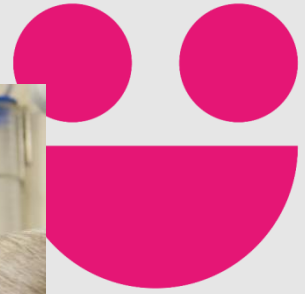


Engagement Report

Proposed changes to renal dialysis services at PRH

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27th January 2022



Background

- This presentation outlines the engagement that has been undertaken with our local communities around the potential service change relocating renal dialysis services at PRH to an offsite location at Stafford Park, Telford
- Current Satellite Dialysis Unit located at Princess Royal Hospital (PRH) Telford, Ward 5. The current unit at PRH has:
 - 16 dialysis stations
 - Provides 237 dialysis treatments/week
 - Provides treatment to approximately 79 patients.
- The current Unit does not lend itself to meeting COVID social distancing requirements for this vulnerable group. Dialysis stations have had to be removed to improve social distancing during COVID but due to increasing demand it is likely these stations will need to be reinstated in the near future.
- The current Unit at PRH is struggling to accommodate the increasing number of patients who need dialysis

Proposed Change



- The proposed change would be to relocate the current dialysis unit at PRH to nearby Hollinswood House, Stafford Park 1, Telford. This is also the location of a planned Community Diagnostic Hub.
- The cost to relocate the service would be £4.5 million and funding has been identified for this.
- The new unit would future-proof the provision of dialysis to meet patient needs for the next 10 years in Telford (based on current modelling) as there is room for expansion built into the development. The new unit would initially provide:
 - 20 stations
 - Provide treatment to 92 patients a week
 - This would increase to 28 stations by year 5 and 31 stations (124 patients/week) by year 10
- To see the full proposal click here: [Renal dialysis services at PRH - SaTH](#)

Reasons for Change

- Provide spacious, fit for purpose Dialysis Unit that meets modern building standards.
- Provide much needed additional dialysis capacity for the future.
- Hollinswood House, the proposed location is less than a 10 minute drive from PRH so is a suitable site for a satellite unit and will be co-located with the planned Community Diagnostic Hub.
- Aligns with the Hospital Transformation Programme.
- The current PRH dialysis unit would be converted into an additional inpatient ward at PRH, providing additional inpatient capacity (particularly during winter)



Key benefits and issues

- Improved design and spacious layout will provide a better experience for patients and our workforce.
- Will provide additional dialysis capacity required for the future.
- Extensive on onsite parking immediately outside of the building. Free of charge and with sufficient space for drop off/collection.
- Our hospital patient transport provider will be included within the planning to ensure continuity.
- Some patients would not be able to transfer across to the new unit due to their clinical needs. To accommodate these patients moving to RSH some patients currently receiving dialysis at RSH would need to transfer to the new unit. This would affect around 8 patients and those with TF postcodes would be prioritised.



Engagement Process

- As an NHS Provider organisation we have a legal duty under Section 242 of the Health and Social Care Act 2012, to ensure that patients and/or the public are involved in certain decisions that affect the planning and delivery of NHS services. (Staff have been engaged through separate processes)
- As an organisation we believe its is important that we engage with our communities and stakeholders, prior to any decisions being made
- This report outlines how we have engaged with our communities and have informed and involved them in the discussion around the proposed service change.
- From the discussions we have had with our communities we can address any issues prior to implementing any changes in services
- An Engagement Plan was developed and is available on our website: [Renal dialysis services at PRH - SaTH](#)



Informing our Stakeholders

- As part of our s242 engagement plan the following organisations/individuals have been contacted to advise of the proposed service change to renal dialysis services at PRH:
 - Local MPs
 - Health Overview and Scrutiny Committee
 - Health and Wellbeing Boards
 - Healthwatches and Community Health Council
 - Shropshire and T&W Patient groups
 - Shropshire Kidney Patient Association
 - GPs
 - Town and Parish Councils
- Our Operational Team have also discussed the proposed service changes with the CCG, Powys Health Board and NHSEI to advise them of the of the proposed service change
- The Trust has a community membership of over **2500** members. Members were emailed on 7th January 2022, to highlight the proposed change and with a link to our website to find out more information. Members were invited to attend one of our stakeholder events and there was a link to the patient survey.
- Dialysis patients at PRH, RSH and Ludlow were surveyed for their views
- The proposal has also been covered by media with Dr Nicholas giving an interview on Radio Shropshire on 18th January 2022
- We welcomed feedback and comments from any organisation and contact details of the renal Centre Manager were provided as part of the presentation.

