

Proposals to deliver planned care at Cannock Chase Hospital for Wolverhampton patients

Have your say



Proposals from The Royal Wolverhampton NHS Trust and
Wolverhampton Clinical Commissioning Group

Have your say from 18th July 2014 to 5th September 2014



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Who we are

The Royal Wolverhampton NHS Trust (RWT)

One of the largest NHS providers in the West Midlands, the trust provides hospital and community services for the people of Wolverhampton, the Black Country, South Staffordshire and the wider West Midlands.

Wolverhampton Clinical Commissioning Group (WCCG)

Formed in April 2013, Wolverhampton Clinical Commissioning Group is responsible for buying and monitoring healthcare for the city's 249,000 residents. These services range from routine surgery, home visits and learning disability services to the ambulance service and emergency care from local hospitals and NHS trusts. We are led by city GPs and nurses and spend £326m a year with the aim of providing people with the right care, in the right place, at the right time.

Welcome

The Royal Wolverhampton NHS Trust (RWT) and Wolverhampton Clinical Commissioning Group (WCCG) are working together to improve the quality of the health services we deliver.

We've developed a proposal to provide some planned care services at Cannock Chase Hospital and we'd like you to tell us what you think.

The number of patients needing urgent or emergency care treatment at New Cross Hospital is continuing to grow. This means many people are occupying beds that should have been used for planned operations or treatment. As a result, more and more planned operations are being cancelled, often at the last minute. This adds unnecessary stress, inconvenience and worry at a time that is already very difficult for people.

We believe we can do better. Senior doctors have carried out extensive research into systems that work well in other parts of the country and abroad, to see how we could do things differently. With RWT taking over the management of Cannock Chase Hospital later this year, this gives us an opportunity to improve services for patients in Wolverhampton and the surrounding areas.

We're proposing to protect planned care from the pressures of emergency care by increasing this service at Cannock Chase Hospital. This means that more planned operations and treatment would be carried out at Cannock Chase Hospital, whilst New Cross Hospital would become a centre of excellence for emergency and complex care.

This approach has been used in a number of places across the country, where it has improved the way services are delivered for all patients, giving them a much better experience.

We hope you will read this document and tell us what you think. There will be plenty of opportunities for you to have your say over the next few weeks. We will then review all your feedback and build this into our plans.



David Loughton, CBE,
Chief Executive, RWT



Dr Helen Hibbs,
Clinical
Accountable
Officer, WCCG.



Our proposals

From early November 2014, RWT will provide services at Cannock Chase Hospital, following the break-up of Mid Staffordshire NHS Foundation Trust.

This gives us an opportunity to reshape services in both Cannock and Wolverhampton for the benefit of our patients.

At the heart of our plans is the proposed move to make New Cross Hospital the place for emergency and complex care and Cannock Chase Hospital the focus for more planned inpatient care.

Most people would only need to travel to Cannock for their operation and would receive the rest of their care at the hospital closest to them.

All emergency and urgent care services would be delivered at New Cross Hospital.

Why do we need to change?

Our priority is to deliver safe and effective services for our patients and to give them confidence that their operation will go ahead as planned. Over the past few years we have seen increasing pressure on beds, due to a continual rise in the number of emergency and unplanned admissions. This means that we haven't always been able to deliver the high standard of treatment that people rightly expect. Patients have complained about the stress and inconvenience caused to them and their families by cancelling their operations at short notice. People have experienced poor service in a number of other areas, including:

- Delays in admission from the Emergency Department and assessment units. Moves between wards
- Delays in seeing the right consultants
- Delays in discharge
- Delays in having their operations, once they have been admitted to hospital

We now have an opportunity to separate planned care from emergency care as we prepare to provide services currently delivered by Mid Staffordshire NHS Foundation Trust. The evidence gathered by senior doctors at RWT shows that this would help prevent cancellations and delays caused by emergency admissions.

The National Clinical Advisory Group (comprising the Chairs of all the Royal Colleges and Associations in the country) has approved our proposals as being clinically safe and in keeping with systems in other parts of the country.

What does this mean for me?

