

Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Health & Wellbeing Select Committee	
MEETING/ DECISION DATE:	20 <sup>th</sup> July 2016	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Royal United Hospitals Bath NHS Foundation Trust update on the planned relocation of the Sexual Health Clinic	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report		
Appendix 1: Report on the outcomes of Patient and Public Engagement activities on the planned relocation of the Royal United Hospitals Bath NHS Foundation Trust Sexual Health Clinic		
Appendix 2: Equality Impact Assessment		
Appendix 3: Summary Impact Assessment		

## **1 THE ISSUE**

This paper has been prepared to ensure that the B&NES Health and Wellbeing Select Committee are kept up-to-date with the planned relocation of the Royal United Hospital's (RUH) Sexual Health Clinic, along with clinicians and support staff, from the RUH's Combe Park site, to shared premises at the Bath Riverside Health Centre. The Trust is planning to relocate the Clinic at the end of 2016, to share ground floor premises with the Contraception and Sexual Health (CaSH) services currently provided by Sirona. Other services currently located at the Centre include Bath and North East Somerset Enhanced Medical Service (BEMS) and Avon and Wiltshire Mental Health Partnership (AWP).

The attached report (see appendix 1) provides the Committee with the outcomes of Patient and Public Engagement activities completed relating to the planned relocation of the Sexual Health Clinic. An Impact Assessment and Equality Impact Assessment for the Sexual Health Clinic are also enclosed (see appendices 2 and 3).

Committee members have received previous reports and briefings in relation to a phased programme of service relocations following the acquisition of the Royal National Hospital for Rheumatic Diseases, which outlined the rationale for change and provided an update on activities at their July 2015, November 2015 and January 2016 committee meetings. In addition, the RUH Commercial Director invited panel members to suggest any questions they would like asked during patient and public engagement activities in a letter dated 12<sup>th</sup> May 2016 and circulated via the Committee's Policy Development and Scrutiny Project Officer.

## **2 RECOMMENDATION**

The committee are asked to:

- Note the outcome of the impact assessments and patient and public engagement activities which provided opportunities for patients, staff, stakeholders and the public to provide feedback on the planned move, and which confirmed that the effects of this change are considered minimal and that there are a number of positive aspects to the change, for current and future patients and for the wider healthcare community.
- Endorse the proposal to relocate the Sexual Health Clinic from the RUH's Combe Down site to the Riverside Health Centre in Bath.

### **3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

There will be no change in the level of service provision for patients of the Sexual Health Clinic. The RUH will continue to provide the same range of services at the Riverside Health Centre and patients will continue to be seen and treated by the same team to the same high standards, only the location will change.

There are no impacts on patient choice as a result of the plan to relocate the services to the Bath Riverside Health Centre.

Co-location of staff with CaSH teams has potential to enable future opportunities including shared training and development.

The space vacated at the RUH will form part of the RUH's 'Fit for the Future' programme of estates redevelopment work, specifically the creation of a new, purpose built RNHRD and Therapies Centre.

In order to ensure the continued sustainability of the services currently provided at the Mineral Water Hospital site the ability to fully integrate and align services on a single site was a core component of the original business case for the acquisition of the RNHRD by the Royal United Hospitals Bath (RUH). It will improve efficiency and effectiveness, improving patient experience, ensuring continuity of care, and quality of service delivery as well as increasing value for money from the public purse. Clinicians continue to be integral to planning the future of their services to ensure the delivery of high quality effective services.

### **4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL**

Patient and Public Engagement (PPE) activities were conducted in line with the Government's Consultation Principles for Public Bodies (October 2013), the Equality Act (2010) and Section 242, Subsection (1B)(b) of the Health Act 2006 (as amended).

### **5 THE REPORT**

A phased approach to support Patient and Public Engagement (PPE) relating to enabling the continued integration of the RUH and RNHRD hospitals is underway and is considered most appropriate by the Local Health Economy Forum (LHE), providing general context of the full relocation at the outset but planning and completing each programme of PPE service by service. The RUH is working with CCG and NHS England Engagement leads, and patients to ensure PPE is carried out in line with the Government's Consultation Principles for Public Bodies (October 2013). The second phase of PPE activities relating to plans to relocate the RUH Sexual Health Clinic is now complete.

