

Public & Patient Engagement Report: Relocation of RNHRD's Rheumatology Service and Rheumatology Therapies Service

Background to the engagement

The Royal National Hospital for Rheumatic Diseases' (RNHRD) Rheumatology Service and Rheumatology Therapies service operate from the Mineral Water Hospital site in Bath, known locally as the 'Min'. There is a skilled and experienced workforce who have specialised in Rheumatology, musculoskeletal (MSK) and condition specific patient presentations. They assess and treat a broad spectrum of rheumatological conditions from early diagnosis through to more established conditions and the promotion of self-management. Their particular expertise lies in working with patients who have complex and multiple diagnoses.

The Trust would like to relocate these services along with clinicians and support staff, to a purpose built RNHRD and Therapies Centre at the RUH's Combe Park site. The Centre will also house the RUH's therapies and pain services. The Trust is also proposing to relocate the RNHRD's Bath Centre for Fatigue Services and the RNHRD's Complex Regional Pain Syndrome and Breast Radiation Injury Rehabilitation Service to the RNHRD and Therapies Centre. The relocation of these services will be subject to separate patient and public engagement activity in 2017.

The same range of Rheumatology and Rheumatology therapies outpatient services would be provided from the RNHRD and Therapies Centre, and patients will continue to be seen and treated by the same teams to the same high standards, only the location will change. The new Centre will provide a supportive environment, taking into account psychosocial needs, with dedicated specialist facilities for our patients. The building will include a large Hydrotherapy Pool, specialist gym and rehabilitation equipment, and a Biologics Treatment space. The Centre will provide therapeutic surroundings to support patient recovery, treatment, wellbeing and the management of long-term conditions.

The new Centre will combine clinical excellence and therapeutic space, in an environment designed in conjunction with patients and clinicians, with the aim of reducing stress and creating a beneficial healing environment for patients and their families.

The RUH's Combe Park site is located less than two miles from the Mineral Water Hospital site so differences in cost or time associated with travelling will be minimal, although for some patients this will be an inconvenience. For some patients the new location will be easier to access, due to the availability of onsite parking. The RUH provides over 350 visitor and patient spaces across the site, and around 100 blue badge spaces.

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

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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, improve patient experience, ensure continuity of care, and quality of service delivery as well as increase 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.

This report outlines what the Rheumatology and Rheumatology Therapies Services currently provide and the outcomes of the engagement work carried out to inform relocating these services.

What does the RNHRD Rheumatology Service Currently Provide?

The adult Rheumatology Service at the RNHRD provides specialist and general rheumatology services, and includes:

Ankylosing Spondylitis service	Biologics Service	Connective Tissue Disease Service
Fibromyalgia Service	General Rheumatology e.g. Rheumatoid Arthritis	Hypermobility
Metabolic bone diseases	Performing arts medicine clinic	Psoriatic Arthritis
Sports and Exercise medicine service	Clinical measurement – DEXA scan	Clinical measurement - other

Each condition is dealt with on its own terms, and patients are referred to the relevant RNHRD specialist clinics as appropriate. The Rheumatology service also provides up to 6 in-patient beds for patients who are severely affected and require certain medications or intensive daily rehabilitation.

General rheumatology clinics are also provided at peripheral clinics locally including Devizes, Malmesbury, Tetbury, Warminster, Chippenham, and Paulton. These will continue in the same location and will not be impacted by the proposed relocation.

The Biologics service supports the rheumatology services to provide assessment and treatment for people with musculoskeletal conditions, including rheumatoid arthritis, psoriatic arthritis, ankylosing spondylitis, connective tissue diseases and osteoporosis who require infusions, injections or urgent assessments. Treatment is provided on a day case basis. In addition, clinical imaging and measurement services are also provided which enable doctors and clinicians to give accurate diagnosis and optimum treatment to patients, including Bone Mineral Densitometry (DEXA scanning). These services largely support the RNHRD's Rheumatology and Pain services, however DEXA scanning can be directly accessed via GP referral.

RNHRD Rheumatology Services accepts referrals locally, regionally and nationally. Services are commissioned by BaNES, Bristol, Gloucestershire, South Gloucestershire, North Somerset, Somerset, Swindon and Wiltshire, and NHS England Specialised Commissioning, with the bulk of activity from BaNES, Wiltshire and Somerset.

The table below outlines the number of new patients accessing these services in 2015/16. Activity includes all rheumatology services, including biologics, but excludes follow up appointments and telephone appointments or satellite clinics. Activity is broken down by CCGs which contract the services. 'Other' describes wider CCG activity and may also include private/overseas patients.

