

Relocation of Inpatient Neuro-Rehabilitation Service - Engagement Outcome Report

1 Executive Summary

NHS Wigan Borough Clinical Commissioning Group (CCG) and NHS Bolton Clinical Commissioning Group (CCG) have been working collaboratively on the re-provision of the Neuro rehabilitation unit currently based at Leigh Infirmary called the Taylor Unit.

Throughout August and September 2017, NHS Wigan Borough CCG and NHS Bolton CCG spoke to patients, families, staff and members of the public about this change to gather feedback. This engagement work was undertaken jointly by the Engagement Teams at NHS Wigan Borough CCG and NHS Bolton CCG. The focus of this was to

- explain the rationale for the selection of Trafford General Hospital as the preferred provider of the future service model
- understand the impact this change could have on patients of the service and their friends and relatives, and
- identify possible mitigation required for any negative impact identified.

This paper details the previously highlighted EIA outcome, high level engagement feedback and mitigating actions being undertaken.

2 Introduction and Background

Wrightington Wigan and Leigh NHS Foundation Trust served notice on the provision of the inpatient Neuro-Rehabilitation care at Leigh Infirmary from April 2018. As a result of this decision, Wigan CCG led on the selection of an alternative service (in collaboration with Bolton CCG). Trafford General Hospital (part of Central Manchester University Hospital NHS Foundation Trust) was chosen as the preferred provider – with an expected service commencement date of April 2018.

Trafford General Hospital has the following positive attributes for neuro-rehabilitation inpatient provision:

- Trafford General Hospital already provides inpatient Neuro-rehabilitation
- The Unit would be based on the ground floor and patients would have access to an outdoor space to aid recovery
- The ward has a good spatial lay out with multi-disciplinary team & therapy facilities; including a gym, a splinting room, an occupational therapy kitchen, quiet treatment rooms for speech & language therapy and neuro-psychology as well as meeting and family rooms. Visiting hours at the hospital are very relaxed
- There is free parking
- There is a shuttle bus between Central Manchester and Trafford that runs hourly.

3 Summary of all Engagement Activity

A number of different methods were utilised and advertised to ensure the public, staff, patients and their relatives had an opportunity to engage and share their views. This included:

- Two visits to the Taylor Unit ward to engage with current patients and their friends and relatives.
- Four public meetings held – two in Bolton, one in Wigan and one in Leigh. These meetings were timed during the day and evening.
- An online survey was also advertised for those who were unable to attend any sessions in person. Paper copies of the survey were available upon request.

All sessions were extensively advertised, and provision of interpreters could have been provided upon request at time of confirming attendance.

Summary of all Engagement Activity

Date	Activity
24/08/2017	Time on Taylor Unit
31/08/2017	Public session (Bolton)
04/09/2017	Public session (Leigh)
05/09/2017	Time on Taylor Unit
11/09/2017	Public session (Bolton)
19/09/2017	Bolton CCG's Equality Target Action Group (ETAG)
21/09/2017	Public session (Wigan)
12/10/2017	Wigan Borough CCG's Patients Forum
13/10/2017	Meeting with Greater Manchester Neurological Alliance
10/11/2017	Public session with Bolton Neuro Voices and Greater Manchester Neurological Alliance.

111 people attended across the sessions listed above, and 6 people completed the online survey.

4 Feedback summary

It was clear throughout the engagement that the majority of people from Bolton were supportive of a move from Leigh Infirmary. Within Wigan, there was a more neutral attitude, but the majority of people from Leigh were against the move. Across all areas, concerns were cited about the suitability of the current environment at Leigh for Neuro-Rehabilitation for patients. A common theme emerged about travel for friends and relatives, which are detailed with the rest of the feedback received in Appendix A.

It is important for the Board to note that, on average, across Bolton the approximate travel times are the same as they are currently to Leigh Infirmary at 27 mins by car to Trafford

General Hospital, and travel by public transport is, on average, 12 mins longer (as set out in Appendix B).

