

Citizens' jury

Brief for expert witnesses

1. General briefing for all witnesses

You are asked to provide evidence as an expert witness to a citizens' jury.

A citizens' jury will be recruited and will meet at the [Cheltenham Chase Hotel](#), Shurdington Road, Brockworth GL3 4PB in central Gloucestershire from 09.15 to 17.00 on Mon 20 January 2020 through to Fri 24 January 2020. The jury will consider the "Centres of Excellence" strategy being adopted by Gloucestershire Clinical Commissioning Group, and its potential impact on general surgery, image-guided surgery and acute medicine services. The jury will be made up of a cross section of 18 adults living in Gloucestershire.

The 5-day jury process will be led by skilled facilitators: Kyle Bozentko and Sarah Atwood of the Jefferson Center. The jury will be informed about the questions they are exploring, partly through the expert witnesses who will make presentations and answer questions posed by the jurors. Jurors will also be given time to do exercises, and to deliberate amongst themselves before reaching their conclusions, which will later be published.

As a witness, you are asked to take part during some of the 5-day jury period (see your witness brief in section 2 below for your specific timings).

The jury will contain adult residents from across Gloucestershire. They will be selected to include a broadly representative mix of people in terms of age, gender, ethnic group, educational attainment, geographical location and employment status. As the jury will have people with different levels of educational attainment, including people with no educational qualifications and people with university degrees, it is important that you try to explain things as simply as you can, and that you avoid acronyms and do not assume that the audience has any prior knowledge of your subject.

If you are presenting, please:

- Draw up a presentation that addresses the questions set out for your session in Appendix B of this brief – the DRAFT outline of the 5 day jury process;
- Please stick to the brief as much as possible when designing the slides (or discuss with Malcolm Oswald)
- Try not to cover too much material, and repeat the main messages
- Relate what you say explicitly to the relevant jury question(s)
- Illustrate your points with examples where you can
- Take into account the information being presented by others (as described in this briefing document)
- Try to make your presentation as interesting and as clear as possible
- Avoid making claims based on facts which are uncertain or disputed
- Finish with a slide summarising your main points

- Stick to the information in your slides when presenting without introducing new information, as these slides are reviewed by the oversight panel for the jury (see below).

The jury will hear a variety of evidence in order to reach informed conclusions on Centres of Excellence and what the public need to know in the public consultation about potential service changes.. However, the process is also designed so that they use their own values and local knowledge to weigh the evidence they are given. For this reason, it is important that the impartial witnesses confine their presentations, and answers to questions, to matters of fact rather than values. You should try to describe the world rather than judge it. Where the facts are uncertain, provide an answer to the best of your knowledge, mentioning the uncertainty. But if you do not know, say so.

Please do not talk to the members of the jury during breaks.

If you have something that may be perceived as a conflict of interest, please raise this with Malcolm Oswald, and assuming this is not a barrier to you being a witness, add it as a bullet point to your introductory slide for the jury so it is declared openly.

Comments on this brief and any suggested changes to the questions set out in Appendix B for each witness are very welcome; please discuss these before you draw up your presentation, and then address the agreed questions in your presentation.

A digital projector will be available on site but please use any visual aids or other devices you think will help you explain things more clearly. The time allotted for each presentation is described below.

In addition to the presentation, you are also asked to answer questions posed by the jurors. Some jurors may lack confidence, so please respond positively to any question you receive. When answering questions, please try to make your answers clear and concise, and if you do not know the answer to a question, please say so. To help members of the jury and observers with poor hearing, please use the microphone provided when speaking and answering questions. Note that there could be up to 25 members of the public observing but not asking questions.

