



Portsmouth CITY COUNCIL

Health Overview & Scrutiny Panel

REVIEW OF THE ST MARY'S HEALTH CAMPUS

Date published: 09 09 2009

Under the terms of the Council's Constitution, reports prepared by a Scrutiny Panel should be considered formally by the Cabinet or the relevant Cabinet Member within a period of eight weeks, as required by Rule 11(a) of the Policy & Review Procedure Rules.

Preface

We are very pleased to present to you the findings of the HOSP in contributing to the Full Business Case of the St.Mary's Health Campus.

The Stakeholder consultation was held on a nice sunny day (thankfully) and proved to be a good insight of their thoughts as users of the facilities. Signage for first time users was an issue as to 'where to go'. But interestingly it was the provision of green space, brighter buildings and more help at Main Reception that were issues that stood out.

Thanks go to the HOSP members, Co-optees and Ward members that took part in the meetings and site visit that has reached its conclusions and passed on to the Portsmouth City Teaching PCT its recommendations.

A handwritten signature in black ink, appearing to read 'D Horne', with a horizontal line underneath it.

.....
Councillor David Horne
Chairman – Health Overview & Scrutiny Panel

Date: 09 09 09

1. Purpose

The purpose of this report is to present the Cabinet and Portsmouth City Teaching Primary Care Trust (hereafter referred to as the PCT) with the recommendations of the Health Overview & Scrutiny Panel on the St Mary's Health Campus.

2. Background

2.1 At its meeting on 15 April 2009, the Health Overview & Scrutiny Panel agreed the following objectives for a scrutiny review of the St Mary's Health Campus:

- (a) Help contribute to the Full Business Case of the St Mary's Health Campus, to include opinion on:
 - Infrastructure;
 - Parking;
 - Access;
 - Reception facilities;
 - Landscaping.
- (b) To agree the PCT engagement and business plan for the St Mary's Health Campus.

2.2 The review was completed by the Health Overview & Scrutiny Panel, which comprised of:

Councillor David Horne (Chairman)
Margaret Adair
David Stephen Butler
Margaret Foster
Jacqui Hancock
Robin Sparshatt

Standing Deputies were Councillors Cheryl Buggy, Lee Mason, Jim Patey, Mike Park, Paula Riches, Caroline Scott and Linda Symes.

The Cooptees comprised of:

Councillor Brian Bayford (Fareham BC)
Dorothy Denston (E Hants DC)
Peter Edgar (Gosport BC)
Andrew Lenaghan (Havant BC)
Vicky Weston (Winchester CC)

2.3 At the time of the publication of this report the Panel had met formally to discuss the St Mary's Health Campus review on three occasions between 15 April 2009 and 9 September 2009.

2.4 A list of meetings held by the Panel and details of the written evidence received are attached as appendix 1. The minutes of the Panel's meetings are published on the Council's website and copies of all the documentation

reviewed by the Panel are available from Democratic & Community Engagement Service on request.

3. Help contribute to the Full Business Case of the St Mary's Health Campus, to include opinion on:

- **Infrastructure;**
- **Parking;**
- **Access to the Site;**
- **Reception Facilities;**
- **Landscaping.**

3.1 On 16 September 2008 the Health Overview & Scrutiny Panel (HOSP) flagged this topic as one for review in the 2008/09 municipal year work-programme. It was decided that this topic would enable members of the Panel to experience involvement in pre-decision scrutiny (working with local health trusts rather than the Cabinet), whilst also fulfilling its role as a scrutineer of the PCT's public involvement and engagement strategies around the St Mary's Health Campus.

3.2 On 25 March 2009 Members of the Council were invited by Portsmouth PCT to take part in a seminar on the St Mary's Health Campus. This seminar informed members of the proposed services to be housed in the new Community Campus hospital, and the proposed timeline in which the hospital would be made ready and opened.

3.3 The Panel decided, at their 15 April 2009 meeting, that they would contribute to the St Mary's Health Campus Full Business case by consulting with stakeholders (patients, staff, visitors, carers etc) on a chosen day at the current St Mary's Hospital site.

3.4 Members also agreed on this date that Planning and local Ward councillors should also be invited to take part in the St Mary's Health Campus review.

