

Improvement to ENT/Audiology Outpatients at Royal Shrewsbury Hospital

Temporary Service Change

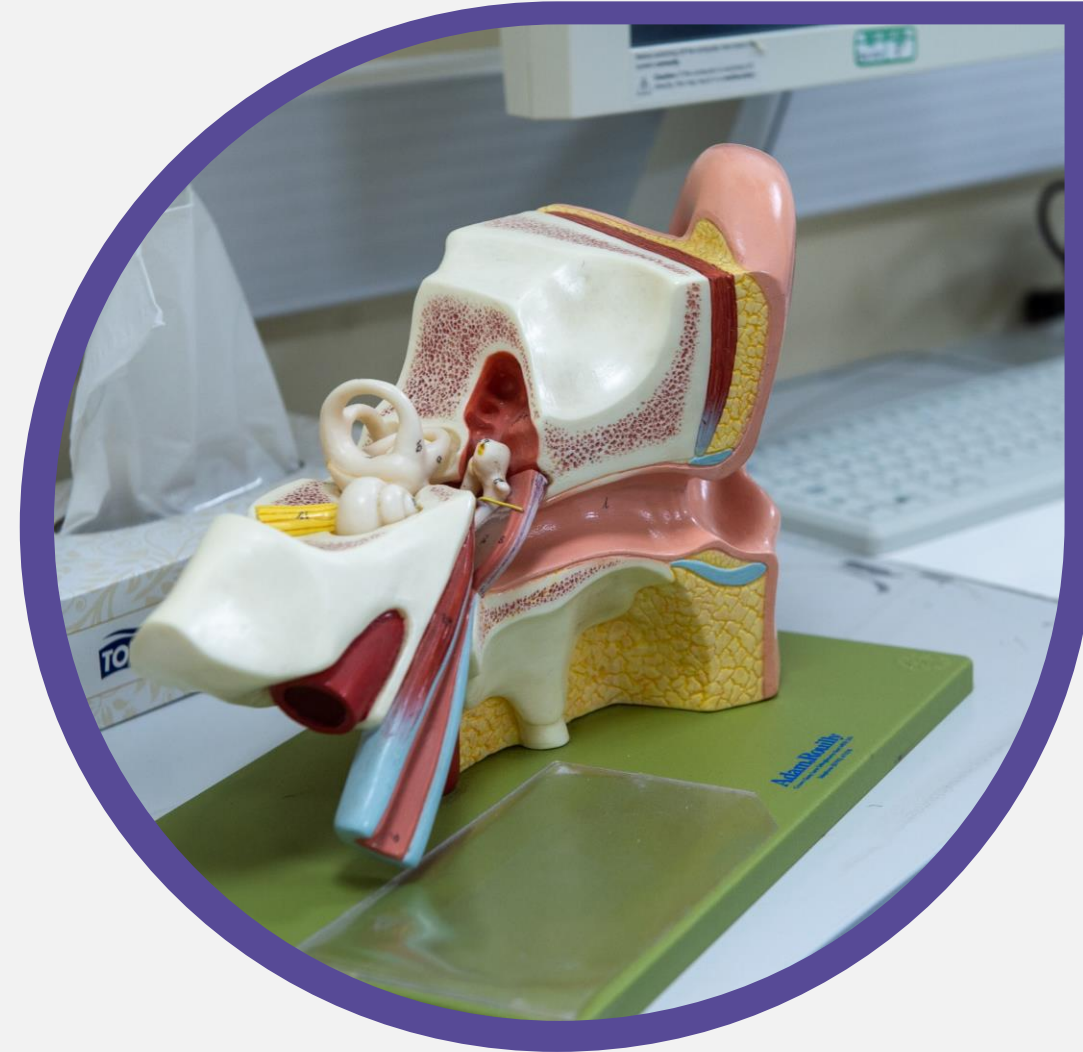
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April 2022



