

Citizens' jury

Draft brief for expert witnesses

1. General briefing for all witnesses

You are asked to provide evidence to a citizens' jury. 18 local residents are being recruited as members of the jury. The citizens' jury will meet for four and a half days: from 13.00 – 17.00 on 30 July, and from 09.30 to 17.00 on 31 July, 1 August, 2 August and 3 August 2018 at [Forest Hills Golf Club](#), Mile End Rd, Coleford GL16 7QD. The jury will be charged with answering a set of questions about the location of the new community hospital to replace the Dilke Memorial Hospital and the Lydney and District Hospital. The jury questions can be found within the jury specification in Appendix A. Note that the jury is asked to reach recommendations that are best for people living within the Forest of Dean District (the local authority boundary).

The jury will be run by a skilled facilitator, Kyle Bozentko, Director of the [Jefferson Center](#), with support from a second facilitator.

As a witness, you are asked to take part during some of the 4.5-day jury period (see your witness brief in section 2 below for your specific timings).

The jury will contain adults from across the Forest of Dean District. 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 4.5 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) (typically question 1 - see Appendix A)
- 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).

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.

Timetable

Please share your presentational material in advance with Malcolm Oswald by no later than 22 June 2018 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 in favour of a particular town (the latter does not apply to the partial witnesses making the case for a town). Your material will then be reviewed by an oversight panel of three independent local people who will review it for potential bias. The process is:

- By 22 June: presenters send draft slides to slides to Malcolm Oswald
- By 25 June: Malcolm Oswald provides any comments on the slides
- By 28 June: presenters update slides and send back to Malcolm Oswald
- 2 July: Malcolm Oswald sends draft slides (and other jury materials) to independent oversight panel for review
- Week of 9 July: Malcolm Oswald has teleconference with oversight panel to discuss any oversight panel review comments on draft slides (and other jury materials)
- By 20 July: Malcolm Oswald sends/discusses with presenters any oversight panel comments, and presenter makes final changes
- 24 July: Malcolm Oswald gets paper copies of final slides and inserts into ring binders for every member of the jury.

If you have any concerns about meeting these timescales (e.g. because of leave) please alert Malcolm Oswald of Citizens Juries CIC as early as possible.

2. Specific briefing for witnesses

2.1 Partial jury witnesses (i.e. witnesses from Coleford, Lydney and Cinderford) on: The case for town 1, town 2 and town 3

The three (or more¹) “partial witnesses” make arguments that are not value-free. Your role is to make the case that locating the new hospital in “your town” will best serve the people of Forest of Dean District. You can choose how you make the case to the jury but:

- DO give them *reasons* as to why your town is a good choice;
- DO remember that they will be receiving lots of information from the impartial witnesses (see section 2.2 below) so you do not, for example, need to provide lots of detailed information on e.g. travel times
- DO NOT focus on the available sites in your town - the jury is being asked to choose the town that best serves Forest of Dean District residents and not evaluate which town has the best sites for a new hospital; and
- DO NOT make factual assertions that are not true or could not be backed up by evidence
- If any factual evidence you want to present is likely to contradict that provided by another witness, DO try to resolve the difference before producing your draft slides.

The order for the presentations by the three town representatives will be drawn by lot and notified to presenters in advance of 31 July.

The presenters from each town will be required from **09.15 to approximately 13.00 on Tue 31 July**. There will be a morning break and lunch over this period. Outside of your presentation and questions, you are asked not to speak to individual members of the citizens’ jury throughout the process. During the breaks, drinks and lunch will be provided for you in a separate room.

The presentation(s) from each town should in total last no more than 30 minutes (although may be shorter). Where multiple presenters, the time is split (e.g. 15 each for two speakers), and presenters are encouraged to work together to avoid inconsistency and overlap, and to make the most effective presentation for the town. The town presentation(s) will **be** followed by additional time for questions and answers from members of the jury (see Appendix B). Each presenter has considerable freedom to develop the material they want to present to the jury, but questions to address are shown in Appendix B (31/07 AM).

You will also be invited to give any closing remarks (maximum of 5 minutes) to the jury between approximately 14.30 and 16.00 on 2 August (precise time to be confirmed). The town representative who presented first will be the last to give closing remarks, and the one who presented last will speak first.

¹ Both Lydney Town Council and a representative from the Lydney Hospital League of Friends will share the time to present the case to choose Lydney as the location of the new hospital. At the current time, it is not clear whether the Dilke Hospital League of Friends will be presenting the case for Cinderford with Cinderford Town Council.

