

## NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL

### ADDITIONAL ITEM POLICY DEVELOPMENT GROUP – 9 JULY 2012

Title of report	<b>WEST LEICESTERSHIRE COMMUNITY HOSPITALS – THE WAY FORWARD</b>
Contacts	Councillor Alison Smith 01530 835668 <a href="mailto:alison.smith@nwleicestershire.gov.uk">alison.smith@nwleicestershire.gov.uk</a>  Director of Services 01530 454555 <a href="mailto:steve.bambrick@nwleicestershire.gov.uk">steve.bambrick@nwleicestershire.gov.uk</a>  Head of Community Services 01530 454832 <a href="mailto:john.richardson@nwleicestershire.gov.uk">john.richardson@nwleicestershire.gov.uk</a>
Purpose of report	To consult Policy Development Group on how best to promote the engagement of residents on the Way Forward for Community Hospitals and to seek comments on the questionnaire.
Council Priorities	Safer and Healthier district
Implications:	
Financial/Staff	N/A
Link to relevant CAT	N/A
Risk Management	N/A
Equalities Impact Assessment	N/A
Human Rights	N/A
Transformational Government	This relates to the new ways in which the public sector are being asked to deliver their services.
Consultees	This report is promoting the engagement of residents on the Future of Community Hospitals in the West Leicestershire Clinical Commissioning Group (CCG) area.
Background papers	West Leicestershire Community Hospitals – The Way Forward West Leicestershire CCG Board Papers <a href="http://www.lcr.nhs.uk/Clinicalcommissioninggroups-WestLeicestershireCCG-WestLeicestershireCommunityHospitalsThewayforward.aspx">http://www.lcr.nhs.uk/Clinicalcommissioninggroups-WestLeicestershireCCG-WestLeicestershireCommunityHospitalsThewayforward.aspx</a>

Recommendations	<b>THAT POLICY DEVELOPMENT GROUP CONSIDER AND COMMENT ON THE ATTACHED BRIEFING PAPER AND PROPOSE HOW TO MAXIMISE AWARENESS OF THE ENGAGEMENT QUESTIONNAIRE WITH RESIDENTS</b>
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## 1.0 BACKGROUND

- 1.1 The West Leicestershire Clinical Commissioning Group are exploring the best ways to deliver care closer to home and in community settings, including the five community hospitals in West Leicestershire.
- 1.2 The five community hospitals are:
- Coalville Community Hospital
  - Hinckley and Bosworth Community Hospital
  - Hinckley and District Community Hospital
  - Loughborough Community Hospital
  - Ashby-de-la-Zouch Community Hospital
- 1.3 As part of this, they need to know what is important to residents. The attached briefing (See Appendix 1) gives some information about how they are thinking about the future of their services, including the community hospitals.
- 1.4 They would like to ask all residents to take a few minutes and complete a questionnaire (See Appendix 2). The questionnaire closes on **22nd July 2012**
- 1.5 They are also holding two workshops where residents can attend and have their say. See below for details;

### Community Hospitals the Way Forward Engagement Event **July 9 2012**

7pm to 9pm (registration from 6.30pm)  
The Hood Park Leisure Centre  
Norfolk Street, Ashby-de-la-Zouch, LE67 1HU  
Tel: 01530 412 181

### Community Hospitals the Way Forward Engagement Event **July 16 2012**

2pm to 4pm (registration at 1.30pm)  
St Francis Community Centre  
Tudor Road, Hinckley, LE10 0EQ  
Tel: 01455 617 185

To book a place at one of these engagement events or for more information, please contact:

Penny Harris, Administrator to the Engagement Team at  
[Penny.Harris@leicestercity.nhs.uk](mailto:Penny.Harris@leicestercity.nhs.uk) or call 0116 295 7571

## **2.0 NEXT STEPS**

- 2.1 This report is being brought at short notice due to the recent release of this engagement exercise by the West Leicestershire Clinical Commissioning Group. Policy Development Group are asked to comment on the proposals in order that they may be progressed to Cabinet on 17 July 2012. Cabinet will consider these comments and form a stakeholder response from North West Leicestershire District Council back to the West Leicestershire Clinical Commissioning Group.
- 2.2 Policy Development Group are also asked to propose additional methods of promoting the engagement events and questionnaires to residents within the limited time scales available and within the resources available to the Council.
- 2.3 The results of the questionnaire will be used by the West Leicestershire Clinical Commissioning Group to inform a further consultation on the Community Hospitals likely to be held in the autumn.