Our aim is to ensure that you receive the best quality care in a system that's easy for you to use. Your records and test results would be available on all sites and the booking process for appointments would work across all sites. This is how we would manage patient care:

- Outpatients: new, follow-up and pre-assessment appointments would be offered at both sites to support patient choice
- Day case surgery: some services would be offered at both sites for patient convenience
- Inpatient: more routine planned surgery would be carried out at Cannock

- Physiotherapy (including neuro rehabilitation): this would be offered at all available sites for patient convenience and choice

All emergency and urgent care services would be delivered at New Cross Hospital.

We believe that these changes would give you a better experience by:

- Reducing delays in admission from the Emergency Department and assessment units
- Reducing moves between wards
- Supporting discharge at the right time to the right place
- Preventing avoidable cancellation of operations
- Reducing delays in having your operation, once you're admitted
- Improving overall care and treatment

As part of the transfer of services from Mid Staffordshire NHS Foundation Trust, central bodies such as the Department of Health have given RWT additional money to refurbish and remodel the hospital. This extensive work to improve the environment includes:

- Building a new endoscopy unit
- Creating a musculoskeletal unit for rheumatology patients
- Refurbishing the inpatient and day case wards
- Refurbishing the outpatient areas
- Building some new theatres

Which services will be delivered at Cannock Chase Hospital?

RWT already provides a number of services at Cannock Chase Hospital, including:

- Day case ophthalmic (eye) surgery for the population of South Staffordshire and Wolverhampton
- Outpatient haemodialysis service for kidney patients, linked to the renal service at New Cross Hospital
- In the section below we have set out our proposals for delivering services over the next year. We expect some of these changes to start from the end of 2014 and others to happen gradually during 2015.

In establishing its plans for Cannock Chase Hospital RWT proposes that new services will be provided from this location to patients, including Wolverhampton residents, including:

Outpatient services(adults and children):

Outpatient services will be provided at both sites, with appointments offered at the hospital closest to patients' homes following referral from their GP.

***All patients being treated at Cannock will be thoroughly assessed by the medical and nursing teams using internationally agreed clinical criteria to ensure they are medically fit (don't have any conditions which may require complex or specialist support).**

Day Case Surgery (adults only)*:

Will be at the hospital closest to the patient (or their choice)

Service	Available at New Cross as well?
General surgery (examples of this include hernia repair and gall bladder surgery)	Yes
Orthopaedics (includes hip, knee, foot, ankle and upper limb surgery)	Yes
Breast surgery (not cosmetic)	Yes
Urology (includes bladder and kidney)	Yes
Dermatology/plastic surgery (removal of lumps and lesions)	Yes

Day Case Medicine (adults only)*:

We propose to provide day case investigations and treatment at Cannock Chase Hospital for the services shown in the table below:

Service	Example of procedures	Available at New Cross as well?
Endoscopy	Colonoscopy, gastroscopy, sigmoidoscopy	Yes
Rheumatology	Day care and intravenous treatments for conditions such as rheumatoid arthritis	Complex cases only
Dermatology	Phototherapy, intensive topical skin treatments	Complex cases only

Planned Inpatient Surgery (adults only)*:

We propose to provide planned inpatient surgery at Cannock Chase Hospital for the services shown in the table below. Over time, all patients who meet international clinical criteria for measuring their overall fitness would have their inpatient operation at this hospital. Pre-operative assessments would be offered at the hospital closest to the patient's home.

Service	Available at New Cross as well?
General surgery (examples of this include hernia repair and gall bladder surgery)	Complex cases only
Orthopaedics (includes hip, knee, foot, ankle and upper limb surgery)	Complex cases only
Breast surgery (not cosmetic)	Complex cases only
Urology (includes bladder and kidney)	Complex cases only
Dermatology/plastic surgery (surgery on the skin)	Complex cases only



How many patients would be treated at Cannock Chase Hospital?