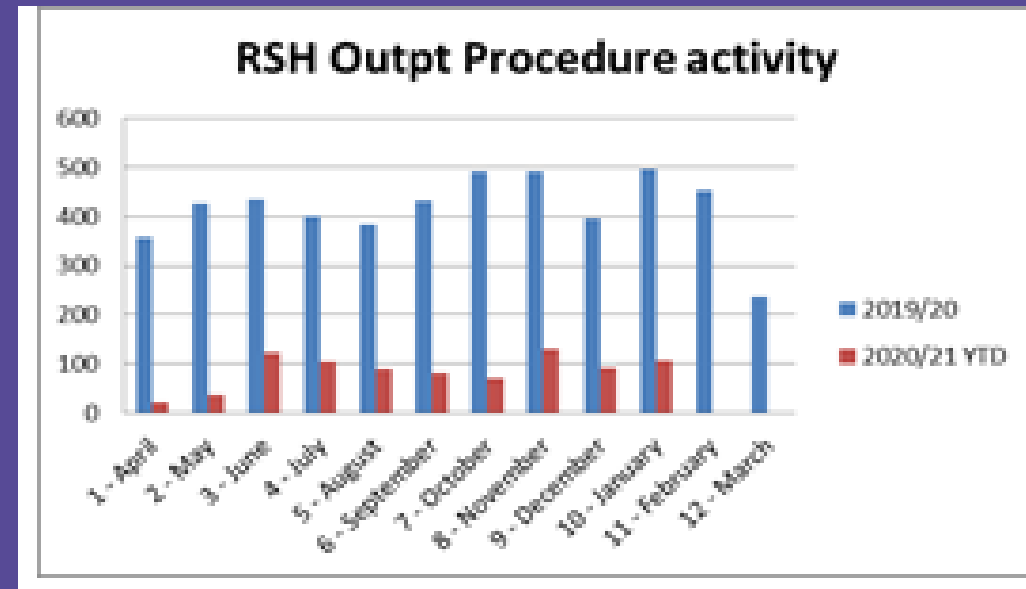
Background

- Audiology and Ear, Nose and Throat (ENT) Outpatient Clinics for adults and children are held at both hospital sites (RSH and PRH). There are a number of community clinics held across Shropshire, Telford & Wrekin and Mid Wales.
- In our ENT and Audiology clinics we carried procedures that generate Aerosols (AGP), which present a risk of infections to patients and staff.
- Following an AGP the room and equipment require deep cleaning and the room then needs time to “rest” (for air circulation) before the next patient can be seen/treated. This cleaning process is extremely important to ensure we are COVID safe.
- Our Audiology clinic rooms need to be acoustically sound proofed, so they are unable to open windows to improve ventilation



Background Continued

- The cleaning process and “rest” time results in patients having to wait longer during appointments and in some circumstances may result in patients appointments being rescheduled.
- Infection Prevention and Control and national guidance recommend that improving air exchanges will reduce the “rest” time.
- Improving our estates to provide better air circulation within our clinics will:
 - reduce the risk of infections to patients and staff,
 - reduce the number of patients being delayed in clinic
 - reduce the number of cancellations.
- The service change is clinically led and improvements to the ventilation are urgently required to improve the clinical environment and support patient care.



Please see the graph above which shows the decrease in the number of outpatient procedures during 2020/21 compared to 2019/20 due to increased IPC measures.

Proposed temporary service change

- SaTH has approved funding to install new air conditioning units (to improve air flow) in our ENT and Audiology clinic areas at RSH (Clinic 4).
- It will take 12-18 weeks to install the air conditioning units and, during this time, the ENT and audiology clinics will need to relocate to enable work to take place
- Whilst the work is carried out, clinic 4 can not be used and patients will temporarily receive their care at different locations.
- The ENT and audiology services will continue to be provided by SaTH



Where will patients receive their care?

- Whilst estate's work is carried out on clinic 4, ENT and audiology patients will receive their care at alternative locations
- For ENT patients, during this time patients will be seen in clinic at:
 - RSH within Clinic 7
 - Additional clinic capacity will be provided at PRH
 - Where appropriate telephone consultations will be provided
 - 436 patient a month will be affected



Audiology

- For the duration of the improvement works the following arrangements have been put in place for audiology:
 - 3 clinic rooms in the Copthorne Building, RSH
 - increase in community locations (see following slide)
 - Clinics at PRH
- Approximately 1300 patients are seen per month at RSH. These patients will be seen at either RSH, PRH or a community location (closer to home)
- Approximately 8 Powys patients per month are seen at RSH. During the temporary service change these patients will be seen at RSH or Oswestry



Increasing Capacity of Audiology Sites

Northern Shropshire	Southern Shropshire
<ul style="list-style-type: none"> Market Drayton Medical Practice Whitchurch Community Hospital Oswestry Cambrian Health Centre 	<ul style="list-style-type: none"> Ludlow Community Hospital Church Stretton Health and Wellbeing Centre Bridgnorth Community Hospital
Central Shropshire	Telford & Wrekin
<ul style="list-style-type: none"> Severn Fields Health Village 	<ul style="list-style-type: none"> Newport Cottage Hospital Princess Royal Hospital Stepping Stones Children's Centre



Stakeholder Engagement

- On 28 April 2022 a stakeholder event will be held to brief our statutory public organisations.
- A wider public and patient event is taking place 19 May 2022
- As part of our S242 duties the following organisations/individuals have been contacted to advise of the proposed service change:
 - Local MPs
 - Health Overview and Scrutiny Committee
 - Health and Wellbeing Boards
 - Healthwatches and Community Health Council
 - Shropshire and T&W Patient groups
 - GPs
 - Education for Hearing Impaired Children (Sensory Inclusion Service)
 - Children's Hearing Services Working Group
- Patients whose appointments have changed locations have been informed.
- Our Operational Team have also discussed the proposed service changes with the CCG, Powys Health Board

Equality Impact Assessment (EQIA)

- A draft Equality Impact Assessment (EQIA) was completed by our Operational Team.
- A meeting to review the EQIA is planned for 28 April
- Once the EQIA has been reviewed by our patient and public members it will be submitted to the Public Assurance Forum for approval and our website will be updated



What's next?

- Clinic 4 has closed for estate's works to be completed. The work is expected to take 12-18 weeks, any changes to this timescale will be communicated, via our website.
- If you would like to be further involved with this project or would like to provide any feedback please email PA to Centre Manager:
rachael.morris@nhs.net
- If you or anyone you know has been affected by the move and would like to talk about your appointment please contact:
 - ENT- 01743 261 000 extension 1044
 - Audiology- 01743 261 482 or 01952 282 804 or
 - Email: sath.audiology@nhs.net