## West Leicestershire Clinical Commissioning Group

### CCG Headquarters

55 Woodgate  
Loughborough  
Leicestershire  
LE11 2TZ  
Tel: 01509 567 700

## West Leicestershire community hospitals: the way forward

### What are we doing?

West Leicestershire Clinical Commissioning Group (CCG) was formed out of a consultative collaboration of local GPs across four localities. We have from the outset had some common principles in how we should work. One was to listen to the views of "patients, practices and partners" on the services we commission: the other being to make the most of our rather unusual situation of having five community hospitals in the patch. We have Loughborough Hospital, Ashby and District Hospital, Coalville Community Hospital, Hinckley and District Hospital, and Hinckley and Bosworth Community Hospital.

This provides us with a unique opportunity to provide more services closer to home, but also the challenge of making sure these services offer good value for money.

So we have begun a comprehensive review of the services currently provided at these hospitals, and how best the hospitals can be used in the future.

### What are the challenges?

WLCCG need to carry out this programme of work now because:

1. We need to meet the changing health needs of the population

The population of Leicestershire is predicted to grow by over 10% in the next 15 years. By 2033 a quarter of the population of Leicestershire will be over 65. It is great news that people are living longer but they also develop more chronic illness, which needs to be cared for.

So the future sees a larger proportion of older people, who will also (quite rightly) have higher expectations of the sort of care they receive. Patients want more choices, and more services provided locally. They also want more say in decisions made about their management. Many patients want to be more in control of managing their own chronic illness.



Our early surveys of patients also indicate they have concerns about current standards of care for the elderly, and services they receive in hospitals.

All of this will place a significant challenge to our community services, and particularly our community hospitals. We need to act now to ensure that they are prepared for this change and can continue to provide the care that our patients require and expect.

2. We need to ensure the community hospitals are fit for purpose, addressing both the poor condition of parts of the existing estate, and the current under utilisation of the hospitals

In January 2009, in the wake of a previous community hospital review, the previous commissioner, Leicestershire County and Rutland Primary Care Trust (PCT), approved a ten-year vision for community services. The vision set an agenda to meet the challenges that had been identified surrounding the current community hospitals, specifically that:

- The hospitals were underutilised, with not enough care being delivered in the community setting.
- There was an overdependence on secondary care which was acting as a barrier to achieving the local vision that care be delivered closer to home.
- The delivery of high quality care from some elements of the existing poorer estate was not sustainable in the long term.

These issues remain relevant today and we need to use the opportunity we have now that GPs are commissioning services to resolve these once and for all.

3. We need to ensure that community hospitals are delivering value for money

Whilst the Government has committed to increasing the NHS budget in cash terms, the NHS still faces significant financial pressures.

Building upon its success in 2011/12, the CCG is aiming to deliver £7.14 million QIPP saving but will additionally invest £2.3m of development funds and £7.1m of transformation funds directly towards delivering against the key transformation priorities.

One of these priorities is to make sure that community hospitals are an effective use of public money.

4. Consider the commissioning intentions of our neighbouring CCGs, and the impact of changes occurring at University Hospitals of Leicester

One of our key priorities as an organisation is that we engage fully with our local partners to gain the maximum possible involvement and agree a shared local vision, in developing local health services. Although we are three separate CCGs changes in services provided in one area will often impact on those in another.

