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Welcome

**Thank you for participating in this
citizens' jury.**

**We hope you find it an interesting
and stimulating experience.**



Malcolm Oswald
Director, Citizens'



Kyle Bozentko
Director, Jefferson Center



Citizens Juries CIC

Guidance for public observers of Forest of Dean citizens' jury

- Members of the public are very welcome to observe the citizens' jury proceedings. However, there may be short periods when it is important for the jury to deliberate in private, and if so, Citizens Juries CIC staff will ask public observers to temporarily leave the room.
- The audience will be limited in size to those who can be seated comfortably in the room.
- Food and drink may be bought from the bar upstairs e.g. during breaks for jury members, and/or during jury group work (when it will not be possible to hear what is said).
- Toilets are on the ground floor (turn right out the door). Smoking is permitted outside (no designated area).
- Reference copies of the jury binder are updated daily and can be reviewed in the public observer seating area. They should not be removed from the room. The information in the binder may be downloaded from <http://www.fodhealth.nhs.uk>. More information about the jury process is also available from www.citizensjuries.org
- Public observers should:
 - not speak to the members of the jury in, or outside, the citizens' jury room throughout the duration of the event
 - stay quiet at all times (including during jury group work) and not distract the members of the jury, or disrupt or influence the jury process.
 - if entering or leaving the citizens' jury room, do so wherever possible during breaks, but if not as quietly as possible
 - turn phones and electronic devices off, or to silent mode, and not film, record or photograph the jury proceedings or members of the jury
 - direct any questions to Citizens Juries CIC staff, and only when the jury is not in progress, or outside the citizens' jury room
 - act respectfully to others in the citizens' jury room and public seating area.
- Public observers who do not follow the rules above may be asked to leave.
- If members of the press wish to interview, film, photograph or record any member of the jury or the jury proceedings, they must arrange this in advance with Malcolm Oswald, Director of Citizens Juries CIC (who will be able to advise which members of the jury have given permission to be filmed, photographed etc.).
- If you have feedback to give about the citizens' jury process, please:
 - Write it legibly on the back of this sheet, or
 - If you would like a response, email info@citizensjuries.org and we will respond after the jury.



If you have any feedback for Citizens' Juries CIC about this process, please write it legibly below.

Date:



Citizens' Jury Event Information

Location: Forest Hills Golf Club, Mile End Rd, Coleford GL16 7QD. For a map and directions, see <https://foresthillsgolfclub.co.uk/contact-us/> . Ample parking available.

Time: 13.00 – 17.00 on 30 July, then 09.30 – 17.00 for four days: Tuesday 31 July, Wednesday 1 August, Thursday 2 August, and Friday 3 August 2018. **Please arrive 15 minutes early each day.**

Meals: Lunch and drinks will be provided each day for all participants. **On Monday 30 July, lunch will be available from 12.15pm.** On other days, lunch times will vary each day but will generally be for 45 minutes starting around 12.30 to 1 pm, and there will be one tea/coffee break in the morning, and one in the afternoon.

Attire: Dress comfortably. Please don't wear clothing with messages or pictures that may be offensive to others.

PARTICIPANT CONDUCT

Respectful body language. Please use respectful body language toward everyone. Match your body language with your intent of listening and learning, and be aware that eye rolling, crossing arms, or turning away from someone while they are speaking may send a message of disrespect.

Respectful verbal language. Do not use language that disrespects anyone's religion, culture, racial group, appearance, etc.

Avoid distracting behaviour. Please keep all electronic devices including mobile phones turned off/silent during the sessions except where asked to use them.

Attend all sessions and be attentive. It is very important that participants hear all the information presented. There will be breaks to give you time to visit the toilet and/or take care of other needs and we ask you to remain in the room when the group is in session. To maintain the legitimacy and fairness of the process, anyone who misses a significant amount of time (i.e. 2 hours or more) will likely not be able to stay for the remainder of the jury process, even if their absence is due to a medical emergency.

