

SHROPSHIRE COUNCIL, TELFORD & WREKIN COUNCIL

JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE

Minutes of the meeting of the Joint Health Overview and Scrutiny Committee held on Tuesday 7 March 2017 2pm in the Quaker Room, Meeting Point House, Southwater Square, Town Centre, Telford, TF3 4HS

Members Present:

Shropshire Councillors: Gerald Dakin (Chair), John Cadwallader, Heather Kidd
Telford and Wrekin Councillors: Andy Burford (Co-Chair), Veronica Fletcher and Rob Sloan
Shropshire Co-optees: David Beechey, Ian Hulme, Mandy Thorn
Telford and Wrekin Co-optees: Carolyn Henniker, Dag Saunders

Also Present:

Amanda Holyoak, Committee Officer, Shropshire Council (minutes)
Rod Thomson, Director of Public Health, Shropshire Council
Jessica Tangye, Telford and Wrekin Council
Debbie Vogler, Future Fit Programme Director
Louise Mills – Service Delivery Manager Health Improvement, TWC
Richard Kubilius, Shropshire CCG
Debbie Llewellyn- Sims - Implementation Lead EHWP Shropshire / Telford & Wrekin
Joanne France – Shropshire Community NHS Health Trust
Carolyn Gavin - Clinical Lead, Shropshire Community NHS Health Trust

1. Apologies for Absence

Apologies were received from Councillor Heather Kidd.

2. Disclosable Pecuniary Interests

None

3. Minutes

The minutes of the meeting of the Joint Health Overview and Scrutiny Committee held on 1 February 2017 were agreed as an accurate record.

4. Update on the Future Fit Programme

The Chair welcomed the Programme Director of the Future Fit Programme (FFP) to the meeting. D. Vogler provided an update since the last meeting of the Joint HOSC; stating that two pieces of work were currently being prepared; the independent review of the FFP options appraisal process which was progressing as a mini tender and was expected to conclude early May 2017; and the additional analysis of potential changes to Women's and Children's services as part of the integrated impact assessment. It was noted that the reviews could cost up to £100,000 and up to £30,000 respectively. Costs would be shared by both Shropshire and Telford & Wrekin CCGs. Members highlighted that the costs of the Future Fit Programme to date had been considerable, around £700,000 and that the

additional costs of the review and impact assessment would delay the process for a further 9 months and this piece of work although non-recurring was an unexpected cost pressure but it was budgeted for by the CCGs and would go forward. Members expressed their concern about the levels of capital underpinning the FFP and that this had not been established or acknowledged despite questions posed at previous committee meetings. The Programme Director stated that the financial consultation process was being considered in June at which point the CCGs would know how much capital money was available. The Committee noted that the Options Appraisal document provided financial as well as clinical models and there was an indication of the cost of the capital required but there was no clarification on how this would be funded. The Programme Director highlighted that the NHS Assurance Stage II would have to be assured by the CCGs of capital funding and revenue.

It was noted that there was enormous public unrest about the time it was taking to develop the Future Fit model and with-it hospital services were becoming less sustainable. There had been a reduction in the range of specialties within the hospital. A briefing paper had been prepared by SaTH for the Committee pre-meeting which outlined the current state of services including the smaller planned services that had become unsustainable within Neurology, Ophthalmology, Dermatology, Cancer services. There had been a reduction in the range of specialities within the hospital and there was no change in the state of emergency services, they remained unmaintainable at RSH and PRH. It was recognised that the reconfiguration plans were still not tenable and there had been too great a focus on emergency care.

Members noted that due to the population across Shropshire, Telford & Wrekin, services such as ophthalmology and dermatology had large areas to cover but the problem was not due to recruitment as had been acknowledged was one of the principle problems in the sustainability of emergency services. It was felt that service re-design was needed, which had to be achieved as well as/ at the same time as the hospital reconfiguration.

Members noted that recruitment of medical and health professionals was not just a local problem but a national problem that applied throughout the profession to the extent that universities were reporting a drop in student numbers. Recruitment to the PRH and RSH Accident and Emergency service was unattractive for a mixture of reasons, including the lack of linkage with a university, the dual site working and extensive cover required by the on-call rota and the reduced opportunity for career progression for consultants. It was also recognised that the split sites had an impact on specialist services such as Stroke services where intervention had to be carried out quickly, where quality care and equipment was needed for an acute period of time not possible over two sites.

D. Vogler left the meeting 2.25pm

5. 0-25 Emotional Health and Wellbeing Service

The Chair introduced the Commissioners from Shropshire and Telford & Wrekin CCG, the lead from Telford & Wrekin Council and three of the four organisations delivering the new emotional health and wellbeing services for 0-25 year olds. Representatives from

Shropshire Community Health Trust, Kooth and Healios attended the meetings and it was acknowledged that The Children's Society was the fourth partner organisation.

The Committee had kept abreast of the developments in the commissioning arrangements of the new Emotional Health and Wellbeing Service for 0-25 year olds and the Committee and had expressed its views and concerns over the course of the commissioning process. Members were looking forward to an update on progress. It was noted that this was an innovative partnership and the scale of the transformation of mental health services was vast.

Debbie Llewellyn Sims - Implementation Lead EHWP Shropshire / Telford & Wrekin set the scene and provided an update from a Commissioner perspective.

She explained that the Provider partnership arrangement was an innovative one, as the needs of the Commissioners could not be met by one provider alone. As this was a new way of working Commissioners were working very closely with providers to check everything was on track for the launch of the new service on 1 May 2017. Commissioners had set up an Implementation Assurance Group in December and this continued to meet on a monthly basis. In terms of governance and decision making arrangements, processes had been tested through 16 complex case studies which had been designed to show how providers would respond to needs.

The Providers were invited to update the Committee on their work, it was noted that The Children's Society was working to create a new identity and brand to demarcate the service which was different to what had been in place before.

Healios was a digital channel offering young people and family members' early access to treatment and assessments. The treatment was evidence based and wide ranging including therapeutic assessments, counselling and help with CBT interventions. Evidence techniques were used which had been endorsed by NICE clinical guidelines.

Kooth had been established in 2004 as an anonymous, confidential service provided 365 days of the year for young people to register and access tool kits and peer to peer support, clinical monitoring and one to one online counselling as well as providing a messaging support service 24/7. Kooth was about instant access to services, '3 clicks' to access information and advice. Reaching a wide audience, Kooth had around 39,000 users and concentrated on early intervention before self-harm. Provision was through a pool of psycho therapist and qualified counsellors, and escalation was in place where needed. The system had the ability to pick up on trends in particular areas, such as self-harm which was identified as a problem area in Telford & Wrekin.

It was noted by the existing provider, Shropshire NHS Community Health Trust, that CAMHS was no longer fit for purpose and there was need to provide support earlier. The primary focus of the new Emotional Health and Wellbeing Service was what children wanted from the services interlinked with other key services at schools, scouts and other organisations for children. The new service was aimed at preventing referral gaps and to stop pushing people around the system. Responsiveness was key, putting the right elements of the service in place at the right point not via the traditional referral therefore increasing access to services. A family-centred approach was needed, high quality and to provide greater capacity at different levels where young people needed it.

The services were expected to adapt and change over the period of the contract, which was agreed would give more choice and access to services. There was a move away from the referral model and waiting list culture to peer support, links with school projects, pathways already in localities, provision of early support. There had been limited options other than Cognitive Behavioural Therapy and the partnership was working towards increasing access to wider therapeutic services.

Engagement and participation had been important in designing the service model and would continue to be important also in terms of recruiting young people. The model was being stress tested – 16 cases had been used to identify what additional work needed to be done before the launch of the service on 1st May. Members were concerned that demotivated existing staff were involved in the new service but it was confirmed that staff would be retrained and new approaches were being piloted. This is where the Partnership Board would be important in sharing developments, performance, outcome measures, and accessibility through qualitative and quantitative data with the Commissioners. Members noted that a culture change that was necessary, particularly where existing staff were transitioning from CAMHs to the new service. Internal working groups had been set up, expert knowledge was being shared, training was ongoing and there would be greater visibility from operational and clinical leadership. Members were concerned that motivation levels would be difficult to quantify.

The partnership was still working to understand need, where there were clusters and trends around particular areas, in order to identify whether other groups/ affiliates needed to be subcontracted; the new model allowed for spot purchasing.

Concern was expressed in terms of rural areas, schools and communities and how the partnership would ensure there was enough access and visibility in dispersed rural communities. It was noted that The Children's Society was working with young people in rural areas to establish where drop-in centres would be best located.

The Committee asked about availability of services and whether a diagnosis was needed before services and tools could be accessed. It was confirmed that a diagnosis would not be required; key to the new service was the range of service and choice available. As well as counselling and therapy there would be points of access in schools and support workers providing support. Pathway work was being developed, exploring the difficulties a child and family could present with if there was no diagnosis and assessment of need. It was noted that initial intervention did not necessarily work, ongoing assessment, intervention, monitoring and evaluation was needed. Services were confidential and anonymous intended to offer confidence and reduce the stigma attached to mental health illness.

The Chair highlighted that the strength of the service was its flexibility, and the confidence of those people who came into contact with young people – the 7-teaching alliance was important. The 7-teaching alliance would deliver training and teaching programmes, provide CPD around Emotional Health and Wellbeing and utilised a cascade model to ensure training and knowledge was cascaded to people within organisations and through events linking with partners and alliances.

It was agreed that the Joint HOSC would look to revisit the service in 12 months after it had time to establish itself. It would be important for the partnership to establish and

demonstrate what success looked like; to answer the question of where the partnership wanted to be in 12 months and how would partners be tested. In 6 months, it was agreed that an update on the services' progression would be welcomed. It was suggested that a dashboard of performance would be a good starting point to identify what was going well and not going so well. It was noted that an outcomes framework had been developed as part of the tender process and there would be a contract assurance process. This would be reported to Joint HOSC at high level. Work was being done with the University of Birmingham to look at models of evaluating the new service.

The Committee was assured that the partnership organisations were in constant dialogue, communication was open so ensure a responsive, adaptable service. In terms of capacity, population size and demographic had been considered. Kooth was re-evaluating its capacity and was providing a detailed report to the Commissioner looking at young people, ethnicity and trends. Prevalence data would be collated to estimate how large the population was with diagnosable mental health problems. Early data suggested that 7000 children and young people across the county suffered with mental health illness. Additionally, there was the Mental Health Five Year Forward View by NHS England and the expectation that 35% of the population should be accommodated by 2021. It was noted that there was capacity within the community for mental health support that was untapped. Demand, management and capacity was a new way of working but part of the challenge in progressing services was lack of data.

Healios was re-engineering pathways across all providers to optimise pathways so people at risk received help quickly. Monitoring recommendations on CSE was being carried out by the Local Authority and T&W Safeguarding Children Board. Many of the same young people would be engaged with the new service, the Committee was concerned to know if this was being monitored. It was noted that young people had been part of the implementation assurance group.

The Chair summarised by thanking the partnership organisations for attending and Members had been impressed by the energy and thought that had gone into responding to the Committee challenge.

6. Chairs Update

It was noted that a briefing on the sustainability of clinical services provided by SaTH had been circulated at the committee pre-meeting. The paper outlined the fragility of services and actions being taken to recover services and ensure long term sustainability. The Committee noted with concern the following updates:

- Emergency Departments at RSH and PRH had 5 substantive Consultants and 4 locum Consultants. Across the substantive and locum staff a 1:5 on call rota was worked (1:4 was tipping point). One of the locum Consultants would be leaving on 1 April 2017 and the Trust was advertising for a replacement.
- Ophthalmology long term sustainability was being reviewed. The service was closed to new referrals for glaucoma, general surgery and Adult surgical squint surgery.
- Neurology Outpatient Service would be changing temporarily due to being a particularly challenged speciality with constraints in delivering national access

targets due to consultant workforce gaps. The workforce position had led to increasing delays of 30 weeks for a first appointment and 9 weeks for an urgent referral. The Neurology Outpatient Service was being temporarily closed to all new referrals for 6 months from 20 March 2017.

- Dermatology Outpatient Service was in a fragile position following resignation of a locum with immediate effect with only a single Consultant to deliver and oversee all aspects of the service. During Consultant annual leave the service would require an alternative provider to be secured to accommodate Acute Dermatology in-patient activity.
- Spinal Service was not taking referrals for spinal problems since the Consultant who specialised in spinal surgery went on long term sick with no notice. The Trust was in discussions with the Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust regarding their capacity to support this service.

The Committee expressed their concerns that taken together the fragility of these services, this was an extremely worrying situation that should have been raised with the Joint HOSC before now. It was noted that formal consultation may be required for some of the service changes being proposed in the long term, particularly Ophthalmology where there had been a history of problems. It was noted that with updates in technology, such as tele-medicine and tele-diagnostics, possibilities were being explored for diagnosis and treatment at a distance. There was also a move towards increasing minor surgery in General Practice to address the referral volumes. The CCGs were looking at their estates, levels of intervention and other forms of care that could replace intervention and reduce the number of buildings in use.

Members agreed that a letter from the Chairs should be sent in response to SaTH and to the Accountable Officers at both CCGs requesting a discussion on these issues to understand the detail.

The meeting ended at 4.00pm

Chair: **Date:**



Date: Monday, 25 September 2017
Time: 3.00 pm
Venue: Sovereign Suite - Shrewsbury Town Football Club
Contact: Amanda Holyoak, Scrutiny Committee Officer
Tel: 01743 252718
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JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE

TO FOLLOW REPORT (S)

4 Sustainability of Services (Pages 1 - 12)

To receive an update on the fragility and sustainability of clinical services provided by Shrewsbury and Telford Hospital Trust, including:

Accident and Emergency, Ophthalmology, Neurology, Dermatology, and Spinal Service

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SERVICES UNDER THE SPOTLIGHT September 2017

Introduction

This paper provides an ongoing monthly update on fragile clinical services.

There are a number of services currently provided by the Trust that are considered fragile due to workforce constraints which impact on service delivery. Shropshire and Telford & Wrekin Clinical Commissioning Groups (CCG's) have been aware of these longstanding capacity and workforce issues and have been working closely with the Trust to find suitable and safe alternative capacity, where appropriate. All these specialties are challenged nationally and SaTH's current service configuration increases the challenge of finding sustainable solutions to these fragile services. Each service risk is reviewed on an ongoing basis to see if there has been any change since the last formal report to Trust Board, on a monthly basis.

A summary of the services affected, the actions taken to date and the current workforce position is outlined below.

1.0 Emergency Departments – Reduced risk in Middle Grades since last month. Nurse staffing vacancies slightly improved.

The workforce constraints within both Emergency Departments have been well documented within the county and are linked to the regional and national emergency medical workforce challenge and form the basis of the reconfiguration of hospitals services under the Future Fit programme of work. Until a preferred option is agreed, consulted upon and final reconfiguration implemented, this situation will continue and the hospital will remain dependent on locum consultants and agency staff to maintain services across both sites.

1.1. Consultant Workforce – No Change

The Royal College of Emergency Medicine (RCEM) considers the proper staffing of the Emergency Department as the single most important factor in providing a high quality, timely and clinically effective service to patients.

There are 5.0wte substantive Consultants in post, only 4 of whom cover the On Call rota. The College of Emergency Medicine (CEM) recommends that all A&E departments should have an establishment of at least 10 Emergency Medicine Consultants to provide up to 16 hours a day of consultant cover. There are 4 Locum Consultants in post following a decision by the Board in December 2016 to over-recruit Locum Doctors to provide additional resilience to the On Call rota as there had been no applicants for the substantive posts.

Due to the challenges of the current workforce configuration across two sites the On Call rota is particularly demanding for our substantive workforce some of whom will consistently provide cover twice a week.

	Required	In post Substantive Consultants	Locums	Total	Gap
SaTH In-Hours	20	5	4	9	-11
	Required	On Call Substantive Consultants	On Call Locums	Total	Gap
SaTH On Call	20	4	4	8	-12

Whilst there is an On Call frequency of 1:8 rota, 50% of this cover is from Locums who contractually have very little obligation to the Trust which regularly results in 3 of the substantive consultants picking up extra on call shifts. The resignation of a substantive Consultant would move the frequency to a 1:7, which moves the percentage of cover by Locums to 63%. In addition only 1 out of 4 CV's are usually suitable and we then compete in a very competitive market. The Trust cannot continue to carry this level of risk.

Additionally the Trust is consistently failing to deliver the A&E 4 hour patient safety standard.

To improve this position, the medical workforce needs to be realigned to meet demand at different times of the day. Without increasing the already unattractive working pattern and risking further resignations of substantive staff, the plan is to appoint Locum Consultants to work evenings. Of the 4 in post, 2 had agreed however 1 is now not currently available and the other 2 have declined to work this shift pattern. Reliance on a temporary workforce to deliver an improvement in a safety standard is not a sustainable position as they only need to provide 1 weeks' notice of annual leave or resignation from post. Locum Emergency Department Consultants are not easy to recruit, come at a premium cost, and are of variable quality.

The national shortage of ED Consultants persists and feedback from potential candidates is that a two site model and onerous On Call is not an attractive offer.

1.2. **Specialty Doctors (Middle Grade cover) – Increased Risk**

Site	Required Number of posts	Substantive in post	Locums	Total	Gap
RSH	16	4	1	5	-11
PRH	16	5	2	7	-9
Total Trust	32	9	3	12	-20

There are not currently any substantive Locum Middle Grade Doctors employed, instead multiple shifts are covered by various locum doctors provided by agencies. Due to the old SAS Contract, there are 3 wte that do not work nights at PRH and 2 wte at RSH, meaning there are more night shifts needing Locum cover.

The College of Emergency Medicine recommends that there should be a middle grade doctor on site 24 hours a day. To have substantive middle grade cover 24 hours a day there needs to be 16 doctors per site.

Whilst the Royal College recommends 16 a pragmatic view by the Clinical Director for Emergency Medicine is that 12 Middle Grades per site would be manageable but would require substantive staff to pick up additional shifts and potentially Locum cover if there were gaps in the Consultant rota.

This inability to recruit to substantive middle grade posts has led to an almost total reliance on locum middle grade cover after 23.00hrs at PRH and on some nights at RSH. This dependency on locum cover increases the level of risk to quality assurance and the Trust's ability to deliver the 4 hour patient safety standard. It also compromises the training and supervision of Junior Doctors within the department overnight.

This position is unexpectedly now impacted even further by the recent resignation of one of the Middle Grade doctors reducing that team further still. This will impact in October 2017. A recent advert resulted in a successful candidate being offered a post.

1.3. Registered Nurse Staffing Vacancies

Nurse staffing levels, whilst not in itself a reason to close an Emergency Department, are also a concern due to the level of vacancies and agency cover. Currently the permanent and temporary gaps are the highest the Centre has seen.

1.4 Summary of Keys Risks:

- Inability to staff both sites consistently with substantive workforce;
- Inability to recruit into posts;
- Retention of staff due to regular gaps on the rota;
- Reliance on Consultants acting down;
- Impact on ED performance due to high level of locum usage;
- Financial impact of very expensive locums;
- Increasing registered nurse vacancies;
- Increasing number of Middle Grade resignations.

1.5 Action Taken to Date:

- Continued rolling national and international recruitment;
- Consider enhanced rates to attract doctors into emergency medicine – not progressed due to financial pressures;
- Rolling request for agency cover at all levels in place;
- Mutual aid agreement with UHNM was in place however they are unable to support this due to their workforce pressures. Regular meetings are being held between the Medical Directors of SaTH and UHNM who are keeping the situation under review;
- Recent agreement to re-advertise for a joint Consultant appointment SaTH and UHNM is being progressed;
- Progressed joint CESR recruitment plan with UHNM – advertised but no applicants;
- Weekly medical staffing meetings to address rota issues and mitigate risks;

- All long term locums have been met with to discuss substantive options and discussions are continuing. All have declined to take on a Trust post.
- NHS locum posts being offered accordingly;
- Bank and agency cover for registered nurses;
- Workshop held 18th September to consider University Hospital of Leicester's approach to internal international recruitment. SaTH's specific plan now being developed.

Service Continuity Plan

The service continuity plan was further developed involving all stakeholders at a workshop held on 16th June 2017 to progress the development of the plan should it be required. A further meeting took place to follow up on the agreed actions on the 11th of August.

An update on progress towards developing the service continuity plan is being presented to Trust Board 28th September 2017. A further stakeholder workshop has been arranged for 13th October 2017.

Should the Trust receive a resignation from a substantive Consultant the plan will need to be enacted. Equally should the Trust reach a position where the Middle Grade vacancies are such that senior cover is not available overnight for the foreseeable future this would also trigger the enactment of the plan.

2.0 Ophthalmology – No Change

Recruitment campaign now underway – 5 applications received. However, no interested party for glaucoma.

Plans going forward:

- Confirmed alternative insourcing providers for a single source support; Additional insource confirmed for commencement on 14th September 2017. Cataract surgery targeted to reduce 300 cases from the backlog.
- Continue with locums in high risk areas; paediatric locum secured from 1st September to mitigate the risk in this service.
- Develop further nurse injectors for Medical Retina;
- Working in partnership with CCG colleagues to address the quality and safety issues;
- Develop a plan for sustainability of the sub- specialties – particularly glaucoma; this will be discussed with commissioners at the Task and Finish group.
- Paper being developed to propose the next step in reconfiguring the service with consultation process confirmed.

3.0 Neurology Outpatient Service

See separate paper.

4.0 Dermatology Outpatient Service – Reduced Risk

The Trust has been operating with a single consultant-led service for many years despite numerous attempts to recruit to a substantive Consultant Dermatologist post. Nationally there is a shortage of Consultant Dermatologists.

There is a GP with Special Interest Advanced Primary Care Service in Dermatology to provide additional capacity for the residents of Shropshire County. In addition, there is a Consultant-led Community Dermatology Service at St Michael's Clinic (previously Shropshire Skin Clinic) based in Shrewsbury. The Trust also uses St Michael's Clinic (SMC) on a sub-contract basis for the provision of some of their skin cancer services. Telford and Wrekin Clinical Commissioning Group (T&W CCG) also uses SMC but via a subcontract relationship.

The Trust has appointed a locum consultant to mitigate the immediate issue within the service, identified within their original paper. All inpatient work is undertaken by SaTH Consultant workforce.

4.1 Summary of key risks

A single Consultant led service is not viable due to the need for all Cancer 2 week referrals (2WW) and New Patient activity to be supervised by a Consultant Dermatologist. During periods of annual and study leave / sickness without alternative Consultant presence all New Patient and 2WW activity clinics would have to be cancelled. This would mean that SaTH would not be able to deliver against its agreed contract.

4.2 Current performance

Cancer Performance Targets are continually maintained in all target areas and RTT currently stands at 100% (end of August 2017).

4.3 Actions taken

A service options appraisal paper was written following the resignation of the Trust Locum. Initially, St Michael's Clinic was approached with a request for them to provide Consultant cover as an in-reach service for leave/ sickness absence however they declined this offer. Consequently, the only viable alternative has been to recruit a Locum Consultant at above cap rates. This replacement Consultant started on the 2nd of May and was due to leave on 29 September. Following discussions with him, his agency contract has been extended to the end of December 2017. There is however, clearly still a risk associated with this service due to the reliance on Locum availability who contractually have very little obligation to the Trust. To ensure the long term stability of the service, initial discussions have been held with neighbouring Trusts who are in a similar position to us around the potential for a mutual aid arrangement to be developed. So far, the only agreement that has been reached is that there would be an element of business continuity support for a short period of time if absolutely necessary.

Advertisements were placed during August 2017 for both a substantive consultant and a Trust locum post. The Trust locum post received no applicants despite our existing locum being actively encouraged to apply with the Trust offering to support him to obtain his CESR qualification. The substantive consultant vacancy closed on 14th September with no applicants.

In an effort to further mitigate the risks associated with the service, St Michael's Clinic (SMC) has been approached again with a potential offer of an increased transfer of activity on the basis that they would provide further support and capacity for SaTH patients, which would include capacity for Multi-disciplinary Team cover and ward cover during times of consultant leave. Despite this previously having been declined, St Michael's Clinic is now willing to consider this. SMC have indicated that this support would require them to employ an additional consultant and having additional room capacity. They have advised that this would be at SMC and they would not want to make use of any clinic space at SaTH. SMC are currently developing their building to ensure they can manage additional capacity and have advised that any such changes to activity would not be possible until early January 2018.

4.4 *Next steps*

- To continue to support the current locum in achieving his CESR application, as he has indicated he would then be interested in applying for the substantive post at SaTH.
- To continue discussions with St Michael's Clinic regarding support from January 2018.

5.0 Spinal Service – no change

Due to the unexpected sudden illness of our only spinal surgeon at SaTH in February of this year, we were unable to provide a full spinal service within the organisation.

SaTH have worked in partnership with Robert Jones and Agnes Hunt Orthopaedic Hospital (RJAH) to manage this position on a temporary basis by negotiating an agreement for the spinal service to be transferred to RJAH from 1st April.

The three main CCG's, NHSI and HOSC were all advised.

The SaTH spinal surgeon returned to work on 16th June 2017, indicating that he did not wish to continue to operate, offering instead to undertake OPD and teaching. The number of patients that were operated on at PRH was an average of 9 a year.

Agreement between both CEO's of SaTH and RJAH has been reached regarding the long term provision of spinal services in Shropshire, with a proposal to provide a hub and spoke model.

A case for change has been prepared jointly by SaTH and RJAH and is currently being considered by RJAH with an expected decision on 1st October 2017.

Should there be agreement to develop a hub and spoke model the full transfer of the service would happen on 1st January 2018, following due process within SaTH.

The Trust would of course ensure that it complied with its statutory duties under Section 242 of the NHS Act 2006 and HOSC will be approached with regards to the need for consultation.

Patients would still attend PRH for their outpatients appointment but any surgery would be undertaken at RJAH.

*Debbie Kadum
Chief Operating Officer
September 2017*

Recommendation <input type="checkbox"/> DECISION <input checked="" type="checkbox"/> NOTE <small>(select)</small>	<div style="border: 1px solid black; padding: 2px;">The Trust Board</div> <p>is asked to note the updated provided on neurology services</p>
Reporting to:	Trust Board
Date	Thursday 28 th September 2017
Paper Title	Neurology Services Position Statement and Next Steps Summary
Brief Description	This paper provides a position statement on neurology services, an overview of actions taken to date and next steps to secure sustainable neurology service provision for the populations of Shropshire, Telford & Wrekin and Powys
Sponsoring Director	Debbie Kadum, Chief Operating Officer
Author(s)	Carol McInnes, Assistant Chief Operating Officer, Unscheduled Care Wendy Southall, Centre Manager for Medicine, Unscheduled Care
Recommended / escalated by <small>(Tier 2 Committee)</small>	N/A written for Board
Previously considered by <small>(consultation / communication)</small>	N/A written for Board
Link to strategic objectives	Patient and Family Safest and Kindest Innovative and Inspirational Leadership Values into Practice
Link to Board Assurance Framework	RR668 RR859
Outline of public/patient involvement	
Equality Impact Assessment <small>(select one)</small>	<input checked="" type="checkbox"/> Stage 1 only (no negative impacts identified) <input type="checkbox"/> Stage 2 recommended (negative impacts identified) <input type="checkbox"/> * EIA must be attached for Board Approval <input type="checkbox"/> negative impacts have been mitigated <input type="checkbox"/> negative impacts balanced against overall positive impacts

**Freedom of
Information Act
(2000) status**
(select one)

- This document is for full publication
- This document includes FOIA exempt information
- This whole document is exempt under the FOIA

Neurology Services Position Statement and Next Steps Summary**Trust Board****1.0 Purpose of Report**

1.1 To provide an update on the position of neurology services and a summary of the next steps as of September 2017.

2.0 Background

2.1 The Neurology Service at SaTH has for many years been challenged in terms of delivery due primarily to workforce limitations. This situation is not unique to Shropshire and is being experienced across the country. The workforce limitations at SaTH led to patients waiting on average 30 weeks for a first out-patient appointment at the start of 2017. This position was further exacerbated due to the departure of two specialist nurses who provided additional clinical support in out-patient follow up capacity.

2.2 The service serves the populations of Shropshire Clinical Commissioning Group (CCG), Telford & Wrekin CCG and Powys Local Health Board (LHB).

2.3 Following discussions with commissioners, the service closed to new referrals from 28 March 2017 for a period of six months to ensure patient safety by allowing SaTH to prioritise addressing the backlog position specifically new patients in the first instance and then those past their maximum follow up wait time. During this time, commissioners agreed to work jointly with SaTH to identify and implement a sustainable model for the future delivery of neurology services.

3.0 Current Workforce

3.1 There are currently 2 substantive general neurology consultants in post. This is against a budgeted position of 3.80 wte, leaving a shortfall of 1.8 wte. The national average position is 1 neurologist per 80,000 people which would equate to 6 wte for SaTH's population. Despite numerous efforts to secure additional consultant staff this has not proved successful.

3.2 One locum Doctor was employed to provide additional support to the service from April whom left the Trust on 10 August. A further locum was secured from 4 September 2017 and is now supporting the service.

3.3 The Trust successfully recruited two specialist nurses to support the Multiple Sclerosis (MS) service. However, in July 2017 the more experienced of the two MS nurses resigned from her post, subsequently leaving the service at the end of August 2017. The Trust is currently advertising for a replacement post.

4.0 Summary of key risks

4.1 The following points are the key risk areas:

- Patients currently waiting at 15 weeks for a first outpatient appointment, having originally waited at over 30 weeks prior to the suspension of new referrals;
- Securing substantive consultants given the national shortage;
- Securing a locum consultant within capped rates;
- Managing the levels of demand once the service reopens the front door to new referrals;
- Retaining and recruiting Specialist Nurse provision;
- Patient safety risk for those patients waiting excessively to be seen and/or reviewed. A series of actions have been undertaken to mitigate any risk as outlined in Section 6.0 below.

5.0 Current Position

5.1 The service's Referral to Treatment (RTT) is reported as 24% (end of August 2017). The deterioration in performance is expected as the service is not receiving any new referrals to impact upon the numerator for the performance measure. In addition, the available consultant capacity has had to switch from general neurology to MS, to prioritise support for patients who were on disease modifying therapies (DMT) and were being treated and regularly monitored by the MS nurse who has now left the Trust, and this has therefore reduced capacity.

At the 11 September 2017, the service has:

- A list size of 34 (31 English and 3 Welsh patients), compared to 183 at the end of May 2017;
- 11 new routine referrals waiting to attend 1st outpatient appointments following Do Not Attend (DNA) or the cancellation of a previously scheduled appointment, this is compared to 132 waiting over 18 weeks at the end of May 2017 with 12 of these waiting over 30 weeks. All 11 new routine referrals will be seen in clinic by end of October 2017;
- 461 patient referrals are overdue a follow up appointment by an average of 25 weeks. This number was at 478 at end of May 2017. It is anticipated that all patients waiting to access general neurology services will be seen by the end of November 2017.

5.2 It should be noted that the service while closed to referrals from Primary Care is still receiving referrals from inpatient activity. New routine patient referrals are currently waiting 15 weeks for their first appointment and 0 weeks for an urgent referral.

6.0 Actions taken

6.1 To mitigate the clinical risk associated with the delays in time to be seen, it was agreed to close the service to all new Neurology referrals. Referrals stopped being received by SaTH on 27th March 2017 for a period of six months. Following recent discussions, it has been agreed between SaTH and commissioners, to continue with the closure to new referrals for a further three to six months to enable commissioners to complete their work to address the shortfall in capacity for neurology services above the levels that can be provided by SaTH. This may include purchasing capacity from alternative providers and/or the implementation of alternative clinical pathways which will be developed in partnership with SaTH and other local providers.

6.2 A Task and Finish Group, consisting of commissioners from Shropshire, Telford & Wrekin and Powys was established to identify options for the development of a sustainable neurology service for the local population.

6.3 A full review of all viable options was considered by the Task & Finish Group. The preferred option by all was to explore the potential for the development of a 'hub and spoke' model with nearby Tertiary Centres. Discussions were held between SaTH and these service providers however, despite some initial engagement, this proposal has not been supported.

6.4 Further to this, local commissioners requested the submission of a proposal from SaTH about the preferred option for delivery and the level of capacity that could be provided by the current neurology service. Commissioners have requested similar information from other neighbouring Trusts. We have submitted a proposal that states our preferred option for delivery would be a hub and spoke model which the Trust has not been successful in securing with a request to commissioners that they explore this option with providers directly. If this model is not achievable, then the Trust's only option is to provide a service with capped levels of activity whereby our demand is reduced to match our capacity. The proposal also included a request to work in partnership with local commissioners to define the service model required from the specialist nursing teams for neurology over the next few months to ensure their sustainable delivery.

6.5 To support this process, an internal review is being undertaken of the current MS caseload and working practices to determine what elements of service absolutely must be delivered, what elements can be stopped and what elements could be delivered via alternative pathways. The MS nurse in post is also meeting with her colleagues across the West Midlands to understand working practices in other Trusts.

6.6 A joint statement from all commissioners and the Trust has been developed for patients, the public and GPs to inform them of the current service status and the extended closure. This is currently with commissioners and expected to be released on Friday 22nd October 2017.

6.7 At the Telford and Wrekin Commissioning Board in September 2017, the preferred option for future delivery of neurology services was identified as services being delivered from one provider. Scoping of this option will now take place by the commissioning body. Shropshire Commissioning Group and Powys Local Health Board have indicated support to SaTH's proposal that they continue to deliver neurology to the capacity they have available, this will be discussed further at Shropshire's Clinical Commissioning Committee meeting on 20 September 2017.

7.0 Next steps

7.1 The next steps as agreed with commissioners are as follows:

- To actively monitor activity and report weekly the patient waiting list position both internally and to commissioners;
- To await the outcome of the commissioner response to the proposal submitted by SaTH as outlined above, further to their internal discussions;
- To work with commissioners to develop and implement alternative clinical pathways in an effort to reduce demand on acute services;
- To complete the MS service caseload and workload review by mid October 2017;
- To recruit into the vacant MS nurse post;
- To publish a joint public statement regarding the current status of the service;
- Further to receipt of commissioner feedback on the submitted proposal in September a report will be provided to Board outlining the future plan for Neurology Services.

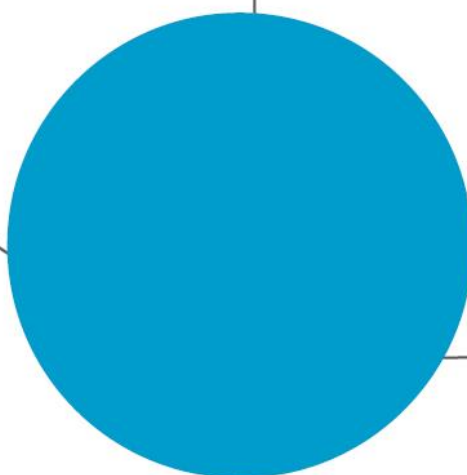
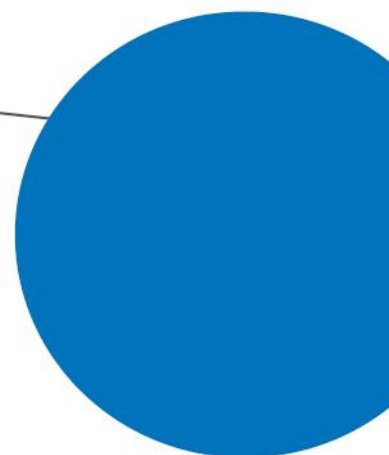
8.0 Conclusion

8.1 The Neurology Service will remain closed to new referrals for a further three to six months. SaTH have advised commissioners of the capacity they can deliver with regards to Neurology Services and advised they would wish to continue the service to the level of demand that the capacity can support. SaTH are committed to working with commissioners to identify alternative pathways of care and new ways of working to support the demand on Neurology Services.

9.0 Recommendations

9.1 The Trust Board is asked to receive and note the contents of this report.

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Pre-Consultation Business Case – September 2017

VERSION CONTROL

Version and file name	Date	Nature of revision	By whom	Amended version shared with
V0.1 160815 Pre Consultation Business Case v0.1	16.8.16	Skeleton structure of the document – contents page and section titles	D Vogler	E Pyrah
V0.2 Pre-Consultation Business Case v0.2	11.10.16	Narrative added to sections where available from existing source documents	E Pyrah	D Vogler
V0.3 Pre-Consultation Business Case v0.3 25.10.16	25.10.16	Further narrative added as above and receipt of information from SATH	E Pyrah	R Lemeich D Vogler
V0.4 Pre-Consultation Business Case v0.4 28.10.16	28.10.16	Amendments made in light of latest version of draft OBC and feedback from DV	E Pyrah	D Vogler for review Juttla Harpreet for comms and engagement section input
V0.5 Pre-Consultation Business Case v0.5	28.10.16	Revised NHS Outcomes Domain and Risk Register section	D Vogler	E Pyrah
V0.6 Pre-Consultation Business Case v0.6	30.10.16	Amended following feedback and comments received from D Vogler	E Pyrah	D Vogler R Lemiech
V0.7 Pre-Consultation Business Case v0.7	2.11.16	Amended following feedback and additional materials from D Vogler, R Lemiech, K Driver	E Pyrah	Trust Board (Private session) D Vogler
V0.8 Pre-Consultation Business Case v0.8	18.11.16	Amended EAC table in Options Appraisal section, Impact Assessment section and impact on safety, experience and effectiveness updated from IIA report, DH 4 tests section added	E Pyrah	D Vogler Gateway Review Panel Members
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		Abbreviations List added, expansion of T&W Neighbourhoods narrative, community fit phase 2 modelling section added, Community Trust sustainability added		
V0.10 Pre-Consultation Business Case V0.10	18.7.17	Update of all relevant sections to ensure they reflect the most up-to-date position since the last version draft in preparation to reach FINAL draft stage	E Pyrah	D Vogler
V0.11 Pre-Consultation Business Case V0.11	31.7.17	Amendments following feedback from D Vogler, community modelling work	E Pyrah	CCG AOs and CCG DoFs
v.0.12 Pre-Consultation Business Case V0.12	3.8.17	Amendments following meetings with CCG AOs and CCG DoFs 2.8.17	E Pyrah	D Vogler
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V0.14 Pre-Consultation Business Case v0.14	9.8.17	Amendments throughout following feedback from CCG members	E Pyrah	
V0.15 Pre-Consultation Business Case v0.15	11.8.17	Amendments to exec summary including SOC caveat table and section 17 re :5 tests summary	D Vogler	CCG Boards
V0.16 Pre-Consultation Business Case v0.16	16.08.17	Amendments made to document following meeting with D Vogler before being submitted to NHSE	H Barton	D. Vogler
V0.17 Pre-Consultation Business Case v0.17	16.08.17	Final amends	D Vogler	NHSE
V0.18 Pre-Consultation Business Case v0.18	4.9.17	Amendments following feedback from NHSE Touch Point Meeting 30.8.17	E Pyrah	D Vogler
V0.19 Pre-Consultation Business Case v0.19	6.9.17	Final draft for submission to CCG Boards for approval	E Pyrah	CCG Board Meetings September 2017

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LIST OF ABBREVIATIONS

A&E	Accident and Emergency
ACS	Ambulatory Care Sensitive
AEC	Ambulatory Emergency Care
AGM	Annual General Meeting
AMU	Assessment Medical Unit
AO	Accountable Officer
BAME	Black and Minority Ethnic Groups
BCBV	Better Care, Better Value
BCF	Better Care Fund
BMI	Body Mass Index
BPT	Best Practice Tariff
C&CC	Community and Care Co-ordinators
C&YPS	Children and Young People's Services
CAB	Citizens Advice Bureau
CAU	Children's Assessment Unit
CCG	Clinical Commissioning Group
CDG	Clinical Design Group
CDU	Clinical Decision Unit
CGA	Comprehensive Geriatric Assessment
CHC	Community Health Council
CIP	Cost Improvement Programme
CKD	Chronic Kidney Disease
COPD	Chronic Obstructive Pulmonary Disease
CRG	Clinical Reference Group
CSU	Commissioning Support Unit
CT	Computerised Tomography
CU	Community Unit
CVD	Cardio Vascular Disease
DAART	Diagnostics, Assessment and Referral for Treatment
DCAG	Departmental Cost Allowances
DfT	Department for Transport
DH	Department of Health
DMBC	Decision Making Business Case
DoF	Director of Finance
DPS	Dynamic Purchasing System
DTC	Diagnostic and Treatment Centre
DTOC	Delayed Transfers of Care
DVT	Deep Vein Thrombosis
EAC	Equivalent Annual Cost
EC	Emergency Centre
ED	Emergency Department
ENT	Ear, Nose and Throat
EPR	Electronic Patient Record

ETTF	Estates and Technology Transformation Fund
EMIS	GP electronic patient administration system
FBC	Full Business Case
FCHS	Future Configuration of Hospital Services
FFP	Future Fit Programme
FTT	Fit to Transfer
GIA	Gross Internal Area
GP	General Practitioner
GMS	General Medical Services
GPFV	GP Forward View
HCA	Health Care Assistant
HCPG	Healthcare Premises Cost Guide
HDU	High Dependency Unit
HIA	Hospital Acquired Infection
HM	Her Majesty's
HRG	Healthcare Resource Group
HWB	Health and Wellbeing
ICS	Integrated Community Services
ICT	Intermediate Care Team
ICU	Intensive Care Unit
IIA	Integrated Impact Assessment
IM&T	Information Management and Technology
IMD	Index of Multiple Deprivation
INR	International Normalised Ratio
IT	Information Technology
ITU	Intensive Treatment Unit
JHOSC	Joint Health Overview and Scrutiny Committee
LA	Local Authority
LDR	Local Digital Roadmap
LGBT	Lesbian, Gay, Bi-sexual and Trans-sexual
LHE	Local Health Economy
LMC	Local Medical Committee
LOS	Length of Stay
LPC	Local Planned Care
LSOA	Lower Supra Output Area
LTC	Long Term Conditions
MCP	Multi-specialty Community Provider
MH	Mental Health
MIU	Minor Injuries Unit
MLU	Midwifery Led Unit
MP	Member of Parliament
MSK	Musculo-Skeletal
NHS	National Health Service
NHSE	NHS England

NHSI	NHS Improvement
NICE	National Institute for Clinical Excellence
NPC	Net Present Cost
OBC	Outline Business Case
ODP	Operating Department Professional
OP	Out Patient
PbR	Payment by Results
PCBC	Pre-Consultation Business Case
PCI	Percutaneous Coronary Intervention
PCS	Planned Care Site
PDC	Public Dividend Capital
PEP	Programme Execution Plan
PFI	Private Finance Initiative
PICU	Paediatric Intensive Care Unit
POCT	Point of Care Testing
PPG	Patient Participation Group
PRH	Princess Royal Hospital
PtHB	Powys Teaching Health Board
QIA	Quality Impact Assessment
QIPP	Quality, Innovation, Productivity and Prevention
RCS	Royal College of Surgeons
RJAH	Robert Jones and Agnes Hunt Hospital
RSH	Royal Shrewsbury Hospital
RTT	Referral to Treatment
SATH	Shrewsbury and Telford Hospitals NHS Trust
SAU	Surgical Assessment Unit
SCHT	Shropshire Community Health NHS Trust
Shropdoc	Shropshire Doctors Co-operative Ltd
SMI	Severe Mental Illness
SOC	Strategic Outline Case
SRO	Senior Responsible Officer
SSP	Sustainable Services Plan
STP	Sustainability and Transformation Plan
T&W	Telford & Wrekin
TBC	To Be Confirmed
TDA	Trust Development Authority
TIA	Transient Ischaemic Attack
UCC	Urgent Care Centre
UK	United Kingdom
VAT	Value Added Tax
VCS	Voluntary Community Sector
VfM	Value for Money
W&C	Women and Children
WAS	Welsh Ambulance Service

WMAS	West Midlands Ambulance Service
WTE	Whole Time Equivalent

APPENDICES

Appendix No.	Document Title
1	Futurefit Clinical Design Workstream Models of Care Report 2014
2	Futurefit Programme Executive Plan (PEP)
3	SATH Strategic Outline Case
4	Independent Clinical Review Report - Women & Children's Variant Option
5	SATH Internal Clinical Review Report - Women & Children's Variant Option
6	2015 Option Appraisal report
7	SaTH OBC and appendices
8	Futurefit Phase 1 Activity Modelling May 2014
9	Futurefit Phase 2 Activity Modelling December 2014
10	Communityfit Activity Modelling Report 2016
11	End to End Clinical Pathways - Paediatric Asthma Pathway
12	Futurefit Non-Financial Appraisal Evidence Pack 2016
13	Integrated Impact Assessment (IIA) 2016
14	Integrated Impact Assessment Women and Children
15	JHOSC Questions and Futurefit Programme Responses
16	Futurefit Engagement and Communication Strategy
17	Futurefit Executive Summary of evidence of engagement activities
18	Draft Consultation Plan
19	Draft Consultation Documents full and summary
20	Clinical Senate Stage 1 Terms of Reference and Report
21	Clinical Senate Stage 2 Terms of Reference
22	NSHE Gateway 0 Report (date)
23	KPMG Independent Review of Option Appraisal
24	CCG Internal Audit Report - Futurefit Governance Healthcheck Oct 2016
25	Future Fit Risk register
26	Deloitte's report on OBC
27	LHSE Digital Strategy 2016
28	GP Forward View 2 Year Operational Plan

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DRAFT

1. PURPOSE OF THIS DOCUMENT

Future Fit has been Shropshire and Telford & Wrekin's major health reconfiguration programme for the last 4 years for delivering sustainable acute hospital services. NHS reconfiguration programmes are subject to assurance and approval by NHS England before entering into a public consultation process.

The Shropshire and Telford & Wrekin Clinical Commissioning Groups (CCGs), have sponsored the preparation of this Pre-Consultation Business Case (PCBC) and have approved it for submission to NHS England for final assurance.

The aims of this PCBC are to;

- Make the case for changing acute hospital services in Shropshire and Telford & Wrekin;
- Describe the future model of care and how it has been developed;
- Give detail of the pre consultation engagement that has been undertaken with the public, clinicians, staff and other stakeholders in developing the proposed model of care; and
- Make the case to commence a formal public consultation process.

This PCBC also outlines how the proposals being put forward meet the four mandated Department of Health (DH) tests for service reconfiguration and are affordable in capital and revenue terms.

This PCBC describes the proposals for change to deliver high quality, safe, efficient and sustainable acute hospital services supporting the public of Shropshire, Telford & Wrekin and parts of mid Wales delivered via the Future Fit Programme.

It will outline how the system will govern and finance that change and consider the impact on patients across the region.

Once NHS England approval has been given the Future Fit Programme will move into public consultation.

Further information about the NHS England process for assuring NHS service reconfiguration can be found via the following link. <https://www.england.nhs.uk/wp-content/uploads/2015/10/plan-assdeliv-serv-chge.pdf>.

2. EXECUTIVE SUMMARY

2.1 PURPOSE

This Pre Consultation Business Case (PCBC) describes the proposals for change to acute hospital services for the public of Shropshire, Telford & Wrekin and parts of mid Wales to be delivered through the Future Fit Programme (FFP). It will outline how the system will govern and finance that change and consider the impact on patients.

The Future Fit Programme is targeting the initiation of a twelve to fourteen week public consultation in October 2017 assuming all necessary parties are assured by the plans outlined in this document.

2.2 FUTURE FIT PROGRAMME

The Future Fit Programme for the reconfiguration of acute hospital services was established in 2013 from the outcome of the Call to Action Survey. Over the past 4 years it has been very much a clinically led and engaging process as solutions have been developed for the health system's pressing need to address the serious shortfall in workforce across a number of specialties. Three hundred clinicians and patients were involved in the original clinical design work and all agree that high quality, safe, efficient and sustainable hospital services can only be delivered if changes are made. Everyone agreed that doing nothing is not an option



Figure 1: Future Fit Call to Action 2013

The structural changes proposed in this PCBC describe the consolidation of acute services to achieve 'critical mass' on the one hand, whilst, on the other hand, also addressing the need to improve quality and patient experience by delivering more care closer to home.

The new model of care began its development in 2014 and the foundations for this work is described in the Clinical Work stream Models of Care Report in appendix 1. The programme's focus quickly became the reconfiguration of acute hospital services because of the worsening position and vulnerable nature of some of the acute services related to workforce shortages. This has led to the development of the Outline Business Case (OBC) by the Trust which forms the basis of this PCBC. It is the acute reconfiguration of services on which the CCGs would wish to consult at this point in time.

The CCGs absolutely recognise the clear interdependencies of community models of care to delivering the acute business case and have set out in the PCBC the proposals for community solutions at a high level that support the acute model. This is not however a consultation proposal or a business case for out of hospital care. The modelling work done however since the approval of the strategic outline case, provides sufficient confidence in the assumptions and opportunity set out in the acute business case for admission avoidance and in the investment required to supporting people in the community particularly the growing frail older population. This is the ambition and intention of the system. More work is needed to set out that ambition in detailed implementation plans and the relevant section of this document describe that work and the timelines to deliver it.

2.3 CASE FOR CHANGE

Local acute hospital services have developed over many years with clinicians, managers and staff trying to keep pace with changes in demand, improvements in medicine and technology and increased expectations of the populations served. Nevertheless, all stakeholder partners recognise that the current acute hospital configuration is not sustainable.

