

## **Proposed St Mary's Community Health Campus Podiatry Hub**

### **Background**

Solent NHS Trust believes that high quality care, delivered in the right environment, for the benefit of patients, is of the utmost importance.

The Solent NHS Trust Podiatry Team currently provides services to people living in Portsmouth from four sites within the city:

- Cosham Health Centre
- Eastney Health Centre
- Lake Road Health Centre
- The Turner Centre, St James' Hospital (given notice by the owners, NHS Property Services)

People who use the service include those with moderate and high risk diabetes patients and high risk non-diabetes patients e.g. vascular patients.

For patients who are house or bed bound the service provides home visits, along with the support of community nursing, who provide the majority of their care.

The service also offers nail surgery for patients 10 years of age and over and assessment and a treatment plan for patients with foot deformity and/or pain from the age of 10 to 17.

### **HOSP Update**

*Please note that the HOSP minutes of 12 September have been amended to reflect a change from 'consultation' to 'engagement' activity.*

The trust previously approached HOSP with outline proposals for a number of podiatry sites to relocate to St. Mary's Community Health Campus. Further to this proposal HOSP requested specific actions around community engagement for the podiatry service and users.

The rationale for this change is primarily due to the requirement to relocate from the Turner Centre on the 13th December 2019, due to the sale of the site by NHS Property Services. In addition contributing factors around a reduction nationally in Podiatry training places due to lower interest in the profession; recruitment and retention challenges; a change in case mix which has increased acuity and complexity of patient presentations, and suitability of the clinical environment which have required the service to consider the sustainable delivery of Podiatry within Portsmouth and South East Hampshire.

Following a meeting in April 2019 between Portsmouth City Council and NHS Property Services, Solent NHS Trust was informed that NHS Property Services

would not be renewing their lease at Paulsgrove Healthy Living Centre. This location was being used for initial nail surgery assessments and not for treatment. The CCG and Solent were therefore content to support NHS Property Services' decision.

It is noteworthy that some of the existing clinical estate is not fit for purpose, causing access issues for patients and inhibiting optimal service delivery for staff. St Mary's Community Health Campus had been identified by the Health & Care System as a community hub and focal point for increased concentration of clinical activity, development of new ways of working and clinical excellence. As the only Community Hospital in Portsmouth, St Mary's Community Health Campus provides an important focal point for secondary and community based care intrinsic to the delivery of the HIOW STP Clinical Delivery and Estates Strategies, and given the pressures around training, recruitment, retention and fitness of estate it was the natural choice for the service to consider, in order to improve the operational challenges to sustainable service delivery.

Following the significant investment at St. Mary's Community Health Campus, a new podiatry hub could offer much improved facilities, new equipment including bariatric facilities that would benefit both staff and patients. Alongside this, many of our health partners who share caring responsibilities for patients are collocated at St. Mary's Community Health Campus, leading to the opportunity for improved communication and relationships across disciplines, positively impacting on patient pathways.

Some of the benefits of being located at St. Mary's Community Health Campus would include access to an onsite emergency team in the event of a clinical emergency, Porter and Reception support with wheelchair provision and access to refreshments on site. The new, modern environment at St Mary's Community Health Campus will improve the overall patient experience and enhance clinical outcomes for those who attend there.

As part of the St Mary's Community Health Campus redevelopment, Solent has taken steps to move the majority of staff parking off site, to allow increased access for patient parking. There has been an increase in the number of Blue Badge spaces and all Blue Badge holders may park on site, free of charge. In addition, there are a number of public transport routes that link the city with the St. Mary's Community Health Campus, along with ample bicycle parking.

There will be no change in provision to the home visits for bed bound patients.

Further to the HOSP Committee meeting in September, Solent were advised to review their engagement strategy to ensure that all stakeholders were be engaged with.

Since that meeting, Paulsgrove Healthy Living Centre was closed by NHS Property services, handing the premises back to Portsmouth City Council last month. In hindsight, this proposed move of the service should have been mentioned in our last

paper in September, when we set out our initial proposals; unfortunately the service only received confirmation at the start of October 2019 to vacate the premises. That said, the impact to patients was minimal because the site was used for initial nail surgery assessments whilst Nail surgery itself was performed at the Turner Centre, St. James Hospital. Additional staff were available to undertake the surgery on Saturdays at the Turner Centre, which has been beneficial for patients by enabling more timely access to the nail surgery service. Lone working had previously been raised as a risk to staff, and a need for supervision and development of staff within the clinical environment was also less than ideal from a clinical perspective at this location.

