

DERBYSHIRE COUNTY COUNCIL

HEALTH OVERVIEW AND SCRUTINY REVIEW

**CHESTERFIELD ROYAL HOSPITAL – RELOCATION OF
SPECIALIST CHILDREN’S SERVICES**

REVIEW REPORT

FEBRUARY 2007



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Foreword

This review considers proposals made by Chesterfield Royal Hospital NHS Foundation Trust to relocate Children's specialist services from sites in central Chesterfield to the main hospital site.

Members of a panel drawn from the committee visited the present sites from where the service is provided and the site of the proposed new facility. We met with members of the trust management and staff, and would like to thank them for their assistance in our inquiry.

Concerns centred on the short time available for the consultation process and the ease of access for patients to the hospital site. Our recommendations relate to both of these concerns. We welcome the additional time and opportunities that the Trust has made available during the consultation process.



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Chair of the Improvement and Scrutiny Committee – Healthier
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County Hall
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February 2007

1. Background to the Review

- 1.1** Derbyshire County Council's Health Overview and Scrutiny Committee¹ were notified of a proposal to develop a Children's Specialist Service Centre on the site of the Chesterfield Royal Hospital. The proposal by the Chesterfield Royal Hospital NHS Foundation Trust will provide new accommodation for the services currently provided at the town centre sites located at the Child Development Centre on Saltergate, the Marsden Street Clinic and the out of town Edmund Street Clinic.
- 1.2** The Health Overview and Scrutiny Committee were first alerted to the proposals during the first week of December 2006 following reports in the local media. Following a telephone call to the Trust on behalf of the Committee. Chesterfield Royal Hospital formally contacted the Health Overview and Scrutiny Committee on the 28th December 2007 with its proposals for the replacement of its current facilities at the Child Development Centre at Saltergate, the Marsden Street and Edmund Street Clinics which are no longer fit for purpose. The closing date for the consultation was 12th February 2007
- 1.3** The proposals detailed plans for an ambitious state-of-the-art purpose built centre on the hospital site on the outskirts of the town. The Centre will provide specialist children's services to children and adolescents who are in need significant healthcare interventions frequently on a long-term basis. In essence the services include:
- Children's speech and language therapy
 - Children's physiotherapy
 - Children's neurodisability
 - Children's occupational therapy
 - Child and adolescent mental health
- 1.4** Currently around 7,000 children and young people use specialist children's services each year. Patients range from a few months old through to adolescents. The catchment area served is the Chesterfield, North East Derbyshire and Bolsover districts.

¹ The Health Overview and Scrutiny Committee is constituted in the Improvement and Scrutiny Committee for Healthier Communities
Derbyshire Health Scrutiny – Specialist Children's Service Redevelopment, Chesterfield Royal Hospital, Service Reconfiguration – February 2007

- 1.5** At its meeting on 9th January 2007, the Overview and Scrutiny Committee agreed that given the nature of the proposals and in line with the agreed protocol on service reconfigurations, to establish a Members Panel² to consider the proposals.

² Panel members were Councillors Alan Jones (Chair), Sharon Blank, Frank Hood, Peter Riggott and Mark Higginbottom
Derbyshire Health Scrutiny – Specialist Children's Service Redevelopment, Chesterfield
Royal Hospital, Service Reconfiguration – February 2007

2. Report

The Panel met on 23rd January 2007 to consider the proposals submitted to the Committee by the Chesterfield Royal Hospital.

The National Service Framework (NSF) for Children and Young People sets out a 10-year plan, which aims to ensure that children and young person's services are designed and delivered around the needs of the children and families using those services. The services provided should ensure that families are welcomed and at ease whilst ensuring that children and young people are looked after in age appropriate facilities.

Children's and young person's specialist services within North Derbyshire are provided to a very high professional standard by teams of dedicated healthcare professionals. However the accommodation used to provide that care is now reaching the point where major changes will have to be made if delivery of care is not to be compromised. The changes are also required to achieve compliance within the Children's NSF and Disability Discrimination Act (DDA)

In considering the proposals Members were supportive of the Trust's desire to comply with the requirements of the National Service Framework and national legislation, however Panel members expressed serious concerns in two key areas, these being;

- The consultation process and the involvement of service users, families, carers and the public in the shaping and delivery of the proposals;
- Accessibility of the new site.

As part of the consultation process the Panel received a range of documents from the Royal Hospital to support their proposals for the new Children's Specialist Services Centre. Members however, were concerned that the public consultation period of 28th December to the 12 February was not in line with government guidance and as such the Panel considered that insufficient time had been allocated for the Committee to respond to the proposals in an appropriate way. It was agreed that the Chair of the Committee would write to the Chief Executive of the Trust raising the Panels concerns

and to remind the Trust of the Department of Health Guidelines on Consultation. Further information relating to the consultation process was also requested. The Panel also agreed that it would be beneficial to have a site visit and meeting with the Chief Executive and members of the project team to determine the extent of the difficulties at the current sites and the benefits/drawbacks of the new build proposals.

The Trust responded by agreeing to an extension of the consultation period to the 15th March 2007 in line with the Department of Health guidance on public consultation and inviting the Panel to view the current facilities and meet with members of the corporation

On 8th February the Panel, accompanied by the Improvement and Scrutiny Officer and the Improvement and Scrutiny Manager visited the Child Development Centre and Marsden Street Clinics. The Panel met with the Head of Speech and Language Therapy and the Acting Service Manager CAMHS (Child and Adolescent Mental Health) Team. During a tour of both facilities the Panel Members were given the opportunity to speak with staff based at the facilities.