Workforce is the primary driver for the proposed changes and the situation has become critical. There are serious recruitment challenges across a number of specialties due to poor employee experience related to duplication of services across 2 sites and the resulting onerous staffing rotas. Linked to this there are high levels of locum cover resulting in premium costs and the potential for sub optimal care. Staffing levels do not meet those recommended for A&E, critical care and emergency medicine and in the case of A&E, currently the Trust does not have on site consultant presence 24/7 at both sites. This is not acceptable or sustainable and clinical standards and improvements in care and developments in medicine will not progress for the populations served by the Trust without the right workforce in place.

One of the highest users of urgent and emergency care services is known to be frail older people. Projected changes in the population profiles suggest 25% of Shropshire will be over 70yrs old by 2036 and in the case of Powys 29%. This is significantly higher than national profile and further contributes to the future sustainability concerns for services provided across the system as more and more demands continue to be placed on healthcare provision.

Investment is desperately required in the facilities and buildings across both acute sites for it to continue to deliver 21st century healthcare. The condition of the existing estate was recorded in detailed surveys undertaken in 2015/16, which showed that significant amounts of the existing Trust estate did not achieve a satisfactory standard and a substantial number of areas were unacceptable, particularly at the Shrewsbury site.

Additionally and as importantly, the local health system runs in deficit, it spends more in a year than the funds allocated to it. To be able to respond to increasing demand, to reduce the deficit without simply cutting services, is one of the goals of the change programme and will require both the public and those who work within the health system to view the delivery of acute services differently in the future.

The CCGs believe that the proposals set out in this document will result in a number of measurable improved outcomes for patients:

- Improved clinical effectiveness though patients being cared for by the right clinician with access to senior decision makers and enhanced ambulatory emergency care with fewer unnecessary admissions
- Improved experience of care though well-designed appropriate capacity and physical settings promoting more healing for patients and improved patient experience through improved, privacy and dignity
- separation of emergency and planned care resulting in fewer delays and cancellations
- Better support for people with long term conditions and for people living independently through early access to a consultant opinion, fewer admissions and reduced length of stay and less decompensation in frail older people.

- Equitable access to services through patients waiting less time in A&E , waiting less time for operations and avoiding cancellations and with the potential for repatriation of some services back into Shropshire

Clinicians, patients and members of the public who participated in the Call to Action back in 2013 and have continued to support the programme through its work since, recognise all these real and pressing issues and challenges faced locally. Four years later they have become even more critical and whilst recognising these decisions are very difficult, the CCGs believe it is now ready to draw conclusions from all the work done within the Programme and consult with the public on a number of proposed changes to acute services.

2.4 WHAT CHANGES ARE BEING PROPOSED

2.4.1 PROPOSED MODEL OF CARE

The following principles and practices emerged from the clinical design work across all areas of care and specialties in 2014 as being necessary and fundamental components of an efficient, safe resilient and integrated health and social care system. These principles continue to be reflected in 2017 through the work of the STP partners:

- **'Home is normal'** describes the principle of matching people's needs with the correct level of care,
- **Empowerment** where patients who want to be empowered so they can remain autonomous and independent, even when they are ill; clinicians who want to do the job they were trained to do, and not spend too much of their time trying to navigate a poorly designed and inefficient system on behalf of their patients; communities who want to be empowered so that citizens can help each other to live 'a life well lived' in an environment that minimises isolation, vulnerability and inequality.
- **Sustainable workforce** solutions with consolidation of some services to make posts more attractive by improving the quality of work; development of novel roles to fill gaps created by recruitment issues and new models of care; working in an integrated and collaborative way to accommodate patient journeys.
- **Needs led services** in which patient access to care is dependent on the level of care they require. Quality, safety and achieving the best outcomes may come before choice.
- **Integrated care** that improves the co-ordination, collaboration and consistency of care across time and care settings
- **Digital enabled working practices** as a fundamental component of an efficient, safe resilient and integrated health and social care system.

In developing the more detailed delivery solutions for acute service reconfiguration, these have been the guiding principles.

2.4.2 TWO VIBRANT HOSPITALS

The proposed changes to the configuration of acute hospital services described in this document are consistent with the acute components of the Future Fit Clinical Work stream Model of Care 2014. The proposal ensures that the future system secures and invests in two vibrant hospitals with consolidation of Emergency care on one site and planned care on the other. Key components are:

- One Emergency Centre comprising:
 - one Emergency Department
 - one Critical Care Unit
- One Planned Care Centre
- Two Urban Urgent Care Centres
- Local Planned Care (outpatients, diagnostics) on both hospital sites

For the majority of people they will continue to go to the hospital they go to now for urgent and emergency care. For travel times to access urgent and emergency care, the majority of urgent and emergency care patients (76% - 108,133) would be unaffected.

The majority of planned care will be provided on the Planned Care Site, including the majority of day case and short stay surgery. Only major or complex planned care, including some cancer surgery where there is potential for the patient to require critical care input will be provided on the Emergency Site.

2.4.3 KEY COMPONENTS

There will be an Urgent Care Centre (UCC) on each site open 24 hours a day 7 days a week providing accident for those patients that have an injury or illness that is urgent and cannot be treated by primary care services. It is anticipated that approximately 60% of the patients that go to the current A&Es could carry on going to their nearest hospital to receive the urgent care they need under this proposed new configuration of services.

Patients will access the service on both sites as a 'walk-in' or via ambulance if it is considered by paramedic staff to be clinically appropriate. The UCCs will be staffed by a multi-disciplinary team to include GPs, Advanced Clinical Practitioners (ACPs) and nurses, specifically trained in the delivery of accident and urgent care for adults and children.

The single ED will be fully equipped and staffed to deliver high quality emergency medical and surgical care 24 hours a day, 7 days a week, 365 days a year. Patients who are acutely ill with potential life or limb threatening injuries and require immediate diagnosis and treatment will be taken directly to the ED accessed only via transfer from an UCC or Ambulance. The ED will also serve as a Trauma Unit and will be co-located with a single Critical Care Unit. Ambulatory Emergency care will be available 12 hrs a day 365 days a year.

A new Critical Care Unit will bring together all the Acute Trust adult critical care capacity, with level 1, 2 and 3 patients being managed in the same unit. The planned capacity of 30 beds has been future-proofed for the next decade to allow for projected increases in demand. This unit will support the consolidation of emergency activity and high risk elective inpatient procedures onto one site.

There has been considerable focus on potential changes to Women and Children's services. In any option high risk women and children's services need to be based on the emergency site. This is the clear view of the experts both locally and nationally. Only Inpatient Obstetrics and Paediatrics will potentially move. Most women and children will continue to receive the majority of their care and treatment in the same place as they do now in either options being considered.

- Midwife-led unit, including low-risk births and postnatal care
- Maternity outpatients including antenatal appointments and scanning
- Gynaecology outpatient appointments
- Early Pregnancy Assessment Service (EPAS)
- Antenatal Day Assessment
- Children's outpatient appointments
- Neonatal outpatient appointments.

2.4.4 A PREFERRED OPTION

The commissioners wish to consult on two options to deliver this proposed model of care: Option 1: the Emergency Centre at Shrewsbury with the Planned Care centre at Telford and Option 2: the Emergency Centre at Telford and Planned Care at Shrewsbury. These are described later in this document as options C1 and B respectively.

In September 2016, the option appraisal process identified a preferred option; the emergency centre at Shrewsbury with planned care based at Telford. After challenges by T&W Council on the process and a recommendation from the Gateway Review in December 2016, an independent review of the option appraisal

process was commissioned by the Programme. The resulting report by KPMG did not identify any material issues that would have resulted in a change in the preferred option and the process was deemed robust. This was supported by the Programme Board in its recommendations to the CCG Joint Committee in August 2017 who then consequently supported unanimously to proceed to consultation with the two options including identifying the preferred option. The details of the process for both the non-financial and financial appraisal are set out in section 11 of this document.

The Programme believes that the new model of acute care will improve services and outcomes for all patients whilst also tackling the service and workforce challenges facing the Trust. Impact assessments have concluded that in terms of overall health impacts, in either option under consideration, the main changes are expected to sustainably improve the effectiveness, safety and patients' experience of clinical care provided to the whole population. These projected positive overall health impacts achievable under both options are the most significant of all the impacts assessed. It is recognised in this work however that several groups will experience a combination of positive and negative equality effects arising from the projected impacts. Some of these groups for example the very young and the older population may be disproportionately most likely to use the affected services, and therefore benefit the most from the project positive health impacts. Equally however some may be disproportionately affected by the longer projected journey times from certain localities. Mitigation of these impacts will form part of the next phase of work throughout the consultation period.

2.4.5 OUT OF HOSPITAL CARE

The acute case assumes 8% of non-elective admissions and 11% of inpatient bed days will be avoided at the end of a five year period through a 50% reduction in delayed transfers of care, implementation of 7 day working and reducing demand through the new community models. For the acute model of care therefore to work optimally and to achieve maximum benefit, all health and social care sectors need to contribute their part to effective and integrated patient pathways which both support reduction in demand on acute services and improve flow through acute services to discharge back to community. This will require investment for appropriate alternative community service provision to acute hospital care. Section 9 describes the approach being taken to ensure that these wider system capacity changes and impacts are delivered to support the activity and capacity assumptions in the PCBC. It describes the proposed community models at their current stage of development.

In approving the Strategic Outline Case in 2016 the CCGs and stakeholders recognised the importance of further developing the community and primary care models necessary to support the acute solutions. There has been good progress in better understanding the challenges in current provision and where there are opportunities for change and they are described at a high level in this PCBC. Through the work that has been done, there is now a level of confidence in the out of hospital care shifts assumed in the OBC for Acute Services and overall affordability. However particularly in rural Shropshire, the public quite reasonably seek assurances around the detail. The options and strategic case for change around community provision will emerge over the coming months and will need to be set out in more detail before the Decision Making Business Case (DMBC) is approved for Future Fit in early 2018.

2.5 THE DEPARTMENT OF HEALTH 5 TESTS

In order to proceed to public consultation on proposed service reconfiguration the Future Fit Programme needs to ensure it has met the original Department of Health (DH) four tests and the supplementary requirement which was introduced in April 2017. The original DH 4 tests are:-

- Strong public and patient engagement
- Consistency with current and prospective patient choice
- Clear clinical evidence base
- Clinical Commissioners Support

In addition, from April 2017, local NHS organisations have to show that significant hospital bed closures subject to the current formal public consultation tests can meet one of three new conditions before NHS England will approve them to go ahead:

- Demonstrate that sufficient alternative provision, such as increased GP or community services, is being put in place alongside or ahead of bed closures, and that the new workforce will be there to deliver it.

The Programme believes it has met these tests sufficiently at this stage to proceed to consultation and sets out the detail within this PCBC against each. Some of the key points are summarised below:

2.5.1 STRONG PUBLIC AND PATIENT ENGAGEMENT

Public and patient engagement has been integral to the Future Fit programme from its inception in 2013. It has continued to be an underpinning process supporting the development of the models of care and options for delivery solutions over the 4 years and enacted at a number of levels. The involvement of patients and the public will be described throughout the document:

- During the life of the Programme, work streams have carried out many public engagement events, workshops, surveys and various engagement activities.
- The Programme has engaged with various groups, including “seldom heard” groups and has attended public meetings to discuss the plans for change.
- Healthwatch Shropshire, Healthwatch Telford and Wrekin and CHC Powys have been engaged and involved in the programme since its inception three years ago. They have provided expert patient views across all the work streams and are active members of the Engagement and Communication work stream and the Programme Board.
- The Programme Board throughout the Programme has had comprehensive representation from all sponsor and stakeholder organisations. This has included Healthwatch Shropshire, Healthwatch T&W, Powys CHC and separate representation from the individual Patient Groups.
- Without exception there has been one or more patient and public representatives on every workstream designing the processes and services for the future as well as the supporting the governance and decision making groups.
- What can be influenced at each stage of the Programme has been identified and a variety of means for people to be involved in the ongoing debate made available, such as focus groups, pop up stand events, smaller-scale public activities, as well as, but not limited to, on line surveys, telephone surveys and social media channels.
- The Future Fit Engagement & Communications Team have implemented a specific plan for the Powys area taking into account the needs of this rural community and the requirements of Welsh regulations and legislation.
- The Programme has been discussed fully with lay members of partner boards, Health and Well Being boards and Overview and Scrutiny committees;

2.5.2 CONSISTENCY WITH CURRENT AND PROSPECTIVE PATIENT CHOICE

There is no plan to change providers in the Future Fit proposals; therefore the choice of providers is consistent before and after the reconfiguration of services. Currently some services are only available at one of the two hospital sites, for example acute surgery, Obstetrics and neonates and Paediatric inpatients. Patients also have to travel to other Centres for more specialist care. For example specialist paediatrics, level 3 neonatal intensive care, and a number of cancer services.

In developing the options, the approach has been to keep as many of the services provided currently by the acute Trust as local as possible and as close to home as possible. The out of hospital care strategies being developed through neighbourhoods, also support this and will offer enhanced choice.

It is worth noting that the Trust also have an ambition by centralising some services and consolidating their workforce that they are able to repatriate some specialist work back into the county for example planned angioplasty.

In all options therefore, many services will remain as they are now, available on both our hospital sites, including adult and paediatric outpatients, most diagnostics, urgent care provision, antenatal and post-natal care and some gynaecological procedures. Some services will even be enhanced for example the new cancer chemotherapy unit at the PRH site.

There are, however, changes to the choice of location where services can be accessed both for emergency and planned care. As the primary impetus for reconfiguration has been workforce issues there is an acknowledged trade-off between choice by site and deliverability. Within the constraints imposed by workforce, the delivery model offers a range of forms of access to urgent care and the majority of planned care

Impact assessments have demonstrated that there are differential impacts on access and travel time on the proposed options depending on where people live within the catchment for both the emergency and planned sites. However the IIA has concluded that in terms of overall health impacts, in either option being considered, the main changes are expected to sustainably improve the effectiveness, safety and patients' experience of clinical care provided to the whole population.

As the West Midlands Clinical Senate concluded in their review, dilemmas and trade-offs emerge from studying the two IIA reports and which the decision making bodies need to consider when concluding on the preferred option. In developing the clinical delivery model the principle has been to ensure that where possible care remains close to home. However the plan for a single emergency site and the need to co locate critically interdependent services is necessarily reducing some choice in order to improve quality and safety of care overall, for all our patients.

The Emergency Centre site and the Planned Care site where most non-complex planned procedures would take place will each be separately developed to provide better and more specialist facilities and improving the patient experience. This will also reduce current confusion for patients and provide safer and more sustainable care as critical interdependencies for services are re-established.

For the majority of urgent care needs, patients will continue to have the choice of using their local hospital as all options include an Urgent Care Centre on each site. In the case of cancer care, radiotherapy will remain on the RSH site as now alongside the existing Cancer Centre with an additional Cancer centre developed on the PRH site for some chemotherapy.

For planned care, diagnostics and the majority of outpatients will remain on both sites as will the current Midwifery led units alongside antenatal and post-natal care facilities.

Shropshire and Telford & Wrekin is unusual in having two acute sites a relatively short distance apart and whilst travel time varies considerably now between our urban and more rural populations, any increases in median travel time for service in our proposed model, is relatively low. The reduction in choice is felt to be appropriate given the increased quality and safety that is anticipated to be achieved for the whole of our population.

CCGs are obliged to support patients in their choice of elective referrals, and make information available to enable informed choice of provider for elective care. In any new configuration for planned care between our two hospital sites, in either option a minority of patients may be nearer in terms of travel time to an alternative provider. This choice will not be affected by implementation of either of the programme options.

2.5.3 CLEAR CLINICAL EVIDENCE BASE

The Programme has been clinically led from its inception. The original proposed model of care was derived from two key sources:

- i) Rapid reviews of the national and international evidence base relevant to each of the main clinical areas, and
- ii) Clinical consensus derived from the combined experience of over c.200 clinicians from primary, secondary care, and social care and other services (including ambulance and mental health services).

The programme has undergone a number of independent clinical reviews:

The WM regional Senate Review took place in October 2016. It made a series of 18 recommendations relevant to all options and supported the case for change and the clinical model:

“The Panel was of the view that a clear and compelling case for change was made, based on sound evidence presented to it on current performance, improvements seen in other regions by reconfiguration of services with multi-site Trusts, the potential long-term benefits, and alignment with national NHS strategy”

They acknowledged that the decisions the health economy are trying to make are difficult:

“We were made aware of the differing current and future demographics pulling maternity and paediatrics toward PRH where it is has recently been built but more elderly around Shrewsbury pulls in the opposite direction. Moving the Trauma unit and therefore other acute and time-dependent services from Shrewsbury might disadvantage residents of Powys but advantage residents of Telford.

Decisions are difficult and trade-offs inevitable but the time has come to make them. After all, both sites will get considerable and needed capital investment.”

The Clinical Senate also supported the co-location of Obstetrics and Paediatrics with the Emergency Centre. The variant option of the Emergency Centre at Royal Shrewsbury Hospital but with Women and Children’s remaining sited on the Planned Care site at Princess Royal Hospital was not deemed clinically sustainable. In light of this, local clinicians views and external independent review on this option, the Programme Board unanimously agreed in November 2016 that the colocation of inpatient Obstetrics and paediatrics had to be within the Emergency Centre.

Advice was also sought from the Trauma network. The view of the Network was that the preferred site for the Trauma Unit should be Shrewsbury. This reflected its geographical location and an increased risk for the group of patients from Powys if it was sited at Telford.

These conclusions were reaffirmed by independent clinicians at the Joint Committee held on 10th August 2017. Where it was also confirmed that the preferred option of C1, the Emergency Centre at RSH and the Planned Care Centre at PRH should form part of the consultation on the deliverable options.

The programme will continue to be clinically evidence based as it goes forward into consultation and its governance arrangements support that with an active Clinical Design Group of health and care leaders and a wider Clinical Reference Group with a distribution list of over 300 health and care staff from across the system.

2.5.4 CLINICAL COMMISSIONER SUPPORT

Clinical commissioners are the two main sponsors and have supported and funded the programme since its inception in 2014. Without exception members of the Governing Bodies recognise the case for change and unanimously accept that do nothing is not an option. This is also widely accepted in primary care colleagues.

There is full support for the clinical model of investment to retain two vibrant hospitals with a single emergency centre and a site specialising in planned care. There is also support for the more recent work both CCGs have done in developing out of hospital care.

The geographical split of public and other stakeholder opinion in determining the preferred location of the emergency centre has been mirrored to some degree in primary care commissioners. This has contributed to the requirement for an independent review and for the supplementary impact assessment work that has taken place in leading up to the conclusions of the Joint Committee in August 2017.

The governance arrangements around decision making were reviewed and a Joint Committee established with a strong GP commissioner membership together with independent clinician members. On receipt of the independent review and the further IIA work, the CCG Joint Committee concluded on 10th August 2017 unanimously that both options B and C1 are deliverable, that option C1, the Emergency centre at Shrewsbury and the Planned Care Centre at Telford, is the preferred option and that both should be taken into public consultation in October 2017. The CCG Governing Bodies now fully support a formal consultation with the public on the options deemed deliverable by that Joint Committee including the preferred option subject to the NHSE Assurance process.

The Strategic Outline Case was supported in 2016 by both CCGs with a number of caveats. In advance of submission to CCG Board, both CCG Clinical Chairs surveyed their membership through their locality structures and received support for the proposed model of care. This support from the membership was subject to a number of caveats related primarily to assurances required in relation to there being evidence of a clear and viable plan for the corresponding community model to support the required reduction in demand on acute hospital services to deliver the activity and capacity assumptions within the SOC 2016.

The caveats have been to a significant degree addressed over the past 12 months. More detail has been set out on the community model sufficient to give confidence in the acute assumptions at this stage; there is now more sensitivity analysis done by the Trust. However there is still more work to do prior to any approval of a Decision making Business Case (DMBC) which will be expected in early 2018. There is more work to do particularly in terms of further stress testing affordability and specifically around: availability and source of capital; repatriation of services; modelling impact on ambulance services and further sensitivity analysis of activity assumptions related to out of hospital care as they develop further in their detailed implementation plans.

Not with standing this acknowledgement of further work, these plans and the further work are set out in this PCBC provide assurance to commissioners that at this point options being taken into consultation with the public are deemed deliverable both clinically and financially.

This PCBC is not a business case for community services and we are not consulting at this stage on any options for the reconfiguration of community services provision. Clarifying in more detail the scope, responsibilities and timescales for this work required pre and post consultation is essential.

Details of the programme's progress made with these original SOC caveats included within the letter of support from the CCGs are provided in table 1 below.

1.	Sustainability of Clinical Model	Lead Organisation	Comments
1.1	Further clarification to provide assurance on inter-dependencies of clinical specialties and the levels of workforce and capital investment required	SATH/CCG	<p>The development of the OBC and this PCBC set out the key interdependencies for the emergency site in relation to obstetric, paediatric and critical care linkages. Move from a two site medical take to single medical take in delivery model.</p> <p>CCG commissioned external review of Option C2; Stage 2 senate review confirmed clinical model</p> <p>UCC sub group agreed high level workforce assumptions and I model for ambulatory care and paediatrics</p> <p>Best practice guidance used in modelling facilities required and service and workforce redesign. Detail in OBC appendices</p> <p>Further testing of workforce models detail will be done through the clinical design group pre implementation</p>
1.2	Further clarification around the clinical linkages on which the service reconfiguration has been based	SATH/CCG	As above.
1.3	Clarification on the proposed repatriation including Quality Impact Assessments	SATH/CCG	<p>IAs completed. SATH states that repatriation is in line with STP assumptions.</p> <p>Within sensitivity analysis, this figure has been included within a sensitivity test of affordability to SATH. However commissioners not yet sighted on detail.</p> <p>Further testing of areas for repatriations requested pre DMBC</p>
2	Neighbourhoods (formerly Community Fit)		
2.1	Given the inter-dependencies of Future Fit and Community Fit, the CCGs need more assurance of the viability of these assumptions	STP/CCG	<p>The 3 Neighbourhood work streams within the STP have progressed the development of the service offer. Whilst a lot of progress has been made there is more work to do in understanding the delivery model detail.</p> <p>The Optimity work carried out for Shropshire CCG in determining opportunity for shift from acute to community provides confidence in the deliverability of the activity assumptions as does the neighbourhood work within T&W.</p> <p>Triangulation of the original assumptions with the revised CCG figures from this recent work has been done. A balance of potentially +800 further avoided admissions has been included within the sensitivity analysis.</p> <p>The original OBC identified the impact of the down side of non-delivery of the admission avoidance schemes.</p>

2.2	The CCGs require completion of sufficient further work to design the model of community care and to test assumptions about a) the scale of activity shifts and b) productivity improvements anticipated in the SOC	STP/CCG	<p>Community model of care has been progressed considerably via STP Neighbourhood Workstreams. More details in section 9 of this PCBC</p> <p>The Optimity work carried out for Shropshire CCG in determining opportunity for shift from acute to community has provided confidence in the deliverability of the activity assumptions as has the neighbourhood work within Telford & Wrekin. The implementation detail of these community models is now required.</p> <p>More recent sensitivity analysis by SaTH has examined a number of variables and risks and their impact on affordability including productivity, demographics and repatriation. Section 11 sets out a sensitivity analysis for the acute modelling.</p> <p>It is recognised that further work is required by both CCGs on their community models of care. The PCBC should set out key milestones and timeline</p>
3	Activity Assumptions		
3.1	The CCGs require detailed sensitivity analysis on the assumptions used, to be completed through the OBC process	SATH/CCG	<p>Some sensitivity analysis has been undertaken and included in the PCBC in sections 10 and 11.</p> <p>Concerns remain around workforce assumptions, repatriation and transparency of bed number calculation. DoFs will do further due diligence work pre DMBC</p>
4	Community and/or primary care alternatives to acute care		
4.1	These assumptions need thorough testing through the OBC process, including the application of a sensitivity analysis.	SATH/CCG	See above
4.2	This would also need to include the potential impact on primary care and community services in a range of activity shifts, together with an analysis of the change in financial flows away from the acute sector that will enable this activity transfer to take place	SATH/CCG	<p>See above</p> <p>Forms part of the ongoing work within the STP and the development of the Neighbourhood models.</p>
4.3	<p>There is also a need to quantify the impact on ambulance service provision</p> <p>THIS WORK IS OUTSTANDING AND WILL NEED TO BE PROGRESSED BY THE CCGS TO TEST IMPACT ON AFFORDABILITY</p>	CCG	<p>The Commissioners have established a Task and Finish Group to progress this work with a provisionally agreed scope. The modelling of the impact on any additional ambulance activity has not yet been concluded.</p> <p>SaTH have had numerous discussions with ambulance trusts regarding the clinical model and approach to pathway progression. All discussions have included WMAS, WAS and MSL.</p>

4.4	Further test the detail around the Acute Trust's ambition to repatriate a level of activity from other providers	SATH	See above
5	Affordability		
5.1	Affordability of the SOC needs further testing, including the assumptions around investments and efficiency savings and should be supported by robust sensitivity analysis	SATH/CCG	See above. Further sensitivity analysis has been included in the PCBC. Further due diligence work will be required pre DMBC

Table 1: Sustainability of the clinical model

2.6 NEW DH CONDITIONS FOR ANY PROPOSED BED CLOSURES

Modelling to estimate future acute activity levels and therefore acute bed capacity requirements has been considerable and was originally in 2014 and continues to be in the more recent work in 2017, clinically led. It has taken into account expected demographic growth, a reduction in delayed transfers of care, Trust 7 day working and an evaluation of admissions avoidable through implementation of the CCGs out of hospital care strategies.

There is a proposed acute bed day reduction of 11% compared with the projected bed days expected in line with demographic change over the next 5 years. This equates to a bed base reduction of 47 beds. The acute bed base however will remain substantial with an increase in ambulatory care beds/spaces/chairs in the new model and a proposed increase in critical care beds.

The CCGs have in July 2017 reviewed the original assumptions of Future Fit set out in the 2014 modelling and triangulated it through a number of reviews: the recent work in developing community urgent response models within neighbourhood teams in T&W CCG; an independent review by *Optimity* in Shropshire examining the opportunity in out of hospital care; and examining Better Care Better Value Indicators which sets out an "opportunity value of 13%. Section 9 of this PCBC sets out this triangulation work that provides assurance that the original assumptions of 4,200 avoidable admissions is a reasonable assumption at this stage and that whilst there may be more opportunity for avoiding further admissions, particularly in further development of the frailty model, there is no material difference in activity assumptions at this point between the Acute Trust OBC and the Neighbourhood Community Models, should they be successfully implemented and deliver the benefits as described in this document.

2.7 AFFORDABILITY

After taking into account the cumulative surplus in Telford & Wrekin the commissioners started 2017/18 with a net recurrent deficit of £13.6 million and the Trust commences the year with a recurrent deficit of £16.5m. The effect of taking forward the acute reconfiguration is to at least generate a balanced recurrent position for the Acute Trust and at the same time secure savings for the CCGs as part of the recovery plan of £17.275m. Judged on this basis it is evident that taking forward the OBC is significant in improving the financial sustainability of the Shropshire and Telford& Wrekin health system.

The Financial Case described in Section 12 of this PCBC and in more detail in the OBC, confirms the affordability of the proposals to the Acute Trust. A sensitivity analysis on the OBC has also been provided by the Acute Trust that sets out a composite I & E risk value of circa £2.8m taking account of some collective risks and likelihood of these sensitivities happenings. It is reasonable to conclude therefore that both options can be regarded as affordable to the Trust at this stage. The CCG would wish to do further sensitivity analysis to

further stress test a number of other assumptions over the next few months pre approval of the DMBC in early 2018.

The Financial Case is in line with CCG commissioning and QIPP plans whilst acknowledging that these plans are very challenging particularly for Shropshire. The development of new community services has assumed a reinvestment of up to 80% (70% for T&W) of the savings made from the acute setting into community. Whilst this may be a prudent view given there may be some duplication with existing services, this is in line with the Kings Fund and Monitor's suggested model when developing new community services.

In terms of wider system affordability, the STP submission in October demonstrated that if the system takes no action to change, by 2021 there will be a collective deficit of around £130m. Coupled with what we know already about difficulties in recruiting staff to current role structures and the limitations of our infrastructure this is not a position that can be supported.

The reconfiguration of acute hospital services forms part of the system plan to improve services for the local population. Allied to commissioner plans to redefine community based services in order to bring care closer to home, this provides a strong base from which sustainable and effective services will be built.

In summary it can be seen that the STP plan aims to deliver a significant change in respect of redefining the model of care in the system whilst at the same time returning to an underlying recurrent balanced position.

2.8 CONCLUSION

The Future Fit Programme has in collaboration with its sponsor organisations and stakeholders developed a number of proposals for changing the configuration of acute hospital services for the populations of Shropshire, Telford and Wrekin and parts of Powys that rely on the services of Shrewsbury and Telford Hospital NHS Trust, that will both improve the quality and safety of care for the whole population and increase the system sustainability for the next generation.

It has taken over 3 years to get to this point, longer than anticipated and to the frustration of many including the public. During this time services have also become even more fragile. However, the Programme has been able to develop during this time additional assurances around its processes and decision making that must now give confidence to the public and to the regulators that it is time to proceed to public consultation.

In summary, the Programme now believes it has:

- Set out a clear and demonstrable case for change in our acute hospitals that has now become even more urgent
- Set out at a high level the community solutions necessary to support out of hospital care for our dispersed populations whilst also recognising there is more detailed work to do
- Set out affordability for the acute Trust, for the CCGs and for the system whilst also setting out more work to do to get the necessary assurance for the decision making business case in 2018
- Met sufficiently the 4 key tests for reconfiguration that the DH asks of us
- Set out two options deliverable both financially and clinically and
- Set out our preferred option and the rationale for that

The CCGs believe the time is now right to ask the public and all other stakeholders its view on these options and to proceed to public consultation.

This document sets out these assurances to NHSE in more detail and describes the proposals for change on which we would now wish to consult.

3. FOREWORD FROM THE CCG CLINICAL LEADS

There are already some very good health services in Shropshire, Telford & Wrekin. They have developed over many years to try to best meet the needs and expectations of the populations served. Nevertheless when we look at the changing needs of the population now and that forecast, when we look at the quality standards we should aspire to, as medicine becomes ever more sophisticated, and when we consider the economic and workforce challenges faced particularly by Shrewsbury and Telford Hospitals NHS Trust, but also by our primary and community care providers, then it becomes obvious that there is an absolute need to look at how we design acute hospital services so we can meet the needs of our population and provide excellent and sustainable services for the next 20 years and beyond.

The Future Fit Programme from its inception has been clinically led. Over 300 clinicians, patients and public were involved in developing the 'Model of Care 2014' which first described a new configuration of acute hospital services with one Emergency Centre site and one Planned Care and Diagnostic site.

The many local clinicians, patients and members of the public who participated in the Call to Action in 2013 accepted that there was a case for making significant change provided there was no predetermination and that there was full engagement in thinking through the options.

The Future Fit Clinical Design Group (CDG) has been at the heart of both overseeing and assuring the process by which the delivery solutions for high quality sustainable acute hospital services have been developed. In addition, its multi-stakeholder clinical membership has enabled a whole system overview and assurance of the proposed delivery solutions recognising that effective acute hospital services operate within and are reliant on a wider health and social care system. The programme has ensured continued wider clinical engagement through regular Clinical Reference Group meetings which are held in the evening to facilitate attendance and have between 100-300 attendees. This level of wide clinical engagement will continue and be supplemented by the wide engagement work happening through the STP Neighbourhood value streams.

The CDG is confident that the programme over the last 3 years has been clinically led and continues to be so. There is much evidence contained in this PCBC in support of the assertion that there has been no-predetermination of outcome and wide engagement, both clinical and non-clinical, in designing the delivery solution options which have been thoroughly appraised and considered in coming to this stage in the programme.

The CDG fully supports the proposed model of care set out in this document and will continue in its assurance role as the programme progresses to the determination of a final delivery solution and subsequent implementation, subject to appropriate approvals. As joint chairs we look forward to continuing to work with local clinicians both in acute care but also in the developing community model to deliver whole system sustainable models of care for the future for the populations we serve. We welcome the opportunities that the formal consultation period will provide for much wider engagement and input from the public we serve to inform the final decision.

Dr Jo Leahy
Clinical Chair
Telford & Wrekin CCG
Joint Chair Future Fit Clinical Design Group

Dr Julian Povey
Clinical Chair Shropshire CCG

4. FOREWORD FROM THE JOINT SENIOR RESPONSIBLE OFFICERS

This PCBC is the culmination of 3 years of collective effort across Shropshire and Telford & Wrekin to reform the local model of acute care so that our local populations consistently receive high quality, efficient, sustainable acute hospital services.

Most acute hospital services have developed over many years, with clinicians, managers and staff trying to keep pace with changes in demand, improvements in medicine and technology and increased expectations of the populations served. Nevertheless, it is recognised that the current hospital configuration is not sustainable. All of this is underpinned by the economic climate in which the NHS must operate.

Our intent is to restructure the provision of safe, high quality acute hospital services into the most efficient and effective configuration.

Over the past three years, patients, clinicians, managers and staff from across health and social care have contributed their time and expertise to the design of the programme and the care pathways within it. This has been underpinned by active and ongoing patient engagement and communication. We thank each of them for their contributions to the programme so far and to the development and assurance of this PCBC.

We will ensure that this programme is led in line with best practice throughout. We will follow the evidence base in concluding our decisions and engage widely with patients, the public and our stakeholders in this process.

David Evans
Chief Officer
Telford & Wrekin CCG

Dr Simon Freeman
Chief Officer
Shropshire CCG

5. THE STRATEGIC CONTEXT – SUSTAINABILITY AND TRANSFORMATION PLAN (STP)

The Future Fit Programme for the reconfiguration of acute hospital services forms one of four key transformational service redesign workstreams within Shropshire and Telford & Wrekin's Sustainability and Transformation Plan (STP). This section of the business case summarises the key points from the STP and provides the wider context within which the proposed reconfiguration of acute hospital services is now placed.

It is widely agreed that in order for the local NHS to continue to provide services for the future, changes need to be made now. The challenges faced are similar to those being experienced across the country:-

1. Demand continues to increase
2. Workforce does not have capacity to meet that demand
3. Costs of providing care are continuing to rise

In order to address the increasing financial challenges, changes are needed which take full advantage of recent rapid progress in treatments and technology. In order to meet the needs of the population, Shropshire needs to work as a single health economy, by working together for the benefits of the population.

Causes of poor health are numerous. Joined up care and a systematic approach to tackling issues head on is what is needed. Focusing on needs and delivery of services in "communities" where shared understanding and models for delivery are localised to meet need are shown to be the best way to reduce demand, gain efficiencies and provide a cohesive workforce. This is why the STP focuses on a more joined-up way of working, based on smaller areas called neighbourhoods to prevent ill health and promote the support that local communities already offer.

- **These neighbourhoods** will be used as the basis for providing health and care services for people who need professional help, but not hospital treatment. GPs, social care, community nurses, therapists and mental health workers will increasingly work together to provide a consistent range of services at a local level. These Neighbourhood Care Teams will be the first port of call for people with diabetes and other long-term conditions people who might otherwise have to go to hospital but who don't need emergency services; and people who have recently been discharged from hospital. They will be the link between clinical and community care. Whilst this business case does not set out the implementation of this community model in detail, it recognises the critical nature of getting it right in delivering the assumptions for the acute solutions.
- **For patients who do need hospital care**, as this document does set out in detail, the system proposes to create two centres of excellence, one specialising in emergency care and the other in routine surgery or planned care. Over 300 clinicians have been involved in developing the proposals for hospital services because they know what is best for their patients. The aim is to improve the outcome for patients by using consultants and other resources most effectively. One Emergency Centre will work closely with more local urgent care services. Most assessment, diagnosis and follow-up would be done closer to people's homes. Neighbourhood Care Teams will play an important role in this.

The STP Partnership believes that making these changes will deliver clinical improvements and better outcomes for all patients. Communities themselves would be able to support vulnerable people, with the professional backing of Neighbourhood Care Teams where required. Fewer people would need to go to hospital, and those who do would be discharged quicker.

5.1 STP VISION, MISSION AND VALUES

This STP has set out its vision, mission and values;

5.1.1 VISION

“To be the healthiest population on the planet”

5.1.2 MISSION

- Provide the safest care possible.
- Support independent living in older age.
- Be an employer of choice across the region.
- Embed social care, prevention, supported self-care and mental health in all that we do as a system.
- Make exceptional use of technology to improve access, communication, and care co-ordination across our delivery system.
- Make best use of all available resources and deliver value for every £ spent.

5.1.3 VALUES

- We will share information and resources across organisations in order to build **resilience and social capital across the county of Shropshire**. We will all promote prevention and supported self-care, using available technologies to enhance workforce, patients and citizen’s experience of interactions.
- We will work as a single system to deliver **coordinated and integrated care across the NHS, Social Care and the Voluntary Sector**.
- We will work together to develop a **sustainable workforce** that is fit for purpose, is supported by modern technology, and can deliver evidence-based care in new ways that suit user’s lifestyles and where they live.
- We will collectively understand available resources, capacity and capabilities to develop a transformed system of care with the appropriate workforce that is **high quality, financially sustainable**, efficient and delivers best practice (or above) all the time. As a system to use evidence from around the world to develop excellence in care and **pioneering services** through the use of high quality research and use of new technologies.

5.2 STP – PRIORITIES

The STP has set out four key priorities going forwards:

5.2.1 DEVELOP AND IMPLEMENT A MODEL FOR NEIGHBOURHOOD WORKING

- **Supporting individual communities to become more resilient** - The causes of poor health are rooted within our communities and as such the solutions need to be community-based. Enhancing the assets and skills of local people and organisations, we will capitalise on the power of this rich source of social support to build individual and community resilience.
- **Supporting people to stay healthy** - People will be supported to lead healthier lives, patients empowered through technology; and self-care promoted in order to reduce the demand and dependency on local public services. Lifestyle patterns are complex and often interlinked and a combination of unhealthy lifestyle choices increases people's risk exponentially. It is estimated that middle aged people with a combination of unhealthy lifestyles are 4 times more likely to die in their next decade than those leading healthier lifestyles.
- **Developing Neighbourhood Care Teams** - Preventing unplanned admissions to hospital and proactively supporting discharge from hospital are essential features of neighbourhood working. Professionals will provide a quicker response at times of crisis to assess and treat patients in their own homes and provide short term therapy support to ensure people remain as independent as possible. People with long term health conditions will be supported to live their life to their full potential. Health professionals and other local resources will work together to seek out those who would most benefit as well as ensuring that patients can understand and, as far as possible, manage their own condition.
- **The community bed review** - Neighbourhood working will require some access to locally provided beds for patients. At present these are provided through community hospitals, local authorities and care homes. As Neighbourhood working develops, the local provision of beds will be reviewed. The development and use of "virtual wards" will provide the vehicle for this initiative.

5.2.2 TO RE-EVALUATE HOSPITAL SERVICES

- **Acute reconfiguration Programme** - This programme is clearly well established and forms the purpose of this business case. The Future Fit model for acute hospital care describes an urgent care network, within which one central emergency centre works closely with two urban urgent care centres and a number of rural services where urgent care is provided on a locality basis. For planned care, a central diagnostics and treatment centre will provide 80% of planned surgery whilst the majority of assessment, diagnosis and follow up will be performed closer to peoples' homes
- **Understand our secondary care expenditure** - Shropshire appears to commission a high level of some treatments in comparison with the rest of England. Orthopaedic and musculo-skeletal (MSK) services is one such area. This service is organised across three hospital sites and through a number of therapy services. The MSK and orthopaedic review has been commissioned to ensure that the service is appropriate and as effective as possible. Other reviews will follow. In this business case it is assumed that there will be no change in acute providers and SATH will continue to deliver orthopaedics with most routine surgery at the planned care site with orthopaedic trauma delivered at the Emergency site.

5.2.3 CONTINUE TO DEVELOP OTHER SERVICES

- **Services for people with mental ill-health or a learning disability; services for children; and cancer services** are also developing rapidly. Mental health and Learning Disabilities are core to the development of Neighbourhood teams and will play a key role in the work of local teams. Psychiatric

liaison and other specialist services such as Perinatal psychiatry will play an important role in ensuring that admissions to the acute hospitals are minimised. The health and care community is committed to ensuring that these continue to provide high quality care and are developed within the same philosophy as other services.

5.2.4 MAKE BEST USE OF RESOURCES

- **Financial sustainability** - The health and care community faces very significant financial challenges over the next few years. These have to be addressed whilst safeguarding the quality of services.
- The two CCGs enter the 2017/18 financial year with a combined recurrent deficit of £13.6 m and the Trust commences the year with a recurrent deficit of £16.5m. The effect of taking forward the acute reconfiguration is to at least generate a balanced recurrent position for the Acute Trust and at the same time secure savings for the CCGs as part of the recovery plan of £17.275m. Judged on this basis it is evident that taking forward the OBC is significant in improving the financial sustainability of the Shropshire and Telford& Wrekin health system. Further information on the acute financial case is provided in section 12
- **Reducing duplication** - There is potential to further reduce costs without affecting service provision by rationalising organisations, back office functions and estate costs; and by greater exploitation of IM&T

5.3 BENEFITS TO PATIENTS

Achieving the changes described in the STP will deliver improvements in patient safety, clinical effectiveness and patient experience. In particular, changes to the configuration of hospitals will ensure that the concentration of resources dedicated to emergency care and planned surgery will improve clinical quality and enable constitutional standards for waiting times to be met.

The development of Neighbourhood working aims to change the emphasis in the relationship between the public and the NHS so that communities are able to support vulnerable people, with the professional backing of Neighbourhood Teams where required. Neighbourhood working also aims to ensure that many people will no longer need to go to hospital and that delays to hospital discharge will be minimised.

The unwarranted variations in clinical outcomes highlighted in the “Right Care” evidence packs indicates that there is a need to address the clinical effectiveness of the delivered pathways. The shared aim is to deliver consistently high standards of care and to learn from best practice elsewhere.

Working collectively to deliver evidence based care and reduce duplication will happen as a result of the workforce developments and transformed systems of care which release capacity to support deliver care in line with constitutional standards more consistently. Developing co-ordinated and integrated care across NHS, social care and the voluntary sector will address the quality concerns when patients experience unnecessary steps and delays in their journeys such as those measured through Delayed Transfer of Care data.

Continuing to listen and learn from patient feedback will be key to deliver the benefits that we set out. The development of a systematic approach to engaging and involving local people is an aim in the system 90 day plan. This will be both at large scale and formal in Future Fit consultation process, but also with wider engagement on the overall system plans.

5.4 WHERE THE FUTURE FIT PROGRAMME FITS IN THE STP

Currently we know that our inability to consistently meet NHS constitutional standards around A&E, cancer and 18 week referral to treatment times raises potential challenges to quality of care. Achieving the changes set out in the STP will deliver improvements in patient safety, clinical effectiveness and patient experience. In particular, changes to the configuration of acute hospitals will ensure that the resources dedicated to emergency care and planned surgery will be concentrated and focused to have the greatest impact on improving the clinical quality and reducing waiting times.

In addition, the development of Neighbourhood working aims to change the emphasis in the relationship between the public and the NHS so that communities are empowered to support each other, with the professional backing of Neighbourhood Teams where required. Neighbourhood working also aims to ensure that many people will no longer need to go to hospital and delays to hospital discharge are minimised.

The transition of the Future Fit Programme in governance terms into the wider STP plan is much welcomed as part of a whole system approach as it is recognised that the success of the reconfiguration of acute hospital services will be dependent on a robust and supportive community model of care. The activity and capacity modelling assumptions within the new acute configuration of hospital services are in part calculated on the premise that there will be a reduction in demand on acute services which will need to be supported through a redesign of the community model of delivery which will be achieved through the STP work.

6 THE FUTURE FIT MODEL OF CARE

The Future Fit Programme was established in 2013 as part of a system-wide multi-stakeholder service transformation programme. This section describes the origins of Future Fit and the clinically led process which delivered the clinical model for the system in 2014. It then describes the work to develop this model into sustainable and affordable delivery solutions for acute hospital services described in this PCBC.

6.1 CALL TO ACTION SURVEY 2013

The Clinical Design Workstream, established in November 2013, used the results from the Call to Action survey and subsequent engagement events to develop, agree and establish, via a multi-stakeholder Clinical Reference Group (CRG), an approach to ensure that the future of hospital and community services was considered within the context of a whole system plan. When considering the pattern of services provided in 2013, our local clinicians and many members of the public who responded to the Call to Action accepted that there was a case for making significant change to service provision.

Local clinicians, patients and members of the public who participated in the Call to Action recognised the real and pressing local service issues and challenges faced locally including:

- Changes within the medical workforce
- Staffing within the key acute services (A&E; Critical Care; Acute Medicine)
- Changes in the populations profile and patterns of illness
- Higher expectations
- Clinical standards and developments in medical technology
- Economic challenges
- Opportunity cost in quality of service
- Impact of accessing services
- The quality of the patient facilities and the Trust's estate

6.2 THE CASE FOR CHANGE

The Clinical Design Workstream 'Models of Care' Report 2014 (Appendix 1) described the health system challenges as being:

6.2.1 CHANGES IN THE POPULATION PROFILE

The welcome improvement in the life expectancy of older people experienced across the UK in recent years is particularly pronounced in Shropshire. The population over 65 has increased by 25% in just 10 years. This growth is forecast to continue over the next decade and more. As a result the pattern of demand for services has shifted, with greater need for the type of services that can support frail people, often with multiple long-term conditions, to continue to live with dignity and independence at home and in the community.

6.2.2 CHANGING PATTERNS OF ILLNESS

Long-term conditions are increasing due to changing lifestyles. This means health services need to move the emphasis away from services that support short-term, episodic illness and infections towards services that support earlier interventions to improve health and deliver sustained continuing support, again in the community with consistent support for self-management and care. The increase in the elderly population and the number of people living with long-term conditions coupled with the reduction in funding in the voluntary sector and Social Services results in an increased pressure on acute services such as A&E and acute medicine.

6.2.3 HIGHER EXPECTATIONS

Quite rightly, the population demands the highest quality of care and also a greater convenience of care, designed around the realities of their daily lives. For both reasons, there is a push nationally towards 7-day provision or extended hours of some services and both of these require a redesign of how health services work given the inevitability of resource constraints.

6.2.4 CLINICAL STANDARDS AND DEVELOPMENTS IN MEDICAL TECHNOLOGY

Increased specialisation in medical and other clinical training has brought with it significant advances as medical technology and capability have increased over the years. But it also brings challenges. It is no longer acceptable nor possible to staff services with generalists or juniors and the evidence shows, that for particularly serious conditions, to do so risks poorer outcomes. Staff are of course, aware of this. If they are working in services that, for whatever reason, cannot meet accepted professional standards, morale falls and staff may seek to move somewhere that can offer these standards. It is also far more difficult to attract new staff to work in such a service. Clinicians are a scarce and valuable resource. Every effort must be made to seek to deploy them to greatest effect.

6.2.5 ECONOMIC CHALLENGES

The NHS budget has grown year on year for the first 60 years of its life. In one decade across the turn of the 21st century its budget doubled in real terms however, the UK economy is now in a different place. The NHS will at best have a static budget going forward and yet the rising costs of services, energy and supplies along with innovations and technological breakthroughs that require more investment mean that without changing the basic pattern of services, costs will rapidly outstrip available resources and services will face the chaos that always arises from deficit crises.

It is estimated that without radical changes to the way the system works, the NHS will become unsustainable with huge financial pressures and debts. Current trends in funding and demand will create a gap which projections suggest could grow to £30 billion a year by 2021 if nothing is done to address it.

Locally the Shropshire health economy is challenged and has a history of deferring the resolution of structural issues. This has resulted in short-term or one-off fixes rather than making difficult decisions in order to reach sustainable long-term solutions. As a result significant change to provide services that are clinically and financially sustainable is required through innovative solutions.

6.2.6 OPPORTUNITY COSTS IN QUALITY OF SERVICE

In Shropshire and Telford and Wrekin the inherited pattern of services, especially hospital services, across multiple sites means that services are struggling to avoid fragmentation and are incurring additional costs of duplication and additional pressures in funding. The clinical and financial sustainability of acute hospital services has been a concern for more than a decade. Shropshire has a large enough population to support a full range of acute general hospital services, but splitting these services over two sites in their current configuration is increasingly difficult to maintain without compromising the quality and safety of services.

6.2.7 IMPACT ON ACCESSING SERVICES

In Shropshire, Telford and Wrekin there are distinctive populations. Particular factors include a responsibility for meeting the health needs of sparsely populated rural areas in the county, and that services provided in our geography can also be essential to people in parts of Wales. Improved and timely access to services is a very real issue and one which the public sees as a high priority. A network of provision already exists across Community Hospitals that can be part of the redesign of services to increase local care.

6.3 SYSTEM PRINCIPLES AND WORKING PRACTICES

The following principles and practices emerged from the clinical design work across all areas of care and specialties in 2014 as being necessary and fundamental components of an efficient, safe resilient and integrated health and social care system. These principles continue to be reflected in 2016/2017 through the work of the STP partners

6.3.1 HOME IS NORMAL

Health and social care is currently 'bed based' and risk averse and, although people prefer to remain in their own home whenever possible, they are often cared for at 'levels of care' which are higher than required to meet their needs. Not only is this not what most people want, it is also resource inefficient and increases the risk of health care induced harm. People who are frail have worse outcomes if they are admitted to hospital for more than 3 days.

Patients cared for at home remain connected to their family and carers. Community support remains continuous and the patient is less likely to 'decompensate' by being cared for in a bed based acute environment which is also much more stressful. Individualised care can be delivered more easily by community teams. The potentially difficult and harmful transitions from home to hospital and back again are removed. Performing an accurate and holistic assessment of needs is much more difficult when a patient is not in their usual living environment.