There will be no change in the level or range of service provision for patients attending the Sexual Health Clinic, patients will have access to the same services and support, provided by the same team.

There is no impact on patient choice, as relocating the service does not reduce the number of appointments or clinics available.

Benefits for Sexual Health Clinic patients and staff - A non-acute, city centre location would benefit many of our sexual health patients, making it easier to access, co-locating with the CaSH service should make it easier for patients to access both services and bring benefits for our staff, including the opportunity for joint teaching and training in the future.

Benefits for wider healthcare community - The space vacated at the RUH will form part of the RUH's 'Fit for the Future' programme of estates redevelopment work, specifically the creation of a new purpose built RNHRD and Therapies Centre, which will bring together some of the services currently based at the RUH and Mineral Water Hospital sites. This is in line with the RUH's commitment to relocate services from the Mineral Water Hospital site to maximise patient benefit.

The Riverside Health Centre is located less than two miles from the RUH, so any difference in cost or time associated with travelling will be minimal, and for many current patients the new location is easier to access, and for future patients the central location could increase accessibility. The clinic is within walking distance of the Bath bus and train station, and a number of local bus routes service the area, including the Newbridge Park and Ride service. Bike racks are available at the Riverside site and paid parking is available at nearby Avon Street and Charlotte Street car parks.

## Scale and scope

The RUH's Sexual Health Clinic is located on the RUH's main acute site at Combe Park in Bath. The service runs Monday to Friday and offers a mixture of open access and clinics by appointment. The majority of patients self-refer with the remainder referred from their GP or directly from other clinics, other services or secondary care.

The clinic provides care for around 200 HIV patients from across the B&NES, Bristol, Wiltshire and wider area, with around 80 patients from the B&NES area.

The clinic team includes Consultants, Dr's with a specialist interest in sexual health, nurses, health advisers, a Sexual Health Technician, health care assistants, receptionists and secretaries.

In 2014/15 the Sexual Health Clinic served approx. 2250 patients from B&NES. Overall the clinic offers around 6000 appointments per year, as described in the table below:

		2013/2014	2014/2015	2015/2016	Total
360 - Genitourinary Medicine	Outpatient New	4,527	4,442	1,836	10,805
	Outpatient FUP	1,515	1,415	582	3,512
Total:		6,042	5,857	2,418	14,317

Please note: 2015/16 figures represent part year.

## Impact of proposals to relocate the Sexual Health Clinic

The Trust is planning to relocate the Sexual Health Clinic from the main Combe Park site, to shared premises at the Riverside Health Centre, Bath. Clinicians and staff who work in the

RUH Sexual Health Clinic have been closely involved in the planning process to relocate the Clinic to ensure the delivery of high quality effective services.

Focussed clinical and patient and public engagement on the planned relocation of the service from the RUH Combe Park site, to the Riverside Health Centre, ran from 18<sup>th</sup> April to 27<sup>th</sup> June, a period of ten weeks, asking people to share their thoughts on the plans to relocate, including any benefits, concerns or anything additional people felt we needed to consider ahead of moving. Information was made available through a range of sources, circulated by the RUH and cascaded via relevant individuals and stakeholder organisations (see appendix 1).

120 current patients who attend the HIV clinic, who gave permission to be contacted in this way, were sent a letter, outlining the planned move, the rationale for change and the ways in which feedback could be provided, including the opportunity to complete a survey.

A total of 148 people completed at least some of the engagement questionnaire, with around 80-90 completing the full questionnaire. An additional four respondents provided comments via email, and BaNES Health and Wellbeing Select Committee members indicated that they would like to receive reassurance around the specific areas of accessibility, and confidentiality/visibility, which are addressed below.

Overall respondents feedback positively on the service they are currently receiving from the Sexual Health Clinic. Respondents believe the expertise of staff, a confidential service and being treated with dignity and respect are the three most important factors to consider in relation to patients who attend the clinic.