3.5 The stakeholder consultation took place on 23 June 2009. Fifty-four participants were interviewed face to face by councillors.

3.6 Of those interviewed:

- 28 were patients of the hospital;
- 16 were staff members from Portsmouth Hospitals Trust and Portsmouth Primary Care Trust, plus ambulance and voluntary staff;
- 9 were visitors to the St Mary's site and;
- 1 person described themselves as a carer.

3.7 The HOSP, Planning and local Ward members also gave their own opinions and comments on behalf of their electorate at the end of the consultation session. The paragraphs below detail the findings of the consultation.

4 Landscaping and Infrastructure

4.1 Respondents were asked if they could suggest one thing that would improve the look of the St Mary's site. Members heard:

- That there should be more green spaces in the St Mary's site, including places where staff and patients take breaks / eat without being in or next to a car park (sixteen respondents, including nine members of staff).
- That grey buildings should be brightened up either with a lick of paint or cladding to make the hospital look more welcoming (fourteen respondents).
- That there should be more trees, flowers and landscaping in the grounds of the hospital (fourteen respondents).
- That the St Mary's site could benefit from more seating, including fully shaded benches (four respondents).
- That having more sheltered bike units would add to the look of St Mary's (one visitor).
- That the look of the St Mary's site would improve with the addition of a designated smoking area (one person).
- That there should be better access between buildings such as designated walkways throughout the site (one person).

4.2 Members attending the consultation felt, upon listening to the views of staff at the hospital, that there needs to be a large enough green space in the grounds of the Campus that staff can utilise during their breaks. Currently, all seating areas are on roads or next to buildings, and the nearest large green space is Milton Cemetery, located off of Milton Road.

4.3 Members agree with those participants who have suggested that the grey buildings that currently stand as part of the St Mary's site need an update in order to look more welcoming. It is felt that the current buildings are too sombre in colour, and that a colour injection is needed – especially where the current main entrance is (soon to be the back exit) – as this area will not have the glass roof and entrance transformations.

4.4 If Portsmouth PCT does add more landscaping, plants and flowers to the grounds of the St Mary's Health Campus, then they must ensure the relevant department regularly maintain and water these areas.

4.5 One idea for brightening up the Health Campus would be the use of local artists to create Portsmouth landmark murals or paintings throughout the site. This would give the Campus a local feel, enabling stakeholders to identify with the new hospital as their own, and would also mean that the PCT has taken a part in helping to support local artists.

4.6 A second idea, which also has a local feel, would be to have a photo story of the St Mary's site, similar to one displayed in St James' Hospital, which details the history and the many uses of the site, through text and photographs. This would also provide a media story for the PCT, as local people could be asked for their photographs and memories of the hospital through the ages.

5 Parking

Car

- 5.1 Respondents were asked how they travelled to the St Mary's site on the day in question. Of the 54 participants, 32 arrived via car. This included 20 patients, six visitors, five staff members and one carer.
- 5.2 Twenty of these respondents felt that there was not enough parking, compared to 12 who felt that the parking was adequate. Those that felt there was not enough parking included 14 patients, three staff, two visitors and one carer.
- 5.3 Respondents were split when answering whether car parking prices were reasonable or not, with 13 car drivers stating that parking prices were not reasonable, but 14 others stating that they felt parking prices were an appropriate price (seven participants held either parking passes or disabled badges and so did not answer this question).
- 5.4 Respondents were also split on whether car parking was adequately signposted - 16 respondents felt that car parking was not adequately signposted on the St Mary's site, and 15 respondents felt signposting to car parking was adequate. One person left this option blank.
- 5.5 Of those participants who felt car parking was not adequately signposted, three were staff, all of whom visited the site daily, and three (two patients and a carer) visited weekly. However, the other 10 respondents were patients and visitors that travelled to the hospital infrequently or who stated it was their first time in visiting the hospital.
- 5.6 Thirteen car drivers felt that the car park they used on the day was not reasonably close to the department they needed to access, whereas 22 felt that car parking was located within reasonable distance of the department being visited.
- 5.7 Twenty-two car drivers had suggestions for how car parking could be improved. Members heard:
 - That there should just be more general parking in the St Mary's area (nine car drivers, including one member of staff and eight patients).
 - That there should be better signposting, as currently signs are hard to read from moving cars, and the NHS blue used for current signposting made reading signs difficult for those with visual problems (three patients).
 - That there should be better access from the Milton Road traffic lights (one ambulance driver).
 - That there should be lower prices for patients visiting the hospital (three respondents), or free parking (one patient).
 - That there should be more centralised car parking (one visitor).
 - That there should be more designated disabled car parking (two patients).

