

Public and Patient Engagement Report: Relocation of RNHRD's Bath Centre for Fatigue Services

Background to the engagement

The Royal National Hospital for Rheumatic Diseases' (RNHRD) Bath Centre for Fatigue Services (BCFS) operate from the Mineral Water Hospital site in Bath, known locally as the 'Min'. The service is clinically and operationally led by Consultant Associated Health Practitioners, who oversee and supervise an interdisciplinary workforce delivering supported self-management and recovery packages, including work and vocational rehabilitation interventions. The BCFS provides outpatient services for people experiencing longstanding fatigue that is significantly impacting daily functioning and activities. It serves adults with Chronic Fatigue Syndrome/Myalgic Encephalomyelitis (CFS/ME), people living with and beyond cancer (as part of the Macmillan Step Up service) and people living with fatigue associated with other long term conditions such as MS.

The Trust is proposing 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, and the RNRHD Rheumatology and Therapies services. The Trust is also proposing to relocate the RNHRD's Complex Regional Pain Syndrome and Breast Radiation Injury Rehabilitation Service to the RNHRD and Therapies Centre. The relocation of these pain management services will be subject to separate patient and public engagement activity in early 2018.

The same range of fatigue 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, designed in conjunction with patients and clinicians taking into account psychosocial needs. The Centre will provide therapeutic surroundings to support patient recovery, treatment, wellbeing and the management of long-term conditions.

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 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

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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 Bath Centre for Fatigue Services currently provides and the outcomes of the engagement work carried out to inform relocating these services.

What does the Bath Centre for Fatigue Services Currently Provide?

BCFS is a local, regional and national service for adults with Chronic Fatigue Syndrome/ Myalgic Encephalopathy and for those with fatigue linked to other long-term conditions including cancer related fatigue. Education and training is provided to health and social care professionals including general practitioners, lectures for Higher Education establishments in the region, and supervision of under-graduate and post graduate therapy and psychology students on clinical placements.

The majority of outpatient activity is delivered in the Mineral Water Hospital building, with community based clinics across the region including Semington and Salisbury in Wiltshire, domiciliary visits for people severely affected by fatigue and advocacy meetings, in patient's employment settings for work and vocational rehabilitation purposes if required. Additionally, the BCFS team regularly provide end of active treatment interventions at the main RUH site for people living with and beyond cancer.

The table below outlines the number of new and follow up patients accessing these services. Activity includes patients attending CFS/ME and Macmillan Step Up programmes and excludes those who have only accessed telephone appointments or satellite appointments. Activity is broken down by CCGs, 'Other' describes wider CCG activity and may also include private/overseas patients.

Number of Patients (Accessing services at the Mineral Water Hospital site)			
	13/14	14/15	15/16
NHS BATH AND NORTH EAST			
SOMERSET CCG	288	323	359
Follow Up	156	185	203
New	132	138	156
NHS BRISTOL CCG	20	32	26
Follow Up	9	17	18
New	11	15	8
NHS GLOUCESTERSHIRE CCG	17	15	30
Follow Up	8	9	12
New	9	6	18
NHS NORTH SOMERSET CCG	11	12	12
Follow Up	6	6	9
New	5	6	3
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NHS SOMERSET CCG	64	84	105
Follow Up	34	43	56
New	30	41	49
NHS SOUTH GLOUCESTERSHIRE CCG	34	39	40
Follow Up	16	21	21
New	18	18	19
NHS SWINDON CCG	15	15	16
Follow Up	7	9	6
New	8	6	10
NHS WILTSHIRE CCG	293	303	422
Follow Up	140	160	211
New	153	143	211
Non-Contracted Activity	14	14	22
Follow Up	6	7	14
New	8	7	8
Grand Total	756	837	1032

What service changes are being proposed for the future?

Subject to the outcome of engagement activity, the RUH is proposing to relocate the RNHRD's Bath Centre for Fatigue Service 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 and outreach activity will not be impacted by the proposed relocation.

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.

