

Community Health Services Review

public consultation

Summary document

16 June - 5 October 2008



Leicestershire County and Rutland PCT is carrying out a public consultation on the future of its community health services.

This is a summary document of our review and our proposals, and includes a questionnaire for you to fill in with your feedback. Copies of the full consultation document are available to download from www.lcrpct.nhs.uk or request by email from jo.cooper@lcrpct.nhs.uk or telephone 0116 295 7643 or 7626. Alternatively, you can fill in the questionnaire electronically online at www.lcrpct.nhs.uk

Contents

Introduction	2
What we looked at	2
Our vision	3
Delivery	5
Securing capital	5
Leicestershire County and Rutland Primary Care Trust Community Hospitals	6
Diagram showing current configuration	6
Diagram showing proposed reconfiguration	6
Events for the public	7
Your feedback	8
Questionnaire information (Questionnaire pull out centre pages)	8
Taking part	8
Any queries	8
Publishing the results	8
Cabinet Office Code of Practice on Consultation	9

Summary

i Introduction

The NHS nationally has been moving care away from acute hospitals and closer to home, where this is clinically safe. This has happened in response to what the public say they would like. It has also happened because modern technology means it is much easier and safer to treat people in community settings than it used to be.

In Leicestershire County and Rutland we have ten community hospitals, and in recent months we have been reviewing these hospitals, and reviewing our care in GP surgeries and other community settings, to see how we can continue to bring care closer to home. We wanted to see if there were more treatments and care we could offer people in community hospitals or nearby, to save them travelling long distances and visiting more specialist hospitals unnecessarily. We also wanted to see if there were ways we could make it easier for our residents to have care in one place, so that instead of having several appointments for tests and diagnosis, people could have some kind of 'one-stop shop' facility.

Another important part of our thinking was the need to help people live healthier lifestyles. We wanted to look at how healthy people are in Leicestershire and Rutland, where there are any high incidences of illness, and whether there are some areas with worse health than others. This information has been a central part of our work.

We have now finished the first part of our review, and have developed some proposals for the future of our community health services. These provide a ten year vision of how we think our health services can develop, with a strong focus on community hospitals.

This is a summary of our public consultation document, laying out how we have arrived at these options, and what we are proposing, both for the whole PCT area, and for community hospitals in specific places. This consultation covers our overall strategic direction for community health services and specific proposals for six areas: Coalville, Hinckley, Loughborough, Market Harborough, Melton Mowbray and Rutland.

This consultation does not include Ashby and Lutterworth areas. Further work is being carried out with clinicians in these areas to decide on possible proposals. Details about this are available on the PCT's website or on request. The consultation does not include out of hours services. It also does not include services run by other organisations, for example, University Hospitals of Leicester and Leicestershire Partnership Trust, which provides mental health care. As we are responsible for health services in Leicestershire County and Rutland our review and consultation do not include anything within Leicester City boundaries.

A questionnaire is enclosed which you are invited to complete to let us know your views of our proposals. We welcome your feedback.

The consultation will last from 16 June to 5 October. At the end of the period we will publish a summary of people's responses. They will then be used to help in our planning for the future.

ii What we looked at

Our vision is that Leicestershire and Rutland becomes the healthiest place in the UK and that by 2018 people in Leicestershire and Rutland will have access to services which are as local as possible, provided this can be done safely and cost effectively. They will be provided in several places including community hospitals, GP surgeries and clinics, residential and nursing homes, and wherever possible in people's own homes.

In our review we considered how we could best develop our community health services, balancing affordability, quality, clinical safety and access. We based our planning on population growth over the next ten years. Forecasts say that the proportion of older people in Leicestershire and Rutland will grow over the next ten years, with related healthcare needs, such as breathing problems.

We found that our community hospitals were not always used to full capacity, and that there was scope for development. We also found that the way people were treated for minor injuries varied across Leicestershire and Rutland.

