

NHS

Overview & Scrutiny Committee

Friday 23 March 2007

The Guildhall, Canterbury

An update in respect of the Dover Project
& East Kent Neuro-rehabilitation services

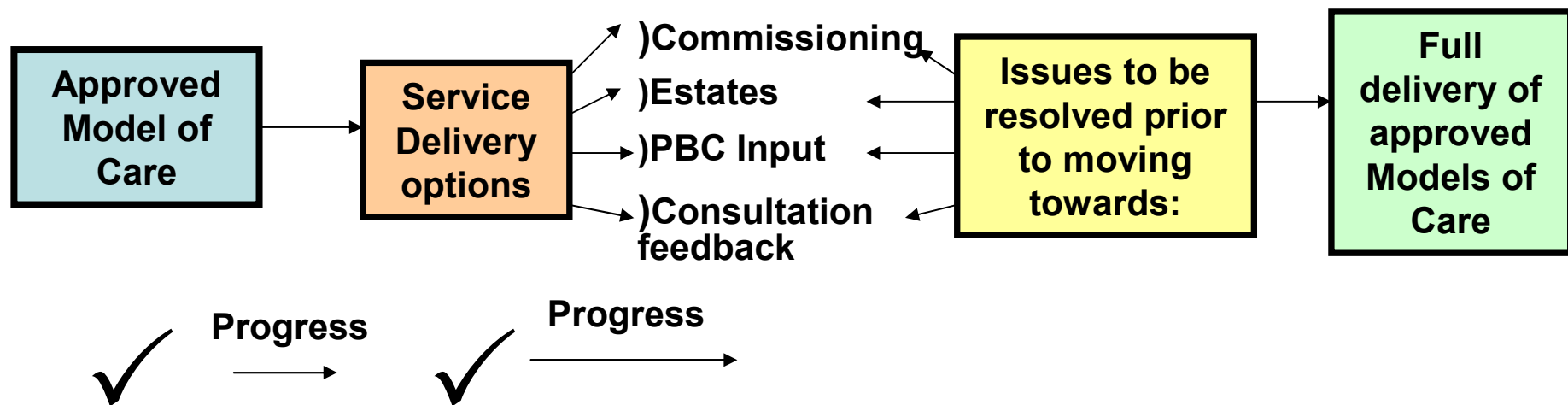
The Dover Project – background (1)

- A public consultation initiative for Dover town residents in respect of 11 areas health and social care services in Dover
- Consultation exercise focussed on possible alternative models of care for all 11 service areas as well as a 'no change option'
- Consultees were asked to choose their preferred options and also to share any other issues they felt were important when considering service re-design

The Dover Project – background (2)

- Outcome was a favoured ‘model of care’ for all of the 11 service areas.
- The PCT’s commitment is to continue to provide all the services that were part of the consultation for Dover residents according to the agreed model of care.
- This will involve a re-design of how the services are provided
- The approved Models of Care have now been considered alongside other issues (such as location) and there are now emerging service delivery options for the 11 service areas.

Implementation of approved Models of Care



Key Issues - Commissioning

- The Fit For the Future programme
- The Dover Project is an FFF initiative as it is about improving health and social care services by making services more accessible through providing them closer to home and wherever possible in a primary care setting
- The PCT's Commissioning Strategy is a key component to implementing FFF and therefore also provides the strategic direction to develop the Dover Project Models of Care

Key Issues - Practice Based Commissioning (PBC)

- PBC gives GPs the power to manage their own funding budgets.
- The Dover and Aylesham PBC consortium has formed and is increasingly involved in the development of the service delivery options
- This ensures that the local GPs are proactively managing the interests of their patients.
- As well as ensuring the ongoing provision of existing services they will consider the provision of additional services shifting provision from acute to primary care

Key Issues - Estates Issues

- Services are currently delivered through a variety of locations. These are:
 - Dover Health Centre
 - Buckland Hospital
 - Pharmacies
 - GPs practices
 - Dental Practices
- All of these locations have strengths and weaknesses when considering developing services for the future and in the context of meeting the Government White Paper's main objective to provide high quality services in accessible locations

Key Issues - Estates Issues

- There are also particular pressures around:
 - Ensuring that interdependent services are co-located e.g. minor injuries and x-ray facilities.
 - GP practices wishing to provide additional services having space to do so
 - Identifying community based intermediate care beds
 - Plugging gaps in provision e.g. children's services in the community
 - Ensuring that the quality of the estate is 'fit for purpose' to deliver essential services