The table below shows the approximate number of patients who would receive care and treatment at Cannock Chase Hospital based on the number of patients RWT treated in the year 2013/14:

	Total Activity at New Cross 2013/14	Proposed Transfer to Cannock	Remaining activity at New Cross	% proposed to transfer
A&E attendances	109305	0	109305	0
Inpatient/Daycase	45835	9849	35986	21.5
Non elective admissions	47419	0	47419	0
Outpatient attendances (including procedures)	519592	22766	496826	4.4

Frequently Asked Questions

How will my views help?

We want to make sure our plans for delivering services at Cannock Chase Hospital meet the needs of people in Wolverhampton. We know that patients suffer additional stress and inconvenience when their admission is cancelled due to lack of beds at New Cross. Now we'd like to hear from a wider group to help to build our detailed plans for services.

Are you making changes to save money?

This isn't about cost-cutting. We want to make these changes so that services remain high quality in the future. Sometimes the current services don't perform well (long waiting times, cancelled operations, moves between wards for example), and this is an opportunity to improve these areas for our patients.

How will I get to Cannock Chase Hospital?

Cannock Chase Hospital is in the middle of Cannock town centre and is easy to reach from Wolverhampton. For some patients the journey will be shorter than, or the same distance as, going to New Cross or West Park. For others it will be a little longer. There is good parking at the hospital and close by if you choose to travel by car. Alternatively, there are frequent bus services from across Wolverhampton to Cannock.

The bus service runs late into the evening and at weekends. Patients who are entitled to transport to and from hospital won't be affected.

Will visiting times be the same at New Cross and Cannock Chase Hospital?

Visiting times will be the same at both hospitals.

Will I see the same doctors and nurses?

All staff will be part of RWT. The consultant in charge of your care will remain the same even if you move between sites although, as happens now, you may see different doctors during the course of your care. It is important to us that all patients receive the same high quality services, so staff will rotate between the two hospitals from time to time.

Will Cannock Chase Hospital have the same standards as the rest of RWT?

Everyone will work to the same standards and policies at all hospitals in the Trust. This means that staff will have the same level of training and all the right staff will be involved in your care and treatment, no matter which hospital you are in. There will be the right levels of staff at Cannock throughout the night and at weekends.

Do I have a choice where I have my surgery?

In this document we have said where we plan to deliver services in the future. Every patient has a choice under the NHS Constitution. If you wish to go to another hospital, you can discuss this with your GP prior to referral.

How you can get involved and have your say

We'd like to hear what you think about our plans, especially if you have any questions or concerns. We're holding three public meetings and we hope you'll come along and have your say:

South West Locality

Wednesday 6th August
6 – 8 PM

Mercure Wolverhampton Goldthorn Hotel, 126 Penn Road.

[Click here to register](#)

South East Locality

Tuesday 12th August
6 – 8 PM

The Workspace, All Saints Road, Wolverhampton.

[Click here to register](#)

North East Locality

Tuesday 2nd September
6 – 8PM

Wolverhampton Science Park, Glaisher Drive, Marsden Room.

[Click here to register](#)

To book a place at any of these events you can email us on wolccg.wccg@nhs.net or call us on **01902 444878**.

We will also be holding a drop in event in the Mander Centre on 28th August between 10am - 1pm

Please complete our questionnaire at www.wolverhamptonccg.nhs.uk, or you can fill in the section at the end of this document and send it to us at the address shown.

We need your comments by Friday 5th September 2014. After this, we will analyse all the feedback we have received. We will use this to prepare a report, which will be available at the end of September.

Have Your Say

The number of patients needing urgent or emergency care treatment at New Cross Hospital is continuing to grow. This means many people are occupying beds that should have been used for planned operations or treatment.

As a result, more and more operations are being cancelled, often at the last minute. This adds unnecessary stress, inconvenience and worry at a time that is already very difficult for people.

This is why we're proposing that more planned care surgery for Wolverhampton adults should be provided at Cannock Chase Hospital.

We're planning to provide some day case surgery at Cannock Chase Hospital for adults, as listed below. By day case surgery, we mean surgery with operating theatre facilities and/or a general anaesthetic where you will visit the hospital for up to one day and won't stay there overnight:

- General surgery (examples include hernia repair and gall bladder surgery)
- Orthopaedics (includes hip, knee, foot, ankle and upper limb surgery)
- Breast surgery (not cosmetic)
- Urology (includes bladder and kidney)
- Dermatology/plastic surgery (removal of lumps and lesions).