During the visit to the Marsden Street Clinic the Panel met with staff from the CAMHS Team. Concerns were raised by the team with regard to the willingness of patients to attend a hospital based service. The Panel were informed that an agreement had been reached for standard core services to remain at town centre location and that discussions were underway to secure appropriate accommodation.

The Panel visited the proposed site for the new facility and spoke with the Planning Manager responsible for the new development. The Panel also met with representatives of the Trust

- Chief Executive;
- Director of Allied, Clinical and Facilities Services;
- Head of Communications
- General Manager, Women's and Children's Directorate;
- Clinical Director, Women's and Children's Directorate;
- A local Public Governor of the Foundation Trust

At this meeting the Trust was able to provide further information to the Panel with regard to the further work being undertaken as part of the consultation process. This was in

response to a number of points communicated to the Trust in a letter from the Chair of the Committee to the Chief Executive.

Members were informed that a further consultation event would be taking place on 17th March in order to engage with children, young people and their families. The Trust has also agreed to receive comments to the proposals up to and including the 17th March 2007. The Panel welcomed this as a positive step forward and look forward to seeing the outputs from the day.

The Members were also concerned about the issue of relocating a town centre service to the site of the hospital on the outskirts of the town. Work carried out by the Public Transport Department on behalf of the Committee has indicated that the new site is likely to be less accessible for some centre users using public transport. The situation with regard to the car parking situation at the hospital was also viewed as a concern by the Panel. The Trust has indicated that further parking near to the proposed site has been included in the plans, however, with the exception of a number of 'disabled' marked bays, the proposed parking spaces will not be dedicated to those using the children's specialist services, therefore, it can not be guaranteed that parking close to the service building will be available for service users."

3. Recommendations

The Improvement and Scrutiny Committee recognises the need to replace the current premises at Saltergate, Marsden Street and Edmund Street and to provide an integrated service facility which is fit for purpose and age appropriate.

The Improvement and Scrutiny Committee, however has concerns with the following which need to be addressed with partners:

3:1 Consultation Process

Whilst the Committee understands the rationale for relocating the current facilities to the main hospital site it considers that the consultation did not comply with the Department of Health Code of Practice in terms of the timescales involved and the content of the public consultation document.

RECOMMENDATION 1

Chesterfield Royal Hospital NHS Trust ensures that it undertakes its consultation processes in line with Department of Health Guidance best practice and Cabinet Office guidelines.

RECOMMENDATION 2

Chesterfield Royal Hospital NHS Trust ensure that consultation is a continuous process and is started early in policy and service development, covering all aspects of any proposals, including possible new locations, as well as service development.

RECOMMENDATION 3

Chesterfield Royal Hospital NHS Trust ensures that adequate time is allowed for obtaining responses to the consultation. Where this needs to be varied the Trust should agree this at the planning stage with the Improvement and Scrutiny Committee and other main stakeholders.

3:2 Patient and Public Involvement

The Improvement and Scrutiny Committee were concerned that there was little evidence of patient and public involvement in the development of the proposals

RECOMMENDATION 4

The Improvement and Scrutiny Committee consider that Chesterfield Royal Hospital NHS Trust should give consideration to developing a range of formal and informal consultation mechanisms to actively engage with patients and the public. The Trust should endeavour to work more proactively with patients and other relevant interested parties during the early stage of developing proposals. This will allow consultees to challenge assumptions more effectively on all aspects of any proposals, including possible new locations, as well as service development.

3:3 Accessibility

Health Scrutiny Guidance requires NHS bodies to consider the impact of changes in accessibility of services, particularly for disadvantaged and minority groups, such as people with disabilities. In such circumstances, a geographical relocation of a service may result in difficulties associated with public transport or location of car parking facilities. The Committee are concerned that the proposal to relocate the service to the main hospital site may result in difficulties for patients and carers accessing services by car, public transport or on foot.

RECOMMENDATION 5

The Committee are supportive of the proposal to provide extra car parking facilities close to the proposed centre but are concerned that the current demand for car parking spaces on the site will mean that these are oversubscribed by staff and visitors who use the current facilities

The Committee therefore consider that the Trust should give consideration to ensuring that there are sufficient car parking spaces marked for use by drivers with disabilities located close to the Centre. Further consideration should also be given to protecting a number of spaces for the use of those people visiting the centre particularly for those patients who have physical and/or behavioural difficulties. The Committee suggest that the use of “supermarket style” parent/child marking could be an appropriate solution.

RECOMMENDATION 6

The Committee is concerned that the current public transport access and drop off points are a significant distance from the proposed site of the centre and that this may cause considerable difficulties to patients and their carers. Consequently the Committee consider that the Trust will need to carry out further work to identify ways of providing support to those patients and carers using public transport to access the proposed centre.

RECOMMENDATION 7

The Committee observed that it is currently difficult to walk easily to the various areas of the hospital site and therefore are of the opinion that further consideration should be given to improving the pedestrian access.

3.4 CAMHS

The Committee is concerned that young people accessing services from CAMHS may feel uncomfortable about accessing a service on a hospital site. The Committee understand that the Trust has made every effort to ensure that the proposed facilities will provide a welcoming environment for service users but nevertheless consider that this possibility needs to be borne in mind and recommend that the need for alternative venues for this group of patients should be monitored and kept under review.

RECOMMENDATION 8

Chesterfield Royal Hospital NHS Trust will need to provide the opportunity for patients to receive a service at other facilities within the locality where this is seen as appropriate for their needs.