- That there should be more parking for late starters or those arriving during the rush hour (one staff member and one patient).

5.8 Members agree with the respondents above that felt there should be more general parking in the St Mary's site. Members are concerned that the possible introduction of parking permits to the external roads surrounding St Mary's will cause added strain to car parking within the site, and feel general parking needs to be increased to cope with this.

Disabled

5.9 Of those respondents questioned, nine considered themselves as having a disability, whereas 44 did not. One participant declined to answer. This equates to roughly 17% of those spoken to during the consultation classing themselves as having a disability. If it is surmised that members visited the St Mary's site on a typical day, then it could be fairly assumed that roughly one in six patients visiting the site (currently) are disabled. This finding is backed up by the 2001 Census, where 17.4% of respondents from Portsmouth classified themselves as having a 'limiting long-term illness'.

5.10 Of those disabled respondents that visited the hospital, seven arrived by car, one by taxi and one walked. Six of those that used their car felt that there was not adequate parking, with four stating that more disabled and designated parking was needed at the site.

5.11 Members felt that there needs to be regular inspection of disabled spaces – it was noticed that cars without badges and contractor vans used these spaces without permission in the time the consultation took place, without being checked.

Bicycle

5.12 Four participants questioned had cycled to the St Mary's site. This included three staff members and one visitor.

5.13 Two of these respondents felt that there was enough bike storage, and two felt that the storage available was not adequate.

5.14 Three cyclists that responded to the consultation felt that there was not enough secure bicycle storage, nor that storage was reasonably close to the department being accessed, compared to one participant who felt their bike was stored securely and it was close enough to the department needed.

5.15 All cyclists questioned in the consultation felt that bike storage was not adequately signposted.

5.16 Participants made two suggestions as to how storing bikes could be improved. One of these included shelter over bike parking, as currently all bike storage is unprotected and open to the elements. The other cyclist suggested that there should be more bicycle storage, which is closer to parts of the hospital due to be accessed, and more showers for staff.

5.17 Members struggled to find bicycle stores at the front of the hospital, and could not find any signposting for bike storage at the entrance to the hospital.

6 Access to the Site

6.1 Participants were asked how often they visited, or accessed, the St Mary's site. It was found:

- That 16 visited the hospital on a daily basis, including 14 staff members, one patient and one visitor.
- That 2 visited the hospital fortnightly - one patient and one carer.
- That 4 visited the hospital weekly. This included 2 staff members, one patient and one visitor.
- That 7 visited the hospital monthly. All of these were patients.
- That 24 visited the hospital infrequently, including 16 patients, six visitors and one staff member.

6.2 One of the questions in the consultation asked respondents how they had travelled to the St Mary's site on the day. It was found:

- That 32 people arrived via car. This included 20 patients, 6 visitors, 5 staff members and one carer;
- That 7 people walked to the St Mary's site. Four of these were staff and 3 of these were patients;
- That 7 people arrived via public transport including 2 patients, 2 visitors and 3 staff members;
- That 4 respondents arrived via bicycle, including three staff members and one visitor;
- That 2 people arrived via taxi. Both of these were patients;
- That one staff member arrived via ambulance;
- That one patient arrived via train.

6.3 Respondents were asked if it was easy to access the hospital on the day of the consultation. Of the 54 respondents questioned, four felt that it was not easy to access the hospital.

6.4 There were two reasons given for the hospital not being easy to access:

- That the mini-roundabout on the entrance to the hospital was blocked up (three patients), and;
- That signs were not noticed for the hospital entrance (one visitor).

