

## HOSC paper

### 1. Introduction.

Following our presentation at the Joint Health Overview Scrutiny Committee in January 2019 we were asked to return to the committee in the future to advise of the outcome of further patients and public engagement into proposed Ophthalmology reconfiguration of services provided within Shrewsbury and Telford Hospitals NHS Trust.

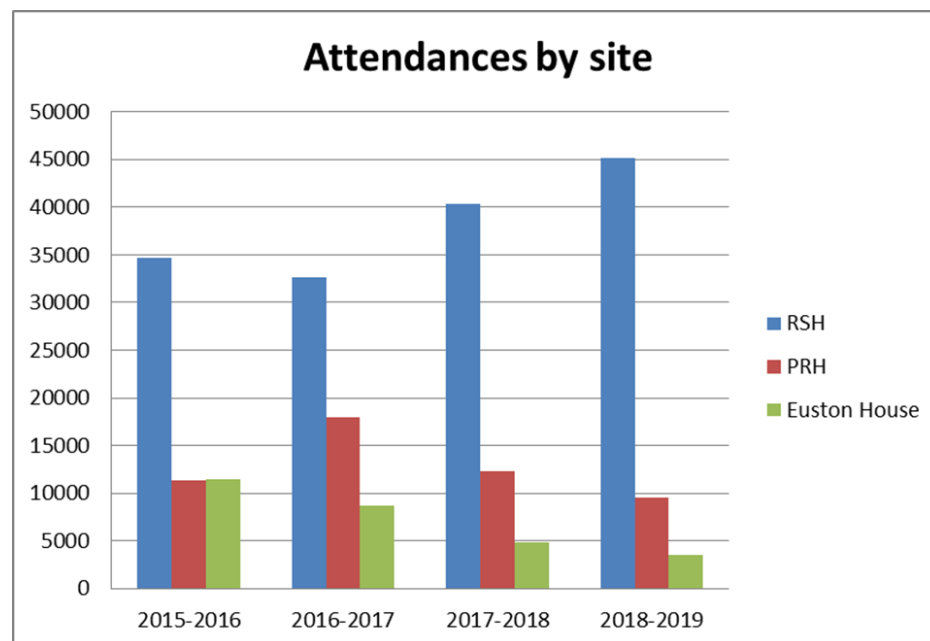
### 2. Background.

Ophthalmology has various challenges which have prevented the department from delivering a sustainable service. In October 2016 NHS England chaired a Risk Review Meeting which was attended by members of the Trust Executive team, NHSI, the CQC and both CCG's. The Trust and CCG's presented the challenges within the Ophthalmology service and made recommendations as to how these challenges could be addressed. One of these commitments was to reconfigure Ophthalmology accommodation. This is also in line with the support the service received from the Board when it presented its Deep Dive 2015.

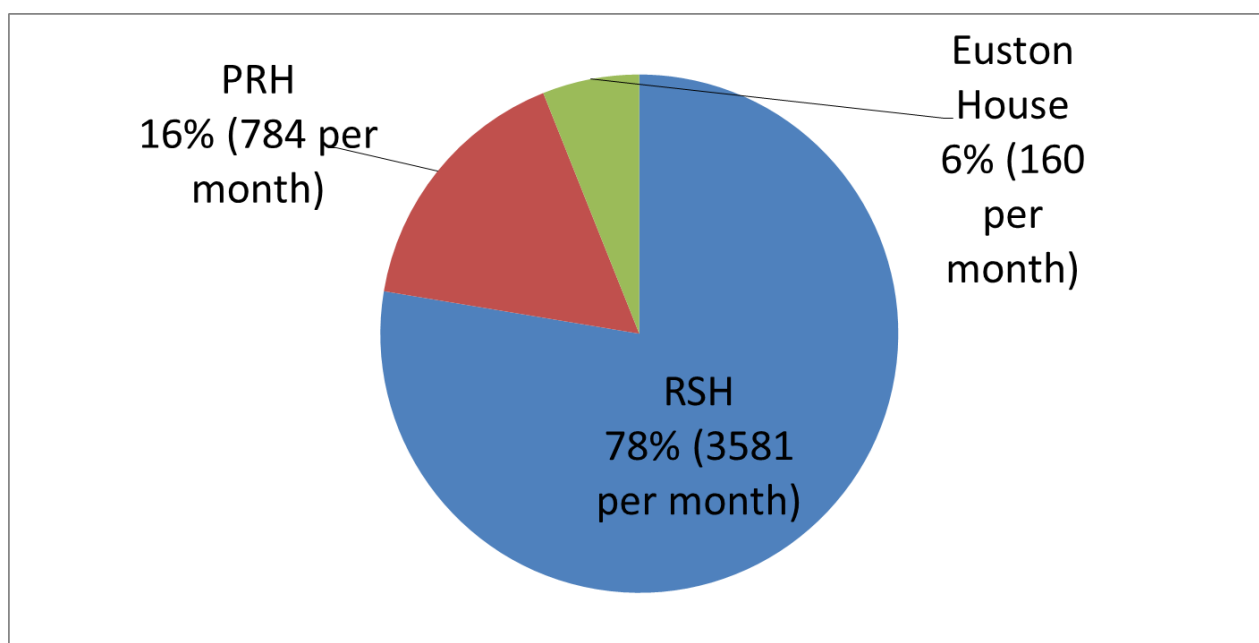
As a result SaTH approved £800k of investment to improve outpatient services at RSH and the department successfully relocated into improved premises in June 2017 and after further investment paediatric ophthalmology outpatients moved to new location in October 2017.