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,

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- 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. Engagement activities on the plan to relocate these services ran for a ten week period, from 26th June to 4th September 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.
- Providing information (posters, paper questionnaires, display boards, flyer with website link) at the RNHRD, outlining the plan to relocate the BCFS 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.
- Promoting two engagement events, where attendees would have 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. These events did not go ahead as only one patient expressed an interest in attending ahead of the cutoff date.
- Providing information via social media, to outline the plans and encourage people to provide feedback.
- Providing a dedicated email address to provide feedback.
- Including feedback from a Friends and Family session, which took place before the formal engagement period began.
- 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, social media was the main source mentioned.

Bath Centre for Fatigue Services Engagement Feedback (you said)

The Trust arranged engagement events in Wiltshire and BaNES, where attendees would have the opportunity to meet with clinicians, hear more about the new RNHRD and Therapies Centre, provide feedback on plans to relocate and have any further questions answered. These events were widely publicised via social media, website, information at the RNHRD and through key stakeholders. The events did not go ahead as there was a lack of expression of interest in attending. We recognise that for many of this patient group, due to the nature of their condition, travelling to and attending a feedback session can be a significant challenge, however the Trust felt it was important to offer stakeholders a range of ways to provide feedback.

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A total of 22 people completed at least some of the engagement questionnaire, with 17 completing the questionnaire in full (respondents were able to complete as many or as few questions as they wished). Respondents were mostly from the BA and BS postcode area, with a few from further afield. As the number of respondents is low, it is not possible to provide detailed analysis, of the results, and data is therefore presented qualitatively in this report.

Around half of those responding had accessed a service provided by the BCFS, specifically those provided from the Mineral Water Hospital site.

There was positive feedback for the current service provided at the Mineral Water Hospital site:

“Provides vital treatment to cope with fatigue –very lucky to have such a service in Bath, vital to aid recovery. Staff excellent.”

“The staff ‘get it’ and understand. They are honest and don’t force treatment on you, but offer help. The building is old but feels ‘friendly.’”

Respondents believe being treated with dignity and respect, the expertise of clinicians, and seeing the same group of professionals each time you visit are the three most important factors to consider when thinking about what matters to patients who use the BCFS. Being given information that is easy to understand, being able to access a wide range of services in the same location and providing emotional support for patients were also rated as being very important.

Opinions shared via the online questionnaire covered a wide spectrum on the RUH’s proposal to relocate the service from the Mineral Water Hospital site:

“If facilities are improved, then I think it is a positive change. If it’s the same facilities, then I would rather it stayed put.”

“I think it’s a very good idea and will be beneficial to patients.”

“I really like the Mineral Hospital and most of the experience I’ve had there...I’m disappointed that may change in future as I’m not convinced as to the direct benefit for patients.”

Patients wanted reassurance that there would be no loss of service.

“please do not lose what is currently available, the service should be retained and valued.”

The proposed relocation to the RNHRD and Therapies Centre would enable the same service to be provided by the same team, only the location will change.

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Respondents who provided feedback during an informal engagement session (held as part of a Family and Friends session), where they had the opportunity to see plans and hear about the proposed new Centre in more detail, were more positive.

Many of those who responded to the questionnaire recognise there are some benefits to relocating the BCFS to the RNHRD and Therapies Centre, including newer facilities, better integration with other services, better access and easier parking.

“Newer buildings, newer technology”

“Able to contact/bring in other expertise when needed quickly; better integration with other services and service providers (like a one stop shop approach) for the patient they can attend both therapy sessions and any other medical appointments.”

“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.”

“Easier access for car drivers.”

“Fatigue is a major component of many chronic pain/cancer conditions and I think a lot of the depts. at the RUH would benefit from their expertise.” (clinician feedback via email)

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

- Parking and access to new Centre on the RUH site

“Difficulty and expense of parking”

“Need to walk considerable distances to get around the RUH site.”

The Trust acknowledges the historic challenges with parking and capacity on the Combe Park site and has taken recent steps to considerably improve parking facilities. The Trust has also 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.