6.5 One patient entered the St Mary's site from Rodney Road and felt that there was not enough signposting for stakeholders to find their way to the main areas of the hospital from this entrance.

7 Reception Facilities

7.1 Participants were asked what they felt to be most helpful thing to have at a hospital main reception. Members heard:

- That helpful and informative staff was highlighted as most important (twenty-one respondents), with a further two patients stating that friendly staff with a smile on their face was the most important thing to encounter.

- That clear and concise signposting with large font and universal signs was an important thing to have at a hospital main reception (eleven participants).
- That having clear and concise maps is essential, such as a large 'You Are Here' map with takeaway smaller map leaflets underneath (nine respondents).
- That League of Friends guides were important to help signpost people around the hospital (three respondents).
- That there were also mentions of paid volunteers, a quiet room for reading, porters, plenty of seating, and quick service.

7.2 Members endorse the view that helpful and informative staff are the most useful thing to have at a hospital main reception, and hope that best practice learned from the opening of the new Queen Alexandra hospital will be used when training Health Campus reception staff in customer service skills.

7.3 An ambulance driver and a disabled patient questioned suggested that wheelchairs are placed nearer to hospital entrances, similar to the new Queen Alexandra hospital wheelchair dispenser at the main reception.

7.4 Respondents were also asked what they felt would be the least helpful thing to encounter at a hospital main reception. Members heard:

- That rude staff was the least helpful thing to encounter (eight participants), with a further two respondents stating that uneducated staff was the thing that they least wanted to come across.
- That long queues and waits were mentioned by a further six respondents.
- That not having any clear signs was something that four respondents mentioned in relation to this question.
- That encountering an unattended desk was another reason given as unhelpful (four respondents).
- Other suggestions included agency staff only, bad communication, long waits at pharmacies, noisy receptions, not having a modern reception and not having the reception in a clearly reachable place in relation to the entrance.

7.5 Participants were informed of what facilities are planned to be at the new St Mary's Health Campus, such as:

- | | | |
|-------------|---------------------------|----------------------|
| ▪ Reception | ▪ Cafeteria | • Health Information |
| ▪ Pharmacy | ▪ League of Friends | |
| ▪ Shop | ▪ Multi-faith prayer room | |

7.6 Each was then asked what extra facilities they felt should be housed within the new health campus, other than those listed above.

Crèche / Playroom

Eight respondents thought there should be a children's area or supervised crèche where parents can drop their children off whilst attending outpatient appointments. Members also feel it would be advantageous to have a central area for children to play, rather than occasional toys or books throughout the buildings.

Internet / Computer Room

Three respondents suggested an Internet or computer room. This would allow stakeholders to check their emails and browse hospital intranet sites, and could include a programme or facility which enables patients to print off specific leaflets relating to their healthcare issues.

Book Exchange / Library

Three respondents felt there should be a book exchange or mobile library within the health campus. This would be of benefit to all visiting the hospital – patients (both inpatients and outpatients) could have reading material, visitors can exchange books they have read whilst waiting for others, and staff can utilise this service whilst on breaks.

Hospital Chapel / Multi-Faith Room

A hospital chaplain was interviewed during the consultation. They expressed concern that there would no longer be a Chapel at the St Mary's site, as a multi-faith room would be taking its place. They stated that this multi-faith room would be too small to serve all those who would wish to use it. The chaplain therefore requested that a separate Chapel be built to accommodate the majority of citizens who describe themselves as Christian (68% of Portsmouth citizens described themselves as of this religion in the 2001 census). Members have asked that this Chapel contain furnishings and fittings that evoke sacred space from the Christian tradition that could not be displayed in a multi-faith room.

Pharmacy

One patient mentioned that they would like the pharmacy to have similar open hours to the clinics held at the Health Campus, so that patients do not have to travel throughout Portsmouth to get out-of-hours medication.

League of Friends / Volunteers

Members would like to see a similar scheme in the opening few months to that used at Queen Alexandra hospital, where guides are used at hospital entrances to help people who are unfamiliar with the new surroundings to arrive at their destination. It has been suggested that the League of Friends may be able to help with this.