Following the NHS Property Services sale of St. James Hospital, the Turner Centre is due to close on the 13<sup>th</sup> December 2019 with services relocating to St. Mary's Community Health Campus. With the substantial reinvestment into our estate, Solent is presented with the unique opportunity to re-shape the delivery of key services to the benefit of its patients.

Solent is engaging with patients to ensure that they have a smooth transition from the St. James site to St. Mary's Community Health Campus. The Podiatrists have been informing patients of changes, through face to face meetings and providing a leaflet with information about the change. There has been a delay in commencement of the wider engagement due to staff absence, and an unforeseen building delay at the St Mary's Community Campus. However, engagement sessions are planned between 12<sup>th</sup> November and early December 2019, dates for sessions in late November and December will be released imminently. Following these sessions we will write to patients to address, where possible, concerns that were raised, alongside further information about transport options for the St Mary's Community Campus. In addition we will also provide visuals of the new site, to assist patients in understanding what the new area will look like and how they access the new area. All information will also be available on our website. Interested patients from the engagement sessions have been offered the opportunity to visit the site, alongside Healthwatch, so that we can understand any further access concerns for those with mobility issues, and to help patients familiarise themselves with the new premises.

In relation to our other clinics, we have written to all patients, inviting them to a number of engagement events (please see Appendix 1), to discuss the proposed relocation of podiatry services to St. Mary's Community Health Campus. Further engagement sessions will be planned from Mid December to the end of January 2019 to enable us to continue a conversation with patients around the impact of the proposal to move services from Lake Road Health Centre, Cosham Health Centre and Eastney Health Centre to St Mary's Community Health Campus. These letters include preliminary details on parking arrangements and alternative transport options to St. Mary's Community Health Campus. Where patients are unable to attend in person, we have provided a dedicated email address and manned phone line, to ensure we capture any comments or queries.

This phase of engagement activity will be completed by the end of January 2020. The service will consider patient's views and liaise with HOSP. Any patient concerns will be acknowledged and key concerns identified, with the Podiatry team seeking to address these with scrutiny from HOSP. We would then propose writing to all patients by the end of February 2020, providing feedback and updating information on suggested service moves.

Solent has worked with Healthwatch Portsmouth to understand any potential impact and the benefits to service users with the regard to the Phase 2 redevelopment at St. Mary's Community Campus. Healthwatch have been invited to provide scrutiny and oversight at our patient engagement events, over the coming weeks. In addition, we will review our findings with Healthwatch, prior to any further service changes.

Following Purdah, we will be in a position to communicate and engage more widely and propose using the following channels (please refer to our Communication and Engagement Plan for the full breakdown of low level engagement which will continue during Purdah)

- Letters to service users
- Press releases and briefings to local media
- Solent NHS Trust and Portsmouth City Council's websites.
- Letters to GPs and other health and social care partners

In October, the STP engagement event at the Marriott Hotel in Portsmouth, offered an opportunistic juncture to highlight the our proposed relocations. , A number of individual patients and partner organisations, such as Healthwatch and Portsmouth Hospitals Trust, took the opportunity to discuss our proposed relocations.. As a result of one of these discussions, it was agreed with Healthwatch that they would be invited to attend the engagement events in November and December.

HOSP had previously requested that Solent contact Pompey Pensioners directly to brief them about the proposed service moves. We have invited Pompey Pensioners to meet with us immediately following the purdah finishing date, to engage around our proposed Podiatry service moves and our redevelopment at St. Mary's Community Health Campus, alongside a tour of the new area.

Prior to Purdah, both of Portsmouth's MP's were briefed by Sarah Austin, Chief Operating Officer (Portsmouth) for Solent about the Phase 2 redevelopment at St. Mary's Community Health Campus. Both were satisfied with the proposed plans and delighted with the improved service that is proposed from St. Mary's Community Health Campus.

## **Appendix 1**

### **Planned Podiatry engagement events**

Lake Road Health Centre – Tuesday 12 November, between 10am and 12pm, and between 1pm and 3pm

Turner Centre (Group room 2), St. James Hospital Wednesday 13 November, between 10.30am and 12pm

Cosham Health Centre, Wednesday 13 November, between 1 and 3.30pm

Turner Centre (Group room 3), St. James Hospital, Tuesday 19 November, between 1pm and 3pm

Eastney Health Centre, Tuesday 19 November, between 1.30pm and 3pm

St. Mary's Community Health Campus (Seminar Room,) Friday 6 December between 10.30am and 12pm and 1pm until 3pm.

Additional December dates for Eastney, Cosham and Lake Road Health Centre are currently being agreed with NHS Property Services.

Invitation extended invitation to Portsmouth Pensioner's Association for meeting with their Chair and Secretary, after Purdah.