

Paper 7

Recommendation <input checked="" type="checkbox"/> DECISION <input type="checkbox"/> NOTE	<div style="border: 1px solid black; padding: 2px;">SaTH Executive Team</div> is asked to approve the proposal
Reporting to:	SaTH Trust Board
Date	19 th October 2018
Paper Title	Phlebotomy – Princess House Closure
Brief Description	This paper details the outcome of public engagement and the options explored to re-provide the phlebotomy direct access service previously provided at Princess House and concludes with a recommendation that SaTH should not re-instate the Princess House service nor offer an alternative town centre service at this time.
Sponsoring Director	Nigel Lee, Chief Operating Officer
Author(s)	Helen Harvey, Pathology Centre Manager
Recommended / escalated by	Not applicable
Previously considered by	Not applicable
Link to strategic objectives	INNOVATIVE AND INSPIRATIONAL LEADERSHIP - Through innovative and inspirational leadership achieve financial surplus and a sustainable clinical services strategy focussing on population needs
Link to Board Assurance Framework	If we are unable to resolve the structural imbalance in the Trust's Income & Expenditure position then we will not be able to fulfil our financial duties & address the modernisation of our ageing estate & equipment (RR 670)
Outline of public/patient involvement	Not required. Communication plan included.
Equality Impact Assessment	<input checked="" type="radio"/> Stage 1 only (no negative impacts identified) <input type="radio"/> Stage 2 recommended (negative impacts identified) <input type="radio"/> * EIA must be attached for Board Approval <input type="radio"/> negative impacts have been mitigated <input type="radio"/> negative impacts balanced against overall positive impacts
Freedom of Information Act (2000) status	<input checked="" type="radio"/> This document is for full publication <input type="radio"/> This document includes FOIA exempt information <input type="radio"/> This whole document is exempt under the FOIA

Trust Board - 25 October 2018

PHLEBOTOMY – PRINCESS HOUSE CLOSURE

1. EXECUTIVE SUMMARY and RECOMMENDATION

This paper details the outcome of public engagement and the options explored to re-provide the phlebotomy direct access service previously provided at Princess House (PH) and concludes with a recommendation that SaTH should not re-instate the PH service nor offer an alternative town centre service at this time.

Instead, it is recommended that SaTH continues to engage with patients, GP practices and commissioners to identify the best model for future provision of phlebotomy service across the county.

2. Introduction

SaTH ceased to provide a phlebotomy service from Princess House in April 2018, as the Trust was not in a position to absorb a cost pressure of £32K per annum charged by the Community Health Trust (CHT) in order to continue to provide the service from this location.

An additional clinic room was opened in Elizabeth House (EH) RSH, which enabled the transfer of the service to this venue.

The relocation of this service away from the town centre was initially unpopular with some patients and in May 2018 the SaTH CEO asked Pathology to investigate options for an alternative community location and to engage with the public to establish their views on their preferred location for the future provision of phlebotomy services.

2.1 Patient Engagement Activities

With assistance from the Trust's Engagement Facilitator, patient surveys were handed to patients attending Elizabeth House (EH) between May and July; 530 responses were received. Early indications supported a return of the service to Princess House, but by the end of the engagement period, the popularity of PH had diminished with only 34% of patients overall wanting to see a return of the service to PH and 66% wanting an alternative. However, the survey gave no clear sense of direction with 21% patients wanting the service in their own GP practice, 26% wanting the service at EH and 15% patients wanting the service located somewhere in the town centre. From this survey we were not able to demonstrate that we had engaged with patients with protected characteristics and as the outcome was unclear, we proceeded with further round of patient engagement activities, which concluded in September.

The outcome of this further round of engagement supported the earlier findings with only 36% of patients wanting a service in the town centre, 25% patients wanting the service in their own GP practice, 39% wanting the service at EH. 422 responses were received.

Currently neither Riverside, nor Claremont Bank GP practices (the main users of the PH service) are able to accommodate a phlebotomy clinic in their premises. However, Riverside practices will relocate to new premises in September/October 2019, and will then be able to offer a phlebotomy service for their own patients and potentially for patients from Claremont Bank practice (to be confirmed in the new year). We are yet to establish where patients would like to access phlebotomy services between now and when the new Riverside GP premises becomes available.