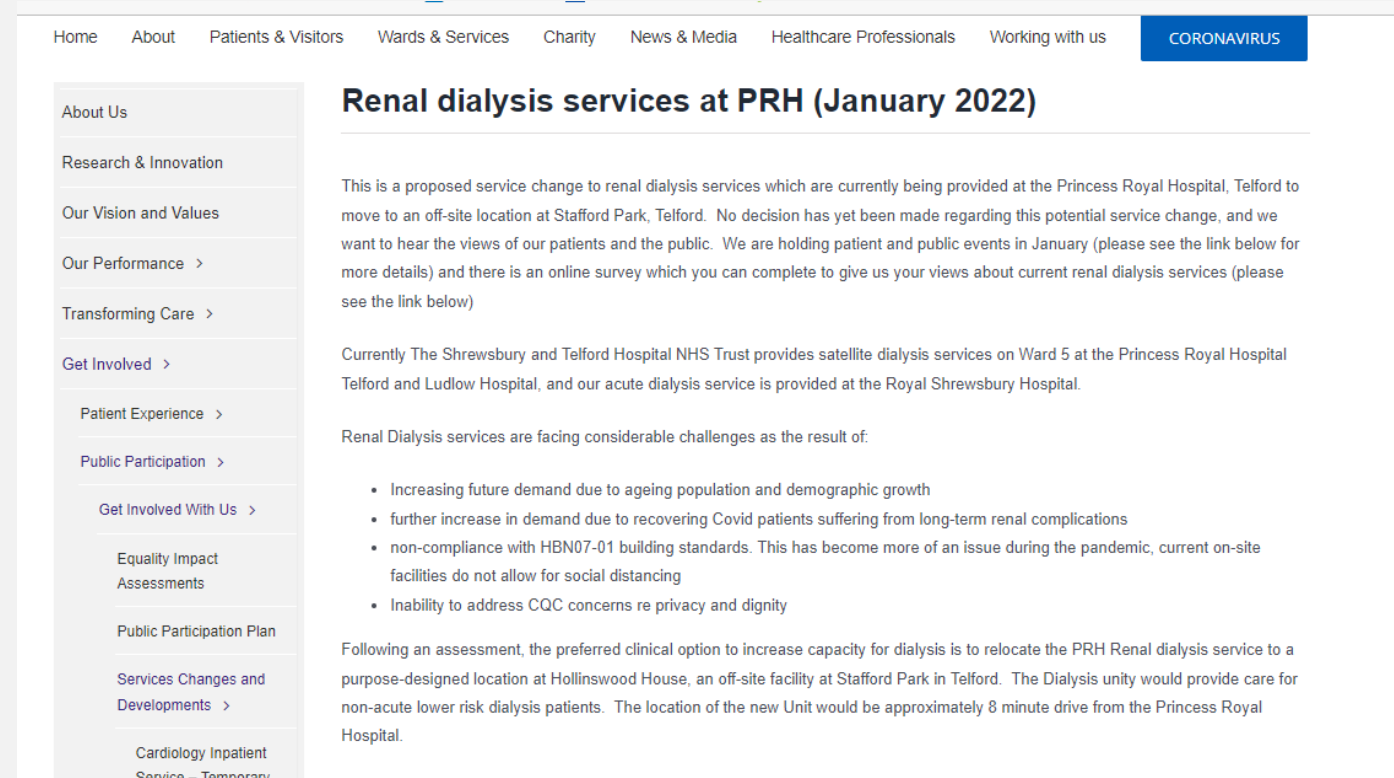


SaTH Website

There is a dedicated webpage on our public website www.sath.nhs.uk regarding the potential service change to cardiology inpatient services.

This page is available to the public and the website has the functionality to change the language, and alternative formats to support accessibility.