Key Issues - Estates Issues

- Solutions in respect of estate issues can not be developed solely through the PCT and the Hospitals Trust
- There is a need to work in partnership with the local district council, KCC and other strategic partners to identify and secure suitable locations to deliver the approved Models of Care
- This partnership activity is critical and early discussions have taken place with Dover Pride in respect of the Mid Town regeneration plans for the area around the Dover Health Centre and the PCT responding to Dover District Council's options for growth as detailed in their Local Development Framework

Consultation feedback

- A number of issues were raised during the consultation process which respondents felt were important to take into account when developing service delivery options for the Models of Care
- Transport – improving access and frequency needs to be developed with a range of partners. The PCT has contributed to Dover District Council's Transportation Strategy to ensure that the concerns raised through the Dover Project are taken into account when developing future transport plans.
- Accessibility and condition of buildings – This is being considered as part of the estates issues

Consultation feedback cont./

- Opening hours – being considered as part of the development of service delivery options.
- Location of services – part of the estates solutions overview.
- Strong support for the preservation of Buckland Hospital – being considered as part of the overall estates provision which currently deliver health and social care services in Dover.

Conclusion

- The commissioning framework for delivering the approved Models of Care through FFF and the local PBC cluster has been established.
- However, there are still a number of complex estates issues which need to be resolved before full implementation of the approved Models of care can be achieved.

Any questions?

East Kent Neuro-Rehabilitation service - update

- The service is currently based at the Buckland Hospital which was identified as a temporary expedient when the neuro-rehabilitation unit was set up in 2001.
- Following advice from this committee a focussed discussion (not a full public consultation) with patients, carers, support organisations, staff and clinicians is taking place and views in respect of the existing service are being sought.
- This process has been overseen by a Neuro-rehabilitation working group which comprises, patients, carers, clinicians, social services, PCT and Hospital Trust representation.

East Kent Neuro-rehabilitation services - the discussion process

- 13th November – a discussion with neuro-rehabilitation staff at Buckland Hospital
- 18th January – a workshop of key stakeholders including patients, carers, staff, clinicians, community and voluntary organisations to develop the consultation document
- At this workshop the attendees identified their priorities for the service which were included in the consultation document

East Kent Neuro-rehabilitation services

- the consultation document

- 1200 documents have been sent specifically to past and current neuro-rehabilitation patients, staff, supporting voluntary and community organisations.
- The document includes a description of how the service works and identifies the key components of the treatment pathway.
- There is also a section which details the key priorities which were identified at the stakeholder workshop in January.
- The questions for the consultee focus on their experience of the service and also seeks their views about how they would feel if, in order to improve the service the unit is moved from Dover to a different location in east Kent.

East Kent Neuro-Rehabilitation - timescales and responses received to date

- This focussed consultation process began on the 14th of February and will end on the 30th of March.
- 1200 consultation documents have been sent
- 203 responses received to date – 16.9%
- Not all respondents have replied to all 4 questions.

East Kent Neuro-Rehabilitation – analysis of responses received

Question 1. During your treatment did you and your carer clearly understand your own treatment pathway and who was responsible for your care?

- Yes - 97 - 53% respondent to Qu.1
- Mostly - 58 - 32% “
- No - 27 - 15% “

East Kent Neuro-Rehabilitation – analysis of responses received

Question 2. During your treatment did you and your carer feel that your handover from one component on the treatment pathway to another was well planned and clearly explained to you?

- Yes - 80 - 44.3% respondents to Qu. 2
- Mostly - 60 - 33.3% “
- No - 40 - 22.3% “

East Kent Neuro-Rehabilitation – analysis of responses received

Question 3. If you are now cared for in the community, either at home or in a permanent place of residence, do you have sufficient support for your needs and are you confident about who to contact for further advice when you need it?

- Yes - 83 - 50.5% of respondents to Qu. 3
- Mostly - 51 - 30.5% “
- No - 31 - 19% “

East Kent Neuro-Rehabilitation – analysis of responses received

Question 4. The neuro-rehabilitation unit, currently based in Dover, provides an east Kent wide service. If, in order to improve the service, the unit needs to be moved from Dover to a different location in east Kent how would you feel about this?

- Don't mind if it moves - 102 – 57% of respondents to

Qu. 4

- Would not like to see it move - 77 – 43% “

Any questions?