

Portsmouth Health Overview and Scrutiny Panel

Briefing paper

Title: Portsmouth Hospitals University NHS Trust update		
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Purpose of the paper: To provide an update on the Building Better Emergency Care Programme at Portsmouth Hospitals University NHS Trust (PHU).		
<p>Brief summary: PHU has received capital investment to build a new Emergency Department which will help us deliver a new model of care to our patients to provide safer, timely and effective care.</p> <p>The Full Business Case was approved by NHS England and work on the demolition of the East Staff Car Park is now underway.</p>		
<p>Background: Transforming our emergency care pathways in partnership with local health and care organisations remains a key priority for PHU and the HIOW health and social care system.</p> <p>We are working together with our partners to design a sustainable clinical model to deliver patient-centred, safe, effective, efficient and timely emergency care and the associated clinical, workforce and estates changes that are required.</p> <p>The programme is working across the organisation and with health and care partners to tackle some of the longstanding challenges that can cause delays for patients at our Emergency Department (ED).</p> <p>Our ED is more than 40 years old and the constrained size and layout of the department has limited our ability to make improvements to the way care is delivered and implement best practice. The physical condition does not provide a good enough experience for patients, visitors, or staff.</p> <p>In recognition of these challenges, the Trust was awarded a £58.3m capital investment for new emergency care facilities at Queen Alexandra Hospital in December 2018.</p>		
<p>Update: The Full Business Case was approved at PHU's Trust Board in May and then submitted to NHS England. At the end of September 2022 we received the news that the Business Case had been approved and the monies released for the works to begin.</p> <p>In preparation for the building works to begin several enabling projects took place in the first weeks of September:</p>		

Discharge lounge temporary relocation

We have relocated the Discharge Lounge previously based in a modular building near the East Entrance of the QA Hospital site. The Discharge Lounge is a non-ward environment which accommodates patients prior to leaving hospital, where care needs can be completed.

The Discharge Lounge is now based in Blue ward on C level of the main building. The Lounge has space to accommodate eight patients awaiting their next place of care.

Patient transport collecting patients will be able to park in the spaces outside the rehabilitation building at the north of the site and families/carers will be able to park in the North car park or main multistorey.

CT scanner relocation

The CT scanner currently based at the East Entrance of the QA Hospital site, has been relocated to the North Entrance of the site. The CT scanner has been placed across a number of disabled car parking spaces which have been relocated to the new North Car Park.

East Car Park Closure

In mid-September the East Staff Car Park closed. A full staff parking review has taken place on the QA Hospital site. A new criteria has been agreed, based on staff feedback, to ensure staff who need access can park on site. Many staff have decided to move to the Park and Ride service based at Fort Southwick. This is free for all staff to use.

Demolition of the car park

Demolition of the car park is now well underway. Hoardings will be erected to minimise noise and dust. It is hoped this will be completed by the end of the year, ready for building work to start in January 2023.

Patient and visitor parking on the QA hospital site

We opened the new North Car Park in September, providing over 500 spaces for patients and visitors. This includes 31 disabled bays and a link bridge to the new ward block. To help ease the parking issues on site we have increased the signage to the car parks and introduced a parking app to enable people to pay remotely. We have also introduced Automatic Number Plate Recognition cameras meaning tickets are no longer issued, visitors will only need to enter their registration plate to pay. People with parking concessions can present their concession, such as a blue badge, to any of the reception or cashier desks and they will no longer need to pay. This only needs to be done once.

Improvements in services during the build programme

We have run a number of quality improvement sessions with patients and staff over the last few months to look at how we can improve patient flow throughout the hospital including reducing the length of ambulance handover times. Actions arising from this have included a new approach to discharging patients using different methods of transport, ensuring patient bags are ready and rolling out a digital medicine system. We are also proactively moving patients out of the ED and onto wards to be cared for until their next place of care is ready. This has allowed us to revert our Same Day Emergency Care services to care for patients suitable to receive treatment without an admission. We continue with our improvement actions in order that we can further improve our performance. The PSEH urgent care improvement plan seeks to ensure our patients receive the right care, in the right place, at the right time and eliminate handover delays of greater than 60 minutes.

Engagement update May – November 2022:

- Patient letters have been updated to reflect the changes in location for the discharge lounge and CT Scanner.
- Staff and patients at the ophthalmology clinics have been engaged with on a regular basis to ensure any vibrations from the building work does not affect the clinical work of the team.
- Our website has been updated to reflect the changes.
- Our social media channels contain regular updates on the work.
- Stakeholder updates and news releases have been issued on the changes and progress described in this update.
- Staff have been consulted and engaged with on the new parking criteria and options. This has helped shape the proposal and look at improvements to our current service.
- Staff are currently voting on names for our fundraising campaign which will launch later this year.

Timeline:

- October 2022 – enabling works, final design and demolition.
- January 2023 – Construction begins.
- October 2024 – Construction completes.
- Mid November 2024 – New ED planned to open.