'Home is normal' describes the principle of matching people's needs with the correct level of care, preferably without changing their care setting. Home will not be the right place to care for everyone who is ill. Some of course require high levels of care in an acute hospital bed, but other alternatives must be provided which offer a 'medium' level of care.

6.3.2 EMPOWERED PATIENTS, CLINICIANS AND COMMUNITIES

Patients want to be empowered so they can remain autonomous and independent, even when they are ill.

Clinicians want to be empowered to do the job they were trained to do, and not spend too much of their time trying to navigate a poorly designed and inefficient system on behalf of their patients.

Communities want to be empowered so that citizens can help each other to live 'a life well lived' in an environment that minimises isolation, vulnerability and inequality.

6.3.3 SUSTAINABILITY

- Financial sustainability - For the purposes of the clinical design process, it was assumed that there will be no increase in overall budgets over the next 10-20 years and that in the face of an increase in population care needs and life expectancy, in real terms there will be a reduction in investment. Financial austerity is one of the key drivers for radical change and is identified clearly as such as part of the case for change in this Programme. Activity and capacity modelling work completed in 2014 demonstrated that simply continuing 'doing what we do' but with greater efficiency is not sustainable.
- Workforce sustainability – Local clinicians expressed some strong views about potential components of a sustainable solution to the current and impending workforce crisis including:-
 - Consolidate some services to make posts more attractive by improving the quality of work
 - Develop novel roles to fill gaps created by recruitment issues and new models of care
 - Prototype and implement rotating (and split) posts through different care settings
 - More effective succession planning and better role development and continuous professional development

- Service sustainability – New models of care, workforce and commissioning must reflect whole patient journeys and providers will need to adapt, integrate and collaborate to accommodate this whole system planning. Consolidation of some services will improve service sustainability whilst at the same time provide multiple clinical benefits.

Designing a ‘needs led service’, in which patient access to care is dependent on the level of care they require, also carries multiple benefits and ensures a more sustainable service. Quality, safety and achieving the best outcomes will come before choice. Services will be rationalised so they are more consistent in their quality and the services they offer.

6.3.4 INTEGRATED CARE

Integrated care is the means by which continuity of care is delivered across time and care settings. Integration is a means to an end, and is best regarded as a tool to deliver services which are designed around patient need and which improve clinical outcomes.

Effective integrated care that improves the co-ordination, collaboration and consistency of care must be designed and delivered at multiple levels. Whilst one of these levels is the strategic placement of integrated teams to deliver holistic and intensive input when required, at a more basic level integrated care requires effective networking and communication across the whole system. Integrated care records are a necessary precondition to achieve this and their development needs to be given the highest priority.

Integrated care also requires smooth transitions between different levels of care and between organisations providing that care. Providers need to define and plan their transitions as carefully as they do their core service. The clinical workforce needs to ‘follow the patient’ across organisational boundaries.

6.3.5 PARTNERSHIP CARE

Patients often experience their care as fragmented; they find themselves having to tell their story repeatedly to different professionals involved in their care, who then perform multiple assessments on them about the same problem. There is a strong clinical consensus that the success of the new models in improving patients and clinicians experience of care depends on moving from a ‘referral based model’ to a ‘partnership based model’ across all care settings. The essence of partnership care is to facilitate direct communication between clinicians caring for the same patient.

Partnership care redefines the roles of generalists and specialists, with generalists (based mainly in the community and including GPs and community care clinicians) responsible for maintaining co-ordination and continuity of care, performing initial assessments and accessing specialist support when required. Specialists will continue to carry responsibility for continuity of care for the most complex cases and for most children with long term conditions.

Successful partnership care will require a high level of trust between partners. Currently there is a perception amongst consultants that offering advice and guidance without seeing the patient carries a level of risk that many are unwilling to take. The process of building trust will be helped through good governance and reliable routes of communication. The principle of a ‘named responsible clinician’ will also enable partnership care.

6.3.6 INFORMATION TECHNOLOGY (IT)

Developments in informatics in 2014 were described as being necessary and fundamental components of an efficient, safe resilient and integrated health and social care system. IT solutions will change working practices in 2 ways; firstly by improving communication and information flow across the whole system, and secondly through the use of assistive technology at individual patient level. The work set out within the Local Digital Road Map (Appendix 28) since the development of the high level clinical model in 2014, builds on this and restates 4 key priorities that will support delivery of the model set out in this business case:

- Paper-free at the point-of-care (by 2020)
- Digitally-enabled self-care
- Real-time analytics at the point of care
- Whole system intelligence to support population health management and effective commissioning, clinical surveillance and research

By 2020 it states that we will have an integrated care record across our economy; patients as co-authors of their record, contributing and interacting with their record, approving access, booking appointments, ordering repeat prescriptions; data sharing agreements in place to enable our vision of a paperless NHS at the point of care; and tele health delivered at scale

The Models of Care report 2014 (Appendix 1) described the proposed Models of Care for the 3 main areas of health care delivery and it is within this Model of Care report that the proposals for one emergency care site and one planned care site was first described:

- Acute and episodic care
- Long term conditions and/or frailty
- Planned care

6.4.1 ACUTE AND EPISODIC CARE

“A single, fully equipped and staffed Emergency Centre (EC), as part of a high acuity unit, with consolidated technical and professional resource to deliver high quality emergency medical care 24 hours 7 days a week. The EC would serve as a trauma unit with a co-located critical care unit. Other adjacencies include facilities for ambulatory care and assessment units with full and immediate access to radiology and pathology diagnostic facilities, blood bank and pharmacy. Access would be via 999 ambulance or co-located urgent care centre with an equivalent UCC on the planned and diagnostic hospital site”.

Clinical Workstream Models of Care Report 2014

This was set within the context of a system of tiered and networked urgent and emergency care services including rural urgent care delivery solutions.

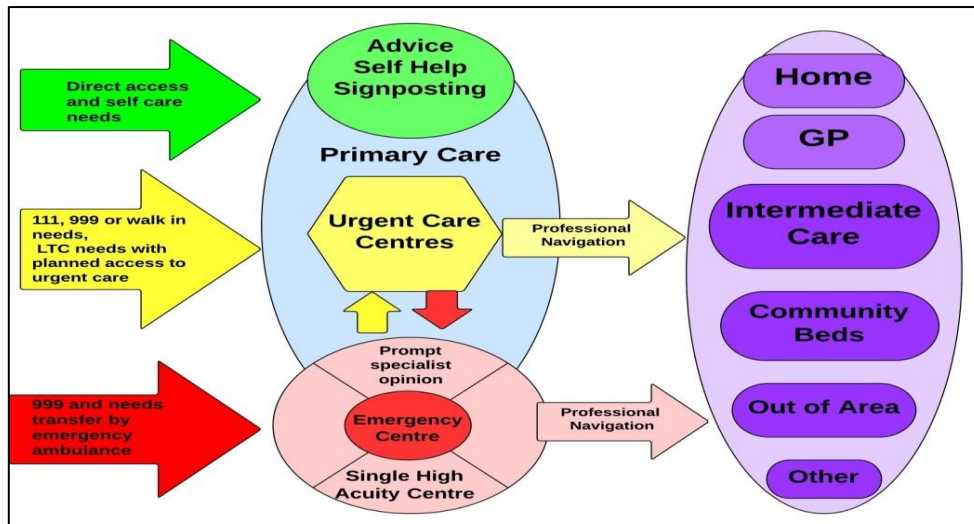


Figure2: Diagram of acute and episodic care model 2014

6.4.2 PLANNED CARE

A single Planned Care Site which operates independently from the emergency centre (EC) and high acuity unit would consolidate resources in terms of workforce, equipment and finance. It would allow efficient and uninterrupted workflow over seven days.

The greater 'critical mass' of a single Planned Care Site will improve quality and outcomes, help to conserve specialist services within the area and offer the potential to repatriate some services currently located 'out of county'.

80 percent of all planned surgery can be performed on the Planned Care Site; the remaining 20 percent is complex surgery, requiring co-location with an intensive care unit (ICU) and therefore will need to be performed in the high acuity unit.

Clinical Workstream Models of Care Report 2014

The Models of Care Report 2014 further describes the strong clinical and economic argument for all planned orthopaedic surgery to be consolidated onto one site.

6.4.3 RURAL URGENT CARE

The Model of Care 2014 for one Emergency Centre acknowledged the need to provide supporting solutions for rural urgent care. The original Future Fit Model of Care described having a number of rural Urgent Care Centres (UCC) and locating these at each of the existing community hospitals and Minor Injury Unit (MIU) sites with an assumption that there would be a single consistent model applied across the county.

However, concerns were raised about the clinical and financial viability of such centres and the potential for them to have a detrimental impact on existing rural primary care services.

In response, the programme model for rural urgent care moved away from a focus on examining existing facilities or infrastructure and specifically evaluating in isolation, the location for rural urgent care centres. Instead they looked at enhancing and developing more integrated local urgent care solutions that will address patient's needs and allow care to be provided in the most appropriate setting, as close to home as possible.

The Programme Board therefore agreed to progress the rural urgent care offer and corresponding local models of delivery through the STP Neighbourhood Workstreams, further details of which can be found in Section 11 of this document. The future model will also be informed by the outcome of the Shropshire CCG review of Minor Injury Units, DAART (Diagnosis, Assessment and Referral to Treatment) and Community Hospital beds.

DRAFT

7 THE FUTURE FIT PROGRAMME PLAN AND TIMELINE

This section sets out the high level programme Plan and progress against to date. The Future Fit Programme has been established since 2013 and has already completed a number of significant phases. Although the original remit of the programme was to focus on acute and community hospitals, in 2015 it was agreed that the primary focus of the Programme going forward would be on the acute hospitals reconfiguration.

PHASE	Key Deliverables	Status
<ul style="list-style-type: none"> Phase 1 (October 2013 - January 2014) 	<ul style="list-style-type: none"> Programme Set-up Determining the High-Level Clinical Model 	Complete
<ul style="list-style-type: none"> Phase 2 (February 2014 - August 2014) 	<ul style="list-style-type: none"> Determining the Overall Model of Clinical Services Identification and quantification of the levels of activity in each part of the Model Determining the Feasibility of a Single Emergency Centre Public Engagement on the Model of Care and Provisional Long-list & Benefit Criteria 	Complete
<ul style="list-style-type: none"> Phase 3 (August 2014 - September 2016) 	<ul style="list-style-type: none"> Identification of options and option appraisal Preparation of Strategic Outline Case(s) 	Complete
<ul style="list-style-type: none"> Phase 4 (October 2016 – February 2018) 	<ul style="list-style-type: none"> Identification and approval of Preferred Option Preparation for Public Consultation including submission of Pre-Consultation Business Case and NHSE Formal Assurance Public Consultation on preferred option(s) Preparation of Outline Business Case(s) and Decision Making Business Case 	Active stage of the work programme
<ul style="list-style-type: none"> Phase 5 (To be determined) 	<ul style="list-style-type: none"> Full Business Case(s) 	
<ul style="list-style-type: none"> Phase 6 (To be determined) 	<ul style="list-style-type: none"> Capital Infrastructure work Full Implementation 	
<ul style="list-style-type: none"> Phase 7 (To be determined) 	<ul style="list-style-type: none"> Post Programme Evaluation 	

Table 2: Phases of the programme and the current timeline

The design phase, involving patients, clinicians, managers and staff from across the health and social care organisations supporting Future Fit has been completed, and the strategic direction as outlined in a Strategic Outline Case (SOC)(Appendix 3) has been approved by the CCG Boards. This was acknowledged by the healthcare regulators (NHS England and Trust Development Authority (TDA), and pre-consultation public engagement confirmed public support for the strategic direction.

An initial list of more than forty scenarios was refined into a long list of thirteen, from which a shortlist of six options with two obstetric variants was identified. Following more detailed work on each option/variant, the Programme Board concluded that those involving any 'new site' component should be excluded from further consideration on the grounds of being unaffordable.

Section 11 describes in detail the approach taken to option development and appraisal. The final 4 shortlisted options are summarised below:

	Princess Royal Hospital	Royal Shrewsbury Hospital
A	No change	No change
B	EC – UCC – LPC – W&C	PC – UCC – LPC
C1	PC – UCC – LPC	EC – UCC – LPC – W&C
C2	PC – UCC – LPC – W&C	EC – UCC – LPC
	EC – Emergency Centre UCC – Urgent Care Centre W&C – Women & Children’s Services	PC – Planned Care Site LPC – Local Planned Care

Figure 3: Final 4 Shortlist Options

The decision was taken by the Programme Board in November 2016 in response to the findings of 2 independent clinical reviews that Option C2 (Women and Children’s Services separate from the Emergency site) was not clinically viable and therefore should be removed from the options list for public consultation.

In August 2017 the Joint Committee approved two options, option B and C1 which were deemed to be clinically and financially deliverable with the preferred option being C1.

The Future Fit Programme has reached the stage where now it wishes to formally consult the public of Shropshire, Telford & Wrekin and mid Wales on the specific proposed changes to acute hospital service and its preferred option.

The key milestones within Phase 4 of the Programme Plan are set out below:

Milestone	Timeline for completion
West Midlands Clinical Senate conduct Stage 2 review	17 – 31 Oct 2016
Shropshire and Telford & Wrekin CCG Boards receive draft PCBC including draft Consultation Plan	8 and 9 Nov 2016
West Midlands Clinical Senate Review Stage 2 Draft Report received	21 Nov 2016
Gateway Review	28 Nov –30 Nov 2016
Programme Board receive Option Appraisal Outcome and made recommendation to Joint Committee for preferred option	30 Nov 2016
SaTH Trust Board approval OBC	1 Dec 2016
SaTH submit OBC to NHSI for approval	5 Dec 2016
West Midlands Clinical Senate Review Stage 2 final Report received	5 Dec 2016
CCG Board Joint Decision Making Committee split decision and referred back to Programme Board	12 Dec 2016
Independent review of Option appraisal and W&C IIA supplementary work commissioned by CCGs	January 2017

Review of terms of Reference of the Joint Committee to include independent Chair and clinicians	February 2017
Independent Review of Options Appraisal process report received	31 July 2017
Supplementary Women and Children's Impact Assessment Report received	31 July 2017
Programme Board receive the above 2 supplementary pieces of work and review the recommendations to the Joint Committee made in 2016	31 July 2017
CCG Board Joint Decision Making Committee to approve Preferred Option(s)	10 Aug 2017
CCG Boards receive the draft Pre Consultation Business Case	15/16 Aug 2017
NHSE strategic sense check Assurance Panel	30 Aug 2017
CCG Boards receive the draft Pre Consultation Business Case for approval	12/13 Sept 2017
NHSE stage 2 assurance panel	2 nd October 2017
Shropshire/Telford & Wrekin CCG formal public consultation period	(To be confirmed) Oct – Dec 2017
NHSI OBC approval period	5 Dec 16 – 31 May 17
Consultation findings and recommendations report received by CCGs	Feb/March 2018
Decision making business case for approval	February / March 2018
FBC	Autumn 2018 TBC

Table 3: Key Milestones within phase four of the programme plan

8 ACUTE HOSPITALS RECONFIGURATION OF SERVICES

8.1 INTRODUCTION

This section sets out the service challenge facing our local acute hospitals requires the identification of the optimum solution by balancing:-

- The case of change
- Facilities and scheduling of accommodation
- The clinical adjacencies essential for patients to access safe and high quality care;
- The workforce solutions that would ensure safety and sustainability in the medium and longer term;
- IT Solutions that enable this change

8.2 EXISTING ACUTE CONFIGURATION OF SERVICES

The Shrewsbury and Telford Hospital NHS Trust is the main provider of district general hospital services for half a million people living in Shropshire, Telford & Wrekin and Mid Wales.

The majority of the Trust's services are provided at the Princess Royal Hospital (PRH) in Telford and the Royal Shrewsbury Hospital (RSH) in Shrewsbury; providing 99% of Trust activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, day cases, diagnostics, inpatient medicine and critical care.

Services	PRH	RSH
A&E	✓	✓
Outpatients	✓	✓
Diagnostics	✓	✓
Inpatient Medical Care	✓	✓
Critical Care	✓	✓
Inpatient head & neck surgery	✓	
Inpatient acute and elective surgery		✓
Surgical Assessment Unit		✓
Ambulatory Care	✓	✓
Inpatient women & children	✓	
Outpatient children	✓	✓
Children's Assessment Unit	✓	✓
Inpatient Oncology Care		✓
Midwife-led maternity services	✓	✓
Day case surgery and procedures	✓	✓
Elective Orthopaedics	✓	*✓
Orthopaedic Trauma	✓	✓
Breast Surgery	✓	

Table 4: Services delivered at RSH & PRH

*RSH activity is provided by Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust
Following recent service reconfigurations, inpatient adult surgery (excluding breast) is provided at RSH, with women and children's services (consultant-led obstetrics, neonatology, inpatient and day case paediatrics and inpatient women's services), head and neck and acute stroke care being provided at PRH. In line with many organisations where the delivery of services is across multiple sites, the Acute Trust is challenged with duplicate costs and inefficiencies inherent in many service structures.

Alongside services at PRH and RSH, the Acute Trust provides community and outreach services including:

- Consultant-led outreach clinics (held in Community Hospitals and the Wrekin Community Clinic at Euston House, Telford)
- Midwife-led units at Ludlow, Bridgnorth Community Hospital and RJAH in Oswestry
- Renal dialysis outreach services at Ludlow Hospital
- Community services including midwifery, audiology and therapies

During 2015/16 Shrewsbury and Telford Hospitals NHS Trust saw:

- 49,284 elective and day case spells (3.9% increase on 2014/15)
- 49,229 non-elective inpatient spells (4.4% increase on 2014/15)
- 7,698 maternity and transfer spells (7.7% increase on 2014/15)
- 412,387 outpatient appointments (2.6% increase on 2014/15)
- 107,946 accident and emergency attendances (this does not include RSH Urgent Care activity of 13,151)

8.3 CONFIGURATION OF WIDER RELATED HEALTH SERVICES

- The **Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust** (RJAH) is a leading orthopaedic centre of excellence, providing a comprehensive range of musculoskeletal surgical, medical and rehabilitation services both locally, regionally and nationally. The organisation is a single site hospital based in Oswestry, Shropshire, close to the border with Wales and serves both England and Wales, acting as a national healthcare provider.
- **Shropshire Community Health NHS Trust** (SCHT) provides community health services to people across Shropshire, Telford and Wrekin. These services include Minor Injury Units, community nursing, health visiting, school nursing, podiatry, physiotherapy, occupational therapy, and support to patients with diabetes, respiratory conditions and other long-term health problems. In addition, they provide a range of children's services, including specialist child and adolescent mental health services. Shropshire's four Community Hospitals have a total of 113 beds for those who do not need acute hospital care or have been transferred from an acute hospital for rehabilitation or recovery following an operation or who need palliative care.

In 2016, SCHT Board reached the view that the Trust and its services needed to become part of a larger organisational model offering the investment and infrastructure for community services to thrive and develop strongly. The Trust's regulator NHS Improvement (NHSI) supports that view. This decision means that the Trust is now progressing a review of options for the future organisational form of its services.

- **South Staffordshire and Shropshire Healthcare NHS Foundation Trust** (SSSFT) - provides mental health, learning disability and specialist children's services across South Staffordshire and mental health and

learning disability services in Shropshire, Telford & Wrekin and Powys. They also provide some services on a wider regional or national basis.

8.4 ACUTE HOSPITAL SERVICES – THE CASE FOR CHANGE

The Acute Trust's Strategic Outline Case 2016 (SOC) (Appendix 3) which was approved by both CCG Boards in 2016 describes in more detail the specific challenges and issues faced by local acute hospital services, as follows:

8.4.1 MEDICAL WORKFORCE CHALLENGES

Running duplicate services on two sites presents many workforce challenges and can result in a poor employee experience for some of the Trust's medical teams. This compounds an already challenging recruitment environment and leads to difficulty in recruiting the right substantive workforce. The Trust's reliance on temporary staffing increases the fragility of certain specialities.

The current service configuration and the requirement for consultants and other specialist staff to cover both hospital sites can at times limit their ability to provide senior patient reviews. In addition, the Acute Trust is unable to achieve "Royal College standards" in many areas. With the current configuration, it will prove extremely difficult to achieve adequate staffing levels to provide 7-day working across both sites. Furthermore, because teams are spread so thinly services are vulnerable to unexpected absences and the non-availability of staff.

8.4.2 EMERGENCY DEPARTMENT STAFFING

The Acute Trust does not currently meet staffing levels recommended by the College of Emergency Medicine across all medical roles including Consultant, Middle and Training grades. Research demonstrates that a greater consultant presence in A&E reduces admissions, reduces inappropriate discharges, improves clinical outcomes and reduces risk to patients.

With this minimal workforce and the impact of unforeseen short-term staff absences, A&E staff are finding it increasingly difficult to cope with the increased numbers of attendances, the nature of the patients presenting and increasing numbers of attendances out-of-hours. The Trust is regularly hampered in its ability to provide rapid senior review to patients and this is causing significant numbers of breaches of the 4 hour A&E target at such times. These pressures in A&E; the growing age and acuity of those patients presenting, and the continued bed capacity deficit which routinely prevents timely patient flow, combine to significantly elevate risks in both the immediate term and for the foreseeable future.

8.4.3 CRITICAL CARE STAFFING

In Critical Care, the Trust's staffing levels are again below the recommended standards. The core standards require:

Care must be led by a consultant in Intensive Care Medicine

Consultant work patterns must deliver continuity of care

In general, the consultant/patient ratio must not fall below a range between 1:8 to 1:15 and the ICU resident/patient ratio should not fall below 1:8

A consultant in Intensive Care Medicine must be immediately available 24/7, be able to attend within 30 minutes and must undertake twice daily ward rounds

Consultant intensivist led multi-disciplinary clinical ward rounds within Critical Care must occur every day (including weekends and national bank holidays)

Critical Care is covered with a mix of general anaesthetists and the small number of Intensivists available, but consultant presence is still well below recommended levels. Shrewsbury and Telford Hospitals NHS Trust is one of a very few NHS trusts nationally that have not been able to split its Anaesthetics and Critical Care rotas on both sites. The ability to recruit to posts has been successful on the split rota site.

The Anaesthetic and Critical Care team face daily challenges, in particular on call, during which the on call consultant could be required in up to four different places at once. The second on call rota is extremely challenging to cover and often relies on paying higher cost temporary staff or 'acting down' of consultant grades. This can have a negative affect both the quality and financial agendas.

The Acute Trust has continuously attempted to recruit additional Intensivists; however potential candidates consider the absence of formal split rotas and very onerous on-call arrangements deeply unattractive. The workforce challenges mean that the service and the team are highly vulnerable to further vacancies or unexpected absences.

8.4.4 ACUTE MEDICINE

In 2004, the Royal College of Physicians recommended that there should be a minimum of 3 acute physicians per hospital by 2008. In the 2012 Acute Care Toolkit, it is recommended that hospitals have at least 1.5 WTE acute physicians available for 12 hours per day for an Acute Medical Unit (with exact numbers based on the anticipated number of patient contacts during the core hours of service).

*'Involvement of a minimum of 10 consultants in the weekend rota should ensure a sustainable frequency of weekend working, even if the weekend working arrangements are shared between two consultants. For smaller units, it may be possible to operate a rota with fewer than 10 consultants if there is a comprehensive arrangement in place to provide days off in lieu.'*¹

The Acute Trust does not meet the recommended staffing levels; this again limits the ability to provide the levels of senior review needed to ensure timely patient assessment and treatment, and move towards more 7 day working.

8.4.5 NON-MEDICAL CHALLENGES

The Acute Trust continues to experience recruitment difficulties across a number of non-medical professions such as nursing, operating department practitioners, diagnostic radiographers, domestics and healthcare scientists. These staff groups have historically experienced recruitment challenges in attaining establishment levels, and this has only been compounded by the recent national demand for such roles. Supply and demand data from Heath Education West Midlands suggests that this will not be improved in the short and medium term.

Duplication of services on both sites reduces the ability to support favourable on call rotas which would improve employee experience and the ability for the Acute Trust to be an employer of choice and improve recruitment. In addition there is limited scope to provide cost effective and efficient 7 day working. Currently it is difficult to support the development of advancing and extending practice for non-medical staff as the ability of medical colleagues to mentor, support and clinically sign off training logs is compromised by the need for them to partake in intensive rotas.

8.4.6 ESTATE CONDITION

Patient care services are primarily delivered from the two main hospital sites in Shrewsbury and Telford. The buildings on the Royal Shrewsbury Hospital (RSH) site comprise several separate developments, ranging in age from 1966 to the current day:

- The Maternity and Paediatric development at the south of the site adjacent to the main entrance roadway was built in 1967
- The central development of Wards, Outpatients, A&E, Imaging and Support services, which forms the main spine of the site and came into use between 1976 to 1978
- The Cobalt Unit that includes Linear accelerators and Oncology services dating from 1982
- The Renal Unit at the north of the site, which was built in 1991 and extended in 2003
- The Treatment Centre opened in 2005 also at the north end of the site
- Medical and nursing educational facilities in the north east corner of the site, built in 2002
- Residential accommodation in the south west corner of the site, built in 1974 and extended in 1982
- Rooftops accommodation in replacement of some of the old residential accommodation in the south west corner of the site, completed in phases from August 2009 to December 2010
- The Boiler House and Estate Department in the north-west corner of the site, built in 1966 and 1977 respectively
- The new and extended Cancer Centre opened in 2013

The buildings on the Princess Royal Hospital (PRH) site essentially comprise a 2 storey nucleus hospital opened in 1988 with some additions, as follows:

- Extension in 1999 to provide a purpose designed Rehabilitation Unit
- The Management Suite was refurbished in 2013 to create a 28 bed inpatient short stay medical ward
- A new Women's and Children's Centre was opened in 2014
- Staff residential blocks and a small private outpatient clinic in the south east corner of the site built in 1989
- A number of underutilised residential blocks were refurbished in 2013 to provide office accommodation

The condition of the Acute Trust's existing estate at RSH and PRH was recorded in detailed '6 Facet' estates surveys undertaken in 2015/16, which showed that significant amounts of the existing Trust estate did not achieve 'condition B' (satisfactory standard); and a substantial number of areas were 'condition D' (life expired/unacceptable), particularly at RSH (Table 5 & 6 below). The projected cost of the current level of backlog maintenance is £103.9m within the next 5 years, plus £69.3m of functional suitability backlog.

RSH	Ratings and % of Total GIA				
	A	B	B/C	C	D
Estates Facet (%)					
Physical Condition (%)	17	14	0	29	40
Statutory Compliance (%)	2	27	0	23	48
Quality - Environmental (%)	0	0	0	100	0
Quality - Amenity (%)	13	21	0	36	30

Table 5: Condition of Estates at RSH

PRH	Ratings and % of Total GIA				
	A	B	B/C	C	D
Estates Facet (%)					
Physical Condition (%)	4	64	9	23	0
Statutory Compliance (%)	0	99	0	1	0
Quality - Environmental (%)	0	100	0	0	0
Quality - Amenity (%)	0	86	0	14	0

Table 6: Condition of Estates at PRH

Note: Women and Children’s Centre, PRH – The definitions of NHS ESTATECODE survey criteria stipulate Condition A is only awarded to a brand new building that displays no wear and tear. Generally any estate over 12 months and not in its first year of use is highly unlikely to achieve category A. This is also reflected in the proposed Acute Trust Estates Strategy as any refurbishment work associated with these proposals will be carried out to Condition B standard as it cannot achieve category A.

8.5 ACUTE HOSPITAL SERVICES – THE PROPOSED MODEL OF CARE

From its inception in the Call to Action 2013, to developing the Acute Trust’s Outline Business Case 2016, the design of the proposed model of care for acute hospital services and its associated delivery solution options has been clinically-led.

A set of delivery solution options were developed in 2015, however, following a formal options appraisal in 2015 (Appendix 6) it was determined that the proposed solutions were unaffordable for the local health system and as a result the Acute Trust were asked to lead on developing potential delivery solutions which were financially sustainable. The delivery solutions were developed through the Acute Trust’s Sustainable Services Programme (SSP).

The 2015 delivery solutions described a ‘hot/cold’ site model with the majority of activity and beds focused on the ‘hot’ site which would host the one Emergency Centre. However, revisiting the proposals in terms of affordability led to a revised delivery solution which describes a more balanced-site or ‘hot/warm’ care model and this is the model contained in the SOC approved by both CCG Boards earlier this year with certain caveats. There are caveats set out at section 2.5.4 of this document.

The Trust’s SSP has ensured that the clinical model delivery solution within the SOC is consistent with the acute components of the agreed Future Fit model of care 2014 which are:

- One Emergency Centre comprising:
 - one Emergency Department
 - one Critical Care Unit
- One Planned Care Centre
- Two Urban Urgent Care Centres
- Local Planned Care (outpatients, diagnostics) on both hospital sites

In designing the clinical model described in the SOC, the following key objectives also had to be met:

- Align to the Future Fit activity assumptions;
- Address the Trust’s workforce challenges within emergency and critical care services;
- Be deliverable;

- Be affordable to the Acute Trust and to the local health system.

This led to the development of a proposal which would improve services for patients while also tackling the service and workforce challenges facing the Acute Trust and which would lead to:

- Better clinical outcomes with reduced morbidity and mortality;
- Bringing specialists together treating a higher volume of critical cases to maintain and grow skills;
- A greater degree of consultant-delivered decision-making and care;
- Improved clinical adjacencies through focused redesign;
- Improved access to multi-disciplinary teams;
- Delivery of care in an environment suitable for specialist care;
- Improved recruitment and retention of specialist's medical and nursing professionals.

And a balanced-site care model whereby patients would:

- Receive acute medical care within the Emergency Site
- Benefit from planned care with defined separation from emergency care pathways;
- Benefit from improved pathways between primary and secondary care providers.

Following on from this, more detailed discussions with the wider Acute Trust clinical body and subsequently through the Clinical Design Work stream of Future Fit three key issues were raised:

1. Acute and unplanned medical patients being admitted directly to the non-emergency site (the 'warm' site – the Emergency Site being the 'hot' site):
 - The health system's ability to deliver truly integrated and shared care pathways so that the right patients go to the right site at the right time;
 - The need to maintain sustainability of acute medicine by having Ambulatory Emergency Care on both sites;
 - The ability to recruit clinical staff to work on the 'warm' site.
2. The resultant need to provide 'critical care cover' across two sites, though many clinicians felt that this could be achieved with new roles and new ways of working. Related to this, concern was expressed at then potential number of patients that may need to be transferred to the Emergency Site for critical care.
3. The safety and sustainability of any option whereby Women and Children's services are located apart from the Emergency Centre and Critical Care.

As a result the Trust's senior clinical leaders requested that further work be undertaken to:

- Enable acute and unplanned medical patients to be admitted to the Emergency Site only;
- Deliver Acute Medicine at the Emergency Site only;
- Reduce the number of patients on the Planned Care Site who may need critical care intervention and/or transfer to the Emergency Site for their critical care needs;
- Enable the transfer of patients from the Emergency Site to the Planned Care Site after 72 hours (if clinically appropriate) for their on-going care and treatment. This model is supported in the findings of an audit carried out in August 2016 on acute medical patients.

Consequently, it was proposed that there would be a single site for unplanned admissions which provides improved patient safety and supports the emergency medicine workforce challenges. These proposed changes to the delivery model were debated and discussed at the Clinical Design Work stream and CRG Work streams within Future Fit.

Below is a more detailed description of the core components of the proposed model of care on which commissioners are seeking to consult the public.

8.5.1 URGENT CARE

There will be an Urgent Care Centre (UCC) on each site open 24 hours a day 7 days a week providing accident for those patients that have an injury or illness that is urgent and cannot be treated by primary care services. It is anticipated that approximately 60% of the patients that go to the current A&Es could carry on going to their nearest hospital to receive the urgent care they need under this proposed new configuration of services.

Where the Urgent Care Centre is co-located alongside the Emergency Department it will be accessed through a single front door, though patient flows will be managed separately from the ED (ie there will be a separate ambulance entrance for the ED). Patients will access the service on both sites as a 'walk-in' or via ambulance if it is considered by paramedic staff to be clinically appropriate. There will be dedicated facilities for children to ensure that they wait and are treated away from adult areas.

The UCCs will be staffed by a multi-disciplinary team to include GPs, Advanced Clinical Practitioners (ACPs) and nurses, specifically trained in the delivery of accident and urgent care for adults and children. Staff on both sites will work closely with the team at the Emergency Department and will ensure patients receive the care they need without delay. Where the ED is not co-located, telehealth links will support the patients prompt diagnosis and treatment.

The UCCs will be open 24 hours a day, 7 days a week. Examples of the type of presenting conditions the Urgent Care Centres will manage include:

- Injuries from tumbles, falls or sport where there is reduced movement or pain from a single limb or joint. This will include patients who have undisplaced closed fractures of the distal part of single limbs/dislocation of fingers and toes;
- Cuts and scrapes that cannot be managed with a simple plaster, or where the edges of the cut are wide apart (usually greater than 3 inches and ¼ inch deep);
- Mild asthma in previously diagnosed asthmatics, such as breathing difficulties in the absence of airway complication where the patient can speak in short sentences;
- Ear, nose and throat problems, such as a persistent nose bleed, sore ear or throat which is rapidly getting worse and cannot wait for the GP;
- Foreign object stuck up nose that IS NOT obstructing the patient's airway;
- Scalds or burns that involve part of a single limb where the skin is red and painful;
- Bites and stings where there is more than expected swelling but there is no swelling in the mouth, tongue or difficulty breathing.

In relation to the service offer of the Urgent Care Centre on the Planned Care site, the following clinical model has been agreed:-

- Children who would normally be observed within primary care or at home, to determine whether they need further treatment or not, could be managed within the service on the Planned Care Site if the team feel competent to do so;
- Children needing further assessment or treatment from the paediatric team however, would need to be transferred to the Emergency Site where the Children's Assessment Unit and Children's Inpatient Service would be located. There will be a clinician trained in Advanced Paediatrics Life Support available for the stabilisation of the critically ill child that may present at the Planned Care Site
- Some adult patients would be seen and their treatment started through the urgent care service at the Planned Care Site;
- Ambulatory Emergency Care service would only be at the Emergency Site but that does not mean patients with Ambulatory Care Sensitive conditions could not be seen in the urgent care service at the Planned Care site. Again, patients needing more detailed assessment or treatment, or those needing admission would be transferred to the Emergency Site.

Mental Health presentations can account for at least 20% of primary care attendances. The UCCs will have 24/7 direct access to the psychiatric liaison team. Local psychiatric liaison teams (RAID) will be responsible for ensuring consistent levels of cover for the UCCs and to the Mental Health Crisis Team. Both UCCs will have access to a Mental Health assessment room that are compliant with the relevant Royal College of Psychiatrists safety standards.

8.5.2 EMERGENCY DEPARTMENT

The ED will be fully equipped and staffed to deliver high quality emergency medical and surgical care 24 hours a day, 7 days a week, 365 days a year. Patients who are acutely ill with potential life or limb threatening injuries and require immediate diagnosis and treatment will be taken directly to the ED. Access to the ED will be gained only via transfer from an UCC or Ambulance. The ED will also serve as a Trauma Unit and will be co-located with a single Critical Care Unit.

There will be full and immediate access to diagnostics (Radiology, Pathology), Haematology (Blood Bank) and Pharmacy. Children and adults will be managed in separate areas within the ED. Within Resuscitation the facility will be designed to manage both the critically ill adult and child with provision for some division should a child be in resus. Capacity has been planned to manage all ED patients within three hours of their arrival, with the majority of patients having no waiting time for assessment.

Patients with mental ill health needs will have access to local psychiatric liaison teams (RAID) who will be able to assess appropriate care requirements as part of the ED clinical team. Facilities will be collocated and shared with the adjacent Urgent Care Centre and will provide a safe environment that will support the patients assessment.

The Clinical Decision Unit (CDU) will be co-located alongside the ED providing dedicated clinical space for those patients that require further assessment and monitoring prior to a clinical decision being made. The 8 bedded CDU will be incorporated within the Ambulatory Emergency Care Unit to provide greater flexibility in space and response in times of increased demand on services.

8.5.3 AMBULATORY EMERGENCY CARE (AEC)

The Ambulatory Emergency Care (AEC) Unit located adjacent to the ED will be operational for 12 hours per day, and will allow effective implementation of the best practice tariff for AEC. The AEC will support unscheduled care activity for those patients that require admissions for no more than 12 hours (both planned and unplanned). The AEC will also support a shift in activity flows for patients who currently stay between 13 and 72 hours through the successful implementation of Best Practice Tariff (BPT).

8.5.4 CRITICAL CARE

The Critical Care Unit will bring together all the Acute Trust adult critical care capacity, with level 1, 2 and 3 patients being managed in the same unit. The planned capacity of 30 beds has been future-proofed for the next decade to allow for projected increases in demand. This unit will support the consolidation of emergency activity and high risk elective inpatient procedures onto one site.

Critical Care Outreach will support the wards on the Emergency Site and the Planned Care Site. The risk of patients requiring Critical Care Outreach on the Planned Care Site will be minimised through the appropriate clinical streaming of patients and early identification of the deteriorating patient.

For those patients that unexpectedly deteriorate on the Planned Care Site, for example, post-surgery, the admitting consultant in conjunction with anaesthetic and ODP support will liaise with the consultant intensivist on the Emergency Site to discuss treatment plan, stabilisation and, if appropriate, transfer.

8.5.5 UNPLANNED MEDICINE

Wherever possible, unplanned medical patients will be assessed and treated in the AEC/CDU, with those with additional healthcare needs requiring a stay over more than 12 hours being admitted to the Short Stay Medical wards, with an indicative maximum stay in this setting of 72 hours.

Patients requiring on-going or specialist care will be transferred into the appropriate specialty ward. The introduction of 7 day working and enhanced recovery pathways will promote proactive management of patients throughout the week, supporting timely discharge once the acute care episode has been completed. On this basis, it is envisaged that internal patient transfers and outliers can be minimised, and that a reduction in delayed transfers of care can be achieved.

For those patients that have on-going acute care needs but do not require specialist input such as Cardiology and live nearer the Planned Care Site they can be transferred to receive on-going care in an appropriate environment that meets their clinical needs.

8.5.6 UNPLANNED SURGERY

Unplanned surgical patients (excluding oncology and haematology) requiring admission will be seen at the Emergency Site, with anyone with an anticipated length of stay of under 72 hours being admitted to the Surgical Admissions Unit (SAU). Unplanned surgical patients requiring a stay of longer than 72 hours will be admitted to the appropriate specialty ward. As with medicine the introduction of enhanced recovery pathways will promote proactive management of unplanned surgical patients, supporting timely discharge once the acute care episode has been completed.

For unplanned surgical patients who do not require admission to the Emergency Site, the Planned Care Site will have a short stay surgical unit.

8.5.7 PLANNED CARE

Planned care where clinically appropriate will be provided on the Planned Care Site, including the majority of day case and short stay surgery. Most planned care admissions will take place between Monday and Friday, with the exception of orthopaedics where there are Saturday morning lists. Only major or complex planned care, including some cancer surgery where there is potential for the patient to require critical care input will be provided on the Emergency Site. Enhanced recovery pathways will facilitate proactive management and timely discharge.

Outpatients and outpatient procedures will be undertaken at both sites.

8.5.8 WOMEN AND CHILDREN

The model for Women and Children's services is based on that recently developed and effectively implemented as part of the consolidation of services at PRH in 2014. Essential clinical adjacencies have been identified between maternity, neonatology and paediatrics, and between women and children's services and the ED and critical care.

There has been considerable focus on potential changes to Women and Children's services in one of the options. High risk women and children's services need to be based on the emergency site. This is the clear view of the experts both locally and nationally. Therefore only Inpatient Obstetrics and Paediatrics will potentially move. Most women and children will continue to receive the majority of their care and treatment in the same place as they do now in either options being considered.

- Midwife-led unit, including low-risk births and postnatal care
- Maternity outpatients including antenatal appointments and scanning
- Gynaecology outpatient appointments

- Early Pregnancy Assessment Service (EPAS)
- Antenatal Day Assessment
- Children’s outpatient appointments
- Neonatal outpatient appointments.

8.6 EVIDENCE TO SUPPORT CHANGE

8.6.1 LEARNING FROM EXPERIENCE OF RECONFIGURATION OF SERVICES

In developing the optimum service delivery model, the Acute Trust has taken into account its own learning from experience of recent service reconfiguration as well as those from other acute providers.

The case for the proposed care model is supported by recent service reconfiguration experiences within the Acute Trust including:

- The reconfiguration of Women and Children’s services in 2014 onto a single site has delivered improvements in paediatric recruitment and the unit is now the 10th largest paediatric centre in the country;
- Consolidation of emergency surgery onto one site in 2012 has led to improved clinical outcomes.
- A single point of access for Acute Stroke patients was implemented in 2013, which has led to improved clinical outcomes.

It is also supported by the experience of acute providers elsewhere in the country, most notably:

Northumbria - In 2015, Northumbria Healthcare NHS Foundation Trust opened England’s first purpose-built, dedicated, specialist emergency care hospital, transforming urgent and emergency care services across Northumberland and North Tyneside. With the opening of The Northumbria hospital, changes were made to the trust’s former A&E departments at Hexham, Wansbeck and North Tyneside general hospitals. These became 24/7 urgent care centres, led by highly experienced emergency nurse practitioners who care for walk-in patients with less serious problems, minor injuries and ailments. There are no emergency hospital admissions at the trust’s three general hospitals as these are now centralised at The Northumbria.

In terms of results one year on, Northumbria Healthcare was one of only a handful of trusts nationally to meet the four hour 95% performance standard in 2015/16. This is against a backdrop of a 15% increase in urgent and emergency care attendances. Despite the huge increase in urgent and emergency attendances during 2015/16, since centralising specialist emergency care onto one site at The Northumbria, the trust has recorded an average of a 14% reduction in emergency admissions to hospital.

8.6.2 BEST PRACTICE GUIDANCE

Use of clinical best practice, benchmarking and a review of national guidance on emergency clinical pathways and workforce has been undertaken to inform the proposed model of care, including:

Transforming urgent and emergency care services in England, NHS England, 2015;

Directory of Procedures, Fourth Edition, British Association of Day Surgery;

Directory of Ambulatory Emergency Care for Adults, Version 4, NHS Elect, 2014;

Care of Critically Ill and Critically Injured Children – Quality Standards, v5.1, Paediatric Intensive Care Society / West Midlands Quality Review Service, December 2015;

The repeatable rooms initiative established as part of the NHS P21+ programme.

8.6.3 COMPLIANCE WITH NATIONAL POLICY AND GUIDANCE

The proposals are in line with the following:-

- All pathways being redesigned in consideration of NICE guidance and best practice.
- 'Transforming urgent and emergency care services in England' NHS England 2015
- Review of Operational Productivity in NHS, Interim Report, Lord Carter 2015
- Delivering the Forward View: NHS planning guidance 2016/17 – 2020/21
- Bariatric guidance
- Quality Standards for the Care of the Critically Ill Children. The Paediatric Intensive Care Society 2015.
- Core Standards for Intensive Care Unit. The Faculty of Intensive Care Medicine / The Intensive Care Society 2013
- Transforming urgent and emergency care services in England, NHS England, 2015;
- Directory of Procedures, Fourth Edition, British Association of Day Surgery;
- Directory of Ambulatory Emergency Care for Adults, Version 4, NHS Elect, 2014;
- Care of Critically Ill and Critically Injured Children – Quality Standards, v5.1, Paediatric Intensive Care Society / West Midlands Quality Review Service, December 2015;
- The repeatable rooms initiative established as part of the NHS P21+ programme British Cardiovascular Intervention Society (BCIS)
-

8.6.4 IMPROVING PATIENT OUTCOMES

Central to the plans for the delivery of a revised clinical model are the improved outcomes for patients. Research has been undertaken to understand improvements, recommendations and evidence from elsewhere and the opportunities for the SSP specifically around Urgent and Emergency Care, Ambulatory Care and Planned Care.

The core element of the proposed clinical model is that all patients are seen in the right place, at the right time by the right person. If the right place for the patient is the acute setting, then the services that patients access need to be suitable for their needs.

Under the current model of care, patient pathways are not clearly defined and often patients are seen in an inappropriate setting with poor facilities. Furthermore, the current duplication of services has introduced a level of confusion and 'chaos risk' for patients, their families and staff alike. The diagram below has been widely shared in the discussions and development of the model and is recognised by the Acute Trust staff and patients as a reflection of current patient flow:

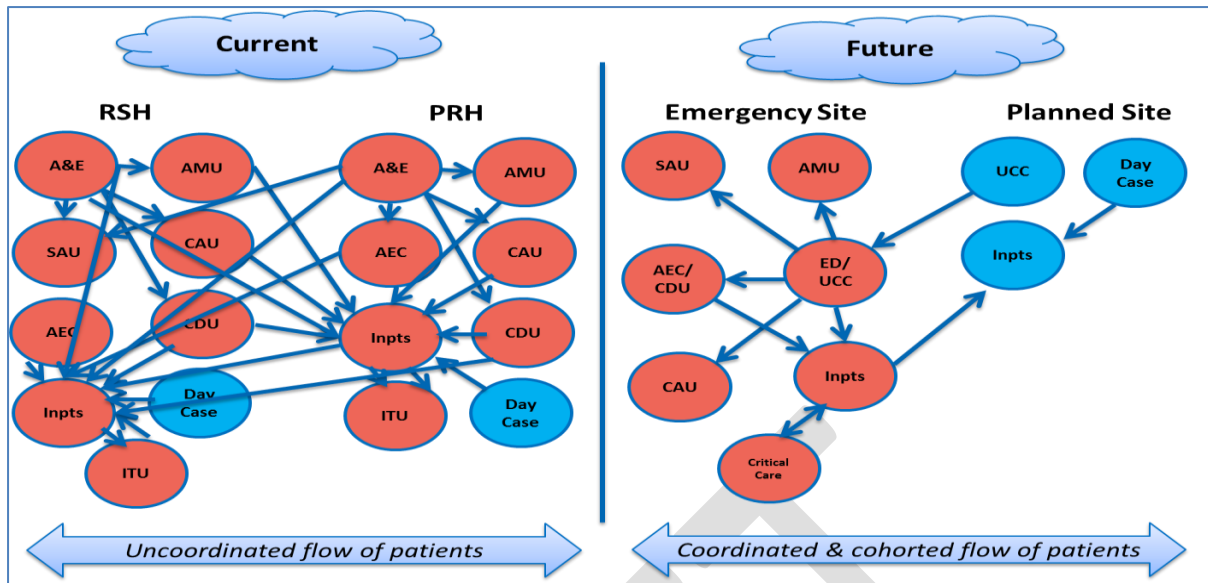


Figure 4: Current and future patient experience and flow

The above merely aims to represent a simplified diagrammatic representation of the change in patient flows these proposals will deliver. The details of individual condition specific pathways will be reviewed as part of the development of the Full Business Case.

This section will describe the new clinical model in terms of the benefits for patients in relation to available evidence.

• **WHAT WILL THE CLINICAL MODEL OFFER PATIENTS?**

In recognition of the need to design a service that meets the needs of patients and delivers best practice, the model will ensure that:

- When clinically appropriate patients will be seen and treated in ambulatory or day case settings with no overnight admission
- If an overnight admission is required, patients are seen, treated and discharged without delay

The diagram below illustrates the services that will be provided based on the patient’s clinical need:

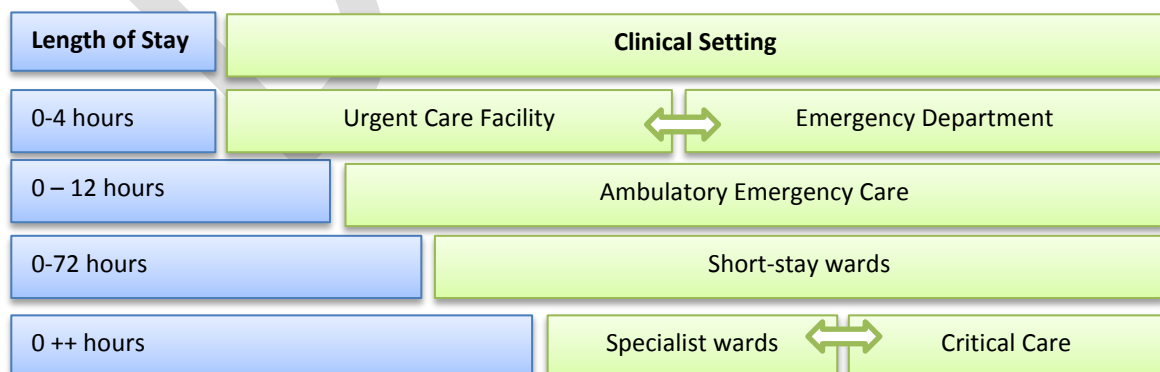


Figure 5: Clinical setting and length of stay

- SEEING PATIENTS IN THE RIGHT PLACE

Ambulatory Emergency Care enables around a third of admitted patients to be seen, diagnosed, treated and discharged within the same day to continue their treatment at home or in a community setting.

The current arrangement of the existing A&E departments has a combined workforce and facilities. This, in conjunction with the facilities and hospital flow, creates a scenario where patients are waiting longer than they should for their definitive care potentially having an adverse effect on their clinical outcome; patients run a 43% increased risk of death after 10 days if they are admitted through a crowded accident and emergency (A&E) department. Waiting for admission in A&E is also associated with significantly longer hospital length of stay.

