



LOOKING TO THE FUTURE

Securing the future of hospital services in Shrewsbury and Telford

NHS

Keeping you up to date on work to secure the future of hospital services in Shrewsbury and Telford

ISSUE 1

Welcome to the first edition of Looking to the Future

Looking to the Future aims to keep you informed about changes to your local hospitals and to tell you about the different ways in which you can get involved in helping to shape the future of your local health services.

Where are we now?

Following our recent 14-week 'Keeping It In The County' consultation on the future of local NHS services, the Boards of the Trust and local Primary Care Trusts agreed to move to the next phase of developing a plan that will see:

- Most hospital services for most patients continuing exactly where they are now.
- Some services moving from Shrewsbury to Telford. Telford will become the main base for consultant-led maternity services, inpatient children's services and inpatient head and neck services.
- Some services moving from Telford to Shrewsbury. Shrewsbury will become the main base for inpatient acute general surgery, and will continue to be our main centre for adult cancer services (strengthened by the new £5m cancer and haematology centre development).



As part of the consultation, the proposals were also scrutinised by local and national clinical experts and by the local Health Overview and Scrutiny Committees.

Why are these changes taking place?

There are three main reasons why we are making these changes:

- 1. We believe it is the only way to continue to ensure safe and high quality care for all our patients*
- 2. This will ensure that we have enough staff in the right place at the right time with the right skills to deliver our services and that our buildings and facilities are safe, modern and fit for purpose*
- 3. We want to make sure that we keep as many services as possible in the county so that our two hospitals can continue to serve the people of Shropshire, Telford & Wrekin and mid Wales for a long time to come.*

This has not been an easy decision to make, and has followed lengthy talks with doctors and other medical and nursing professionals, our staff and partner organisations from across Shropshire, Telford & Wrekin and mid Wales. It has also followed the public consultation to test out the ideas with patients and the public and listen to your views. We recognise that some very strong views have been raised in opposition to the proposals, and that people have expressed concerns that must be taken into account when planning the next steps towards safe and sustainable health services.

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In this edition of Looking To The Future we bring you news about:

- The next steps in the ongoing work to keep services in the county
- How patients and their families are helping us to shape our plans
- How the local NHS will be engaging with its communities in the coming months



Looking to the Future



What does this mean for patients?

Although some patients will be affected by the changes, it is important to remember that most services for most patients will remain the same. This includes:

- *A&E services at both hospitals*
- *Most outpatients and diagnostics unchanged*
- *Most day case procedures unchanged*
- *Children's Assessment Unit at both hospitals*
- *Midwife Led Unit at both hospitals*

- *Emergency medical patients at both hospitals (e.g. heart attacks or serious chest infections)*

The changes we are making will mean improved facilities for patients, including:

- *Improved facilities for cancer patients at Shrewsbury*
- *Surgery concentrated at Shrewsbury*
- *Safe and sustainable maternity and children's services by moving to new, modern facilities at Telford*

What will happen when?

April 2011 to April 2012

- Working with patients and carers to develop detailed pathways
- Detailed operational and financial planning
- Developing business cases and undertaking procurement

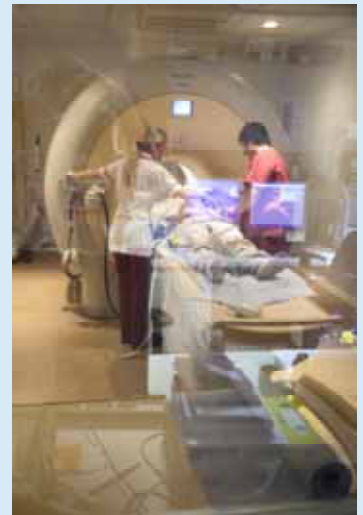
From April 2012

- Begin to put the changes in place, start building, training and moving services

Our assurances to you: Below is a list of some of the concerns that people have about the proposed changes and our plans to address these.

What we've heard	What we're doing
That people want to access high quality stroke care at both hospital sites	24-hour stroke thrombolysis and hyper-acute stroke unit at both hospital sites
Concerns about travelling to Telford unnecessarily	Looking at options for Children's Assessment Unit at RSH Outpatients and day cases remaining at both hospitals
Concerns about getting to hospital in an emergency and how long this journey may take	Working with both the West Midlands and Welsh Ambulance Services to improve response and turnaround times
That people would like their care delivered close to where they live and only have to travel to the main hospitals if absolutely necessary	Working with Powys Health Board and local GP commissioners to consider tele-healthcare and other options for community hospitals Developing a rural advisory group
Helping people in non-emergency situations	Using technology and telemedicine so that fewer people need to visit hospital for planned care Developing a shuttle bus between sites and exploring improvements to public transport
Helping people in emergency	Working closely with the ambulance services to understand the current and future challenges and developing options for the future Having clear pathways and processes in place so everyone involved knows where people should go and what to do
Helping women and children in emergency	Reviewing the way we assess and offer choice of delivery Enhancing training and skills for all staff groups including GPs Ensuring that women and children are taken quickly to the best place to provide care in an emergency

Your Questions and Answers



Q. Are these changes happening straight away?

A. No. In fact, most of the proposed changes will take two to three years to put in place. We want to involve patients and the public during this time. We will also make sure that there is widespread publicity about any changes nearer the time.

