

REACH

Restore Emergency at Cheltenham Hospital

REACH

FOR THE FUTURE

What Matters to you?

Improving Care Services in Local Communities

REACH, in its campaign to protect the Accident and Emergency Department at Cheltenham General Hospital and ultimately restore a 24/7 service are inviting all residents and local businesses to complete a short survey to share your opinions regarding the future of care services in Gloucestershire.

What Matters to you?

'One Gloucestershire', the working name for the partnership between the county's NHS and care organisations, has launched an engagement exercise called "Fit for the Future".

This engagement exercise is described as an opportunity to talk about ways services could be organised so that patients can get the very best urgent advice, support and care across the county and benefit from two thriving specialist hospitals in the future in Cheltenham and Gloucester.

The REACH campaign was founded, as the title suggests, to secure the re-establishment of a full 24/7 Accident and Emergency department at Cheltenham General Hospital to serve the people of that town and the surrounding districts of Gloucestershire. The campaign has expanded to keep a watching brief on the related A&E services; the 111 phone line, ambulance provision and the out of GP hours service. All of these appear to be under pressure and all impact on the quality of response to patients at times of acute needs.

We at REACH are gravely concerned at the scope for the 'Fit for the Future' document to mislead the public and are equally concerned that their accompanying survey has been constructed in such a manner that the results can be used to justify a decision that the respondents would not have supported. Because of this, we have chosen to launch our own engagement and create this survey, to gather the real preferences of those local people in Gloucestershire and surrounding areas, who will be affected by these proposals.

We would be really grateful if you could take just a couple of minutes to complete this survey and encourage others to do so. We suggest that you read pages 6-13 of the 'Fit for the Future' booklet (there is a link to it in the Useful links section of our website www.reachnow.org.uk) and our 'Fit for the Future Explained' document (www.reachnow.org.uk/fitforthefutureexplained/) before completing this survey. If you do not have access to the internet you could ask somebody you know who has, to print you off copies of both of these documents.

We will share the survey results with the Gloucestershire Hospitals NHS Trust and will challenge them to respond to peoples' wishes. When you have completed the survey either hand it back to the person who gave it to you or you can post it to – REACH, C/o Cheltenham Chamber of Commerce, 2 Trafalgar Street, Cheltenham GL50 1UH.

Improving Care Services in Local Communities Survey

Closing date for surveys is Tuesday 5th November 2019

The Trust wants to create ONLY one Accident and Emergency Unit (A Centre of Excellence) in Gloucestershire based at Gloucestershire Royal. Which of the following best describes your views on this proposal?

- Fully support
- Support
- Neutral
- Don't support
- Fully oppose

Any additional comments:

The Trust wants to replace the current Cheltenham Accident and Emergency Department with a Centre staffed by non-specialist doctors with limited diagnostic and assessment services. Which of the following best describes your views on this proposal?

- Fully support
- Support
- Neutral
- Don't support
- Fully oppose

Any additional comments:

The Trust want to REDUCE the number and range of surgical services at Cheltenham General Hospital and concentrate them at Gloucester Royal. Which of the following best describes your views on this proposal?

- Fully support
- Support
- Neutral
- Don't support
- Fully oppose

Any additional comments:

Improving Care Services in Local Communities Survey

What do you think about the Trust's ideas for making patients themselves responsible for deciding what is "urgent" and what is an "emergency"? Which of the following best describes your views on this?

- Fully support
- Support
- Neutral
- Don't support
- Fully oppose

Any additional comments:

Please enter the postcode for your home address here*:

Postcode:

* This question is compulsory because we need to know the general area you are from.

Thank you for taking the time to answer this survey. Please encourage others to take the survey as well.

Please can we ask that only one survey is to be completed per person, so that the results are a true representation of the feelings from the local community?

Visually impaired: If you know someone who is visually impaired, we can arrange for somebody to complete this survey on their behalf over the phone. Please call us on **01242 544599** to arrange.

Further copies: If you would like further copies of this survey, please contact us via **info@reachnow.org.uk**