



EAST MIDLANDS AMBULANCE SERVICE NHS TRUST – FOUNDATION TRUST STATUS

Results of East Midlands Ambulance Service NHS Trust formal public consultation on proposals to operate as an NHS Foundation Trust

Introduction

East Midlands Ambulance Service NHS Trust (EMAS) completed a 12 week formal public consultation to consult as widely as possible on our proposals on how we will operate as an NHS Foundation Trust. The public consultation period ran from Monday 27th April 2009 to Monday 20th July 2009.

The Trust distributed information and promoted the public meetings across the whole of the East Midlands region with the aim of engaging with as many individuals and stakeholder groups as possible, in terms of geographic and demographic characteristics.

To facilitate the engagement of a wide range of people, the public meetings and other consultation events took place at a variety of locations on different days of the week. Information was available in a variety of formats and languages and a range of methods were available for individuals and groups to feedback their views.

The Trust was keen to consult as widely as possible and promoted the consultation in the following ways:-

- 23,000 consultation documents were posted to a wide range of individuals, community groups, voluntary groups and stakeholders including, all staff, volunteers and 10,000 patient transport service users.
- 2,000 consultation documents were handed out at various events during the consultation period.
- Adverts promoting the public meetings were placed in local newspapers.
- Radio interviews were undertaken.
- Flyers and leaflets were distributed to local businesses surrounding the public meeting venues to help promote the meetings.
- Two specific Foundation Trust websites were created; one for staff and one for the public.
- Reminder emails were sent to a range of stakeholders halfway through the consultation to encourage their feedback.
- Three global emails were sent to all staff during the consultation to encourage their engagement and response. Staff also received a dedicated Foundation Trust newsletter (FT Matters), were invited to attend Foundation Trust drop-in sessions and were encouraged to find out more about the Foundation Trust consultation by visiting the staff intranet site (Insite).
- Attendance at a number of community events across the region.
- The Trust ensured that the consultation documentation clearly stated that it was available in a number of formats, e.g. different languages, large print, etc.
- The Trust ensured that all of the public meeting venues were accessible for disabled individuals and that hearing loops were available.



To further engage with local communities and to give members of the public the opportunity to find out more about the Trust's NHS Foundation Trust application, 13 formal public consultation meetings were held across the region. The Trust presented its proposals at a further 80 meetings during the consultation period with staff, members of the public and stakeholders.

Results

A total of 1,108 responses were received during the consultation period via a variety of methods as shown in the table below:-

Hardcopy, using proforma provided as part of the consultation exercise	958
By letter	21
Responses through website received to dedicated FT email address	119
By telephone	10

82% (910) of the responses received were from members of the public, 11.5% (127) were from staff, 5.9% (65) were from stakeholders and 0.5% (6) of respondents did not disclose this information.



Presentation at meetings

Date	Venue	No. Attending	Time
Tuesday 16 th June 2009	Best Western Hotel, Normanton Park, Oakham, Rutland, Leicestershire, LE15 8RP	0	6pm – 7pm
Thursday 18 th June 2009	The Peepul Centre, Orchardson Avenue, Leicestershire, LE4 6DP	9	6pm – 7pm
Monday 22 nd June 2009	Corn Market Hall, London Road, Kettering, Northamptonshire, NN15 7QA	3	6pm – 7pm
Thursday 25 th June 2009	Lime Tree Hotel, 8 Langham Place, Barrack Road (A508), Northampton, NN2 6AA	3	6pm – 7pm
Tuesday 30 th June 2009	Assembly Rooms, Market Place, Derby, DE1 3AH	4	6pm – 7pm
Thursday 2 nd July 2009	Winding Wheel, Holywell Street, Chesterfield, Derbyshire, S41 7SA	7	6pm – 7pm
Tuesday 7 th July 2009	Nottingham Mechanics, 3 North Sherwood Street, Nottingham, NG1 4EZ	2	6pm – 7pm
Wednesday 8 th July 2009	Louth Library, Northgate, Louth, LN11 0LY	0	1.30pm – 2.30pm
Wednesday 8 th July 2009	Grosvenor House Hotel, North Parade, Skegness, Lincolnshire, PE25 2TE	2	6pm – 7pm
Thursday 9 th July 2009	The Towers, Botany Avenue, Mansfield, Nottinghamshire, NG18 5NG	0	6pm – 7pm
Monday 13 th July 2009	The South Holland Centre, Market Place, Spalding, Lincolnshire, PE11 1SS	0	6pm – 7pm
Tuesday 14 th July 2009	Bentley Hotel and Leisure Club, Newark Road, South Hykeham, Lincolnshire, LN6 9NH	3	6pm – 7pm
Thursday 16 th July 2009	The Fenestra Centre, High Street, Flixborough, Scunthorpe, Lincolnshire, DN15 8RL	3	6pm – 7pm