Through 'practice based commissioning' (PBC) GPs have a greater say in which services are available from a variety of healthcare settings, including community hospitals and their own premises. We have looked at how GP services fit with our overall community services, including community hospitals in the future. We are working with GPs to ensure our proposals complement practice based commissioning, and vice versa.

We have worked with local partners, including other NHS Trusts, local authorities, patient representatives and the voluntary sector, to develop our plans. We will make sure our plans fit in with the bigger picture of all public and voluntary sector services, including the national Our NHS, Our Future review and the review of all health services across Leicester, Leicestershire and Rutland.

iii Our vision

We are working towards several overall principles:

- More support for patients to stay in their homes as long as possible, providing care in a different way through larger community nursing teams, who will work with consultant geriatricians, GPs, adult social care and the voluntary sector to ensure each patient gets the package of care that best meets their individual needs
- Extended opening hours for some services
- Providing a wider range of care in five community hospitals which we are calling 'one-stop health hubs'
- Having two Walk-In Centres, one for north Leicestershire (already running in Loughborough), one for south Leicestershire (a proposed new 8am - 8pm health centre)
- Care for minor illnesses and minor injuries in the future offered through a range of options which would include GP surgeries, pharmacies, community hospitals or Walk-In Centres and the out of hours telephone service
- More diagnostic tests offered at community hospitals and GP surgeries
- More outpatient clinics offered at community hospitals and GP surgeries
- More day case procedures offered at community hospitals and GP surgeries
- Extended palliative care (care for people at the end of their life) in community hospitals, other care settings such as care homes, and where possible patients' homes. Surveys show staying at home is preferred by many people.

We will operate these within a 'hub and spoke' model. The hubs will be five of the current community hospitals, at Coalville, Hinckley, Loughborough, Market Harborough and Melton Mowbray, providing a wider range and volume of services. The spokes will include smaller community hospitals, GP primary care providers, other local community service points, social care, and local authority services.

The following are our proposals for specific localities:

<p>Coalville</p>	<p>Our vision is to turn Coalville Community Hospital into a 'one-stop health hub' which would increase the range of services available and reduce the need to travel to big acute hospitals. The range of services would include palliative care. We would increase outpatient and day case activity and diagnostics and keep the inpatient beds.</p> <p>This would be achieved by reorganising existing buildings on the hospital site supported by other services based in the community.</p>
<p>Hinckley and Bosworth</p>	<p>Our vision for Hinckley and Bosworth is to have a 'one-stop health hub' which will increase the range of services available and reduce the need to travel to big acute hospitals. We would increase outpatient and day case activity and diagnostics and keep the inpatient beds. The suggested proposal is to move all community hospital services onto a single extended site at Hinckley and Bosworth Community Hospital, supported by services in the community. The current Hinckley and District Hospital site would be sold by the PCT.</p> <p>The GPs currently based at Hinckley Health Centre would also move to the Hinckley and Bosworth Community Hospital site.</p>
<p>Loughborough</p>	<p>Our vision is to turn Loughborough Hospital into a 'one-stop health hub', which will increase the range of services available and reduce the need to travel to big acute hospitals. We would increase outpatient and day case activity and diagnostics and keep the inpatient beds.</p> <p>The suggested proposal is to keep the current bed capacity and increase outpatient capacity within the current hospital. We would move the Walk-In Centre onto the hospital site, which would have a number of benefits, including quicker access to diagnostic tests.</p>
<p>Market Harborough</p>	<p>Our vision is for Market Harborough to have a 'one-stop health hub' which will increase the range of services available and reduce the need to travel to big acute hospitals. We would increase outpatient and day case activity and diagnostics and keep the inpatient beds. Our suggested proposal is to move services onto a single site, including current hospital services and the Market Harborough Medical Practice, supported by other services in the community. This could be done either by refurbishing St Luke's Hospital and extending it where necessary, or by some rebuild. This is dependent on the final service requirements and cost. Market Harborough and District Hospital would be sold by the PCT.</p> <p>The War Memorial would be protected and moved to a suitable location, by agreement with the local council, public representatives and others.</p>