5 Areas for consideration following Equality Impact Assessment

Actions being undertaken in consideration of the outcomes from the EIA and stakeholder engagement in relation to travel, with specific reference to the identified communities which are those on low incomes, those with limited or no spoken English and those with learning, sensory or physical disability are:

1. It has been ascertained that all relevant bus routes are accessible for wheelchairs.
2. Ongoing liaison with Transport for Greater Manchester about local bus services and whether they could be extended into the evening.
3. Developing travel guidance for patients, relatives and carers for current bus and train routes in different languages and mediums.
4. Free parking at Trafford General Hospital is currently in place.
5. It has been ascertained that the Healthcare Travel Costs Scheme can currently be used to claim a refund of reasonable travel costs, and there is also the option of Ring and Ride, community transport or travel vouchers for those people who may not be able to use public transport for a variety of reasons such as walking difficulties.

6 Other Actions

Based on the feedback from stakeholders (described in Appendix A), the following areas are also being addressed

1. Continue to provide information to current patients and families/carers and facilitate further visits to the Unit at Trafford
2. Provide support and information to staff working in the Taylor Unit and facilitate further visits to the Unit and Trafford
3. Comprehensive information on the future change will be provided to any new patients and families prior to and during their admission to the Taylor Unit.
4. Update the Taylor Unit leaflet and website information with the new information
5. Work with the Greater Manchester Neurological Alliance to develop communications that they can distribute via their networks
6. Ensure appropriate pathways to facilitate the transfer of patients back into Community Neuro-Rehabilitation services in their own locality as soon as appropriate
7. Stagger patient transfers, provide information and ward layout plans and facilitate staff visits.

Appendix A

Overview of feedback - Bolton

Unfortunately, despite extensive advertisement, no-one attended the two public sessions in Bolton. However, 18 people attended the Equality Target Action Group (ETAG) session. ETAG stands for Equality Target Action Group and is made up of different community groups in and around Bolton with a focus on equality and inclusion in health care services.

The group were asked to consider any equality impacts for patients and their relatives and friends with this service move. The group were supportive as could see benefits that would ensure excellent levels of care would be provided by this service moving. There was also an acknowledgement that Bolton based relatives and friends of patients of this service were already travelling as the Unit is currently based in Leigh, but they wished to raise some concerns for consideration about potential travel implications, in particular for those who would need to access public transport.

The following themes emerged from feedback received - were made:

- Travel - CCGs liaise with Transport for Greater Manchester to ensure all appropriate bus routes run with full coverage over visiting times. In addition, a suggestion of alternative transport commissioned to run between various sites such as Wigan, Leigh, and Bolton to Trafford was raised.
- Advertisement – Ensure information is clearly displayed at Trafford Centre bus terminal to signpost to Trafford General Hospital.
- Funding - an accessibility fund made available for those relatives/friends who wish to visit the Unit at Trafford General who may need additional support.
- Parking - Designated parking allocated for relatives of patients of the Unit.

Overview of feedback - Wigan and Leigh

Through a mixture of two public sessions in Wigan and in Leigh, alongside two visits to the Taylor Unit ward, feedback has been received from staff, relatives of current patients, patients and members of the public.

Staff feedback

The following feedback has been received from current staff of the Taylor Unit, which focused on current challenges providing the service from the current site:

- Staff provide high quality care despite the environment and described having to 'make do' for a number of years.
- Staff on the Taylor Unit worked hard to achieve the shortest length of stay in Greater Manchester.
- There are concerns about current staffing levels and cover arrangements when staff members are on leave. There was an example given that one patient has had a gap in Speech and Language Therapy due to the therapist being on leave and no cover was available.
- Patients, families and staff agree that the environment on Taylor Unit is not ideal. There are security concerns, issues with toilet facilities, and the fact the unit is upstairs makes using the garden area difficult.

The following concerns were also raised by staff about moving to Trafford General Hospital:

- Staff facilitating home visits will be away from the Unit for longer periods of time.
- Impact of travelling on staff from Wigan who decide to move with the service.
- Length of stay for patients will increase.
- Loss of local knowledge about services and links with voluntary community services which would need to be gained.

- Discharge process back into Wigan Borough or Bolton will be more complex.
- Concerns for the future of staff and the potential loss of skills. Some staff members have worked on the Unit for many years.

Patient/Public feedback

The following table summarises the discussions around the service moving to Trafford General Hospital.

