

Solent NHS Trust update – June 2023

1. Jubilee House transformation

1.1 Work is currently taking place to transform the Jubilee House site in Cosham to welcome Solent rehabilitation outpatients this autumn from the Queen Alexandra (QA) Hospital.

1.2 The Jubilee House site – exterior and interior – is being refurbished and reconfigured to create the possible space for patients, visitors and staff. Here are some examples of the improvements:

- A group room area that will facilitate both staff education and patient groups, ranging from obstetrics to pain management. Consulting rooms will also be available to all clinicians, ensuring privacy and dignity for patients.
- Some rooms dedicated to pelvic health specialists, ensuring the rooms have a range of specialist equipment in them and complete privacy.
- The outside space is green and tranquil, offering the ability to provide outdoor rehabilitation facilities, as well as support the health and wellbeing of all on site.
- The move allows for more synergy between staff. Physiotherapists and specialist physiotherapists will work more closely, enhancing communication and interaction. Also, administrative teams will have more dedicated space to help them be in one place and feel a strong sense of togetherness.

1.3 Various materials – posters, articles, social media posts etc - are being produced to help patients and visitors understand the relocation and support them with the information they need.

1.4 Here is [a blog](#) published from the perspectives of staff involved in the transformation.

2. Podiatry Service relocation

2.1 Solent NHS Trust podiatry services, which are based at Cosham Health Centre will be relocating this summer.

2.2 Existing patients with podiatry needs will, from around August, receive care and treatment from Thomas Parr House, situated within the Jubilee House site on Medina Road in Cosham which proudly takes up a place at the heart of the local community (referenced above).

2.3 We have written to all podiatry patients concerned, including those who have appointments in the interim - from now to August – as they will need to temporarily attend either St Mary's Community Health Campus in Portsmouth or Oak Park Community Clinic in Havant, whilst Thomas Parr is made ready.

2.4 We created text and visuals materials, including posters, to outline travel options to and from Thomas Parr, whether that is by car or bus or another way. These materials have been

shared electronically and online with partners across the Portsmouth area including primary care, the ICB and healthcare and community organisations.

2.5 We have emphasised to patients and visitors that there is onsite parking for them as well as the 22 Bus from Cosham High Street, with a bus stop opposite the entrance to the Jubilee House site. We are also encouraging patients who might have patient transport needs, to discuss this with their GP to see if they are eligible for patient transport. Those already using patient transport can book through the Podiatry team.

2.6 We are encouraging anyone with any questions to contact our Podiatry Team through the contact details shared in the patient letters.

2.7 We are currently preparing similar communication updates to share with people using Bladder and Bowel and Improving Access to Psychological Therapies (IAPT) services which are based at Cosham too.

2.8 (The move is at the request of the Hampshire and Isle of Wight Integrated Care Board (ICB) and NHS Property Services).

3. Portsmouth Mental Health Hub

3.1 May saw the full launch of the Portsmouth Mental Health Hub phonenumber, which helps people get the most appropriate mental health support they need before they reach a crisis point.

3.2 Anyone aged 16 and over can call the hub, which is open Monday to Friday between 8am and 6pm, on 0300 123 6621.



3.3 Fully trained call handlers will, in a kind and compassionate way, either arrange an appointment with services such as Talking Change or offer support to connect with local organisations including HIVE Portsmouth, social support or substance misuse. Callers do not need to go through their GP before using the phonenumber.

3.4 The creation of the phonenumber comes directly from feedback gathered during events run by Health and Care Portsmouth as part of Hampshire and the Isle of Wight's No Wrong Door

programme. Health and Care Portsmouth is a partnership of six healthcare organisations in the city. More than 140 people from local voluntary groups, and people with lived experience of mental health, attended community workshops throughout the last year.

3.5 Feedback from the workshops suggested a desire to develop an 'access hub' for mental health, to provide a clear point of contact for meaningful support and advice.

3.6 A comprehensive promotional campaign is underway, with posters and leaflets being displayed around the city and shared directly with organisations. The mental health hub will also be advertised on local radio stations, Spotify and the social media channels of Health and Care Portsmouth partners.

3.7 During the soft launch from 1 April, the phonenumber received 50 phonecalls received in the first month. In May, the phonenumber handled 113 calls, each one lasting an average of 26 minutes. Also, traffic to the website resulted in 630 visits in the second half of May.

3.8 Work is taking place throughout the summer to publicise the phonenumber to city stakeholders and health and care organisations which goes to show and celebrate its innovation and collaborative working.

4. Improving travel, transport and access

4.1 As part of estates master planning, Solent is reviewing all accessibility, transport and travel systems and processes alongside promoting alternative travel modes and active travel measures to align with green and sustainable initiatives.

4.2 Improvements to accessibility, travel and transport will be integrated and delivered via a series of projects focussed on parking space capacity planning, management and control, including:

- Car parking management operator
- Staff parking permit revalidation
- Pool car and international recruitment fleet
- Sustainable and active travel
- E-scooters and BERYL Bikes project.

4.3 Car parking management operator procurement: We are currently under formal closed procurement for a car parking management operator. The contract is set to be awarded by the end of June and then mobilisation and rollout follows this summer. St Mary's in Portsmouth will be the first site to go live and followed by some Southampton sites.

4.4 Staff parking permit revalidation: An equitable permit application process has been developed and built on a digital platform incorporating eligibility criteria and an Occupational Health referral assessment to support staff in a comprehensive way as and where needed.

4.5 Eligibility criteria includes allowance for those staff working nights, some late shifts and weekends, those providing emergency response, equipment pick up and drop off and multiple visits on and off site within shift. Some departmental "baton" permits will be issued to meet different operational service needs. Staff will not be charged for their parking permits.

4.6 Pool car fleet: Solent has expanded the fleet to eight cars, and all are operational at St Mary's (Rodney Road) with further expansion by July to Bitterne Health Centre (2 cars), Western Community Hospital (2 cars).

4.7 These key updates and processes will be available to view online on dedicated webpages on the Solent intranet and internet.

5. Project Fusion

5.1 Previously, the four partner Trusts involved in Project Fusion (which is the programme to create a new community and mental health trust for people living in Hampshire and Isle of Wight) have been speaking with people to understand their thoughts on the proposals, as well as their hopes and concerns for the new organisation.

5.2 We have now entered the next phase of engagement around Project Fusion. Internally conversations have been happening with staff to help create the proposed new Trust. People have been asked to share their thoughts on what the Trust should aspire to, how services should be organised, what the clinical priorities should look like and how they would like it to feel working in the new Trust. They have also been asked to share their thoughts on what the new name of the Trust should be. We have also been continuing the conversation with our partners in care and our communities to hear what they think too.

4.3 Along with our partners, we are currently preparing the final draft of the Full Business Case (FBC) for September 2023 ahead of the formal submission of the FBC to national regulators in November.

Please follow our latest news here [News | Solent](#)