2.2 Service Equality and Cost

Shropshire CCG has stated that they are unwilling to contribute to the cost of providing a town centre phlebotomy service because it is only available to certain Shropshire patients and therefore raises questions of inequality within the county.

In T&W, several GP practices host a phlebotomy clinic and there is a walk-in service at PRH. There is no other community service comparable with that previously provided at Princess House.

3. Options

Options Explored:

3.1 Re-instate the service at Princess House: overall only 36% of patients surveyed indicated that they wanted phlebotomy services based at PH in future. Access to the top floor of Princess House is by several flights of stairs or use of a lift, both of which can prove difficult for some patients. From the staff perspective, they are isolated and access to resources is restricted in the event of patients needing medical or nursing assistance. Neither Riverside, nor Claremont Bank practices are able to contribute to the annual cost of re-instating the service at Princess House.

3.2 Provide a phlebotomy service in the GP practices: neither Riverside, nor Claremont Bank practices are able to accommodate a clinic in their current premises. However, Riverside has indicated there will be space to accommodate a clinic for their own patients when their new premises become available in September/October 2019 and potentially they may be able to support patients from Claremont Bank practice (TBC in NY).

3.3 Continue to provide an interim phlebotomy service from the additional clinic room in Elizabeth House (RSH). This has proved efficient in the use of staff and has reduced waiting time for all patients using the EH service. It also relieves the cost pressure to SaTH. The situation could be reviewed in September/ October 2019 following the opening of the new Riverside GP premises.

4. Proposal

Taking into account the results of our engagement with patients since May, the proposal is for SaTH to provide patients with access to the walk-in service at Elizabeth House (RSH) as an interim measure until such time as a suitable space becomes available in either of the two town centre GP practices.

Patients have been advised that for visits under 20 minutes (which applies to many visits), car parking is free. For those where visits last over 20 minutes, discounted car parking can be obtained (£8 for 10 visits) which is significantly cheaper than town centre parking.

It should be noted that there has been one formal complaint about the closure of the service, and two PALS concerns raised. There was also one judicial review enquiry which has not progressed.

It is also proposed that SaTH publishes the results of the patient survey and the communication to patients via GP practices and media release.

5. Conclusion

Princess House was never an ideal location due to the poor access for some patients. An alternative town centre location is not currently supported by patient feedback.