### What will happen next?

The programme began in June and will run through to September. During this period we will:

- Work with GP colleagues to prioritise local concerns and health needs.
- Work with partners in our community and acute hospitals, social care and other community services to create an integrated system.
- Use clinical best practice to ensure that we are not restricting ourselves to current ways of working and are developing the best possible health system for our communities.
- Learn from our past experiences with our community hospitals to ensure their rich history in West Leicestershire is reflected in any decisions we make.

We will be keeping our staff, stakeholders and members of the public up to date on ways they can get involved and let us know their views on community services. Therefore we invite you to attend one of the following engagement events:

Community Hospitals the Way Forward Engagement Event

**Date: 9 July 2012**

**Time: 7pm to 9pm (registration from 6.30pm)**

Venue: The Hood Park Leisure Centre

Norfolk Street

Ashby-de-la-Zouch

LE67 1HU

Tel: 01530 412 181

Community Hospitals the Way Forward Engagement Event

**Date: 16 July 2012**

**Time: 2pm to 4pm (registration at 1.30pm)**

Venue: St Francis Community Centre

Tudor road

Hinckley

LE10 0EQ

Tel: 01455 617 185



We also invite you to complete an online questionnaire. Please visit <http://www.lcr.nhs.uk/Clinicalcommissioninggroups-WestLeicestershireCCG.aspx> and let us know your views (from Wednesday June 27 onwards)

To book a place at the engagement events please contact:

Penny Harris, Administrator to the Engagement Team at [Penny.Harris@leicestercity.nhs.uk](mailto:Penny.Harris@leicestercity.nhs.uk) or on 0116 295 7571

Depending on the outcome of this there may then be a formal public consultation during the autumn.

Any changes to the hospitals will then be actioned in 2013. The programme will also coordinate with the wider Leicester, Leicestershire and Rutland reconfiguration project, which is looking at the wider use of hospitals in the area.

Who should I contact if I would like more information?

If you have any questions please contact: Penny Harris, Administrator to the Engagement Team at [Penny.Harris@leicestercity.nhs.uk](mailto:Penny.Harris@leicestercity.nhs.uk) or on 0116 295 7571

Background note: West Leicestershire CCG is responsible for commissioning health services for the populations of North and South Charnwood, North West Leicestershire and Hinckley & Bosworth. It was established in April 2011 as part of fundamental reforms taking place in the NHS that set out the direction for empowering clinicians to innovate and improve local health services.



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## **WLCCG - Community Hospitals Review**

### **West Leicestershire Community Hospitals - The way forward**

#### Public and Patient Questionnaire

At the moment we are exploring the best ways to deliver care closer to home and in community settings, including the five community hospitals in West Leicestershire.

The five community hospitals are:

Coalville Community Hospital  
Hinckley and Bosworth Community Hospital  
Hinckley and District Community Hospital  
Loughborough Community Hospital  
Ashby-de-la-Zouch Community Hospital

As part of this, we need to know what is important to you.

The briefing gives you more information about our thinking on the future of our services, including our community hospitals. You can find this on by going to our web site, at [www.lcr.nhs.uk](http://www.lcr.nhs.uk)

Please note that our priority, when thinking about possible alternative settings of care, is to ensure patient safety, quality of care and cost effectiveness. It will, therefore, never be appropriate to deliver all health services closer to home as the more complex cases, whether due to trauma or disease, will need to be treated in the appropriate setting (for example services such as intensive care, accident and emergency, paediatric cardiac surgery and others). Also, it may not always be possible, due to the need for specialist staff and expensive equipment to have all diagnostic tests (for example, certain scans and specialised x rays) delivered in community settings.

Taking this into consideration, please can we ask you to take a few minutes to complete this questionnaire.

The closing date is 22nd July 2012.