The majority of respondents were positive about the plan to relocate the service, identifying easier travel and access including better public transport links, central location and co-location with CaSH as amongst the benefits of moving to the Riverside.

*"...seems a positive way of improving access, particularly for people reliant on public transport."*

*"For people with further to travel, central Bath is probably easier."*

*"Riverside is easier to access for the majority of people, especially young people who might rely on public transport."*

*"Positive, will enable a more joined up service with CaSH and ensure I can get contraception with my STI care."*

*"Higher chance of integrated approach with CaSH for patients, ie when we need contraception advice and STI checks, more likely patients will do this if in the same building."*

11 out of the 148 respondents who accessed the questionnaire expressed a level of dissatisfaction with the planned move, some of the reasons captured during PPE included:

*"Further away for me"*

*"Still awful parking"*

*"Inconvenient, confusing"*

*"I will not feel as invisible if I have to go to a clinic that is shared by other users"*

The Equality Impact Assessments indicate no adverse impact to patients in relocating the services to the Riverside site which cannot be mitigated for and feedback obtained during PPE activities

indicate that some service users felt that access would improve in relation to the clinic, and ease of accessing related CaSH services.

The Trust is developing a detailed operational plan to support the service relocation, which already takes into account all of the issues captured during the PPE activities. These along with the Trust's mitigating actions are detailed below:

<b>Specific area of concern captured through PPE</b>	<b>Action to mitigate</b>
Operational: <ul style="list-style-type: none"> <li>• Support from RUH pharmacy for offsite service</li> <li>• Provision of supporting services, medical supplies and estates supplies required to maintain current services</li> </ul>	<ul style="list-style-type: none"> <li>• Current level of support provided by pharmacists will be maintained at the Riverside Health Centre.</li> <li>• Access to supporting services delivered at the RUH Combe Park site such as microbiology (bacteria) /pathology (FBC, chemistry) /virology and medical and estates supplies will be maintained at the Riverside Health Centre.</li> </ul>
HIV Clinic timings	<ul style="list-style-type: none"> <li>• All Sexual Health services will relocate with the Sexual Health Clinic, including services for patients with HIV.</li> <li>• The HIV Clinic will continue to run on the same morning as a separate clinic, so patients will share the dedicated waiting area only with other HIV patients during this time and not with other Sexual Health patients.</li> </ul>
Access to HIV medication	<ul style="list-style-type: none"> <li>• A Specialist pharmacist is currently available during the HIV clinics, this will continue in the Riverside Health Centre.</li> <li>• Homecare medication delivery system will continue (85% of patients receive medication this way).</li> <li>• HIV clinics are pre-booked appointments; therefore any medication that cannot be stored at the Riverside site can be prepared on the RUH site and delivered to the Riverside on the day. Should a patient not attend clinic or need a different prescription the drug would have to be recycled at Riverside or destroyed, and the patient would need to collect their medication from a nearby pharmacy or the RUH.</li> </ul>
Support for HIV inpatients at RUH	<ul style="list-style-type: none"> <li>• Patients will continue to have access and support from the Sexual Health team and the same clinicians will continue to visit the RUH Combe Park site.</li> </ul>
Continuation of discreet service	<ul style="list-style-type: none"> <li>• The Riverside Health Centre houses a number of other NHS services, and a range of patients and staff will be accessing the clinic. The nature of the service being accessed will not be obvious to passers-by or the general public.</li> <li>• All providers in the Riverside Health Centre are providing NHS contracts, under NHS contractual conditions.</li> </ul>