<p>Melton Mowbray</p>	<p>Our vision is to turn Melton Mowbray Hospital into a 'one-stop health hub' which will increase the range of services available and reduce the need to travel to big acute hospitals.</p> <p>We would do this through our suggested proposal of moving all existing services onto the community hospital site, and selling the former St Mary's Hospital buildings. We would increase outpatient and day case activity and diagnostics and keep the inpatient beds. For this to be cost-effective and long-lasting, we will need the services to be well used by local GP practices and patients and will be monitoring this over the next 18 months.</p>
<p>Rutland</p>	<p>Our vision for Rutland is to develop a range of integrated primary care and community services, led by all the local GPs. The suggested proposal is that local primary care services integrate with current hospital services to create a new-style healthcare centre which will include inpatient beds.</p> <p>Details of how this will be achieved will be developed following feedback through public consultation and further work with GPs, but it is likely that changes to the current Rutland Memorial Hospital would be needed.</p>

iv Delivery

At the same time as the public consultation we will firm up options for securing capital for these developments, and continue developing proposals for Ashby and Lutterworth.

Following the public consultation, we will consider the feedback we have had and use it to inform our decision-making before we carry out any changes.

We will prioritise our proposals based on the feedback from the public consultation and the agreed criteria. These are clinical quality, local need and health priorities, health inequalities, risk and access.

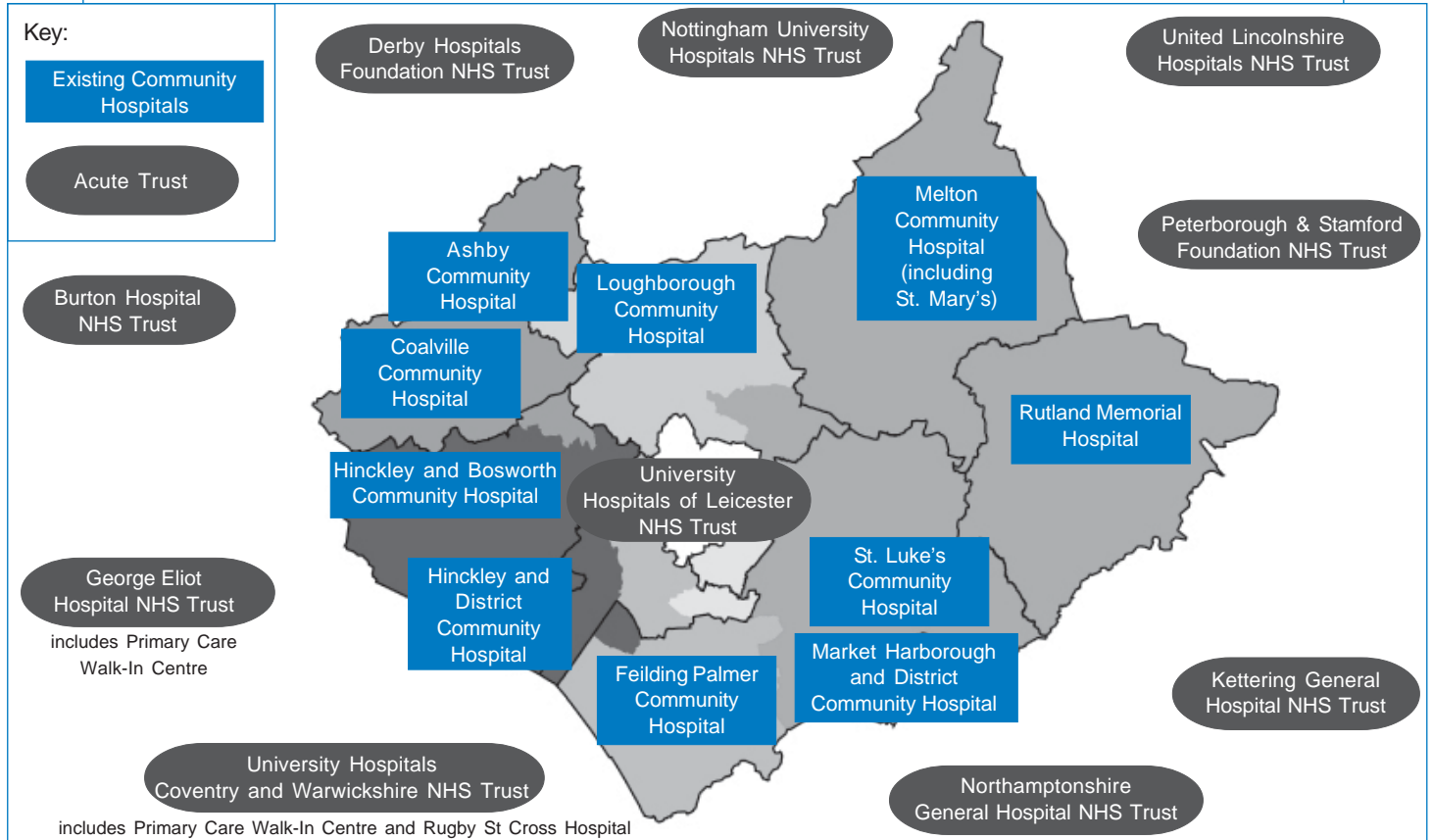
We will work to ensure that our ideas for the future continue to aim at delivering a service which will help to make Leicestershire and Rutland the healthiest place in the UK.