Q. Who will go to the Princess Royal Hospital to have their baby?

A. Any woman who needs a consultant-led delivery would give birth at the PRH. This includes women who are expecting twins, women with diabetes, women who have had previous caesareans, women whose babies are in the breech position or women whose babies are premature.

Q. What will happen to the maternity units in Bridgnorth, Ludlow and Oswestry?

A. The midwifery-led units in Bridgnorth, Ludlow and Oswestry will continue to provide services to women as now. In fact, it is hoped that by continuing to raise awareness of the excellent service women, their babies and their families receive, more women would choose to have their babies in one of our midwifery-led units.

Q. Why do you need to create a single children's inpatient unit?

A. Our children's doctors believe that creating a single inpatient unit is the only way we can protect this service for the future. The alternative could be that more children needing overnight care would have to be treated outside of Shrewsbury and Telford.

Q. Why do head and neck inpatient services also need to move to Telford?

A. We perform over 800 ENT procedures on children each year and the doctors delivering that care believe they should be located alongside children's services to be able to safely deliver this service.

Q. What about children's cancer services?

A. Children's cancer services will move to Telford so that our children's doctors are on hand to look after patients. We will work with patients and families of the service to create a new children's cancer unit.

Q. Where will I go for my surgery?

A. Most surgery takes place as a daycase procedure, and most day surgery will continue to be provided in the same place as now. For inpatient surgery requiring an overnight stay it will depend on what types of surgery you are having. For example, inpatient breast surgery will be at PRH.

Q. Will there be enough car parking?

A. Parking, and wider issues of travel and transport, will clearly need to be included in our plans. We are reviewing travel and transport to both of our hospital sites. We will also be introducing a shuttle bus service between the two. Wherever possible, we would encourage people to use public transport.

Rumour	Fact
The changes are all about saving money	These changes are driven by the need to develop safe and sustainable services in the county. Whilst we have to consider the financial implications of these changes, patient safety is our highest priority.
The ambulance service will not be able to cope with longer journeys	For many people, the journey to hospital will actually be shorter. Even so, we are still working hard with the ambulance Trusts to reduce the impact a longer journey may have for some of our patients.
Everything has already been decided	Whilst the Trust and PCT Boards and the local Health Overview and Scrutiny Committees supported the proposals we still have to develop business cases to enable these changes to progress. The Health Overview and Scrutiny Committees have a vital role on behalf of local communities, as they will be looking for evidence that we are addressing the concerns that were raised during consultation.
I will have to travel further for my appointment	The majority of times that people visit hospital is for an outpatient appointment. Both hospitals will continue to provide outpatients appointments. Most services for most patients will continue to be provided in the same place as now.
My child will be turned away if I go to A&E at Shrewsbury	No one will be turned away from either A&E department as both will continue to be able to assess and treat patients in an emergency. If a child needs emergency surgery then they will be quickly and safely transported to PRH.
The extra travel time could be dangerous for patients	Many patients already travel outside the area for emergency treatment, and these systems work safely. We are looking carefully at these systems so that they continue to work in future when these changes are put into place
Staff will be made redundant	Our senior doctors, nurses and clinical teams are working hard with our human resource team to work out what staff we will need to run our services in the future. The numbers of staff will be based on best practice and guidance from organisations such as the Royal Colleges.

Let us know if you would like to be involved

Please tick all that apply. Please invite me to take part in focus groups. I am particularly interested in:

- | | |
|---|---|
| <input type="checkbox"/> Surgery | <input type="checkbox"/> Maternity Services |
| <input type="checkbox"/> Children's Services | <input type="checkbox"/> Children's Cancer Services |
| <input type="checkbox"/> Gynaecology Services | |

Name(s):

Address:

Telephone:

Email:

Signature:

Date:

Please return this form by 31 July 2011 to:

NHS Foundation Trust Office, Royal Shrewsbury Hospital, Mytton
Oak Road, Shrewsbury, Shropshire SY3 8XQ

How to get involved in shaping the future of hospital services in Shrewsbury and Telford

We recognise that the prospect of changes to hospital services will not be welcomed by everyone, and does cause anxiety and uncertainty. We are committed to involving patients and members of the public in the work that will need to take place over the next few years to make sure hospital services remain safe and sustainable.

Based on what you have told us, the main areas for working with patients and the public will be:

- Surgery
- Maternity Services
- Children's Services
- Children's Cancer Services
- Gynaecology Services

In each of these areas, we plan to work with you on issues such as: Transport and access; Physical environment; and

Clinical services, including how the NHS can provide more care outside hospital settings and closer to home.

If you would like to take part in focus groups or surveys on these services, then please complete and return the form above. Your details will be held on a database for the purposes of communicating with you about this work and they will not be used for any other purpose. If you provide an email address then we will use this as our main route for corresponding with you. Please contact the Foundation Trust Office if at any point you no longer wish to take part in this work and would like to be removed from the "Looking To The Future" database.

All NHS Foundation Trust members will continue to be informed through the "Looking To The Future" newsletter, which will be included in each edition of "A Healthier Future".



www.ournhsinshropshireandtelford.nhs.uk

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