Currently planned care and unplanned care are provided across both hospital sites. Pressures within unplanned services impact daily upon planned care activity. This means medical patients can be cared for within the 'wrong' ward for their needs and that planned episodes of care are cancelled. Both of which have an adverse effect on the patient.

Patients that are being cared for in an area of the hospital that is not related to the speciality to which they should be admitted are classified as 'boarded' patients. There is a direct correlation between an increased length of stay and the number of intra-ward transfers. Boarding patients makes it difficult to ensure they are seen by the right person at the right time as they are in the wrong place. As well as an impact on length of stay, boarding has a statistically significant impact on adjusted rates of mortality, emergency readmission and inpatient discharge timing.

Multiple patient moves within the hospital, particularly if it is an older patient, can increase length of stay and stall patient flow. Research has found that patients can be moved four or five times during a hospital stay, often with incomplete notes and no formal handover. From November 2015 to November 2016, SATH cancelled 514 (25% of all cancelled operations) surgical procedures due to the unavailability of beds. Cancelling a patient's operation often has a negative impact on them and their family. Research has shown cancelled operations result in significantly more complications and a lower quality of life in the long run. The most common complications were depression, urinary tract infection, wound infection, and myocardial infarction. Furthermore, cancelling patients also challenges SATH'S delivery of nationally defined access targets.

The Royal College of Surgeons (RCS) recommends separating elective surgical admissions from emergency flows through the use of dedicated beds. Separating the elective flow can result in a separate culture around the unit focused on improving the elective stream, a more predictable workflow, increased senior supervision, earlier investigation, earlier definitive treatment and better continuity of care.

- SEEING PATIENTS AT THE RIGHT TIME

One of the main challenges in seeing patients at the right time within the Acute Trust, in line with many organisations within the NHS, is the flow of patients through the hospitals, patients being admitted unnecessarily and delayed discharges. All of which contribute to poor flow.

A delay or prolongation of hospital stay after patients are deemed to be discharged from internal medicine departments is associated with increased morbidity and mortality, mainly during the first surplus days of in-hospital stay. Efforts should be made to shorten such hospital stays as much as possible.

As well as patient flow improving access to theatres and wards, appropriate access to care for the critically ill patient is vital. Current flow means on occasions patients that are appropriate to be on a ward remain within the Critical Care Unit as there are no available beds for them. This reduction in available capacity for acutely unwell patients may cause a delay; failure to admit to Critical Care in a timely manner is associated with an increase morbidity and mortality.

Intensive Care National standards advise discharge from Critical Care should take place within 4 hours of patients being declared medically fit to return to the ward. In SATH between April and Nov 2016 over 330 patients have had to wait beyond the 4 hours to secure a transfer to a more appropriate ward bed, 190 of this

cohort have had to wait over 24 hours to progress. This exposes the recovering patient to greater physical and psychological harm, potentially compromised same sex accommodation standards and delays in their rehabilitation.

- PATIENTS BEING SEEN BY THE RIGHT PERSON

As described in section 8.4 the current workforce model creates challenges in making sure patients are seen at the right time by the right person for their clinical need. There is a strong body of evidence to support that early review of patients by a senior decision maker can avoid unnecessary overnight stays.

A key part of supporting the clinical model and the delivery of a medical service where patients have access to the right person is the introduction a 7 day medical workforce. Evidence shows that the length of stay of patients admitted on a Monday or Tuesday is, on average, around 2 days shorter than the length of stay of those admitted on Friday or at the weekend. Several of the factors that contribute to unnecessarily prolonged lengths of stay are more pronounced at weekends, such as variable staffing and service levels in hospitals and variable access to community services.

- AVOIDING HOSPITAL ADMISSIONS

Much of the evidence supporting the clinical model acknowledges admission avoidance and reduced lengths of stay. Whilst this benefits the health care system, minimising hospital admissions is of great benefit to patients and their clinical outcomes. Hospitalisation can cause various problems for patients including:

- Hospital-acquired infections (HIA'S)
- Confusion, depression and decline in mental function
- Poor nutrition
- Incontinence
- Inability to urinate
- Lack of sleep
- Pressure sores
- Falls

- IMPROVED FACILITIES

There is now widespread consensus that a hospital's physical environment can have a big effect on patient outcomes and recovery times. Factors such as space, lighting, use of colour, acoustics, noise levels, smells and the degree of control a patient has over their environment can all have an impact on the wellbeing and mood of the individual,

A patient's environment, especially in Critical Care can have a negative impact on patient outcomes. Intensive care unit nurses must actively consider and manage the environment in which nursing occurs to facilitate the best patient outcomes. ICU design will incorporate access to natural light and the outside environment to aid patient recovery and experience.

A research review on the evidence based health care design confirmed the importance of improving the healthcare outcomes associated with a range of design characteristics or interventions, such as single-bed rooms rather than multi-bed rooms, effective ventilation systems, a good acoustic environment, appropriate lighting, better ergonomic design, and improved floor layouts and work settings. It is now widely recognised that well-designed physical settings play an important role in making hospitals less risky and stressful, promoting more healing for patients, and providing better places for staff to work.

8.7 FACILITY REQUIREMENTS

8.7.1 SERVICE PLANNING ASSUMPTIONS

In planning the facility requirements, the Acute Trust SSP has applied certain key service planning principles. These include:

- The emergency route into the Emergency Site (UCC & ED) will be via a single door. There will be a separate door for ambulance patients to ED;
- Emergency and planned care facilities to be separated from each other;
- Ambulatory Emergency Care is provided on the Emergency Site only
- The balance of services across the emergency and planned care sites has been agreed in detail through iterative dialogue with SATH clinicians; some specialties, such as breast surgery and bariatric surgery, are exploring how to develop their services on the planned care site as centres of excellence; Cardiology is exploring the development of a Centre of Excellence on the Emergency Site.
- Critical Care – physical capacity will be provided for 30 spaces; work is being undertaken to establish the staffed capacity to be provided from day 1 of the new unit opening;
- Any proposed solution must be affordable and deliverable;

8.7.2 SCHEDULES OF ACCOMMODATION

The Acute Trust SSP has created a set of baseline Schedules of Accommodation (In OBC appendix 7) that further develop the illustrative space standards set out in the SOC into full generic Departmental Schedules. These baseline schedules represent a target to be achieved as far as is practicable and indicate how the services and functional units are required to be split across the Emergency Care Site and the Planned Care site.

As a consequence of the differences between Option B and C1 and Option C2, it is necessary to define the Emergency Care and Planned Care component parts via two sets of baselines.

The baseline schedules provide an Output Specification against which SATH may evaluate corresponding Input Specification via proposal schedules for each option; once the preferred Option is defined, the objective moving forward through the procurement process is to 'build it or better it'. At this stage the baseline position may still have a value if SATH is presented with more radical or innovative solutions.

The Schedules of Accommodation include reference to source and evidenced standards, both at a room-by-room level and also departmentally where high-level metrics have been applied. The Departmental Summary sheet provides the high-level evidence, whereas the room schedules utilise a 'pick list' of agreed space standards for which there is a separate directory outlining the basis for the Trust's selection.

8.7.3 CONSTRUCTION AND DELIVERY PHASE PROGRAMME

The detailed construction and delivery phase programme and dates vary depending on which option is chosen. All of the options however comprise:

- An initial programme of site clearance, service diversions, and enabling works
- A main new build stage, followed by initial transition and implementation (including new clinical and workforce models)
- A refurbishment and reconfiguration stage, followed by further transition and implementation (including new clinical and workforce models)

An initial detailed review of the phasing and sequencing has taken place during the development of the OBC, which shows that all 3 options are deliverable.

The overall duration of the delivery and implementation stage for each option is:

- All Options: Obtain all approvals and undertake site enabling works to create a clear site- approximately 2 years

Followed by:

- Option B- 4.5 years, with SSP benefits delivered after 2.5 years
- Option C1- 5 years with SSP benefits delivered after 3 years
- Option C2- 5 years with SSP benefits delivered after 3 years

These results in the implementation of the new clinical model and the associated benefits of the reconfiguration being delivered by the end of the 2020/21 financial year, with all remaining backlog delivered by the end of 2022/23. All of these dates are deemed to include construction, fit-out, and decanting. The Phasing and Decant Strategy is described in detail in OBC Appendix 7

8.8 WORKFORCE SUSTAINABILITY

8.8.1 THE CURRENT WORKFORCE

SATH employs approximately 5,100 staff as summarised by staff group in table 2 below:

Workforce Category	WTE
Medical and Dental	611
Administration and Estates	992
Healthcare assistants and other support staff	1116
Nursing, midwifery and health visiting staff	1555
Nursing, midwifery and health visiting learners	26
Scientific, therapeutic and technical staff	555
Healthcare science staff	269
Total	5124

Table 7: Summary of 2015/16 Workforce Whole Time Equivalent (WTEs) by Staff Group including internal bank and other agency plans.

8.8.2 THE WORKFORCE CHALLENGE

Running duplicate services on two sites presents many workforce challenges and can result in a poor employee experience for some of the Trust's medical and non-medical teams across multiple specialities. This compounds an already challenging recruitment environment and leads to difficulty in recruiting the right substantive workforce to provide high quality safe care.

With the medical workforce the current service configuration and the requirement for consultants and other specialist staff to cover both hospital sites can at times limit their ability to provide senior patient reviews. In addition, the Trust is unable to achieve Royal College guidance standards in many areas. For non-medical workforce the challenges are similar, senior expertise is split across two sites, the learning environment and provision of workforce development challenging.

With the current staffing configuration, it will prove extremely difficult to achieve adequate staffing levels to provide 7-day working across both sites. Furthermore, because teams are spread so thinly services are vulnerable to unexpected absences and the non-availability of staff.

Current configuration continues to create cost pressures for premium rate working, poor economies of scale and duplication of rotas as well as exacerbating the Trust's ability to resource 'hard to fill' posts.

The recruitment and retention of the required clinical workforce is expected to significantly improve following the reconfiguration of services, as specialist workforce is consolidated into stable and sustainable clinical teams.

8.8.3 THE WORKFORCE PLAN

The workforce plan incorporates the guidance within the recent publication from the National Quality Board (July 2016) in ‘Supporting NHS providers to deliver the right staff, with the right skills, in the right place at the right time’. This ensures all opportunities to maximise the contribution of multi-disciplinary teams and the number of care hours per patient per day have been considered.

The new model of acute hospital services will result in WTE reductions of between 225 – 371 dependent on the preferred option, in addition the plan is to also achieve a reduction in the pay bill relating to non WTE reduction of £4.1m.

To reduce the pay bill the key drivers are:

- Activity and pathway driven changes in workforce e.g. acute intake on one site, strengthened elective provision, improved rota management and removal of duplication, reducing reliance on high cost temporary staffing
- Productivity driven reductions in workforce, leading to fewer WTE to deliver a given quantity of activity e.g. use of technology and improved processes
- Reduction in the cost per WTE of the future establishment e.g. ensuring that staff spend a greater proportion of their time conducting tasks appropriate to their grade through role re-design and the introduction of more junior roles

Workforce plans have assumed that workforce establishment in terms of WTE is reduced but also the average cost per WTE (although this would be focused rather than universally applied).

Staff group	Est 31/03/16	Demand B	Demand C1	Demand C2
Non-Medical				
Registered nursing and midwifery	1415.62	1299.86	1307.86	1323.51
Qualified ST and T	262.97	208.90	208.90	208.90
Other ST and T	345.81	326.75	326.75	369.91
Support to clinical	1396.02	1311.39	1314.39	1347.39
Non clinical	964.48	874.48	874.48	879.48
Medical				
Consultant	282	290.5	290.5	306
Career/Training grades	366	350	350	372
Total	5032.9	4661.88	4672.88	4807.19

Table 8: The Workforce Plan

Workforce changes fall into three categories:

- Activity and pathway driven changes
 - Single Emergency Department – recruitment and retention; improved rotas; working environment;
 - Ambulatory Emergency Care/Clinical Decisions Unit – alignment and development of capacity to demand;
- Productivity driven efficiencies
 - Theatres – separation of emergency and planned care;

- IT enablers – telehealth, paper-light, patient apps and self-check-in;
- New roles
 - Advanced Care Practitioners
 - Advanced Nurse Practitioners
 - Emergency Care Practitioners
 - Extension of Primary Care roles in the Trust

The Acute Trust’s Workforce Plan is provided in the appendices to the OBC Appendix 7.

8.8.4 WORKFORCE TRANSFORMATION PROGRAMME

In order to deliver the clinical model within SSP the workforce will increasingly be:

- Treating higher acuity patients on the emergency/ acute site as a matter of routine
- Working more autonomously and delivering a more complex case load
- Working in more flexible ways across traditional professional groups
- Developed to support new roles required
- Smaller in numbers Up-skilled to take on extended roles
- Required to use new technology to deliver clinical care and non-clinical services
- More routine working new patterns of employment e.g. 24/7 on site presence, 7-day working and delivering routine services in the evening and at weekends

As such a phased workforce change programme will commence from year 1.

Table 9: The Workforce Change Programme

WORKFORCE CHANGE PROGRAMME	
Emergency Dept/UCC/AEC/ CDU & Critical Care	
Key service change driving workforce change	Workforce changes
Increased use of urgent care and out of hours services alternatives will mean that a higher proportion of those patients attending the Emergency Department and the Acute Assessment Units (SAU/AMU/AEC) could have higher acuity as a result of major illness/life threatening conditions or exacerbation of an acute episode of a long term condition that cannot be managed within the community environment	<ul style="list-style-type: none"> • New models of working. e.g. 7-day on site consultant presence in ED & Acute Medicine and 7-day working models • Requirement for rapid access to specialist and technical assessments, diagnosis and treatment across 2 UCC and ED • Shared workforce through ED/AEC/CDU • Increased demand for multi-disciplinary advance clinical practice roles and increase in Emergency Nurse Practitioners • Increased utilisation of new roles e.g. advanced AHP roles, pharmacy ED practitioners, GpWSI <p>Efficient ancillary and administration systems – workforce practices driven by technology</p>
Medical and Surgical bed rebalancing	
<p>Greater focus on 7 day working to deliver consistent standards of emergency and IP services 24hrs ,7 days per week</p> <p>Concentration on provision of Emergency Inpatient services and intense focus on safe acute inpatient care</p>	<ul style="list-style-type: none"> • Enhancing and developing our new models of working • Increase in day case provision • Workforce will become less generalist and increasingly specialist within more than one specialised care area to meet the demand and

<p>Enhanced rehab /frailty/discharge to assess model on warm site</p> <p>Reduction in admissions and LOS associated with long term condition</p>	<p>enable workforce productivity</p> <ul style="list-style-type: none"> • Development of new roles crossing professional boundaries at advanced and support level • Introduction of a 'cluster 'approach to working such that surgical/medical workforce cross cover at sub specialty level • Efficient ancillary and administration systems – workforce practices driven by technology
<p>Outpatient transformation</p>	
<p>Outpatients: reductions in outpatient activity and Improved outpatients efficiency, highest impact changes are assumed to be with follow up attendances.</p> <p>Increased utilisation of virtual service models for OP appointments</p> <p>Service users with long term conditions will be managed, within integrated care models that cross over between health primary , secondary and social care models</p>	<ul style="list-style-type: none"> • A reduction in medical) and non-medical clinical and non-clinical practitioners aligned to OPD acute outpatient services i.e. nursing staff (WTE/Pas) • Conversion of a number medical led OP follow up clinics becoming non-medical led clinics, will occur an increase in demand for advanced and highly competent practitioners i.e. nurses, AHP • Increase in a number of our staff becoming more autonomous workers and therefore becoming increasingly knowledgeable in working within high safety governance models • Increased use of technology- self checkin , further development and roll out of tele med app • Efficient ancillary and administration systems – workforce practices driven by technology
<p>Day case</p>	
<p>Increased volume of day surgery</p>	<ul style="list-style-type: none"> • Scheduling /PAs • Increase in demand in advance assistant roles i.e. specialist nurses, physician associates - delivering and or supporting the delivery of minor surgery • Increase use of technology – telemetry, telescopic instruments

8.8.5 TRAINING IMPACT AND IMPLICATIONS

The training and learning experience of staff is fundamental in ensuring the Trust continues to develop a high quality workforce. All workforce changes will align with deanery guidance on training environment and rota requirements and innovations within workforce best practice and role developments will be used as a basis for the Acute Trust's transformation journey.

A phased approach to the development of the existing workforce will be required to ensure alignment of educational lead in time required to ensure that staff are qualified, confident and competent to deliver the care required.

Opportunities to further rotate acute staff through the community will be explored as part of the development of the Full Business Case and through the Neighbourhood Workstreams of the STP.

Summary detail of Acute Trust staff involvement and engagement and the plan to support staff through the transition is given below.

- Formal Programme structure is in place and is working well including reporting into Sustainability Committee

- Since SATH Trust Board approval of the SOC there has been:
 - 21 separate Task and Finish Groups with clinicians, staff and operational teams
 - 25 technical team meetings
 - 85 small group/ individual meetings that have included the Transformation Team
 - 15 updates and presentations to external groups/ stakeholders
 - 31 roadshows with 172 people 'checking in'
 - 4 overarching Clinical Working Groups
 - 4 Critical Friends Groups
 - 5 Gossip Groups
 - 45 people checked in at fun day/ AGM
- Over 50% of the consultant body has been involved in developing the detail, with many on multiple occasions
- 80% of all areas of the Trust has been visited in the last two weeks with details of the options, the key dates and details of how to get involved/get in touch
- Considerable engagement with all staff groups including operational managers, medical and nursing staff, HCAs, administrative staff, house keepers, radiographers, blood scientists, midwives.

8.8.6 HEALTH INFORMATICS

The Trusts IT Strategy concentrates on providing solutions to meet the clinical and business requirements of the reconfigured services. This service change provides a fantastic opportunity to further the IT development from previous reconfigurations and aid the roll out of a modern, resilient and integrated IT solution that is beneficial to staff and service users. Details can be found in the OBC appendices.

The Trusts plans are also in line with many of the objectives of Local Digital Roadmap (Appendix 28):

- Paper-free at the point-of-care by 2020
- Digitally-enabled self-care
- Real-time analytics at the point of care:
- An integrated care record across our economy
- Patients as co-authors of their record, contributing and interacting with their record, approving access, booking appointments, ordering repeat prescriptions etc.
- Tele Health at scale throughout the duration of the project

The Trust has already rolled out an innovative patient facing app for its cancer patients allowing the patients to be effective members of their own care teams. The service changes outlined in this business case will provide the springboard for further development of patient facing apps that allow for integration across the wider health economy.

The Trust commissioned IT specialists, Channel 3 Consulting, to help with the development of technology solutions to aid future healthcare proposals. The reconfiguration will be a major catalyst for change including looking for opportunities for automation and efficiencies specified in the Carter review. A Paper Light Group has been developed that is responsible for the delivery of the health informatics solutions for the OBC but also a wider remit to ensure that any proposals compliment the solutions required for the wider health economy initiatives. The aim of the work undertaken by Channel 3 was to provide:

- An overview of health informatics and its potential role in the reconfiguration of services
- A new vision for health informatics and the impact of the new service
- High level information around potential technology solutions to support the proposed Emergency Department, Critical Care and Urgent Care configuration
- The next steps required to further develop the vision and solutions

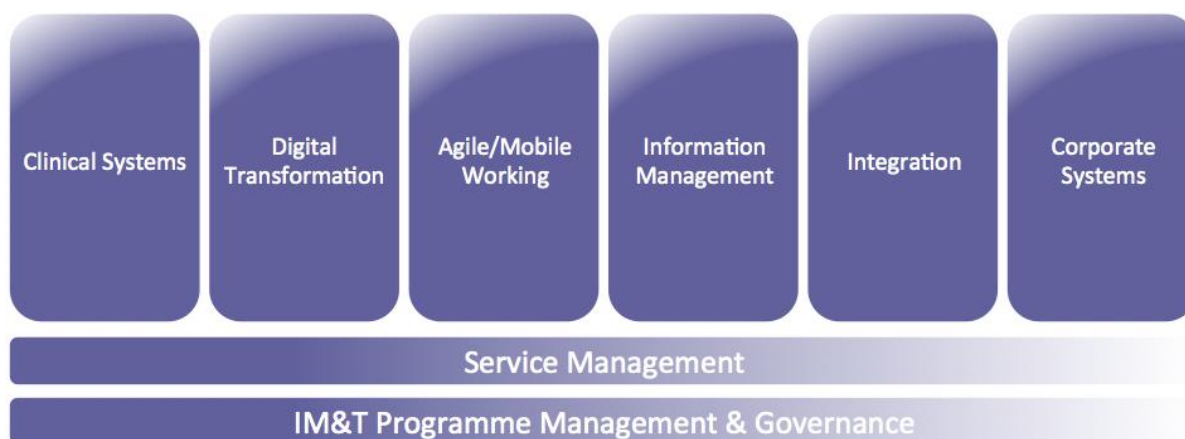


Figure 6: Health Informatics Scope

Elements of the above scope include:

- **Clinical Systems:** Electronic Patient Record, Clinical Decision Support, e-Prescribing
- **Digital Technologies:** Tele-Health, Video Conferencing, Remote Patient Monitoring
- **Agile / Mobile Working:** Community nursing solutions, Tablets, Collaboration Tools
- **Information Management:** Messaging between systems, cross-organisation data sharing

The key attributes and outcomes of the healthcare informatics required to support the reconfiguration within the Acute Trust are illustrated below.

Key Attribute	How it will benefit the Trust and its patients
Holistic Patient Records	<ul style="list-style-type: none"> • Enables the Trust to use information more effectively • Supports multi-disciplinary team and cross-site working, which is not possible with paper • Eliminates the need for and costs of paper movement and storage • Better use of resources
Effective Workflow Management	<ul style="list-style-type: none"> • Standardisation in the delivery of care models • More effective use of resources • Reduce variation • Reduction of unnecessary cross-site transfers • Support for efficient and effective diagnostic and other support services
Streamline Administrative Processes	<ul style="list-style-type: none"> • Effective administration functions and better use of resources • No paper processes or storage • Fewer communication issues with patients and DNA's resulting in a better experience
Enhance Collaboration	<ul style="list-style-type: none"> • Enables colleagues to work together across the two sites • Facilitates access specialist support and advice regardless of location • Prevents teams from becoming disjointed • Reduces unnecessary cross-site travel
Agile Workforce	<ul style="list-style-type: none"> • Enables Clinicians and allied professionals to work flexibly across the two sites whilst remaining available to their colleagues • Ensures that mobility does not result in a disadvantages, in terms of

	access to information, systems and colleagues
Connected Patients	<ul style="list-style-type: none"> • To sites working as one – staff will collaborate effectively together and support each other in diagnoses and clinical decision making • Better use of resources, especially clinical specialists working in critical care • Ability to provision ICU/HDU beds on planned care site • Modernisation of Critical Care facility using leading edge monitoring solutions • Maximises the use of acute care to those that truly need it
Partner Integration	<ul style="list-style-type: none"> • Shared records across different care settings (GP, Community) • Better coordination of care amongst partners, supports prevention and out of hospital care • Non acute care can be managed and coordinated in the community, supported by the Trust but alongside partner providers.
Resilient Infrastructure	<ul style="list-style-type: none"> • Enables cross-site working and reduction in patient transfers • Support for new technologies • Better use of resources • Secure patient and corporate information • Closer integration of remote sites and partner organisations

Figure 7: Required Health Informatics attributes

Inter-operability of the Acute Trust IT system with other provider IT systems will be key to optimising the safety, quality, effectiveness and efficiency of patient care.

9. THE DEVELOPING COMMUNITY MODEL TO SUPPORT THE ACUTE RECONFIGURATION

For the acute model of care described in this PCBC to work optimally and to achieve maximum benefit, all health and social care sectors need to contribute their part to effective and integrated patient pathways which both support reduction in demand on acute services and improve flow through acute services to discharge back to community. This may require investment for appropriate alternative community service provision to acute hospital care.

This section describes the approach being taken to ensure that the wider system capacity changes and impacts are delivered to support the activity and capacity assumptions in the PCBC. It also describes the proposed community models at their current stage of development through the STP Neighbourhood Work streams including associated developments in primary care, frailty, mental health and dementia.

Detail of the acute and community activity and capacity modelling and how they align is set out in Section 10.2

9.1 DEVELOPING THE COMMUNITY MODEL

The community model to deliver this reduction in demand on acute services is being progressed through a multi-faceted approach which is represented diagrammatically below and described in more detail in the strategic context section of this document (Section 5):

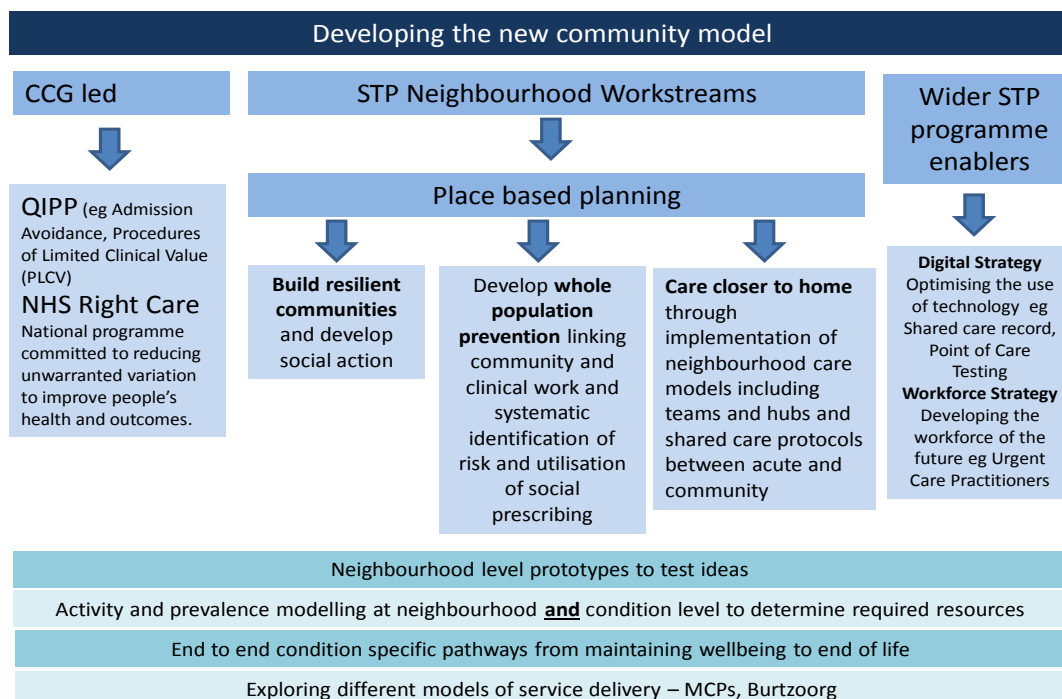


Figure 8: Developing new community Model

9.2 NEIGHBOURHOODS VISION

The Health and Wellbeing (HWB) Strategy provides our vision: to be the healthiest, most fulfilled people in the country. To achieve this goal we need to replace the ill health paradigm with wellness and deliver place-based integrated health, care and community models that support independence into older age for the majority of our population. Integrated technology and data moving freely across our system will support the placed-based delivery models, backed up by an asset based approach and a one public estate philosophy which maximises the use of community and public assets to the full.

These transformational changes will not only deliver better health outcomes for our communities but will support an investment shift into prevention, maintenance, early detection and treatment and reduce demand for secondary care provision, releasing hospital specialists' capacity to focus on the acutely unwell.

This will only be achievable by working closely with our communities; by helping people take control of their own health and supporting communities to develop social action and resilience. The rural nature of Shropshire provides a potentially positive environment for the wellbeing of the people living and working here. This needs to be better valued and harnessed. Equally the rural nature of the county presents challenges of access and delivery that are a significantly influencing factor on the development of the Neighbourhood's strategy and delivery.

There are already many services in place across Shropshire, Telford & Wrekin that are working towards the Neighbourhood ambition. In particular, the Better Care Fund has seen closer working between the NHS and Councils; however, we think that we can go much further towards an integrated patient centered service.

Together, we have recognised the opportunities for creating new ways of delivering care and front line services and also joining up social action, prevention activities and the currently fragmented care system to develop a wellness focused and person centred system for our local population. We are now developing effective, collaborative relationships around this shared purpose that will enable us to move at scale and pace to deliver fundamental change.

Our neighbourhood care model will remove existing barriers to integration and bring together primary, community and mental health services and learning disabilities with local authority, voluntary and the independent care sector to deliver the right care in the right place and maximise the efficiency and effectiveness of local services. Our vision puts the needs of patients at the centre of our Neighbourhood model. This will operate in a more efficient, focused manner, steering away from bed based services to a more community centered style of care.

9.2.1 THE TIMELINE FOR DELIVERING THE COMMUNITY MODELS OF CARE

This will be a long term programme promoting joint working across health and social care. The developments described below will deliver benefits during the current year 2017/18, although it is anticipated that it will take up to five years to fully mobilise. The Neighbourhood approach is an evolutionary process which has been described as a 'movement' and wherever possible bottom up, organic approaches have been encouraged.

This ethos is showing signs of success with momentum and enthusiasm increasing. This gradual implementation of projects will continue, pilot sites will be tested and rolled out where working with the aspiration to have a transformed state by 2022.

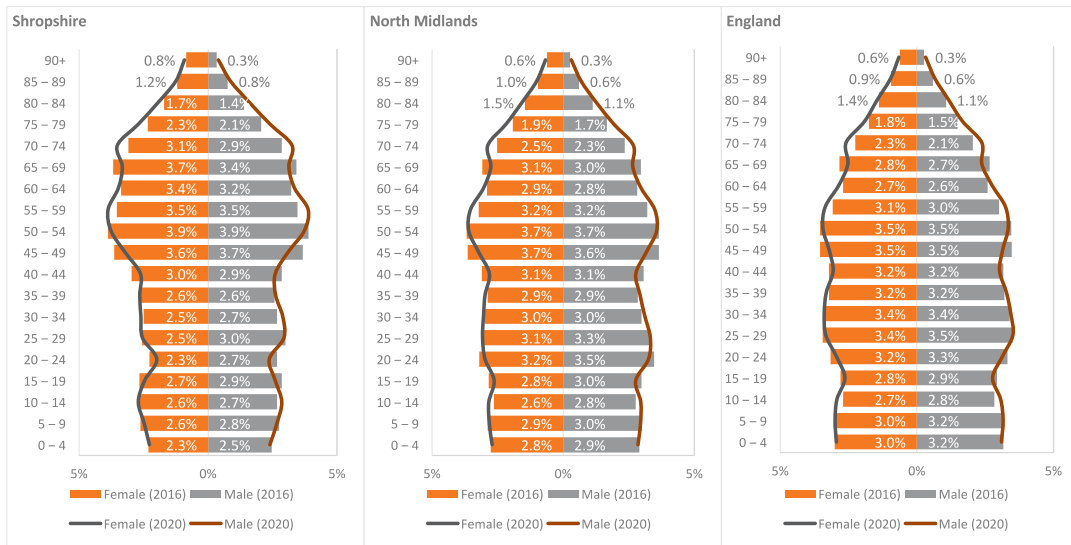
An implementation timeline beyond 2017/18 is in development. A piece of work will be undertaken in the next 6 months to ensure that the phasing timeline of introduction of the community model and the impact that each phase will have on activity shift of patients from acute to community is aligned with the phasing of the delivery of the acute reconfiguration.

9.2.2 NEIGHBOURHOOD WORKSTREAM – SHROPSHIRE

- KEY POPULATION HEALTH NEEDS

Shropshire has an elderly population which is expected to grow at a faster rate than regional and national averages.

Shropshire Population



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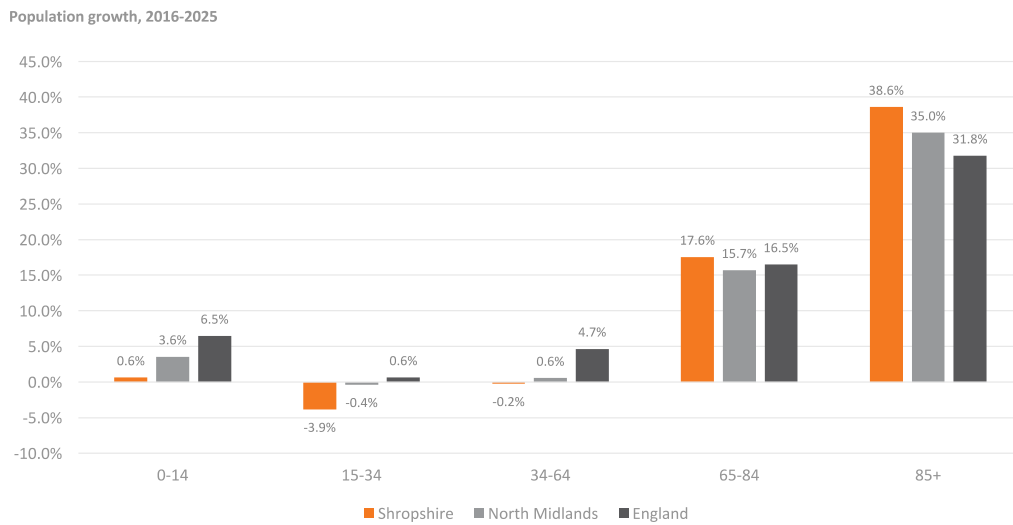
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Figure 9: Optimity – Shropshire Population

Source: ONS population estimates and projections

Shropshire Population

Estimated population change between 2016 and 2025



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Figure 10: Optimity Shropshire population Estimated population change between 2016/2025

People in Shropshire have a long life expectancy with low rates of obesity and smoking. They are relatively affluent compared to the national average. However, this relative affluence masks significant inequalities that exist throughout the county. The Joint Strategic Needs Assessment (JSNA) and Public Health Business Case highlight that when taking into account the differences between the most deprived and least deprived populations (based on IMD scores), the most deprived men and women have a higher rate of premature deaths compared to the England average (with a more pronounced impact on men during the time period).

The JSNA highlights falls, respiratory, and lifestyle factors related to obesity and cardiovascular disease as the key population level local health concerns.

The utilisation of health and social care resources in Shropshire is driven in the main by the complex needs of the frail elderly residents. Issues for strategic planning for health and care to support the frail and elderly are exacerbated by the rural nature of the county, which poses workforce, transport and cost implications. As well, local and national benchmarking has highlighted significantly higher than expected utilisation rates of elective orthopedic hospital services

- THE SERVICE DELIVERY MODEL

The Shropshire out of hospital model of care will use place based planning and service integration to reduce demand on acute and social care services by:

1. Building resilient communities and developing social action;
2. Developing whole population prevention by linking community and clinical work – involving identification of risk and social prescribing;
3. Designing and delivering integrated health and social care community services that provide alternatives to hospital care for mild, moderate and severe long term conditions; rapid access urgent and crisis care
4. Designing and delivering end-to-end community pathways that effectively interface community health, adult social care and children’s services with secondary care, with a particular focus on frail elderly and mental health.

Figure 11: Service delivery model

RESILIENT COMMUNITIES AND DEVELOPING SOCIAL ACTION

There is a strong volunteering and community development sector in Shropshire that is well supported by the Shropshire Voluntary and Community Sector Assembly as well as by communities themselves. The **‘Communities First, Service Second’** Resilient Communities Workstream is working to support and enable communities to help one another and promote positive, healthy life choices. They support self-care through the 18 place plan areas in Shropshire, with a focus on:

- Further developing place based governance and delivery
- The spread of social prescribing and accredited and assured directories of local activity and services and networks of community connectors
- Connecting and supporting the many volunteering and community services that support people in the place where they work and live (these include C&CCs, Let’s Talk Local Hubs, C&YPS Early Help hub

WHOLE POPULATION PREVENTION PROGRAMMES

There is continued development of the effective Shropshire Healthy Lives programme with a focus on greater integration with resilient communities and locality based community services.

Shropshire Healthy Lives programme

The Shropshire Healthy Lives programme supports individuals, families and communities to take more control over their health and reduce their risk of chronic disease. It connects GP populations with health-promoting assets and support programmes in their neighbourhood, to improve wellbeing and reduce dependence on health and social care services.

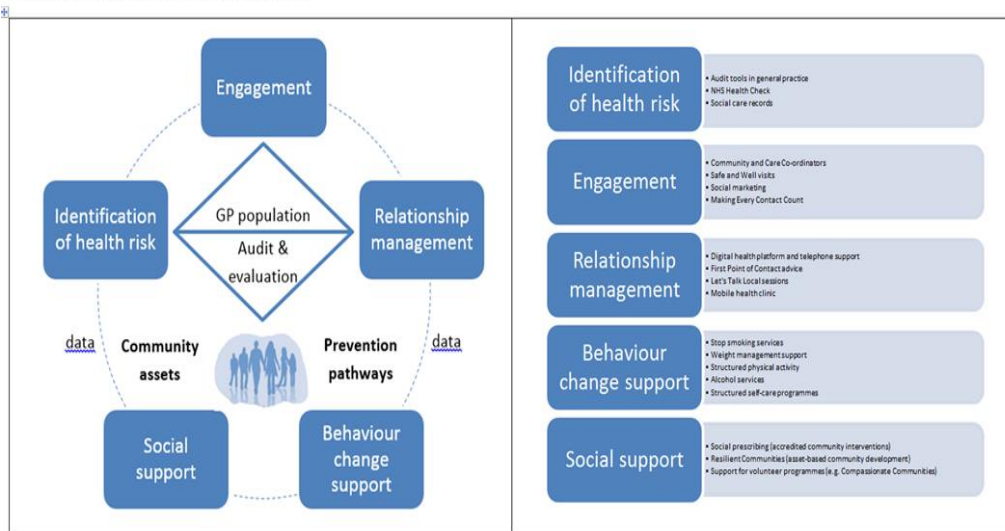


Figure 12: Shropshire Healthy Lives Programme

The model includes:-

- People are treated as close to home as possible
- Early intervention to prevent admission to hospital, residential and nursing care where appropriate
- Services designed around the individual with simple access in a consistent manner
- An entitlement to a single assessment of need and agreed personalised care plan
- A named case manager responsible for organising care
- Case management for highest need individuals
- Access to a personal health budget where appropriate
- Access to technology enabled care and minimising duplication of services

The programmes include:

- Social Prescribing
- Diabetes and CVD Prevention
- Falls Prevention
- NHS Health Check
- Future Planning , Housing and Fire Service Safe and Well Visits
- COPD and Respiratory Prevention
- Carers and Dementia Support
- Mental Health and Learning Disabilities

The aim is to maximise the impact of preventative activity to reduce the demand on acute and social care services and promote independence in the key areas of: physical activity; smoking cessation; falls prevention and chronic disease management.

INTEGRATED COMMUNITY SERVICES

Integrated community service models are being developed, in the first instance, around the 3 key population health and resource utilisation priority areas of frailty, MSK and mental health. The key underlying features of the model apply to all the care areas, namely:

- Simple single point of contact for out of hospital services
- Cohort identification and risk stratification to target services at patients
 - Patient registers and proactive call and re-call depending on identified risk
 - Case finding
 - Assessment
 - Care Planning
 - Care Co-ordination
 - Medication management
 - Self-care assessment
 - Advocacy and negotiation
 - Psychosocial support
 - Monitoring and review
 - Tiered services for mild, moderate and severe conditions, ranging from primary care mental health liaison through to medically led specialist community teams for high risk frailty patients
 - Complex care planning and timely multi-disciplinary decision making, to include ASC, Community Services, Care navigation and case management
 - In-reaching into secondary care to enable safe prompt discharge
- Rapid response community urgent and crisis care services
 - Clinical triage and system navigation
 - Multi-disciplinary teams
 - Available quickly when patients need them

Previous Future Fit analysis has been supported by more recent analysis by *Optimity* and shown that there is a large opportunity for improving the way that frail elderly patients are cared for with a significant amount of inpatient activity delivered for patients with conditions that should usually or sometimes be managed in the community/primary care.

COMMUNITY AND SECONDARY CARE INTERFACE

The out of hospital service model is being developed to interface with a secondary care system that is able to rapidly assess and discharge the patients that can be safely and effectively be stepped down into community care. Wherever possible these secondary care service should be ambulatory non-bed based services, and where admission is necessary the aim should be to safely discharge within 72 hours.

The intention, as stated above, is to provide neighbourhood centred care by having services in communities that work with local GP practices.

Although the final model of out of hospital care will require a full business case and re-investment of efficiencies generated from reduced levels of hospitalisation, considerable progress has been made within existing arrangements. This includes:

- the social prescribing demonstrator site in Oswestry;
- the single point of access for mental health service that is currently been rolled out across the County;
- the planned single point of access and clinical triage for all orthopaedic referrals and the remodelled Shropshire Orthopaedic Outreach Service (SOOS) for later in the year;
- considerable health and social care re-focussing of the ICS service; and

- the developing plans at STP level for the frailty pathway service. (including a test of concept opportunity in Bishop’s Castle that intends to bring health, adult social care and prevention services for the market town and surrounding area).

Shropshire has defined 11 neighbourhood teams within the County as set out in Table 10 below:

Neighbourhood Team	Population
Bridgnorth North	30,543
Bridgnorth South	24,881
Ludlow	23,155
North East	29,175
North West	17,068
Oswestry	34,523
Shrewsbury North	42,555
Shrewsbury Rural	18,223
Shrewsbury South	39,154
South West	20,261
Whitchurch	24,261

Table 10: Shropshire 11 defined Neighbourhood Teams

There are well developed and high quality GP services across Shropshire. The strategic intention is to deliver services in communities, working with groupings of GP practices, to thread together prevention, self-care, general medical and community services into a coherent and integrated model of out of hospital care.

KEY OUTCOMES THE MODEL WILL DELIVER

The ambition for Shropshire is to improve the health of the population so that the need for services reduces down by one age band i.e. improve by 5 years.

- Our integrated care delivery model will be shaped by our communities, patients and their carers. We will build on our existing engagement mechanisms to ensure comprehensive patient engagement so that we know our communities’ perceptions about what would improve their quality of life and use their ideas to create a care model which helps to meet their collective and individual priorities.
- Our integrated care delivery model will enable us to use our resources more flexibly across care teams to ensure we have capacity to meet demand in the most appropriate care setting and respond to variation. This will enable us to deliver care closer to home and minimise unnecessary hospitalisation.
- Our population health management and risk stratification approach will enable us to target our resources to avoid or delay the onset of health issues and complications.
- Our integrated workforce will support local GPs and primary care resilience with timely access to out of hospital multidisciplinary healthcare teams including mental health and learning disabilities that are responsive to local need and priorities.
- Our integrated workforce will significantly improve system resilience with staff multi-skilled to be able to work across organisational boundaries.
- Our Partnership and integrated structures will provide educational and development opportunities for all staff to facilitate local health and social care system talent management and improved recruitment, retention and career development.

- Our information and communication systems will support a shared patient record, transferable and visible to all care providers and to the patient. We will further develop our IT and governance arrangements to support this.

COMMUNITY SERVICES REVIEW (MIU, DAART AND COMMUNITY BEDS)

Patients within Shropshire currently have access to a wide range of community-based services including inpatient beds. There are a range of challenges in providing these services under the current operating model. The community beds are in a number of locations, which impacts on efficiency and are on occasion vulnerable to short-term staffing challenges. There are four Minor Injury Units (MIU's) at: Bridgnorth, Ludlow, Whitchurch and Oswestry, each of which has different operating times and offers different diagnostic services. All four of the MIU's offer a walk-in service. There also are three Diagnostics, Assessment and Access to Rehabilitation and Treatment centre's (DAART) at Oswestry, Bridgnorth and Shrewsbury, each offering different adult services. Access to the DAART is via GPs or other health professional referral.

A number of CCG commissioning intentions and the direction of the Shropshire, Telford & Wrekin Sustainability & Transformation Plan (STP) call for more services to be provided in community settings, but some of these services face structural challenges in terms of recruiting and retaining an appropriate workforce. Shropshire CCG is therefore undertaking a comprehensive review of these services. This programme of work is one part of the overall community services development programme which will support the strategic direction of the STP.

The objectives of the review are:-

- Understand how minor injury care, DAART services and in-patient bed care is delivered in Shropshire currently, including utilisation, efficiency and value for money;
- An outcome review for those patients that have experienced minor injury, DAART or in-patient bed care delivered in a community setting;
- Using the anticipated growth in demand for unplanned and urgent care estimate the impact on MIUs, DAART and community bed services;
- If a case for change exists, describe it and engage with stakeholders and the public.
- Following engagement develop options for meeting any need for change in an effective, sustainable and affordable way;
- Describe the options for change and produce a shortlist of options for consideration by the CCG Governing Body.

The review includes early and regular engagement with patients and public throughout the programme and will take into account any engagement which has already been carried out for other programmes of work including Future Fit and Community Fit. In order to ensure that patients and the public have a voice in the direction and governance of the programme, representatives from patient groups are part of the Review Programme Board.

The review timeline assumes that, subject to a case for change existing, the CCG Board would be making a decision on preferred option for change by March 2018.

THE NEIGHBOURHOOD APPROACH

Neighbourhood working is an approach to developing community centred models, being led by the Council and the CCG together with the people of Telford and Wrekin. The programme has been in development for approximately 12 months and includes initiatives that range from development of peer led roles right through to the design and implementation of NHS services in community settings. This approach evolved naturally in response to a number of issues, one of the most significant of which was to challenge the current deficit based model of care which promotes dependency. In addition budget cuts, coupled with increased demand have created significant financial pressures within the health economy. There has also been a call to reverse the trend that has led to the creation of an acute/hospital dominated local system of care.

The Council and CCG are committed to seizing the opportunities associated with more innovative and creative solutions, co-produced by those to whom the changes affect the most. These solutions will address people's individual goals and support the growth of vibrant and healthy communities which empower people through the promotion of independence. Where possible acute services will be replaced with community based services, delivered in people's homes.

KEY POPULATION HEALTH NEEDS

The population is 'younger': Telford & Wrekin has an estimated population of 170,200. The population is younger than the national picture, with a greater proportion of the population aged under 20 (T&W 25.8%, England 23.7%).

The population is growing, changing and ageing:

- The proportion of the population who are aged under 20 is decreasing (26.1% in 2010, 25.8% in 2015), as is the working age population (65.2% in 2010, 63.2% in 2015).
- The proportion of the population aged over 65 is increasing (14.3% in 2010, 15.9% in 2015), with 27,200 residents now in this age group.
- The population of the borough is projected to grow at a faster rate than the England population (T&W 13.4%, England 10.2%) and is projected to grow to 196,900 by 2031, an increase of some 23,300 people.
- Over half of the population increase will be in the over 65 age group (12,300 people), with the 85+ age group more than doubling (+117.6%) and the 65-84 age group increasing by a third (33.1%).
- There were a total of 2,075 live births to mothers living in Telford and Wrekin during 2015. Over the past six years the total fertility rate has fallen from 2.00 to 1.82. The National trend is similar, falling from 2.22 to 1.93.

The population is becoming more diverse: and whilst majority of the population's ethnicity is white British, with the borough having lower BME rates in all age groups than England, the highest proportion of BME groups is found in the 0- 24 age group (T&W 13.1%, England 25.4%). The proportion of school age children from a BME background is also increasing (13.7% in 2012, 18.5% in 2016).

Households are more likely to contain dependent children and/or carers: almost 22,000 households contain dependent children, around a third of all borough households. Around 18,000 people provide unpaid care - 1,530 young people aged 0-24 provide unpaid care, around 12,700 adults aged 25-64 and around 3,670 aged over 65. Nearly 5,000 people provide unpaid care for over 50 hours per week

The population has higher rates of poor health:

- Residents report higher levels of bad or very bad health compared to England (T&W 6.2%, England 5.5%), around 10,395 people.
- Life-expectancy at birth is significantly worse than England rates at 78.1 years for males (79.3 England) and 81.8 years for females (83.0 England).
- Early mortality rates from causes considered preventable are declining in Telford and Wrekin, but remain above the England average. The standardised mortality ratio for people aged under 75 is higher than the national ratio for cancer, liver disease and respiratory disease, and similar to the national ratio for cardiovascular disease.
- Across all age groups there are higher rates of people reporting a long term limiting health problem or disability that limits their daily activity (T&W 18.2%, England 17.2%), around 31,000 people.

The population don't always make healthy lifestyle choices:

- 7.9% of all births had a low birth weight (less than 2,500g), similar to the England rate.
- 18.1% (366) of mothers were smoking at delivery, significantly worse than England. Breastfeeding initiation rates have increased a little from 65.1% in 2010-11 to 67.5% in 2014-15, although remain worse than England.
- The prevalence of smoking in those aged 18 & over has decreased to 18.2%, similar to England, having previously been higher. The prevalence of opiate and/or crack use was estimated to have declined and is now lower than England, and the prevalence of drug injectors has declined to a level similar to England.
- The proportion of children in reception with excess weight increased to 25.5%, worse than the England (22.1%). In Year Six children with excess weight increased to 37.4%, worse than England (34.2%).
- Levels of excess weight in adults are 71.1% and obesity 26.5%, both worse than England.
- 18.7% of residents aged 16 & over are binge drinkers and 28.5% of adults are inactive, both similar to England rates.

Hospital admissions rates for a number of causes are higher than England: For all ages, the Standardised Admissions Ratio of emergency admissions for all causes is worse than national. This ratio is also worse than national for Coronary Heart Disease, stroke, Myocardial Infarction (heart attack), Chronic Obstructive Pulmonary Disease (COPD). The ratio is similar to national for hip fractures and alcohol attributable conditions.