Other meetings/events

Date	Meeting/Event
4 May 2009	Breaston May Day Gala
7 May 2009	Derby Liberation Day
19 May 2009	Joint Nottinghamshire County and Nottingham City Health Scrutiny Committee
20 May 2009	Lincolnshire Health Scrutiny Committee
22 May 2009	Mary Potter, Hyson Green Nottinghamshire
24 May 2009	Mela, Northamptonshire
27 May 2009	Morrisons, Clifton, Nottinghamshire
3 June 2009	Volunteer Recruitment Day, Worksop, Nottinghamshire
4 June 2009	Volunteer Celebration Day, Worksop, Nottinghamshire
6 June 2009	Blaby Gala, Leicestershire
10 June 2009	Northampton University
16 June 2009	North Lincolnshire Overview and Scrutiny Committee
18 June 2009	Careers Event, Rutland, Leicestershire
20 June 2009	Long Eaton Carnival, Derbyshire
24 June 2009	South Holland District Council
24 June 2009	Bassetlaw PCT
25 June 2009	NHS Nottinghamshire County
24 June 2009	Lincoln Show, Lincolnshire
25 June 2009	Lincoln Show, Lincolnshire
28 June 2009	Derbyshire County Show, Derbyshire
29 June 2009	Rushcliffe Borough Council
30 June 2009	Adult Health and Care Improvement Overview and Scrutiny Committee (Derbyshire)
1 July 2009	Northamptonshire Overview and Scrutiny Committee
3 July 2009	Ashfield Health Day, Nottinghamshire
4 July 2009	Abbey Road Mela, Leicestershire
7 July 2009	NHS Leicester City
8 July 2009	North East Lincolnshire Overview and Scrutiny Committee
12 July 2009	Belgrave Road Mela, Leicestershire
14 July 2009	Joint Nottinghamshire County and Nottingham City Health Scrutiny Committee
14 July 2009	Leicester, Leicestershire and Rutland Overview and Scrutiny Committee
16 July 2009	Kettering General Hospital
17 July 2009	Northampton Borough Council