v Securing capital

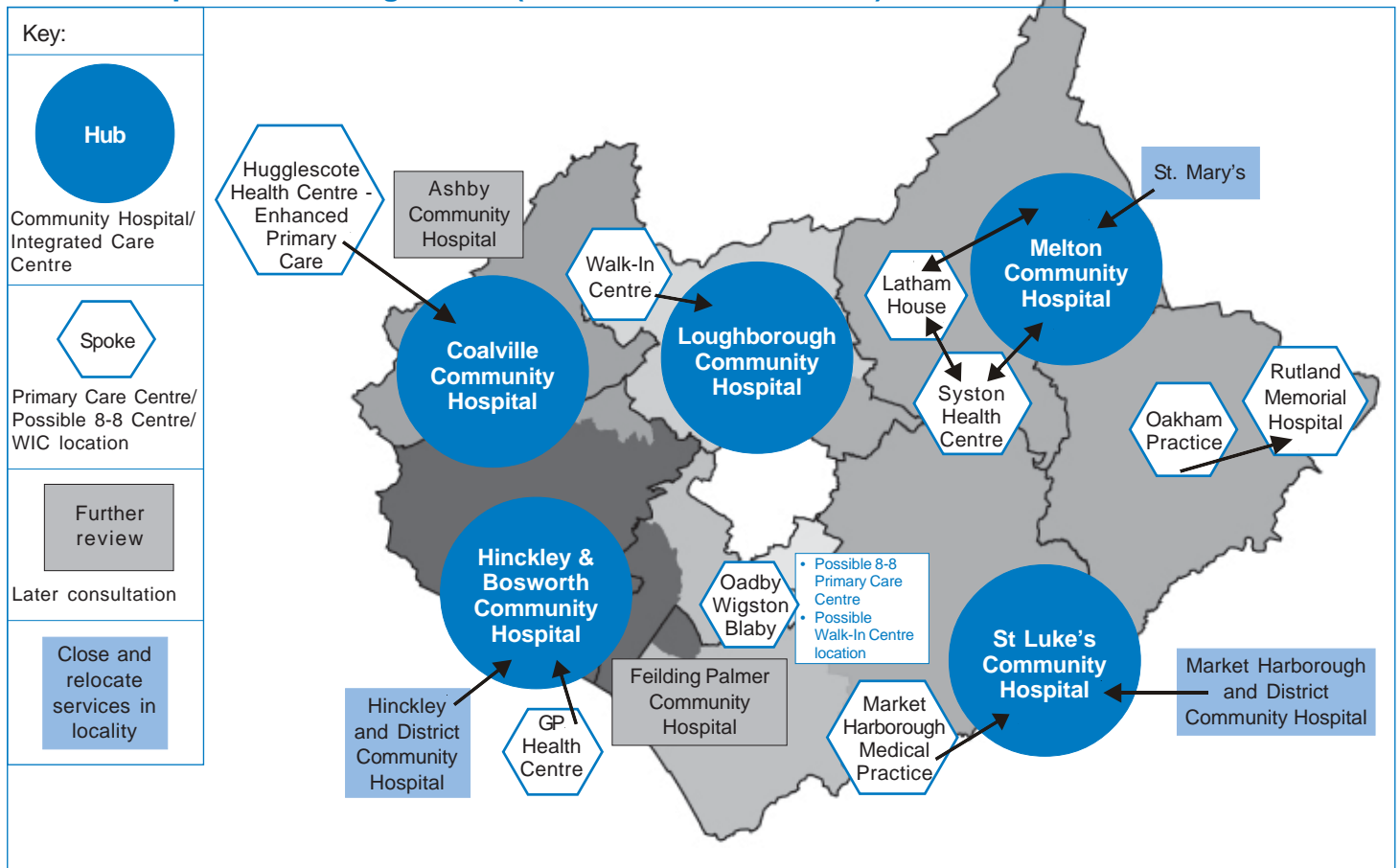
Having gained feedback for our vision, our challenge will be to secure the right level of capital investment to support our strategy to develop our community hospital facilities. We will explore various sources of funding, including Local Improvement Finance Trust (LIFT) schemes, national initiative funds, private sector or voluntary organisations, and funding for priority population growth areas. We will evaluate these options further during the consultation period.

