

Consultation on Outpatient Services in east Kent

St Peters Surgery PPG
4 March 2014



EKHUFT Outpatient Strategy

Sarah Hyett





Agenda

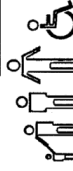
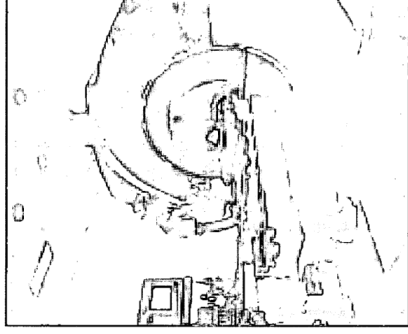
- Why we need to change?
- Who we have talked to?
- What patients have said
- The Outpatient Services Strategy
- What it will mean for you?
- How you can give us your views



Putting patients first

Why do we need to change

- Although we achieve good outcomes for patients, we need to continue to improve.
- Improved treatments require improved facilities.
- We need to make the best use of the resources we have.



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Engagement

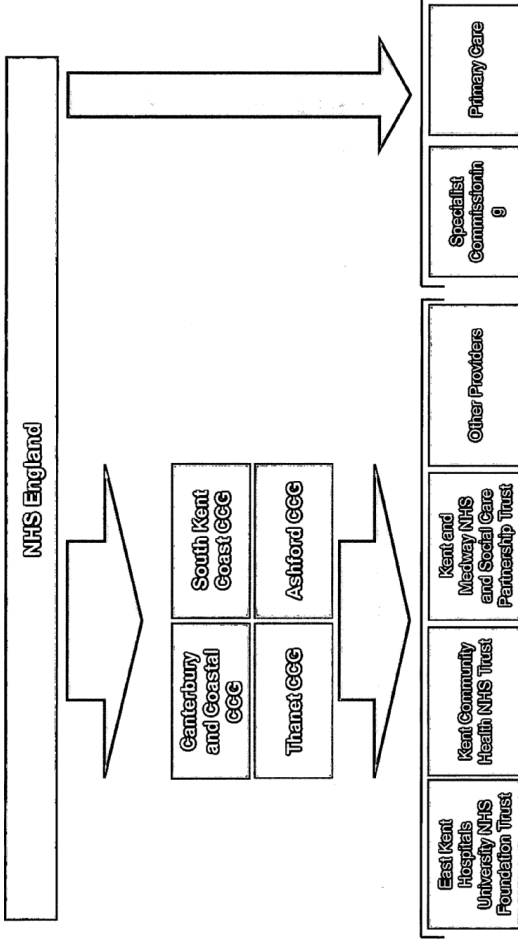
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- Our clinicians have proposed a number of improvements to our outpatient services.
- We have made over 130 presentations to staff, patient groups, GPs/Commissioners, local authorities/Health and Well Being Boards, health stake holders and voluntary organisations.
- We have listened to what they have said, revised our proposals and are now asking you what you think.



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The new NHS Structure



What you have already told us you would like to see

- Less travelling for patients
- Wider choice of appointments
- Move to a 'One Stop Shop' approach, with patients attending an appointment, being then sent for diagnostics, and then receiving a treatment plan all on the same day, in the same hospital
- Improved and more modern facilities
- Improved public transport to hospitals



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Outpatient

East Kent Hospitals University



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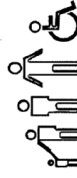
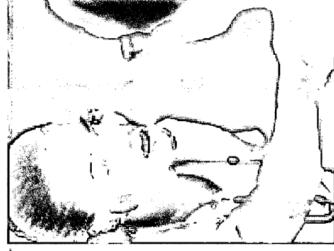
Services Strategy

We have been delivering clinics from

15 sites across East Kent

which included;

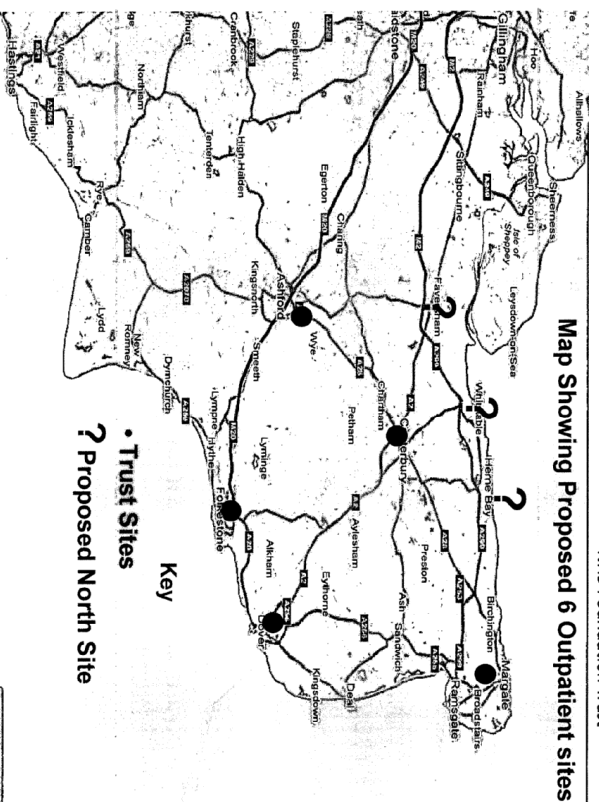
- Trust Owned Sites (Acute and non-acute Hospitals)
- Community Sites (Hospitals and GP surgeries)
- Independent Sector (Private Hospitals)
- Other Trusts



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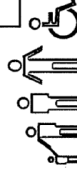
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Map Showing Proposed 6 Outpatient sites



The Outpatients Strategy key principles;

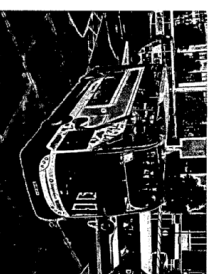
- a reduction from 15 to 6 sites;
 - each site offering a greater range of specialities;
 - Within a 20 minute travel time for patients by car for most patients;
- Improved patient access;
- A greater range of appointments;
- introduction of advanced technology;
- to ensure outpatient facilities are fit for purpose
- a one-stop clinic model;



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The proposed outpatient services strategy

- Trust delivers more than 700,000 appointments per year
- Majority of appointments (>500,000) will not involve a change of appointment site.
- One stop models and other improvements will reduce follow ups for all patients, and help reduce the number of patient journeys for follow ups across east Kent.

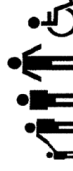


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The proposed outpatient services strategy

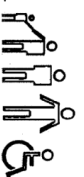
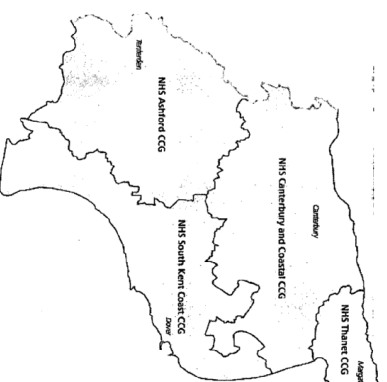
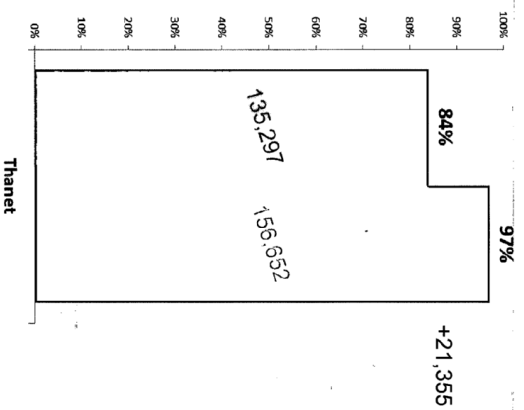
Will mean:

- less travelling for most patients,
- improved facilities,
- and the opportunity to see a consultant, have any diagnostic tests needed carried out and with those results, agree a treatment plan, all on the same day



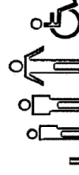
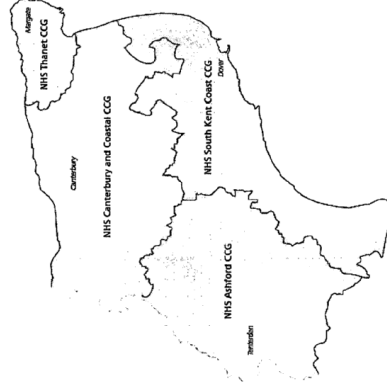
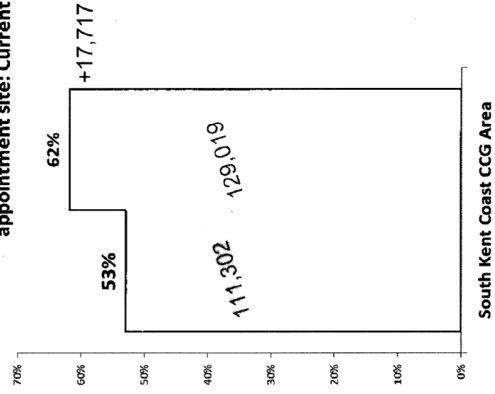
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Percentage of patients within 20 minutes drive of
appointment site: Current



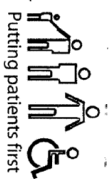
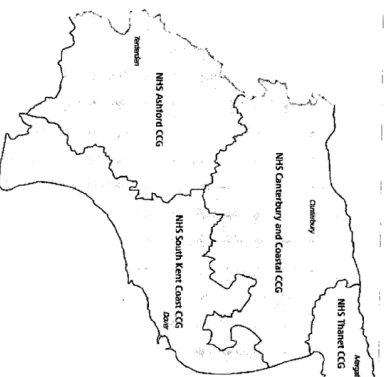
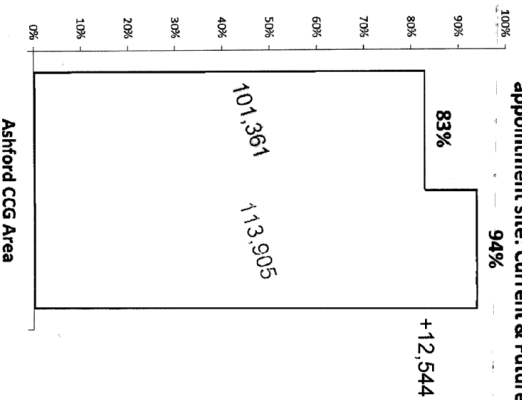
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Percentage of patients within 20 minutes drive of
appointment site: Current & Future



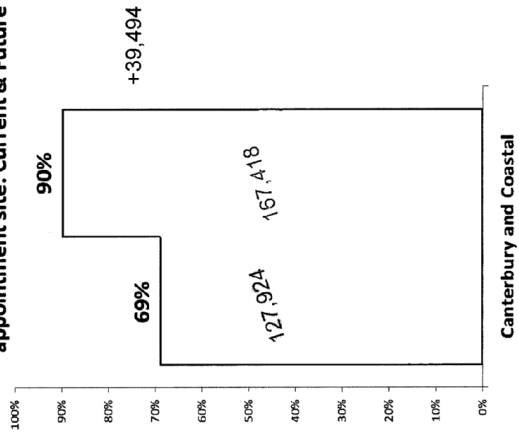
Putting patients first

Percentage of patients within 20 minutes drive of
appointment site: Current & Future

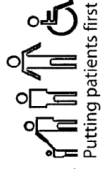
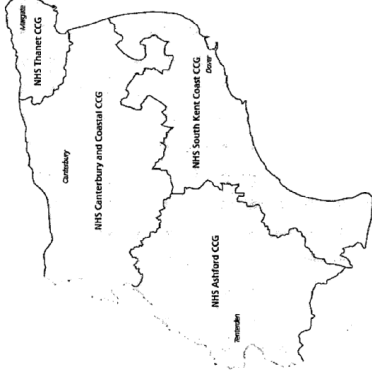


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Percentage of patients within 20 minutes drive of
appointment site: Current & Future



Canterbury and Coastal



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Choosing the North Kent site

An option appraisal of the North Kent sites was undertaken examining the following areas:

- Estate and facilities
- Dedicated car parking
- Ability to do one stop clinics
- Feasibility for improved technology
- Public transport
- Travel times for patients
- Ability to extend the working day
- Increased diagnostics
- Associated clinical adjacencies

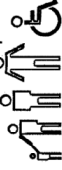
Option appraisal carried out by the Trust in February 2013



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Choosing the North Kent site (1)

- This consultation concerns the out patient services provided by EKHUFT. Activity provided by the community trust falls outside of the scope of this consultation (e.g. Adult MSK physiotherapy, at Faversham etc)
- Your recent feedback has informed us of developments since the option appraisal in February 2013
- We been informed of subsequent changes at Whitstable & Tankerton Hospital including : bariatric facilities, specialist nurse provision on site (other providers) , disabled access, and improvements to the building fabric.
- At Herne Bay we also know that there are more car parking spaces than we included in our original assessment.



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Choosing the North Kent site (2)

- At the time of our assessment in February 2013, contact was made with the sites around space availability and suitability and from the information gathered our assessment was accurate.
- We are now liaising with NHS Property Services to review.
- At the end of the consultation process, the options will be reassessed by re-examining the scoring in the light of the feedback and comments received.



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Proposed Services at the North Kent Coast Site

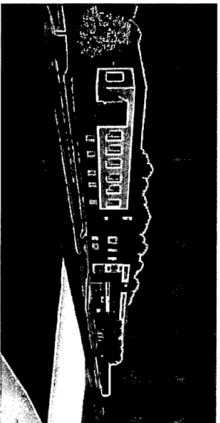
- | | |
|--------------------------|-------------------------------|
| - Breast Clinic | - Obstetrics |
| - Cardiology | - Ophthalmology |
| - Colorectal Clinic | - Orthopaedics |
| - Dermatology | - Paediatrics |
| - Endocrinology | - Rheumatology |
| - ENT | - Thoracic Medicine |
| - Gastroenterology | - Trauma |
| - General Surgery Clinic | - Urology |
| - Geriatric Medicine | - Vascular surgery clinic |
| - Gynaecology | - Pre-Assessment |
| - Nephrology | - Speech and Language Therapy |



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The proposed outpatient services strategy

- Ensure our sites are modern outpatient facilities able to deliver enhanced outpatient services.
- Increasing the reach of these services beyond our acute sites to 3 outpatient centres across east Kent



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Transport: Summary

- EKHUFT plans to invest £455,000 in improving transport links across east Kent.
- Talks with providers are on going but should provide benefits in the form of extended, new, or more frequent routes for patients across all east Kent.
- Your views on current services are being sought.



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East Kent Hospitals University **NHS** Transport : Dover

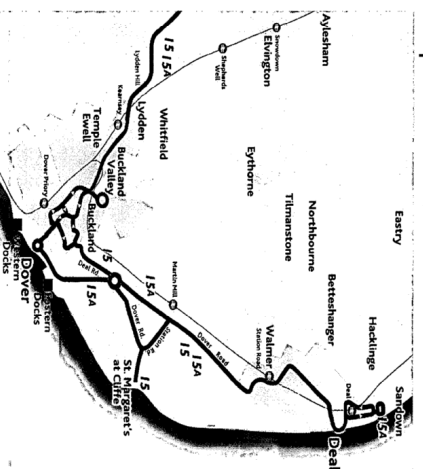
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• Preliminary conversations with providers

- No.15 Deal ->Dover Town Centre (every 30mins)

Dover Town Centre -> Hospital
Connecting bus service to improve to run every 12mins (from 20mins).

New service to run from Whitfield-> Sandwich -> QEOMH (with the connection to Dover Hospital).
Current bus route terminates at Ramsgate train station, the new service would be direct.



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Transport : North Kent Coast

- Preliminary conversations with providers over the preferred option

The Triangle No.4/6 ■

Currently stops a short walk (10mins,

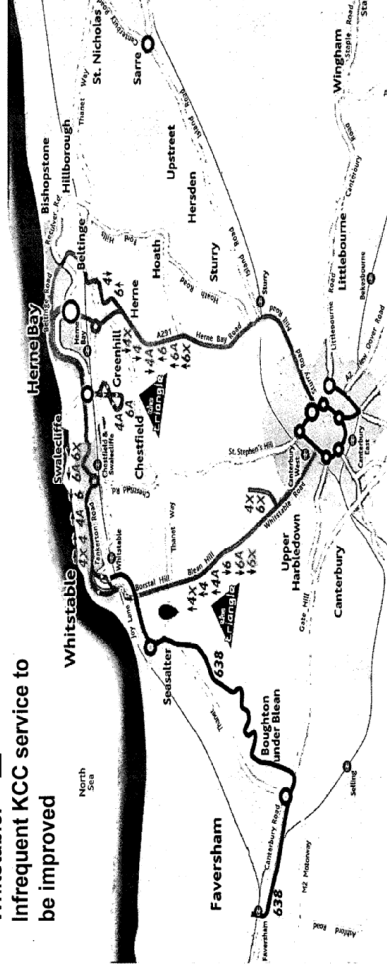
0.5mi) away from Estuary View. ●

Additional stop at centre being proposed

No. 638 Faversham →

Whitstable. ■

Infrequent KCC service to
be improved

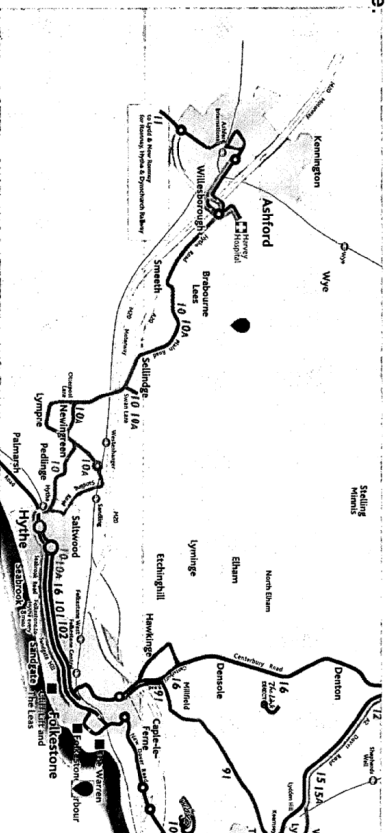


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Transport : Ashford Area

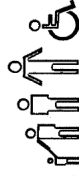
Preliminary conversations with providers propose two new services in the Ashford area:

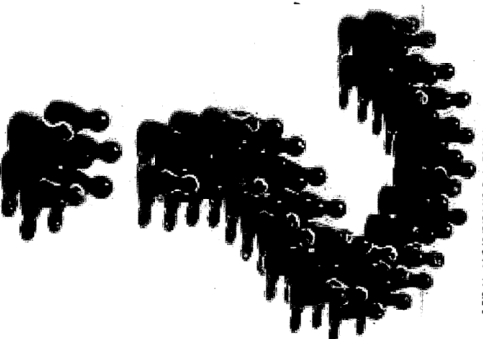
- A 'loop' type service connecting the various areas around Ashford to the hospital site.
- An additional fast service, linking the bus station, rail station and William Harvey Hospital - better for anyone coming from outside Ashford



We want to hear your views,
please take the time to
complete the survey.

Thank You





Any Questions