Emergency Contact. During the jury session, you may have emergency calls directed to you through Amanda Stevens.

Forest of Dean Citizens' Jury Schedule

The table below provides an overview of the planned schedule for the citizens' jury to recommend a location for a new hospital within the Forest of Dean. Members of the public are very welcome to watch the event – participants will be using microphones during the plenary sessions so that observers can hear. Group work will not be audible but may be observed. Observers must remain quiet throughout so as not to disturb jury members and presenters.

The citizens' jury will run from approximately 13.00 to 17.00 on 30 July, and from 09.30 to 17.00 on the following four days. There will be mid-morning and mid-afternoon tea/coffee breaks, and a 45-minute lunch break starting around 12.15-12.45.

The presenters' slides for each day will be published and available for download by 1pm each day on the Forest of Dean health website <http://www.fodhealth.nhs.uk>. Paper reference copies will also be available to view at the venue (Forest Hills Golf Club).

Day	Subject	Speaker
30/7 PM	Welcome, introduction and simulation exercise	
	Context: community hospitals in the Forest of Dean and jury role	Candace Plouffe, Gloucestershire Care Services NHS Trust
	How the jury will make a decision	
31/7 AM	The case for Lydney	John Thurston, Friends of Lydney Hospital; Brian Pearman, Lydney Town Council; and others
	The case for Coleford	Nick Penny and Marilyn Cox, Coleford Town Council
	The case for Cinderford	Chris Witham, Cinderford Town Council
31/7 PM	Population data: who are the patients?	Becky MacLean, Gloucestershire CC
	Forest of Dean Community Hospital Services: Now and Future	Julie Goodenough, GCS Trust
01/8 AM	Travel analysis: <ul style="list-style-type: none"> - driving and public transport to and from the three towns - other hospitals providing similar services to the new hospital 	Malcolm Oswald, Citizens Juries CIC
	Travel analysis: community transport and other non-emergency transport services in the Forest of Dean	Anna-Marie Daniels, Forest Routes



01/08 PM	Travel analysis: why travel times matter	Panel: Lorraine Millwater, Lydney Dial-a-Ride; Paul Weiss, GP
	How will the choice of town affect local communities (e.g. planning, economic regeneration, traffic etc.)?	Nigel Gibbons, Forest of Dean District Council; Neil Troughton, Gloucestershire County Council
	How does the choice of town affect the NHS?	Paul Weiss, GP
02/08 AM	What were the results of the recent public engagement (of public and staff) on the choice of location?	Katie Parker, Gloucestershire Care Services NHS Trust; Caroline Smith, NHS Gloucestershire Clinical Commissioning Group
02/08 PM	Does the Equality Act have an impact on the choice of town? ¹	Hari Sewell, HS Consultancy
	Brief closing remarks from the three towns (Cinderford, then Coleford, then Lydney)	Representatives from the three towns
	Assessing the three locations	
03/08 AM	Recommending a location for the hospital	
03/08 PM	Ranking criteria for choosing a site	

¹ Note that this session may happen before or just after lunch

Guidelines for Productive Discussions & Deliberation

1

Stay in Learning Mode

- Be open to new ideas and information
- Seek to hear and understand a range of perspectives
- Avoid campaigning for a position
- It's okay to change your mind - multiple times!

2

Maintain a Positive Attitude

- Assume good intent (from everyone!)
- We are doing hard work but can do so with a bit of humour
- Take care of yourself and do what you need to stay comfortable!

3

Active Listening

- Focus on speaker vs. your next thought
- If it's not clear, ask a question and seek to clarify their idea/position
- {Bracket} your own opinions or ideas to try to understand what others are saying

4

Pay attention Look at who is talking Do not talk

ACTIVE LISTENING

Ask questions Follow directions Visualise what is being said

5

Focus on the Issue

- Avoid stories (unless they're critical to your point) and going off on tangents - we know that's easy!
- Time will go by quickly, trust us on this one
- Jot down notes and use them for your statements and contributions

6

Make Disagreement Productive

- It's okay to disagree, but do so positively
 - Direct your energy towards the issues and ideas
 - Your colleagues are your collaborators
- Try to think about what *shared concern* is at the heart of the disagreement
 - Be a problem-solver and look to the big picture
 - Suggest alternative solutions or approaches
- Be willing to move an inch ("I can live with that.")