It is likely that the PCT will be able to progress work in Coalville, Loughborough and Melton Mowbray from NHS capital. This work could begin once funding is in place. Development in Hinckley, Market Harborough and Rutland is likely to need work in partnership with the private sector, and will be able to start once funding is secured.

Leicestershire County and Rutland Primary Care Trust Community Hospitals' Current Configuration



Leicestershire County and Rutland Primary Care Trust Community Hospitals' Proposed Reconfiguration (Acute Trusts not shown)



Events for the public

During the consultation period we will be holding a number of information events for patients, public, staff and any other interested parties.

If you have any queries please contact the Engagement and Involvement Department, telephone 0116 295 7626

Blaby	
1 July 2008 (Tuesday) 2pm - 7pm	Blaby & District Social Centre, Leicester Road, Blaby, LE8 4GQ
Lutterworth	
2 July 2008 (Wednesday) 2pm - 7pm	Lutterworth Town Hall, 2 Kings Way, Lutterworth LE14 4QA
Hinckley	
9 September 2008 (Tuesday) 2pm - 7pm	Hinckley Leisure Centre, Coventry Road, Hinckley, LE10 0JR
Oadby and Wigston	
10 September 2008 (Wednesday) 2pm - 7pm	The Kings Centre, 56 Bull Head Street, Wigston, LE18 1PA
Coalville	
16 September 2008 (Tuesday) 2pm - 7pm	The Marlene Reid Centre, 85 Belvoir Road, Coalville, LE67 3PH
Oakham	
17 September 2008 (Wednesday) 2pm - 7pm	The Victoria Hall, 39 High Street, Oakham, Rutland, LE15 6AH
Melton Mowbray	
18 September 2008 (Thursday) 2pm - 7pm	Melton Mowbray Working Men's Club, 21 Norman Way, Melton Mowbray, LE13 1JE
Ashby-de-la-Zouch	
22 September 2008 (Monday) 2pm - 7pm	The Royal Hotel, Station Road, Ashby-de-la-Zouch, LE65 2GP
Market Harborough	
23 September 2008 (Tuesday) 2pm - 7pm	Market Harborough Baptist Church New Horizons Hall, 25 Coventry Road, Market Harborough, LE16 9BX
Loughborough	
24 September 2008 (Wednesday) 2pm - 7pm	Loughborough Town Hall, Beacon Room, Market Place, Loughborough, LE11 3EB

