

Summary of engagement activity and feedback 8th March 2021

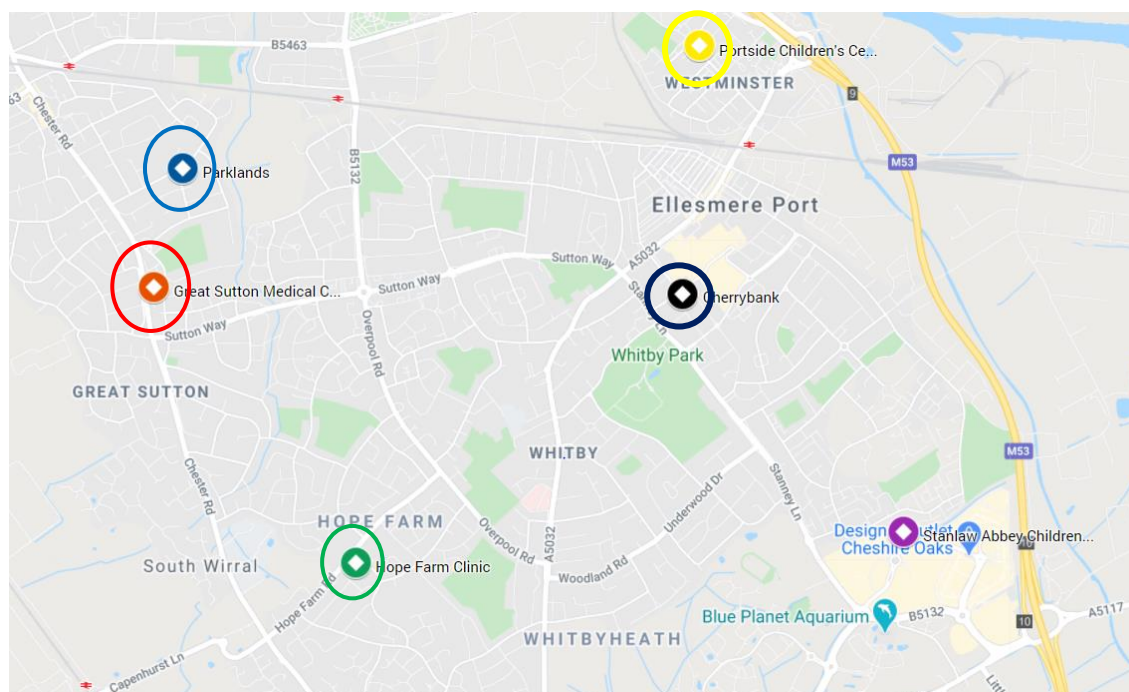
Proposed relocation of the Podiatry and Speech & Language Therapy services from Great Sutton Medical Centre Community Clinic

The proposal

CWP currently provides Podiatry and children's Speech and Language Therapy (SALT) services from the community clinic based at Great Sutton Medical Centre in Ellesmere Port. It is our proposal that the Podiatry service is relocated to Hope Farm Clinic, which is just under two miles away, and the SALT service is relocated to the following locations across Ellesmere Port:

- Cherrybank Resource Centre in Wellington Road, under two miles away;
- Portside Children's Centre in Egerton Street and, under three miles away;
- Parklands Children's Centre in Little Sutton, under one mile away.

The following map provides an oversight of the locations within Ellesmere Port in relation to Great Sutton Medical Centre.



CWP currently leases the community clinic accommodation from the Great Sutton Medical Centre GP Practice. The rooms occupied are not fit for purpose and whilst the building itself is due to be redeveloped; the lease for CWP is coming to an end and the rooms will no longer be available for CWP. Taking these factors into consideration and recognising the benefits of this for the population, we are proposing the following moves would provide opportunity to:

- ✓ Consolidate and integrate services within their respective hub locations in Ellesmere Port

- ✓ Improve the patient experience for residents and families who are accessing these services
- ✓ Support a sustainable accommodation solution

While the delivery model for both services will remain the same the proposed new settings will provide an improved patient experience at minimal disruption for people accessing these services.

Before progressing with this relocation, we held a period of engagement over February capturing the views of patients, the public and wider stakeholders to ensure views were roundly captured and considered. This document provides information that has informed this proposed short-distance relocation.

Proposed Podiatry relocation to Hope Farm Clinic

Following a focused period of engagement with patients, partners, local residents and wider stakeholders in September 2020, CWP successfully relocated Podiatry and Tissue Viability services from Stanney Lane Clinic to Hope Farm Clinic in Ellesmere Port.

CWP would now like the Podiatry service based at Great Sutton Medical Centre to join the wider community physical health services hub already based at Hope Farm Clinic, which includes the Continence, Urology, Dermatology, Dressing Clinic and Tissue Viability services.

The delivery model for the Podiatry service will remain unchanged. CWP has recently undertaken a programme of modernisation at Hope Farm Clinic to enhance the clinical environment and patient experience. As owners of the building, CWP can provide a more responsive day-to-day estates management of the building and can implement local decisions to meet local need.

The enhanced clinical setting at Hope Farm Clinic provides better patient facilities, including improved privacy and dignity for those individuals accessing services. In addition, the clinic also has:

- Improved wheelchair access for podiatry clinics.
- Increased appointment capacity.
- Improved and modern clinic environment.

