

Shropshire County **NHS**
Primary Care Trust

NHS
Telford and Wrekin

Keeping hospital services in Shropshire, Telford and Wrekin



Public Consultation Findings Report

March 2011

Merida 

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Appendices

Appendix 1: Shrewsbury and Telford Hospital NHS Trust meetings

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Appendix 3: Consultation meetings

Appendix 4: Consultation questionnaire responses by postcode

Appendix 5: List of written responses

Appendix 6: JHOSC response

Appendix 7: GP Commissioners & LINKs responses

(Version 2) Erratum statement:

The following charts were wrongly positioned in the text in Version 1.

This error has now been corrected and had no impact on the text in the report.

p. 12, Chart 4: Inpatient children's proposals (chart replaced)

p. 24, Chart 6: Maternity proposals (chart replaced)

p. 36, Chart 8: Surgery proposals (chart replaced)

‘Keeping it in the County’ Consultation Findings Executive Summary

This summary provides an overview of the key themes that have emerged from across the consultation process. These themes are common in responses from across Shropshire, Telford & Wrekin and from stakeholders. There are slight variations in emphasis, for different services and areas of the County, that are explored in the full report.

What people like about the proposals

Better building and facilities

Proposed location of services reflects population trends

Best use of limited resources

The retention of day time assessment at both hospital sites

Improved quality of service and better care

Improved access to services – older people and Stroke/Urology

Centres of excellence and specialist services would be created

Keeps skills and services in the County

The potential to modernise hospital sites

Consultants and other medical staff have been involved in drawing up the proposals and that there is a clinical evidence base

Concerns about the proposals

Travel time, distance and transport

By far the most widespread concerns expressed in the consultation are issues relating to travel, distance and transport. The most cited concerns are:

- Longer journeys for patients – both for routine appointments and in the event of an emergency.
- The potential risks to patients arising from longer journey times. People were particularly concerned about women in labour who needed to transfer from a midwife led unit and babies who need specialist care.
- Stroke services need to be close to home, people were concerned that any increases in travelling times may delay treatment and therefore affect recovery.
- Poor public transport services, poor road links and the additional costs of travelling further.
- Whether emergency services would be able to cope with the proposed reconfiguration. How communication between hospitals, ambulance services and paramedics will be managed to ensure that any changes to response times does not affect patient safety, particularly at peak travel times and in poor weather conditions.

- The increased time spent travelling, particularly for families of sick children, would create additional difficulties for parents who had other children and family members to care for.
- Inpatient children and women in the consultant led unit may feel more isolated if the additional journey times/cost reduced the number of visitors they receive.
- Poor public transport links to Telford.
- The need for affordable transport between sites for families and staff.
- Car parking at both sites was raised as an issue, as was accessible, affordable accommodation for parents near to the PRH.

Location of services

Many people would prefer that services are retained at RSH.

Many people stated that they did not want services to change, many others shared instances (often from personal experience) where additional travelling time would have been dangerous. People from all areas were concerned about additional travel times and distance, particularly for people from rural areas and mid-Wales.

Many people identified with Shrewsbury as the County town, considering it the 'Hub' linked to 'spoke' towns and communities around the County and into mid-Wales.

Some stakeholders think that if services move from Shrewsbury, it may result in the eventual downgrading of the RSH, or that services moving from Shrewsbury would disproportionately affect some parts of the County.

There is considerable opposition to the proposed loss of 24 hour paediatric assessment at RSH.

Reassurance required

Nothing to change

Public transport and shuttle bus arrangements

Reassurance on travel times, transfer between sites and emergency transport

Clear clinical pathways and arrangements in place to mitigate risk

That clinicians support the proposals

That there will be sufficient trained and qualified staff to ensure that the proposals are sustainable

Responses to the ratings questions

In the consultation questionnaires, people were asked to rate what they thought of the proposals in the document. These charts show the total responses to the ratings questions for each set of proposals. 54% of people who completed a questionnaire supported the overall proposals and 42% were against them (Chart A).