Benefits of service relocation	Concerns with service relocation
The potential for better staff cover during absence or holidays, due to the existing Neuro-Rehab ward at Trafford General Hospital.	Accessibility of Trafford General Hospital was the most frequently noted concern; longer, more complex journeys. Particularly in peak times.
Improvement in clinical care and meeting the Greater Manchester standards, i.e. access to medical cover and diagnostics on the site.	The increased cost visitors will incur travelling to Trafford General Hospital.
Improvement to the physical environment such as having more space, being on a ground floor, accessible outdoor space and on site canteen.	There is no direct bus to Trafford General Hospital from Wigan, Leigh or Bolton and the journey is more complex.
Flexibility of opening times at Trafford General Hospital will give visitors flexibility of when to travel.	Visitors may visit loved ones less, which could impact on the rehabilitation process.
Free parking at Trafford General.	Increased travel time and stress could negatively impact on the health and wellbeing of visitors and loved ones.
The Trafford Centre is a point of interest and families could take loved ones for a day out.	Concerns about the lack of Community Neuro-Rehab services available in Wigan Borough and Bolton. Impact of travel on some vulnerable groups such as Carers etc.

A meeting between NHS Wigan Borough Clinical Commissioning Group (CCG) and representatives from the Greater Manchester Neurological Alliance took place on 13th October 2017. An agreement was reached around how they would be involved in the process going forward, in particular around helping to communicate with service users and being involved in the transition.

Appendix B

As a result of the suggestions raised regarding potential issues with travel for relatives/friends of patients of the service, an analysis has been done of what is currently provided by various travel companies across Greater Manchester.

Travel by car

Below is a comparison of the approximate travel times by car to Trafford General Hospital and to Leigh Infirmary from various postcodes:

Bolton to Trafford General Hospital	Bolton to Leigh Infirmary
BL1 – 24 minutes	BL1 – 24 minutes
BL2 – 24 minutes	BL2 – 30 minutes
BL3 – 24 minutes	BL3 – 22 minutes
BL4 – 18 minutes	BL4 – 25 minutes
BL5 – 26 minutes	BL5 – 20 minutes
BL6 – 35 minutes	BL6 – 28 minutes
BL7 – 35 minutes	BL7 – 40 minutes

Wigan to Trafford General Hospital	Wigan to Leigh Infirmary
WN1 – 38 Minutes	WN1 – 30 Minutes
WN2 – 31 Minutes	WN2 – 17 Minutes
WN3 – 31 Minutes	WN3 – 26 Minutes
WN4 – 29 Minutes	WN4 – 25 Minutes
WN5 – 33 Minutes	WN5 – 28 Minutes
WN6 – 32 Minutes	WN6 – 28 Minutes
WN7 – 29 Minutes	WN7 – 6 Minutes
WA3 - 22 Minutes	WA3 - 25 Minutes
M29 - 21 Minutes	M29 - 11 Minutes
M46 - 29 Minutes	M46 – 9 Minutes

Travel by Public transport (Train/Bus)

Below is a comparison of the approximate travel times via public transport to Trafford General Hospital and to Leigh Infirmary from various postcodes:

Bolton to Trafford General Hospital	Bolton to Leigh Infirmary
BL1 – 1 hour, 12 minutes	BL1 – 1 hour, 10 minutes
BL2 – 1 hour, 14 minutes	BL2 – 1 hour, 8 minutes
BL3 – 1 hour, 17 minutes	BL3 – 45 minutes
BL4 – 1 hour, 12 minutes	BL4 – 1 hour, 8 minutes
BL5 – 1 hour, 12 minutes	BL5 – 37 minutes
BL6 – 1 hour, 42 minutes	BL6 – 1 hour, 37 minutes
BL7 – 1 hour, 42 minutes	BL7 – 1 hour, 37 minutes

Wigan to Trafford General Hospital	Wigan to Leigh Infirmary
WN1- 1hr 57 Minutes	WN1 – 46 Minutes
WN2 – 1hr 33 Minutes	WN2 – 40 Minutes
WN3 – 1hr 40 Minutes	WN3 – 1hr 13 Minutes
WN4 – 1hr 42 Minutes	WN4 – 54 Minutes
WN5 – 1hr 38 Minutes	WN5 – 1hr 9 Minutes
WN6 - 2hr 10 Minutes	WN6 – 1hr 30 Minutes
WN7 – 1hr 10 Minutes	WN7 – 12 Minutes
WA3 - 1hr	WA3 – 1hr 20 Minutes
M29 - 1hr 5 Minutes	M29 – 31 Minutes
M46 - 43 Minutes	M46 – 20 Minutes

NB: Please note these are approximate times as travel time could change depending on time of day etc.