Hope Farm Clinic has its own dedicated parking, but it also benefits from the nearby local shopping amenities at the Hope Farm Precinct on Hope Farm Road. This provides additional car parking facilities and the area is also well served by the local bus route (see page 3 for travel analysis).

Proposed relocation of SALT service to Cherrybank, Portside Children's Centre and Parklands Children's Centre

The delivery model for the SALT service will not be affected by the relocation. The proposed relocation of this service includes moves to:

- Cherrybank Resource Centre: which would provide a more centralised service taking advantage of the local amenities, central bus locations and car parking which is available close by.

- Portside Children's Centre and Parklands Children's Centre: which would provide greater choice for the children and families living in Ellesmere Port and would enable improved integration with the CWP Starting Well children's services already provided at these sites.

Together with the existing SALT service at Stanlaw Abbey Children's Centre, the service would have greater geographic coverage and full integration within all the children's centres in Ellesmere Port.

Analysis of patient travel data

PODIATRY patients

We conducted travel analysis for each podiatry patient at Great Sutton, comparing this data with an equivalent journey (by car) to Hope Farm Clinic. We can confirm that:

- The average distance to the clinic will increase slightly from 2.7 miles to 3.3 miles
- The average journey time will increase by less than a minute.

Whilst we are aware travelling by car isn't the only transport used by our patients, we appreciate it is vital that the services remain easily accessible via this route and can confirm Hope Farm has an easily accessible bus route available nearby.

- If travelling from Ellesmere Port, the number 2 Gold bus runs every 30 minutes from the centre of Ellesmere Port to Hope Farm Clinic.
- If travelling from Childer Thornton, Little Sutton, Great Sutton, or Overpool, the Number 1 Gold bus or the 272 can be taken to Ellesmere Port where they will then be able to get the number 2 Gold bus to Hope Farm Clinic.

For those who may find the short distance between Great Sutton Medical Centre and Hope Farm Clinic difficult (for example if anyone relies on walking) the Podiatry service can also be provided in the patient's home, following any one to one discussions.

SALT patients

Currently there are 51 children on the SALT caseload at Great Sutton Medical Centre. Detailed travel analysis for each family accessing Great Sutton has also been compared with an equivalent journey (by car) to each potential relocation option listed on page 2.

It demonstrated that 31 families will have a shorter distance to travel based on the location which is closest to their home address. The average journey time would therefore reduce for all these families, with 51% travelling less than 3 miles to their new location.

Of the remaining families that live closer to Great Sutton Medical Centre, than any of the new locations proposed, the average distance to travel will increase slightly from 1.11 miles to 1.26 miles. All these families will have less than 3 miles to travel with the longest distance to be travelled being 2.17 miles.

It should be noted that families and children accessing the Speech and Language Therapy at Great Sutton are part of the wider Ellesmere Port caseload, which has already seen a number of children opting to be seen virtually as a result of the new ways of working during the pandemic; an offer which has been very positively received by families and can be discussed on a case by case basis.

We also recognise that families may wish to access the location that is closest to their home, but we are also aware that this is not always the case as the choice of location can be influenced more by personal commitments (work or school location) and the choice of other locations offered should facilitate the most convenient option. The proposed integration of the SALT service within the children's centres will provide more choice for families in Ellesmere Port.

Patient engagement

As part of the engagement process, CWP wrote to all podiatry and SALT patients receiving treatment at Great Sutton, offering an opportunity to feedback as well as help with future appointments. Following this engagement one patient contacted CWP to discuss availability and accessibility of disabled parking. They were reassured and offered the option of receiving care in their own home. Two further patients identified parking difficulties.

CWP response / mitigation:

Hope Farm Clinic has 9 car parking spaces available with one dedicated space for people with mobility issues. The nearby free car park will not require patients to cross a busy road to get to the clinic, and while we understand there may be busier periods, we are confident the significant increase in parking availability is an improvement to the current situation where there were no dedicated parking spaces for community service users accessing Great Sutton clinic.

Wider stakeholder engagement and feedback

Over the last four weeks (1 February – 26 February) we have worked in partnership with the local authority, the Cheshire Clinical Commissioning Group (CCG) and Healthwatch Cheshire on a period of focused engagement to ensure the views of wider stakeholders are roundly captured and considered.

Our proposal document and invitation to feedback has been shared directly with a wide range of local stakeholders, consisting of Patient Participation Groups (PPGs) for the two main GP practices in the area (Great Sutton and Hope Farm), wider NHS and Local Authority partners, local councillors and Justin Madders MP for Ellesmere Port and Neston. It was also shared digitally via social media and partner websites.

Following the end of the period of engagement (26/2/2021) we confirmed with Healthwatch that no further feedback or issues had been raised.

Next steps

Following this period of engagement, we would now like to progress the short-distance relocation of Podiatry and Speech & Language Therapy services from Great Sutton Medical Centre to their new bases on Friday 12th March.

In collaboration with patients and wider community stakeholders CWP will continue to work as part of the Cheshire West Integrated Care Partnership to lead the development of a broader estates strategy for Cheshire West, focusing on how we can work with partners to develop our collective estate to meet the emerging needs of the population and support the development of community based integrated services.

If you have any further questions please contact our Patient Advice and Liaison Service via the Freephone number **0800 195 4462** or via cwp.PALS@nhs.net