Your feedback

Questionnaire

A printable questionnaire is included at the end of this document. Alternatively, you can complete the questionnaire online. If you are reading this electronically, click on the word online to go through to the questionnaire. Please take the time to complete the sections you wish to.

Taking part

To take part in the consultation you can:

Email	Send your questionnaire FREEPOST to
jo.cooper@lcrpct.nhs.uk	FREEPOST, RRHS-EUHR-LCZA, Jo Cooper, Leicestershire County and Rutland PCT, Lakeside House, 4 Smith Way, Grove Park, Enderby, Leicestershire LE19 1SS
Telephone	
0116 295 7643 or 7626 to speak to a member of the communications and engagement team	
Log on to: www.lcrpct.nhs.uk	
then click on 'Developing Community Health Services' to feed in your views online	

Copies of the full consultation document are available.

The full ten year strategy document which forms our pre-consultation business case is also available on request or the documents can be downloaded from the website www.lcrpct.nhs.uk

Any queries

If you have any questions, please contact a member of the communications and engagement team in the first instance on 0116 295 7643 or 7626. If you would like to raise concerns with someone independent of the consultation process, then please contact:

Mr Moosa Patel,
Directorate of Corporate Affairs,
Leicestershire County and Rutland PCT,
Lakeside House,
2 Smith Way,
Grove Park,
Enderby,
Leicestershire LE19 1SS

Email: moosa.patel@lcrpct.nhs.uk
Tel: 0116 295 7535
Fax: 0116 295 7537

Publishing the results

A summary of the results of the consultation will be published in November 2008 at www.lcrpct.nhs.uk and will be available in printed form on request.

Cabinet Office Code of Practice on Consultation

This consultation is being carried out in line with the following Cabinet Office¹ criteria:

The six consultation criteria

1.	Consult widely throughout the process, allowing a minimum of 12 weeks for written consultation at least once during the development of the policy.
2.	Be clear about what your proposals are, who may be affected, what questions are being asked and the timescale for responses.
3.	Ensure that your consultation is clear, concise and widely accessible.
4.	Give feedback regarding the responses received and how the consultation process influenced the policy.
5.	Monitor your department's effectiveness at consultation, including through the use of a designated consultation co-ordinator.
6.	Ensure your consultation follows better regulation best practice, including carrying out a Regulatory Impact Assessment if appropriate.

Alternative versions

We can provide versions of this document (Community Health Services Review, Public Consultation) in other languages and formats on request. Please contact the Engagement and Involvement Department, telephone 0116 295 7626.