Rheumatology

Number of new Patients: Rheumatology	Financial Year 2015/16
New Attendance	
BANES CCG	1,288
Wiltshire CCG	1,257
Somerset CCG	581
Specialised Commissioning	528
Other	188
South Gloucestershire CCG	187
Gloucestershire CCG	75
Bristol CCG	45
Swindon CCG	120
North Somerset CCG	61
TOTAL	4330

What does the RNHRD Rheumatology Therapies Service Currently Provide?

The service provides assessment and one to one or group intervention as appropriate across a number of services which include:

Physiotherapy services	Occupational therapy services	Podiatry service
Orthotics service	Educational activities for the management of long term conditions through multidisciplinary programmes for adults diagnosed with fibromyalgia, rheumatoid arthritis, osteoporosis, lupus and scleroderma.	Specialist AS rehabilitation course, providing self-management and resources. Residential course lasting two weeks, patients stay in residential beds on the Min site.

There is a hydrotherapy pool and gym for inpatients and outpatients, this is an important asset for the local area in providing rehabilitation services to patients.

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The table below shows the numbers of new patients accessing all RNHRD therapies services in 2015/16, including the AS programme, on the Min site. Follow up activity is excluded. Telephone appointments or outreach services are also excluded as these will not be impacted by the proposed relocation. Data is split by CCGs which contract these services. 'Other' describes remaining CCGs and may also include activity exempt from charging or private/overseas patients.

Therapies: new patients	Financial Year: 2015/16
BANES CCG	811
Wiltshire CCG	667
Somerset CCG	285
Other	86
South Gloucestershire CCG	101
Bristol CCG	51
Gloucestershire CCG	43
North Somerset CCG	41
Swindon CCG	48
Specialised Commissioning	0
TOTAL	2,133

What service changes are being proposed for the future?

Subject to the outcome of engagement activity, the RUH is proposing to relocate the RNHRD Rheumatology and Rheumatology Therapies services from the Mineral Water Hospital site, to a purpose built RNHRD and Therapies Centre on the RUH site. This building will bring together a number of outpatient services from the RNHRD and RUH which support patients to live

independently in the community. There will be no change in service provision and patients will still have access to the same clinical teams. There will be no adverse impact on patient choice.

Telephone appointments or outreach activity will not be impacted by the proposed relocation. A dedicated X-Ray facility will be included in the new Centre.

It is proposed that Clinical Measurement services currently provided at the Mineral Water Hospital site will also relocate at the same time, initially to the RUH's Nuclear Medicine Department, a 150m walk from the new Centre, then to the RUH's Dyson Cancer Centre.

Inpatient and residential beds will continue to be provided for those patients who need them, these will be located on or near the RUH site, the final location has not been finalised.

The design of the new RNHRD and Therapies Centre has been developed in conjunction with clinicians, staff and patients, over a two year period, to provide an improved environment, with better facilities for providing treatment, care and education for patients to recover from episodes of illness or injury, or to manage their long-term condition.

The new Centre will provide a supportive environment with dedicated specialist facilities for our patients and include a large Hydrotherapy Pool, specialist gym and rehabilitation equipment, and a Biologics Treatment space.

Methodology

A programme of Public and Patient Engagement (PPE) was carried out to seek the views of patients, staff, local health care providers and anyone with an interest in these services using a variety of channels to capture:

- benefits,
- concerns,
- what is good about the current service,
- how the service could be improved in the future,
- anything else people would like us to consider ahead of moving the service

A questionnaire was also developed to address these key issues, and capture open ended information from stakeholders. A separate questionnaire was developed for the Rheumatology Service, and the Rheumatology Therapies services. Engagement activities on the plan to relocate these services ran for a three month period, from 10th October 2016 to 17th January 2017, to allow people to share their views on the proposed move.

Engagement activities included;

- Writing to BaNES, Wiltshire and Somerset scrutiny bodies, to advise of plans and intention to carry out PPE and to invite additional questions.

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- Providing information (posters, banner, paper questionnaires, display boards, flyer with website link) at the RNHRD, outlining the plan to relocate Rheumatology and Rheumatology Therapies services and inviting feedback.
- Providing information on the RUH and RNHRD website, outlining the plan and encouraging feedback via an online survey or comments via email.
- Providing a website link and poster to relevant stakeholders, for sharing with their staff groups, key individuals and associated groups.
- Holding an engagement event, where attendees had the opportunity to hear about the proposal to relocate these services, hear about the plans for the new RNHRD and Therapies Centre, provide feedback and have any further questions addressed.
- Providing information to local media, to outline the plans and encourage people to provide feedback.
- Providing a dedicated email address to provide feedback.
- A detailed list of all engagement activities can be found at the end of this report.

