

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE PHYSIOTHERAPY COMMUNITY SERVICES

25 JUNE 2013

Report from: Barbara Peacock, Director of Children and Adults

Author: Rosie Gunstone, Democratic Services Officer

Summary

This report sets out proposed changes to the physiotherapy community services in Medway from the acute hospital site (Medway Maritime Hospital) to Chambros House Gillingham Business Park.

1. Budget and Policy Framework

- 1.1 Under Chapter 4 – Rules, paragraph 22.2 (c) terms of reference for Health and Adult Social Care Overview and Scrutiny Committee has powers to review and scrutinise matters relating to the health service in the area including NHS Scrutiny.

2. Background

- 2.1. Appendix 1 sets out the completed questionnaire relating to proposed changes to the community physiotherapy service in Medway to improve the facilities, service and patient experience.
- 2.2. Members are asked to consider whether to agree with the conclusion of Medway Community Healthcare that the changes do not constitute a substantial variation or service development.

3. Risk management

- 3.1. There are no risk implications for the Council.

4. Legal and Financial Implications

- 4.1. There are no legal or financial implications for the Council.

5. Recommendations

- 5.1. Members are asked to consider and comment on the attached report and determine whether to agree with the assessment that the changes do not constitute a substantial variation or development.

Background papers:

None.

Lead officer:

Rosie Gunstone, Democratic Services Officer

Tel: (01634) 332715

Email: rosie.gunstone@medway.gov.uk

MEDWAY COUNCIL

Gun Wharf
Dock Road
Chatham ME4 4TR



Health Overview and Scrutiny

Health Service development or variation - assessment form

In order that the relevant Health Overview and Scrutiny Committee can assess whether it agrees that a proposed service change or development is “substantial” please provide the following details.

A brief outline of the proposal with reasons for the change and timescales

Medway Community Healthcare (CIC) currently provides Community health and social care services throughout Medway. We provide the following community services from front block at Medway NHS Foundation Trust (MFT):

- Occupational therapy (inpatient services and outpatient clinics)
- Physiotherapy (outpatient clinics)
- Speech and language therapy
- Dietetics

The inpatient activity is excluded from this proposal.

These services are commissioned by NHS Medway with the contract transferring to the commissioning responsibility of NHS Medway Clinical Commissioning Group (NHS Medway CCG) from 1 April. The contract with NHS Medway does not specify that the outpatient services need to be located within a hospital setting. This together with the front block accommodation at MFT not being fit for purpose, parking being difficult for patients and staff, is the reason for our proposal to relocate the physiotherapy service from this acute hospital site into the community, to Chambros House, Gillingham Business Park, 2.3 miles from the existing provision, improving the facilities, service and the patient experience.

The accommodation at MFT was built in 1988 with little or no refurbishment since this time, there are ongoing issues with flooring, general fabric and a leaking roof. Patient appointments have been cancelled due to excessive heat in the gym. The gym is also shared and therefore appointment times and group appointments are restricted in order to accommodate all users of the facility. The accommodation continually fails cleaning and infection control audits and receives low Patient Environment Assessment Team (PEAT) scores.

The Service: Outpatient Physiotherapy Department

Outpatient physiotherapy involves the assessment, diagnosis and treatment of a wide range of soft tissue, bone and joint (musculoskeletal) conditions, which may include:

- **Spinal problems** - For example; (simple mechanical) low back/neck pain and stiffness, whiplash, arthritis. We also treat more complex spinal problems including prolapsed discs, sciatica, referred arm and leg pains or altered sensations.
- **Joint Problems** - Such as arthritis, injury, pain, stiffness and swelling.
- **Injuries** - including sports injuries to soft tissues such as muscles, ligaments and tendons. Work related conditions, spinal, surgical fixation of fractures, hand tendon repairs as well as many others.
- **After surgery** - Rehabilitation after orthopaedic operations. Example includes hip/ knee replacements, arthroscopies, spinal, surgical fixation or fractures, hand tendons repairs as well as many others.
- **Fractures** - Rehabilitation after injury or broken bones.

Services offered

- All musculoskeletal conditions are treated including orthopaedics, rheumatology, sports and soft tissue injuries.
- Exercise classes including Pilates, back education, fibromyalgia, post-op back, lower limb, shoulder and wrist classes.
- Manual therapy techniques include gentle spinal mobilisation, mid-range osteopathic and end range manipulation to reduce pain and/or stiffness in joints.
- Manual therapy also includes soft tissue mobilization such as muscle energy techniques, trigger point therapy and massage.
- Electrotherapy modalities- ultrasound which can help speed up tissue healing rates and transcutaneous electrical nerve stimulation (TENS) for pain relief.
- Acupuncture
- Therapeutic home exercise programme's designed to improve stamina, mobility and strengthen muscles in both a home and class environment.

Medway Community Healthcare (CIC) physiotherapy department offers a wide range of musculoskeletal, rheumatology and women's health service for patients over the age of 16. Referrals are accepted from all GP's, consultants and other healthcare professionals.

The outpatient's physiotherapy department currently employs 28 people, with up to 21 staff on site at one time. We have a combination of clinicians, administrative and reception staff. We operate clinics 5 days a week between 7 30am and 7pm, but are looking to extend these open hours to include Saturday mornings and up to 9pm during the week. At MFT we are unable to open on Saturdays or late into the evenings due to issues with security. However, in designated, purpose-designed premises we will be able to offer these clinic times. This will greatly enhance patient choice and will

enable us to respond to recent patient feedback regarding our open hours.

Relocating this community service to new premises will have a positive impact on our patients. We will be able to offer them modern, clean, purpose built accommodation which will meet all their clinical needs. A large gym which will enable us to be able to provide greater choice of class times and appointments. Chambros House also offers improved access for patients as there will be sufficient parking on site which will be free of charge, it is on the major A2 bus route and is close to a large road network. Our current accommodation at MFT necessitates patients paying for parking (including those classified as disabled) and they are often late for appointments due to significant parking and road congestion.

If the scheme is approved we propose to give notice to MFT and relocate the outpatient physiotherapy service in September 2013.

The proposal to move the outpatient physiotherapy clinics has been discussed with NHS Medway CCG. The CCG supports the move on the basis of improved access and choice for patients. The CCG will seek assurance from Medway Community Healthcare regarding all aspects of the service specification in relation to the move; it is however recognised that this will be an improvement and allow for a more efficient service to be delivered and therefore improve patient experience.

Extent of consultation

- (a) Have patients and the public been involved in planning and developing the proposal?
- (b) List the groups and stakeholders that have been consulted
- (c) Has there been engagement with the Medway LINK?
- (d) What has been the outcome of the consultation?
- (e) Weight given to patient, public and stakeholder views

Patients' views have been sought through user groups and the Commissioning for Quality and Innovation (CQUIN) patient experience reports during 2011/12 and 2012/13. In the 2011/12 report the action plan recommendations noted that 36% of comments received referred to difficulties with car parking which mainly made people feel frustrated, worried and angry. The waiting area generated a large range of suggested improvements, these mainly centred on the automatic doors (noise and cold). Other services we provide have also experienced significant data stating the impact of parking and the waiting area at MFT has on patient experience. The 2012/13 CQUIN patient experience report also identifies the MFT sites as scoring the lowest in terms of:

- (i) The location of where my care is received is convenient to my needs;
- (ii) Overall experience.

From this feedback the current proposal to relocate the service was developed and our intention, if the scheme is approved, is to include patients, who express an interest in doing so, in the continued development of the

scheme.

Staff engagement has been carried out with workshops and team meetings to engage and update on progress. This will continue through to actual relocation. Once approval has been received we will continue to consult with patients, commissioners, GPs and the general public utilising our communications and engagement plan to prepare and develop the scheme.

We have not consulted with Medway LINK but again if approved to proceed we would look to involve the local Healthwatch and patient groups in design issues particularly around access, and privacy and dignity to ensure we get it right.

It was the staff and patient and stakeholder views particularly that initiated this development.

Effect on access to services

- (a) The number of patients likely to be affected
- (b) Will a service be withdrawn from any patients?
- (c) Will new services be available to patients?
- (d) Will patients and carers experience a change in the way they access services (ie changes to travel or times of the day)?

The muscular skeletal physiotherapy receives approx. 1000 referrals a month from GPs and secondary care consultants and record 4500 contacts per month. These appointments are primarily delivered from MFT in the form of group and face to face contacts.

Medway Community Healthcare (CIC) are not planning to withdraw any services and will continue to provide clinics at all our other locations as usual (Lordswood, Parkwood, Rochester & Keystone). All services, including women's health, exercise groups and one to one consultations will be available at Chambros House.

Some patients will experience a change in the way they travel to the new location but it will be improved; there are excellent public transport links (buses) at the new site. It is anticipated that parking will improve at the new location. On average 20 - 30 patients per day are late for their appointments at MFT due to poor parking, and often their appointments have to be cancelled and rescheduled, causing significant delays in their care. We plan to increase the number of extended hours appointments. The new location is centrally located within Medway and should not cause significant issue for patients travelling to and from the clinic.

Demographic assumptions

- (a) What demographic projections have been taken into account in formulating the proposals?
- (b) What are the implications for future patient flows and catchment areas for the service?

The proposed service change is a change in location only.

Any changes to demographics or increases in demand are reviewed through contractual discussions between NHS Medway CCG and Medway Community Healthcare (CIC).

Can you estimate the impact this will have on specific groups?

- (a) What will be the impact on children?
- (b) What will be the impact on people with disabilities?
- (c) What will be the impact on older people?
- (d) Has an equalities impact assessment been carried out of this proposal?

Muscular skeletal physiotherapy are an adult only service and so this will not impact on children.

The new location will have improved parking and access for people with disabilities, with designated areas for this client group. The building will be purpose designed to suit the needs of wheelchairs and walking aids and fully DDA compliant. The cubicles designed within Chambros House will allow greater patient access and freedom to move, which is critical for full assessment. The current location at MFT does not have adequate disabled toilet facilities and cubicle space is well below the current recommendation.

Access to the service by older people will be much improved, in terms of access and disability compliance. Older people will be able to continue to access the service with no adverse effects.

The current location only has one "private" room available for use, which can cause issues with privacy and dignity. Patients requesting a private space/chaperone, may experience unnecessary delays in receiving treatment, due to the limited availability of private areas. The new design has included 6 consultation/treatment rooms enabling privacy and dignity to be maintained and improved from the current provision.

An equalities impact assessment has been carried out on this proposal which found that relocating the service to improved facilities in the same areas did

not affect one group less, or more favourably, than another.

Choice and commissioning

- (a) Will the change generate a significant increase or decrease in demand for a service arising from patient choice, payment by results and practice based commissioning?
- (b) Have plans been made for “financial cushioning” if additional capacity is not taken up?
- (c) Is the proposal consistent with World Class Commissioning and reflected in NHS Medway commissioning plans?

Demand for the service will be monitored, it is not expected that the change will generate a significant increase or decrease in demand but will improve patient choice in terms of access, location and premises.

There are plans in place to ensure “financial cushioning”. The individual clinic rooms have been specified to enable all clinical services to be able to utilise the accommodation. We have also designed the gym space so that services such as the pulmonary rehabilitation can utilise this for specific areas of their treatment.

There is not expected to be any issues regarding utilisation of the capacity as the activity from the current location will be carried out at the new location.

This proposal is not specifically detailed within the CCG Commissioning Plan as the CCG is not changing a commissioned service but the proposal fits with the following CCG objectives:

- 3) **Better care** - promoting patient responsibility to choose well; accessing the right services at the right time and in the most appropriate place and empowering patients to be better able to self manage their own conditions.
- 4) **Better integration** – to secure a seamless transition between providers where patients need the support or intervention of community care, secondary care, social services or the voluntary sector.
- 6) **Quality and Safety** - improve quality to ensure services are safe, efficient and effective.

Clinical evidence

- (a) Is there evidence to show the change will deliver the same or better clinical outcomes for patients?
- (b) Will any groups be less well off?
- (c) Will the proposal contribute to achievement of national and local priorities/targets?

Medway Community Healthcare (CIC) currently provide an evidence based treatment service and have a proven track record of implementing national guidelines and recommendations (for example, NICE low back pain

guidelines). The new location will enable us to continue to provide the service to the same standard of clinical care and we will be able to achieve at least the same clinical outcomes.

No group will be less well off. We will be able to offer greater choice of treatment times, in an environment which has been designed to suit the needs of our patients. It is likely that patients will be “better off” at the new location due to improved access, availability and design of the space.

The ability to control the use of exclusive clinic space will enable us to be more responsive to the needs of patients extending operating hours and accessibility to the service. We currently work towards the national referral to treatment targets (18 weeks for Allied Health Professionals) and this will continue, but potentially greater choice of appointments will enable us to meet our contract specification waiting times and achieve these targets more easily, this in turn will improve the accessibility of the service to our patients.

Joint Working

- (a) How will the proposed change contribute to joint working and improved pathways of care?

MSK Physiotherapy currently demonstrates joint working with the local GPs and other community providers. GP work is done remotely and this will continue as usual. It is anticipated that many of the community services will also operate clinics from this location as it is centrally placed within Medway and will be available for increased number of hours, enabling patients to access all our services more easily. Our new community health system introducing an electronic notes system will greatly enhance cross working within the community services, with the acute hospital and with the GPs.

The MSK Physiotherapy service manages the patient's entire care pathway, from assessment and diagnosis to treatment and eventual discharge. They do not rely on the close proximity of secondary care, emergency or other community providers in order to operate. However as previously stated with our new community information system our referrals, where required to other community services, or the acute trust, or back to the GP will be much improved.

Health inequalities

- (a) Has this proposal been created with the intention of addressing health inequalities and health improvement goals in this area?
 (b) What health inequalities will this proposal address?
 (c) What modelling or needs assessment has been done to support this?
 (d) How does this proposal reflect priorities in the JSNA?

In terms of health provision within the local planning policy Para 4.103 states that the Sustainable Community Strategy's vision for Medway is that its residents shall enjoy good health, well-being and care in accordance with the NHS Medway Board's 10 year vision which includes the development of a comprehensive estate strategy including the development of community hubs.

As guided in the choice and commissioning section the proposal fits with the following NHS Medway CCG objectives:

- 3) **Better care** - promoting patient responsibility to choose well; accessing the right services at the right time and in the most appropriate place and empowering patients to be better able to self manage their own conditions.
- 4) **Better integration** – to secure a seamless transition between providers where patients need the support or intervention of community care, secondary care, social services or the voluntary sector.
- 6) **Quality and Safety** - improve quality to ensure services are safe, efficient and effective.

Access for all patients, including older people, people with disability and those with financial hardship, will improve with the relocation of this service. All patients currently pay for parking at MFT, including those registered disabled or on benefit. This can impose significant hardship on clients who need to visit physiotherapy on a weekly basis.

Physiotherapy is currently available for all patient groups and there are no recorded inequalities in this clinical area.

Wider Infrastructure

- (a) What infrastructure will be available to support the redesigned or reconfigured service?
- (b) Please comment on transport implications in the context of sustainability and access

The Medway Council parking standards (2004) require a maximum provision of 1 space/30square meters of floor area. On this basis the building presently requires only 47 spaces and has a parking surplus of 31 spaces. The introduction of 500 square meters of space dedicated to outpatient healthcare adds a requirement for an additional 4 spaces for each consulting/treatment room. In total there will be, the large treatment area, the gym and 6 treatment rooms which can be catered for within existing car parking provision.

In terms of cycle parking the standards require provision on the merits of the case. In terms of staff parking, there is a potential to provide secure parking in the lower ground area. In relation to patient parking, there will be a few patients able to cycle and provision will be made for secure external cycle park.

In terms of public transport there are numerous services on the A2 that runs to the north of the business park within easy walking distance. The buses also connect to the local British Rail station at Gillingham.

Sustainable accessibility to the service will therefore be improved by the relocation of the service from the MFT site to Chambros House.

The proposed use is part of a wider estate strategy to improve health care provision and accessibility in Medway. It will provide an important facility with supporting car parking provision to enable those needing physiotherapy that are often not able to use public transport to gain access to this important service.

Do you believe the outlined proposal is a substantial variation or development?

We do not believe the outlined proposal is a substantial variation or development as, although it means the relocation of an existing community service from an acute site, 2.3 miles into the community the proposal will improve access and facilities for patients and will not put any patient at a disadvantage.

Is there any other information you feel the Committee should consider in making its decision?