2.2 Specific briefing for impartial witnesses

In brief, your role is to inform the jury to help them answer the jury questions, and especially question 1 (see Appendix A). The jury will need to hear a variety of evidence in order to reach informed conclusions on these questions. 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.

Specific briefing for witness: Candace Plouffe, Gloucestershire Care Service NHS Trust on: Context - community hospitals in the Forest of Dean and jury role

Required on 30 July PM between approximately 14.45 to 15.45

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

Your role is to set the scene for the jurors. Some people may not have been following closely recent events, and it is important not to assume that everybody on the jury knows about the public consultation, the decision made to replace the two hospitals, and the plans for the future. As part of scene setting, the jury need to understand what will be done with their recommendation, and how a site will be chosen.

The questions for you to address in your presentation are shown in Appendix B (30/07 PM section).

In the questions and answers session after your presentation, you are likely to get a question or two like “why did you close the 2 hospitals when most people who responded to your public consultation wanted them to stay open?”. It may be best to answer this and then remind the jury that their brief is to discuss the choice of town, and not to re-visit the decisions that have been made. If such questions continue, the facilitator will step in to close down such questions.

Specific briefing for witnesses: Becky MacLean, Inform Gloucestershire & Julie Goodenough, Gloucestershire Care service NHS Trust on: Who are the patients?

Required on 31/07 PM (approximately 14.45 to 16.30)

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

Your role is to explain the expected profile of the patients that will use the new community hospital. Please use graphics rather than numbers where possible.

The questions for you to address in your presentation are shown in Appendix B (31/07 PM section). These questions are deliberately brief; content of the presentation can be discussed with Malcolm Oswald of Citizens Juries CIC.

Remember that the purpose of the jury is to choose between three towns, and so in general, statistics by area are likely to be more useful for the jury than statistics for the Forest of Dean District as a whole. For example, evidence that indicates how demand for the new community hospital's services is likely to vary across the Forest will be relevant.

Specific briefing for witness: Anna-Marie Daniels, Forest Routes, with support from up to three representatives from three community transport providers on: How does the choice of town affect patients (their travel to receive services)?

Required on 1 August AM (time to be advised)

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

The questions for you to address in your presentation are shown in Appendix B (30/5 PM section).

This session is still being designed. However, the current plan (for discussion with the witnesses) is for Anna-Marie to do a presentation, and for the community representatives to support group work (e.g. going round tables answering questions about community transport and travel times during group work).

Specific briefing for three witnesses: Paul Weiss, community transport provider representative, and an ambulance paramedic, to support the discussion on the significance of travel times

Required on 1 August AM/PM (probably around lunchtime - approximate times to be advised)

You are not required to prepare a presentation but instead to support a discussion. This session is still being designed; more information will be provided later.

Specific briefing for witness: Nigel Gibbons, Forest of Dean District Council and Gloucestershire County Council representative and Brian Watkins, Gloucestershire County Council (on traffic only) on: How does the choice of town affect the local community?

Required on 1 August PM (approximate times to be advised but likely to be early afternoon)

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

The questions for you to address in your presentation are shown in Appendix B (31/5 AM section).

You are asked to bring to the attention to the jury any factors that could affect the choice of town. If there is no reason to expect the impact of the building of a new hospital to affect the choice of town (e.g. because it is likely to have a similar impact wherever built, or there is insufficient information currently to predict that the effect would differ), then say so. For example, in relation to traffic, you may wish to say either that:

- the new hospital will have an impact on parking in / around the town chosen but there is no reason to currently expect it to be more or less of an effect whether Coleford, Lydney or Cinderford is chosen (e.g. because it all depends on the site selected) OR
- the characteristics of one or more of the three towns is such that it is likely that traffic might have a greater/smaller impact than if another town is chosen.

Specific briefing for witness: Paul Weiss on: How does the choice of town affect the NHS and partner organisations?

Required on 1/8 PM (approximate times to be advised but likely to be somewhere around 3pm – 4.30pm)

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

The questions for you to address in your presentation are shown in Appendix B (31/5 AM section).

Please gather evidence from the NHS (CCG, community trust, GPs) and community transport providers so that you feel sufficiently well informed to present an account of how the choice of town could be expected to impact on the NHS and community transport providers.

Specific briefing for witness: Katie Parker and Caroline Smith on: What were the results of the recent (May/June 18) public engagement on the choice of location?