National prevalence rates enable an estimation of the number of residents with other health conditions:

- Around 1,000 children aged 5-10 and 1,400 aged 11-16 with a mental health disorder. Around 17,400 adults aged 16-64 with a common mental health disorder and around 7,700 adults aged 16-64 with two or more psychiatric disorders.
- Around 700 older people aged 65 & over have severe depression. Around 1,800 residents aged 65 & over suffering from dementia.
- Around 4,000 residents have a learning disability. Around 1,400 residents have Autism

Table 12: Key population health needs

THE SERVICE DELIVERY MODEL

Neighbourhood working is a complex collection of activities, embracing all aspects of community centred approaches and bringing together existing and new projects into a coherent programme. There is an active steering group and a vibrant working group. Interaction with patients and the community has taken place at project level to define solutions. As the programme has developed, three work streams have emerged which are strongly linked. Each constituent project has clear objectives, timescales and some have already started to see positive outcomes. Much of the work utilises the pathways developed by the Future Fit Clinical Design Group. This programme is also helping to drive the changes across primary care, considering the implementation of new models of care.

Work stream 1: Community Resilience and Prevention

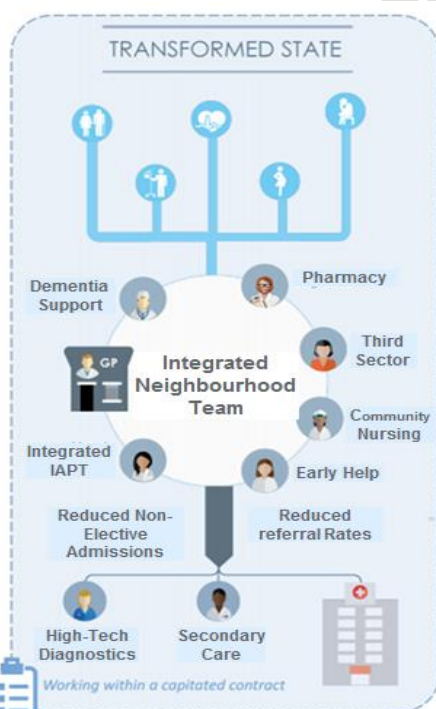


There are two strands to this work which span different geographical areas and populations. The first aims to ensure that Telford and Wrekin has strong and connected communities. This will be achieved through volunteering, peer support, new community based groups and delivery of projects through community organisations. An asset based community development ethos has been employed to support developments and avoid the various statutory organisations dominating changes. This is an all age approach that will affect people at different stages of their life course. Examples include improved networks/connections for people to improve antenatal wellbeing or improved support for people from their community in the end stages of their life.

The second strand aims to support people to stay healthy using a combination of approaches for the whole of the population and some for priority groups. Examples include work on early detection and prevention of cancer and a whole systems approach to reduce excess weight and obesity.

Figure 13: Workstream 1 – Community resilience and prevention

Work stream 2: Neighbourhood Teams



Adapted from: <http://www.napc.co.uk/primary-care-home>

This work stream will bring together community based health and local authority professionals to proactively support people with long term conditions. The diagram 'transformed state' illustrates the kind of formation the neighbourhood teams will take.

Four neighbourhoods have now formed around groups of practice populations: Newport, South East Telford, Central Telford and TelWell. The constituent practices are listed on page x They have each identified the priorities that would best meet the needs of their population. The main local community providers are fully involved in this work and are helping to articulate the offer to reconfigure services around



neighbourhoods.

Figure 14: Workstream 2 – Neighbourhood Teams

Work Stream 3: Systematic shift of services from acute settings

This workstream has aspirations to review priority specialities and develop plans to enhance prevention, promote self-care, transfer services to the community and define levels of service to remain in the acute setting.

In Telford and Wrekin large shifts of activity have already occurred (over 70% of total outpatient activity) for orthopaedic, pain and dermatology related outpatient activity. This means that opportunities to shift planned care outpatient work is limited but the promotion of prevention, self-help/management and interface services between primary and secondary care are still valid aims and will continue to be promoted within the neighbourhood model. These will be particularly important in the improved management of long term conditions. This work has already started in diabetes and respiratory care.

Figure 15: Workstream 3 – Systematic shift of service from acute setting

The relevant population for projects contained in Community Resilience and Prevention (workstream 1) will vary. For example some initiatives and changes may be at a place based area such as a street or village level, whereas others may be led by a community of people with shared interests across the whole of Telford and Wrekin.

The Neighbourhood Teams (work stream 2) will be based around 4 populations that are aligned to patients registered to practices within those neighbourhoods. Table 13 below shows the practices who are part of each neighbourhood.

Table 13: Neighbourhood Practices

Neighbourhood	Constituent Practices	Total Population
Newport	<ul style="list-style-type: none">Wellington RoadLinden Hall	28,187
South East Telford	<ul style="list-style-type: none">Court StreetHollinswoodIronbridgeStirchleySutton HillWoodsideDawley	56,592
Central Telford	<ul style="list-style-type: none">CharltonDonningtonShawbirch	43,665
TelWell	<ul style="list-style-type: none">LawleyOakengatesTrinityWellington	56,734

*Population size based on practice registers as at 21st July 2017

KEY OUTCOMES TO BE DELIVERED

There are two overarching changes the development of neighbourhood working will deliver. These are outlined below together with a series of more specific points below each one:

Outcome 1: *Telford will have strong and connected communities. Building on existing work, the community will drive the development of local assets and people will:-*

Have friends and support networks

Feel empowered to improve their own and their families' health

Things to do

Gain a feeling of being safe and belonging to their community

Gain confidence to go and help and ask for help

Centres of 'connecting points' to go to

This change is important because:

Traditional models of statutory services are no longer fit for purpose. They promote dependence, they are expensive and outcomes could be better.

There is a strong and growing evidence base about the importance of building confident and connected communities in improving outcomes for people

Individuals benefit from contributing to the wellbeing of others

There is significant proof that poor health can be prevented or delayed

Needs escalate and people's health and wellbeing deteriorate because they don't have enough support in the community

People depend on services because they have very limited alternatives in their own communities

Outcome 2: *People with an identified long term health condition will be supported to live their life to their full potential:-*

The notion of care 'from cradle to grave' will be reinvigorated

Individual professionals will take responsibility for the delivery of as much care as possible, drawing on specialists where necessary

Professionals will work together to seek out those who would most benefit from an intervention/support

People will share their story once in a way that is right for them

People will understand their condition and how to deal with it and people will self-care/self-manage where possible

Carers will be supported

This change is important because:

We need a much greater focus on prevention

We need to find people earlier in their disease progression so they can manage their condition better, earlier

A greater number of people have become more dependent on statutory services

Current services tend to do things to and for people rather than promoting self-management

Multiple individuals from different organisations are providing care for any one patient at any one time

The current way of working is not the most effective way of supporting people

We have lost a holistic nature of care by focusing on ‘tasks’

There are a number of high level programme outcomes. In addition, each of the projects has a more specific set of outcomes, outputs and measures, many of which are person centred and quality related. The CCG and Council are keen to explore the possibility of an innovative and robust evaluation strategy to help assess outcomes.

Key priorities for development in 2017/18 are set out below:

COMMUNITY RESILIENCE AND PREVENTION

Patient outcomes:

1. People have friends and support networks with their local communities
2. People will have things to do
3. People will have a feeling of being safe and belonging to their community
4. People will have confidence to help others and ask for help
5. People will have centres or connecting points to go to

Key Projects	How will it look and feel like	How will we do it
Wellbeing Care and Support Networks	Supporting the vision of integration of health and social care by identifying and bringing together across 'localities' a diverse range of care and support provision accessed by the community directly or being 'connected' by individuals, champions, arts, culture or virtual technology that engage and connect people, families and carers to attend the hubs or communities within the hubs themselves.	Implementation of Wellbeing Care & Support Network Infrastructure
Community Innovators	A community role made up of one or a number of individuals linked to existing communities/networks producing a home grown solution to its own community's needs.	Three community innovators working within the locality with direction from an advisory group
Establishment of grants process	Process for allocation of grants for projects supporting community resilience	Less emergency admissions for smoking and alcohol related admissions
Safe and Well Checks	Firefighters discussing health matters such as weight, smoking and mental well-being with people, while they will also seek to refer people to appropriate local support for issues such as unemployment, claiming benefits, and drug and alcohol schemes.	Delivery incorporated into already established safety checks carried out by Shropshire Fire and Rescue Service
Developing the community role within cancer survivorship	Community based services for people living with and beyond cancer are limited, variable and often difficult to access. A more systematic approach is required to identify the needs of all people living with and beyond cancer to optimise their ability	Neighbourhood Cancer Coordinator to support: <ul style="list-style-type: none"> • Identify and address the holistic needs of patients • Provide live treatment

	to appropriately self-manage, reduce the risk of recurrence, optimise their health and wellbeing and improve their quality of life.	summaries to patients GP's and Consultants Offer of health and wellbeing interventions including tools for supportive self-management, peer support and appropriate follow up within structured Cancer Care Reviews in primary care.
Health Champions	Health Champions are people who, with training and support, voluntarily bring their ability to relate to people and their own life experience to transform health and wellbeing in their communities	Champions will be supported to: <ul style="list-style-type: none"> • Deliver health conversations to friends, family, neighbours and their local community • Embed Health Champion's role into existing volunteering • Engage with and support existing initiatives (e.g. AT sessions at CA, HLH) • Start up small community projects e.g. walks, drop in sessions, social groups
Branches – Mental Health Hub	Local mental health hub to provide four functions to support people with emotional and mental health difficulties: <ul style="list-style-type: none"> • A listening service • Connecting people • Crisis support • Post discharge support 	Establishment of local service – initial pilot currently happening in Newport
Cancer Prevention	Aims to achieve the Cancer Taskforce ambitions at a Neighbourhood level relating to screening, early detection and provision of support to reduce all cancer risk factors	Targeted interventions relating to: <ul style="list-style-type: none"> • Smoking • Alcohol • Diet, Obesity and Physical Activity

NEIGHBOURHOOD TEAMS

Patient outcomes:

1. The notion of care 'from cradle to grave' will be reinvigorated through this model
2. Individual professionals will take responsibility for the delivery of as much care as possible, drawing on specialists where necessary
3. Professionals will work together to seek out those who would most benefit from an intervention/support
4. People will share their story once in a way that it right for them
5. People will understanding their condition and how to deal with it, and self-care/ self-manage where possible
6. Carers will be supported

Key Projects	How will it look and feel like	How will we do it
Dementia	Alignment of dementia workers in neighbourhoods to provide clearer support for carers and enable increased support and intervention from community groups as well as NHS staff	<ul style="list-style-type: none"> • Dementia Diagnosis in Neighbourhoods • Dementia Team aligned with neighbourhoods • Dementia companion and memory service to be based in Neighbourhoods
Improved Support to Care Homes	Improved support delivered to care homes to enable patients to achieve optimal health outcomes and live as healthy lives as possible	<ul style="list-style-type: none"> • Business case for Care Homes Support Team developed
Integrating Citizens Advice Bureau (CAB) for Wellbeing	CAB integrated locally support into practices to enable GPs to refer directly on site and support patients with non-medical issues attending primary care	<ul style="list-style-type: none"> • "Hub" up and running for 12 month pilot
Agreement of model delivery for Neighbourhood Teams to include Intermediate Care	Locally defined teams wrapped around Neighbourhoods	<ul style="list-style-type: none"> • Pilot model up and running. • Virtual teams will be formed from professionals from different organisation
Social Prescribing and Making Every Contact Count (MECC)	To enable local people to stay healthy and avoid preventable conditions, enabling them to live fulfilling lives. Using asset based approaches that address identified protective factors to support health and wellbeing. It involves collaborative working with communities, third sector, private and public organisations to better support local people in their neighbourhoods	<ul style="list-style-type: none"> • Social prescribing launched in all Neighbourhoods
Hypertension Identification and Management	Increasing awareness, identification and management of Hypertension	<ul style="list-style-type: none"> • Agreed and implemented protocol for the management of hypertension • Implemented initiatives to

		identify people with high blood pressure
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Table XXXX

SYSTEMATIC SPECIALITY REVIEW AND TRANSFER OF SERVICE

Patient outcomes:

1. People will be able to access care locally
2. Where possible people will be able to receive treatment from specialists in the community
3. Any treatment will promote recovery and independence

Key Projects	How will it look and feel like	How will we do it
Diabetes	Implementation of new diabetes model of care	<ul style="list-style-type: none"> • Implementation of clinical pathway establishing links to wider support services. • Clarification of what remains in the acute setting for Respiratory • Increased Psychological support • Specification for Diabetes community services
Respiratory	Enhancing the respiratory pathway	

Table XX

9.2.4 NEIGHBOURHOOD WORKSTREAM –POWYS

The Integrated Medium Term Plan 2017/18 to 2019/20 sets out how Powys Teaching Health Board (PTHB) will deliver its core purpose of improving health and wellbeing and enabling excellent health services. The plan is underpinned by a commitment to the vision to enable ‘truly integrated care centred on the needs of the individual’.

The health board, with its partners, is starting the 2017–2020 period from a strong base. Despite some very real challenges, they continue to experience a strong and successful primary care community. GPs, nurses, pharmacists, optometrists, dentists, therapists, social care, voluntary sector and others are working together to develop innovative services for the people of Powys. There is ambition to do more and the health board is committed to the development of primary and community services as a priority.

KEY POPULATION HEALTH NEEDS

PTHB is responsible for improving the health and wellbeing of around 133,000 people living in Powys. The health board and its coterminous county council cover a quarter of the landmass of Wales, but with less than 5% of the population it is one of England and Wales' most sparsely populated areas. Geography and rurality mean that health and care services are more fragile and access can be more difficult.

Some key population statistics include:-

- 8% projected overall decline in the Powys population by 2039
- The population of children and young people in Powys is predicted to decrease within the next ten years, mainly due to an on-going trend for young people to leave the county in favour of more urban areas, as well as the reduced birth rate across Powys.
- The 65+ age group in Powys is projected to increase by 37% by 2033 and the 85+ population is estimated to increase by 121% over the same time period in Powys.
- Powys has a low income economy with low average earnings, low unemployment and house prices that are disproportionately high. The county has a strong network of small towns and villages with a high level of community commitment including a strong voluntary sector.
- Health inequalities are significant with people living in the most deprived areas of Powys; living more years in poor health than in the least deprived areas. A child born today in the most deprived area lives approximately 10 years (boys) to 14 years (girls) longer with poor health than a child born in the least deprived area. Furthermore Powys is the most deprived county in Wales in terms of access poverty
- The high burden of disease, with 46% of the Powys adults reporting receiving treatment for “any illness” and nearly a third of adults being limited by illness or disability
- High prevalence amongst Powys residents of the risk factors which underpin avoidable ill health, premature mortality, health inequalities and demand on health services. For example, smoking, being overweight or obese and alcohol misuse are risk factors for a wide range of the commonest health problems including cardiovascular disease such as heart attack and stroke, type 2 diabetes, cancers and joint problems such as osteoarthritis
- An unacceptable gap in life expectancy and healthy life expectancy and all age all-cause mortality between the most and least deprived areas in Powys

THE SERVICE DELIVERY MODEL

PTHB is primarily a commissioning organisation. The largest proportion of its budget is devoted to commissioning NHS services. Much of this care is provided in the community through primary care contractors such as General Practices, Dental Practices, Pharmacists, Optometrists and Nurses in Powys. £2.05M of service delivery is also commissioned through the Third Sector. Secondary care services are provided through commissioning arrangements with other health boards in Wales and NHS Trusts in England.

PTHB directly provides non-specialist healthcare services through its network of community services and community hospitals. There is also provision of an increasing range of consultant led outpatient sessions, day theatre and diagnostics in community facilities, bringing care out of the acute hospital setting and closer to home.

Service changes in Powys must be considered within the context of the service changes happening around our borders and beyond, both in England and Wales if we are to deliver truly integrated services. When services are reconfigured, changed, moved, reduced or extended in any one of our commissioned providers there is often an impact on pathways, flows and patient experience for the residents of Powys. The management of change for Powys is therefore complex and must be viewed in terms of our role as both a provider and commissioner.

Whole Systems Model

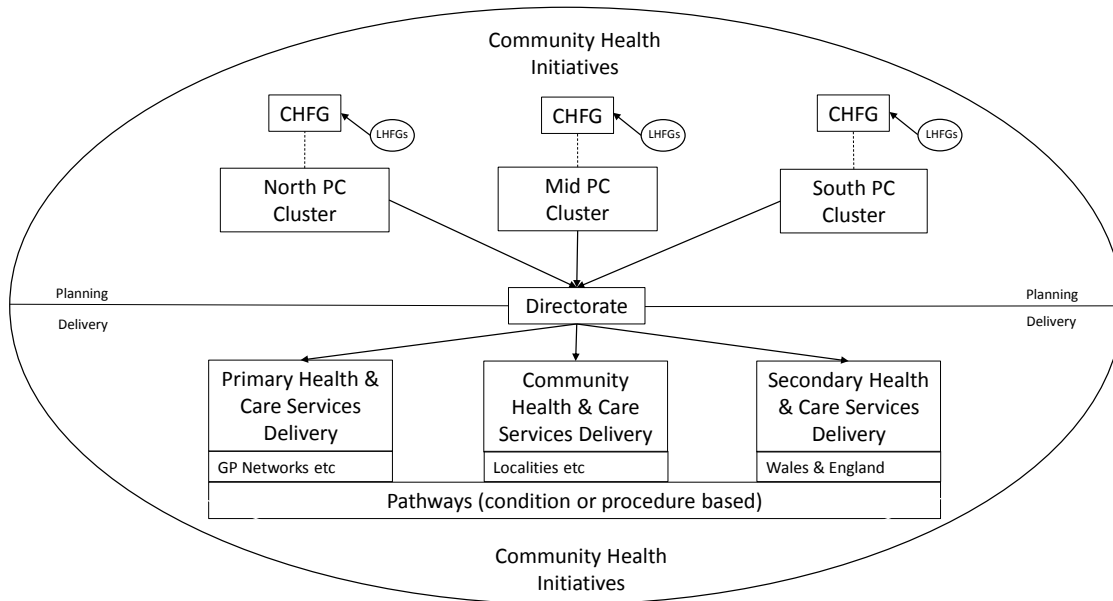


Figure 16: Whole System Model

Vision

Truly integrated care centred on the needs of the individual

Aims and Strategic Objectives

AIM 1 Improving Health and Wellbeing	Improve health now and lay the foundations for maintaining good health for the future Improve the emotional wellbeing and mental health of the people of Powys
AIM 2 Ensuring the Right Access	Increase the capacity and resilience of primary and community care to promote self-care and support care closer to home Implement whole system commissioning to ensure appropriate access to effective services
AIM 3 Striving for Excellence	Deliver continuous improvement in safety, quality and patient and carer experience in all settings Improve the estate to s that it is fit for purpose and progressing to meet service needs Secure innovative ICTG solutions, built on a stable platform Ensure a well governed organisation
AIM 4 Working in Partnership	Implement greater integrated health and care services Develop partnership working, to achieve the ambitions of the health and care strategy and the Powys Wellbeing Plan
AIM 5 Making Every Pound Count	Implement effective financial management to ensure best value for money and achievement of statutory breakeven
AIM 6 Always with our Staff	Develop a sustainable, skilled, engaged and content workforce fit to meet the needs of the population of Powys

Table 14: Aims and strategic objectives

KEY OUTCOMES THIS WILL DELIVER

- *We seek to be leaders in primary and community care*
We already have a strong and vibrant primary and community care service with highly committed staff and partners working together. New ways of providing general medical services have already progressed with a greater emphasis on multi-professional care in General Practitioner (GP) practices. We intend to help to transform the way in which people can be supported to self care through the use of new digital technology and good quality supportive individual health care planning and to help broaden the range of services available locally including social networks and support, mental health care provision and outreach services from district general hospitals. The development of integrated community hubs for example has been a key message from stakeholders and partners with regard our future planning. Furthermore, the development of rural regional centres offering an enhanced service provision in county could be developed to help improve access and patient experience, working hand in hand with secondary care providers, utilising new digital and telehealth solutions.
- *We seek to be leaders in commissioning*
This means that we will increasingly look at the whole system of care to help determine (based on need, quality, patient experiences and cost) what, where, when and how services should be provided. Increasingly we are working with others to jointly commission and during the life of this plan we will increase our joint commissioning with social care, enabling a truly joined up approach. We will be relentless in ensuring we work in the interest of the people of Powys when we commission services and will implement our Strategic Commissioning Framework and Commissioning Assurance Framework in order to achieve the best results possible.
- *We seek to be leaders in integrated care*
Building on the success to date, we aim to move forward on 'triple integration'. Integrating primary, community and secondary care; physical and mental health care; and health and social care will enable a step change in our offer to the population – seeking to promote a more holistic way of supporting people. The health and social care integration ambition sets Powys apart from others at this stage. We are currently engaging with people on our recently developed integrated health and care strategy, the first of its kind in Wales. This has the potential to be the blueprint for future integrated services managed as a single system with integrated operational management, integrated commissioning, and integrated service provision becoming the norm.

9.2.5 FRAILITY

The population over 65 has increased by 25% in just 10 years. The over 85 population is set to increase by 194% (2006-2031). The Frailty Programme has therefore been identified as a key priority within the local STP in order to support whole system change, help manage emergency admission demand and thereby support the delivery of the A&E 4 hour constitutional target.

INCOSE (The International Council on Systems Engineering) supported Frailty workshops between November 2016 and January 2017, which highlighted that the local current system does not provide the best care for patients. The key outcome from the report was that the current system was based on medical models; had a fragmented system; was over-reliant on beds and too risk averse.

The development of a robust end to end Frailty Pathway is a key enabler. The first phase of the work programme has been completed including a current state analysis report which was developed through a series of 53 interviews with key providers and key stakeholders.

The key areas identified for development are:-

- Prevention and Primary Care
- Crisis/ Admission Avoidance
- Maximise Independence
- Flow through the acute hospital
- Effective Discharge
- Improved End of Life Care

Frailty Programme Aims

The integrated frailty team - a 'one team approach'

- A continually improving patient and healthcare experience
- To provide the right care at the right place and the right time
- To ensure that the health system is working for the patient. Simplifying pathways and producing a patient centric end to end system of care.
- Sustain a skilled worked force both inside and outside of hospital
- Promote prevention, independence and confidence for patients to remain in their home

Frailty Programme Objectives

- Improved identification of Frail patients
- Improved care planning and preventative support
- Enhanced admission avoidance interventions within community and acute services
- Reduce avoidable admissions and length of stay while improving outcomes
- Dedicated staffing to support Frail patients within acute hospital to improve patient journey and experience
- Reinforcing integrated working across primary, community and acute services
- Support achieving Constitutional targets

The table below provides an overview of the Frailty Programme outcomes:

- Reduce demand on acute hospital
- Maintain/maximise patient independence
- Care closer to home
- Reduction in hospital acquired infections
- Reduced mortality post discharge

The key priorities for development in 2017/18 are summarised below:-

Key Projects	How will it look and feel like	How will we do it
Development of 'Frailty ' or My Health Card	<p>A completed document that holds key baseline and care plan information on individual patients, that's accessible to:</p> <ul style="list-style-type: none"> • Acute Hospital • Community Teams • Primary Care • Out of Hours • Ambulance <p>To assist clinical decision making</p>	<ul style="list-style-type: none"> • SCHAT and WMAS developed draft My Health card. Shared with Walsall who have developed similar • Care homes have been identified to pilot
Electronic frailty assessment	Each GP practice will utilise the	<ul style="list-style-type: none"> • CSU developed a Frailty risk

within primary care	<p>CSU Frailty tool to identify and risk stratify all Frail patients.</p> <p>The GP has recorded al in EMIS</p> <p>Enhanced Summary Care Records are completed for all high risk patients</p>	<p>stratification tool to support patient identification, care planning and GMS requirement for EMIS identification</p> <ul style="list-style-type: none"> • Piloted across economy and reviewed by GPs Shared tool with all practices across the economy and support for utilisation
Proactive care planning and case management	<p>Identify cohorts of patients from the risk stratification and implement levels of proactive care:</p> <p>Referrals to voluntary sector; non-statutory providers eg Care Co-ordinators/ care Navigators; community teams for case management; Mental Health; social care</p>	<ul style="list-style-type: none"> • Enhanced Summary Care Record will be developed as part of CMG contract for frail patients Case management/ Virtual ward included as part of QIPP plan/ Business Case for care homes
Full implementation of community based integrated teams	<p>A single health/social and voluntary care provision accepting referrals through a single team for Admission Avoidance</p> <p>Robust pathways with Care Co-Ordination Centre and West Midlands Ambulance service for Admission Avoidance</p>	<ul style="list-style-type: none"> • Review of the implementation of ICS (Shropshire)/ ICT (Telford) • Operational ICT meetings in place for ICT to improve integrated working • SCHAT agreed service spec and metrics • Council reviewed ICT. • Rapid Response close working with WMAS to increase referrals • Providers to commence reporting of performance against metrics • CGA (CFA) piloted
Dedicated Frailty, Falls and Care avoidance interventions as part of integrated teams	<p>Identify the potential additional opportunities for care home, falls and fractures reductions in avoidable admissions</p>	<ul style="list-style-type: none"> • Shropshire implemented Fracture Liaison Service • T&W Falls Steering Group. Draft falls pathway and process map completed • T&W developing QIPP plan/ Business Case for Care Home Team • Month 12 shows reductions in falls and care home related admissions for T&W
Implementation of Comprehensive Frailty Assessment	<p>Implementation of an agreed comprehensive frailty assessment (CFA)</p>	<p>Pilot of CGA within identified care homes</p>
Frailty Team working from the Front Door (assessment in ED) to	<p>Agree the front door frailty model</p> <p>Identify the capacity and skills base</p>	<ul style="list-style-type: none"> • SaTH development of Business Case for Frailty Team • Weekly meeting between

discharge	for the front door frailty model Agree and Implement front door frailty model	SaTH and CCG commissioners in place to review actions
Improved identification and end of life care for Frail patients	Reductions in avoidable end of life admissions Improved dignity in death and choice of place of death	EOL Steering group sub- group working to develop a single DNA/ CPR form through the 'The ReSPECT Process' (Recommended Summary Plan for Emergency Care and Treatment). It covers both anticipatory care planning and DNA CPR documentation

Table 15: The key priorities for development in 2017/18

9.2.6 MENTAL HEALTH AND DEMENTIA

Patient Outcomes:

1. Communities and care systems will have a greater understanding of issues
2. People will have access to early help and support so they can help themselves
3. Services will provide fast track proactive support
4. Services will provide care in a crisis

Key priorities for development in 2017/18:-

Key project	What will it look and feel like	How will we do it
Mental health awareness training	Mental health champion on each police shift	Training booked for September
Recovery college	Range of courses to support recovery Joined up employment pathway Improved medicines Management support through health coaches	Nos attending courses Nos of people in employment who have MH issues increases Improved meds compliance- measured on individual basis
Trauma pathway –Telford only	Clear referral pathway with relevant support for people who have had emotional traumas	Patients referred into the correct service for their needs
Physical health CQUIN	Physical health needs of those with severe MH issues is addressed	Improved health outcomes for people with SMI
Clinics linked to Help to Change (Shropshire)	Immediate referral for health promoting behaviour work when attend for MH issues	Psychosis pathway - medication clinics and physical health linking to Help to Change project
Single Access point for referrals	Get to the right place first time then to services or facilitated signposting to third sector	Feedback from patients. Meeting early Intervention psychosis target
Non psychosis assessments in clusters in Shropshire	Care closer to home- Clinics to be held in GP clusters	Clinics up and running

Revised acute care pathway	Prompt access in a crisis from a team that understands your needs and responds	Reduction in Section 136 detentions, reduction in inappropriate admissions to Redwoods and acute hospitals
Frequent attenders at ED	People who attend ED on a frequent basis will be reviewed and an appropriate care package put in place to support their MH needs	Reduction in repeat attenders at ED where MH is an issue
Memory service	Fast track access to quality supportive service in neighbourhoods	Redesign current service
Dementia crisis support	Advice and support will be available if people have a crisis associated with their dementia	New service specification for current provider
Post dementia diagnosis pathway	People will be supported from diagnosis through to end of life and will know how and when to access support	Dementia companions, dementia friendly communities

Table 16: Key priorities for development in 2017/18

9.2.7 SECURING SUSTAINABLE GENERAL PRACTICE

The GP Forward View (GPFV) is identified within the STP as the key delivery vehicle for securing sustainable general practice within the context of the developing Neighbourhood care models described in the preceding sections.

The GPFV workforce objective is described as building capacity and capability in general practice to strengthen the primary care workforce by 2020/21 by increasing workforce, reducing attrition, and increasing recruitment into a more diversified workforce. Specific targets and outputs are:

1. Baseline assessment to identify areas of greatest need
2. Workforce gap analysis to deliver new models of care be undertaken
3. Workforce development plans including multi-disciplinary working and primary care at scale
4. Commitment to develop, fund and implement local plans
5. Initiatives to attract, recruit and retain GPs and other clinical staff
6. Actions to ensure GPs are operating at the top of their license as part of the multidisciplinary general practice team.
7. Actions to extend multi-disciplinary team working and greater integration across community services to optimise out of hospital care
8. International GP recruitment into areas with most need
9. Recruitment of clinical pharmacists in general practice
10. Connections with associated nursing and allied health professional workforce initiatives
11. General Practice provides the building block for Neighbourhood Teams. Providing support is a fundamental part of the model.

The Shropshire and Telford & Wrekin CCGs are embarking on a Primary Care Transformation journey which places primary care at the centre of a multi-disciplinary health and wellbeing offer to the local population. The vision is to develop a neighbourhood based solution to meet need that is based on the principles of:

- **Collaboration** – health, social, community, mental health and voluntary organisations working together
- **Co-ordination** – approaches to delivery of care that are co-ordinated between agencies across a locality

- **Innovation** - embracing new ways of working to offer the best support to the population with clinical and asset based approaches working hand in hand
- **Accessibility** – locality based provision tailored to each area
- **Quality** – Ensuring that transformation leads to better outcomes for patients and reduces inequalities

The CCGs are working collaboratively to implement the GPFV and are also liaising with the Shropshire Local Medical Committee to provide oversight to progress and impact. Both Telford & Wrekin and Shropshire have plans firmly rooted in wider system change driven by the Sustainability and Transformation plan (STP) and our ambition to further develop integrated working with the local Councils. Our approach to transforming Primary Care will however embrace the differing needs of our local populations across Shropshire and Telford & Wrekin and our neighbourhood models will look different across the County as they will be developed locally.

Each of the CCGs is at different stages in their Primary Care transformation journey. However, the CCGs are committed to sharing approaches and expertise and to apply this to local issues as required. We will build on the emerging collaborations and partnerships between practices, recognising the natural alliances that are forming and the need for locally grown and tailored approaches.

Implementation is supported through a Shropshire wide 2 year GPFV operational plan (Appendix XX) which is aligned with the wider STP delivery plan. The transformation plans include a focus on: workforce, estates, IT, provider collaboration and risks.

- **PRIMARY CARE WORKFORCE**

A substantial number of GP's are at or approaching retirement age. In general, the local primary care workforce is dominated by traditional roles with very few nurse associates, Physicians Associates, mental health therapists or pharmacists, although practices are starting to use alternative workforce such as ANPs and clinical pharmacists to provide care that would have historically been delivered by GPs. Workforce is recognised as the most significant challenge to the sustainability of general practice across Shropshire and as such there has been significant focus on this area.

The workload and resilience work stream is re-redirecting workflows and developing care navigation/sign posting. Across Shropshire a number of practices have already benefitted from workflow training and dates are planned for the remaining practices. There has been a collective CCG approach to implementing care navigation on a phased approach with internal signposting to members of the general practice multidisciplinary team and to external providers (i.e. pharmacy, optometry and dental providers). These pathways have been developed in partnership with the Local Professional Networks for Pharmacy, Optometry and Dentistry. This has been possible through national funding.

Two practices have taken up funding from the Local Enterprise partnership (LEP) to up-skill administrative staff. Funding is also available from this source for other members of the MDT in managing people, leadership and the principles of customer service. The CCG's are working with the CEPN's to promote uptake of these courses.

Progress has been underpinned by the investment into Shropshire from the GP Forward View national resilience funding allocation. Prioritised practices have been encouraged to work collaboratively to address specific internal challenges. These include for example lead practices employing pharmacists and / or urgent care practitioners who then provide sessions across a group of practices. Case studies evidencing benefits will be submitted by practices in March 2018.

All our stakeholders are now advocating network working across practices to build greater resilience and the GPFV resilience funding has been used to support the piloting of new workforce models across groups of practices.

- PRIMARY CARE ESTATES AND TECHNOLOGY

Infrastructure is also recognised as a critical enabler for change across Shropshire County to help ease the pressures created by workforce challenges, especially in relation to the use of IT. Through the Estates and Technology Transformation Fund (ETTF), Shropshire, Telford & Wrekin have been awarded funding to implement an Integrated Care Record which will support delivery of the new model of care. Funding has also been awarded to purchase additional computer screens for practices to support the implementation of re-directing workflow and to pilot e-consultation.

- PRIMARY CARE LINKS WITH MENTAL HEALTH

There is also a dependency on the Five Year Forward View for Mental Health (5YFVMH) which is progressing schemes that will deliver additional mental health therapists within primary care teams.

As part of the government's extended commitment to achieving parity of esteem for mental and physical health and implementing the Five Year Forward View for Mental Health (5YFVMH) CCG's will have to ensure that mental and physical health care, including access to psychological therapies, is delivered as part of an integrated approach. The 5YFVMH sets out the ambition that by 2020/21, 25% of adults with depression or an anxiety disorder, will be able to access to IAPT.

Recognising the high levels of unmet psychological needs in people with co-existing physical health conditions, two thirds of this expansion is planned to take place within 'integrated IAPT' services. As part of this expansion, new mental health therapists will be co-located in primary care, as set out in the General Practice 5 Year Forward View.

The need for integration is particularly apparent in people with existing long-term physical health conditions (LTCs) and medically unexplained symptoms (MUSs). Around one-third of people with LTCs, such as diabetes, cardiovascular disease and respiratory disease, will also experience a common mental health problem, with an even higher proportion experiencing poor mental health. Coexisting mental and physical health problems are associated with a poorer prognosis and considerably higher healthcare costs. Integrated care, as well as being reported consistently as preferable to non-integrated care by people who receive it, has also been shown to improve outcomes and be cost effective.

The introduction of the national IAPT programme will be in a number of waves with specialist national support to CCGs in each wave. The CCGs are not part of Wave 1 or 2 and are therefore awaiting instruction following a review of these first wave implementers which is due to report in September 2017.

- KEY PRIMARY CARE DEVELOPMENTS TO-DATE

Formal quarterly reporting to Primary Care Committees

Primary Care Needs Assessment undertaken in 2016

Review of all PPGs across the County

Shropshire wide Primary Care Workforce audit process underway. The CCGs are working with NHS England to establish a workforce baseline which will be fed into a Health Education England tool which will assist in workforce planning

Primary Care Estates Plan being progressed

Primary Care IT Roadmap approved

Both CCGs have been successful in bidding for ETTF funds through the GPFV for both estates and IT projects. All projects are being progressed via the development of business cases with milestones towards completion agreed.

14/17 practices in Telford and Wrekin are now working in 4 clusters/localities to secure sustainability

The development of Practice clusters are being progressed in Shropshire

Practices in both CCGs have been successful in obtaining funding from the NHSE Resilience Fund and are starting to deliver on plans to improve resilience. Bids to the 2017/18 Resilience Fund have been made with decisions expected during August 2017.

Practices have attended training sessions to understand their referral data better (via the Aristotle system)

- Shared learning from the CQC visits, as and where appropriate, will be commenced
- A new quality and improvement assurance process will be commenced

Primary Care Communication and Engagement Plan submitted for approval to Primary Care Committee

Primary Care Financial plan approved by Primary Care Committee

Social Prescribing Pilots are underway in both CCGs.

24 practices across both CCGs are part of a scheme to provide extended access to General Practice. Pre-bookable and same day appointments are available from 8am-8pm and at weekends. Both CCGs are planning to extend this to cover 100% of their population by April 2019 in line with the GPFV.

Practices from both CCGs have received funding to provide training to practice managers.

Staff at many practices from both CCGs are receiving training on care navigation and on improving workflow in practices.

Both CCGs are implementing plans to introduce e-consultation and Skype consultation in practices.

9.2.8 REDUCING DELAYED TRANSFERS OF CARE FROM HOSPITAL

Significant work has been undertaken this year to ensure robust plans are in place to reduce Delayed Transfers of Care (DTOC) to 3.5% or below in all provider organisations by the end of September 2017. Reducing length of stay is key to improving effective flow of patients through the acute hospital. Examples of initiatives in place to support this reduction include:

- The local LHSE has a well-established discharge to assess model in place that is subject to a continuous improvement cycle to ensure that it is embedded within work practices and functions effectively. Trusted assessment is now in place with local NHS and LA partners and plans are in train to expand to independent care providers.
- In Telford, for 6 months a part-time Matron role has been embedded with clinical experience to educate, advise and manage in order to minimise risk and reduce the pathway level as prescribed on the fact finding assessments. The funding to extend this role to a full-time post for 2 years from the BCF has been agreed.
- Local authority partners are working to have a robust 'sufficiency of care plan' in place by 1st October 2017 to ensure continuous service delivery to support hospital discharge through to 1st April 2018. This represents a whole system approach to the delivery of services over the winter period and beyond. The plan is underpinned by the principle of collaboration to drive solutions to manage surge and escalation. The changes introduced over the last 12 months are already demonstrating reductions in delayed transfers of care and this trend is expected to continue with the additional initiatives coming on stream this winter.
- A system-wide standard has been agreed that the majority of patients (95%) will be discharged from the acute hospital within 48 hours of the organization responsible for discharge receiving the Fact Finding

Assessment. Weekly performance monitoring against this standard for both Local Authorities was introduced in July 2017 including the reasons why the standard was not achieved.

- Daily Discharge Hub meetings are now embedded on both acute sites and the chairing of the meetings now rotates across stakeholder partners to ensure that the culture and process of the meetings retains sufficient momentum and action planning.

Both Local Authorities have specific initiatives either planned for this winter or already in place as follows:

Shropshire Council

- **10 additional admission avoidance beds** to support those who would have previously required hospital admission with medical care and reablement in care homes in the community, preventing the need for hospital admission and supporting individuals to regain their independence in their community.
- **20 additional Discharge to Assess beds**, providing early discharge to individuals as soon as they are medically fit, but not well enough to return home. Enabling them to receive a period of continued assessment and reablement, increasing their independence with the intention that they will return home, in turn reducing permanent admissions to residential and nursing care settings.
- **7 day brokerage service** - Ensure the brokering of care 7 days per week, enabling individuals to be discharged within 48 hours 7 days per week as providers can bid on packages and brokerage can accept them, meaning care can start.
- **Additional emergency Admission Avoidance support in the community** through Carer's Trust For All. They will provide emergency only domiciliary care support for the out of hours period. This support is not planned support but designed to be available for urgent situations dealt with by ICS and EDT. Carers Trust 4 All will have access to assistive technology to use in these situations and the pilot will test the use of this equipment in more urgent situations.
- **4 extra care units in Shrewsbury** to be used as reablement support in the community following hospital admission for those individuals who are not ready to return home, but do not require the level of support offered by the step down beds. These properties can be used for individuals and their carers to move into together.

Telford & Wrekin Council

In order to ensure bed availability in times of high escalation, the Council has undertaken a market consultation about developing flexible capacity. This will assist with outcome-focused step-down care from hospital including enablement and recovery. Working within a strategic partnership with care providers to secure additional spaces across the Borough, providers will collaboratively identify an 'agreement to work' within an agreed specification.

- **Implementation of Dynamic Purchasing System (DPS)**
Implemented in October 2016, the DPS provides a more flexible and innovative approach to purchasing care and support from Providers across the market. From September 2017, the Council and CCG are procuring a new DPS provision for Contingency Intermediate Bed Based Care. Whilst the priority is to support individuals to return to their own home, there may be cases where intermediate care is required as an alternative to the patient going straight home from hospital.
- **Development of Collaborative Partnership Arrangements**
 - (i) Block contracts for enablement have been in place since January 2017 which has enhanced the supply of enablement packages. The service is provided by 2 leading Providers across 3 identified 'zones' across Telford & Wrekin. This has reduced pressure on bed capacity in both acute hospitals and has provided capacity for home care and support from other Providers in the

- market. It is planned to increase capacity from 1st November 2017 to support hospital discharge/admission avoidance.
- (ii) This autumn it is planned to implement block contracts for planned (long term care) in targeted areas where this type of provision is difficult to broker.
 - (iii) From April 2017 the Council and CCG have been developing the concept of 'Wellbeing Care Networks' with the care and support sector including the voluntary sector. The aim is to increase community resilience and provide preventative support to individuals in order to avoid hospital admission.
 - (iv) Individuals will be assisted through a variety of Information, Advice & Guidance e.g. Care Navigators at GP Surgeries and Networks across Telford & Wrekin

9.3 COMMUNITY PROVIDER TRUST ORGANISATIONAL SUSTAINABILITY REVIEW

Shropshire Community Health NHS Trust (SCHT) has been considering for some time whether they are sustainable – clinically and financially - in their current organisational form. This includes the Trust's ability to deliver high quality services, and capacity and ability to deliver the transformed out-of-hospital community services that are vital to the Trust's own vision, and as described within the Sustainability and Transformation Plan (STP).

These considerations have not come about because the Trust is failing in its performance or finances. The Trust is keen to ensure that its organisational form will enable it to best help community services to thrive and develop strongly for the future. The Trust currently faces key limitations and issues because of its small organisational size, including the challenge of finding efficiencies and making investment in its services, and limited infrastructure in a range of areas from transformation change management, to quality governance, to support for workforce change, to IM&T and estates.

In 2016, SCHT Board reached the view that the Trust and its services needed to become part of a larger organisational model offering the investment and infrastructure for community services to thrive and develop strongly. The Trust's regulator NHS Improvement (NHSI) supports that view. This decision means that the Trust is progressing a review of options for the future organisational form of its services.

Since that decision a Sustainability Board has been established and is meeting regularly. The Board has been working through the stages to arrive at a preferred option, including developing the criteria to be used, and refining/narrowing down the organisational options. The Board has committed to reaching a conclusion as soon as it practicably can, and has recognised the importance for the Trust's services and staff of arriving at a preferred option in a timely way. The ultimate decision maker remains NHSI as our regulator, taking into account feedback and views received.

From the outset, the Trust is committed to keeping their staff informed and engaged in the process, and to make sure they have opportunities for their voices to be heard in the process.

10. ACTIVITY AND CAPACITY MODELLING

This section describes the activity and capacity modelling that has been done to support the assumptions in the OBC. It also describes the triangulation of the acute modelling and the more recent community modelling that has been developed to support the acute reconfiguration.

As a starting point for consideration of the models of care for urgent and emergency care, the original Future Fit algorithm was applied to the Acute Trust's activity data for 2015/16 to determine whether patients need emergency or urgent care services, including mapping different elements of the case mix to different scenarios. This showed 65% of the patients that currently attend the Trust's A&E departments do not have life or limb threatening illness or injury and could potentially be seen and treated by the Urgent Care Service. The remaining 35% of patients could be treated within the Trust's single Emergency Centre (EC).

Thus, around 77,400 of patients seen in A&E during the twelve months from April 2015 to March 2016 didn't need emergency care and under the new model would be seen in the Urgent Care Centre, at whichever site they arrived. In other words, under the proposed new model approximately 80% of patients requiring urgent or emergency care will receive treatment in the same place as now.

The core element of the proposed clinical model is that all patients are seen in the right place, at the right time by the right person. If the right place for the patient is the acute setting, then the services that patient's access need to be suitable for their needs. All unplanned patients would therefore be assessed and admitted to the Emergency Site. If clinically appropriate, patients could be transferred to the Planned Care for their on-going care and treatment. The majority of adult patients having a day-case operation or procedure would be admitted to the Planned Care Site. High risk patients would have their day-case at the Emergency Site, as would children in two of the options.

10.1 ACTIVITY AND CAPACITY MODELLING - ACUTE

Within the Future Fit Programme, the Midlands and Lancashire Commissioning Support Unit (CSU) supported the Activity and Modelling Workstream to develop a range of models to estimate future activity levels. This modelling considered a widespread and interdependent programme of change across all sectors of the health economy. Many of the acute sector changes are heavily inter-dependent on initiatives and changes to models of care in primary and community health and social care sectors. For this reason, a summary of key aspects of the Future Fit modelling process is given here.

Phase 1 of the Future Fit modelling (Appendix 9) estimated the levels of activity that the Acute Trust and Shropshire Community Health NHS Trust might be expected to manage in 2018/19 taking into account demographic change together with a range of commissioner activity avoidance and provider efficiency schemes. Aspects of demographic change were also considered and modelled. This was subsequently updated in phase 2

The range of commissioner activity avoidance strategies that were considered was based on subsets of acute activity that commonly form the basis of commissioner Quality, Innovation, Productivity and Prevention (QIPP) plans. The range of provider efficiency strategies considered was based on the Acute Trust and other acute providers' Cost Improvement Plans (CIPs) in both elective care and urgent care; the aim was to reduce the bed usage, as well as controlling the resource impact on outpatient and A&E services.

The projected future activity levels set out in the Acute Trust's SOC and the developing OBC have been closely aligned to the original Future Fit modelling assumptions and outputs, with the following significant modifications:

- The baseline has been amended from a 2012/13 out-turn to 2015/16 out-turn;
- It has been assumed that the Future Fit Phase 1 model of care changes in respect of commissioner activity avoidance and provider efficiency have been realised and included in the 2015/16 baseline;

- Demographic growth of 1.25% per year has been modelled to reflect current and expected future trends across in-patients and out-patients however, 5% per year has been modelled across Accident & Emergency activity in line with the levels of growth SATH has experienced over the past three years;
- The mapping of activity to specific care settings reflects the Future Fit Phase 2 modelling.

Table 17 below summarises the baseline and projected future activity for SATH.

	2015/16 Outturn	Projected	Demography	projected less demography
Elective day cases	43,777	46,582	2,805	43,777
Elective inpatients	6,494	6,926	416	6,510
	50,271	53,508	3,221	50,287
Non-elective inpatients	49,456	48,389	3,169	45,220
Non-elective other	8,829	9,399	566	8,833
	58,285	57,788	3,735	54,053
Outpatient first attendances	115,338	110,036	7,391	102,645
Outpatient follow-up attendances	197,491	195,621	12,656	182,965
Outpatient procedures	99,626	106,010	6,384	99,626
	412,455	411,667	26,431	385,236
A&E attendances	121,096	154,553	33,457	121,096

Table 17: Baseline and projected future activity of SATH

Future capacity requirements were determined by applying a series of throughput and utilisation assumptions to the projected future activity levels. A key principle has been the optimisation of occupancy levels for each ward or bed pool to maximise throughput and efficiency while minimising disruption and inconvenience at times of peak demand.

The major throughput and utilisation assumptions for each of the main areas are summarised below:

URGENT CARE CENTRES

- UCC capacity required at both sites under all options;
- Adult and children's capacity planned separately;
- Target > 98% see and treat within 2 hours;
- Average 45 minutes in cubicle per patient;
- Adult and children's wait planned to allow average 1:15 hours in waiting area or sub-wait;
- Allowance for 2 visitors per patient.

EMERGENCY DEPARTMENT

- Adult and children's capacity planned separately;
- Target immediate capacity for > 99% arrivals;
- Target maximum treatment time 3 hours;
- Resuscitation average stay of 3 hours with 0% unavailability.

AMBULATORY EMERGENCY CARE / CDU

- Best practice tariff pathways applied;
- Average length of stay of 7.37 hours based on analysis;
- CDU, AEC and Unscheduled Care Day Case to operate as combined unit;
- Mix of beds (8), trolleys and chairs;
- Operational 12 hours a day over 365 days

UNSCHEDULED CARE BEDS

- Short Stay Medical
 - 72% occupancy for the short stay medical unit;
 - Up to 72 hours stay;
- All other wards
 - 89% occupancy;
 - A 50% reduction in DTOCs;
 - A reduction of 0.5 days in average length of stay due to the introduction of 7-day working;
 - Beds available 365 days per year;
 - Specialty allocation based on HRG-level case mix analysis;
 - 80% of patients from the Emergency Site with a planned length of stay greater than 72 hours that are clinically appropriate can transfer to Planned Care, of which 20% remain on the Emergency Site to receive care closer to home.

SCHEDULED CARE BEDS

- Short Stay Surgical
 - 65% occupancy, 365 days per year for the short stay surgical unit on the Emergency Site;
 - 89% occupancy, 260 days per year for the short stay surgical unit on the planned care site;
 - Up to 72 hours stay;
 - Excludes oncology and haematology patients;
 - Best practice tariff pathways applied.
- All other wards
 - 89% occupancy;
 - operational 5 days a week;
 - specialty allocation based on Treatment Function Code;
 - 80% of patients from the Emergency Site with a planned length of stay greater than 72 hours that are clinically appropriate can transfer to Planned Care, of which 20% remain on the Emergency Site to receive care closer to home.

WOMEN AND CHILDREN'S BEDS

- Based on reconfiguration of Women and Children's services in 2014;
- Postnatal capacity includes increase in transitional care beds in line with guidance.

CRITICAL CARE

- Adult Critical Care
 - Level 1, 2 & 3 pts managed flexibly within the bed pool;
 - 60% occupancy based on a <1% turnaway rate;
 - Demographic growth of 1.25% applied over 10 years.
- Neonatal Critical Care
 - Based on 2014 reconfiguration of Women and Children's services.