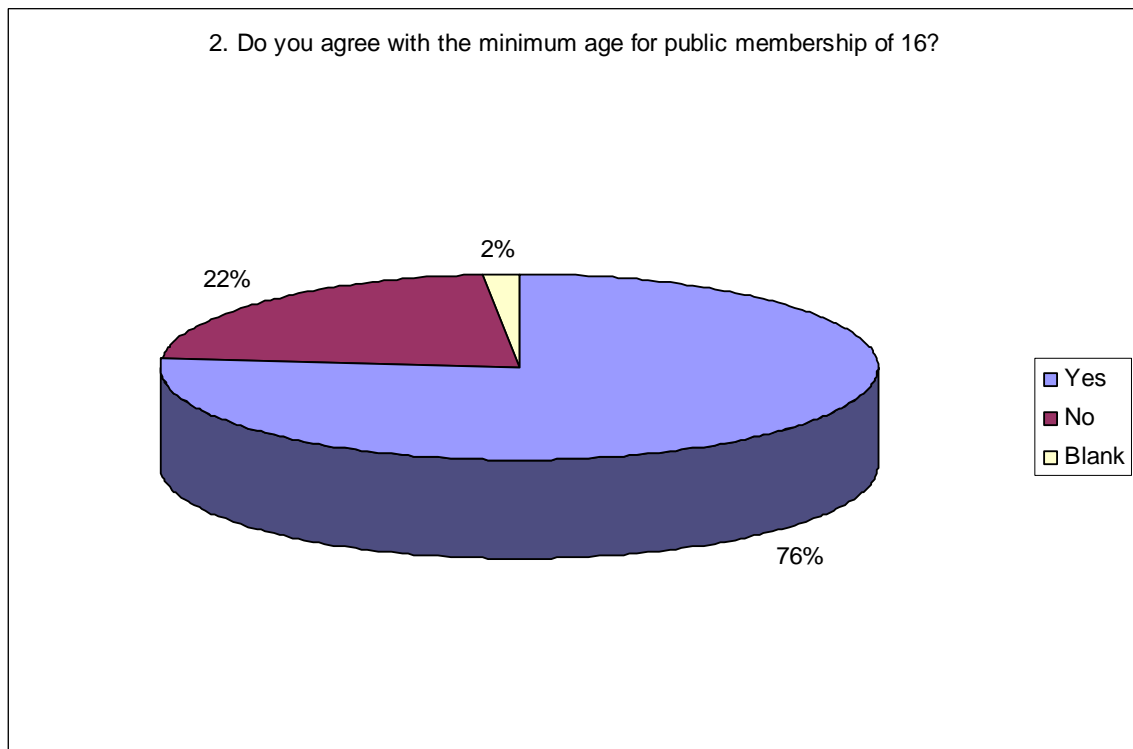
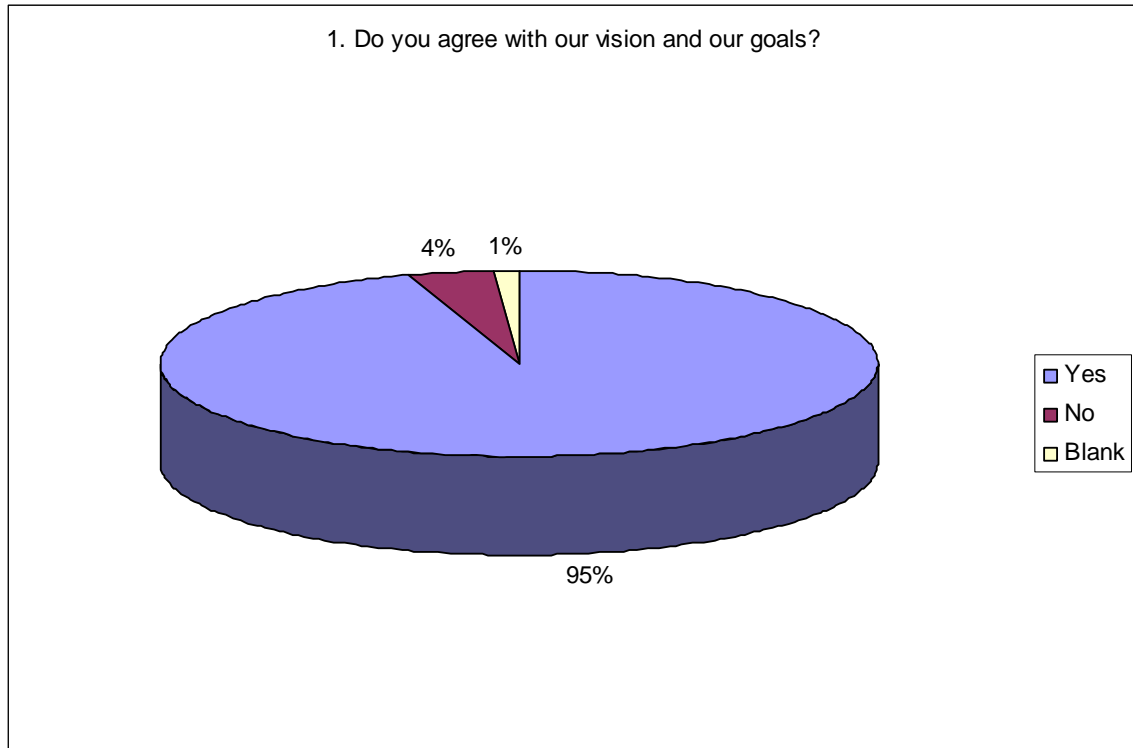
Staff meetings and drop-in sessions