If you would like more information please contact Penny Harris on 0116 295 7571  
or email [penny.harris@leicestercity.nhs.uk](mailto:penny.harris@leicestercity.nhs.uk)

# 1. What factors are most important to you in our five community hospitals?

Please tick the appropriate box underneath the issue

## Patient safety

- Not important at all
- Not very important
- I don't have a view
- Quite important
- Very important

## 2. Time spent travelling to get treatment

- Not important at all
- Not very important
- I don't have a view
- Quite important
- Very important

## 3. Car parking space for patients

- Not important at all
- Not very important
- I don't have a view
- Quite important
- Very important

## 4. Public transport access

- Not important at all
- Not very important
- I don't have a view
- Quite important
- Very important

## 5. Quality of care

- Not important at all
- Not very important
- I don't have a view

Quite important

Very important

**6. Overall patient experience**

Not important at all

Not very important

I don't have a view

Quite important

Very important

**7. Value for money (i.e. effective use of buildings, equipment and treatment)**

Not important at all

Not very important

I don't have a view

Quite important

Very important

**8. Waiting times for treatment**

Not important at all

Not very important

I don't have a view

Quite important

Very important

**9. Care is provided by clinician with specific expertise in my condition**

Not important at all

Not very important

I don't have a view

Quite important

Very important

**10. Families and/or carers are able to visit patients in hospital**

Not important at all

Not very important

I don't have a view

Quite important

Very important

**11. Patients are offered a choice of locations for receiving care**

Not important at all

Not very important

I don't have a view

Quite important

Very important

**12. Treatment is provided in well maintained, well designed buildings**

Not important at all

Not very important

I don't have a view

Quite important

Very important

**13. All treatment required by a patient is provided in the same location**

Not important at all

Not very important

I don't have a view

Quite important

Very important

**14. Are there any services currently provided from community hospitals which need to be improved?**

1

2

3

**15. Are there any new services which you would like to be provided from community hospitals?**

1

2

3

**16. Are there any services that you think community hospitals should stop providing?**

1

2

3

So that we can ensure that our survey is representative of the population, we would like you to complete the short monitoring section below. The information provided will only be used for the purpose it has been collected for and will not be passed on to any third parties.

### Data Protection Statement

All information will be kept strictly confidential and in accordance with the Data Protection Act 1998 and associated protocols.

### 17. What is the first part of your postcode e.g. LE1 2

### 18. What is your age range?

- Under 16
- 16-24
- 25-44
- 45-64
- 65-74
- 75-84
- 85 or over
- Prefer not to say

### 19. Do you consider yourself to have a disability?

- Yes
- No
- Prefer Not to say

### 20. Please indicate from the following categories (tick all that apply):

- Physical impairment/wheelchair user
- Partial or total loss of vision
- Partial or total loss of hearing
- Mental ill-health
- Learning disability/difficulty
- Long standing illness or disease
- Speech impediment or impairment

No

Prefer not to say

Other medical condition or impairment, please specify

**21. What is your gender?**

Male

Female

Prefer not to say

**22. If you answered female: Are you currently pregnant or have you given birth in the last 26 weeks?**

Yes

No

Prefer not to say

**23. Is your gender the same as that assigned at birth?**

Yes

No

Prefer not to say

**24. Which category best identifies your sexual orientation?**

Heterosexual / Straight

Lesbian / Gay

Bisexual

Prefer not to say

**25. Which of the following categories best describes your ethnicity?**

Asian or Asian British - Bangladeshi

Asian or Asian British - Indian

Asian or Asian British - Pakistani

Any other Asian heritage (please specify below)

Black or Black British - African

Black or Black British - Caribbean

Any other Black heritage (please specify below)

Chinese

Dual or Mixed heritage - White and Asian

- Dual or Mixed heritage - White and Black Carribean
- Any other Dual or Mixed heritage (please specify below)
- Gypsy, Traveller or Romany
- Any other ethnicity (please specify below)
- White - British
- White - Irish
- Any other White heritage (please specify below)
- Prefer not to say

Other (please specify)

**26. Please indicate from the following categories which best describes your relationship status:**

- Single
- Married / Civil Partnership
- Partnered / Living with partner
- Separated
- Divorced
- Widowed / Surviving partner
- Prefer not to say

Other (please specify)

**27. Which category best describes your religion or belief?**

- Baha'i
- Buddhist
- Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- Hindu
- Jain
- Jewish
- Muslim
- Sikh
- None
- Prefer not to say

Other (please specify)