Clinicians also considered the optimum balance of specialties and services between the Emergency Site and Planned Care Sites. Through a review of the predicted acuity of patients, critical care activity and the application of the single unplanned admission route, a bed base was established.

These modelling assumptions were tested through an audit of all medical patients within the Trust on a particular day. The key audit findings showed that of the almost 300 medical patients audited, 84% required on-going care and were not planning to be discharged in the immediate future. The overall percentage of patients that were suitable to receive their on-going care on the Planned Care Site was 54% (n=162 patients).

	RSH	PRH	Both sites
% of pts not for imminent discharge	81	88	84
% of pts not for discharge that can transfer care to PCS	68	61	65
Overall % of pts that can transfer to PCS	55	53	54

Table 18: Audit of admitted medical patients August 2016

From this, it is clear that a very considerable proportion of the overall activity can be managed from the planned care site.

10.1.1 CAPACITY REQUIREMENTS

Table 19 below summarises the projected UCC capacity requirements based on the assumptions set out above:

	RSH	PRH	Total
UCC Adult cubicles	7	7	14
UCC Children's cubicles	4	4	8
UCC Adult waiting places	30	30	60
UCC Children's waiting places	15	15	30

Table 19: UCC capacity requirement

The table below summarises the projected ED capacity requirements based on the assumptions set out above.

	Total
ED Adult cubicles	27
ED Children's cubicles	7
ED Resuscitation trolleys	8

Table 20: ED capacity requirement

Table 21 below summarises the projected future capacity requirements based on the assumptions set out above:

	Emergency Site	Planned Care Site	Total
Short stay medical beds	43	0	43

AEC/CDU beds/trolleys/chairs	49	0	49
Other medical beds	254	147	401
Adult critical care beds	30	0	30
Short stay surgical beds	29	18	47
Other surgical beds	98	80	178
Day surgery and cardiology places	0	105	105
Women & children's beds	96	0	96
Neonatology cots	22	0	22
Total	621	350	971

Table 21: Projected future capacity requirements

Thus it is projected that the optimum model of care for the future results in 64% of the total beds being required on the emergency site, with 36% on the planned care site (though as summarised above the balance of activity results in a very significant proportion of the overall activity remaining on the planned care site). All capacity modelling has been carried out in consultation with the clinical teams within SATH.

10.1.2 BETTER CARE, BETTER VALUE (BCBV) INDICATORS

The Better Care Better Value indicators are produced quarterly by NHS Elect to inform planning and to inform views on the scale of potential quality improvements and efficiency savings in different aspects of care. The indicator *Reducing Length of Stay* summarises the opportunity to reduce inpatient length of stay over the median value for each case mix group by 25%.

As a measure of the scope for improving length of stay the indicator looks at the number of bed days beyond the average length of stay for each of combination of Healthcare Resource Group, age, sex and social deprivation. It assumes that a quarter of this figure should be an achievable level of improvement, and expresses this as a percentage of all the Payment by Results (PbR) bed days at SATH with an associated productivity volume opportunity expressed in bed days.

SATH has been performing well in recent years against this indicator as shown below (the indicator value here is expressed as the percentage of all PbR bed days that could be saved):

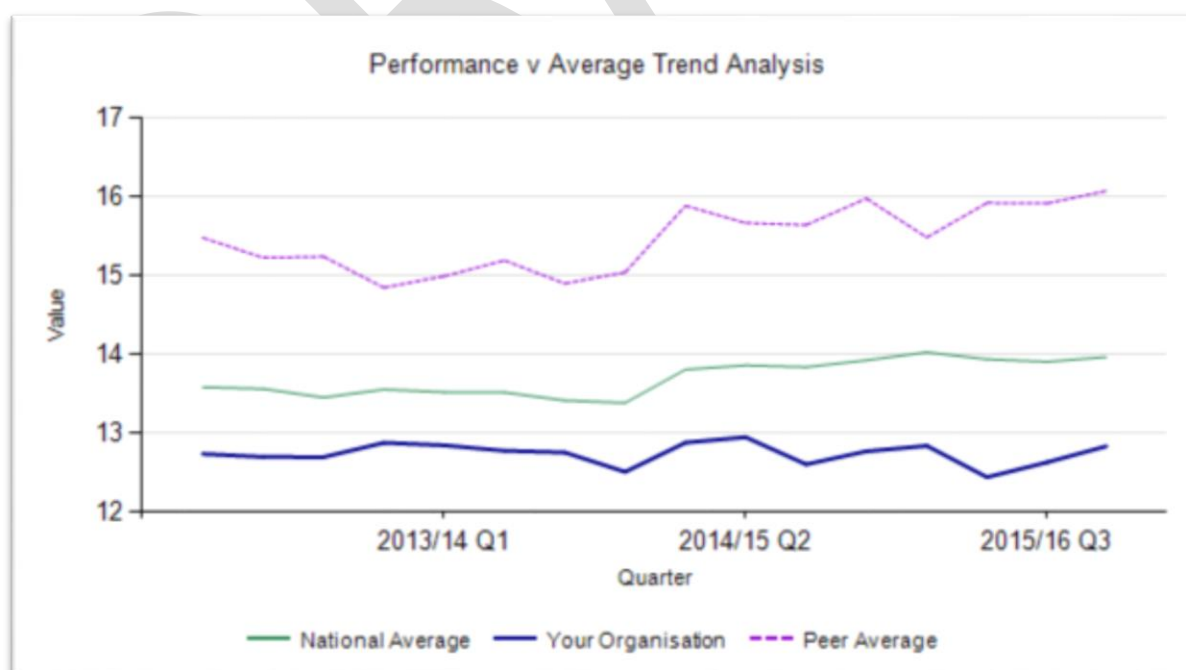


Figure 17: Performance v average trend analysis

The chart above shows that the Acute Trust consistently has an 'opportunity' value of below 13%. This compares with a national average of between 13.5% and 14%, while the peer group average (of other local Trusts) has been at or around 16% in the last two years.

Despite the apparently more limited opportunity for the Acute Trust for further bed day reduction suggested by the national indicators, SATH SSP has demonstrated that the proposed model of care changes offer considerable further potential.

The Acute Trust SSP activity and capacity modelling included the following steps:

- Baseline activity for 2015/16;
- Future Fit phase 1, amended to assume demographic growth of 1.25% per year;
- Future Fit phase 2: model of care changes, including significant developments in integrated primary and community care services, long-term conditions admission avoidance programmes in the community, and other improvements to the way community hospital and healthcare services are provided;
- Estimated impact of 7-day working;
- 50% reduction in delayed transfers of care (DTOCs).

The projected in-patient bed days and the bed day impact arising from each of the above steps are set out below:

	Bed day Impact	Total Projected Bed days once this step is applied
Baseline bed days (2015/16)		260,647
Phase 1 projected bed days: Demographic change (ie the 'do nothing' position)	+16,703	277,350
Phase 2 projected bed days Future Fit model of care changes	-16,599	260,752
7 day working	-1,930	258,822
DTOC reduction: Reduction of 50% of DTOCs	-12,658	246,164
Total projected bed day reduction as compared with Phase 1 projected levels		-31,187
Total % bed day reduction (compared with Phase 1 projected bed days)		-11%

Table 22: Projected bed day

Thus it is projected that a total of 31,187 inpatient bed days could be saved.

(NB Women & Children's specialties, clinical haematology and oncology are excluded from the above as separate assumptions have been made about these specialties).

The BCBV indicator for reducing length of stay Q4 2015/16, converted to an annual rate, suggests that there is opportunity for the Acute Trust to reduce bed days by 28,963 (excluding Women and Children's specialties, clinical haematology and oncology). Therefore the projected net outcome of the SSP programme in terms of reduced bed days would more than realise the total saving opportunity identified by current performance indicators. The specialties offering the most significant opportunity are summarised in the table below:

Specialty	Phase 2 Bed day Reduction	7 Day Working Bed day Reduction	DTOC Bed day Reduction	Total FFP Bed day Reduction	BCBV Volume Opportunity	FFP Bed day Reduction as % of BCBV Volume Opportunity
Acute & General	13,034	1,930		14,964	14,831	101%

Medicine						
Cardiology	1,168			1,168	1,617	72%
Gastroenterology	601			601	1,176	51%
General Surgery	722			722	2,380	30%
Trauma & Orthopaedics	544			544	2,371	23%
Other Specialties	530			530	6,588	8%
DTOC (not specialty-specific)			12,658	12,658		
Total	16,599	1,930	12,658	31,187	28,963	108%

Table 23: Bed day opportunity

A sensitivity testing exercise was also undertaken to confirm theatre capacity requirements in relation to existing provision across the two sites. This was based on a detailed analysis of data from SATH's theatre management system combined with the SSP future activity projections. Two scenarios were tested, based on 80% and 85% theatre utilisation respectively. The analysis for both scenarios confirmed that projected theatre activity for each site can be managed within existing capacity, with opportunities to increase throughput and extend operating hours at some stage in the future if required.

The acute hospital reconfiguration proposals are designed to manage future capacity on the assumption that patients that are currently being seen in the acute trust will in the future receive care within the community setting. This equates to a reduction of:

- 4215 emergency admissions
- 27,000 Out-patient appointments

The diagram below details the expected reduction in beds as a result of the development of the community model.

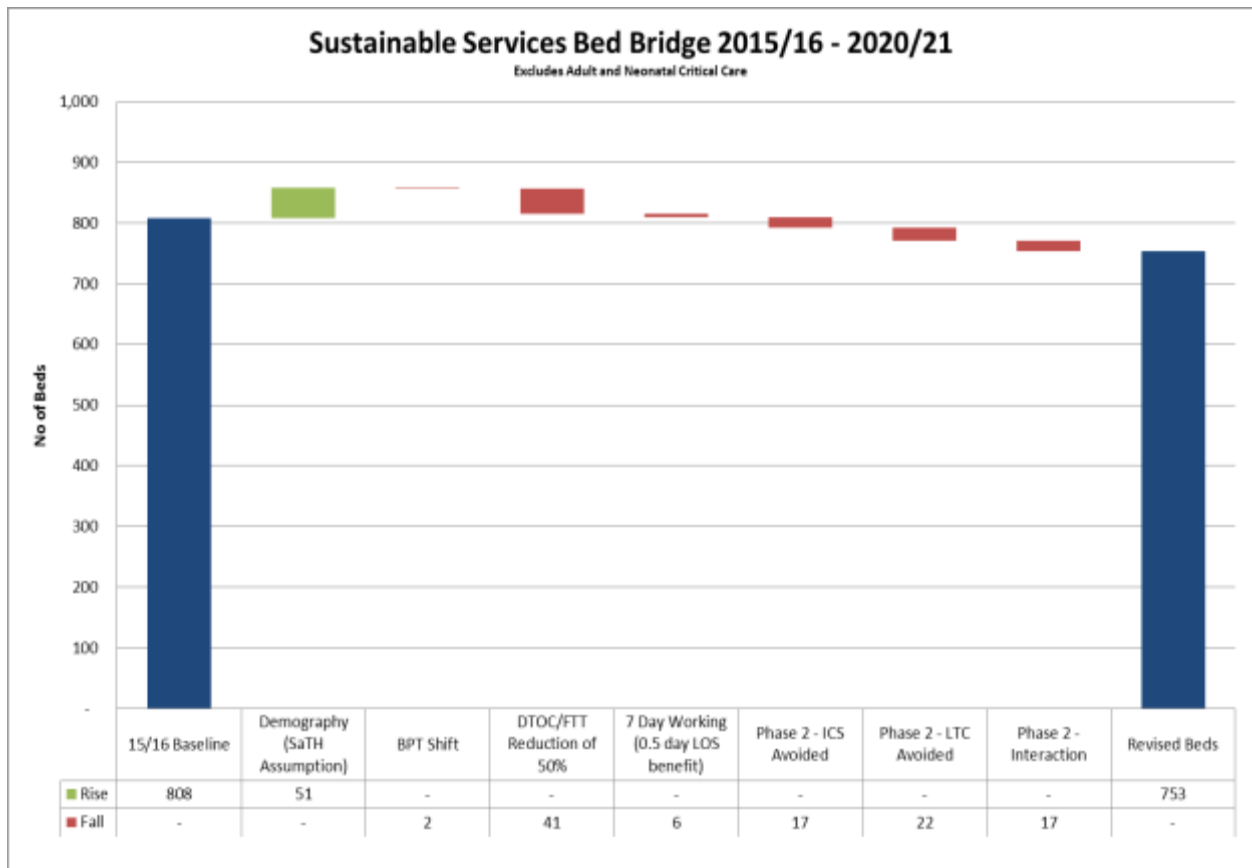


Figure 18: Bed Bridge 2015/16 – 2020/21

The 2015/16 baseline of 808 beds is calculated by applying the existing actual number of adult patients with in the general bed base (excludes Adult Critical Care) at the future planned occupancy of 89%. In reality these patients are being cared for in day case wards, treatment rooms and not in designated bed spaces. These numbers should not be directly compared with the capacity described in Section 10.1.1 which includes more than just adult inpatient beds; they are intended to illustrate the proportion of beds reductions proposed only.

As well as the shift in activity to the community there are internal efficiencies that the Acute Trust will be implementing. This relates to in the impact of 7 day working and the shift in activity from inpatient beds to the Ambulatory Emergency Care setting.

10.2 ACTIVITY AND CAPACITY MODELLING - COMMUNITY

As described in the previous section, the Acute Trust Strategic Outline Case and developing OBC is built on the assumption that a proportion of activity currently taking place in the acute hospital will in future be delivered in community settings.

A Community Fit project was established by the Future Fit Programme Board in April 2015. The first phase of this project was designed to provide insight into the challenges facing the non-acute sector and to encourage stakeholders to consider how these challenges and those originating from Future Fit might be met. A summary of the report from this work is provided below, the full report is provided at Appendix 10

A further phase of Community Fit was described, building on the phase one work and this has been progressed over the last 12 months as part of the STP Neighbourhoods Workstreams.

The project used data from 2014/15; the latest complete financial year at the point the project commenced. Data was supplied by each of the relevant stakeholder organisations against an agreed specification and under suitable data-sharing agreements.

The analysis from the first phase of community activity and capacity modelling provided a rich resource to support stakeholders to develop and assess out-of-hospital service design options. In particular it provided information on current levels of service usage, the potential impact of demographic change on service demand, the patterns of service usage across multiple sectors and the activity transfer assumptions from Future Fit.

A further phase of modelling has continued within the STP Neighbourhood workstreams at a clinical pathway/condition level to inform the activity and capacity impact on demand on acute hospital services that the proposed community models described in section 9 would deliver. This work remains ongoing and will be subject to further iterations as the developing community models are further refined. A number of condition specific pathways have also been developed for long term conditions.

Details of this second phase of activity modelling for the populations of Telford & Wrekin and Shropshire are described below.

10.2.1 TELFORD & WREKIN MODELLING

• KEY INDICATORS

- Increase in proportions of expected to actual prevalence of disease (as defined in the practice diseased registers)
- Reduction in non-elective activity
- A primary care related indicator to indicate the changes at practice level (detail to be determined)
- Reduction in permanent admissions to care homes
- Systematic identification of people who would benefit from care planning
- Reduction in spend on acute care by neighbourhood (as defined in 'neighbourhood' budgets)

The programme will help to improve health, enhance the support for people in early stages of illness (from the community as well as statutory services) and increase the community based alternatives therefore the number of patients attending hospital will reduce.

• ACTIVITY MODELLING

One of the most significant reductions will be in the number of unplanned hospital admissions (non-elective activity). The CCG has considered national evidence, local intelligence and current plans to produce high level modelling to assess the impact of change in hospital activity This local modelling estimates this potential reduction to be 2,365 admissions. This is summarised by neighbourhood in the table below:

Neighbourhood	Spells
Central Telford	615
South East Telford	713
Newport	260
TelWell	777
Total	2365

Table 24: Local Modelling summarised by Neighbourhood

This figure is broken down further by intervention, cohort of patients and category e.g. (ACS- Ambulatory Care Sensitive Conditions) below:

	<i>End Of Life (based on patients who died in hospital)</i>	<i>GP Management (Patients with Long Term Conditions)</i>	<i>Multi- Disciplinary Team (Complex Patients)</i>	<i>All other patients</i>	<i>Grand Total</i>
STARRs (Patient attendances with no procedure)	68	127	28	970	1192
Ambulatory Care Sensitive Conditions	68	108	25	520	720
Ambulatory Care Sensitive Conditions (Zero Length of Stay)	11	7	1	223	242
Non elective admission (Zero Length Of Stay)	8	2	1	94	106
Total	155	244	54	1807	2260

Table 25: ACS (Ambulatory Care Sensitive Conditions)

Activity for patients not included in the table above who may benefit from care planning in neighbourhood teams (N.B. the split for this activity is artificially low, but has been done to avoid duplication of counting)

Table 26: Activity of patients who may benefit for care panning in neighbourhood teams

	<i>End Of Life (based on patients who died in hospital)</i>	<i>GP Management (Patients with Long Term Conditions)</i>	<i>Multi- Disciplinary Team (Complex Patients)</i>	<i>All other patients</i>	<i>Grand Total</i>
Cohort Based	35	21	49		105
Total	35	21	49	0	105

KEY ASSUMPTIONS USED IN MODELLING

Baseline demographic data has been based on ONS statistics. The impact of the interventions described in work stream 1 has incorporated evidence based national data. This work produced two potential scenarios. The greatest impact assumes a fully implemented community solution delivering the greatest opportunity for enhancing disability free years. Telford and Wrekin CCG aspire to deliver these targets but recognising that many of the schemes are in early development and will take some years before we enjoy full impact. The modelling uses a more moderate set of assumptions.

There is now a stronger evidence base around the impact of care planning and continuity of care. Reductions in non-elective activity will be achieved by better supporting people in the community so they stay well for longer and are able to better cope in a crisis should their condition exacerbate. Activity modelling for work stream 2 has been based on a model developed by a CCG in the South of England utilising evidence derived from the Strategy Unit and Kings Fund work on community interventions. This data has been sense checked against available local data and audits. The information has been based on SUS data and has been stratified by Point of Delivery and by complexity. Further work has then been carried out to split this activity down to HRG level and exclude appropriate HRG chapters. The assumed impact on activity is summarised in 23 below:

Opportunity	End of life (based on patients who died in hospital)	GP Management (Patients with Long Term Conditions)	Multi-Disciplinary Team (Complex Patients)	All Other Patients
Community Urgent Response (Admission Avoidance)				
STARRS (patient attendances with no procedure)	25%	25%	25%	25%
Ambulatory Care Sensitive Conditions	70%	70%	70%	70%
Ambulatory Care Sensitive Conditions (Zero Length of Stay)	70%	70%	70%	70%
Non Elective admission (Zero length of stay)	30%	30%	30%	30%
Neighbourhood Teams (Care planning)				
Cohort based	15%	5%	18%	

Table 27: Admission avoided through “Community Urgent Response”

Further work has also been completed on the frailty pathway. A frail elderly algorithm has been developed and shows that a focus on frailty provision would have the potential to contribute to at least 66% of the total reduction in demand on acute services required to support the Future Fit Acute Reconfiguration capacity modelling.

As implementation of the programme progresses, the modelling will be further refined. The specific interventions will be assessed for the effect on hospital activity. The actual outcomes will be compared to plans and the design of the services changed accordingly. This more detailed work has begun in hypertension, respiratory and some of the mental health related initiatives.

COST OF REINVESTMENT IN NEIGHBOURHOODS

Work undertaken by the Kings Fund and Monitor indicate that the development of new community services will require investment of up to 80% of the savings made from the acute setting. Telford and Wrekin already have a wide range of community delivered services so it is assumed that there will be economies of scale delivered. The modelling has therefore assumed an overall reinvestment level of 70% .

10.2.2 SHROPSHIRE

The analysis below focuses on the acute reconfiguration (as opposed to the orthopaedic and mental health transformation initiatives within the health system). The key outcome from which will be a reduction in the number of emergency admissions and bed days.

The strategic outline projection is a minimum reduction of 2,689 admissions and 26,211 bed days in year 5. The reduction projections are based on the achievement of 80% of the avoidable admissions “usually” avoided through the interventions proposed for Shropshire and 50% of the avoidable admissions “sometimes” avoided through the proposed interventions (as identified through the joint work supported by external advisors).

Further detailed work will be required on the phasing over the 5-years. The current outline assumptions are:

Activity Reduction Assumption		
Phasing	Admissions	Bed Days
Year 1	539	5,242
Year 2	1,077	10,483
Year 3	1,616	15,726
Year 4	2,152	20,971
Year 5	2,689	26,211

Table 28: Activity Reduction Assumptions

The current assumed financial impact of the reduction in emergency admissions is £6.8m. A breakdown of the projected activity and finance outcomes are tabled below:

Emergency Admissions & Bed Days Shropshire Patients Only	Year 5		
	Total Reduction		
Diagnosis Group	Admissions	Bed days	cost (£)
Anaemias	60	416	120,310
Arthropathies	17	98	31,677
Chronic lower respiratory disease	289	2,031	647,260
Certain bacterial diseases	15	184	49,546
Disease of the circulatory system	45	231	52,331
Dementia	32	501	39,833
Endocrine nutritional & metabolic diseases	154	1,393	344,491
Extrapyramidal & movement disorders (incl. Parkinsonism).	8	105	20,212
General symptoms & signs	56	579	97,102
Injuries to the elbow & forearm	9	69	11,066
Injuries to the head	69	321	74,365
Injuries to the hip & thigh	13	102	26,007
Injuries to the knee & lower leg	21	106	29,670
Injuries to the shoulder & upper arm	8	39	9,969
Injuries to the thorax	8	26	6,880
Intestinal infectious diseases	11	156	40,489
Lung diseases due to external agents	51	667	196,423
Osteopathies and chondropathies	1	2	1,226
Other acute lower respiratory infections	336	2,624	684,746
Other degenerative disease (incl. Alzheimer)	9	125	32,816
Other disease of the intestines	86	873	302,803
Other diseases of the respiratory system	45	442	119,596
Other disease of the urinary system	954	10,885	2,850,524
Other disorders of the eye etc	4	6	3,620
Other infections and disorders of the skin	59	674	236,113
Other organic inc symptomatic mental disorders	45	644	123,059
Persons encountering health services in other circs.	1	6	4,273
Symptoms & signs inv. Cognition perception etc	198	2,178	447,893
Symptoms & signs inv. The nervous & musculoskeletal sys	29	270	51,722
Symptoms & signs inv. the urinary system	47	293	68,968
Viral infections characterized by skin & mucous mem. Lesns.	11	167	31,249
Total	2,689	26,211	6,756,239

Table 29: Emergency Admissions & Bed days (Shropshire Patients only)

The diagnosis breakdown is charted below by the “usually” and “sometimes” categories as follows:

Diagnoses of admissions that could usually managed elsewhere (64-75)

Analysis of 65-74 frail elderly emergency admissions, 2015/16

- For those patients aged between 64-75 who could usually be managed elsewhere, the most common diagnosis was ‘Other diseases of the urinary system’ which accounts for 35% of the admissions and 41% of the costs.

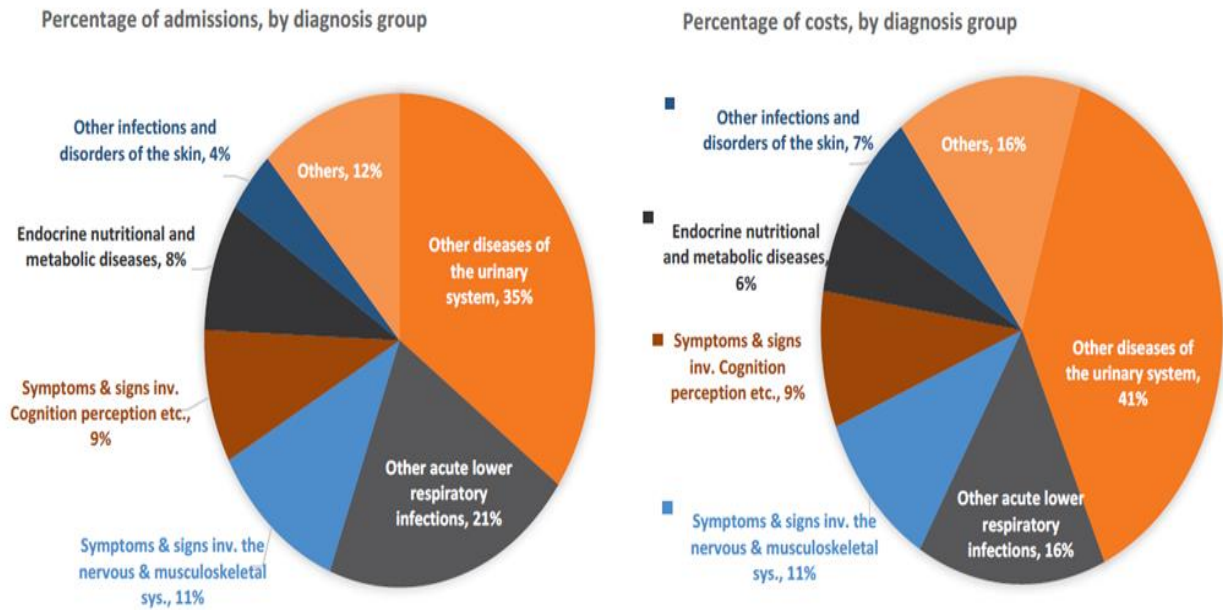


Figure 19: Diagnosis of admissions that could be managed elsewhere (64 -75)

Diagnoses of admissions that could sometimes be managed elsewhere (65-74)

Analysis of 65-74 frail elderly emergency admissions, 2015/16

- For those patients aged between 64-75 who could **sometimes be managed elsewhere**, the most common diagnosis was 'Chronic lower respiratory diseases' which accounts for 53% of the admissions and 51% of the costs.

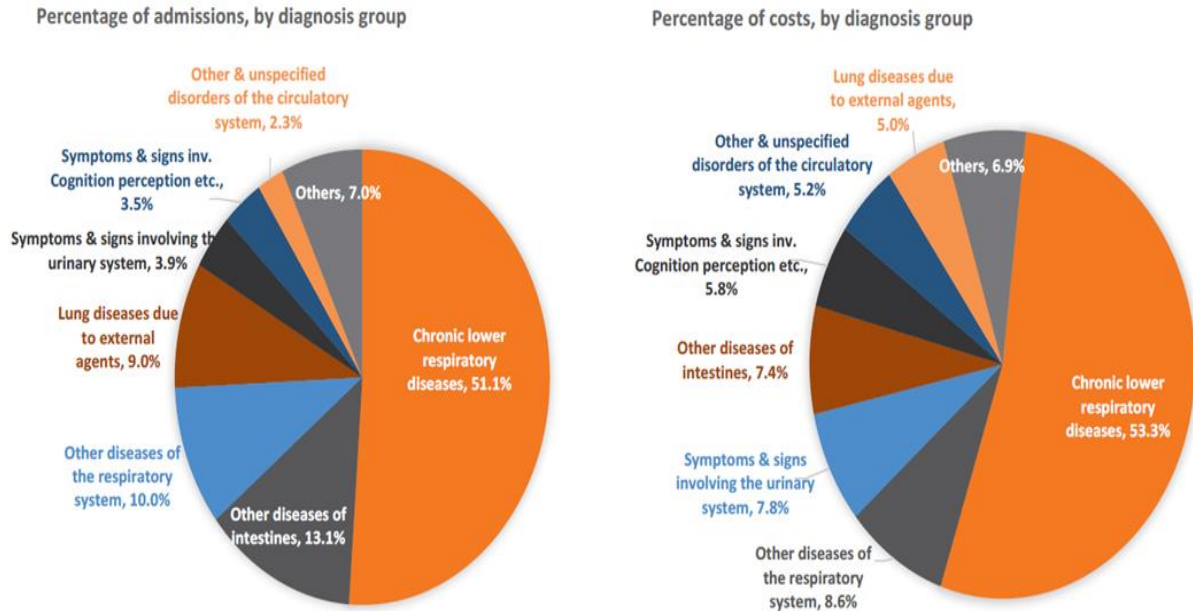


Figure 20: Analysis of the 65-74 frail elderly emergency admission 2015/2016

KEY ASSUMPTIONS USED IN MODELLING

The CCG's Long Term Financial model (LTFM) builds a picture of its finances for future years by taking a start point position of the current year's forecast outturn and applying assumptions about growth (demographic and non-demographic); other known cost pressures and a level of QIPP savings that ensure that the organisation moves out of in-year financial deficit over the planning period.

The LTFM includes all aspects of the CCG's spend and, therefore, reflects the impact of the system changes required to support the out of hospital model. Activity in the CCG's LTFM is assumed to grow year on year as a result of both demographic and demand factors. Our modelling includes estimated NEL growth of the following:

Year 0	2017/18	2.60%	STP Jan 17
Year 1	2018/19	2.90%	
Year 2	2019/20	2.60%	
Year 3	2020/21	2.70%	CCG local assumption
Year 4	2021/22	2.80%	
Year 5	2022/23	2.80%	

Table 30: CCG Assumptions on growth

As detailed above, our work has indicated that we can achieve a 2,689 reduction in NEL activity by year 5; this is after taking account of these anticipated levels of growth in activity. The LTFM incorporates the impact of the NEL reductions on the SATH contract plus an assumed level of investment required in community based services to achieve this.

The Kings Fund and Monitor suggest that when developing new community services an investment requirement of up to 80% of the savings generated from the acute setting are required. The CCG has taken a prudent view in its modelling at this stage and set aside funding for the full 80% (£5.4m). It is noted however that there may be some duplication here with existing services and growth assumptions. This will be explored further and figures refined as the business case develops.

TRIANGULATION OF COMMUNITY AND ACUTE MODELLING

The high level community model predictions in relation to impact on reducing demand on acute hospital services have been compared to the original assumptions within the Future Fit acute modelling and which has been included within the SOC and more recently the OBC. Table xx sets out the analysis:

SATH OBC activity comparison to CCG assumptions						
		SATH OBC	T&W CCG	SCCG	CCG Total	Variance to SATH OBC
Elective and Emergency Inpatient Activity Reductions	Spells	-4,216	-2,365	-2,689	-5,054	-838
Bed days Reduction	Bed days	-37,612	-29,508	-26,211	-55,718	-18,106

Table 31: SATH OBC comparison to CCG assumptions

The outcome of the above analysis is that the variance between the OBC activity assumptions and the latest community model activity assumptions converts into a difference of just over 2 admissions per day which the Acute Trust has confirmed does not represent a material risk to operational or financial delivery of the proposed acute reconfiguration model.

A variance in activity of 800 as identified in the table above and applying an indicative average cost of £2,500 per case is £2m in total. This is set against a wider sensitivity analysis in section 12 of this document and represents less in financial terms than an overall demographic growth variation of 0.5%. In summary, it is the CCG view that there is no material difference in activity assumptions at this point between the Acute Trust OBC and the Neighbourhood Community Models described in this document.

11. OPTIONS DEVELOPMENT AND APPRAISAL

11.1 OPTIONS DEVELOPMENT

Since June 2014, the Future Fit Programme has been engaged in a process of identifying and developing the potential deliver solutions for how the approved Clinical Model could be implemented. This section sets out how the Programme concluded that of two options deliverable in clinical and financial terms, option C1 is deemed the preferred option.

An initial list of more than forty scenarios was refined into a long list of thirteen, from which a shortlist of six options with two obstetric variants was identified. Following more detailed work on each option/variant, the Programme Board concluded that those involving any 'new site' component should be excluded from further consideration on the grounds of being unaffordable.

A previous appraisal exercise was undertaken on the remaining shortlist of options in September 2015. As the results were being considered it became evident that proposals could not go forward to public consultation until the deficit in the local health economy had been addressed. As a result, the Programme Board asked the Acute Trust to set out how it could address its most pressing workforce challenges whilst parallel work was initiated to address the deficit (work since taken up by the STP programme).

The work requested from the Acute Trust by the Programme Board led to the development of revised delivery solutions for each of the programme's configuration options. Those solutions offer a much more balanced split of activity between the sites with a 60/40 split of beds between the Emergency Centre site (EC) and the Planned Care (DTC) site.

These options include provision for local urgent care, diagnostics and outpatients in both Shrewsbury and Telford. The programme continues to explore the potential for local urgent and planned care in rural areas but that is outside the scope of these proposals.

11.2 OPTIONS APPRAISAL PROCESS

The appraisal process in both 2015 and 2016 consisted of three parts and these are each briefly described below. It was endorsed by the Future Fit Programme Board in April 2015 and confirmed (with some minor enhancements) in April 2016. It reflects the guidance set out in the DH Capital Investment Manual and HM Treasury's *The Green Book: Appraisal and Evaluation in Central Government*.

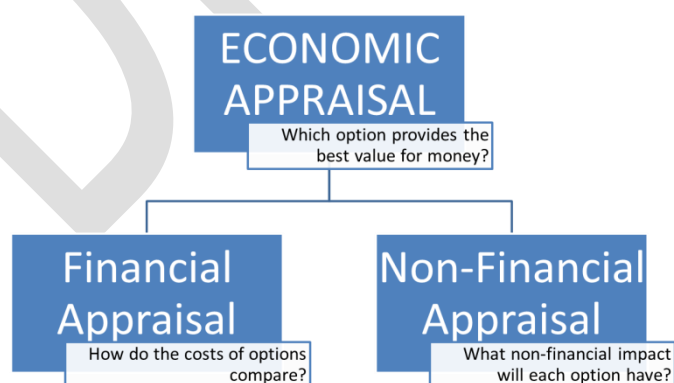


Figure 21: Options appraisal process

11.2.1 FINANCIAL APPRAISAL

At the shortlisting stage there was an overarching affordability criterion which reflected the relatively high level information that was available at that point. That criterion has now been subsumed into the financial appraisal undertaken by the Technical Team using data provided by the Acute Trust.

The financial appraisal covers capital, lifecycle and revenue costs, and is summarised in terms of:

Net Present Cost (NPC) - the total future costs of the project over a number of years expressed in terms of today's prices,

Equivalent Annual Cost (EAC) - the average annual impact at today's prices.

The analysis considers periods of both 30 years and 60 years.

11.2.2 NON-FINANCIAL APPRAISAL

The remaining criteria from the shortlisting process– accessibility, quality, workforce and deliverability – provide the framework for this appraisal.

Full descriptions of the options were developed which addressed all four criteria. The criteria were weighted for importance.

11.2.3 ECONOMIC APPRAISAL

This final appraisal combines the outputs of the financial and non-financial appraisals in order to assess the overall value for money offered by each option.

11.3 OPTIONS

Initially, over 40 ideas were developed by an evaluation panel for how the programme's clinical model could be delivered. This panel then grouped these ideas into 13 scenarios.

At shortlisting, the panel appraised those scenarios and made a recommendation to Programme Board which reflected the five options which had scored most highly. The Board accepted this recommendation and, in addition:-

- Accepted that the 'do minimum' also needed to be included on the shortlist as required by national guidance; and
- Agreed that two 'obstetric variants' should also remain under consideration pending further clarity being gained about the relative location of consultant-led obstetrics services and the proposed Emergency Centre.

The resultant eight options were then developed in terms of physical solutions and associated revenue and capital costs.

At its meeting in August 2015, the Board was advised that:

- a) The options involving a new site (D, E1, E2, F) were not affordable, and;
- b) The remaining options (B, C1, and C2) were potentially affordable in that they would cover their own costs and contribute to SATH's underlying financial position.

The Programme Board therefore agreed to recommend to Sponsor Boards that the new site options be excluded from further consideration. At the same time, work was undertaken to test previously excluded options. Board accepted the conclusion that the result of the shortlisting process had been robust.

As a result, the revised shortlist was reduced to four options. This recommendation has been approved by all Sponsor Boards, and it is these remaining options (summarised below) which this report addresses. An appraisal was conducted in September 2015 but the Programme was unable to move forward at that point due to the wider financial position in the local health economy.

As a result, the Acute Trust was asked to develop solutions which addressed its most pressing workforce challenges, and to do so within the resource available locally. This 2016 appraisal addresses the same four options but has considered them in terms of the revised delivery solutions developed by the Acute Trust.

Based on the required configuration of services, shortlist options have been worked up in more detail as follows:

	Princess Royal Hospital	Royal Shrewsbury Hospital
A	No change	No change
B	EC – UCC – LPC – W&C	PC – UCC – LPC
C1	PC – UCC – LPC	EC – UCC – LPC – W&C
C2	PC – UCC – LPC – W&C	EC – UCC – LPC
	EC – Emergency Centre UCC – Urgent Care Centre W&C – Women & Children’s Services	PC – Planned Care Site LPC – Local Planned Care

Figure 22: Detailed shortlist options

11.4 APPRAISAL PANEL

The Programme Board agreed in 2015 that the non-financial appraisal should be undertaken by a larger group than used for the shortlisting to enable a wider and more balanced representation. It maintained the approach of asking for nominations from those bodies which are sponsor or stakeholder members of the Programme (except those conflicted by a subsequent scrutiny role). However, instead of a single member from each organisation, the following distribution was agreed. This reflected a request from the Core Group that sponsor members should have a greater representation than stakeholder members and that, given that the focus of the appraisal is exclusively on acute options, there should be additional representation from the Acute Trust.

The full panel was convened on 23rd September 2016 at Shrewsbury Town Football Club, and fifty members were in attendance, along with technical advisors, members of the programme team and observers from the Joint HOSC and Powys Community Health Council.

11.5 EVIDENCE TO SUPPORT THE OPTIONS APPRAISAL

The panel was supplied with evidence which addressed the four non-financial criteria. This was supplied to the panel in advance of the appraisal (both electronically and in hard copy), and presentations of the evidence were made on the day. Substantial time was also set aside to enable panel members to seek clarification about the evidence provided. The Non-Financial Appraisal Evidence Pack is provided at Appendix 12.

11.5.1 ACCESSIBILITY

The travel time analysis for this criterion was based on actual activity levels at the Acute Trust during 2015-16. This enabled an assessment to be made of the travel time from each full postcode to each hospital site. It models the impact of each option in terms of that historic activity, to show what the impact would have been were the configurations described in each option to have been in place.

11.5.2 QUALITY

There were two main components in relation to the quality criterion. The first concerned the impact of the options on time critical journeys to EC; the second summarised the impact of each option on the three quality domains of safety, effectiveness and patient experience.

11.5.3 WORKFORCE

Clinical workforce shortages are an increasingly critical element of the programme's case for change. The impact of these shortages were set out in relation to Option A. For the other options, the potential of each option to improve recruitment and retention was summarised.

11.5.4 DELIVERABILITY

For this criterion, the estates work required to deliver each option was summarised, drawing on work undertaken by external technical advisors. Outline plans and timescales were presented to the panel workshop.

Beyond physical deliverability, there are also differential issues in terms of the acceptability of each option to the public and other stakeholders, with supporting evidence from a stratified telephone survey.

11.6 WEIGHTING CRITERIA

The panel was asked to assign a relative weighting to each criterion. To inform this, the panel was presented with the weightings agreed in the shortlisting process and in the 2015 appraisal, and with a weighting derived from the public telephone survey. Panel members agreed to use the same weighting used in the 2015 appraisal:

Evaluation Criteria	<i>Shortlisting 2015</i>	<i>Appraisal 2015</i>	<i>Public Survey 2015</i>	<i>Public Survey 2016</i>	agreed weighting
ACCESSIBILITY	29.0% (2)	25.1% (3)	26.4% (2)	25.8% (3)	25.1%
QUALITY	32.3% (1)	31.2% (1)	27.5% (1)	27.1% (1)	31.2%
WORKFORCE	27.4% (3)	27.3% (2)	26.4% (2)	27.0% (2)	27.3%
DELIVERABILITY	11.3% (4)	16.3% (4)	19.7% (4)	20.1% (4)	16.3%
					100.0%

Table 32: Agreed non-financial weightings

11.7 SCORING OPTIONS

Panel members were asked to score each of the four options against each of the four criteria using a range of 1-7, where a higher number indicated a stronger performance against a criterion. Following discussion, panel members were given the opportunity to revise any of their scores if they wished to.

11.8 NON-FINANCIAL APPRAISAL RESULTS

The following table summarises the results of the non-financial appraisal. Detailed results can be found in Appendix 12.

TOTALS	Agreed Weighting	Total Weighted Scores			
		Option A	Option B	Option C1	Option C2
ACCESSIBILITY	25.1%	59.8	45.2	65.1	47.7
QUALITY	31.2%	39.0	65.0	91.5	24.7
WORKFORCE	27.3%	26.0	67.0	76.8	26.2
DELIVERABILITY	16.3%	19.6	40.5	42.4	22.2
	100.0%	144.4	217.6	275.8	120.8
	RANK	3	2	1	4
	DIFFERENCE	47.7%	21.1%	0.0%	56.2%

Table 33: Summary of non-financial scores

A number of sensitivity analyses were undertaken to test the validity of the results. This included breaking down weighted scores in terms of the following groupings:

- Clinicians and non-clinicians (where the former includes social care and public health professionals);
- Geographic groupings (those whose organisations are solely focused on Shropshire, Telford & Wrekin or Powys plus other non-geographic organisations), and
- The type of body represented (commissioners, the Acute Trust, other providers and public or patient representatives which included Local Authority representatives).

The results of the sensitivity analysis were as follows:-

a) Weightings

- Applying equal weightings to all criteria resulted in the same ranking though with a slightly reduced margin of 19.4% between C1 and B.
- Applying the weightings derived from the public telephone survey also resulted in the same ranking though with a reduced margin of 20.2% between C1 and B.
- Since C1 outperformed B against all criteria, no change in the weightings could switch the ranking. If the only criterion was Deliverability (a test applied in the previous appraisal) awarding a 100% weighting to deliverability would therefore still result in C1 coming first, albeit by a reduced margin of 4.6%.

b) Scoring

- The most significant difference in scoring between the leading options relates to the accessibility and quality criteria under which C1 scored 43.9% and 40.9%, respectively, higher than B.
- Adding in scores for the Shropshire patient representative who had to leave early (using the average of other Shropshire patient representatives) very marginally increases C1's leading margin to 21.2%.

- iii) Adding in scores for the missing GP Federation representative (using the average of other GP panel members) very marginally reduces C1's leading margin to 21.0%.
- iv) C2 scored lowest across all groupings, followed by A (except in the case of Powys members where A was ranked 2nd and B 3rd).
- v) If the only scores counted are those of the CCG representatives, the outcome switches with B leading C1 by a margin of 5.2%.
- vi) If options are assessed in terms of the maximum scores awarded against each criterion, B and C1 come equal 1st.
- vii) If options are assessed in terms of the minimum scores awarded against each criterion, C1 comes 1st by a very substantial margin, indicating that the panel regarded it as the 'least worst' option as well as the best.
- viii) Finally, to test the impact of extreme scores, scores of zero and 1 were raised to 2 and scores of 7 were reduced to 6. Again, no change of ranking resulted, although C1's margin reduced to 16.8%

c) Change from 2015 Appraisal

- i) Option A scored higher than before against all criteria (Access +2, Quality +26, Workforce +16, Deliverability +2);
- ii) Option B scored lower on Access (-8), Quality (-35) and Workforce (-8) but higher on Deliverability (+22.5);
- iii) Option C1 scored higher on all criteria (Access +12, Quality +17, Workforce +17, Deliverability +34.5);
- iv) Option C2 scored lower across the board (except from Powys scorers) and replaced Option A as the lowest scoring option;
- v) The increased differential between Option C1 and Option B was most evident in the scores of representatives from provider organisations and those with no explicit geographical affiliation but -
 - a. Telford and Wrekin scorers also increased their scores for both B and C1 (and more so for C1 than for B),
 - b. Shropshire scorers decreased their scores for both B and C1 (to a comparable degree), and
 - c. Powys scorers increased their scores for both B and C1 (and more so for B than for C1).

The 2015 appraisal, in recording the same preference for C1 over other options, noted that the panel appeared to have a concern about increasing the disadvantage of those who already have to travel further, especially for emergency care.

In the present appraisal, it was further noted that some of the disadvantages of the change options (B, C1 and C2) had been mitigated through the more balance site model offered in the revised delivery solutions.

The significant change in scoring for C2, resulting in it moving from 3rd to 4th ranking, reflects the new clinical evidence that had become available since last year, therefore precluding on clinical grounds the potential for women and children's services to remain at PRH under where the preferred site for EC is RSH.

11.9 FINANCIAL APPRAISAL

The shortlisted options have been fully evaluated in line with the requirements of Department of Health Business Case Guidance and the HM Treasury *Green Book* to assess which option represents potentially the best value for money (VfM).

The economic analysis thus:

Covers an appraisal period that ensures a full 60-year operational use of new facilities is reflected, using a discount rate of 3.5%;

- Excludes VAT from all cash flows;

- Reflects capital cash flows at current cost levels calculated by discounting outturn cash flows by 2.5% GDP deflator;
- Makes provision where appropriate for a residual asset value to be included at the end of the appraisal period;
- No provision is made for any potential Opportunity Costs;
- Includes lifecycle costs for building and engineering elements based on standard NHS asset lives and replacement cycles, and lifecycle of equipment, with replacement occurring between 5-15 years depending upon the classification of the asset;
- Incorporates cash flows for all revenue costs;
- A quantified assessment of risk has not been undertaken;
- Assumes a price base of 2016/17.

All these cost inputs have been modelled to establish, for each option:

- The Net Present Cost (NPC) of the discounted annual cash flows over the whole appraisal period;
- The Equivalent Annual Cost (EAC), being an annualised equivalent of the NPC.

11.10 COST INPUTS

11.10.1 CAPITAL

A capital cost assessment of the short listed options has been undertaken by Rider Hunt based on NHS Departmental Cost Allowances (DCAGs), applied to the proposed schedules of accommodation.

The costing has been undertaken in accordance with Department of Health guidance for the costing of capital schemes. Separate costs forms have been produced for the individual sites and options with levels of optimism bias, VAT recovery and inflation assessed individually to provide more realistic costings.

Costs	Option A	Option B	Option C1	Option C2
	£000s	£000s	£000s	£000s
Works		123,554	153,837	145,450
Fees		16,062	19,999	18,908
Non-Works		400	400	400
Equipment		12,867	14,797	13,862
Contingencies		12,355	15,384	14,545
Optimism Bias		28,090	36,795	34,770
VAT		34,048	42,668	40,335
Total at PUBSEC 195 Reporting Level		227,376	283,878	268,270
Total at Outturn (at PUBSEC 214)		249,613	311,636	294,497

Table 34: Capital cost options

Key assumptions are:

- The completion on site of each option has been separately identified;
- The Cost Index at Reporting Level is defined by the Department of Health to provide a consistent means of comparison between different projects: the current PUBSEC Index level is 195 with the costs being updated to the latest index, PUBSEC 214;
- Formal indices are no longer published in respect of equipment costs therefore, the costs are based on relative percentage requirements within new build, refurbishments and backlog areas;
- Professional fees have been included at 13% across all options;
- Planning Contingencies have been incorporated at 10% across all options;
- Optimism Bias has been calculated utilising HM Treasury's and Department of Health standard template and the percentage additions reflect the relative nature of each project. For each option the optimism bias has been assessed for each site separately to make it more appropriate to the works within each site;
- VAT is potentially recoverable on all construction projects and is generally related to the amount of refurbishment work but can also be recoverable against some elements of new build. For all options, recovery has been included at 100% against all fees and this is shown in the cost forms as zero VAT in accordance with the standard NHS forms.

11.10.2 REVENUE

Baseline 2016/17 revenue costs and forecasts for each option have been provided by the Acute Trust as part of the analysis supporting the affordability assessment. The economic appraisal uses these figures, with the exception of the provision for inflation, in order to provide a consistent 2016/17 price base. Capital charges are also excluded from the VfM analysis.

Baseline revenue costs for 2016/17 are shown below.

Expenditure	Revenue Expenditure £000s
Pay	233,691
Non Pay	102,699
Total VfM	336,390

Table 35: Baseline Revenue Costs 2016/17

Table below provides a summary of the assessed cost changes expected by 2020/21 under each of the options.

Sustainable services project changes represent:

- Additional staffing (£4.6m under Option A only);
- Workforce reductions comprise of three separate elements, new ways of working and new roles, efficiencies and savings directly related to service change and pathway redesign
- Further reductions in workforce relate to activity changes, duplicate costs and IT;

- Savings are site and option specific;
- Within the development options, there is a net savings range of some £3.2m, between Option C2 (lowest) at £11.4m and Option B (highest) at £14.6m.

(Savings)/Costs	Option A £000s	Option B £000s	Option C1 £000s	Option C2 £000s
Sustainable Services Project Savings	4,600	(14,589)	(14,203)	(11,377)

Table 36: Revenue Cost (Savings) – in 2020/21 at 2016/17 price base

11.10.3 OPPORTUNITY COSTS AND RESIDUAL VALUES

No specific provision has been made for Opportunity Costs since:

- Full lifecycle provision has been made for all facilities including elements refurbished on a light touch basis and those simply retained as they are, as well as New Build and Major Refurbished facilities.
- In respect of Residual Values, provision reflects the assumption that New Build and Major refurbished elements will be maintained to their as built standard and therefore the residual value remains.

11.11 FINANCIAL ANALYSIS OUTPUTS

11.11.1 SUMMARY OF VFM ANALYSIS – 60 YEAR APPRAISAL PERIOD

The economic costs of the proposed options over a 60 year appraisal period is set out in Table 35 below.