Required on 2/8 AM (approximate times to be advised)

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

The questions for you to address in your presentation are shown in Appendix B (31/5 AM section).

Specific briefing for witness: HS Consultancy (either Mina Jessa or Hari Sewell) on: Does the Equality Act have an impact on the choice of town?

Required on 2/8 AM/PM (before and/or after lunch - approximate times to be advised)

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

The questions for you to address in your presentation are shown in Appendix B (2/8 PM section).

Please remember that most of the people on the jury will not be familiar with the Equality Act. Please provide not only a summary of the results of the equality impact assessment but also where judgement was used to reach that conclusion (and where another person might make a different judgement).

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

Jury name	Where should the new Forest of Dean community hospital be located?
Jury questions (i.e. the questions the jury must answer)	<p>Introduction</p> <p>Following a public consultation, Gloucestershire Care Services NHS Trust (GCS) and Gloucestershire Clinical Commissioning Group (GCCG) have decided:</p> <ul style="list-style-type: none"> • Dilke Memorial Hospital in Cinderford, and Lydney and District Hospital in Lydney should be replaced by a new community hospital; and • A panel of local citizens and healthcare professionals should consider the evidence and recommend where the new community hospital should be built to best serve people living within the Forest of Dean District (the local authority boundary); • That the panel will be run as a citizens' jury designed and delivered by Citizens Juries CIC. <p>The questions for the citizens' jury are:</p> <ol style="list-style-type: none"> 1. Where should the new community hospital be built? Rank the following three towns in order of preference: <ol style="list-style-type: none"> a. Cinderford b. Coleford c. Lydney d. No preference 2. In reaching this recommendation, what were the most important considerations for the jury? [200 words max] 3. How strong is this preference? Which one of the following options best describes your view: <ol style="list-style-type: none"> a. I have a strong preference for my first choice b. I have a strong preference for my first or second choice c. I do not have a strong preference for which town - the best site should be chosen d. I do not have a strong preference e. Other (please specify) <p>Q3 is optional, depending on result of voting on Q1 (see below).</p> <ol style="list-style-type: none"> 4. If the decision is made to build the new hospital in the location recommended by the jury, does the jury recommend any actions are taken by the NHS (for example, to improve access to services)? 5. Once the location is chosen, suitable sites will be evaluated within 2 miles by road of the centre of the chosen town. Site selection criteria were identified in the recent public consultation. <p>When selecting a site, the following will be mandatory criteria:</p> <ol style="list-style-type: none"> i. It is available and affordable ii. It is able to accommodate a building/buildings and parking

	<p>provision which meet current and future service requirements.</p> <ul style="list-style-type: none"> iii. It is accessible by car or public transport. iv. It will be able to secure appropriate planning permission. <p>When selecting a site, the following have been identified as desirable criteria:</p> <ul style="list-style-type: none"> i. It enables completion of works by 2021/2022. ii. It offers the potential for pleasant surroundings, green space, views etc. iii. It is a site that offers a design and development which provides best value for money for the public purse. <p>Rank all the desirable criteria in order of importance.</p> <p>6. Please give reasons for your answers to Q5 [100 words max]</p> <p>Note that Q1 will be subject to a vote by individual members of the citizens jury, with first and second preferences specified, and the recommended location will be chosen using the “supplementary vote”² method. If second preferences are used because no candidate town achieves 50% of first preferences, the jury will be asked to answer Q3.</p> <p>Note that the statements of reasons in Q2, Q4 and Q6 will be collective statements of the jury as a whole.</p>
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² This method is used, for example, to select the London Mayor:
<http://www.parliament.uk/about/how/elections-and-voting/voting-systems/>

Appendix B: Jury Process Outline (note – still subject to change)

Forest of Dean Citizens' Jury

DRAFT outline of 4.5 day process: 1pm 30 July to 5pm 3 August

Note that:

- Designing a citizens' jury is an iterative process and **the process described below is subject to change** (e.g. from further process design, initial discussions with witnesses, and then an independent oversight panel will review for bias)
- The days begin at 09.30 (except 30 July begins at 13.00) 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
- The process will be facilitated by Kyle Bozentko (Director of the Jefferson Center) supported by a second facilitator
- Presentation length is specified in the expert witness brief, and varies from speaker to speaker, but will usually be around 15/20 minutes
- There will be regular Q&A and group work/ deliberation by jurors throughout the process outlined below – this takes considerable time
- The jury will hear about many different factors that could be taken into account in making their recommendation, and for each:
 - a. Make notes, based on what they have heard or know, on whether the impact of the factor is likely to vary from town to town (differences will be identified in group work)
 - b. If likely to vary, note whether it is a factor the jury should take into account when making its recommendation
 - c. On day 5, review their notes and vote on the above two questions a and b (to reach a shortlist of criteria)
- The three towns being considered for the location of the new hospital are Cinderford, Lydney and Coleford, but are referred to below as simply town 1, town 2 and town 3 (so town 1 could be any one of the three towns).