- The webpage outlines the proposed service change and has links to the following documents:
 - Renal presentation
 - Equality Impact Assessment
 - Questions and Answers document
 - Engagement Plan
 - Renal Patient and Carer Survey



The screenshot shows a webpage with a navigation menu at the top: Home, About, Patients & Visitors, Wards & Services, Charity, News & Media, Healthcare Professionals, Working with us, and a highlighted CORONAVIRUS button. A left-hand sidebar contains a list of menu items: About Us, Research & Innovation, Our Vision and Values, Our Performance >, Transforming Care >, Get Involved >, Patient Experience >, Public Participation >, Get Involved With Us >, Equality Impact Assessments, Public Participation Plan, Services Changes and Developments >, and Cardiology Inpatient Service – Temporary. The main content area is titled 'Renal dialysis services at PRH (January 2022)'. The text on the page reads: 'This is a proposed service change to renal dialysis services which are currently being provided at the Princess Royal Hospital, Telford to move to an off-site location at Stafford Park, Telford. No decision has yet been made regarding this potential service change, and we want to hear the views of our patients and the public. We are holding patient and public events in January (please see the link below for more details) and there is an online survey which you can complete to give us your views about current renal dialysis services (please see the link below)'. Below this, it states: 'Currently The Shrewsbury and Telford Hospital NHS Trust provides satellite dialysis services on Ward 5 at the Princess Royal Hospital Telford and Ludlow Hospital, and our acute dialysis service is provided at the Royal Shrewsbury Hospital.' A section titled 'Renal Dialysis services are facing considerable challenges as the result of:' lists three bullet points: 'Increasing future demand due to ageing population and demographic growth', 'further increase in demand due to recovering Covid patients suffering from long-term renal complications', and 'non-compliance with HBN07-01 building standards. This has become more of an issue during the pandemic, current on-site facilities do not allow for social distancing'. The final bullet point is 'Inability to address CQC concerns re privacy and dignity'. The page concludes with: 'Following an assessment, the preferred clinical option to increase capacity for dialysis is to relocate the PRH Renal dialysis service to a purpose-designed location at Hollinswood House, an off-site facility at Stafford Park in Telford. The Dialysis unit would provide care for non-acute lower risk dialysis patients. The location of the new Unit would be approximately 8 minute drive from the Princess Royal Hospital.'

Stakeholder Forum and other meetings

- On 18th & 19th January we held stakeholder events which were open to all patients, carers, public, statutory and voluntary organisations. 12 patients attended these meetings and 3 members of the public, including representatives from Shropshire Kidney Patient Association, Powys Association of Voluntary Organisations and the Community Health Council
- A presentation giving an overview of current service provision and the potential service change was given by Dr Johann Nicholas (Divisional Director), Laura Graham (Centre Manager) and Rachel Webster (Matron for Renal)
- The Trust has also attended/or is going to attend the following meetings to discuss the proposed changes to renal services:
 - Montgomery CHC Local Committee- 13th January 2022
 - Powys Service Planning Meeting 18th January 2022
 - Public Assurance Forum (SaTH) – 24th January 2022
 - Parish Council meeting - Westbury, Worthen with Shelve, Chirbury and Alberbury 27th January 2022
 - Assuring Involvement Committee (CCG) – 27th January 2022
 - VCSA – 2nd February 2022
 - Telford Patient First - 2nd February 2022
 - Community Cascade – 9th February 2022

(A separate meeting is also being set up with the Shropshire Kidney Patients Association to discuss some concerns raised)



Feedback from our Patients and Carers

- We looked at all of the PALs and Complaints from the past two years relating to renal dialysis services at RSH and PRH.
- Of the 15 PALs/Complaints only there was one complaint and one PALs query regarding PRH renal dialysis services. Both of these were in relation to staff communication with patients
- At the beginning of January 2022, a patient/carer renal survey was launched to gain the views of current renal dialysis services.
- The survey was made available online through our website and paper copies were printed and given out to all our current renal dialysis patients at both our hospital sites.
- The results from the survey will support our renal units to look at how they can develop and improve their current and future dialysis services



Survey results

- The survey is still live, and patients/carers are able to give their feedback
- To date 92 patients (95%) and carers (5%) have completed the survey
- 59% of respondents are currently dialysis at PRH, 34% at RSH, 4% at Ludlow and 3% at home
- The majority of patients receive dialysis close to home (77%) however 3% stated that they receive their treatment because it was the only site available. 6% stated that they were not given a choice in location and 10% stated the site they attended was due to needing additional care whilst on dialysis.
- 52% travel to the unit by car (including taxi or getting a lift). 46% use patient transport, whilst 2% use public transport or walk.
- 65% of respondents were male, 33% female and 1% non-binary and 1% preferred not to say