**The Shrewsbury and
Telford Hospital**

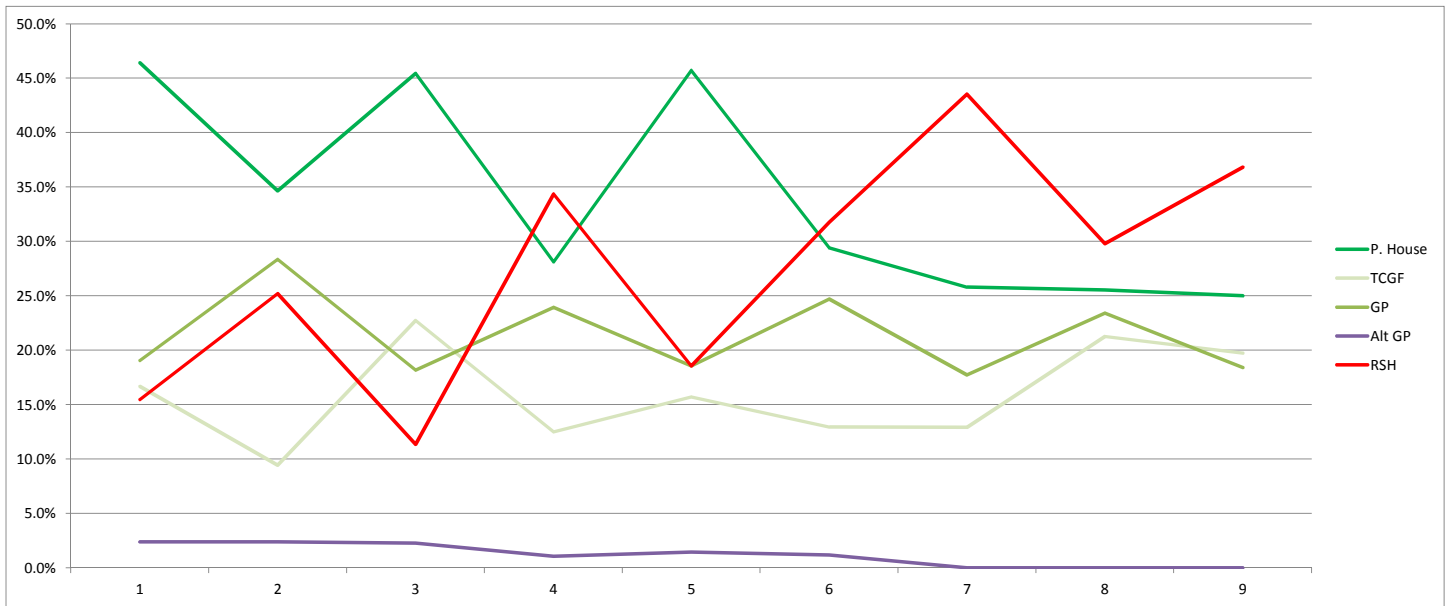
NHS Trust

On this basis, the Executive Team is recommended to approve the proposal not to re-instate the Princess House service, or offer an alternative town centre location at this time. The recommendation is to continue with the current, efficient service model at Elizabeth House, RSH at the present time and to continue to engage with patients, GP practices and commissioners to identify the best model for future phlebotomy service provision across the county.

Helen Harvey
Centre Manager Pathology
19 October 2018

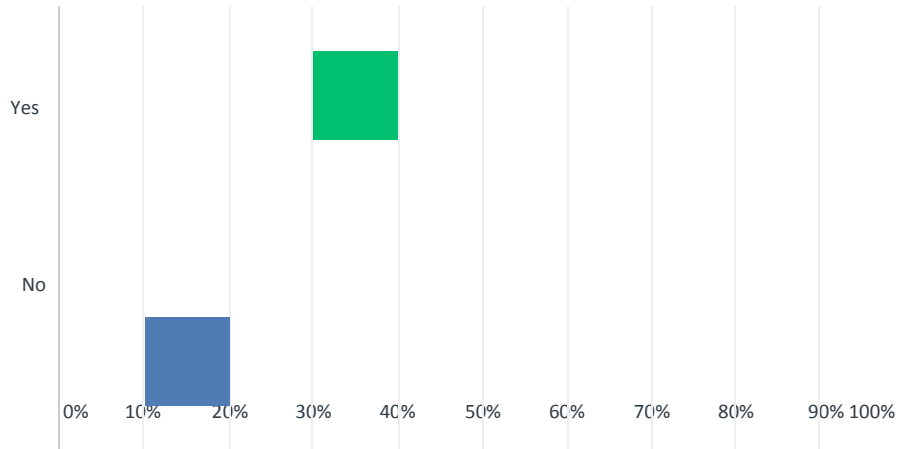
Date		Wednesday 9th May	Thursday 17th May	Friday 23rd May	Wednesday 13th June	Thursday 21st June	Friday 29th June	Tuesday 10th July	Wednesday 18th July	Thursday 26th July	Total Responses	Overall Percentage		
Experience today	Good	57	92	58	67	48	64	43	31	59	519	97.9		
	Average	2	3	0	2	1	0	1	0	0			9	1.7
	Poor	0	1	0	0	1	0	0	0	0			2	0.0
Total completed		59	96	58	69	50	64	44	31	59	530	100.0		
Travel	Car	32	62	32	42	39	45	32	27	45	356	67.2		
	Walk	4	10	3	9	1	4	2	1	5			39	7.4
	Bus	21	19	16	16	9	15	7	3	8			114	21.5
	Taxi	0	2	5	0	1	0	3	0	1			12	2.3
	Bike	2	3	2	2	0	0	0	0	0			9	1.7
Total completed		59	96	58	69	50	64	44	31	59	530	100.0		
Future	P. House	39	44	40	27	32	25	16	12	19	254	34.6		
	TCGF	14	12	20	12	11	11	8	10	15			113	15.4
	GP	16	36	16	23	13	21	11	11	14			161	21.9
	Alt GP	2	3	2	1	1	1	0	0	0			10	1.4
	RSH	13	32	10	33	13	27	27	14	28			197	26.8
Total completed		84	127	88	96	70	85	62	47	76	735	100.0		
Trend Data	P. House	46.4%	34.6%	45.5%	28.1%	45.7%	29.4%	25.8%	25.5%	25.0%	100.0%	100.0%		
	TCGF	16.7%	9.4%	22.7%	12.5%	15.7%	12.9%	12.9%	21.3%	19.7%			100.0%	100.0%
	GP	19.0%	28.3%	18.2%	24.0%	18.6%	24.7%	17.7%	23.4%	18.4%			100.0%	100.0%
	Alt GP	2.4%	2.4%	2.3%	1.0%	1.4%	1.2%	0.0%	0.0%	0.0%			100.0%	100.0%
	RSH	15.5%	25.2%	11.4%	34.4%	18.6%	31.8%	43.5%	29.8%	36.8%			100.0%	100.0%