27 April 2009	Buxton staff meeting
28 April 2009	Ripley staff meeting
5 May 2009	Mickleover staff meeting
5 May 2009	Grimsby drop-in session
6 May 2009	Chesterfield staff meeting
6 May 2009	Lincoln staff drop-in session
8 May 2009	Sleaford drop-in session
11 May 2009	Raynesway meeting
13 May 2009	Boston drop-in session
14 May 2009	Stapleford staff meeting
15 May 2009	Skegness drop-in session
18 May 2009	Scunthorpe drop-in session
21 May 2009	Grimsby drop-in session
21 May 2009	Louth drop-in session
21 May 2009	Skegness drop-in session
22 May 2009	Boston drop-in session
22 May 2009	Sleaford drop-in session
22 May 2009	Lincoln drop-in session
27 May 2009	Lutterworth drop-in session
29 May 2009	Corby drop-in session
29 May 2009	Northampton North drop-in session
29 May 2009	Daventry drop-in session
2 June 2009	Melton Mowbray drop-in session
2 June 2009	Gorse Hill drop-in session
2 June 2009	The Rosings drop-in session
2 June 2009	Loughborough drop-in session
3 June 2009	Nottingham Control staff meeting
3 June 2009	Kettering Station drop-in session
3 June 2009	Northampton North Station drop-in session
4 June 2009	Nottingham Control staff meeting
4 June 2009	Oakham drop-in session
5 June 2009	Coalville drop-in session
10 June 2009	Nottingham Control staff meeting
10 June 2009	Heath drop-in session
10 June 2009	Alfreton drop-in session
10 June 2009	Kingsway drop-in session
10 June 2009	Raynesway drop-in session
11 June 2009	Narborough drop-in session
11 June 2009	Beechdale drop-in session
11 June 2009	Wilford drop-in session
11 June 2009	Newark drop-in session
17 June 2009	Nottingham Control staff meeting
17 June 2009	Gorse Hill drop-in session
18 June 2009	Nottingham Control staff meeting
6 July 2009	Lincolnshire Control staff meeting
9 July 2009	Lincolnshire Control staff meeting
15 July 2009	Beechdale drop-in session



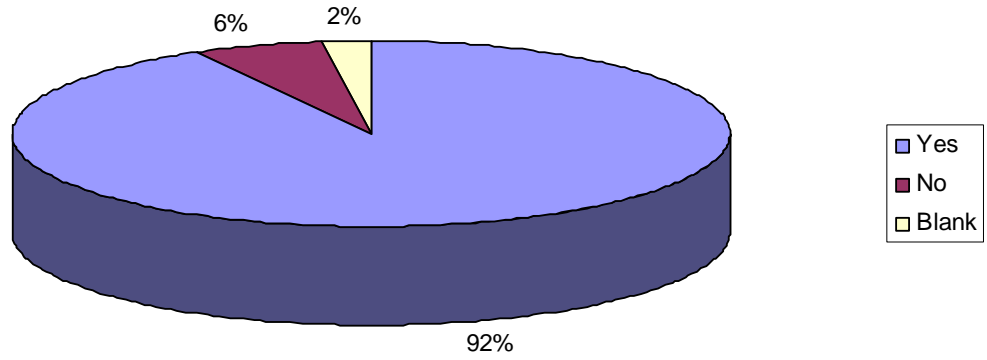
Analysis of results

The following charts provide an analysis of the above responses received per question:

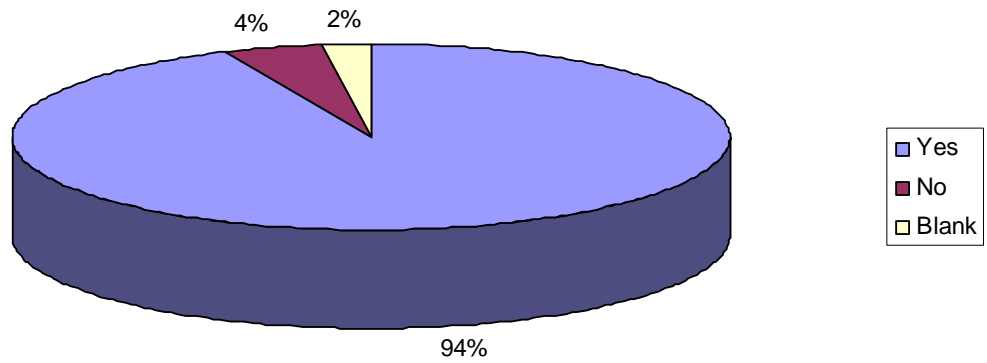




3. Do you agree with our proposed public constituencies?

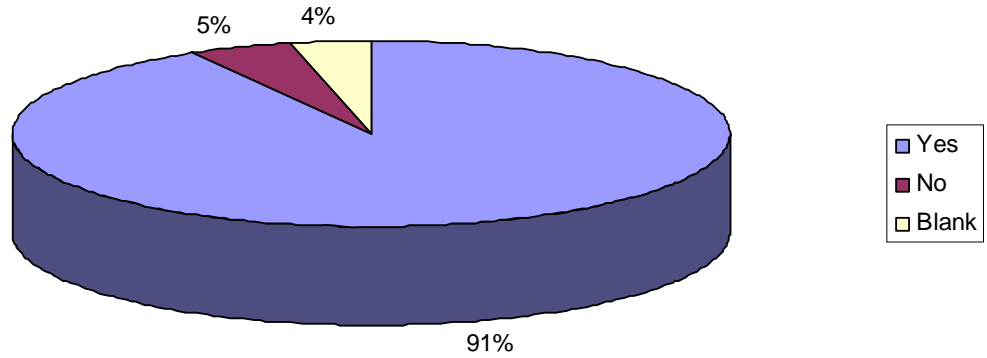


4. Do you agree with our proposals for staff membership?

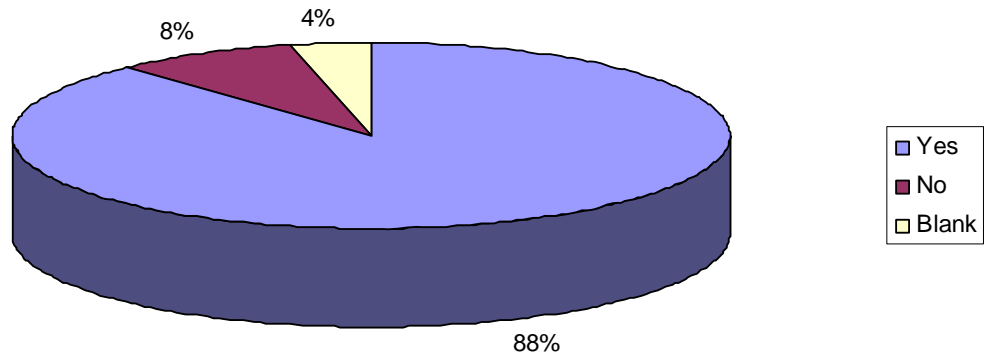




5. Do you agree with our intended staff constituencies?

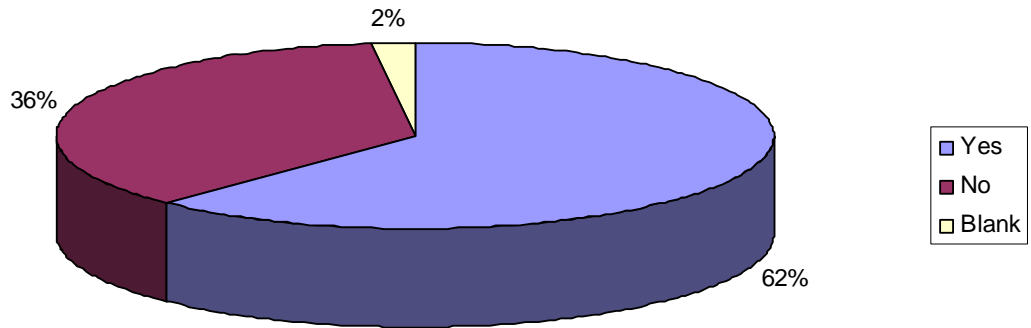


6. Do you think our number and balance of proposed governors will enable the Council of Governors to properly represent the public, our staff and other organisations?