Those who completed the engagement questionnaire described where they had heard about the plans and the opportunity to provide feedback, and mentioned a range of sources including information around the Trust, newspapers (including online) RUH or RNHRD website, social media, word of mouth and face to face briefings. This suggests that information about the planned relocation, and the opportunity to provide feedback was successfully communicated across a range of channels.

Rheumatology Service Engagement Feedback (you said)

A total of 105 people completed at least some of the Rheumatology Service engagement questionnaire, with around 80 completing the questionnaire in full (respondents were able to complete as many or as few questions as they wished). The majority of respondents, over 95%, had experience of using a service provided by the RNHRD Rheumatology Service.

Respondents were drawn from across the range of services provided, General Rheumatology (50%) AS (26%) and Biologics (29%) were the main services currently used by respondents.

Respondents overwhelmingly felt the range of services available at the RNHRD to be excellent:

“The range of services is outstanding. From the consultants to the research programmes and physios – all of these have made it possible for me to live a normal life rather than one confined to a wheelchair.”

The majority of patients who completed a questionnaire were from the BA postcode area, covering areas such as North Bath, South Bath, Radstock, Trowbridge, Warminster and Westbury. There were also a small number of respondents from further afield including the Swindon, Bristol, Southampton, Gloucester and Oxford.

Respondents believe the expertise of clinicians, being treated with dignity and respect and being given information that is easy to understand are the three most important factors to

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consider when thinking about what matters to patients who use the Rheumatology Services. Seeing the same group of professionals each time you visit and being able to access a wide range of services in the same location were also rated as being very important.

80 respondents gave their opinion on the RUH's proposal to relocate the service. Many were wholeheartedly positive about the idea, welcoming the opportunity to move to a purpose built centre:

"Brilliant, and lovely to have new premises"

"If it's purpose built, then that has to be an advantage, with the hydrotherapy pool etc being bigger."

Some respondents welcomed the move in principal, but wanted reassurance that issues such as parking and access would be adequately managed, and that the Trust would deliver on its commitment to maintain services and staff:

"A purpose built facility is a good idea but if people are going to travel to the hospital, parking and access for those less mobile must be considered."

"I think it's ok as long as the services stay the same or better with new facilities."

For some patients, the location would be less appealing than a city centre location:

"I can understand the aim to combine the sites and improve facilities, but I think it's a real shame to move out of town."

There was also an underlying sense from some respondents of fondness for the Mineral Water Hospital building itself, balanced with a pragmatic understanding of the necessity of moving:

"I think it's sad that rheumatology is leaving the RNHRD as it has such historical significance, however I can see the logic behind it as it brings services closer together and will provide better facilities."

Respondents could identify a range of benefits as a result of relocating the Rheumatology Service, key themes amongst the 80 responses are:

- Closer to other RUH services, better integration of care:
"closer to all the other services provided by the RUH including urgent care if required"
"co-ordination with other specialties...where my care has overlapped."
- Improved access to parking
"parking for non blue badge holders should be easier. Nearer to Bristol links"
"more parking for patients"
- Opportunity to design from scratch:

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“Better design for those less able and hopefully a ramp or faster lift. A chance to design a purpose built waiting room.”

“Fit for purpose building”

“I expect the staff have constraints in the beautiful Mineral Hospital”

- Improved facilities in a purpose built Centre:
“modern and up to date and therefore better for staff and patients alike”
“It’ll bring the RNHRD to the modern era.”
“Bigger and more modern hydrotherapy pool”

Respondents were also asked if they could identify any disadvantages to relocating the Rheumatology Service. Eighty respondents completed this question, potential or perceived disadvantages raised by respondents and the actions the RUH has taken or will take to address these concerns include:

- Parking – this was the most often mentioned potential disadvantage
“car parking is a well documented problem at the RUH”
“Parking! I know you can’t park at the Min, but you don’t expect to so can plan your journey. You do expect parking at an out of town site like the RUH.”

The Trust acknowledges the historic challenges with parking and capacity and has taken recent steps to considerably improve parking facilities on the RUH and has taken into account the projected increase in people visiting the Combe Park site when the new Centre is opened. A new 300 space car park at the main entrance to the RUH was completed and opened in September 2016. The RUH provides over 350 visitor and patient spaces across the site, and around 100 blue badge spaces.

- Accessing via public transport
“The RUH can be difficult to get to on public transport from outside of Bath.”

The RUH is less than two miles from Bath city centre and is accessible via bus from bus routes serving the city centre, or via park and ride services. Bath Spa train station is less than two miles away, and is located next to the bus station.