7

COMMON GROUND = SHARED VALUES

	A	B	C
Me	X		
You		X	
Us			X

Fully Participate

- Active listening (still)
- Note taking
- Making space for others in conversations
 - Asking your colleagues for their thoughts
 - Being mindful of your "space" and amount of time talking
 - Contributing to discussions

9

Asking good questions to get the answers we need

These are useful types of questions:

- **More Information:** What does it cost for...?
- **Clarification:** Can you help me understand...?
- **Verification:** What is the evidence for...?
- **Implications:** What would happen if...
- **Comparison:** What is the difference between...?
- **Outcomes:** What will the results be if...?
- **Trade-offs:** What are the costs and benefits of...?

These are not really questions:

- Don't you think that...?
- Isn't it true that...?
- Wouldn't it be better to...?
- Isn't the reality...?
- Shouldn't we be...?

Some tips:

- Jot down questions while a speaker is talking. You may hear the answer later in the presentation or you'll be ready to more prepared to ask it later.
- Think about what you actually want to know and design your question toward that.
- Avoid long introductory remarks.

Reserve Improvement Simulation

Section 1 (10 minutes)

Three years ago, your town established a fund supporting access and improvements to a nearby Area of Natural Beauty (AONB). The funds were not tied to any specific project or initiative and a local AONB Preservation Society was given the ability to decide how the funds are spent. Two years into the process, the fund has almost reached one million pounds and the time has come to determine the first project.

In an effort to include citizens in the planning process, the Preservation Society has attempted to reach citizens and learn what they believe to be the most important qualities of a successful reserve. After a series of interviews, public meetings, and door-to-door surveys, the committee responsible for collecting citizens' perspectives has concluded their research and provided the Society with the following as the top six most important qualities (in no particular order):

1. Natural environments are protected from human impact
2. Preserves are physically accessible to individuals of all abilities and ages
3. Native plant and animal species are protected
4. Visitors receive education about the history of the park and its wildlife
5. Outdoor recreation is affordable and meaningful for everyone
6. The parks system has long-term plans for resilience in the face of extreme weather

Select one quality that you think is most important.

Write a sentence explaining your reasoning:

I believe quality # ___ is important because:

Once all of your group members have finished writing, take turns sharing your selection and reasoning.

As a group, select three that you think are most important to consider as you determine how to use the funds.

Quality # ___ is important because:

Quality # ___ is important because:

Quality # ___ is important because:

Section 2 (20 minutes)

This area was established in the early 1900s by a group of local conservationists and community trusts and has been incorporated into the history and culture of the region. The land contained within the reserve stretches from the wetlands of a nearby sea to the steep inclines of nearby hills. It is one of the few public spaces suitable for walking and other outdoor activities in the region and is a source of pride among the region’s residents due to its natural beauty and wildlife. The educational centre contains a small museum, a café, community room, and public toilets. Both local community members and other visitors, including tourists, enjoy and use the reserve throughout the year.

A number of paths within the reserve are in need of immediate restoration and long-term conservation. Some areas of the nature reserve are off-limits to people and some paths have been marked as temporarily off-limits due to increased erosion due to storms and harsh winds. Others have been closed in order to curb additional human-made erosion. As an unanticipated result, some of the fragile plants and unique animals, which had previously been in decline, have begun inhabiting these areas. However, because the remaining footpaths areas are receiving more traffic, they may also need to be temporarily restricted in order to help them recover from increased use.