Chart A: Overall proposals

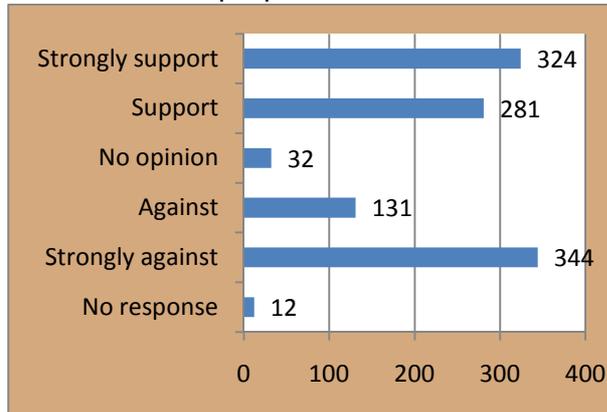


Chart B: Inpatient children's proposals

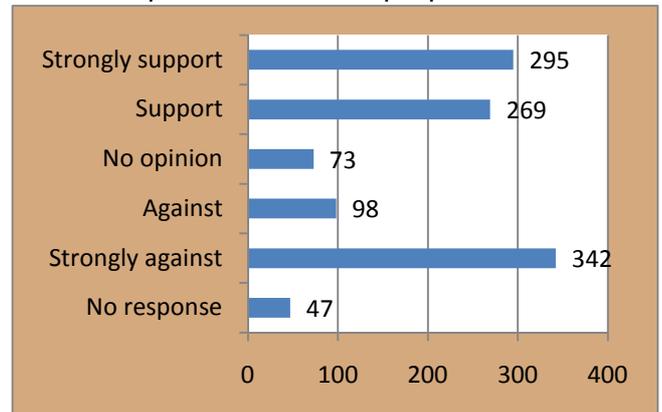


Chart C: Maternity proposals

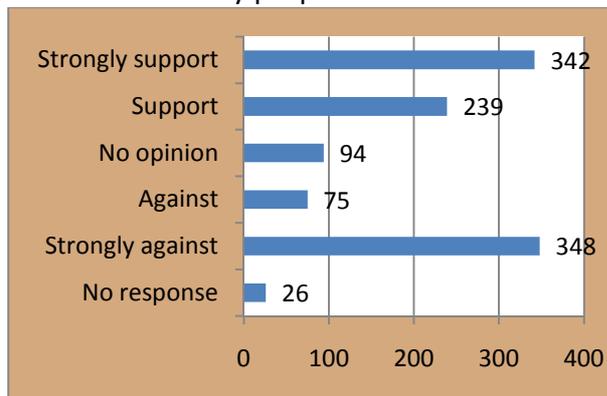
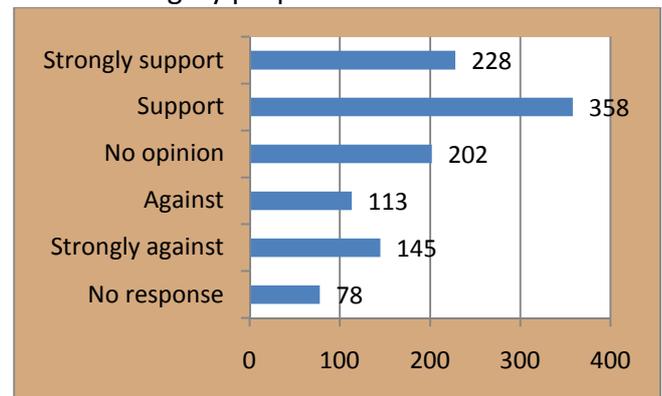


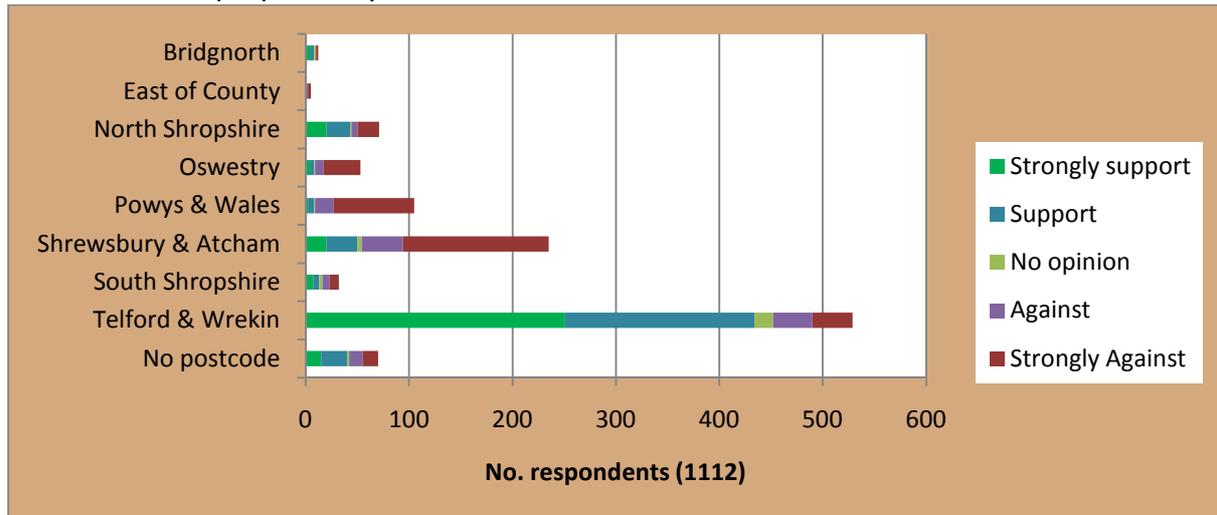
Chart D: Surgery proposals



The breakdown of responses by area in Chart E (overleaf) shows that, in broad terms, there was overall support for the proposals in Telford & Wrekin and the Bridgnorth area, whereas in Shrewsbury & Atcham, Oswestry area and mid-Wales people were generally against the proposals.

There was an even spread of people in support and against in South Shropshire, and more people in support in North Shropshire. Where people are in favour of the proposals, there is an even spread between 'Strongly support' and 'Support', whereas in areas against the proposals, they tend to be more 'Strongly against'.

Chart E: Overall proposals by area



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