- Moving from a city centre location
“provides less opportunity to socialize in town outside of residential hours”
“Will miss being in the centre of Bath, but this is not important when it comes to care?”
- Concerns around loss of RNHRD identity/specialism
“I am very concerned that patients needing specialist inpatient care will end up on a general ward in the RUH without access to specialist care.”
“That in time it will simply be absorbed into the general RUH and cease to be the national and international centre of excellence that it is.”

Access to inpatient beds will continue, although the precise location is yet to be formally defined, the RUH has a clear existing model for specialist support to inpatient wards. Bringing clinicians together in one location will enable their collective expertise to reach a wider cohort of patients.

The RUH has been unusual amongst District General Hospitals in having no rheumatology service of its own until acquisition of the RNHRD.

The RUH remains committed to maintaining the RNHRD brand name and is working with clinical staff to ensure that key aspects of the brand are maintained and enhanced. Research applications continue to be made under the RNHRD brand. The RUH is actively supporting the development of specific RNHRD services with a national/international reputation. The RNHRD name will be across the front of the new building, and the interior design will be used to reflect the RNHRD's heritage.

The RUH recognise and understand the RNHRD's model of clinical care, commitment to research and development, and reputation for high quality services provided by highly motivated and caring staff and wishes to build upon this.

- Loss of 'ambience' and perception of the RUH
"The entirely different ambience of a large, busy hospital which feels intimidatingly impersonal, will affect people's experience of being personally care for."

The vision for the new RNRHD and Therapies Centre is to create a supporting environment with dedicated facilities for supporting patient recovery, treatment, wellbeing and the management of long-term conditions. The building is being designed in conjunction with clinicians and patients and will operate exclusively as a day patient centre, with a separate entrance to the acute hospital. The environment is an integral part of the design to ensure a healing environment, for patients and their families, acknowledging the importance of addressing psychosocial needs and will include:

- Use of natural light – to give bright, spacious interiors not dependent on harsh artificial lighting.
- Reduction of noise – (including ventilation and plumbing) and use of sound absorbent surfaces.
- Art, nature and greenery – appropriately located for a positive impact on patient recovery.
- Garden areas – creating an 'oasis' and offering a calming view / place to sit, reducing stress and providing a sense of normality.
- Improved staff links with research centres.

Concerns around parking, public transport, maintaining the RNHRD brand and the continued provision of residential accommodation will also be addressed through clear communications in the period ahead of the proposed relocation of the Rheumatology and Rheumatology Therapies Services.

Rheumatology Therapies Services Engagement Feedback (you said)

Twenty nine respondents completed some or the entire Rheumatology Therapies Service questionnaire. Respondents were mostly from the BA postcode area, with a few from further afield, and the majority of those who had experience of an RNHRD therapies service had

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accessed Physiotherapy and Hydrotherapy. As the number of respondents is low, it is not possible to provide a detailed level of analysis. However, general themes are very much in line with the feedback provided by Rheumatology Service patients.

There was an appreciation of the range of services available, *“The range of therapies is excellent, despite the space being limited the staff make the most of what they have.”* Again, respondents felt that the level of expertise of clinicians, being treated with dignity and respect and being given information that is easy to understand were what mattered most to patients accessing the Rheumatology Therapies services.

Of the 23 people who gave their opinion on the proposal to relocate the services, again there was a general acceptance of the plan, as long as the quality of the service could be maintained, *“Understand change has to happen due to national pressures, and that the Min ‘has to close’ but fear the quality and resources will be affected by moving.”*

Benefits identified by respondents focused on the new facilities outlined as part of the RNHRD and Therapies Centre, *“The provision of new and up to date gym and hydro equipment” “If the building is fit for purpose it COULD be better than the Min, with new/fresh areas or equipment.”* Potential drawbacks described by respondents again included

- Parking *“parking, unless more spaces are made available”*
- Concerns around loss of RNHRD identity/specialism:
“This could be an inclination to fold specialist rheumatology therapies in with the general therapies provided at a large hospital, this would be a huge loss.”
“The Min is known for specialist rehabilitation, concerns moving to an acute hospital site will change the ethos and quality of the service.”

As outlined earlier, the Trust has mitigating actions planned or in place to address these concerns.

- Future of the AS residential course:
“I hope that you will be able to continue the residential courses as it gave me so much hope, education and support with my AS.”

The AS residential course will continue to be provided, and accommodation will be located on or near the RUH Combe Park site, the exact location has not yet been finalised.

Engagement Event

As part of the engagement activity, the Trust held an engagement event. Attendees had the opportunity to meet with clinicians, hear more about the new RNHRD and Therapies Centre, provide feedback on proposals to relocate and have any further questions answered.