Table 37: Economic Costs of Options - 60 year appraisal period

	Do nothing	Option B	Option C1	Option C2
	£000s	£000s	£000s	£000s
Net Present Cost	9,356,590	8,555,517	8,659,431	8,705,510
Equivalent Annual Cost	351,473	321,381	324,070	325,794
Economic Value	4	1	2	3
Marginal EAC over 1st Ranked	30,092	0	2,689	4,413
% over Option First Ranked	9.4%	0.0%	0.8%	1.4%

In Capital and Revenue elements:

Table 38 below provides a summary of the marginal EAC of each option, over that for Option B, split between Capital and Revenue elements:

Table 38: Summary of EAC Variance over Option B

Option	Rank	Capital EAC Variance £000s	Revenue EAC Variance £000s	Total EAC Variance £000s
Option C1	2	2,374	315	2,689
Option C2	3	1,674	2,739	4,413
Option A	0	(10,413)	40,505	30,092

From the analysis that has been undertaken it is evident that, in economic terms:

The cost of each of the development options (excluding Option A) falls within a relatively tight band range of just 1.4%;

Option B is preferred by a margin of 0.8% (EAC £2.689m) over Option C1;

The Do Nothing (Option A) is least preferred, by a margin of 9.4% (EAC £30.092m).

11.11.2 SENSITIVITY ANALYSIS – APPRAISAL PERIOD

In order to test the robustness of the economic analysis, an appraisal has also been undertaken to assess the VfM position over a 30-year appraisal period.

Cost inputs and assumptions mirror those detailed above with the exception of Residual Value, where it is assumed that 50% of the value of new/major refurbished facilities would be retained at the end of the 30-year period.

	Do nothing	Option B1	Option C1	Option C2
	£000s	£000s	£000s	£000s
Net Present Cost	7,478,605	6,889,470	7,039,144	7,072,871
Equivalent Annual Cost	351,265	323,594	326,332	327,895
Economic Value	4	1	2	3
Marginal EAC over 1st Ranked	27,671	0	2,738	4,301
% over Option First Ranked	8.6%	0.0%	0.8%	1.3%

Table 39: Economic Costs of Options – 30 Year Appraisal Period

This analysis confirms that under a shorter appraisal period:

- Whilst there is less net annual revenue cost impact under Option A, it remains least preferred by a margin of 8.6%;
- Option B again remains preferred by a margin of 0.8%;

11.11.3 SENSITIVITY ANALYSIS – INCOME AND EXPENDITURE

A sensitivity analysis has been undertaken relating to demography, QIPP, CIP, repatriation and sustainable services workforce reductions. It has compared initial assumptions and the percentage move required for there to be an impact on affordability on each option.

Element of Sensitivity	Assumptions within Model	Option B1	Option C1	Option C2
Demography	2% pa	58%	85%	89%
QIPP	Net QIPP Loss £10.5m over 4 years	168%	125%	118%
CIP	£31.0m over 4 years (2.1%)	77%	92%	94%
Repatriation	Net gain of £6.0m over 4 years	-19%	57%	68%
SSP Workforce	Option B1 Saving of £14.4m Option C1 Saving of £14.2m Option C1 Saving of £11.4m	66%	88%	89%

Table 40: Sensitivity analysis

11.12 FINANCIAL CONCLUSIONS

On the basis of the analysis undertaken:

- Option B is preferred from a financial perspective on the basis of the figures provided;
- The VfM margin between all the development options is relatively close with the exception of option A.

As noted in Section 10.2.3 , two alternative methods have been used to combine the results of the Non-Financial and Financial Appraisals in order to test for robustness:

- Cost per Benefit Point;
- Weighted for Financial / Non-Financial Factors.

The results are as follows:

	Option A	Option B	Option C1	Option C2
Total Weighted Non-Financial Score	144.38	217.6	275.79	120.83
Benefits Margin below 1st	-47.7%	-21.1%	0.0%	-56.2%
Benefits Rank	3	2	1	4
Total EAC (£m)	351,473	321,381	324,070	325,794
Financial Margin above 1st	9.4%	0.0%	0.8%	1.4%
Financial Rank	4	1	2	3
Cost per Benefit Point (£)	2,434.40	1,476.92	1,175.04	2696.20
Overall Margin below 1st	107.2%	25.7%	0.0%	129.5%
Overall Rank	3	2	1	4
Combined Scores (50:50)	71.9	89.5	99.6	71.2
Overall Margin below 1st	-27.8%	-10.2%	0.0%	-28.5%
Overall Rank	3	2	1	4

Table 41: Overall Economic Results

No material change in the results is caused by the application of the variant weightings from the non-financial appraisal.

A further sensitivity analysis has been undertaken to examine what weighting would need to be applied to the Non-Financial / Financial Results in order for Option B (the second ranked Option overall) to be preferred in Overall Terms to Option C1. This shows that, in order for the combined scores of Options B and C1 to be the same, the relative weightings for financial and non-financial analyses would need to be set at 96.2% and 3.8%, respectively.

11.13 THE PREFERRED OPTION

The Future Fit Programme Board met on 30th November 2016 and considered the evidence available to it in order to reach a decision and recommendation to the Joint Committee of the CCGs about which options should be taken to public consultation and which option was the 'preferred option'. There were a number of elements to this evidence, shown below:

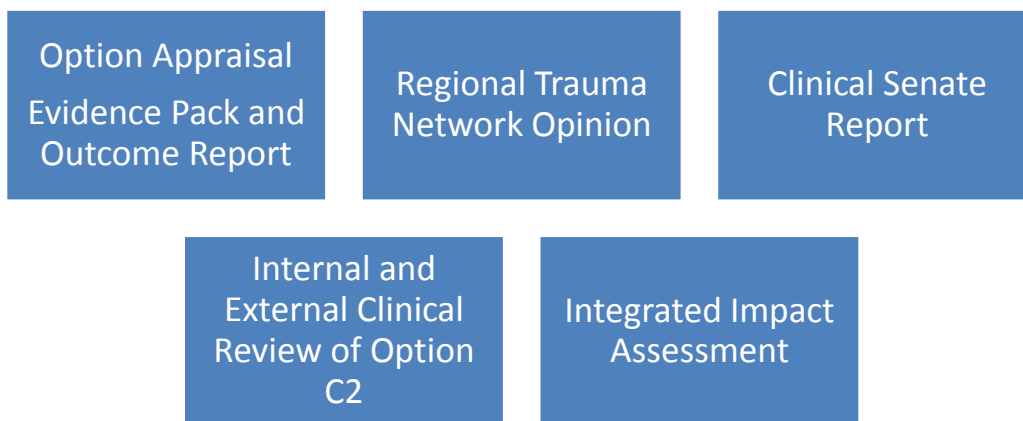


Figure 23: Key evidence considered at the Programme Board in November 2016

Following consideration of the above evidence, the Programme Board made 4 recommendations to the Joint Committee based on analysis of all the evidence received by the Programme Board as detailed in paragraph 3 of this report.

1. Having regard to the internal and external clinical review evidence received, C2 be removed as an option for formal consultation on the basis that the expert clinical opinion is that it is undeliverable.
2. The Programme is ready to undertake a period of formal consultation on options A, B and C1.
3. The outcome of the options appraisal and other evidence received identifies that C1 is the preferred option and the formal consultation should be undertaken on this basis.

In addition it was acknowledged that the impact assessment focused primarily on only the impacts of acute service change and that there are elements of the Future Fit programme that have implications beyond acute services for other types of care such as women and children's. A number of stakeholders felt that the potential impacts of these also needed to be assessed. This was acknowledged by the Programme but not felt sufficient to stop a recommendation on a preferred option and that the further work could be done in parallel alongside wider consultation with the public and other stakeholders.

The Joint Committee met on 12th December 2016 and received the recommendations of the Programme Board together with the supporting evidence and the full Option Appraisal Report and Evidence Pack and the IIA Report in full. The recommendations did not achieve a majority vote with a split vote reflective of the differing position of the two CCGs.

As a result of this position, together with the recommendations from the Gateway Review 2016, agreement was reached to carry out two additional pieces of work prior to proceeding further:

1. An independent review of the process, scoring and methodology of the option appraisal, and;
2. An Integrated Impact Assessment on the potential move of some of Women's & Children's Services under C1 to the RSH.

The Future Fit Programme Board met on 31st July 2017 to receive and consider the outcome of the two additional reports. It concluded by consensus that there has been no material evidence presented in the Independent review of the Option Appraisal or in the W&C IIA Reports that should change the original four recommendations to the Joint Committee as set out in December 2016 and therefore they should be reaffirmed:

- Whilst 'do nothing' is not seen as a deliverable option, it needs to remain in business cases as the baseline. The narrative during consultation will explain why it has been discounted.
- Option C2 is not clinically deliverable and is therefore is not taken forward into formal public consultation as a deliverable option.
- Both Options B and C1 are deemed financially and clinically deliverable and will therefore form part of the public consultation process.
- Option C1 is taken into the consultation process as the preferred Option

The Joint Decision Making Committee of the Boards met on 10th August 2017 to receive these recommendations and unanimously approved all four and that the CCGs should proceed to consultation on this basis.

DRAFT

12. FINANCIAL CASE

12.1 INTRODUCTION

This section focuses on the financial costs and impact for the Future Fit Programme. In particular:

- The financial case for change;
- Anticipated levels of capital and revenue to fund the change;
- The costs, benefits and overall affordability of the public consultation topic being considered.

The full details of the acute hospital services reconfiguration programme financial plan, including organisational plans, is detailed in The OBC Appendix 7

12.2 THE FINANCIAL CASE FOR CHANGE

12.2.1 THE SYSTEM AS A WHOLE

Partners in the Shropshire, Telford and Wrekin STP recognise that the health economy needs to address a significant financial challenge over the next 5 years. We have demonstrated through our work on the Future Fit agenda that to do nothing is most definitely not an option and there is agreement that we will only succeed if we take action collectively.

The challenges we face are similar to those being experienced across the country. Demand on services continues to rise and outstrips the available funding, putting pressure on all services, especially hospitals, GP surgeries and social care. With a growing number of elderly people in our population, many having more than one long-term health condition, there is a greater need for certain services.

There is insufficient funding for us to continue as we are and we need to make changes to take full advantage of recent rapid progress in treatments and technology. The reconfiguration of acute hospital services forms part of the system plan to improve services for the local population. Allied to commissioner plans to redefine community based services in order to bring care closer to home, this provides a strong base from which sustainable and effective services will be built.

Our STP submission in October demonstrated that if the system takes no action to change, by 2021 there will be a collective deficit of around £130m. Coupled with what we know already about difficulties in recruiting staff to current role structures and the limitations of our infrastructure this is not a position that can be supported. The table below illustrates the impact of the STP's plans on this position. This includes plans for delivery of both the acute site reconfiguration and community redesign that are detailed in this case.

Table 42: System Position 4 year aggregate 17/18 to 20/21. (October '16 STP submission):

	Commissioners	Providers	Total
Structural Deficit	(18.7)	(17.0)	(35.7)
Inflation/Demography cost pressures	(54.8)	(41.0)	(95.8)
Local Health System Deficit	(73.5)	(58.0)	(131.4)
QIPP savings LHE Providers	32.1	(32.1)	0.0

QIPP savings (other)	45.4	0.0	45.4
Provider Trust Efficiency Programme		45.2	45.2
Carter Review Savings		8.8	8.8
Transformation	4.0	(36.0)	(32.0)
Use of Transformation savings		6.5	6.5
Reconfiguration		15.1	15.1
Community Hospitals		3.8	3.8
Orthopaedic Rebasing		3.9	3.9
Repatriation		6.0	6.0
Rationalisation of services		4.0	4.0
External Transfer	1.5		1.5
	5.5	3.2	8.7

Figures align with the data used to inform the Acute Trust's outline business case for hospital reconfiguration. Plans submitted to inform the October 2016 position by all three local providers and Telford and Wrekin CCG were not materially altered on finalisation of organisation's plans in early 2017. It is acknowledged however that Shropshire CCG numbers have been updated and this could impact on the position reported above.

Whilst a full refresh of the STP financial plan is still to be completed (this will be conducted during Autumn 2017), modelling suggests that the changes made to the Shropshire CCG plans would not materially impact on the position presented above. If current financial model figures are used, the 4 year aggregate commissioner surplus would fall to £2.5m resulting in a system surplus of £5.7m rather than the £8.7m reported in October.

Hence it can be seen that the STP plan aims to deliver a significant change in respect of redefining the model of care in the system whilst at the same time returning to an underlying recurrent balanced position.

12.2.2 AFFORDABILITY

- TELFORD CCG

In 2017/18 T&W CCG has a cumulative surplus of £5.7m and an in year control total in 2017/18 of £100k deficit. In 2017/18 the CCG has received good drawdown from NHS England of £100k so that the CCG's in year target is to break even. At Month 3 the CCG has generated additional year to date surplus of £64k. Delivery of the financial position will be dependent on prudent financial management and QIPP delivery throughout the year.

The CCG's five year financial plan currently meets all of NHSE's business rules and delivers an in year break even position each year. However, in order to fund increases in activity, demography and service improvements the CCG will need to deliver recurrent QIPP plans in the region of £7m a year. The CCG financial and QIPP plans are aligned to the proposed activity shifts from acute to community.

- SHROPSHIRE CCG

Shropshire CCG has an in year control total for 2017/18 of £15.9 deficit. At the end of the year, the CCG will have accumulated a total deficit (including the £15.9m) of £52m. This is a challenging time for the CCG and we do not underestimate the hard work that is required to deliver our position.

By 2020/21, the CCG is anticipating financial recovery that will enable it to deliver a small in year surplus and to maintain underlying financial stability. In order to achieve this, the QIPP challenge remains high; numbers each year are around 3.5% of total allocation (£16m). Repayment of the accumulated deficit will take some time

- SHREWSBURY AND TELFORD HOSPITALS NHS TRUST

The Acute Trust's turnover for 2015/16 was £326.5m of which income from patient care accounted for £304m. The majority of the clinical income came from the following three largest volume commissioning bodies:

- Shropshire CCG (Income £124.7m, 41%)
- Telford and Wrekin CCG (Income £88.9m, 29.2%)
- NHS England and Specialised Commissioners (Income £51.7, 17%)

Of the remainder of clinical income:

- 11.8% came from other commissioning organisations, including Welsh commissioners
- 1% came from 'other clinical income' which consists of income from private patients, overseas visitors and the NHS Injury Cost Recovery Scheme

In 2015/16 the Acute Trust recorded a £31m deficit on income and expenditure.

In developing the strategy for an affordable option, the Acute Trust has taken into account the following:

- Projections of income based on the Future Fit Phase 2 modelling including a forecast on demographic changes
- Efficiencies arising from the removal of duplicate rotas, reduction in Junior Doctor intensity payments, co-location of services and the cohorting of surgical specialities
- Increased facilities and ward costs associated with modern and national standards for new wards
- Application of inflation
- Net additional cost of capital
- Repatriation of activity currently being performed for local residents in organisations outside the local health economy
- Increase of tariff payments in line with the current Sustainability and Transformational fund allocation
- Continued CIP delivery

Analysis demonstrates the affordability of the options at both RSH and PRH resulting in recurrent financial surplus for Options B, C1 and C2. Option C1 however enables the Acute Trust to maximise the potential for

repatriation of activity currently being performed for local residents in provider organisations out of the county.

	Baseline	Do Nothing	Option B	Option C1	Option C2
	£000s	£000s	£000s	£000s	£000s
Recurrent 2016/17 Baseline Position	(16,553)	(16,553)	(16,553)	(16,553)	(16,553)
Less SSP Incremental Finance Costs	2,000		2,000	2,000	2,000
Recurrent 2016/17 Baseline Position	(14,553)	(16,553)	(14,553)	(14,553)	(14,553)
Revenue Impact					
Demographic Growth	28,584	28,584	28,584	28,584	28,584
Increased Cost of Demography	(11,501)	(28,584)	(11,501)	(11,501)	(11,501)
QIPP	(17,295)		(17,295)	(17,295)	(17,295)
QIPP Savings	6,800		6,800	6,800	6,800
Inflation	(38,790)	(38,790)	(38,790)	(38,790)	(38,790)
Tariff Uplift	8,221	8,221	8,221	8,221	8,221
CIP	30,978	30,978	30,978	30,978	30,978
Repatriation Income Gain	10,000	10,000	10,000	10,000	10,000
Repatriation Increased Cost	(4,000)	(4,000)	(4,000)	(4,000)	(4,000)
Other Recurring	4,630	4,630	4,630	4,630	4,630
SSP Workforce	14,589	(4,600)	14,589	14,203	11,377
SSP Additional Non Pay	0		0	0	0
SSP Incremental Finance Costs	(6,000)		(6,000)	(6,000)	(6,000)
SSP Finance Costs	(6,000)		(5,433)	(8,684)	(7,867)
Recurrent 2020/21 Position	5,664	(10,114)	6,231	2,594	584

Table 43: Affordability and key planning assumptions

The Acute Trust has confirmed that their underlying financial assumptions will have no adverse financial impact on the CCGs and will not require any additional investment.

12.2.3 SENSITIVITY ANALYSIS – ACUTE MODELLING

One of the caveats associated with the CCGs approval of the Acute Trust's Strategic Outline Case in 2016 required detailed sensitivity analysis on the assumptions used to be completed through the OBC process.

In considering this the Acute Trust has identified three scenarios:

1. Can the Trust afford the reconfiguration plan, given the attributable risks and assumptions and /or
2. Does the OBC provide an improved way forward than the option of doing nothing, and /or
3. Does the OBC support an on-going improvement in the financial position of the Local Health Economy?

• AFFORDABILITY

There are two potential approaches:

- (a) Pick specific risks and assumptions and imagine a situation where each individual risk exists in isolation and then compare this with the Income and Expenditure position for each option by the year 2020/21 to establish whether there remains at least a balanced financial position,
- (b) Take the broad collection of risks and assumptions and apply a likelihood of these sensitivities happening and collate these values into a combined figure and in so doing produce a composite financial assessment of the combined risk, contained within each of the options.

The major problem with (a) is that because it does not allow for the collection of events that may occur over the period 2017/18 – 2020/21 in choosing an individual area it over emphasises the nature of any one factor in judging the financial risk of delivering the project. This factor when combined with the relatively small surpluses generated in the options B and C1, £6.2 million and £2.6 million respectively produces heavily skewed conclusions, as highlighted below.

Dominant downside risks/ assumptions	Financial impact £000's	Option B	Option C1
Assume demographic Income growth is 0.5 per cent less per year	(3,285)	2,946	(691)
Assume Trust delivers 1.5 per cent CIP per year rather than 2.0 per cent	(7,745)	(1,514)	(5,151)
Repatriation Income say 25% lower	(1,500)	4,731	1,094
SSP Workforce savings – 25 per cent lower than expected	(3,600) – (3,550)	2,584	(957)
Blended finance costs 4 per cent not 3.5 per cent	(1,400) – (1,600)	4,829	994

Table 44: Dominant Downside Risk / Assumptions

Dominant upside risks/ assumptions	Financial impact £000's	Option B	Option C
Assume demographic Income growth is 0.5 per cent greater per year	3,285	9,516	5,879
Assume Trust inflation is 0.5 per cent lower per year than the blended rate 2.0	7,460	13,691	10,054
Assume QIPP 10 per cent lower	1,050	7,281	3,644

Table 45: Dominant upside Risk / Assumptions

The reality of course is that the risks and assumptions will occur collectively and with varying levels of likelihood. The table below attempts to provide a composite value of risk that recognises this situation.

Income and Expenditure Element	Scenario	Impact		Likelihood	Indicative Value	
		B1 £000	C1 £000		B1 £000	C1 £000
Demographics Income Growth	0.5% increase in demographic growth	5,497	5,497	25%	1,374	1,374
Demographics Income Growth	0.5% decrease in demographic growth	-5,497	-5,497	10%	-550	-550
Demographics Expenditure Growth	0.5% increase in demographic growth	-2,212	-2,212	25%	-553	-553
Demographics Expenditure Growth	0.5% decrease in demographic growth	2,212	2,212	10%	221	221
Inflation Assumption	Inflation Assumption 0.5% less	7460	7460	25%	1,865	1,865
	Inflation Assumption 0.5% more	-7460	-7460	10%	-746	-746
QIPP Delivery	10% less plan planned levels	1,730	1,730	50%	865	865
QIPP Expenditure Impact	10% less plan planned levels	-680	-680	50%	-340	-340
CIP Delivery	Deliver 2.5% not 2%	7,745	7,745	5%	387	387
CIP Delivery	Deliver 1.5% not 2%	-7,745	-7,745	25%	-1,936	-1,936
Repatriation Income Loss	25% loss of Repatriation Income	-2,500	-2,500	50%	-1,250	-1,250
Repatriation Increased Cost	25% loss of Repatriation Income	1,000	1,000	50%	500	500
SSP Workforce	25% reduction in the level of Workforce savings	-3,647	-3,551	50%	-1,824	-1,775
Finance Costs	0.5% increase in cost of capital to 4%	-1,402	-1,600	60%	-841	-960
					-2,827	-2,898

Table 46: Value of Risk

As can be seen from the above based upon these likelihood assessments, the composite risk contained within the draft OBC for both options B and C1 is circa £2.8 million. On this basis if these are adjusted for the risk value Option B surplus reduces to £3.404 million whilst Option C1 produces a marginal deficit of £304,000. Given the nature of this calculation it is sensible to conclude that both options can be regarded as affordable (because they are able to generate a balanced position) however as stated in the draft OBC B is the preferred option considered from a finance perspective.

• FINANCIAL IMPACT COMPARED TO THE 'DO NOTHING' OPTION

The draft OBC describes a deficit amounting to £10.1 million by the year 2020/21 if the Acute Trust were to avoid taking forward the reconfiguration of services. After allowing for a risk adjusted sensitivity assessment, (as laid out in the table above) both options B and C1 allow the Trust to substantially improve its financial position.

• FINANCIAL IMPACT ON THE FINANCIAL HEALTH OF THE LOCAL HEALTH ECONOMY

The two CCG's enter the 2017/18 financial year with a combined recurrent deficit of £13.6 million and the Trust commences the year with a recurrent deficit of £16.5 million. The effect of taking forward the acute reconfiguration proposals is to at least generate a balanced recurrent position for the Acute Trust and at the same time secures savings for the CCG's as part of its recovery plan of £17.275 million. Judged on this basis it is evident that taking forward the OBC is majorly significant in improving the financial sustainability of the Shropshire and Telford health system.

12.2.4 SENSITIVITY ANALYSIS – COMMUNITY MODELLING

The high level community model predictions in relation to impact on reducing demand on acute hospital services have been compared to the predictions within the acute modelling as there is a variance.

Table 47 sets out the analysis:

SATH OBC activity comparison to CCG assumptions						
		SATH OBC	T&W CCG	SCCG	CCG Total	Variance to SATH OBC
Elective and Emergency Inpatient Activity Reductions	Spells	-4,216	-2,365	-2,689	-5,054	-838
Bed days Reduction	Bed days	-37,612	-29,508	-26,211	-55,718	-18,106

Table 47: SATH OBC activity comparison to CCG assumptions

The outcome of the above analysis is that the variance between the OBC activity assumptions and the latest community model activity assumptions converts into a difference of just over 2 admissions per day which the Acute Trust has confirmed does not represent a material risk to operational or financial delivery of the proposed acute reconfiguration model.

A variance in activity of 800 as identified in the table above and applying an indicative average cost of £2,500 per case is £2m in total, which in line with the sensitivity analysis set in Table xx represents less in financial terms than an overall demographic growth move of 0.5%.

In summary, there is no material difference in activity assumptions between the Acute Trust OBC and the Neighbourhood Community Models described in this document.

12.2.5 SENSITIVITY ANALYSIS - AMBULANCE MODELLING

The CCGs are commissioning an independent modelling exercise to explore the potential impact of service changes on ambulance activity. The exercise will take account of:

- The service re-configuration options
- The impact of ARP on ambulance activity and response times
- Local initiatives to reduce and manage conveyance rates
- Assumptions about the ambulance disposition rate arising from NHS111 and any other demand sources

Key outputs from the modelling will be:-

- An understanding of the impact on the ambulance services of the differing service options
- A sensitivity analysis around the various assumptions to determine which factors provide the greatest source of variation
- Overall impact on the ambulance services in respects of:
 - changes in the level of activity
 - impact on net travel time
 - net impact on resource requirements for a given level of response time

The initial outputs of the modelling will be shared with the ambulance services for comment around the planning assumptions and the nature of the expected impacts on the ambulance services. A final set of outputs from the modelling work will be presented to the CCGs for sign off by February 2017.

12.3 CAPITAL

A capital cost estimate for each of the shortlisted options, B, C1 and C2, has been undertaken by Cost Advisors Rider Hunt. These estimates follow best practice and the guidance within the NHS Capital Investment Manual and are presented on OB forms in the standard format. The work has been split into Baseline works, Estates Implications and Backlog works, and into new build departments and refurbished departments.

The works costs for new build departments are built up using the Healthcare Premises Cost Guides rates per m² (HPCGs) applied to the building areas shown within AHR schedules, plus appropriate on-costs. The HPCG rates have been adjusted accordingly for number of storeys, and the areas have been adjusted by the addition of 30% to allow for main plant rooms. Communication space is shown separately on the AHR Architects (AHR) schedules and has been priced separately within the cost estimates.

- For the refurbishment areas, a percentage of the new build rate has been taken based on the level of refurbishment indicated on the AHR schedules. There has been no adjustment to the areas of refurbishment for plant space.
- Demolitions have been calculated on a volumetric basis using a typical demolition rate from previous similar projects.
- External works are included based on the areas shown on AHR's schedules, with splits between hard and soft landscaping taken as a percentage.
- Drainage has been priced separately to the buildings based on the total area of new build, and to the external areas based on the total area from AHR's schedules. Additions have been included for attenuation from the Capita (Civil and Structural Engineers) schedules.
- Allowances for items such as ground conditions, retaining walls and cut and fill have been taken from Capita's report and priced using rates from similar previous schemes.
- Prices in the estimates for vertical circulation are for the lifts and escalators only as itemised on AHR's schedules, as the space requirement has already been included in the communication space above.
- Allowances highlighted in the DSSR (Mechanical and Electrical Engineers) reports have been included for services buildings, abnormal services, diversions and connections.
- The capital cost of boilers, boiler houses, energy centres and the like has been excluded from the estimates, as the assumption for OBC is that the new energy centres will be outsourced to a private firm under an "energy supply agreement", similar to the current arrangements the Trust has in place.
- The capital costs of multi-storey car parks have been excluded from the estimates as the assumption for OBC is that the construction and operation of the new multi-storey car parks will be outsourced to a private firm or the Trust will review alternative pricing structures and keep the operation in house.
- The capital cost for the Chemotherapy Day Case Centre at PRH in all options is excluded from the estimate as this is anticipated to be funded through other Public Sector or Charitable organisations.
- The capital cost for the Midwifery-led Unit (MLU) and any other associated legacy Women and Children's accommodation at RSH in all options has been excluded from this estimate as this is funded from the Public Dividend Capital (PDC) obtained from the previous Future Configuration of Hospital Services (FCHS) scheme.

Work has initially been priced at PUBSEC 195, which is the current Department of Health Reporting Level and then updated to PUBSEC 214 which is the current index value for 4th quarter 2016.

Inflation beyond 2016 has not been included in the estimates. The works costs have been adjusted for working in Shropshire based on the BCIS Location Study, 2000 boundaries, currently 0.98.

Additional costs have then been added to the above works costs to include for:

- Fees, which are based on 13% of the works costs, as advised by the Trust
- Non-works costs, which are an allowance based on similar recent developments
- Equipment, which is included at either 12% for Option B or 11% for Options C1 and C2, as advised by the Trust, based on recent experience of similar projects. Equipment costs are deemed to include for all

general equipment, and general IT infrastructure, but exclude any specialist medical equipment (such as CT, MRI etc), and any specialist IT requirements (such as EPR or iPads, etc).

- Planning contingency, which is based on 10% of the works cost
- Optimism Bias (based on approved guidance)
- VAT at the current rate of 20%
- VAT Recovery, at an assumed level of recovery based on 100% recovery for fees, and a rate of 20% for refurbishment works.

It is currently assumed that there is no requirement for land purchase.

Costs	Option A	Option B	Option C1	Option C2
	£000s	£000s	£000s	£000s
Works		123,554	153,837	145,450
Fees		16,062	19,999	18,908
Non-Works		400	400	400
Equipment		12,867	14,797	13,862
Contingencies		12,355	15,384	14,545
Optimism Bias		28,090	36,795	34,770
VAT		34,048	42,668	40,335
Total at PUBSEC 195 Reporting Level		227,376	283,878	268,270
Total at Outturn (at PUBSEC 214)		249,613	311,636	294,497

Table 48: Estimated Capital Costs

It is assumed at this stage that the reconfiguration will be capially funded, using a Public Dividend Capital (PDC) route. The Programme is, however, aware of the potential shortage of availability of capital, and as such would explore alternative funding routes should sufficient capital not be available. Alternative sources to be considered would include private loans, a PFI solution, property-led funding solutions e.g. Joint Ventures, and/or property development solutions.

The Acute Trust are also considering a number of commercial opportunities to reduce the overall capital cost of the proposals, including revenue-led solutions for the construction of new multi-storey car parks, and energy supply contracts to fund new energy plant and buildings; as well as enabling increased revenue opportunities through cafes, restaurants, and retail.

13 INTEGRATED IMPACT ASSESSMENT

13.1 INTRODUCTION

In support of the decision making process, the Programme commissioned an Integrated Impact assessment report (IIA) on acute services: *Future Fit Integrated Impact assessment November 2016*. The scope of the report and summary of the key findings are detailed below and the full report can be seen in Appendix 13

The Integrated Impact Assessment (IIA) report completed in November 2016 was produced jointly by ICF and the Strategy Unit, Midlands and Lancashire Commissioning Support Unit. The aim of this IIA was to conduct a robust, independent assessment of the potential impacts and equality effects of the options. An IIA includes economic, environmental, health and equalities impact assessments. A three stage process was undertaken to: scope potential impacts; assess key impacts; and, assess equality effects including those identified as having protected characteristics under The Equality Act (2010).

The IIA assessed potential impacts for different localities in addition to for the area as a whole and for specific equality groups. The scope was restricted to assessing the impacts of the changes to acute hospital care. The IIA adopted a 25 year forward view, assessing the impact of the changes over a 25 year timescale.

The IIA also provides recommendations for how any negative impacts and effects could be mitigated and positive impacts and effects maximised.

The purpose of any impacts assessment is not to determine the decision about which option would be selected; rather they act to assist decision-makers by giving them better information on how best they can promote and protect the well-being of the local communities that they serve.

The IIA is a live resource that is intended to provide the basis for further assessment as the programme progresses through different stages. This includes the mitigation strategies which will continue to be refined during subsequent consultation.

Subsequent phases of the IIA process will refine the Mitigation Action Plan to be developed during the consultation phase. During the consultation phase, experts and local people will also be offered the opportunity to provide any further information that can inform the action plan.

13.2 IIA 2016 - KEY FINDINGS AND IMPACTS

The report concluded that in terms of overall health impacts, in either option, (B or C1) the main changes are expected to sustainably improve the effectiveness, safety and patients' experience of clinical care provided to the affected populations.

The projected positive overall health impacts of reconfiguration of acute services achievable under both Options B and C1 are the most significant of all the impacts assessed. However these are partly offset by the projected negative impacts of Option B on **access** to urgent and emergency care of a similar scale.

Figure 24: IIA 2016 – Key Findings and Impacts

- For travel times to access urgent and emergency care, the majority of urgent and emergency care patients (76% - 108,133) would be unaffected. Option B generally has an adverse impact on patients from South Shropshire, Shrewsbury and Atcham, Powys and Oswestry. Option C1 generally has an adverse impact on North Shropshire, Bridgnorth, Lakeside South, The Wrekin and Hadley Chase.
- For travel times to access non-complex planned care, some patients would face longer travel times by car or by public transport to the planned care site. Option B generally has an adverse impact on patients from North Shropshire, Bridgnorth, Lakeside South, The Wrekin and Hadley Castle. Option C1 generally has an adverse impact on South Shropshire, Shrewsbury and Atcham, Powys, Oswestry and (for patients travelling by public transport) north Shropshire.
- In Option B (where the trauma unit would be located in Telford and therefore the majority of planned care in Shrewsbury), it would no longer be possible to access non-complex planned care provision directly by public transport from any area in Telford and Wrekin, and multiple changes would be required from over half of Telford and Wrekin to access planned care at RSH. Shropshire and Powys would be largely unaffected. In Option C1, the impacts are largely reversed.
- The potential equality effects arising out of each impact have been assessed for all the protected characteristic groups defined under the 2010 Equality Act and for deprived groups in the catchment area. In practice there was little variation in the projected equality effects between the options. The projected positive health impacts would have a positive equality effect on several groups. Equally, these groups would potentially experience a negative equality effect arising out of the projected impact on access to urgent and emergency care.
- Three age groups are potentially more sensitive to changes in local acute hospital services than others: pre-school age children; young adults; and older people. Data is not routinely reported on the proportion of A&E attendances that are made by people with a disability. However the wider evidence- base strongly suggests that disability is associated with higher levels of need for emergency services – particularly mental health and learning disabilities.
- No evidence was identified to indicate that pregnant women and mothers of new born children have disproportionate or differential needs in relation to acute hospital services. However, under one of the options (C1) other women and children's services would be relocated. This was not in the scope of the report.
- However it was noted that one key point of difference between the options concerns young children, women, and the pregnancy/maternity group, who may experience a negative equality effect under Option C1 arising from the relocation of Women & Children care from PRH to RSH.
- There are far fewer equality effects across the projected economic, social and environmental impacts. No single group emerges from the assessment as being significantly more disadvantaged than another.

Section 7.3 of the full IIA Report in Appendix 13 describes strategies for mitigation and priorities for further investigation. Subsequent phases of the IIA process will refine the Mitigation Action Plan to be developed during the consultation phase. During this consultation phase, experts and local people will be offered the opportunity to provide any further information that can inform the action plan

13.3 SUPPLEMENTARY IIA 2017 – WOMEN AND CHILDREN’S SERVICES

The full report: *Future Fit Integrated Impact Assessment: Additional analysis of potential changes to Women’s and Children’s services 11 July 2017* can be found in full as Appendix 14 This complements the IIA described above and both documents should be read in conjunction when concluding on any relative impacts analysis on our populations.

The aim of this additional analysis was to conduct a robust assessment of the potential health, access, economic, social and environmental impacts and equality effects of the proposed changes to Women’s and Children’s services.

13.3.1 WOMEN AND CHILDRENS IIA SCOPE

It was agreed by the Programme Board that the proposed specification for the work should be developed and agreed by the IIA steering group in detail to ensure it is fit for purpose. The legacy IIA Steering Group was therefore reinstated for the work and the membership supplemented with the necessary expertise. The Steering Group had GP representation from the CCGs, Powys THB, public health experts from both Shropshire and T&W Council. doctors, nurses and midwives from the Acute Trust Women & Children’s Centre together with Healthwatch and other patient representative Groups from the two CCGs and Powys.

It was also agreed that the steering group should commence the formulation of a mitigation action plan for women’s and children’s services, in anticipation of the final report, which would be further developed throughout the consultation process.

Under Future Fit Option B the current configuration of services for women and children would largely be retained, although the majority of gynaecology day case services would also be delivered at RSH rather than at both sites.

Under Option C1 in-patient services for women and children would be relocated from PRH to RSH. Most out-patient services would continue to be delivered at both sites. The majority of gynaecology day case services would be delivered at PRH.

The assessment of **health impacts** in the report was informed by a clinical workshop with a wide range of expert stakeholders from across the local health and care economy. A large number of data sources were reviewed as part of this work attempting to examine relative need, access and outcomes for our different populations. Findings from a public survey and equalities activities undertaken by Shropshire CCG, Telford and Wrekin CCG, and Powys Teaching Health Board have also been drawn upon within this report.

In order to gauge current levels of accessibility and measure the impact of any service relocation, a quantitative survey was developed and distributed through a variety of channels across the region.

The objectives of the survey were to provide qualitative data and to gauge current levels of accessibility and to measure how this would be impacted by any movement in services. It was also to understand key influencers and motivations behind choosing where individuals seek treatment.

The survey was for anyone who has used the services for women and children at the Princess Royal Hospital in Telford in the last two years as a patient, relative, friend or carer. Overall 863 responses were received. The analysis can be found in Annex 3 of the Report.

The assessment of **access impacts** was based on statistical analysis of journey times and distances. To aid comparison both car and public transport journey times have been calculated for daytime off-peak travel (between 10am and 4pm). Maps are used to provide a visual representation of journey times. The executive summary of the report describes the net effect on median journey times (so a small number of very long or very short journeys are not skewing the figures) across the whole population whilst the detailed narrative provides additional information on average (mean) journey times, the distribution of all journey times as well as present the impact on journey times and distances for patients within each of the 9 localities.

The assessment of **equality effects** explores the potential disproportionate and differential equality effects of the proposed changes on different groups in the local population, including those groups protected under the 2010 Equality Act. Women and Children are of course a category within these groups.

It is impossible to summarise and make conclusions from all the analysis of data that has formed part of this work and the full report must be read for individuals from their different perspectives to draw fully on their own conclusions.

The section below draws on the Executive Summary in highlighting some key points in the Report.

13.3.2 IMPACT ON THE AFFECTED POPULATION

The affected population for women and children is described within the report. It is useful to understand the scale of services that formed part of this supplementary IIA relative to the whole in interpreting the findings of the report.

- The total combined catchment population served by the Trust is 542,222.
- There are 223,303 adult women living in this catchment area: 127,807 in Shropshire, 66,836 in Telford and Wrekin, and 28,660 in the affected parts of Powys.
- There are 104,588 children living in the catchment area: 55,462 in Shropshire, 36,945 in Telford and Wrekin, and 12,181 in the affected parts of Powys
- In 2015/16 there were over 640,000 patient contacts within the Acute Trust (Ref SSP Draft OBC 2016)

Within the scope of the activity and services included in the supplementary IIA there were:

48,455 users of Women's and Children's Centre Services in 2015/16

7,621 used in-patient Women's services (9,647 spells of care)

4,633 used in-patient Children's services (5,840 spells of care).

Figure 25: Impact on affected population

It is primarily these inpatient services that would potentially move from the W&C Centre at Telford onto the Emergency centre site under the option C1.

Demographic differences between the different populations include:

- Telford and Wrekin has a higher proportion of women aged 18-44, BAME women and women living in deprivation than the other two areas. However, in absolute terms Shropshire is home to the largest number of women aged 18-44 (43,670 compared to 29,206 in Telford and Wrekin and 9,163 in the affected parts of Powys).
- Telford and Wrekin has the largest number of BAME women (4,879 compared to 2,556 in Shropshire and 311 in the affected parts of Powys) and women living in deprivation (17,185 compared to 5,408 in Shropshire and 1,354 in the affected parts of Powys).
- In absolute terms, Shropshire is home the largest number of women living in a rural area (73,119 compared to 23,720 in the affected parts of Powys and 4,143 in Telford and Wrekin
- The characteristics of the child population in the catchment area follow a similar pattern to the adult female population, with more children living in rural areas in Shropshire and Powys, and higher proportions and numbers of BAME and deprived children in Telford and Wrekin
- Infant mortality rates in Shropshire (3.1 per 1,000 live births) and Powys (3.8 per 1,000 live births) are slightly below the national average (3.9 per 1,000 live births), while they are higher in Telford and Wrekin (6.5 per 1,000 live births)

13.3.3 KEY FINDINGS ON IMPACTS

- It should be noted that the impacts for women and children represent a sub-group of the impacts for the population as a whole. The impacts across the population were fully stated in the 2016 IIA and the scale of impacts for women and children should be reviewed in this context.
- Option B and Option C1 would both have positive health impacts for all users of Women's and Children's services across the catchment area.
- Most **access** impacts are neutral under Option B and negative under Option C1 at the scale of the catchment area as whole, due to higher overall average journey times. However this varies widely for different localities within the catchment area, with some projected to experience shorter journey times, including some who currently have the longest journeys, and others longer.
- Under Option C1 the most positive impacts on **access** would be experienced in Shrewsbury & Atcham, Oswestry and Powys. The most negative impacts would be experienced in Bridgnorth and the three Telford and Wrekin localities: Hadley castle, Lakeside South and the Wrekin. The average journey times though do conceal variations in the projected journey times for women and children who live in different localities
- The projected economic, social and environmental impacts are all either of a minimal scale, neutral or uncertain at the time of writing.

Detailed evidence on the health characteristics and locality profiles of different groups of women and children are included in the report and are provided in Annex 3 of the IIA report. It includes detailed locality profiles of population characteristics, a description of utilisation rates of services within the scope of this IIA and average travel times in car and on public transport. The reader is commended to read the whole report.

Activity at any of the SATH sites during 2015/16 are used as *proxy measures of need* by lower super output area and are included as maps. However people across the footprint may use other providers which will not be included. Relative rankings of utilisation using crude population rates together with actual numbers in 2015/16 are then provided by locality.

For paediatric admissions, The Wrekin is the locality with highest population ranking and for actual activity it is Hadley Castle.

For birth inpatient spells, Lakeside South has the highest population ranking with the highest actual number of births from Shrewsbury & Atcham

For neonatal admissions, Powys has the highest population ranking with the highest actual number of admissions for neonates from Shrewsbury & Atcham

For gynaecology day rates, the Wrekin has the highest population ranking with the highest actual number of Gynaecology day cases from Shrewsbury & Atcham.

Figure 26: Activities at SATH sites

13.3.4 KEY FINDINGS ON EQUALITY EFFECTS

Several groups of women and children would experience a combination of positive and negative equality effects arising from the projected impacts. They may be disproportionately most likely to use the affected services, and therefore benefit the most from the project positive health impacts.

Equally some may be disproportionately affected by the longer projected journey times from certain localities.

There are some potential cross cutting impacts and equality effects. Women and children in different protected characteristic groups (as defined by the 2010 Equality Act) may have differing health and healthcare experiences, which could mediate how they would be affected by the proposed changes. These groups include:

- Pregnant and maternal women: key user group of the affected services; main determinants of healthcare experiences are safety, choice and continuity of care.
- New-born and neonate children: the most likely of any age group to require specialist medical care due to premature birth and/or a medical condition that requires monitoring or specialised treatment.
- BAME women: higher than average rates of maternal mortality and stillbirths (particularly for mothers born outside the UK).

Awareness and understanding of the detail of the proposed changes to Women's and Children's services is currently low amongst the affected population, which is likely to be mediating the concerns and views they currently have.

Perceptions of the existing Women's and Children's services at PRH are very positive, prompting questions about value for money of the proposed changes and a need for reassurance that any relocated services would meet the same standards.

Journey times to access the affected services are shared concern for women and children amongst all protected characteristic equality groups. Equally, specific combinations of characteristics and circumstances may lead to particular differential effects.

13.3.5 MITIGATION AND ENHANCEMENT

Key recommendations for mitigation and enhancement include:

- Reducing unnecessary journeys and transfers;
- Safer care pathway agreements for children; and
- Reducing risk factors before, during and after pregnancy.

The following priorities for further investigation were also identified:

- Work to enhance the availability of urgent services in remote locations;
- Additional data and information requirements to better understand patient experience;
- A strong public awareness campaign surrounding the correct service to access in the case of a medical emergency potentially targeting the population as a whole, with emphasis on current and future services across the sites.
- Build on existing and planned public health interventions and consider a more proactive/aggressive system-wide approach to prevention, bridging deprivation and other equalities gaps which would more effectively and appropriately support the reconfiguration and improve outcomes for women and children.
- Continued Engagement with West Midlands Ambulance Service and Welsh on the proposed model and on Ambulance response times across Shropshire, Telford & Wrekin and Powys.
- Consideration as to whether a review of the location of Breast Services provided by Shrewsbury & Telford NHS Trust is required.

Finally in line with an assessment against NHS best practice guidance, it is the view of the programme at this stage that there has been an appropriate assessment of the impact of the proposed service change on relevant diverse groups; that appropriate engagement has taken place with any groups that may be affected and that possible action and next steps to be taken to mitigate any adverse impacts have been identified.

It must be restated however that the IIA is seen as a live resource that is intended to provide the basis for further assessment as the programme progresses through different stages. This includes the mitigation strategies which will continue to be refined during subsequent consultation.

Subsequent phases of the IIA process will refine the Mitigation Action Plan to be developed during the consultation phase. During the consultation phase, experts and local people will also be offered the opportunity to provide any further information that can inform the draft action plan.

13.3.6 CONCLUSIONS FROM BOTH IIA'S

It is important that both IIA's are considered alongside each other and also to note that there are aspects not covered by the two IIA's.

The IIA in 2016 identified that for the majority of people they will continue to go to the hospital they go to now for urgent and emergency care. For travel times to access urgent and emergency care, the majority of urgent and emergency care patients (76% - 108,133) would be unaffected. Option B generally had an adverse impact on patients from South Shropshire, Shrewsbury and Atcham, Powys and Oswestry. Option C1 generally has an adverse impact on North Shropshire, Bridgnorth, Lakeside South, The Wrekin and Hadley Chase.

Much has been made of the potential move of the Women & Children's Centre under Option C1 and any potential impact it might have on disadvantaged groups within our catchment population. The Women & Children's IIA report itself concludes through the engagement work that the public awareness and understanding of the detail of the proposed changes to Women & Children's services is currently low amongst the affected population. Offering assurances to the population is key on what services will be available locally under each option.

The majority of services would remain in the existing Women & Children's Centre in Telford under Option C1 including the majority of Gynaecology day cases. It is only the Inpatient Obstetric and Paediatric services that would need to be co-located with the Emergency Centre (EC).

Most women and children will receive the majority of their care and treatment in the same place as they do now in either option:

- Midwife-led unit, including low-risk births and postnatal care
- Maternity outpatients including antenatal appointments and scanning
- Gynaecology outpatient appointments
- Early Pregnancy Assessment Service (EPAS)
- Antenatal Day Assessment
- Children's outpatient appointments
- Neonatal outpatient appointments.

The majority of children who currently access urgent and emergency care can also continue to come to their local hospital in the proposed configuration of services under either option.

High risk women and children's services need to be based on the emergency site. This is the clear view of the experts both locally and nationally.

When considering both IIA's the question is what impacts should take precedent and be the primary driver in considering the options; Emergency care to the wider population or the location of the obstetric and inpatient paediatric services, or the location of planned care services.

Strong links between access and travel time and outcomes are not always evident. There is clear evidence however received by the programme that the increased travel time of option B for trauma patients would adversely impact on health outcomes for some patients. Expert clinical advice states categorically that there will be worse outcomes for the people of Powys under option B should the trauma unit move to Telford.

Influencing health outcomes is difficult, and what is not always evidenced is that adjacency is necessarily equivalent to better care. For example, in the case of stroke care or in the increased travel time to access primary PCI, the time from onset of symptoms to accessing the most appropriate diagnostics and professional opinion and therefore the most optimal treatment, is more relevant and can result in better outcomes.

It must be remembered in the proposed models that those most at risk will be taken directly by ambulance to the EC or be directed there by their GP for assessment. The Women & Children's IIA sets out the small number of children who need to be admitted and will need to be safely transferred potentially from the UCC at the planned care site to the emergency site. It is worth noting that the average length of stay for children is a little over 1 day.

Both IIA reports concluded that in terms of overall health impacts, in either option, (B or C1) the main changes are expected to sustainably improve the effectiveness, safety and patients' experience of clinical care provided to the whole population. .

The 2016 IIA describes the disproportionate use of A&E services for some including the very young, the older population, BAME, those with disabilities and those from the most deprived localities. It is worth restating that the majority of these people will continue to use the A&E they do now through the 24/7 urgent care centres. The greatest benefits will accrue to those types of patients who are the higher users of hospital services than the general population. In the case of A&E attendances and urgent care, it must be said that utilisation rates are not necessarily a good proxy for need for acute services, but rather a need for some form of urgent care.

In the W&C IIA Annexes locality profiles, activity and relative admission rates by locality for obstetrics, neonates, paediatrics and gynaecology procedures, are set out and in these cases are perhaps a reasonable proxy for need. The information is comprehensive and shows differences in relative rates across the 9 localities but also actual numbers of patients from localities need to be given due consideration. It is supported by other annexes that include some outcome data for example relative differences in planned and emergency caesarean section rates and in neonatal length of stay that we see in the different localities across the catchment. The dilemma is should these differential impacts influence the location of acute services?

Where there is a difference in access or need suggested by demography, is this a difference to the extent that outcomes will be different and necessitates a change to the plan, or to the extent that further information will be needed and robust mitigations in place and evidenced before implementation?

Other Issues clearly affecting outcomes are Public Health issues – smoking, obesity, accessing community services early in pregnancy and these are unrelated to hospital services. They do need addressing, and should have additional focus, but they are not primarily addressed by inpatient care, but by wider community based Public Health work.

Within the IIA, including the Women and Children's impacts as described and other evidence presented, the link between differences in outcomes and access and deprivation may not be clear.

As the WM senate concluded in their review, dilemmas and trade- offs emerge from studying the two IIA reports and which the decision making bodies will need to consider. They identify clearly, for instance, that some people will travel further under option B than options C1, for some services, and vice versa. However what it doesn't show is the resultant health outcome from these different travel times.

It is worth restating that the purpose of any impacts assessment is not to determine the decision about which option would be selected; rather they act to assist decision-makers by giving them better information on how

best they can promote and protect the well-being of the local communities that they serve. The IIA is a live resource that is intended to provide the basis for further assessment as the programme progresses through different stages. This includes the mitigation strategies which will continue to be refined during subsequent consultation.