Comment [M01]: Note that the following process outline gives a good guide but the design of the process was further refined following this document.

When	What	Who leads / presents
30/7 PM	Welcome and introductions	Facilitators
	Induction including group simulation exercise	Facilitators
	Context: community hospitals in the Forest of Dean and jury role <ul style="list-style-type: none"> • Where are we now? Public consultation and decision made • Where are we going? New hospital and its services • How do we get there? Including role of jury, other consultation, site selection 	Candace Plouffe, Chief Operating Officer at Gloucestershire Care Services NHS Trust
	How the jury will make a decision <ul style="list-style-type: none"> • The questions the jury is being asked including what is meant by: <ul style="list-style-type: none"> ○ location and site ○ "in or near" a town • Jury group discussion on what are the important things to consider when making this recommendation • Jury group discussion of the location criteria from the public consultation • Overview of what the jury will hear and do over the coming days 	Facilitators & M Oswald
	Wrap-up and daily bias questionnaire	Facilitators
31/7 AM	Any questions on what's happened so far?	M Oswald
	Introduction to the day	Facilitators
	The case for town 1 <ul style="list-style-type: none"> • Factors that the jury should take into account that the jury may not hear later • Other arguments at discretion of speaker <p>There should no detail about sites – neither the town nor the jury choose site.</p>	Town 1 presenter(s)
	The case for town 2 (format as for town 1)	Town 2 presenter(s)
	The case for town 3 (format as for town 1)	Town 3

		presenter(s)
31/7 PM	Group work on the morning's presentations	Facilitators
	<p>Who are the patients, and how does this vary across the Forest of Dean District?</p> <ul style="list-style-type: none"> Population profile including age, location (e.g. could have population density map for Forest, and one for over 65s in the Forest) Profile of current community hospital users (e.g. % over 65) and how this varies according to the service (e.g. inpatients, minor injury) Predicted changes in community hospital users in future (if any) <p>Graphics needed above – greatly preferable to numbers/tables.</p>	<p>Inform Gloucestershire (Becky MacLean + GCS representative (Julie Goodenough))</p>
	Wrap-up and daily bias questionnaire	Facilitators
1/8 AM	Any questions on what's happened so far?	M Oswald
	Introduction to the day	Facilitators
	<p>Presentation on community transport and non-emergency ambulance services:</p> <ul style="list-style-type: none"> Who are the transport providers? Broadly, what areas do they cover? Can they provide transport to most people in the Forest of Dean District who cannot get to hospital appointments by public transport? Is the level of service likely to change in future? Will the choice of hospital location (i.e. whether it's Lydney, Cinderford or Coleford) make any difference to the service that community transport providers will be able to provide to Forest of Dean District residents? <p>How does the choice of town affect patients, including their travel to receive services?</p> <ul style="list-style-type: none"> Where will people from north/central/south Forest of Dean receive "relevant services" if hospital in town 1? Where will people from north/central/south Forest of Dean receive "relevant services" if hospital in town 2? Where will people from north/central/south Forest of Dean receive "relevant services" if hospital in town 3? 	<p>Facilitators (group work with handouts)</p> <p>Forest Routes: (Anna-Marie Daniels) to present</p>