Patients accessing the BCFS often struggle with day to day activities, which may including walking and plans for the service in the new Centre have taken this into account. The new Centre will have blue badge parking located close by, and BCFS day and clinic rooms will be located on the ground floor, nearest the entrance for ease of access. There will be quiet spaces and a clinic room available for those patients who would prefer to lie down ahead of their appointment.

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- Accessing via public transport

“Less accessible by public transport. Longer journey as need to travel into city to get back out to RUH site.”

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. The new location will be less convenient for some, and more convenient for others. Patients currently travel to the Mineral Water Hospital site in a range of ways.

- Change in environment

“It will feel more ‘hospital’ like, RNHRD doesn’t feel intimidating.”

“I imagine it will be more clinical, and less warm and inviting”

“CFS patients need a quiet atmosphere to work in however so the CFS dept cannot be located anywhere near any noisy or busy clinical settings. A quiet place is as important to CFS from a therapeutic perspective as infection control is to Theatres/PACU “(clinician feedback via email)

The vision for the new RNRHD and Therapies Centre is to create an environment with dedicated facilities for supporting patient recovery, treatment, wellbeing and the management of long-term conditions. The building has been 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.

BCFS service leads have highlighted that patients accessing the Macmillan Step Up Service are living with and beyond cancer, and many would prefer not being seen in an acute hospital setting, as it can be distressing to return to the site of diagnosis, tests and treatment. The new Centre is designed as a stand-alone outpatient centre, with its own dedicated entrance, so there is no need for BCFS patients to enter the main hospital building.

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Concerns around parking and public transport, will also be addressed through clear communications in the period ahead of the proposed relocation of the BCFS.

The RUH have taken a phased approach to public and patient engagement to support the proposed relocation of all RNRHD services, beginning with a period of engagement around the overall proposal to relocate all services out of the Mineral Water Hospital site. Staff and clinicians have played a key role in shaping the future of these services, There have been numerous opportunities over the last two years to hear more or provide feedback on the RUH's plans and information has been available to patients and the public throughout this time. Local media has reported extensively on the Trust's plans to all relocate services out of the Mineral Water Hospital site and the development of the proposed new home for many of these services, The RNRHD and Therapies Centre. The low number of people choosing to provide feedback at this stage during the formal engagement period, despite the opportunities provided, may indicate that many stakeholders are sufficiently reassured that services will continue to be delivered to the same high standard, in a new location.

Other sources of feedback

Ahead of the formal engagement period, the BCFS team sought feedback from patients to identify how the new home for this service should ideally look and feel and over thirty patients shared their view via a brief questionnaire. The proposed new location for the BCFS is in keeping with many of these wishes:

“Light pleasant room” – the new Centre includes waiting rooms, large group rooms and smaller clinic rooms, designed to make use of natural light where possible.

“Relaxing environment”, “Calm, tranquil environment” – art, nature, greenery and garden areas are all incorporated into the design of the new Centre, to provide a therapeutic environment.

“Decent parking areas”, “Car park on site with plenty of spaces so can park close to the hospital” – the RUH site offers around 100 dedicated free blue badge parking spaces, some of which will be located opposite the Centre entrance. A 300 space car park is located near the main entrance to the Centre.

“The same care and attention I experienced at the RNHRD” – the same service will be provided by the same staff, only the location will change.

“Privacy, not being right on top other people” – the new Centre will include two waiting rooms and offer a dedicated ‘quiet’ waiting room. A clinic room will also be available for those patients who require privacy and a place to lie down, ahead of attending their appointment or group session.

“Comfortable seating” – there will be a mix of seating in the waiting rooms, including high backed chairs, to meet the needs of a range of patients.

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“Minimal steps” – reception, waiting rooms, clinic rooms and group rooms are all located on the ground floor, and the BCFS will have use of clinic and group rooms closest to the entrance to the Centre.

“Good signage” –signage will be developed to meet current accessible information standards.

“Fully accessible in a location with ample parking on a regular bus route” – the new Centre is purpose built and designed to accommodate those with restricted mobility, located on a site with over 350 patient and visitor parking spaces, and 100 dedicated free Blue Badge parking spaces. The RUH site is on major bus routes and park and ride routes.