There is an educational centre on the edge of the reserve that is accessible to all, but almost no other accessible spaces exist aside from the building. Because of the building’s age, there are few places that can be accessed by all individuals, like seniors, young children, or those who use wheelchairs. The centre is approximately 12 square metres, which is too small to accommodate most groups of school children that visit, which average about 35 students per group. Some of the educational materials and permanent exhibits are outdated, and the facility is visibly aging. There are outhouses for the public, but only a single wheelchair-accessible and family-friendly restroom.

List any assets, characteristics, challenges, or opportunities that are important to consider when thinking about what to maintain and how to improve the reserve for community members and visitors.

Past	Present	Future

Discuss how these might be important when thinking about the future of the reserve and allocating the funds.

Section 3 (20 minutes)

Congratulations - you are now members of the local AONB Preservation Society! A recent crowd-sourcing campaign solicited proposals for how to use the preservation funds. Two proposals have received the most votes. It is now your job to select the proposal which best addresses the top three most important qualities of a successful reserve. The two options under final consideration are:

1. The construction of floating walkways through which will be wheelchair-accessible, operational in light of a flood, and expand the land which all visitors can access, or
2. Renovation of the educational centre, which will accommodate the increasing number of visitors, support high-quality education, improve historical exhibits, and provide more accessible toilet facilities for those who use wheelchairs, walkers, and strollers.

Identify three reasons why Option 1 is well-suited to satisfy your Top Qualities

Reason 1:

Reason 2:

Reason 3:

Identify three reasons why Option 1 is not well-suited to satisfy your Top Qualities

Reason 1:

Reason 2:

Reason 3:

Identify three reasons why Option 2 is well-suited to satisfy your Top Qualities

Reason 1:

Reason 2:

Reason 3:

Identify three reasons why Option 2 is not well-suited to satisfy your Top Qualities

Reason 1:

Reason 2:


Reason 3:

Determine whether your group recommends Option 1 or Option 2 and finalise your reasons to share with the large group.

We recommend Option #___ because:

List of expert witnesses

Day	Subject	Speaker
30/7 PM	Context: community hospitals in the Forest of Dean and jury role	Candace Plouffe, Chief Operating Officer, Gloucestershire Care Services NHS Trust
31/7 AM	The case for Lydney	Angela Davies, Committee Member, Friends of Lydney Hospital Tony Midgley, Chairman, Friends of Lydney Hospital Brian Pearman, Lydney Town Councillor Stefan Scheuner, GP John Thurston, Friends of Lydney Hospital
31/7 AM	The case for Coleford	Marilyn Cox, Coleford Town Councillor Nick Penny, Coleford Town Councillor
31/7 AM	The case for Cinderford	Chris Witham, Cinderford Town Councillor
31/7 PM	Forest of Dean Community Hospital Services: Now and Future	Julie Goodenough, Head of Community Hospitals, Gloucestershire Care Services NHS Trust
31/7 PM	Population data: who are the patients?	Rebecca MacLean, Consultant in Public Health, Gloucestershire County Council
01/08 AM	Travel Analysis	Malcolm Oswald, Director, Citizens Juries CIC
01/8 AM	Community transport and other non-emergency transport services in the Forest of Dean	Anna-Marie Daniels, Programme Co-ordinator, Forest Routes Supported by: Lorraine Millwater, Lydney Dial a Ride Richard Stirling, Lydcare Barry Thomas, Newent Community Transport
01/08 PM	Panel discussion on why travel times matter	Lorraine Millwater, Lydney Dial a Ride Paul Weiss, GP
01/08 PM	How will the choice of town affect local communities (e.g. planning, economic regeneration, traffic etc.)?	Nigel Gibbons, Forward Plan Manager, Forest of Dean District Council Neil Troughton, Area Manager (Highways Development), Gloucestershire County Council
01/08 PM	Does the choice of town affect the NHS?	Paul Weiss, GP
02/08 AM	What were the results of the recent public engagement (of public and staff) on the choice of location?	Katie Parker, Community Partnerships Manager, Gloucestershire Care Services NHS Trust Caroline Smith, Senior Manager Engagement & Inclusion, NHS Gloucestershire Clinical Commissioning Group
02/08 AM	Does the Equality Act have an impact on the choice of town?	Hari Sewell, Director, HS Consultancy