Further comments: See tabs



Q1 Have you previously used Princess House for Phlebotomy Services?

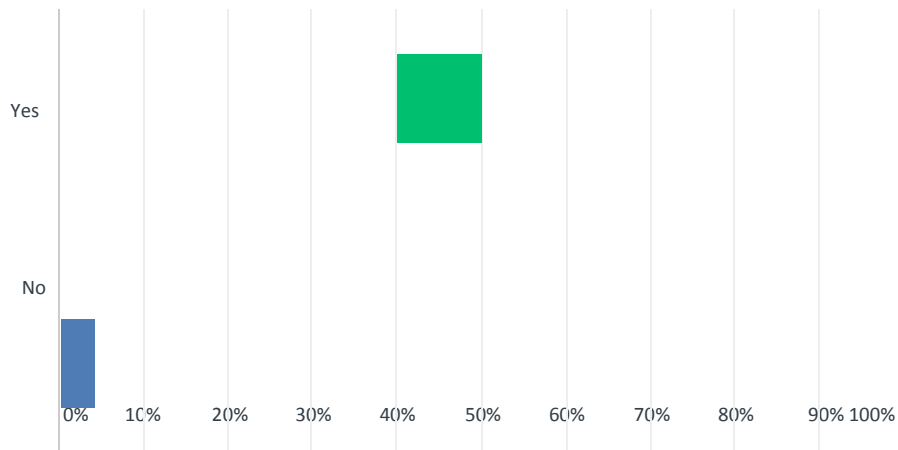
Answered: 422 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	75.83% 320
No	24.17% 102
TOTAL	422

Q2 Have you used Phlebotomy services at Elizabeth House, Royal Shrewsbury Hospital, today?

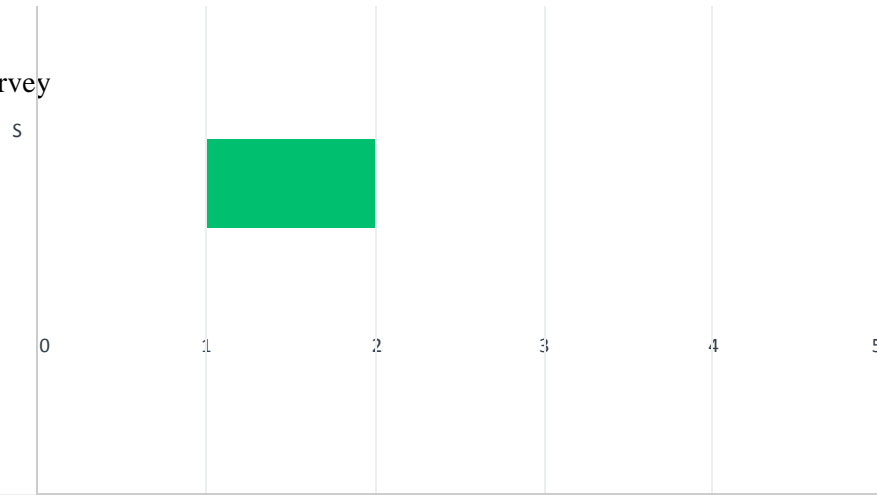
Answered: 313 Skipped: 111



ANSWER CHOICES	RESPONSES
Yes	95.85% 300
No	4.15% 13
TOTAL	313

Q3 If you have used services today, which most accurately represents your experience of Phlebotomy services?