Timetable

Please share your presentational material in advance with Malcolm Oswald to give him the opportunity to bring to your attention any material which he feels is not relevant, not easy to understand or which might be considered biased. Your material will then be reviewed in early January by an oversight panel of three independent local people who will review it for potential bias. The times for reviewing your draft slides will be agreed with you in advance. :

2. Specific briefing for witnesses

2.2 The context for this jury: Micky Griffith, NHS Gloucestershire CCG

Required on Day 1, starting no earlier than 11:45, finishing no later than 12.45

Presentation duration: 15 minutes (followed by 15 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Why has the jury been called?
- Who has commissioned it?
- What is the subject of the jury, and what has happened on this up till now?
- Where are we now and what steps following the jury that will lead to decisions being made?
- Why do the results of the jury matter, and how will they be used?
- A summary of your main points

2.3 The results of the public engagement: Caroline Smith & Becky Parish, NHS Gloucestershire CCG

Required on Day 1, starting no earlier than 1.15pm, finishing no later than 2.15pm

Presentation duration: 20 minutes (followed by 10 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What did you do in the public engagement and how did you do it?
- What did you tell the public and what did you ask them?
- Who/how many people responded?
- Does this reflect the views of a cross-section of people in Gloucestershire?
- What were the main results (and where there any misunderstandings)?
- A summary of your main points

2.4 Gloucestershire Health Needs: Becky MacLean, Consultant in Public Health, Gloucestershire County Council

Required on Day 1, starting no earlier than 1.45pm, finishing no later than 2.45pm

Presentation duration: 20 minutes (followed by approximately 10 minutes for questions and answers from members of the jury)

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What is the population health profile across Gloucestershire? E.g.
 - Population density across the county
 - Over 65s across the county (or other characteristic of more regular hospital users)
 - Health and disability deprivation distribution across the county
 - Distribution of those likely to make greatest use of hospital services
- How does Gloucestershire's health compare with rest of England?
- What particular priorities does Gloucestershire have in terms of addressing health needs and health inequalities?
- A summary of your main points

2.5 The Centres of Excellence Approach: Prof. Mark Pietroni, Director for Safety and Medical Director, Gloucestershire Hospitals NHS Foundation Trust

Required on Day 1, starting no earlier than 2.30pm, finishing no later than 15.45pm

Presentation duration: 25 minutes (followed by 20 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What is an “integrated care system”?
- What is the “Centres of Excellence” approach, what are its goals, and from where does it originate (e.g. national approach of NHS England)?
- What does the Centres of Excellence approach mean for Gloucestershire hospitals e.g. what services will be affected?
- What are the inter-dependencies between services?
- What has been done already and what might be done in future?
- Why this Centres of Excellence approach – what challenges does it address, and what are the potential benefits and drawbacks for the NHS and patients?
- If adopted, what changes is this approach likely to mean for patients and staff?
- Will any steps be taken to mitigate problems (e.g. to patient journeys) that result from the potential changes?
- A summary of your main points

2.6 Reactions to NHS hospital specialisation done elsewhere: Dr Iestyn Williams, University of Birmingham Health Services Management Centre

Required on day 1, starting no earlier than 3.15pm, finishing no later than 4.30pm

Presentation duration: 25 minutes (followed by 20 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- How have patients across England responded to hospital specialisation elsewhere in the NHS? – what benefits and drawbacks have they identified?
- Have clinicians identified any benefits or drawbacks with hospital specialisation?
- Does increased travel time increase the number of patients who stop attending hospital to receive treatment, and do we know whether this affects one group of patients more than another?
- Any other relevant points about hospital specialisation
- A summary of your main points

2.7 Community transport provision in Gloucestershire: Louise Currie, Lydney Dial-a-Ride

Required on day 2, starting no earlier than 09.30am, finishing no later than 10.30am

Presentation duration: 20 minutes (followed by 10 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What is community transport and who is it for?
- How often is community transport used by Gloucestershire patients?
- Where in Gloucestershire is community transport available to patients and does it serve both Cheltenham and Gloucester hospitals?
- How do you foresee community transport changing in the future?
- Other than public transport, what are the alternatives for patients with no car to get to hospital (e.g. NHS non-emergency transport)?
- Is NHS non-emergency transport co-ordinated with community transport?
- A summary of your main points

2.8 Emergency Ambulance Services in Gloucestershire: Stephanie Bonser, Deputy County Commander Gloucestershire, South Western Ambulance Service NHS Foundation Trust

