

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

### **Introduction**

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.

Before progressing with this relocation we are holding a further period of engagement over the next month to ensure the views of wider stakeholders are roundly captured and considered.

This document provides information that has informed this proposed short-distance relocation.

### **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 also 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 Service 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 Service 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.

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. No further concerns have been expressed.

We have discussed the service change with Healthwatch Cheshire who are not aware of any local objections via their networks and are happy to support our extended period of engagement during the next month.

### **Next steps**

If you would like to provide feedback during this period please contact Patient Advice and Liaison Service via the Freephone number **0800 195 4462** or via [cwp.PALS@nhs.net](mailto:cwp.PALS@nhs.net) by Friday 11<sup>th</sup> September 2020.