NHS
Gloucestershire
Care Services
NHS Trust

Forest of Dean Citizen's Jury

Candace Plouffe, Chief Operating Officer

Understanding You



NHS
Gloucestershire
Care Services
NHS Trust

Our Community Hospitals in the Forest of Dean



- Long legacy, existing for 100 years
- Well Supported by the Community
- Offering Inpatient, Outpatient and Urgent Care Services for the Local Community
- Community hospital services viewed by Gloucestershire Care Services NHS Trust as an important element in the wider range of Community services offered in the Forest of Dean

Understanding You

So why has the Trust decided we need to change?

- CQC rate community hospital services as 'good'
- The buildings are becoming unfit for the provision of modern day health services, with antiquated infrastructure and design
- Becoming harder and cost prohibitive to maintain the hospitals to required regulations and infection control standards
- Making changes to the buildings is challenging – due to the configuration and construction
- Ability to maintain services across two sites is increasingly difficult
- Healthcare needs in the Forest of Dean are not always being met effectively

What has been done so far?

September 2015 Established a Forest Health and Care Locality Reference Group to work with us to ensure local services can meet the needs of the people of the Forest now and in the future

November 2015 – June 2016 Engagement with Key Stakeholders to develop a common understanding of the needs of local people and the vision for future health and care services.

September 2017 - 12 week Consultation started for Community Hospital care in the Forest of Dean

January 2018 – Decision made to invest in a new Community Hospital

Preferred Option - One New Hospital

- Options described in the consultation booklet:
 - Do minimum, maintaining compliance
 - Re-develop/re-provide two Community Hospitals
 - A single Community Hospital in the Forest of Dean
 - Close both of the existing Community Hospitals and offer home and community-based services as alternatives
- If the preferred option was agreed, public were also asked to consider:
 - the proposed criteria for assessing a location for a Community Hospital in the Forest of Dean
 - How a recommendation should be made on the location, including the option of a Citizens' Jury

Preferred Option - One New Hospital

Commitment the new hospital will provide services currently provided:

- Inpatients
- Minor injury unit
- Outpatient Clinics
- Physiotherapy
- Occupational Therapy
- Children's Therapy
- X-ray
- Ultrasound

Preferred option approved

- Following consultation and after careful consideration of the outcome, the preferred option of a single new community hospital for the Forest of Dean was approved by the Board of Gloucestershire Care Services NHS Trust and NHS Gloucestershire Clinical Commissioning Group Governing Body
- A number of recommendations were agreed by the Boards reflecting key themes and concerns raised through the consultation.
- The Boards agreed to establish a Citizens' Jury to make a recommendation on the location of the new hospital

What happens after the Citizens' Jury?

30th August 2018:

- Trust and CCG Governing Body receive your recommendation and all the information considered by the jury, and make a decision on whether to approve the preferred location and proceed to a more detailed business case

Winter 2018 – Spring/Summer 2019:

- The Trust will do further work on securing a specific site in that location
- Further public engagement on the full range of services that would be provided in a new hospital
- Presentation of a Business Case to the two Boards, and if agreed the development of a new Community Hospital for the Forest of Dean
- Building can begin

Thank You

Very important role you have in assisting us in ensuring that the people of the Forest of Dean continue to have local access to the very best community health and care services in the future



PRESENTER: Gloucestershire Care NHS Trust Services (GCS Trust): Candace Plouffe

Record important information presented by background experts that your neighbours might need to know in order to understand & evaluate how a new hospital location would best serve Forest of Dean residents

Past	Present	Future
Other Considerations to Keep in Mind		
Questions		

TOWN: _____

Record distinct advantages, key arguments, and important information presented by town advocates demonstrating why a new hospital in or near this town would best serve Forest of Dean residents