	<ul style="list-style-type: none"> <li>• There will be a separate reception desk and waiting room for patients attending the Sexual Health Clinic.</li> <li>• The Trust has carried out a Privacy Impact Assessment (PIA) which made recommendations about separate toilet facilities and the provision of a confidential waiting space for those patients who wish for further privacy, these recommendations will be incorporated into works to prepare the Riverside Health Centre for the Sexual Health Clinic.</li> </ul>
Respecting Confidentiality	<ul style="list-style-type: none"> <li>• Confidentiality will continue to be fully respected in keeping with relevant legislation.</li> <li>• Appropriate information governance systems will be in place.</li> <li>• Information Governance Toolkit, legislation and other contractual requirements applied to providers (Sirona, AWP) set a standard for dealing with patient confidential information which protects the rights of all patients to have their data treated appropriately. The Toolkit includes meeting appropriate levels of staff awareness and training in dealing with patient confidential information.</li> <li>• Secure storage facilities will be available for all patient notes kept on site.</li> </ul>
Potential confusion	<ul style="list-style-type: none"> <li>• Clear signage and way finding will be included as part of the overall programme of works to accommodate the Sexual Health Clinic.</li> <li>• Appointment letters will continue to provide detailed information on appointment location.</li> </ul>
Access to Parking	<ul style="list-style-type: none"> <li>• The Riverside Health Centre is located at James Street West, less than two miles from the RUH Combe Park site. The clinic is within walking distance of the Bath bus and train station, and a number of local bus routes service the area, including the Newbridge Park and Ride service. Bike racks are available at the Riverside site and paid parking is available at nearby Charlotte Street carpark.</li> <li>• Avon Street carpark is also nearby but scheduled to close in 2017</li> </ul>

Further details, an outline of PPE activities and feedback can be found in Appendix 1.

#### **Next steps:**

Subject to the Committee's endorsement of the plan to relocate the Sexual Health Clinic to the Riverside Health Centre in Bath, the intention is to relocate the Clinic at the end of 2016.

The next phase of PPE activities relate to proposals to relocate the RNHRD's Rheumatology, therapies, Biologics and Clinical Measurement services. PPE activities are currently planned to commence in September 2016.

## 6 RATIONALE

This paper has been prepared to ensure that the committee are kept up-to-date with the outcomes of impact and equality impact assessments and Public and Patient Engagement activities completed relating to the proposed relocation of the services from their current location. The rationale for this relocation is both to enable delivery of the promised benefits of acquisition of the RNRHD and provide opportunity to realise benefits of co-location with CaSH services.

## 7 OTHER OPTIONS CONSIDERED

As part of the original business case for acquisition of the RNHRD, options were considered in relation to services continuing on the Mineral Hospital site or relocating services. The ability to integrate and align services on a single site, was a core component of the original business case for acquisition and sustainability of services.

Relocation of the Sexual Health Clinic will allow space vacated at on the RUH site to be utilised in the overall redevelopment of the RUH estate, specifically the creation of the new purpose built RNHRD and Therapies Centre. A number of alternative locations have been considered for the Sexual Health Clinic and identified the Riverside Health Centre as the solution which maximised patient benefit, offered potential longer term operational and shared development opportunities for staff from co-location with CaSH services and provided the best value for the public purse.

## 8 CONSULTATION

In addition to the service related public and patient engagement activity outlined in this report, the RUH is working with the Local Health Economy (LHE) Forum, whose membership includes Executives from B&NES, Wiltshire and Somerset Clinical Commissioning Groups (CCGs), NHS England, RUH Governor and patient representation, to agree the process for communication and engagement activities to support the potential relocation of clinical services over the next three years.

To support this activity, the RUH has established an LHE Communications Working Group (which is comprised of RUH and NHS England and CCG communications and engagement leads and a patient representative) to ensure all service related PPE is conducted in line with the Government's Consultation Principles for Public Bodies (Oct 2013).

## 9 RISK MANAGEMENT

An integration programme governance structure is in place to ensure that any programme issues are identified and, if required, added to the RUH risk register.

<b>Contact person</b>	<i>Clare O'Farrell, Associate Director for Integration, RUH</i> <i>Paul Sheehan, Public Health Development and Commissioning Manager</i> <i>BaNES Council</i>
<b>Background papers</b>	<i>Update to Health and Wellbeing Select Committee 29<sup>th</sup> July 2015</i> <i>Update to Health and Wellbeing Select Committee 25<sup>th</sup> November 2015</i> <i>Update to Health and Wellbeing Select Committee 27<sup>th</sup> January 2016</i>
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