Survey - Facilities

- Over 69% of respondents thought having comfortable seating in the waiting area was important. TV (32%), free WIFI (31%) and food and drink (31%) whilst in the waiting area were also highlighted as being important to patients and carers.
- The option of receiving dialysis on a chair or bed has previously been raised as an issue. The survey results state that 51% would prefer a bed whilst 49% stated they would want a chair.
- Patient and carer feedback about the facilities they would like to see in the treatment are:
 - 55% access to a TV/radio
 - 41% having a privacy screen/curtain
 - 37% Free WIFI
 - 36% Adjustable lighting
 - 32% Phone charging points
 - 29% Quiet room for private conversations
 - Other suggestions included: better climate control, more room between chairs, fans to keep cool in summer



Patient Survey feedback

Please see below some of the comments/ suggestions made by respondents:

“Parking – [Currently] Ambulances blocking cars, can't get to disabled parking spaces and bad lighting. Waiting area cluttered with wheel chairs and beds.”

“More individual control of climate at each dialysis station”

“Patient transport - planning/co-ordination of routes needs to be improved to better group patients & shorten journey times”

“I'm sure a hot drinks/snacks machine in the waiting room for patients waiting for transport would be appreciated”

“Social distancing between stations to ensure that when nursing care is being given this does not become too close to the adjacent dialysis stations.”

“Intercom system to call in patients.”

“magazines, newspapers, sofas beds to lie on”

Survey results

- The majority of respondents rate their experience of current arrangements for dialysis as either excellent or good.
- The area which is highlighted as needing the most improvement are the facilities at the units. The comments provided highlight the need to improve the waiting areas, toilet facilities.
- The delays in patient transport were also highlighted by respondents

	VERY POOR	POOR	ADEQUATE	GOOD	EXCELLENT	NOT APPLICABLE	TOTAL
Waiting times (in clinic)	2.30% 2	5.75% 5	29.89% 26	32.18% 28	26.44% 23	3.45% 3	87
Convenience	0.00% 0	2.56% 2	10.26% 8	39.74% 31	43.59% 34	3.85% 3	78
Care you receive	1.15% 1	0.00% 0	3.45% 3	27.59% 24	66.67% 58	1.15% 1	87
Parking (at the hospital)	3.85% 3	2.56% 2	11.54% 9	20.51% 16	33.33% 26	28.21% 22	78
Waiting times (for patient transport)	18.99% 15	20.25% 16	13.92% 11	6.33% 5	3.80% 3	36.71% 29	79
Facilities (toilets, waiting areas)	1.18% 1	5.88% 5	23.53% 20	34.12% 29	30.59% 26	4.71% 4	85

- **Overall, 85% of all respondents rated their overall experience of renal dialysis services as either excellent or good.**

Key Themes

From the Stakeholder engagement, key themes were identified from the questions and comments given by our stakeholders and communities, these are:

Key Theme	Comment/Issue	Response
Accessibility and Transport	<ul style="list-style-type: none"> Is the new unit wheelchair accessible? Can you get to the unit via public transport? Will there be an impact on patient transport services? Concerns around sleeping policemen (speed bumps) in the parking areas of Hollinswood House 	<ul style="list-style-type: none"> The building will conform to current building regulations and will be wheelchair accessible throughout. There are bus stops at the railway station and on Telford Way (A5) heading towards Telford town centre. There are bus stops very close to the Unit (few minutes' walk) and the main bus station is 0.7 miles away. There will be no impact on patient who currently come to the unit via patient transport. We working with the current non-emergency patient transport services (E-Zec Medical Transport and they are aware of and involved in our planning) There are sleeping policemen in the parking area and these will remain (as they have been installed by the landlord for safety reasons). We will ensure that patient transport are aware of these and take appropriate precautions.

Key Themes (2)

Key Theme	Comment/Issue	Response
Clinical care	<ul style="list-style-type: none"> Concerns around the access to medical staff if the unit was to be off-site What happens if a patient becomes unwell whilst on the unit? How will you ensure good communication between the hospital and the satellite unit? 	<ul style="list-style-type: none"> PRH is a satellite unit and nationally these units are nurse led (this is the current model at PRH and Ludlow). There will not always be a doctor on site but there will always be doctor presence (nursing staff are able to contact medical staff at our hospitals) There are consultation facilities being built into the Unit and it is planned that it will be co-located with the Community Diagnostic Hub with other clinicians on-site As part of our consultant's job planning we are looking to implement regular "ward rounds" on the renal dialysis unit. In addition we are planning to recruit new consultants to the renal team. The model of dialysis delivered on a satellite site is widely used across the country and led by highly skilled nurses. We are also looking at providing additional training for some of our nurses and this would upskill them to also become nurse prescribers. Are nursing staff are trained to provide care to patients, and those requiring to be transfer to the acute site during their treatment will be prioritised by the emergency ambulance service. The current process is that if a patient is transferred between sites, the nurses do a handover and ensure that all the patient information is passed across. Patient details are held in an electronic record in addition to the physical notes, and if there are any issues, information can be taken from there.