Feedback on the proposal to move and plans for the new RNHRD and Therapies Centre was also sought from patients attending a CFS/ME Family and Friends session in March 2017, again this took place ahead of the formal engagement period. These sessions are held by the team for patients to attend along with those who support them, to provide information about CFS/ME and strategies to manage it, and to discuss the best way for friends and family to provide that support. Around thirty people attended the March event, where patients also had the opportunity to hear from clinicians about the plans for the future of the service, hear from the RUH’s Commercial Projects team how the plans for the new Centre were developing, ask any questions and share views on key aspects of the new Centre, such as how the new waiting rooms should look and feel. At this event, patients were free to ask questions on all aspects of the proposed relocation. Attendees sought reassurance on the continuity of service provision, access and availability of parking at the new site, the size of group rooms and opportunities for the service to grow in the future. There was enthusiasm for the new Centre, and the potential benefits on the understanding that the same service would be provided and only the location would change.

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 in 2019 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.

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Summary of communication and engagement activities:

Activity	Purpose
Throughout 2016/17 – information available on RUH and RNHRD website, outlining proposal to relocate specified RNHRD services to a purpose built RNHRD and Therapies Centre on the RUH site. Opportunities to provide feedback at any time.	To raise awareness of proposed relocations, and provide opportunities for feedback.
Spring 2017 – BCFS team outlined proposal to relocate service and sought feedback on preferred environment	To seek patient views on expectations around environment of new service.
February – August 2017 meetings with the Head of Therapies and service leads to develop Public Patient Engagement Template	To ensure the Bath Centre for Fatigue Services team 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. Note – engagement activity was put on hold due to General Election.
February 2017 Public Patient Engagement Template developed 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.
March 2017 Informal engagement session as part of CFS/ME Friends and Family Session	Opportunity for current patients to hear more about the plans for a purpose built RNHRD and Therapies Centre on the RUH's Combe Park site and to provide feedback on the proposal to relocate BCFS to the new Centre. Over thirty attendees.
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.
June 2017, letter to Banes CCG Bristol CCG Gloucester CCG	Update on the next stage of the RUH's planned service relocations - relocation of Bath Centre for Fatigue Services from the RNHRD cascade information and engagement opportunity to

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North Somerset CCG Wiltshire CCG Somerset CCG South Gloucester CCG Swindon CCG	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
June 2017, 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 Bath Centre for Fatigue Services 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.
June 2017 Information about the proposal to relocate BCFS to the RUH available and opportunities to provide feedback, including via an online questionnaire, available on the RUH Website	Inform current and future patients of proposals and signpost opportunities to feedback and influence. 22 respondents completed questionnaire.
June 2017 Posters, display boards and paper copies of feedback questionnaires distributed and displayed at the Mineral Water Hospital site. Information about the proposal to relocate BCFS to the RUH available and opportunities to provide feedback	Inform current patients of proposals and signpost opportunities to feedback and influence.
July 2017, information/weblink/poster circulated to onward cascade to Banes Healthwatch North Somerset Healthwatch Wiltshire Healthwatch Action for ME ME Association Better Together Frome Lymphoma Association Parkinsons Support Group RUH clinical stakeholders Macmillan Cancer Rehab/Recovery	Outline proposal and invite feedback. To request onward cascade to other relevant stakeholders, to ensure broad reach of engagement

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Project Lead Stronger Together Radstock Key patients identified by team Wellbeing College Fairfield Surgery Bath	June 2017 @RUH Bath article, Invite feedback. highlighting engagement underway and opportunities to provide feedback
	August 2017 engagement events in BaNES and Wiltshire planned and publicized across a range of channels.
	Intended to outline proposal and invite feedback. Events cancelled due to lack of expression of interest from stakeholders.
August 2017 @RUHBath article, outlining proposal to relocate, engagement underway and engagement events	Outline proposal and invite feedback.
June – Sept information update and sharing via RUH social media and relevant stakeholders	Outline proposal and invite feedback