Gujarati	વિનંતી કરવાથી આ દસ્તાવેજનું (કોમ્યુનિટી હેલ્થ સર્વિસીસ રિવ્યૂ, પબ્લિક કન્સલ્ટેશન) ભાષાંતર અમે બીજી ભાષાઓમાં અને રૂપોમાં પૂરું પાડી શકીએ છીએ. મહેરબાની કરી એન્ગેજમેન્ટ અને ઇન્વોલ્વમેન્ટ ડિપાર્ટમેન્ટનો, ટેલિફોન 0116 295 7626 ઉપર સંપર્ક કરો.
Bengali	অনুরোধ করলে আমরা এই ডকুমেন্ট'এর (কমিউনিটি হেলথ সার্ভিসেস রিভিউ, পাবলিক কনসালটেশন) অনুবাদ অন্যান্য ভাষায় বা অন্যকোন ভাবে (ফরম্যাট) দিতে পারবো। অনুগ্রহ করে এনগেজমেন্ট এ্যান্ড ইনভলভমেন্ট ডিপার্টমেন্ট'এর সাথে 0116 295 7626 নাম্বারে যোগাযোগ করুন।
Hindi	निवेदन करने पर हम इस दस्तावेज़ (कम्युनिटी हेल्थ सर्विसिज़ रिव्यू, पब्लिक कॉन्सल्टेशॉन) का अनुवाद दूसरी भाषायों और रूपों में प्रदान कर सकते हैं। कृपया इन्वोल्वमेंट ऐण्ड इन्वाल्वमेंट डिपार्टमेंट के साथ टैलिफोन 0116 295 7626 पर सम्पर्क करें।
Punjabi	ਬੇਨਤੀ ਕਰਨ ਤੇ ਅਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ (ਕਮਿਊਨਿਟੀ ਹੈਲਥ ਸਰਵਿਸਿਜ਼ ਰਿਵਿਊ, ਪਬਲਿਕ ਕੰਨਸਲਟੇਸ਼ਨ) ਦਾ ਅਨੁਵਾਦ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਰੂਪਾਂ ਵਿੱਚ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇੰਗੇਜ਼ਮੈਂਟ ਐਂਡ ਇਨਵਾਲਵਮੈਂਟ ਡਿਪਾਰਟਮੈਂਟ ਨਾਲ ਟੈਲੀਫੋਨ 0116 295 7626 ਤੇ ਸੰਪਰਕ ਕਰੋ।
Polish	Zapewniamy ta wersje dokumentu (Przegląd Usług Zdrowia dla Mieszkańców, Debata Publiczna) w innych językach i formatach na życzenie. Proszę o kontakt z Wydziałem Zainteresowań pod numerem telefonu 0116 295 7626.
Chinese	如您提出要求，我们可以提供本文件（社区健康服务评估，征求公众意见本）的其他语言文本。请与结合及参与处联系，电话号码是0116 295 7626。

Published by:
Leicestershire County and Rutland PCT,
Lakeside House,
4 Smith Way,
Grove Park,
Enderby,
Leicestershire LE19 1SS

June 2008

A full version of this document, including the questionnaire, is available from the website www.lcrpct.nhs.uk or on request. Email jo.cooper@lcrpct.nhs.uk or telephone 0116 295 7643 or 7626.

The full ten year strategic vision is also available on request.

A summary of responses to the consultation will be available in November 2008 at www.lcrpct.nhs.uk and a printed version will be available on request.

Community health services review consultation - your feedback questionnaire

These questions are about the overall community health services proposals for Leicestershire and Rutland. Please fill/colour in one box in each section you wish to answer eg:  **USING BLACK BALL POINT PEN.**

Section 1 - General community health services

1 Providing care closer to home will improve treatment

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 If more diagnostic tests available locally means fewer waits and visits for appointments, I would want to use these services if I need them

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Even with improved transport links, I would rather go to a central city acute hospital than go to a community hospital or GP surgery for my outpatient appointment

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 I would like to see my GP and his/her team providing more services such as minor injuries care and rehabilitation

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 The five community hospital 'one-stop hubs' (in Coalville, Hinckley, Loughborough, Market Harborough and Melton Mowbray) that would offer more services and reduce the need to travel to acute hospitals would benefit me

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments about questions in section 1:

Send this questionnaire (no stamp required) to:
FREEPOST, RRHS-EUHR-LCZA, Jo Cooper, Leicestershire County and Rutland PCT,
Lakeside House, 4 Smith Way, Grove Park, Enderby, Leicestershire, LE19 1SS
by 5 October 2008. You can also send additional supporting information.

Section 2 - about individual sites

The following questions are about individual site locations. You may answer the questions for all the sites, or only those closest and of most interest to you. Please feel free to leave non-relevant sites blank. These proposals result from the recommendations of our review working groups, including clinicians. Please provide us with any comments in the spaces provided.