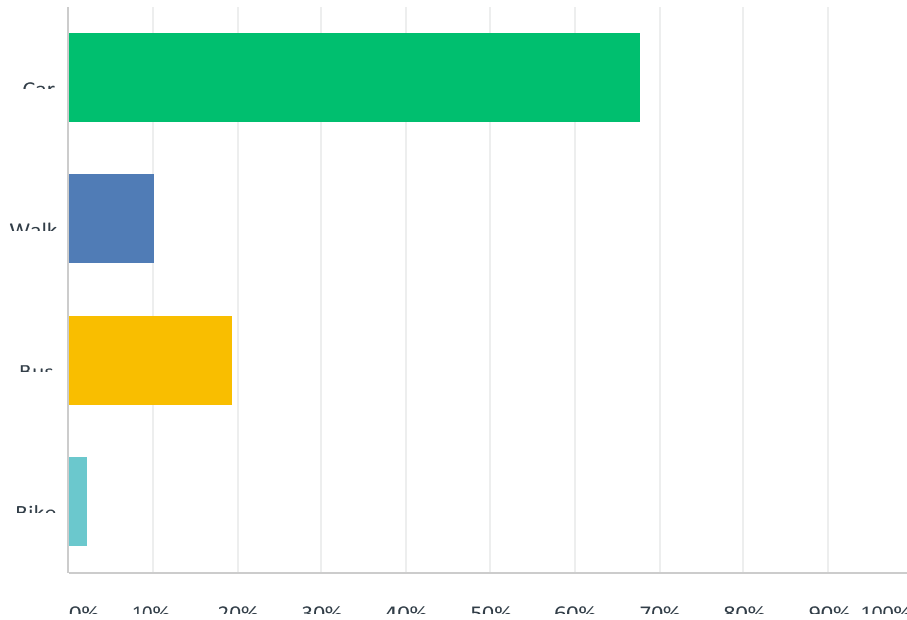
Answered: 410 Skipped: 14



	POOR	AVERAGE	GOOD	TOTAL	WEIGHTED AVERAGE
S	0.24%	2.68%	97.07%	410	2.97
	1	11	398		

Q4 How did you travel to RSH for your visit today?

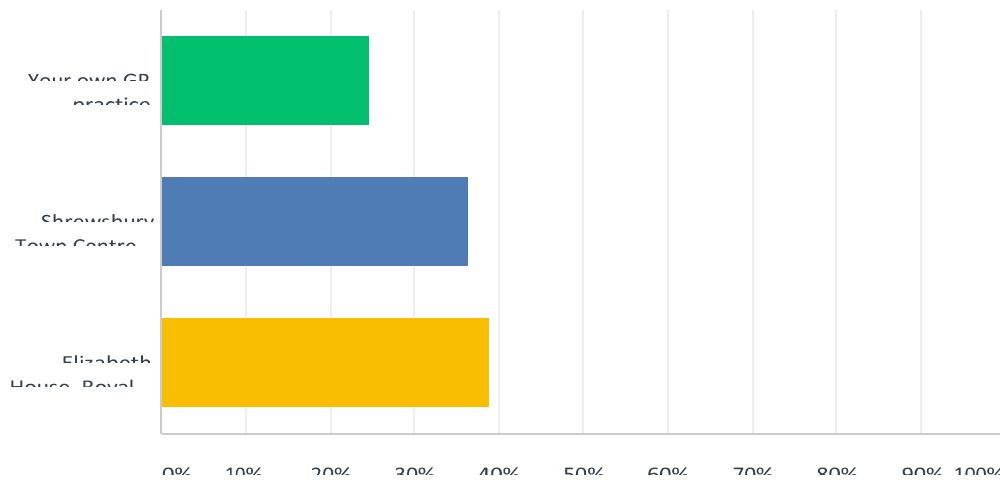
Answered: 417 Skipped: 7



ANSWER CHOICES	RESPONSES
Car	67.87% 283
Walk	10.31% 43
Bus	19.42% 81
Bike	2.40% 10
TOTAL	417

Q5 Where would you personally prefer future Phlebotomy services to be based? (Please chose one of the following)

Answered: 423 Skipped: 1



ANSWER CHOICES	RESPONSES	
Your own GP practice	24.59%	104
Shrewsbury Town Centre location	36.41%	154
Elizabeth House, Royal Shrewsbury Hospital	39.01%	165
TOTAL		423