At the time of approval, it was highlighted that there would need to be consideration for Ophthalmology to be delivered from 2 sites instead of 3 by relocating services provided at Euston House (Telford) to Copthorne RSH and PRH.

### 3. Analysis of activity



## Monthly Outpatient Attendances



### 4. Engagement.

An Engagement Plan was developed by SaTH and methodology within supported by the Clinical Commissioning Groups, Patients Groups and Representatives, as well as HOSC in January. This engagement plan built on the numerous stakeholder engagement sessions that brought interested parties and patient representative groups together in order to shape proposals for consideration. During January and February 2019 a survey was carried out seeking the views of our local communities on the following two options:

- Option 1: No change.
- Option 2: To relocate adult outpatient services from ICAT back to the respective main hospital sites and relocate cataract surgery from ICAT to Copthorne building.

The survey was successfully carried out and was sent to 162 community and voluntary sector organisations with a request to distribute further, was provided on SaTHs website, promoted through social media. Paper copies were distributed within the 3 hospital sites along with pop up stands. Staff briefed and supported patients to complete the surveys where assistance was required.

There were 267 responses to the survey. 61% were from patients who had been seen at one of our clinics that day.

Respondents demographics were:

Telford and Wrekin	48.63%
Shropshire	43.53%
Mid-Wales	7.45%
Out of area	0.39%

Key findings:

- 85% of patients would prefer to have one longer appointment rather than several shorter ones.
- 80% of patients travelled to appointments by car or by non emergency patient transport. The remainder used public transport (11%), walked (3%), taxi (2%), volunteer drivers (1%), 0.5% cycling and 2.5% didn't specify.
- 115 comments were received with the main themes:
  - Transport and travel times- difficulties using public transport from rural areas, car parking charges and lack of parking
  - Service experience- 65% positive, 27% less favourable experiences some of these related to historic and some related to other service providers
  - Staffing- 80% of comments were positive describing staff as "very friendly and most helpful". Respondents commented that the service could be improved by seeing the same consultant for continuity of care.

The results of the survey were shared at a stakeholder event held on the 25<sup>th</sup> June 2019. Representatives were invited and attended from Telford and Wrekin and Shropshire CCGs, Healthwatch, RNIB, Macular Society, Volunteer Organisations, patients and SaTH. Unfortunately members of the Welsh HB were invited however were not in attendance. The Group were asked to consider what benefits and disadvantages of the proposed plans and were asked to consider what their ongoing concerns were and what could be done better?

The overwhelming feedback echoed the responses from the survey e.g challenges with travelling, preferring one longer appointment and wanting a sustainable service for patients in the local community. Having all services at the same site was more important than any travel issues that might arise however representatives recognised that for some patients this would be challenging.

#### **4. Conclusion**

HOSC are asked to consider the outcome of the engagement and offer feedback for the Trust to consider whether to proceed with relocate adult outpatient services from Euston House to the respective main hospital sites and relocate cataract surgery from Euston House to RSH.

The views of HOSC will be incorporated within the papers to Trust Board.