An analysis has also been produced below of main bus routes from various postcodes to both Leigh Infirmary and Trafford General Hospital.

Bolton - Trafford General Hospital	Bus routes common to both locations	Bolton - Leigh Infirmary
527 – Hourly till 22:52, Mon-Sun (accessible bus).	507 – Every 20-30 minutes till 19:40, then every hour till 22:40 Mon-Sat) Every 30 minutes till 22:40 Sun (accessible bus).	541 – Every 30 minutes till 17:31, then hourly till 19:03 Mon-Sat. No buses on Sundays (accessible bus).
525 - Hourly till 23:30, Mon-Sun (accessible bus).	501 – Every 10 -20 minutes till 20:50, then hourly till 22:50 Mon-Fri. Every 10 minutes till 18:50, then every 30 minutes till 22:50 Sat. Every 30 minutes till 22:50 Sun (accessible bus).	
571 – Every 15-30 minutes till 22:30 Mon-Sat. Every 30 minutes till 21:30 Sun (accessible bus).	562 – Every 20 minutes till 23:01 Mon-Sat. Hourly till 23:01 Sun (accessible bus).	582 – Every 10-20 minutes 20:05, then every 30 minutes till 00:15 Mon-Sun (accessible bus).
247 – Every 10 minutes till 23:06 Mon-Sat. Every 30 minutes till 23:06 Sun (accessible bus).	37 – Every 10 - 20 minutes till 19:40, then every 30 minutes till 23:10 Mon-Sat. Every 20 minutes till 19:10, then	

	every 30 minutes till 23:40 Sun (accessible bus).	
125 – Every 10 minutes till 22:16 Mon-Sat. Every 30 mins till 22:46 Sun (accessible bus).	517 – Every 30 minutes till 19:11, then hourly till 23:11 Mon-Fri, or till 18:31 Sat. Does not run on Sundays (accessible bus).	
TA01 – Hourly Mon, Tue & Thu only until 17:05 (accessible bus).		

Wigan to Trafford General Hospital	Wigan to Leigh Infirmary
<p>WN1 & WN2 3 bus journey 658 To Leigh - Hourly 34 Leigh To Manchester City Centre - Hourly 256 Manchester City Centre To Trafford General Hospital – Hourly</p>	<p>WN1 & WN2 658 To Leigh Hospital Depart every 20 minutes</p>
<p>WN3 3 Buses</p> <p>600 Depart every 33 minutes 34 Leigh To Manchester City Centre - Hourly 256 Manchester City Centre To Trafford General Hospital - Hourly</p>	<p>WN3 2 Buses</p> <p>600 / 628 / 632 to Wigan every 20 minutes 658 to Leigh Hospital every 20 minutes</p>
<p>WN4 3 Buses</p> <p>600 From Ashton Town Centre to Leigh Town Centre every 20 minutes 34 Leigh To Manchester City Centre - Hourly 256 Manchester City Centre To Trafford General Hospital - Hourly</p>	<p>WN4 1 Bus</p> <p>600 From Ashton Town Centre Depart to Leigh Town Centre – every 20 minutes</p>
<p>WN5 3 Buses</p> <p>600 to Leigh – Every 30 minutes 34 Leigh To Manchester City Centre - Hourly 256 Manchester City Centre To Trafford General Hospital - Hourly</p>	<p>WN5 2 Buses</p> <p>631 To Wigan Depart – every 15 minutes 658 to Leigh Hospital - every 20 minutes</p>

WN6 4 Buses 362 to Wigan departs – every 15 minutes 658 To Leigh - Hourly 34 Leigh To Manchester City Centre - Hourly 256 Manchester City Centre To Trafford General Hospital – Hourly	WN6 Standish 2 Buses 362 to Wigan departs – every 15 minutes 658 To Leigh - Hourly
WN7 2 Buses 34 Leigh To Manchester City Centre - Hourly 256 Manchester City Centre To Trafford General Hospital – Hourly	Not applicable