Other Suggestions

- One staff member wanted a large shop that sells groceries and meals for staff on their way home.
- One respondent suggested a patient alternative therapy room.
- One staff member had heard about the new wellbeing centre at Queen Alexandra Hospital and wanted something similar at the St Mary's Health Campus.
- One elderly patient suggested that a social worker/counsellor could be based at the hospital to help inpatients/outpatients to arrange bill payments, pet care, pension collections etc.
- Respondents also suggested coffee machines, clean smelling toilets, a games room, good sized toilets, comfy waiting chairs, an open reception counter, a one-way system around the hospital, transport information, a public phone box, and a hairdressers.

8 CONCLUSIONS

8.1 The Panel are fully aware that their consultation has not involved a representative sample of the people of Portsmouth or those who will use the St Mary's Health Campus in the future. Rather, it set out to involve those people who use the hospital currently and understand how its facilities can be improved to benefit those who will use it in the future. The Panel feel that the conclusions drawn from the consultation and the recommendations made in this report will represent the view of all of those who use the hospital, and will positively impact on those who continue to do so into the future.

Based on the evidence and views it has received during the review process the Panel has come to the following conclusions:

- 8.2 That the St Mary's site needs to become a greener place, with many participants wishing to see the introduction of green spaces, and more flowers, trees and landscaping.
- 8.3 That the buildings that will form the new Health Campus need to be brightened in order to make the site look more welcome.
- 8.4 That roughly 60% of all stakeholders interviewed arrived at the St Mary's site via car, with the next nearest forms of transport being walking and public transport (13% each).
- 8.5 That although a large percentage of the staff interviewed in this consultation used green methods to get to work (63%), 32% are still using their cars.
- 8.6 That stakeholders feel that there is currently not enough parking, both disabled and general, at the St Mary's site.
- 8.7 That a majority of visitation to the hospital is split between those attending daily (16) and those attending infrequently (24).
- 8.8 That large majority of participants stated that a hospital main reception should have simple facilities, such as maps, signs and helpful staff.
- 8.9 That there were many options given by participants for facilities at the new Health Campus, but larger support was given to the ideas of a children's play area, an internet room, a book exchange and a multi-faith room.
- 8.10 That more wheelchairs need to be placed closer to hospital entrances.
- 8.11 That concern has been raised that there will no longer be a Chapel on the St Mary's site.

9 RECOMMENDATIONS.

The Panel would therefore like to make the following recommendations to Portsmouth City Teaching PCT.

- 9.1 That a suitable area is found on the St Mary's site for conversion into a green space that can be used by all stakeholders. This space would ideally have tree-shaded seating and be within a reasonable distance of the main buildings that make up the Health Campus.
- 9.2 That in addition to a main green space, small areas of the site are earmarked for the planting of new trees and flowerbeds, which are maintained and watered regularly.
- 9.3 That in order to make the new Health Campus more welcoming, the PCT commissions:
- Local artists to create Portsmouth landmark murals or paintings throughout the site and;
 - A photo story of the St Mary's site (similar to one displayed in St James' Hospital), which details the history and the many uses of the site through time.
- 9.4 That effort is made in order to promote greener ways of travelling to the St Mary's site, both for staff and visitors to the hospital. This should include, but is not limited to:
- Increasing the amount of bike storage, providing signposting to such facilities, and ensuring they are secure;
 - Offering rewards to employees who do not use parking spaces or bring their cars to work;
 - Promote the benefits of car sharing for those living outside of the City.
- 9.5 That the PCT provides reassurance to the Panel that the demolition of the outpatients department will ensure there is enough parking for all stakeholders who bring their cars to the new Health Campus.
- 9.6 That the PCT ensures that 17%, or the relevant equivalent, of the new car parking at the Health Campus, will be designated for disabled car badge holders.
- 9.7 That efforts are put in place before the opening of the new Health Campus to ensure that the road system entrance to the hospital, whether Rodney or Milton Road, does not become overly congested during the rush hour.
- 9.8 That there is adequate signposting to both car parking and departments being accessed, for those who attend the hospital infrequently. This includes signposting leading up to the Health Campus from the Rodney Road.
- 9.9 That the PCT ensure that the new main reception will have the services that stakeholders expect and find most useful, such as helpful and informative staff, clear signposting and take-away maps.
- 9.10 That a wheelchair dispenser is placed at the new Health Campus main entrance.
- 9.11 That there is a children's area / supervised crèche (or similar children-focused facility) where parents can leave their children whilst attending outpatient appointments.