Required on day 2, starting no earlier than 10 am, finishing no later than 10.45am. Presentation duration: 20 minutes (followed by 10 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What services does your organisation provide?
- In an emergency, what happens from the point of a person making a call to an ambulance delivering them to a hospital? Explain the patient journey e.g.
 - Do all 999 calls asking for an ambulance result in an ambulance arriving?
 - What determines how long it takes for the ambulance to arrive?
 - What treatment/care can be provided by the paramedics?
 - What determines which hospital the ambulance goes to?
 - Will an ambulance get to hospital faster than a car?
- Will a Gloucestershire patient sometimes be taken out of county?
- At the moment, under what circumstances would an ambulance drive past one of the two hospitals in order to reach the other hospital, and does this often happen?
- A summary of your main points

2.9 Travel analysis: Joanna Underwood, Transformation Programme Director, Gloucestershire Hospitals NHS Foundation Trust

Required on day 2, starting no earlier than 10.45 am, finishing no later than 11.45am

Presentation duration: 20 minutes (followed by 10 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- Why travel times are relevant to the jury questions (and e.g. not talking here about out-patients)?
- What level of car ownership exists in households across Gloucestershire?
- Where do non-car owners tend to live?
- How long will it take to get to Cheltenham Hospital from the 6 places?
 - By car?
 - By public transport?
- How do these times change for travel from the 6 places to Gloucester Royal?
- Main conclusions from the travel times (e.g. where does it make a significant difference on whether you go to Cheltenham or Gloucester?)
- Summary of your main points

2.11: Community Panel on Gloucestershire Healthcare

There will be two panels, one on 21 January. **Thus each panelist is required EITHER**

- **on day 2, starting no earlier than 13.30pm, finishing no later than 3.15pm**

Panelists will each have **12 minutes** to address the questions below in a presentation and then there will be **15 minutes of questions from the jury** with all panelists after panelists have presented.

Please address the following questions in your presentation:

- Introduce yourself briefly and your role on the panel
- Are you tasked with speaking on behalf of yourself, a particular group, etc.?
- What is your / your constituents' / group's interest in the future of Gloucestershire hospitals?
- What do you / your constituents' / group feel is working well for the delivery of care in Gloucestershire hospitals?
- What do you / your constituents' / group feel might be improved upon in Gloucestershire hospitals?
- What would you / your constituents' / group hope that the jury thinks about when making recommendations about the future of Gloucestershire hospital care?
- Is there any other information that you think might be useful to know / get clarity on for making recommendations for future care? (i.e. if you could ask Gloucestershire hospitals decision-making bodies, staff, the public, etc. any question/s what might they be?)

2.12 Introduction to Image-Guided Interventional Surgery: Dr Guy Hickson, Interventional Radiologist & Dr Rafe Chamberlain-Webber – Interventional Cardiologist, Gloucestershire Hospitals NHS Foundation Trust

Required on day 3, starting no earlier than 11.30am, finishing no later than 12.40pm

Presentation duration: 30 minutes (followed by 20 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What do we mean by image-guided surgery? What does it include and exclude?
- What image-guided surgery is currently done in Cheltenham and Gloucestershire Royal and is there any rationale for this? What services are duplicated across the two hospitals?
- How are image-guided surgery patients distributed across the county?
- How many patients are currently treated as image-guided surgery patients in each hospital? Can the hospitals cope adequately with demand?
- What works well now?
- Are there important challenges / difficulties / opportunities about current image-guided surgery provision that the jury should be aware of?
- A summary of your main points

2.13 Introduction to Emergency and Acute Medicine: Dr Elinor Beattie, Emergency Medicine Consultant, Gloucestershire Hospitals NHS Foundation Trust

Required on day 4, starting no earlier than 09.15am, finishing no later than 10.30am

Presentation duration: 30 minutes (followed by 20 minutes for questions and answers from members of the jury).