Key Themes (3)

Key Theme	Comment/Issue	Response
Clinical Care	<ul style="list-style-type: none"> A lot of patients have more than one condition, is there the opportunity for patients to be seen by more than one speciality if the renal unit is located in the diagnostic hub? Medications are currently prescribed on the unit whilst on dialysis and usually collected within a couple of hours. What would happen on the new unit? 	<ul style="list-style-type: none"> This will be something that we will look at during the planning phase is the service change goes ahead. As part of this process we will look to have patient and carer input. Medications such as anti-coagulation, intravenous iron and other drugs used during dialysis will continue to be delivered by pharmacy and will be available on the unit. If there are changes to the drugs prescribed by GP, we will continue to advise the patient's surgery as we do now, and the patient will be able to pick these prescriptions up from their local pharmacy
Which patients will impacted by the change?	<ul style="list-style-type: none"> Will this move impact on Powys patients? What happens if a Shrewsbury patient refuses to transfer to the new unit? 	<ul style="list-style-type: none"> No. Currently only high risk patients from Powys are treated at RSH. Most Powys patients receive dialysis locally. There are a number of patients who have a Telford postcode who are currently attending RSH. We will be having individuals conversations with these patients first to see if they would like to transfer closer to home

Key Themes

Key Theme	Comment/Issue	Response
Facilities at the new unit	<ul style="list-style-type: none"> Will issues relating to the Trust's carbon footprint be taken into account in the new building? Will patients be visible to staff when on dialysis on the new unit (e.g. will there be a good line of sight) in the same way that they are now? Will patients still have their sandwiches and drinks? Will TV's be available for patients on the new site? Will the new facility provide both beds and chairs for patients while they are having dialysis? 	<ul style="list-style-type: none"> The NHS works to the latest building standards and given that the NHS as a whole is committed to becoming carbon neutral, the building will be refurbished to meet the required Building standards and the achievement of at least a "Good" classification of the refurbishment works. Staff having good visibility of all patients on the unit is really important, and the layout of the new unit ensures that all patients on dialysis can be seen by the staff, including the position of nurses' stations. Yes, the provision of refreshments for patients will continue. We plan to install patient entertainment systems including televisions in the new unit. We haven't gone into any detail about the beds/chairs in the planning yet and are currently having discussions about new lifts for the building. We understand that the issue of comfort for patients is very important while they receive dialysis and we have raised this with the design team.

Equality Impact Assessment (EQIA)

- A draft Equality Impact Assessment (EQIA) was completed by our Operational Team.
- A meeting to review the EQIA with the Healthwatches, Community Health Council and our patients groups is being organised for February.
- Once the EQIA has been reviewed by our patient and public members it will be submitted to the Public Assurance Forum for approval and our website will be updated
- The draft EQIA is available on our website [Renal dialysis services at PRH - SaTH](#)



Next Steps

- This proposed service change to be presented to the Joint Health Overview and Scrutiny Committee (JHOSC) on 27th January 2022. Once the JHOSC are satisfied with our proposals and engagement the service change will be submitted to Trust Board for approval in February.
- If the service change is approved the Trust will continue to keep our communities informed and engaged, this will include:
 - Communications regarding the service change (local media, social media, through our membership and organisations we link with)
 - Arrange to meet with the Shropshire Kidney Patient Association to discuss their concerns regarding renal services
 - To develop a focus group for patients and carers to look at the design of the new building.
 - Ensure that any patients who are impacted by this change are kept informed through the renal dialysis service at both sites
 - Ensure that all staff are kept informed and receive regular updates from the Centre Manager and Clinical leads and a formal management of change process is followed
 - Regular updates on the proposal, move and subsequent consolidated service will be given through the community members update email.
 - If the service move was to go ahead we would review this after 6 months (at the latest) with patient and public involvement.

