

Summary of engagement activity and feedback 14 September 2020

Proposed short-distance relocation of Ellesmere Port Tissue Viability and Podiatry Services

The proposal

CWP currently provides Tissue Viability and Podiatry services from Stanney Lane Clinic in Ellesmere Port. It is our intention to relocate these services the short distance to Hope Farm Clinic (also in Ellesmere Port), just under two miles away.

While the delivery model for both services will remain the same, the enhanced clinical setting of Hope Farm Clinic will provide an improved patient experience at minimal disruption for people accessing these services.

Stanney Lane Clinic

It has been formally recognised by the Care Quality Commission (CQC) that the layout of clinical space at Stanney Lane does not adhere to best practice privacy and dignity requirements.

As CWP currently leases space from building owners NHS Property Services it is not possible for the Trust to invest capital into Stanney Lane Clinic to improve the environment. With CWP also unable to manage day-to-day maintenance of the building, wider environmental challenges such as internal drainage problems have impacted service delivery in recent years.

In addition to CWP's Tissue Viability service and Podiatry service, Stanney Lane clinic currently houses Paediatric Outpatient services provided by Countess of Chester Hospital NHS Foundation Trust and Sexual Health services provided by Virgin Healthcare.

Hope Farm Clinic and the patient environment

CWP currently provides Continence, Urology and Dermatology services from Hope Farm Clinic. The enhanced clinical space at Hope Farm will enable privacy and dignity for patients accessing Podiatry and Tissue Viability services, addressing concerns raised by CQC and providing a more person-centred clinical environment to receive care.

CWP owns the Hope Farm Clinic building and is therefore able to invest capital to support long-term improvements and ensure responsive day-to-day estates management.

There is also a parade of stores near to Hope Farm that provides local amenities should people accessing services wish to access other convenient local services at the same time.

- Car parking is available close to local shops and no requirement to cross a busy road to get to the clinic
- Wheelchair access for podiatry clinics
- Increased appointment capacity: increase in clinic couches, joint usage and joint care reviews
- Improved privacy and dignity: couches are partitioned
- Sluice available in the dressing clinic so able to wash patients' legs, which will also promote good skin care.

Moving forward this proposed change would see Hope Farm become a community physical health services hub for the town, with a number of additional specialist services available in the local area.

Patient engagement

Combined, the Tissue Viability and Podiatry services have an average of 350 unique patients per month and 2000 unique patients per year.

As part of our relocation feasibility review (pre-COVID-19) we established that around 4% of patients walked to the clinic, with the remainder driving or getting a taxi (76%), using another motorised vehicle (4%) or public transport (3%).

For those who may find the short distance between Stanney Lane and Hope Farm a challenge (eg those relying on walking), both Tissue Viability and Podiatry services can also be delivered in a patient's home. Throughout the COVID-19 period teams have been providing regular dressing and podiatry services at people's homes – an offer received positively by patients. The ability for patients to attend the clinic forms part of their person-centred assessment prior to attendance.

Over recent months, patients currently on the caseload for these services have been informed directly of the proposal to relocate and offered an opportunity to feedback. One person identified possible travel difficulties and was offered the option of receiving care in their own home, which they were happy with. Many expressed positivity towards the improvements and no further concerns have been expressed.

Wider stakeholder engagement and feedback

Over the last four weeks (11 August – 11 September), we have worked in partnership with the local authority, the Cheshire Clinical Commissioning Group (CCG) and Healthwatch Cheshire on a period of focused engagement to ensure the views of wider stakeholders are roundly captured and considered.

Our proposal document and invitation to feedback has been shared directly with a wide range of local stakeholders, consisting of Patient Participation Groups (PPGs) for the two

main GP practices in the area (Great Sutton and Hope Farm), wider NHS and Local Authority partners, local community centres, police community support officers, schools, local councillors and Justin Madders MP for Ellesmere Port and Neston. It was also shared digitally via social media and partner websites.

While no formal feedback has been received by CWP or Healthwatch from the area's wider Care Community network, the local PPGs have confirmed their support for the proposed move:

- "As far as I am concerned the move to Hope Farm Clinic encompassing the proposed changes are encouraging and certainly meet with my approval. If all goes well then, the facilities will provide a much-needed improvement and better personal treatment for patients."
- "I am assured that there will be adequate fully trained nurses at all times so all looks well for the future."
- "I am in full support of the project to move from Stanney Lane Clinic to a modernized Hope Farm Clinic and the proposals outlined to improve patient treatment."

Two further queries regarding car parking and public transport were submitted by PPGs:

- "Hope farm does not provide many car parking spaces. The alternative is to park in the large car park behind the shops. This normally meets the needs but tends to be full to overflowing as parents tend to drop off children between 08.30 and collect from 15.00 hours during school time."

CWP response / mitigation:

Hope Farm Clinic has 25 car parking spaces available to patients, with two dedicated spaces for people with mobility issues. The nearby car park will not require patients to cross a busy road to get to the clinic, and while we understand there may be busier periods, we are confident the significant increase in parking availability is an improvement to the current situation where there are currently eight car parking spaces available to patients accessing Stanney Lane Clinic.

- "Patients who rely on public transport may have to change at the Town Centre especially if they reside in Wolverham, Stanney Grange, Westminster."

CWP response / mitigation: While our feasibility review highlighted that public transport is only used by 3% of patients, we appreciate it is vital that the services remain easily accessible via this route. Although the proposed move to Hope Farm may lead to small changes in public transport routes for some, the closest bus stop to Hope Farm is significantly nearer to its equivalent at Stanney Lane, which currently requires approximately 200m walk to reach the building from the central bus station where most bus journeys

terminate. For those who may find travelling to Hope Farm an obstacle, services will be offered at home. This has been established with one patient as a direct result of discussing the impact of the proposed changes during our engagement and was very positively received. The services have been accessed frequently at home during the pandemic as an alternative to travelling to clinic.

Following the end of the period of engagement (14/09/2020) we confirmed with Healthwatch that no further feedback or issues had been raised.

Analysis of patient travel data

In addition to our focused patient and community engagement, we have conducted a detailed travel analysis of every patient who has accessed either Podiatry or Dressing services at Stanney Lane over the last five years. Comparing this data with an equivalent journey to Hope Farm Clinic, we can confirm that:

- The average journey distance for patients from their home to the clinic is slightly reduced (from 3.1 to 2.9 miles). [Note: this is based on an assumption that all patients will continue to travel into clinic – these figures do not include the fact that the increase in home visits overall has already eliminated travel altogether for some patients who would prefer to access the service at home]
- The average journey time remains the same – approximately 9 minutes [Note: by car]

Next steps

In light of the positive response to the proposals from current patients, partners and members of the local PPGs, we would now like to progress short-distance relocation of Ellesmere Port Tissue Viability and Podiatry Services to Hope Farm Clinic on Monday 28 September 2020.

In collaboration with patients and wider community stakeholders we continue to explore further potential improvements to services in the area – aligning with the local NHS and Local Authority's Ellesmere Port integrated health and care campus. Further details of these intentions and underpinning engagement activity will be shared at the earliest opportunity.