To what extent do these proposals concern you?

Not at all concerned					Very concerned	
1	2	3	4	5		

Please briefly list up to three reasons below why you are concerned or not concerned.

1.
2.
3.

We're planning to provide some inpatient surgery at Cannock Chase Hospital for adults, as listed below. By inpatient surgery, we mean operations where you need to remain in hospital overnight or longer after the surgery is completed, for care or observation:

- General surgery (examples include hernia repair and gall bladder surgery)
- Orthopaedics (includes hip, knee, foot, ankle and upper limb surgery)
- Breast surgery (not cosmetic)
- Urology (includes bladder and kidney)
- Dermatology/plastic surgery (removal of lumps and lesions)

To what extent do these proposals concern you?

Not at all concerned					Very concerned	
1	2	3	4	5		

Please briefly list up to three reasons below why you are concerned or not concerned.

1.
2.
3.

We're planning to provide some day case treatment at Cannock Chase Hospital for adults, as listed below. By day case treatment, we mean medical treatment where you will stay at hospital for up to one day and won't stay overnight:

- Endoscopy (examples include colonoscopy and gastroscopy)
- Rheumatology (includes day care and intravenous treatment for conditions such as rheumatoid arthritis)
- Dermatology (includes phototherapy, intensive topical skin treatments)

To what extent do these proposals concern you?

Not at all concerned					Very concerned	
1	2	3	4	5		

Please briefly list up to three reasons below why you are concerned or not concerned.

1.
2.
3.

We would like to know more about you. This part is optional but the information provided will help us to make sure that services are commissioned that reflect the needs of our population so we would encourage you to answer if possible:

I do not wish to provide the requested information	<input type="checkbox"/>
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What is your gender?

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>
Transgender	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Do you think of yourself as:

Lesbian, gay or homosexual	<input type="checkbox"/>
Straight or heterosexual	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

What is your age group?

Under 18 years	<input type="checkbox"/>
19-24 years	<input type="checkbox"/>
25-44 years	<input type="checkbox"/>
45-64 years	<input type="checkbox"/>
65-80 years	<input type="checkbox"/>
Over 81 years	<input type="checkbox"/>

Are your day-to-day activities limited because of a health problem or disability which has lasted or is expected to last at least 12 months?

Yes limited a lot	<input type="checkbox"/>
Yes limited a little	<input type="checkbox"/>
No	<input type="checkbox"/>

What is your ethnic group?

White	<input type="checkbox"/>
British	<input type="checkbox"/>
Irish	<input type="checkbox"/>
Gypsy / Traveller	<input type="checkbox"/>
Polish	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>

Black/Black British	<input type="checkbox"/>
African	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>

Asian / Asian British:	<input type="checkbox"/>
Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>

Mixed:	<input type="checkbox"/>
White and Black Caribbean	<input type="checkbox"/>
White and Black African	<input type="checkbox"/>
White and Asian	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>

Other:	<input type="checkbox"/>
Arab	<input type="checkbox"/>
Any other (please state)	<input type="checkbox"/>

Do you have use of a car or van?

Yes, my own car or van	<input type="checkbox"/>
Yes, a friend's / family member's car/van	<input type="checkbox"/>
No, I do not have use of a car/van	<input type="checkbox"/>

Who do you live with?

I live alone	<input type="checkbox"/>
I live with friends or house mates	<input type="checkbox"/>
I live with a partner or spouse but without children	<input type="checkbox"/>
I live with a partner or spouse with children	<input type="checkbox"/>
I live with my parents or other family	<input type="checkbox"/>

Please provide the first four characters of your postcode. This will only allow us to see the area you live, but not the house or street

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Thank you for helping us to shape the future of your health services

Please return this form by 5th September to:
Wolverhampton CCG
 Technology Centre,
 Wolverhampton Science Park,
 Glaisher Drive WV10 9RU.