- 9.12 That space is found for a Chapel within the St Mary's Health Campus site, to include furnishings and fittings that evoke sacred space from the Christian tradition that could not be displayed in a multi-faith room.
- 9.13 That internet-enabled computers are installed in the new Health Campus (ideally placed near to the Patient Advice & Liaison Service), which enable stakeholders to access and print off healthcare information, to browse hospital intranet sites and (possibly) to access email whilst waiting for appointments.
- 9.14 That a mobile library with a book exchange is available to stakeholders.
- 9.15 That the St Mary's Health Campus pharmacy has opening hours coterminus with outpatient clinic times.

RECOMMENDATIONS

Recommendation	Action by
<p>1. That a suitable area is found on the St Mary's site for conversion into a green space that can be used by all stakeholders. This space would ideally have tree-shaded seating and be within a reasonable distance of the main buildings that make up the Health Campus.</p>	PCT
<p>2. That in addition to a main green space, small areas of the site are earmarked for the planting of new trees and flowerbeds, which are maintained and watered regularly.</p>	PCT
<p>3. That in order to make the new Health Campus more welcoming, the PCT commissions:</p> <ul style="list-style-type: none"> ▪ Local artists to create Portsmouth landmark murals or paintings throughout the site and; ▪ A photo story of the St Mary's site (similar to one displayed in St James' Hospital), which details the history and the many uses of the site through time. 	PCT
<p>4. That effort is made in order to promote greener ways of travelling to the St Mary's site, both for staff and visitors to the hospital. This should include, but is not limited to:</p> <ul style="list-style-type: none"> ▪ Increasing the amount of bike storage, providing signposting to such facilities, and ensuring they are secure; ▪ Offering rewards to employees who do not use parking spaces or bring their cars to work; ▪ Promote the benefits of car sharing for those living outside of the City. 	PCT
<p>5. That the PCT provides reassurance to the Panel that the demolition of the outpatients department will ensure there is enough parking for all stakeholders who bring their cars to the new Health Campus.</p>	PCT
<p>6. That the PCT ensures that 17%, or the relevant equivalent, of the new car parking at the Health Campus, will be designated for disabled car badge holders.</p>	PCT

7. That efforts are put in place before the opening of the new Health Campus to ensure that the road system entrance to the hospital, whether Rodney or Milton Road, does not become overly congested during the rush hour.	PCT
8. That there is adequate signposting to both car parking and departments being accessed, for those who attend the hospital infrequently. This includes signposting leading up to the Health Campus from the Rodney Road.	PCT
9. That the PCT ensure that the new main reception will have the services that stakeholders expect and find most useful, such as helpful and informative staff, clear signposting and take-away maps.	PCT
10. That a wheelchair dispenser is placed at the new Health Campus main entrance.	PCT
11. That there is a children's area / supervised crèche (or similar children-focused facility) where parents can leave their children whilst attending outpatient appointments.	PCT
12. That space is found for a Chapel within the St Mary's Health Campus site.	PCT
13. That internet-enabled computers are installed in the new Health Campus (ideally placed near to the Patient Advice & Liaison Service), which enable stakeholders to access and print off healthcare information, to browse hospital intranet sites and (possibly) to access email whilst waiting for appointments.	PCT
14. That a mobile library with a book exchange is available to stakeholders.	PCT
15. That the St Mary's Health Campus pharmacy has opening hours coterminus with outpatient clinic times.	PCT

Meetings held by the Panel.

DATE.	AGENDA ITEMS.	DOCUMENTS RECEIVED.
15 April	<i>Witnesses:</i> ➤ None	1. The Scrutiny Review Project Brief.
23 June	<i>Witnesses:</i> ➤ 54 members of the public	1. St Mary's Health Campus Stakeholder questionnaires
9 September	<i>Witnesses:</i> ➤ None	1. St. Mary's Health Campus report