Past	Present	Future
Other Considerations to Keep in Mind		
Questions		

TOWN: _____

Record distinct advantages, key arguments, and important information presented by town advocates demonstrating why a new hospital in or near this town would best serve Forest of Dean residents

Past	Present	Future
Other Considerations to Keep in Mind		
Questions		

TOWN: _____

Record distinct advantages, key arguments, and important information presented by town advocates demonstrating why a new hospital in or near this town would best serve Forest of Dean residents

Past	Present	Future
Other Considerations to Keep in Mind		
Questions		

PRESENTER: Gloucestershire County Council: Becky MacLean

Record important information presented by background experts that your neighbours might need to know in order to understand & evaluate how a new hospital would best serve Forest of Dean residents

Present - Forest of Dean District	Future - Forest of Dean District
Present - LOCATION: _____	Future - LOCATION: _____
Other Considerations to Keep in Mind:	Questions:

PRESENTER: Gloucestershire Care NHS Trust (GCS Trust): Julie Goodenough

Record important information presented by background experts that your neighbours might need to know in order to understand & evaluate how a new hospital would best serve Forest of Dean residents

Present - Forest of Dean District	Future - Forest of Dean District
Present - LOCATION: _____	Future - LOCATION: _____
Other Considerations to Keep in Mind:	Questions:

PRESENTER: Forest Routes: Anna-Marie Daniels

Record important information presented by background witness(es) that your neighbours might need to know in order to understand & evaluate how a new hospital would best serve Forest of Dean residents

Present - Forest of Dean District	Future - Forest of Dean District
Present - LOCATION: _____	Future - LOCATION: _____
Other Considerations to Keep in Mind:	Questions:

**PRESENTER: FoD District Council: Nigel Gibbons
Gloucestershire County Council: Neil Troughton**

Record important information presented by background witnesses that your neighbours might need to know in order to understand & evaluate how a new hospital would best serve Forest of Dean residents

<p>Present - Forest of Dean District</p>	<p>Future - Forest of Dean District</p>
<p>Present - LOCATION: _____</p>	<p>Future - LOCATION: _____</p>
<p>Other Considerations to Keep in Mind:</p>	<p>Questions:</p>

PRESENTER: FoD District Council: Nigel Gibbons
Gloucestershire County Council: Neil Troughton

Record important information presented by background witnesses that your neighbours might need to know in order to understand & evaluate how a new hospital would best serve Forest of Dean residents

<p>Present - Forest of Dean District</p>	<p>Future - Forest of Dean District</p>
<p>Present - LOCATION: _____</p>	<p>Future - LOCATION: _____</p>
<p>Other Considerations to Keep in Mind:</p>	<p>Questions:</p>

PRESENTER: Gloucestershire Clinical Commissioning Group, NHS: Paul Weiss

Record important information presented by background witness(es) that your neighbours might need to know in order to understand & evaluate how a new hospital would best serve Forest of Dean residents

Present - Forest of Dean District	Future - Forest of Dean District
Present - LOCATION: _____	Future - LOCATION: _____
Other Considerations to Keep in Mind:	Questions:

**PRESENTER: Gloucestershire Clinical Commissioning Group
Katie Parker and Caroline Smith**

Record important information presented by background witnesses that your neighbours might need to know in order to understand & evaluate how a new hospital would best serve Forest of Dean residents

<p>Community / Public</p>	<p>Staff</p>
<p>Community / Public LOCATION: _____</p>	<p>Community / Public LOCATION: _____</p>
<p>Other Considerations to Keep in Mind:</p>	<p>Questions:</p>

PRESENTER: Harí Sewell - Equality Act

Record important information presented by background witness(es) that your neighbours might need to know in order to understand & evaluate how a new hospital would best serve Forest of Dean residents

Present - Forest of Dean District	Future - Forest of Dean District
Present - LOCATION: _____	Future - LOCATION: _____
Other Considerations to Keep in Mind:	Questions: