

Bath & North East Somerset Council		
MEETING/ DECISION MAKER:	Health & Wellbeing Select Committee	
MEETING/ DECISION DATE:	27th September 2017	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Royal United Hospitals Bath NHS Foundation Trust update on the proposed relocation of the RNHRD's Bath Centre for Fatigue Services from the Mineral Water Hospital site to a purpose built RNHRD and Therapies Centre on the RUH's Combe Park site	
WARD:		
AN OPEN PUBLIC ITEM		
List of attachments to this report Appendix 1: Report on the outcomes of Patient and Public Engagement activities on the proposed relocation of the Royal National Hospital for Rheumatic Diseases Bath Centre for Fatigue Services from the Mineral Water Hospital site to a purpose built RNHRD and Therapies Centre on the RUH's Combe Park site. 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 proposed relocation of the Royal National Hospital for Rheumatic Diseases (RNHRD) Bath Centre for Fatigue Service (BCFS) from the Mineral Water Hospital site to a purpose built RNHRD and Therapies Centre on the RUH's Combe Park site. Indicative timeframe to relocate these services is 2019.

The attached report (see appendix 1) provides the Committee with the outcomes of Patient and Public Engagement activities completed relating to the proposal to relocate the RNHRD 's BCFS. An Impact Assessment and Equality Impact Assessment 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, January 2016, July 2016 and March 2017 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 26th June 2017 and circulated via the Committee's Policy Development and Scrutiny Project Officer. Bath and North East Somerset Health and Wellbeing Select Committee members did not indicate that they would like to receive reassurance around any specific aspect of the proposed relocation.

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 proposed 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.
- Endorse the proposal to relocate the RNHRD Bath Centre for Fatigue Services from the Mineral Water Hospital site to a purpose built RNHRD and Therapies Centre on the RUH's Combe Park site.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

There will be no change in the level of service provision for patients of the RNHRD Bath Centre for Fatigue Services. The same range of outpatient services will be provided at the new RNHRD and Therapies 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 RNHRD and Therapies Centre on the RUH's Combe Park site.

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, 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 Clinical Commissioning Group (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). This phase of PPE activities relating to plans to relocate the RNHRD's Bath Centre for Fatigue Service is now complete.

There will be no change in the level or range of service provision for patients attending the RNHRD and Therapies Centre, 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. Satellite clinics will continue in their current location.

A detailed outline of the RNHRD's Bath Centre for Fatigue Service, engagement methods and feedback captured throughout the engagement period can be found in Appendix 1.

Benefits for Bath Centre for Fatigue Services patients and staff

Relocating provides continuity for the RNHRD's high quality services. The proposed new location will provide better facilities, including enhanced group rooms and improved waiting room facilities. There will be improved physical access, including flat access to the new Centre, ground floor clinic and group rooms and a purpose designed building which can better accommodate those with restricted mobility. BCFS patients will have use of clinic and group rooms located closest to the main entrance of the new building.

The Centre will provide therapeutic surroundings to support patient recovery, treatment, wellbeing and the management of long-term conditions. The new Centre will continue to promote the RNHRD's trusted brand combining 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.

For some patients with long-term conditions, including cancer, there is the potential for improved integrated care, with access to several services within the same space.

Patients and staff will have easier access to wider support services on the RUH site and staff will benefit from easier access to training and development opportunities and more opportunities for shared learning.

The RUH's Combe Park site is located less than two miles from the Mineral Water Hospital site, any difference in cost or time associated with travelling should be minimal. The RUH has good public transport links and is accessible via the Odd Down Park and Ride. For some patients the proposed 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. Other than two Blue Badge parking spaces, there is no patient or visitor parking available at the Mineral Water Hospital.

Disbenefits for Bath Centre for Fatigue Services patients and staff

The RNHRD is more easily accessible from Bath Spa bus or rail station for those who access the BCFS service in this way or for those whose fatigue prevents them from driving the distance e.g. Swindon, Salisbury and other parts of Wiltshire. All assessments and individual follow up appointments currently take place at the RNHRD site.

Scale and scope

At present, the BCFS operates from the Mineral Water Hospital site in Bath, known locally as the 'Min'.

Bath Centre for Fatigue Services

The BCFS is a specialist, outpatient service 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 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.

BCFS is a local, regional and national service for adults with CFS/ME and for those with fatigue linked to other long-term conditions including cancer related fatigue. Additionally, 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 the outpatient activity is delivered in the Mineral Water Hospital building. Community based clinics are also provided across the region including Semington and Salisbury in Wiltshire, plus domiciliary visits for people severely affected by fatigue and advocacy meetings, or employment settings for work and vocational rehabilitation purposes if required. These services will continue in their current locations subject to commissioners' intentions. Only the services provided on the Mineral Water Hospital site will relocate. Additionally, the BCFS team regularly provide end of active treatment interventions at the main RUH site for people living with and beyond cancer.

The BCFS accepts referrals locally, regionally and nationally. Services are commissioned by BaNES, Bristol, Gloucestershire, South Gloucestershire, North Somerset, Somerset, Swindon and Wiltshire, with the bulk of activity from BaNES and Wiltshire.

The table below outlines the number of new and follow up patients accessing the BCFS on the Mineral Water Hospital site for the years 2013/14, 14/15 and 15/16. The activity includes patients attending CFS/ME and Macmillan Step Up programmes and excludes those who have only accessed telephone appointments or satellite clinics or other services not at the Mineral Water Hospital site. 'Other' describes remaining CCGs and may also include activity exempt from charging or 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
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

Impact of proposals to relocate the RNHRD's BCFS

The Trust is proposing to relocate the RNHRD's Bath Centre for Fatigue Services from the Mineral Water Hospital site, to the RUH's Combe Park site where a purpose built RNHRD and Therapies Centre is being developed.

Clinicians and staff who work in these services have been involved in the design and planning process to ensure the new RNHRD and Therapies Centre will continue to support the delivery of high quality effective services.

Feedback

Focussed clinical and patient and public engagement on the planned relocation ran from 26th June to 4th September, 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 on the proposal and opportunities to provide feedback was made available through a range of channels including the RNHRD and RUH websites, social media, display boards, have your say' feedback boxes at the RNHRD, display screens in the Trusts, information and opportunities to provide feedback circulated by the RUH and cascaded via relevant individuals and stakeholder organisations. The BCFS service leads and Local Health Economy Communications Working Group patient representative provided guidance on additional stakeholder groups and individuals to seek feedback from as part of the process. (see appendix 1).

The low level of engagement during the formal engagement period may indicate that after a two year phased programme of engagement on plans to relocate RNHRD services (at an overall and service specific level) many stakeholders may already have had any concerns addressed and feel reassured that subject to commissioner intentions, the same high quality RNHRD services will continue and only the location will change.

A total of 22 people completed at least some of the engagement questionnaire, with 17 completing the full questionnaire.

There was a spectrum of questionnaire opinions on the proposal:

“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.”

However, respondents could identify a range of benefits as a result of relocating the BCFS, including newer facilities, better integration with other services, better access and easier parking.

Potential or perceived disadvantages raised by respondents and the actions the RUH has taken or will take to address these concerns include:

- Parking

The Trust has taken steps to improve parking facilities on the RUH site and has taken into account the 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. Not all patients with CFS/ME are not eligible for a blue badge due to lack of understanding of the fluctuation in symptoms and their impact.

- Accessing via public transport
- Moving from a city centre location

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. For some patients who currently access the RNHRD via Bath Spa rail or bus, relocating the service to the RUH’s Combe Park site will extend their journey time,

- Less warm and inviting

The vision for the new RNRHD and Therapies Centre is to create a supportive environment with dedicated facilities for providing high quality care. 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 interior design will sensitively reflect its heritage and the specific needs of its patient groups. The environment is an integral part of the design to reduce stress and 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 and public transport will also be addressed through clear communications in the period ahead of the proposed relocation of the BCFS.

Engagement Event

Around thirty attendees at an informal engagement session which was convened earlier in the year, as an addition to a pre-arranged Friends and Family event, had the opportunity to see plans and hear about the detail for the new Centre. Attendees were generally positive about new and improved facilities on the understanding of the same quality of service at the new location.

As part of the formal engagement activity, 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 cancelled, as only one person expressed an interest in attending – alternative ways of providing feedback were provided for this person. 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.

Further details including an outline of PPE activities and feedback can be found in the BCFS PPE Briefing Report.

Next steps:

Subject to the Committee's endorsement of the plan to relocate the RNHRD's Bath Centre for Fatigue Services to a purpose built RNHRD and Therapies Centre on the RUH's Combe Park site, construction of the Centre will get underway in 2017, and the services will relocate when the new build is complete, scheduled for 2019.

The next phase of PPE activities relate to proposals to relocate the RNHRD's Pain Management services. Planning is underway to launch the final round of PPE activity in early 2018.

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 RNHRD and provide opportunity to realise benefits of co-location with RUH 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 Water 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.

8 CONSULTATION

In addition to the service related public and patient engagement activity outlined in this report, the RUH has been 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 relocation of clinical services from the Mineral Water Hospital Site.

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.

Contact person	<i>Clare O'Farrell, Deputy Chief Operating Officer, RUH</i> <i>Tracey Cox, Chief Officer, NHS Bath and North East Somerset Clinical Commissioning Group</i>
Background papers	<i>Update to Health and Wellbeing Select Committee 29th July 2015</i> <i>Update to Health and Wellbeing Select Committee 25th November 2015</i> <i>Update to Health and Wellbeing Select Committee 27th January 2016</i> <i>Update to Health and Wellbeing Select Committee 20th July 2016</i> <i>Update to Health and Wellbeing Select Committee 22nd March 2017</i>
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