Coalville

6 The suggested proposal for Coalville Community Hospital to become a 'one-stop hub', with an extended range of services, and extended stroke and palliative care services, would be of benefit to the area

Strongly agree

Agree

Don't know

Disagree

Strongly disagree

Comments on Coalville

Hinckley

7 The suggested proposal to develop Hinckley and Bosworth Community Hospital into a 'one-stop hub' with an extended range of services, and for GPs from Hinckley Health Centre to move there, would be of benefit to the area

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8 The suggested proposal to sell Hinckley and District Hospital and reinvest the money in health services, would be of benefit to the area

Strongly agree	Agree	Don't know	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments on Hinckley

Loughborough

9 The suggested proposal, for Loughborough Hospital to become a 'one-stop hub' with an extended range of services, would be of benefit to the area

Strongly agree Agree Don't know Disagree Strongly disagree

10 The suggested proposal to move the Walk-In Centre to Loughborough Hospital would result in an improved service

Strongly agree Agree Don't know Disagree Strongly disagree

Comments on Loughborough

Market Harborough

11 The suggested proposal for St Luke’s Hospital to become a ‘one-stop hub’ with an extended range of services, moving services from Market Harborough and District Hospital and Market Harborough Medical Practice, onto the St Luke’s Hospital site, would be of benefit to the area

Strongly agree Agree Don’t know Disagree Strongly disagree

12 The suggested proposal to sell Market Harborough and District Hospital, moving the War Memorial to a suitable location, would be of benefit to the area

Strongly agree Agree Don’t know Disagree Strongly disagree

Comments on Market Harborough

Melton Mowbray

13 The suggested proposal, for Melton Mowbray Hospital to become a 'one-stop hub' with an extended range of services, would be of benefit to the area

Strongly agree Agree Don't know Disagree Strongly disagree

14 The suggested proposal to sell the former St Mary's Hospital buildings would be of benefit to the area

Strongly agree Agree Don't know Disagree Strongly disagree

Comments on Melton Mowbray

Rutland

15 The suggested proposal, to create a care centre on the Rutland Memorial Hospital site, led by Oakham Medical Practice GPs and supported by GPs across Rutland, that provides patient beds and a wide range of services, would be of benefit to the area

Strongly agree Agree Don't know Disagree Strongly disagree

Comments on Rutland

16 What is your overall view of NHS healthcare services in Leicestershire and Rutland?

Very positive Positive Neutral Negative Very negative

Please complete as much of the information about yourself as you feel comfortable with. The information you provide will be kept in accordance with the terms of the Data Protection Acts 1998 and 2000 and will only be used to help us understand who is taking part in the consultation. Responses will also be subject to the Freedom of Information Act 2000.

Section 3 - about you

17 Gender

Male

Female

Prefer not to say

18 Age group

Under 16

16 to 24

25 to 34

35 to 59

60 to 74

75+

Prefer not to say

19 Ethnic group

Asian or
Asian British

Black or
Black British

Chinese

Mixed/dual
heritage

White

Other ethnic
group

20 Disability

Do you consider yourself to have a disability?

Yes

No

21 Sexual orientation

Bisexual

Heterosexual

Gay

Lesbian

Transgender

Prefer not to say

22 Religion and belief

Bahai

Buddhist

Christian

Hindu

Jain

Jewish

Muslim

Sikh

No religion

Prefer not to say

Other (please state)

23 Postcode - please supply the first part of your postcode eg. LE12

(we will not be able to identify your address from this but it helps us understand roughly where replies are from)

24 Service use

Have you in the past received acute or community hospital treatment within Leicester, Leicestershire and Rutland?

Yes

No

25 Overall, I am satisfied with how I have been consulted and the level of information that I have been provided with

Strongly agree

Agree

Don't know

Disagree

Strongly disagree