	<p>Group exercise with provided maps and information to understand e.g.</p> <ul style="list-style-type: none"> • How many people from the area would have a car? • How long would it take to get to town 1, town 2, town 3 in a car from the area? • Could people get to appointments by bus and if so how long would it take? • Are there voluntary services that could drive people to hospital from our area, and would they go to town 1, town 2, and town 3? <p>Graphics needed above – greatly preferable to numbers/tables.</p> <p>“Relevant services” here means services to be provided from the new hospital.</p>	<p>Representatives from two/three community transport operators to support this group work: Richard Stirling (Lydcare), Lorraine Millwater (Lydney Dial a Ride), Lyndon Biddle (Newent Dial a Ride).</p>
1/8 PM	Continuation of previous session with supported group work on reasons why travel times matter	Panel: Paul Weiss (GP), Lorraine Millwater (Lydney Dial a Ride), paramedic from ambulance service
	<p>How does the choice of town affect local communities (i.e. people, but not as patients, and the three towns)?</p> <ul style="list-style-type: none"> • Does the District Council have a preference for town 1, town 2 or town 3? • What are the planning priorities for each town that the jury should take into account (in a few bullets)? • Based on current plans, how can the population of the three towns be expected to change over the next 10 years? • How important an impact would it have on economic re-generation in each town if the town was selected? • How important an impact would it have on the environment (e.g. pollution) in each town if the town was selected? • Are there other impacts that the District Council would want the jury to take into account when selecting their preferred town? • How important an impact would it have on traffic in each town if the town was selected? 	<p>District planner: Nigel Gibbons</p> <p>Brian Watkins, County council representative to speak on traffic</p>

	In each case, the presenter should aim to highlight any differential effects according to the town chosen.	
1/8 PM	<p>How does the choice of town affect the NHS?</p> <ul style="list-style-type: none"> • Does the NHS have a preferred choice of town? • Which, if any, of the three towns offers the greatest opportunities for co-location with primary care (e.g. GP services) and/or other related health and wellbeing services? • Which, if any, of the three towns would best support cross-site working (e.g. across hospitals)? • Are there any other factors for the jury to consider because they are particularly relevant to the NHS and its staff? • Are there any factors for the jury to consider in the choice of town that are particularly relevant to local health partners (such as community transport providers)? • Would the NHS do anything else (e.g. consider building a new health centre somewhere else) if: <ul style="list-style-type: none"> ○ Town 1 was chosen? ○ Town 2 was chosen? ○ Town 3 was chosen? 	Paul Weiss, GP
	Wrap-up and daily bias questionnaire	Facilitators
2/8 AM	Any questions on what's happened so far?	M Oswald
	Introduction to the day	Facilitators
	Possible extension to previous afternoon deliberations (to be determined in advance)	
	<p>What were the results of the recent public engagement on the choice of location?</p> <ul style="list-style-type: none"> • Public views including: <ul style="list-style-type: none"> ○ Which, if any, of the three towns has the greatest support amongst those residents of the Forest of Dean District who responded? ○ How reliably can we expect the views expressed to represent the views of the people of the Forest of Dean District? • Staff views including: <ul style="list-style-type: none"> ○ Which, if any, of the three towns has the greatest support amongst local health and care professionals who responded? ○ How reliably can we expect the views expressed to represent the views of the local health and care professionals? 	Katie Parker (GCS) and Caroline Smith (GCCG)

2/8 PM	<p>Does the Equality Act have an impact on the choice of town?</p> <ul style="list-style-type: none"> • What is the Equality Act? • What are the questions the jury should be considering so that the requirements of the Equality Act are met? • How does the Equality Act affect the choice of town? 	Mina Jesa or Hari Sewell
	Brief closing remarks from the three towns	Facilitators and 3 town presenters
	<p>Jury discussions on:</p> <ul style="list-style-type: none"> • Are there any other relevant factors not considered? • Vote using notebooks to reach a shortlist of factors to take into account (see page 1 bullets) • Should some of the shortlisted factors/impacts carry more weight than others? 	Facilitators
	Wrap-up and daily bias questionnaire	Facilitators
3/8 AM	Any questions on what's happened so far?	M Oswald
	Introduction to the day	Facilitators
	Group work to produce a "case statement" for each town, using differences identified in jury group work on days 1-4 (for shortlisted factors)	Facilitators
	Juror report development	Facilitators
3/8 PM	<p>Voting on choice of town</p> <p>Supplementary vote system will be used (using first and second preferences).</p> <p>If no result based solely on first preferences, jury members will also answer question on strength of preference.</p>	Facilitators
	Recommended action to take in light of recommended town (eg to improve access to services)	Facilitators
	Juror report development with choice of town and reasoning	Facilitators
	<p>Group discussion and voting to:</p> <ul style="list-style-type: none"> • Review mandatory and desirable criteria from NHS and public consultation 	Facilitators

	<ul style="list-style-type: none">Rank all the desirable criteria	
	Juror report completion	Facilitators
	End-of-jury questionnaire	
	Wrap-up	Facilitators