Please address the following in your presentation:

- Introduction to you and what you will be presenting
- What do we mean by emergency and acute medicine? What does it include and exclude (e.g. A&E)?
- What emergency and acute medicine is currently done in Cheltenham and Gloucestershire Royal and is there any rationale for this? What services are duplicated across the two hospitals?
- How are emergency and acute medicine patients distributed across the county?
- How many patients are currently treated as emergency and acute medicine patients in each hospital? Can the hospitals cope adequately with demand?
- What works well now?
- Are there important challenges / difficulties / opportunities about current emergency and acute medicine provision that the jury should be aware of?
- A summary of your main points

2.14 Introduction to General Surgery: Mr Simon Dwerryhouse, Consultant Surgeon, Gloucestershire Hospitals NHS Foundation Trust

Required on day 4, starting no earlier than 1.30pm, finishing no later than 2.45pm

Presentation duration: approximately 30 minutes (followed by approximately 20 minutes for questions and answers from members of the jury).

Please address the following in your presentation, drawing out the differences for planned and emergency general surgery:

- Introduction to you and what you will be presenting
- What do we mean by general surgery? What does it include and exclude? What is the difference between planned and emergency surgery?
- What planned and emergency general surgery is currently done in Cheltenham and Gloucestershire Royal and is there any rationale for this? What services are duplicated across the two hospitals?
- How are general surgery patients (planned and emergency) distributed across the county?
- How many patients are currently treated as general surgery patients (planned and emergency) in each hospital? Can the hospitals cope adequately with demand?
- What works well now?
 - For planned surgery?
 - For emergency surgery?
- Are there important challenges / difficulties / opportunities about current general surgery provision that the jury should be aware of?
 - For planned surgery

- For emergency surgery
- A summary of your main points

2.15 Potential solutions criteria: Micky Griffith, NHS Gloucestershire CCG

Required on day 5, starting no earlier than 10am, finishing no later than 10.45am

Presentation duration: approximately 10 minutes (followed by approximately 10 minutes for questions and answers from members of the jury).

Brief agreed by email.

Appendix A: Jury Questions (note – still subject to minor changes)

Jury name	NHS Gloucestershire Centres of Excellence
Jury questions (i.e. the questions the jury must answer)	<p>The questions for the citizens' jury are:</p> <p>1. What is most important for the public to know about the Centres of Excellence model for care service delivery?</p> <p>1a. What is most important for the public to know about the Centres of Excellence Model?</p> <p>2. General Surgery Services in Gloucestershire:</p> <p>2a. What is important for the public to know about General Surgery Services in Gloucestershire?</p> <p>2b. What are our priorities for future General Surgery Services in Gloucestershire?</p> <p>2c. What do we still need to know in order to more fully evaluate the future landscape of General Surgery Services in Gloucestershire?</p> <p>3. Image-Guided Surgery services in Gloucestershire:</p> <p>3a. What is important for the public to know about Image-Guided Surgery Services in Gloucestershire?</p> <p>-</p> <p>3b. What are our priorities for future Image-Guided Surgery Services in Gloucestershire?</p>

	<p>3c. What do we still need to know in order to more fully evaluate the future landscape of Image-Guided Surgery Services in Gloucestershire?</p> <p>4. Acute Medicine Services in Gloucestershire:</p> <p>4a. What is important for the public to know about Acute Medicine Services in Gloucestershire?</p> <p>4b. What are our priorities for future Acute Medicine Services in Gloucestershire?</p> <p>4c. What do we still need to know in order to more fully evaluate the future landscape of Acute Medicine Services in Gloucestershire?</p> <p>4. Criteria (for these hospital services) – "how can the draft criteria for evaluating potential solutions be improved?"?</p> <p>5. Centres of Excellence support</p> <p>a) To what extent do you support the Centres of Excellence approach for Gloucestershire?</p> <ul style="list-style-type: none"> • Very supportive • Fairly supportive • Neither supportive nor unsupportive • Fairly unsupportive • Very unsupportive • Undecided <p>b) Please explain your rationale for reaching this conclusion (individuals' rationale).</p> <p>Note that Q5 will be deliberated on and voted on towards the end of the jury process, and that individual participants will note down their initial thoughts on the question after opening presentations about the Centres of Excellence approach.</p>
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Note that:

- The days begin at 09.15 and end no later than 17.00
- There will be a lunch break, and one tea/coffee break in the morning and one in the afternoon
- There will be regular Q&A and group work and deliberation by jurors throughout the process outlined below – this takes considerable time.