


Message # 3

Message Key: 0003157FEB8ECC7E71C28C12C46C2AAAD4D9D13F 

From: Caroline Landon <C.Landon@health.gov.je>
To: [REDACTED]
Cc: John Le Fondré <J.LeF@gov.je> [REDACTED] "Paul Martin (CEO)" <Paul.Martin@gov.je>, Richard <ljrenour@gmail.com>, Inna Gardiner <A.Muller@health.gov.je>, Anuschka Muller <A.Muller@health.gov.je>
Subject: RE: Public meetings on Jersey Care Model
Date: Friday, January 14, 2022 12:06 UTC

Thank you [REDACTED]

I have asked [REDACTED] to notify you of any future public meetings. We prefer to do meetings in person, I agree with you that remote meetings are not the best way to communicate, particularly for people without access to the internet or who are unable to use the internet. Thank you for sharing with me your thoughts re communication, I have heard your concerns and I have raised with Anuschka Muller, who leads our JCM team and [REDACTED] as a priority for us this year.

Best Wishes

Caroline

From: [REDACTED]
Sent: 12 January 2022 18:35
To: Caroline Landon <C.Landon@health.gov.je>
Cc: John Le Fondré <J.LeF@gov.je>; [REDACTED] Paul Martin (CEO) <Paul.Martin@gov.je>; Richard [REDACTED]; Inna Gardiner [REDACTED]
Subject: Re: Public meetings on Jersey Care Model

Dear Ms Landon,

Thank you for your reply which, I must confess, did make me guffaw .

The pandemic, as you say, was declared in 2020, your promise was made much later at a time when people were once again allowed to mix, albeit possibly with masks.

Remote meetings are not good enough and many people, especially the elderly who are most likely to need the health service, do not have access to the internet.

I hope that you can arrange public meetings very, very soon. We are in the middle of trying to build a new hospital and implement a new health offering. The public have not been consulted on many of the things you are doing and this is, frankly, not good enough. If we had been in the UK you would not be able to make such sweeping reform without a referendum.

I do look forward to hearing from you very soon with your progress on arranging these meetings to communicate with the public.

Kind regards,

[REDACTED]

On Wed, 12 Jan 2022 at 14:10, Caroline Landon <C.Landon@health.gov.je<mailto:C.Landon@health.gov.je>> wrote:

Dear [REDACTED]

Thank you for your email.

On 11th March 2020 the World Health Organisation declared the Novel Coronavirus Disease (COVID-19) outbreak as a pandemic, in response Health and Community Services scaled up to response mode and we remain in escalation. The efforts of the Health service have been concentrated on maintaining our scheduled and unscheduled care pathways as much as possible, so that we can continue to treat our patients and detect and reduce transmission of the virus.

Unfortunately I was unable to honour my commitment made at PAC to revisit parishes over the summer of 2021 because of operational demands within the service. The challenges of COVID-19 have been significant for all health economies and we have been no different, we have had to review and change our priorities regularly in order to deliver service.

Health and Community Services is very mindful of the importance of communicating openly and transparently with Islanders about their Health service and I hope that this year I will be able to make good on my commitment for the team to go back to the parishes in person as we did in 2019 or if not possible in person then to do so virtually so that Islanders have the opportunity to ask questions and engage in dialogue re service provision.

We are fortunate to have [REDACTED] as our Communications Manager and I have copied [REDACTED] into my response so that [REDACTED] can work to organise how we can plan safely to organise future meetings.

Best Wishes

Caroline

From: [REDACTED]
Sent: 11 January 2022 13:50
To: Caroline Landon <C.Landon@health.gov.je<mailto:C.Landon@health.gov.je>>
Cc: Richard [REDACTED]; John Le Fondré <J.LeF@gov.je<mailto:J.LeF@gov.je>>; inna Gardiner [REDACTED]; Paul Martin (CEO) <Paul.Martin@gov.je<mailto:Paul.Martin@gov.je>>
Subject: Public meetings on Jersey Care Model

Dear Ms Landon,

I have been reading through the Hansard from your meeting with the PAC on 17th June 2021 and have pasted an extract from that meeting below.

Could you please tell me why the promised meetings with the public have still not taken place when you stated that they would be taking place last summer?

During this meeting there were many references to the closure of Samares Ward and the fact that many people were now not getting any physiotherapy and were therefore deteriorating. From correspondence I am receiving from patients and their families this appears to still be the case.

Many islanders would welcome the opportunity to ask questions about this, Perhaps you could tie down some firm dates?

I look forward to hearing from you.

Kind regards,

[REDACTED]

Deputy I. Gardiner:

We will move on, yes, thank you. And what work is being done to ensure comprehensive public understanding of the Jersey Care Model and its realisation of the services that they may have expected to be located at the new hospital?

Director General, Health and Community Services:

Not enough. I have met with somebody today. Because what we have realised is we went around the Island, did the Care Model, then the pandemic came. I have met with somebody today, a communications person, to talk about doing some comms around what the model is and what it is not. Because I am aware that there is confusion out there and people are scared that they are going to have to be pay for services, as the Deputy has quite rightly identified. Or they are scared that services are going to be taken away from them or they are not going to be able to present at E.D. (Emergency Department). So our plan is to launch a communications campaign, probably starting next month. But we are also going to go out around the Island again. So we are going to go and do our presentations at the 12 Parishes over the summer, open presentation for people to come along and ask us questions. The Jersey Care Model is not about engendering more cost. What you get free now you will get free in the future. It is not about destroying primary care. Why would we do that? It is about enhancing primary care. It is about taking power and money away from H.C.S. because too much power and money is invested in secondary care on our Island. But I recognise that we have not been as good as we could have been at communicating that.

[16:30]

I welcome that, you are spot on, we need to do more so that Islanders feel much more engaged in what we are trying to do and much more

involved.

Deputy I. Gardiner:

I welcome in the meetings, the Parishes. Just a note, would you present at the Parishes, I think might be helpful, to have a straightforward comparison of the effects on Islanders between the old version of the Jersey Care Model, that it will be straightforward, clear for the Islanders; what was the old model, what will be in the new Jersey Care Model?

Director General, Health and Community Services:34

It is like you in the room with me today. What we are going to do is: "This is what is in the hospital now", service by service, specialty by specialty. "This is what is going to be in the new hospital, this is what we anticipate we are going to be talking about at the Partnership Board about coming out into the community." If the whole Island stands up, not even the whole Island, but a significant proportion of patients stand up and go: "We do not want our physiotherapy in our own homes; we much prefer having it in the hospital", then we are not going to say: "You cannot have it in the hospital." Yes, we are going to have that really clear communication in really clear layman's language: "This is what you get now, this is what we are proposing you get with the model."

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