2. More specialised care for older people



We want to have more specialised care for older people who are frail and will take longer to get well again.



We will still care for everyone at Weston General Hospital.



We used surveys and meetings to ask people if they understand that we will still care for everyone.



**Most** people understand we will still care for everyone, not just older people.



**Most** people told us they are happy older people would get more specialised care.



People from South Gloucestershire, other parts of North Somerset and Bristol were the happiest that older people would get more specialised care.



People from Weston, Worle and villages nearby were less happy older people would get more specialised care.



They worried other people wouldn't get as much care.



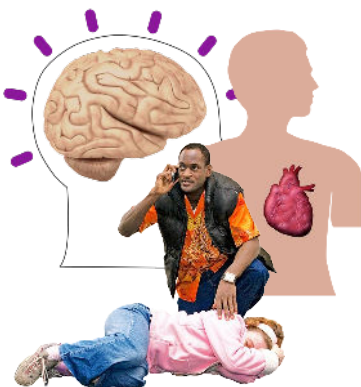
### 3. Help people go home quicker



We want people who come to hospital because of an emergency to go home as soon as they can.



We will have areas where people can be looked at and treated quickly at Weston General Hospital.



Ambulances will take people with specific serious health problems straight to a different hospital to be cared for by experts.



Ambulances will take everyone else who needs care to Weston General Hospital.



**Weston  
General**

Older people who are weak and take longer to get well again will stay at Weston General Hospital.



**Weston  
General**

Adults who need an emergency operation will have it at Weston General Hospital.



We will take anyone else who needs to stay longer in hospital to a different hospital nearby for care.



They will be taken to a different hospital by a special team of drivers.



We used surveys and meetings to ask people if they understand why we might need to take people to different hospitals.



**Most** people told us they understand why we might take people to different hospitals.



**Most** people told us we should have a free bus for patients and their family and friends that goes to and from hospitals.



**Some** people told us we should give patients **technology** and show them how to use it so they can talk to their family and friends. **Technology** is things like computers and smart phones.



**A few** people told us we should make sure people can wash their clothes and get the things they need to stay clean and happy in hospital if they don't have visits from friends and family.

# What NHS staff told us



We used emails, surveys and meetings to talk to NHS staff.



NHS staff are happy about our plan, just like the general public are.



NHS staff understand why we

- have to move people to different hospitals
- want more planned operations
- want more specialised care for older people.



They told us to talk to NHS staff about how our plan might affect them. This is important if they might have to work in more than 1 hospital.

# What we learnt



**Most** people think our plan is good and lots of people want to take part. Some people think we need to explain our plan better.



People worry most about patients who might need to go to a different hospital. This will be difficult for family and friends who use buses and trains and want to visit.



People want us to think about the family, friends and carers of patients when we do our plan.



We need to make sure people trust Weston General Hospital.





Thank you to A2i for the words  
[www.a2i.co.uk](http://www.a2i.co.uk) (reference 35682)

The full version of this document is called  
**Turning plans for Weston General Hospital  
into reality**