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Around 60 stakeholders attended, including patients from Rheumatology and Therapies. Attendees at the event raised similar concerns to those who had completed a feedback questionnaire – with parking and the provision of residential courses discussed in some detail on the day.

The overall tone of the day was positive; participants were grateful for the opportunity to learn more about the planned new centre, appreciated hearing directly from clinicians, welcomed the opportunity to ask questions and ultimately felt reassured that the same services would continue, provided by the same team.

- *“Hearing two consultants talking about most things being on the same site is very positive – very optimistic about new plans – really positive now after this event.”*
- *“ Thank you for this session – get the real sense that the teams are listening to patients and incorporating feedback.”*

Next Steps

This report will be provided to the appropriate Scrutiny committees to seek their endorsement on the proposal to relocate these services. Following the appropriate approvals services will relocate to the RNHRD and Therapies Centre late 2018 subject to completion of the new build.

We would like to thank all of the people who took part in this programme of engagement and provided feedback on the planned relocation.

Summary of communication and engagement activities:

Activity	Purpose
August – October 2016 regular meetings with the Head of Therapies and Specialty Manager for Rheumatology to develop Public Patient Engagement Template	To ensure the Therapies and Rheumatology teams had input in engagement activity, so that engagement activity was meaningful and relevant. To develop a stakeholder list to ensure relevant individuals/groups could be informed of the plan to relocate and have the opportunity to provide feedback and to agree on the best way to reach stakeholders.
September 28 th 2016 Display board presented at the RUH AGM	Inform current and future patients of proposals and signpost opportunities to feedback and influence.
Public Patient Engagement Template to support engagement activity circulated to LHE communications working group	To gain feedback from group and agreement on engagement approach and key stakeholders to engage with.
October 2016, letter to Banes CCG Bristol CCG Gloucester CCG North Somerset CCG Wiltshire CCG Somerset CCG South Gloucester CCG Swindon CCG	Update on the next stage of the RUH's planned service relocations - relocation of Rheumatology and Rheumatology Therapies from the RNHRD cascade information and engagement opportunity to relevant stakeholders Request to cascade information within organisation as appropriate, and with scrutiny officer. Request for scrutiny to suggest any further questions to feed into PPE activity
October 2016, email to members of the LHE working group from: Banes CCG Bristol CCG Gloucester CCG North Somerset CCG Wiltshire CCG Somerset CCG South Gloucester CCG Swindon CCG	Update on the next stage of the RUH's planned service relocations relocation of Rheumatology and Rheumatology Therapies from the RNHRD to the RUH, cascade information and engagement opportunity to relevant stakeholders Request to cascade information as appropriate and to support the spread of the message through any appropriate channels.
October 2016, online questionnaire available on RUH website. Separate questionnaire for Rheumatology and Rheumatology Therapies	Capture feedback on proposal to relocate services. 89 respondents completed Rheumatology Service questionnaire, 29 completed Rheumatology Therapies service questionnaire.
13 th October 2016 Media Release issued to wide range of local media (print, radio, online)	Raise awareness of the proposal, outline plans and opportunities to provide feedback. Featured online Bath Chronicle and BBC radio
October 2016 Information about the plan to relocate Rheumatology and Rheumatology Therapies to the RUH available on the RUH Website	Inform current and future patients of proposals and signpost opportunities to feedback and influence.

20 th October 2016 Engagement Event at Bath Racecourse to launch the start of formal Engagement	Outline proposal and invite feedback. 60 attendees from a range of stakeholders including patients.
November 2016, information/weblink/poster circulated to onward cascade to Banes Healthwatch Bristol Healthwatch Gloucester Healthwatch North Somerset Healthwatch Wiltshire Healthwatch Somerset Healthwatch South Gloucester Healthwatch Swindon Healthwatch PsAZZ NRAS NASS Osteoporosis Society U3A Age UK Fibromyalgia UK Wester Lupus Julian House BEMSCA	Outline proposal and invite feedback. To request onward cascade to other relevant stakeholders, to ensure broad reach of engagement
January 2017, Media Release provided to inform of the deadline to feedback about the Rheumatology and Rheumatology Therapies Service Relocation. Included image of proposed new Centre Available on Trust website, circulated to local media. Shared via social media	Reminder that engagement is taking place. Outline proposal and invite feedback
January Bath Chronicle published engagement update	Outline proposal and invite feedback
January 2017 Midsomer Norton, Radstock and District Journal printed engagement update	Outline proposal and invite feedback
October – Jan information update and sharing via RUH social media and relevant stakeholders	Outline proposal and invite feedback