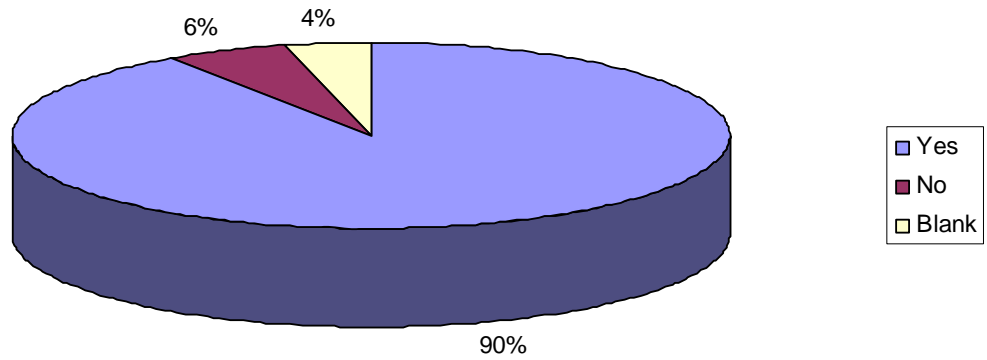




7. Do you agree that the minimum age of a governor should be 16?

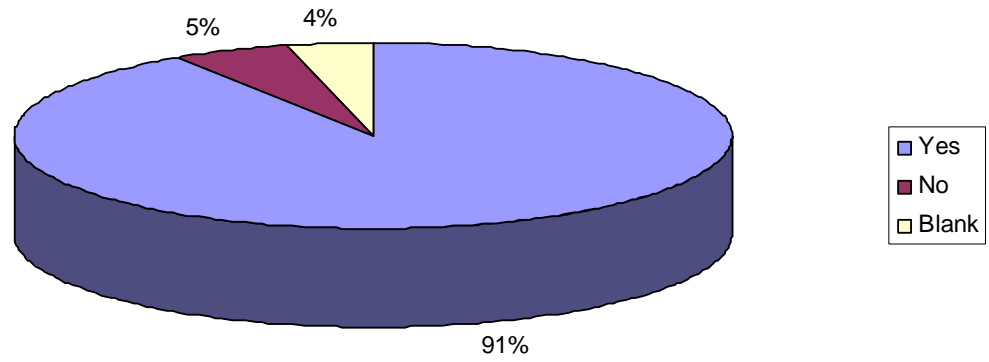


8. Do you agree with our suggested appointed governors?

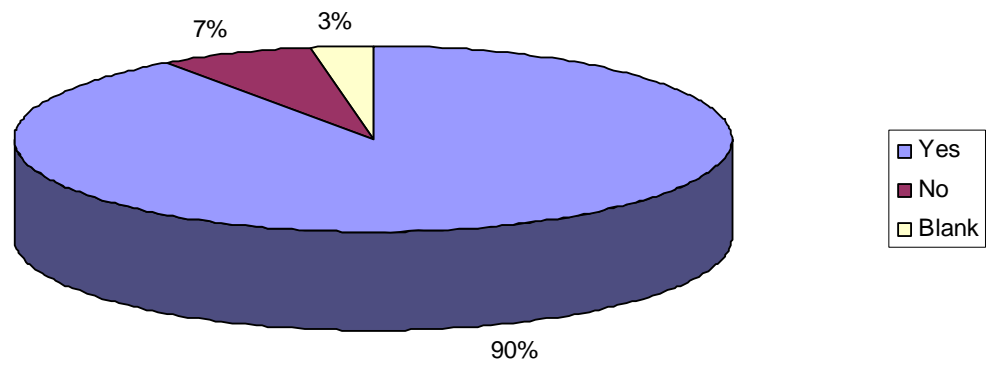




9. Do you agree with our proposals for the Board of Directors?



10. Do you agree with our proposed name change?





The table below shows a breakdown in numbers of the 1,108 responses to the specific questions asked in the consultation document:

Question	Yes	No	Blank
1. Do you agree with our vision and our goals?	1053	43	12
2. Do you agree that the minimum age for public membership should be 16?	846	244	18
3. Do you agree with our proposed public constituencies?	1019	65	24
4. Do you agree with our proposal for staff membership?	1035	48	25
5. Do you agree with our intended staff constituencies?	1016	52	40
6. Do you think our number and balance of proposed governors will enable the Council of Governors to properly represent the public, staff and other organisations?	976	91	41
7. Do you agree that the minimum age of a governor should be 16?	688	399	21
8. Do you agree with our suggested appointed governors?	1002	62	44
9. Do you agree with our proposals for the Board of Directors?	1007	58	43
10. Do you agree with our proposed name change?	1000	76	32

The main issues that attracted critical comment are detailed in the table below:



Issue (please include in brackets the names of the main person(s)/bodies raising it)	Trust's response
1. A minimum age of 16 is too young to become a member of the Foundation Trust. <i>(Public, staff and stakeholders)</i>	1. The Trust is keen for young people to have the opportunity of membership available to them and for the Trust to engage with young people to help develop our future services.
2. A minimum age of 16 is too young to become a governor of the Foundation Trust. <i>(Public, staff and stakeholders)</i>	2. The Trust believes that it is important to engage with younger people and 16 years allows for the younger population to share their experiences and views with the Trust. All governors will receive support to enable them to carry out their role as effectively as possible.
3. The proposals for Lincolnshire governors. It was suggested that there should be 2 governors for Lincolnshire, 1 for North Lincolnshire and 1 for North East Lincolnshire. <i>(North East Lincolnshire Council's Scrutiny Panel /Lincolnshire Health Scrutiny Panel/ East Lindsey District Council and some members of the public)</i>	3. The Trust Board considered this feedback and agreed to retain the proposals of 4 governors for Lincolnshire. The Board believe the initial rationale is sound and therefore agreed to retain the original proposal.
4. Staff side colleagues are fundamentally opposed to NHS Foundation Trusts. <i>(Staff)</i>	4. NHS Foundation Trusts remain firmly part of the NHS and by having members, financial freedoms and a Council of Governors, the Trust can engage greater with our local communities, stakeholders and staff to work collaboratively to improve and design future services that local communities want and need.
5. The need to ensure that appointed governors are representative of the whole of the East Midlands region and the challenge that the Trust faces in selecting appointed governors. <i>(Stakeholders)</i>	5. The Trust recognises that it faces a challenge and is in the process of developing a robust process to ensure that the selection of appointed governors is fair and transparent. The Trust is also developing governor induction and training programmes to ensure that governors are supported in their role.
6. Concerns that becoming a Foundation Trust will affect staff pay, terms and conditions. <i>(Staff)</i>	6. The Trust has written to all staff to inform them that the Trust has no intentions to move away from Agenda for Change.
7. That the proposed number of Northamptonshire governors is increased from three to four to reflect equality in line with the number of representatives reflected by other counties. <i>(Northamptonshire County Council Adult Social Care & Health Scrutiny Committee)</i>	7. The Trust Board considered this feedback and agreed to retain the original proposal of 3 governors. The numbers of governors have been proposed based on the population size of each division and therefore to maintain equity, the Board agreed to maintain the original proposal.



Conclusion

92% (1,015) of the responses received were in favour of our proposals, 4% of respondents (49) did not express a clear preference either for or against the proposals; their concerns were mainly to seek clarification on the issues involved; and 4% (44) were opposed to the proposals.

The Trust Board considered all the feedback that was received and agreed to retain the arrangements proposed in the consultation document. The Trust Board acknowledged that the minimum age to become a member and a governor attracted the biggest negative response during the consultation and has therefore agreed the following:

- To develop plans for seeking the views of young people and will proactively encourage young people to participate in decision-making. The Trust is currently exploring the idea of recruiting 'Young NHS Ambassadors' to help with membership recruitment and with the promotion of the Trust.
- To create a programme of support for public and staff members who are considering standing for election to the Council of Governors.
- The development of an induction programme and related continuing support for successful candidates to the Council of Governors.
- To establish a 'buddying' system within the governor training programme to ensure that governors aged 16-18 years of age are mentored and are well supported in their role.

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