Subsequent phases of the IIA process will refine the Mitigation Action Plan to be developed during the consultation phase. During the consultation phase, experts and local people will also be offered the opportunity to provide any further information that can inform the action plan.

DRAFT

14. PATIENT ENGAGEMENT AND COMMUNICATION

14.1 SUMMARY OF PATIENT AND PUBLIC ENGAGEMENT ACTIVITIES TO-DATE

Following the 'Call to Action' consultation activity in 2013 it was accepted that there was a case for making significant change, provided there is no predetermination and that there is full engagement in thinking through the options.

Following extensive engagement with key stakeholders, the Engagement and Communications workstream pledged to involve the broad range of stakeholders, including groups, individuals that may be affected by any proposed changes, making best endeavors to engage with as many as possible within the time and resources available.

The Programme did this by working with organisations that have existing networks and, through these stakeholders, seek to support 'Champions of Change'. It encouraged clinicians, young people and, importantly, our NHS staff to take messages out to their teams and feedback responses.

Future Fit has continued the good practice of Call to Action by reaching out and attending groups, events and meetings across the three commissioning areas; Shropshire, Telford & Wrekin and Powys. A cohort of Senior Responsible Officers, Executives and clinicians were (and continue to be) provided with the training and materials needed to get the Future Fit messages out on the ground and to hear, capture and reflect on local people's views.

What can be influenced at each stage of the Programme has been identified and a variety of means for people to be involved in the ongoing debate made available, such as focus groups, pop-up stand events, smaller-scale public activities (such as Local Joint Committee meetings or Patient Group meetings), telephone surveys and social media channels. These have allowed people to be informed of progress and to comment on proposals and developments. The Programme can evidence meeting its statutory duties to engage and involve all sections of society and to gather equality and demographic information.

It was appreciated that many people living in Powys relied on hospital services provided in Shrewsbury and Telford for their care, particularly acute care. The Future Fit Engagement and Communications team has implemented a specific plan for the Powys area, taking into account the needs of this rural community and the requirements of Welsh regulations and legislation.

Working with our voluntary sector colleagues, the Programme has co-created events/methods for specific approaches for those identified as having protected characteristics under The Equality Act (2010). Further accessible engagement has taken place with those with English as a second language.

Local Councillors and MPs are kept informed and updated about the progress of this Programme through regular formal and informal face to face and written briefings.

Throughout the programme we have continued to engage with the Joint Health Overview Scrutiny Committee who have posed questions of the programme which have been formally responded to as well as programme representatives attending their formal meetings every quarter. Additional informal discussions have continued to take place to gather the views of the Joint HOSC chairs. Details of the formal questions received and responses are provided as at Appendix 16.

The evidence gathered shows the Programmes commitment to keeping to principles and objectives set out in our Engagement and Communications Strategy, developed in partnership with our key stakeholders (Appendix 16).

Appendix 17 provides an executive summary of supporting evidence of engagement activities carried out to date, alongside our ongoing Communications and Engagement plan with evidence of some of the supporting materials created to assist people in their understanding of the proposals. It also contains a 'mind map' summarising all activities completed to date.

14.2 PRE-CONSULTATION ENGAGEMENT

In planning and developing the Consultation Plan for the proposals contained in this PCBC, the Programme has undertaken a number of engagement activities across Shropshire, Telford and Wrekin and mid Wales. This included:

- Focus groups with patients, families and the public, including seldom heard groups
- Pop-up information stands in town centres, libraries, etc.
- A telephone and online survey
- Responding to written requests for information
- Articles and adverts in local newspapers
- Live radio interviews answering questions from the public
- Flyers and publications
- Facebook and Twitter site
- Future Fit website
- Talks given to a wide range of groups, including Healthwatch Shropshire, Healthwatch Telford & Wrekin, local councils, Powys Community Health Council, schools, colleges and universities
- Briefings to MPs

In addition, The Shrewsbury and Telford Hospital NHS Trust has continually listened to and involved its doctors, nurses and other staff, patients, families and the public in the development of the proposals for formal consultation. This activity has included Task and Finish Groups, technical team meetings, updates and presentations to community groups, weekly roadshows at both hospitals, planning workshops, 'critical friend' groups, 'gossip' groups and an information stand at the Trust's fun day/ Annual General meeting.

A summary of this pre-consultation activity is shown diagrammatically in Figure 26 overleaf.

14.2.1 POLITICAL AUDIENCES

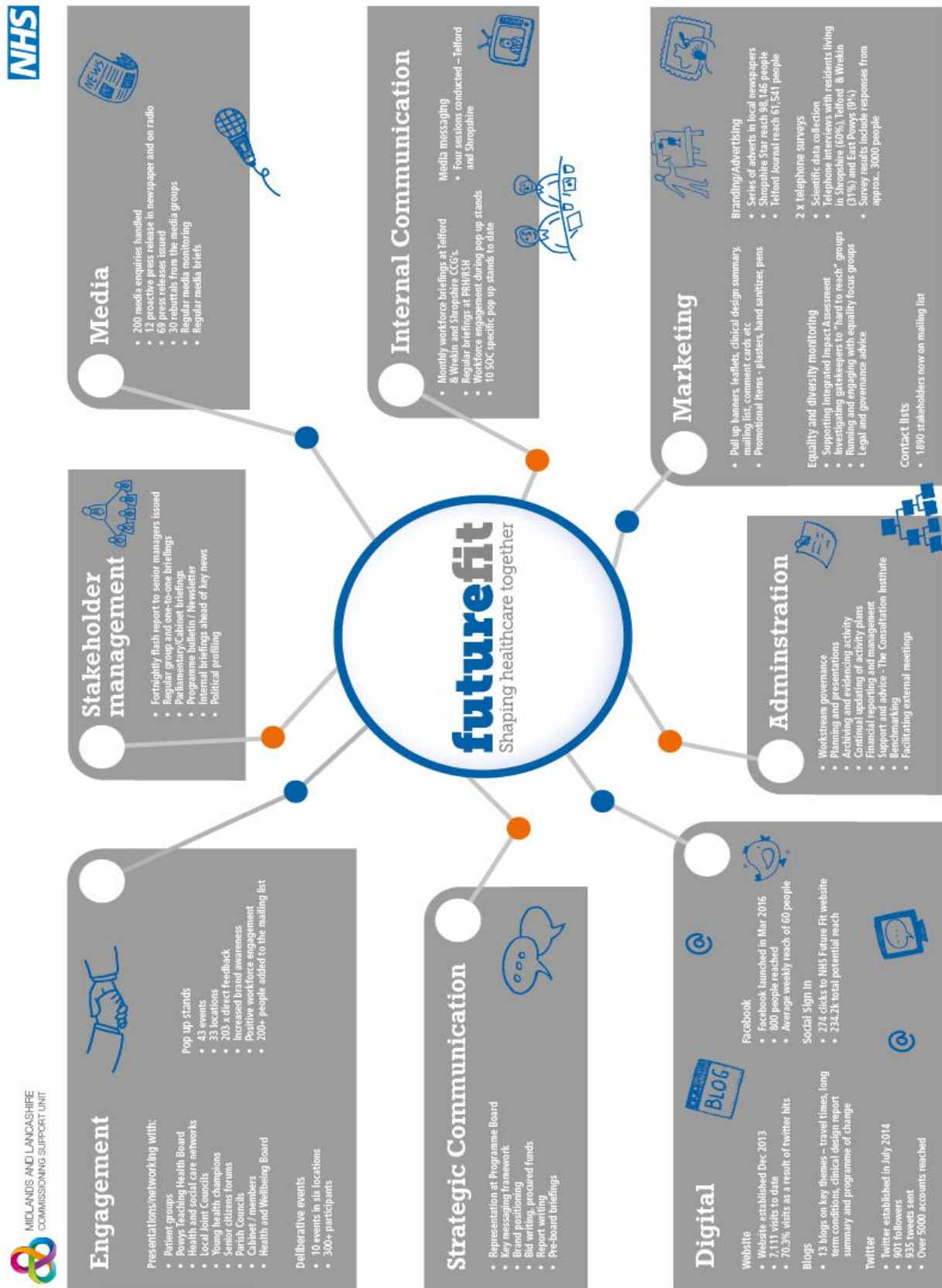
A wide ranging group of stakeholders were engaged in the conversations. A range of political stakeholders were visited including Telford & Wrekin Parish Council Forum, Local Joint Committee meetings across Shropshire and Telford & Wrekin Council members and Montgomeryshire Council.

These sessions were formatted around an expert speaker, mainly David Evans (then Senior Responsible Officer for Telford & Wrekin and Shropshire CCGs), Dr Mike Innes (then chair of Telford and Wrekin CCG) and Debbie Vogler (NHS Future Fit Programme Director). At each session a progress update was given including the case for change, the current status and the timeline of events, followed by a question and answer session.

14.2.2 THE GENERAL PUBLIC

It is clear that people across the region are extremely passionate about their healthcare services. The NHS Future Fit team set up its pop up stands at a range of venues across the region with 20 pop up events held over an 11 month period. People in towns in Shropshire, Telford & Wrekin and Powys such as Oswestry, Market Drayton, Ludlow and Bishops Castle, Telford Shopping Centre and Shrewsbury Pride Hill, as well as the two main hospitals and all of the community hospitals had the opportunity to learn more about Future Fit, ask questions and leave their feedback.

Figure 27: Summary of Future Fit Pre-consultation activity



14.2.3 THE 'INFORMED' PUBLIC

The Future Fit Programme also took the time to visit local groups and various 'board' meetings such as Telford & Wrekin Carers Partnership Board, The Shropshire VCS Assembly and the Telford and Wrekin Youth Forum. The approach was adapted for each individual audience and at the Youth Forum an awareness raising session was held in which the young people debated over some common local health 'myths'. They were also given the opportunity to give their suggestions on how the decision could be made on where to site acute services.

- *'Look at pros and cons for each area'*
- *'Look at time travelled to each site from different areas'*

14.2.4 ENGAGING WITH THE LOCAL HEALTH WORKFORCE

On the public release of the Strategic Outline Case (SOC) from the Acute Trust, the Future Fit Programme supported the Acute Trust Transformation Team to engage with members of their workforce, along with the workforce at Shropshire Community Health NHS Trust and with local patient representatives.

The Transformation Team have run pop up stands at both the Royal Shrewsbury Hospital and the Princess Royal Hospital every other week from April 2016 to date. A number of comments were recorded, examples include:

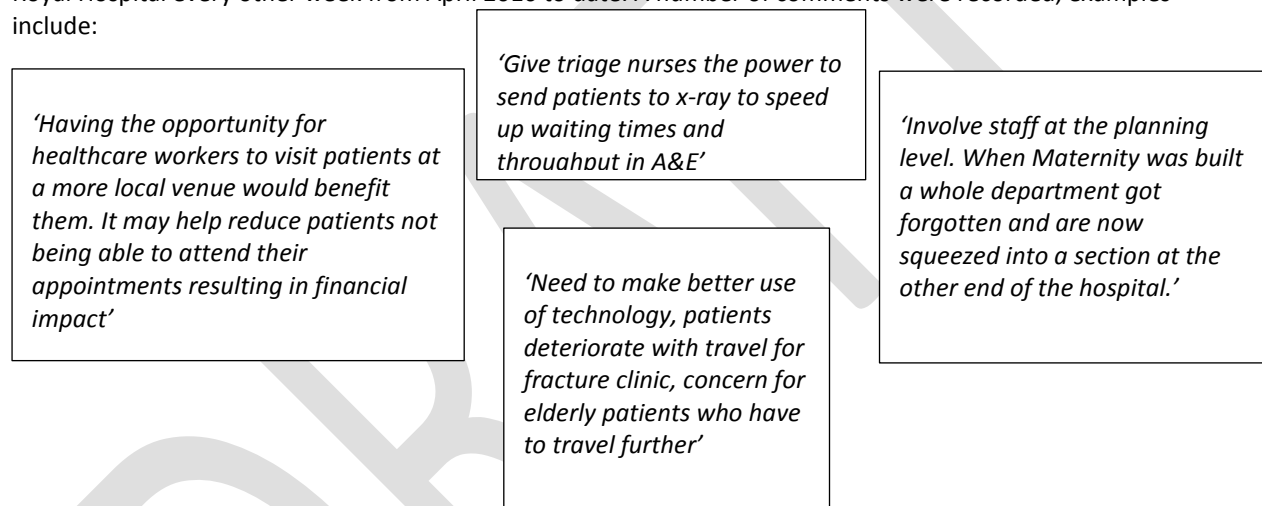
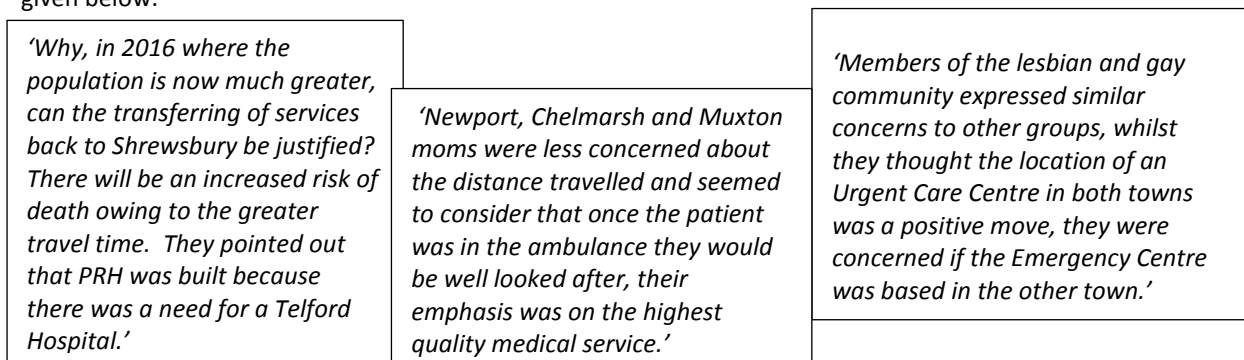


Figure 28: Engagement with the local health Workforce

14.2.5 WORKING WITH GROUPS THAT ARE 'SELDOM HEARD'

A number of pieces of work were commissioned to local agencies to engage with local 'seldom heard' groups. The organisations were able to approach a number of different groups of people including travellers, LGBT, people with drug and alcohol problems, carers, older people and young mothers and many more. They gave an overview of the principles of NHS Future Fit and then gathered their feedback, some examples of which are given below:



14.2.6 WORKING WITH HEALTHWATCH

Healthwatch Shropshire, Healthwatch Telford and Wrekin and Powys CHC have been engaged and involved in the programme since its inception 4 years ago. They have provided expert patient views across all the workstreams and are active members of the Engagement and Communication workstream and the Programme Board.

They provide advice and guidance as a critical friend and have supported the programme with public engagement in the form of events, focus groups and workshops. They have supported in getting messages out to the general public. They have carried out independent studies, working with seldom heard groups to understand the impact of the proposals as well as general surveys on how people like to be consulted, understanding their preferred communication methods. They uphold the programme to high standards, best practice and provide legislative guidance.

Powys Community Health Council has an enhanced role within Wales to sign off the consultation plan to ensure that the process is robust and fit for purpose. They have final agreement on whether the proposals will go ahead so the programme is engaging with them throughout the process to ensure that the correct due process is followed.

14.2.7 SOCIAL MEDIA

As well as face to face engagement, online channels have been developed. Twitter and Facebook have been used to promote the case for change and posts which have highlighted the current use of our emergency services have proved the most popular.

14.3 OUTCOMES OF WORK UNDERTAKEN

Over the last four years, the Future Fit Programme has been able to raise local awareness, not only of the programme as a whole but more specifically the reasons why local health services need to change. In engaging with this wide range of stakeholders, the Programme has ensured that, as far as possible, the case for change has continued to be argued, that people are aware of the proposals and that they will also have the opportunity to be ‘consulted’ when the programme launches its 12 week (minimum) formal consultation period.

In engaging with ‘seldom heard’ groups the Programme has ensured that those people are made aware of the changes and that their specific needs will be listened to as part of the consultation. By making connections now we can go back to the groups during the consultation to ensure their views are fed into the final decision making.

The comments and views that have been gathered have also been a barometer of the local opinions of the proposals. From listening to their feedback and utilising different methods of communication, the Programme has been able to develop different communication strategies, develop new marketing materials and adapt its approach for different stakeholders.

The Programme will continue to do this throughout the period of engagement prior to the formal consultation. The increased promotion and activity on social media means that audience reach has grown considerably and provides the Programme with a quick and easy way to engage with local people. Our aim is to grow our audience and in turn increase programme awareness.

Table 47 below provides a summary of the key themes of what the public and patients told us during the engagement activities and how they have influenced our plans.

You said	We did
<p>Rural urgent care engagement exercise as part of pre consultation engagement you said:</p> <ul style="list-style-type: none"> • Each geographical area in Shropshire has different requirements for urgent care services • People want an emphasis on services and that current buildings are not being used to their maximum potential 	<p>Without dismissing the importance of NHS buildings, we need to focus on the services that provide urgent care to local people.</p> <p>We need to integrate services/teams and work closely with the third sector.</p> <p>We need to feed innovative ways of utilising existing buildings and establish a confidence in local urgent care services.</p> <p>The above has become the foundation of our neighbourhoods workstream as part of our sustainability and transformation plan. The learnings and some of the people who partook in this exercise are fundamental to this workstream and we are developing the approaches that were initially explored in the NHS Future Fit engagement exercise.</p>
<p>People expressed a concern and a desire for two vibrant hospital sites</p>	<p>The Strategic Outline Case was developed with this key point in mind. It moved away from a hot/cold site to two warm sites that will lead to two vibrant hospital centres.</p>
<p>People wanted to retain the majority of A&E services for their locality</p>	<p>There will be an Urgent Care Centre based at Telford and Shrewsbury which will be open 24 hours a day, seven days a week. 60% of people who attend our current A&E departments in Shrewsbury and Telford would continue to go to their local hospital to receive the urgent care they need.</p>
<p>Clinicians have fed back that C2 is not a sustainable or desirable option</p>	<p>Clinical feedback on C2 option was reflected in a number of reports which led to C2 being scored lowest in the recent option appraisal and recommendation from the Programme Board to the Joint Committee that this option be removed from the formal consultation list.</p>
<p>In our initial call to action you said that public feedback was a key component in the decision making process</p>	<p>As part of all option appraisals undertaken to date a comprehensive stratified telephone survey has been undertaken and reported upon.</p> <p>Rich data including how current services are currently used and how they should be used in the future was reported on.</p> <p>This scientific process ensured the population was represented and data was shown in both geographic and personal characteristics.</p>
<p>Leadership will listen to public opinion and assurances provided throughout the process</p>	<p>On a number of occasions we have delayed the timeline to undertake pieces of work to ensure our</p>

	<p>processes are robust and meet statutory guidelines. For example the timeline was delayed to allow necessary work to be undertaken on the county deficit reduction plan. This happened following strong public feedback.</p>
<p>Patients should inform what buildings and services will look like under the new proposals</p>	<p>We have undertaken sample surveys of patient's recent experiences of local hospital services; how they accessed the service they required in current facilities and how they navigated the current service provision. This work has fed directly into the Outline Business Case and option development.</p>
<p>People who are high users of services but not easily heard through traditional engagement methods will need to be heard and engaged with.</p>	<p>We have undertaken a number of engagement exercises working alongside voluntary partners such as Impact, Fresh, RAFT, Healthwatch and engagement partners Participate.</p> <p>We have heard directly from people with protected characteristics such as young mothers with children, young people, older people, drug and alcohol addiction dependents, travellers and the homeless. As well as people from BAME communities we learnt about how current services are accessed, information that will feed into the IIA, that specific impacts regarding travel distances weren't necessarily the most important but that getting the right care was. This information fed directly into option development and the SOC.</p>
<p>We want to have a say about formal consultation</p>	<p>We conducted a series of focus groups across the county to understand what local people, patients, councillors and other statutory bodies, discussing a proposed process of consultation and learning about what priorities people have for the consultation and what tactics we should be using to engage effectively. This work is currently ongoing, however has fed directly into the final consultation plan, for example we will factor in a mid-week review period to allow us to take stock of responses so far, emerging priorities and ensure there are no gaps. We will ensure patient representatives are part of this review.</p>

Table 49: Summary of key themes from patients and public

14.4 EXPECTED CHALLENGES TO THE PROPOSALS

Consultation process criticism	People are confused with what consultation actually means. They have had 4 years of pre-consultation engagement with several promises to go to consultation. The recent timeline of consultation starting in the autumn of 2017 is supported by the majority of the public, politicians and key stakeholders.
The option appraisal process and outcome	In 2016, the Programme received an informal challenge from Telford & Wrekin Council who proposed a potential Judicial Review challenge on the options appraisal process. An independent review of the options appraisal process in 2017 found no material flaw in the process followed or the way it was enacted, however, Telford & Wrekin Council has confirmed that they will continue to campaign to save their local emergency and women and children's services.
The model proposed	The original model proposed had received some criticism that it was designed to accommodate austerity cuts rather than clinical preference. However this has grown over recent months with recent economic and political environments changes. In particular both the Acute Trust and Shropshire CCG currently have large deficits.
Threat of legal challenge	Be fully prepared to respond to any parties that challenge the recommendation(s); outline the robust nature of the process undertaken and seek legal advice where appropriate
The make-up of the Programme board (e.g. where do people live)	The Programme has received specific queries and FOIs in relation to the place of residence of Programme Board and Appraisal Panel members (and potentially will receive for CCG board members for the Joint Committee).
Continued changes to the Accountable Officer post at Shropshire CCG	There have been a large number of changes in leadership in the local health economy. In particular Shropshire CCG had four Accountable Officers in the space of 18 months. Following appointment to the substantive post in 2017, there is more certainty and assurance.
Confidence in the process- should the Programme Board not be able to reach a decision, or the decision is postponed	The Programme has already received criticism from the media and local campaigners/partners for perceived delays in reaching a decision. "Just get on with it" has been a phrase repeated often, particularly by the media and politicians. Although, the public may be against the model there is a belief that the Programme does need to move forward to consultation. Any further delays will represent a risk to the programmer's reputation.

Table 50: Expected challenges to the proposal

14.5 THE CONSULTATION PLAN

The Programme will ensure that we use varied methods of communicating information about the consultation. There will be a variety of ways that stakeholders can be involved, making the best use of digital channels, local media and face to face conversations to ensure that people have their say and that is then fed into the consultation report. The focus will be to utilise those identified stakeholders to help us disseminate the message through to members of the public and to those who are typically hard to reach, as well as targeted methods to engage and meet people where they, as opposed to them have to come to us.

This approach is formed on the basis of work already carried during the pre-consultation period of engagement which ran from November 2013 to August 2017. This process involved deliberative events, pop up events, social media, regular newsletters, and regular briefings to local stakeholders, alongside a communications and media programme and a proactive media programme based on the four principles of NHS Future Fit Patient representatives have contributed at every stage of the programme, attending work stream meetings and events, and have helped to shape the proposals.

The Programme has ensured that all key stakeholders have fed into this document and accompanying activity schedule (Appendix xx) which looks at the different methods for consulting. Advice on the needs of local people has been taken, wherever possible their advice is reflected in the methodology used for consulting.

Consultation procedures included in the proposed process are, in the seventh week, to cease proactive activity to assess the level of response received so far. This pause will assess if there has been sufficient response from seldom heard or minority groups for example, so that if necessary, activities can be adapted to target groups of people whose views have not yet been heard. The Programme will also adapt methods and channels of consultation used so far, making the best use of the most popular channels and that the available resources are directed accordingly. If the consultation period falls over a holiday period or particularly inclement weather conditions, adjustments will be made to the time period to accommodate those times when people are less likely to want to be involved.

Once the 12 week formal consultation period has finished the responses will be collated, coded and summarised into a report to be presented to the CCG Boards for their due consideration. No decision will be taken until full consideration has been given by the decision making board of the consultation outcomes. The report will be made publically available at around 4-6 weeks after the consultation period has ended.

15 FUTURE FIT PROGRAMME GOVERNANCE AND ASSURANCE

15.1 BACKGROUND

Following analysis of the Call to Action programme in 2013, Shropshire CCG, Telford and Wrekin CCG, Shrewsbury and Telford Hospitals Trust (SaTH), Shropshire Community Health Trust and Powys THB committed to work collaboratively to undertake a clinical services review, engaging fully with their patient populations, to secure long-term high quality and sustainable patient care.

The review programme under the banner of Future Fit focused on acute and community hospital services in Shropshire and Telford & Wrekin. It involved all communities who use those services, particularly across Shropshire, Telford & Wrekin and mid Wales and developed a clear vision for excellent and sustainable acute and community hospitals - safe, accessible, offering the best clinical outcomes, attracting and developing skilled and experienced staff, providing rapid access to expert clinicians, working closely with community services, focused on those specialist services that can only be provided in hospital.

From the outset the Programme was established as a collective endeavour because all who are party to it - sponsors and participants - recognise that this is the only way that the scale of the challenge and opportunity for this whole geography can be met.

Over the last 18 months the primary focus of the Future Fit Programme has been on the reconfiguration of acute hospital services. Progressing the community reconfiguration of services including community hospitals is now the responsibility of the STP Neighbourhoods value streams.

15.2 PROGRAMME OBJECTIVES

The key objectives of the programme are:

- To agree the best model of care for excellent and sustainable acute hospital services that meet the needs of the urban and rural communities in Shropshire, Telford and Wrekin, and Mid Wales;
- To prepare all business cases required to support any proposed service and capital infrastructure changes;
- To secure all necessary approvals for any proposed changes; and
- To implement all agreed changes.

15.3 PROGRAMME SPONSORS

The Programme Sponsors are the Boards of:

- Shropshire Clinical Commissioning Group
- Telford and Wrekin Clinical Commissioning Group
- Shrewsbury and Telford Hospital NHS Trust
- Shropshire Community Health Trust
- Powys Teaching Health Board

15.4 PROGRAMME OWNERS

The joint Programme Owners and Senior Responsible Officers (SROs) are:

- David Evans, Chief Officer, Telford and Wrekin CCG
- Dr Simon Freeman, Chief Officer, Shropshire CCG

15.5 PROGRAMME EXECUTION PLAN (PEP)

A Programme Execution Plan (PEP) was agreed for the Future Fit Programme in 2013 which sets out the systems and processes by which the Programme is planned, monitored and managed. The PEP has been regularly reviewed and is currently being revised in light of the transition to the STP governance structure. The latest version of the PEP is provided at Appendix 2 and is currently being updated to incorporate STP Governance changes. The PEP is owned, maintained and used by the partner organisations to ensure the successful day-to-day operational management and control of the Programme and the quality of the outputs.

The purpose of the PEP is to:

- Define the Programme and the brief;
- Define the roles and responsibilities of those charged with delivering the Programme;
- Set out the resources available and the budgetary control processes;
- Identify the risks relating to the Programme and the risk management processes;
- Define the programme management and issue control arrangements;
- Set out the approvals processes;
- Define the administrative systems and procedures;
- Set out the controls assurance processes.

The PEP is a live document and is progressively developed by the Programme Board as the project progresses, and is formally reviewed and updated at the conclusion of each Phase of the programme set out in 13.6.

15.6 PROGRAMME SCOPE, PHASING AND TIMELINE

The scope of the PEP covers all the phases of the programme from set up to post implementation evaluation, as follows:-

PHASE	Key Deliverables	Status
<ul style="list-style-type: none"> • Phase 1 (October 2013 - January 2014) 	<ul style="list-style-type: none"> • Programme Set-up • Determining the High-Level Clinical Model 	Complete
<ul style="list-style-type: none"> • Phase 2 (February 2014 - August 2014) 	<ul style="list-style-type: none"> • Determining the Overall Model of Clinical Services • Identification and quantification of the levels of activity in each part of the Model • Determining the Feasibility of a Single Emergency Centre • Public Engagement on the Model of Care and Provisional Long-list & Benefit Criteria 	Complete
<ul style="list-style-type: none"> • Phase 3 (August 2014 - September 2016) 	<ul style="list-style-type: none"> • Identification of options and option appraisal • Preparation of Strategic Outline Case(s) 	Complete
<ul style="list-style-type: none"> • Phase 4 (October 2016 – February 2018) 	<ul style="list-style-type: none"> • Identification and approval of Preferred Option • Preparation for Public Consultation including submission of Pre-Consultation Business Case and NHSE Formal Assurance • Public Consultation on preferred option(s) • Preparation of Outline Business Case(s) and Decision Making Business Case 	Active stage of the work programme

<ul style="list-style-type: none"> Phase 5 (To be determined) 	<ul style="list-style-type: none"> Full Business Case(s) 	
<ul style="list-style-type: none"> Phase 6 (To be determined) 	<ul style="list-style-type: none"> Capital Infrastructure work Full Implementation 	
<ul style="list-style-type: none"> Phase 7 (To be determined) 	<ul style="list-style-type: none"> Post Programme Evaluation 	

Table 51: Scope of the PEP

15.7 PROGRAMME GOVERNANCE

15.7.1 FUTURE FIT PROGRAMME GOVERNANCE

The Future Fit programme now forms one of the 4 service redesign workstreams within the Shropshire and Telford & Wrekin Sustainability and Transformation Plan (STP) coming under the Acute and Specialist Services Workstream. However, until such time as the Future Fit programme moves to operational delivery phase (post OBC approval by CCG Boards) the programme will retain its Programme Board as the main vehicle for decision making, making recommendations for approval to CCG Boards and reporting delivery progress.

The Future Fit Programme Board oversees the programme on behalf of the Programme Sponsors and has authority to take all decisions relating to the management of programme, with the exception of matters which are statutorily reserved to individual sponsor and/or stakeholder bodies. The programme is led by a Programme Director who is supported by a Senior Programme Manager and Programme Team.

Historically eight workstreams have supported the delivery of the programme deliverables as follows:-

- Clinical Design
- Activity and Modelling
- Workforce
- Finance
- Assurance
- Engagement and Consultation
- Impact assessment
- Feasibility study

This number has now reduced following the conclusion of some of the key pieces of work to deliver the programme milestones and more recently the transition of some workstreams into the STP. The structure of the Future Fit programme and how it is supported by both the STP and the dedicated Future Fit Workstreams and enabling groups is set out in Figure 29 below. This is a transitional structure with the principles where possible not to duplicate workstreams. The Acute service reconfiguration activities will be subsumed fully into the STP governance arrangements post consultation process and final decision making on the preferred option.

FUTURE FIT GOVERNANCE STRUCTURE:

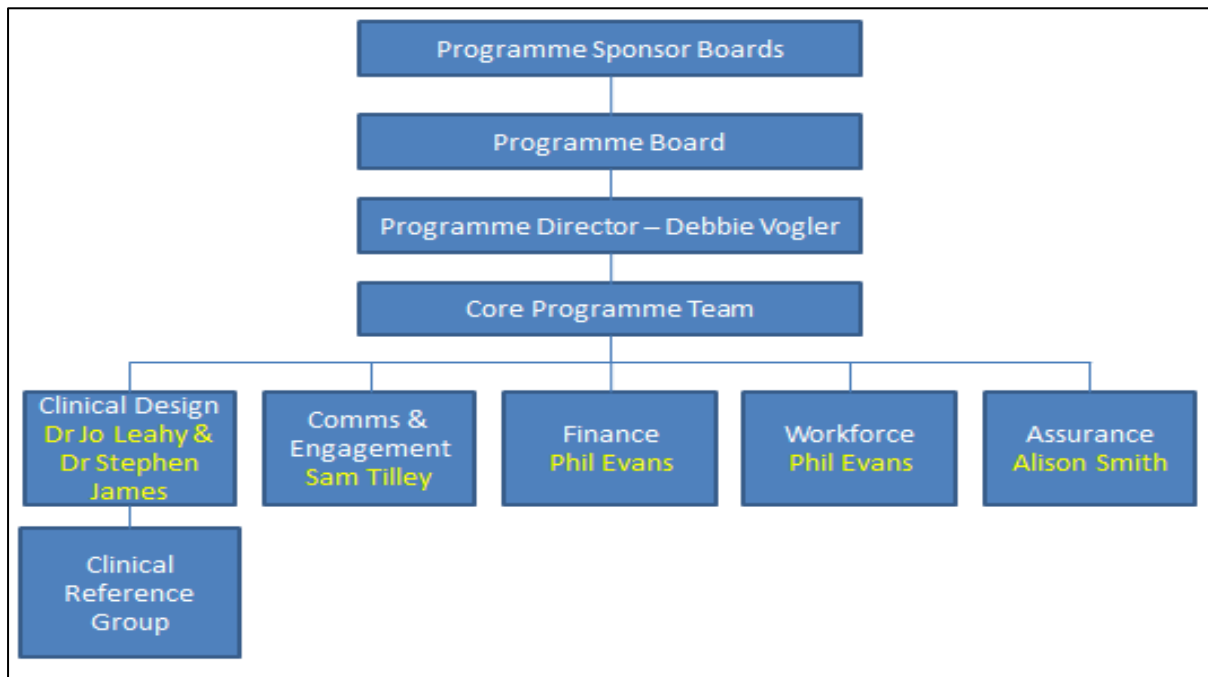


Figure 30: Future Fit Programme Governance Structure

15.7.2 ACUTE TRUST SUSTAINABLE SERVICES PROGRAMME (SSP) GOVERNANCE

The outcome of the 2015 Future Fit Options Appraisal was that the proposed options were unaffordable and the Programme agreed that the Acute Trust would lead on developing sustainable and deliverable delivery solutions for the agreed model of care. The Acute Trust's Sustainable Services Programme (SSP) via its Transformation Team led on this piece of work.

The Acute Trust recognises that the successful delivery of its Sustainable Services Programme (SSP) is a significant task which requires robust project management and a real commitment from everyone involved to ensure its success. It has therefore ensured there are thorough arrangements in place for the on-going management of the project, and is committed to ensuring its successful outcome.

The Acute Trust has successfully managed this element of the project to date and delivered a SOC approval. It is managing the Sustainable Services Programme as a single project which is managed internally, complemented by external advisors where appropriate. A governance structure is in place with defined roles for individuals; and a series of groups, teams and boards. This provides a clear and auditable route for decision making and the escalation of risks and issues.

A partnership approach is being employed by the Future Fit Programme Team and the Acute Trust SSP Team to deliver the required programme outputs to timescale. Key members of the SSP are members of the Future Fit governance structure to ensure co-ordination of the work programme to deliver the agreed phases of the Programme.

The management of both the Future Fit programme and the Acute Trust SSP project is based on Prince2 and best practice, amended to suit the needs of the programme. The Acute Trust have given a commitment that adequate time, resource, and expertise is allocated to the project to ensure its successful delivery.

The current SSP Governance Structure is shown in figure 30 below:

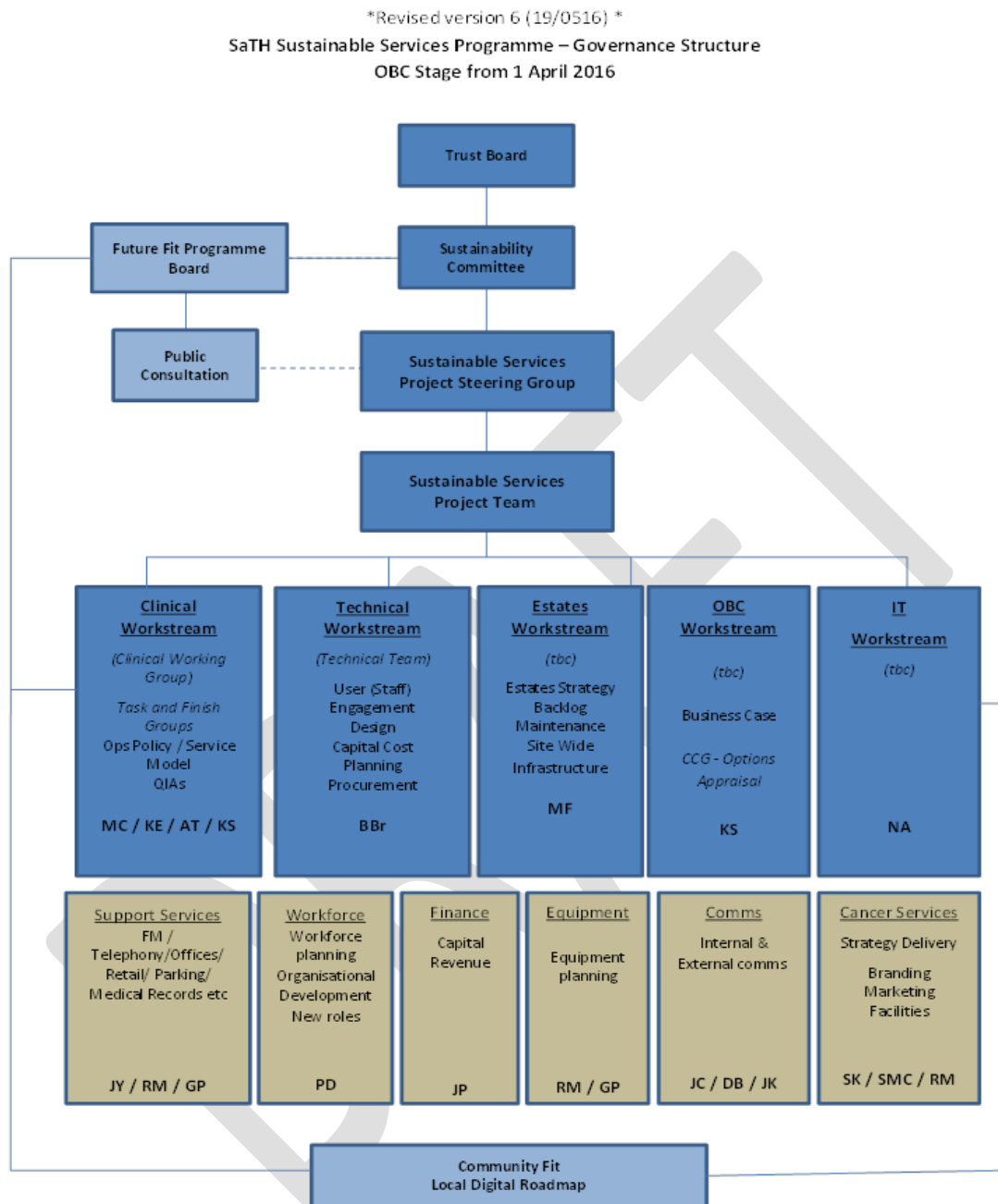


Figure 31: SSP Governance Structure

15.7.3 WHERE FUTURE FIT SITS WITHIN THE STP PROGRAMME GOVERNANCE

The Future Fit Programme governance structure is in transition to the STP governance structure which is overseen by a Partnership Board of Chief Officers from all NHS providers and commissioners and the two local authorities supported by a Programme Delivery Group of senior officer leads from each of the value streams and enabling groups. The Future Fit Programme now comes under the remit of the Acute and Specialist Services value stream.

STP GOVERNANCE STRUCTURE

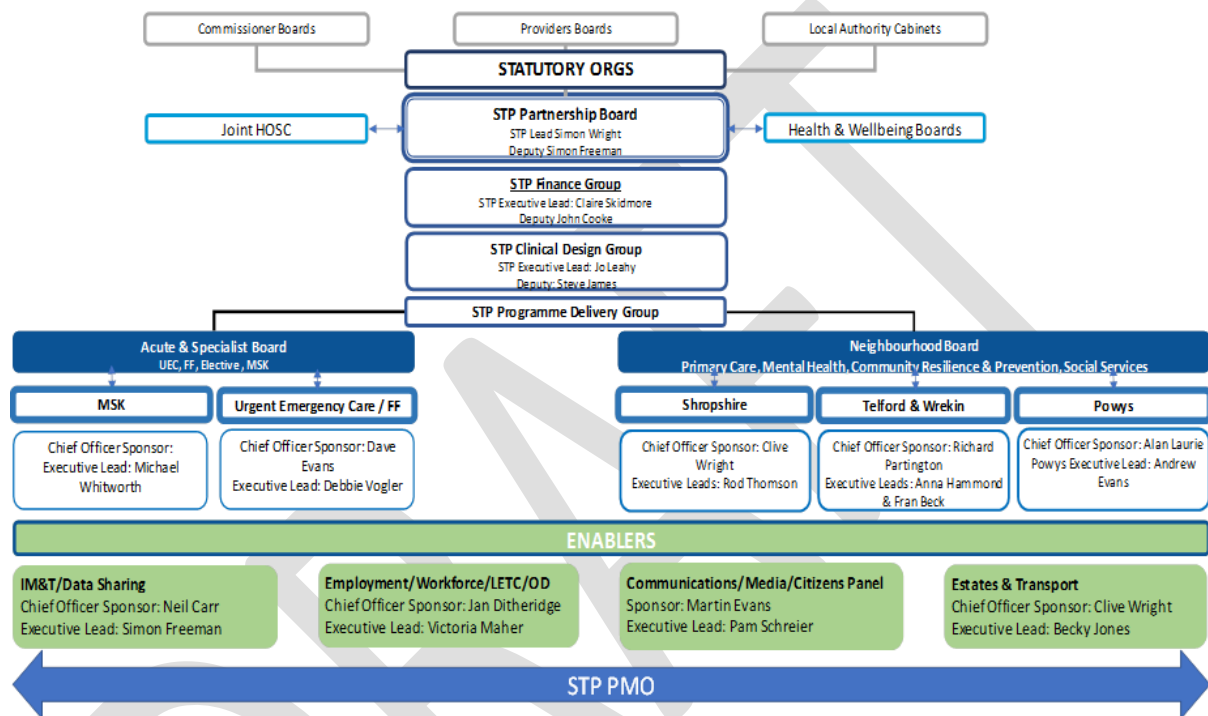


Figure 32: STP Governance Structure

The PEP and STP workstream and enabling group’s terms of reference are being developed to reflect this change in governance structure.

15.8 FUTURE FIT PROGRAMME DECISION MAKING

The Programme is a collective endeavour because all who are party to it - sponsors and participants - recognise that this is the only way that the scale of the challenge and opportunity for this whole geography can be met. From the outset, all parties to the programme recognised that complex and difficult decisions lay ahead and that in that decision making there will be several potential trade-offs which cannot be avoided.

It is the role of leaders on the programme to reach these decisions, and to do so transparently and objectively. To support leaders in this collective decision making the PEP includes an agreed ‘moral compass’, code of conduct and set of guiding principles designed to help navigate through when it gets difficult and when the ‘trade-offs’ have to be decided jointly. Decisions associated with the programme are made by consensus

Table 50 below sets out the actions required from sponsor Boards and other organisations in relation to key programme decisions:

	Key Decision Documents	Programme Board	CCGs	Other Sponsors	Joint HOSC	Health & Wellbeing Boards	Assurance
1	Programme Execution Plan/Case for Change	Approve	Approve	Approve	Consider	Endorse Case for Change	Gateway 0
2	Evaluation Criteria & Process	Approve	Approve	Endorse	Consider	n/a	Gateway 0
3	Clinical Model of Care	Approve	Approve	Endorse	Consider	Endorse	Senate
4	Benefits Realisation Plan	Approve	Approve	Endorse	Consider	Endorse	Gateway 0
5	Selection of short list of Options	Approve	Approve	Endorse	Consider	Receive	Gateway 0
6	Selection of Preferred Option	Approve	Approve	Endorse	Consider	Receive	Senate, Gateway 0
7	Consultation Document	Approve	Approve	Respond	Consider	Respond	Gateway 0
8	Decision Making Business Case	Approve	Approve	Endorse	Consider	n/a	Gateway 1
9	Outline Business Case(s)	Approve	Approve	Relevant Board to Approve	n/a	n/a	Gateway 2

Table 52: Key Programme Decisions

CCG Boards agreed in September 2016 to have a method of joint decision making in relation to the final outcome of the programme. The agreed terms of reference is provided at Appendix 29

Future Fit is currently in Phase 4 of its programme of work. Details of the planned milestones and timelines associated with the key components of this phase are given in the table 51 below:

Milestone	Timeline for completion
West Midlands Clinical Senate conduct Stage 2 review	17 – 31 Oct 2016
Shropshire and Telford & Wrekin CCG Boards receive draft PCBC including draft Consultation Plan	8 and 9 Nov 2016
West Midlands Clinical Senate Review Stage 2 Draft Report received	21 Nov 2016
Gateway Review	28 Nov –30 Nov 2016
Programme Board receive Option Appraisal Outcome and made recommendation to Joint Committee for preferred option	30 Nov 2016
SaTH Trust Board approval OBC	1 Dec 2016
SaTH submit OBC to NHSI for approval	5 Dec 2016

West Midlands Clinical Senate Review Stage 2 final Report received	5 Dec 2016
CCG Board Joint Decision Making Committee split decision and referred back to Programme Board	12 Dec 2016
Independent review of Option appraisal and W&C IIA supplementary work commissioned by CCGs	January 2017
Review of terms of Reference of the Joint Committee to include independent Chair and clinicians	February 2017
Independent Review of Options Appraisal process report received	31 July 2017
Supplementary Women and Children's Impact Assessment Report received	31 July 2017
Programme Board receive the above 2 supplementary pieces of work and reviewed the recommendations to the Joint Committee made in 2016	31 July 2017
CCG Board Joint Decision Making Committee to approve Preferred Option(s)	10 Aug 2017
CCG Boards receive the draft Pre Consultation Business Case	15/16 Aug 2017
NHSE strategic sense check Assurance Panel	30 Aug 2017
CCG Boards receive the draft Pre Consultation Business Case for approval	12/13 Sept 2017
NHSE stage 2 assurance panel	2 nd October 17
Shropshire/Telford & Wrekin CCG formal public consultation period	TBC Oct – Dec 2017
NHSI OBC approval period	5 Dec 16 – 31 May 17
Consultation findings and recommendations report received by CCG s	Feb/March 2018
Decision making business case for approval	February / March 2018
FBC	Autumn 2018 TBC

Table 53: Milestones

15.9 PROGRAMME ASSURANCE PROCESSES

The Programme has been in existence for 3 years and during that time has been subject to a number of internal and external assurance processes, details of these and a summary of the outcomes are described below.

15.9.1 FUTURE FIT PROGRAMME ASSURANCE WORKSTREAM

The Programme is supported by a number of Workstream groups, one of which is Assurance. The purpose of the Assurance Workstream is to develop and ensure the effective implementation of a comprehensive Programme Assurance Plan in order to provide assurance to the Programme Board, sponsor Boards, the Joint Health Overview and Scrutiny committees and other external parties regarding the governance, management and decision making within the programme. A copy of the Assurance Workstream Terms of Reference and the Programme Assurance Plan are provided in the PEP

15.9.2 INDEPENDENT REVIEW OF OPTION C2

- WEST MIDLANDS CLINICAL SENATE REVIEWS

For significant service change, it is best practice to seek the clinical senate's advice on proposals in advance of any wider public involvement or formal consultation process or a decision to proceed with a particular option. The Senate review involves assurance of the evidence provided by commissioners against the DH four tests and NHS England's best practice.

The West Midlands Clinical Senate was asked to provide informal advice and expert 'critical' challenge to the service models being developed in the Future Fit: Shaping Healthcare Together programme as part of NHS England's Stage 1 assurance process in 2014. The Clinical Senate Review panel concluded that there is an unsustainable health model across the Shropshire, Telford and Wrekin's health and social care economy which warranted a need for fundamental change and improvement.

The panel agreed that the remodelling and redesign of the whole health and social care economy should be commended and the approach taken reflects the scale of changes proposed and the challenges faced. However, the Clinical Senate Review Panel also recognised clinical and financial risks which required further exploration and clarification before the NHS England stage 2 review.

a) Stage 1 Review

The West Midlands Clinical Senate was asked to provide informal advice and expert 'critical' challenge, to the service models being developed in the Future Fit programme as part of NHS England's Stage 1 assurance process in 2014. The Clinical Senate Review panel concluded:

"there is an unsustainable health model across the Shropshire, Telford and Wrekin's health and social care economy which warranted a need for fundamental change and improvement".

West Midlands Clinical Senate Review Stage 1 2014

The panel agreed that the remodelling and redesign of the whole health and social care economy should be commended and the approach taken reflects the scale of changes proposed and the challenges faced. However, the Clinical Senate Review Panel also recognised clinical and financial risks which required further exploration and clarification before the NHS England stage 2 reviews.

A copy of the full action plan for the Stage 1 review is provided at Appendix 20

b) Stage 2 Review

The West Midlands Clinical Senate undertook its Stage 2 review in October 2016. The aim of the review was to assess and confirm the clinical quality, safety and sustainability of the Future Fit Programme preferred models namely, options B, C1 and C2 for reconfiguring acute hospital services in Shropshire and Telford & Wrekin (which also serves parts of Powys). The panel considered benefits and risks in terms of:

- Clinical effectiveness
- Patient Safety and management of risks
- Patient experience, including access to services
- Patient reported outcomes

The review report was received by the Programme on 30 November 2016 and the Senate panel concluded that:

"A clear and compelling case for change was made, based on sound evidence presented to it on current performance, improvements seen in other regions by reconfiguration of services with multi-site Trusts, the potential long-term benefits, and alignment with national NHS strategy. A significant amount of progress has been made since the first NHS England stage 1 review in January 2015, and the Future Fit programme were commended for the work done to date. However, there is further work to be done. The evidence suggests that the Future Fit Team must now make the important decision of stating the preferred option; this will allow the programme to move forward in terms of planning, allocation of resources and having open and transparent engagement with staff, patients and the general public".

The Panel made 18 recommendations which have been translated into a programme action plan in order that they are addressed. A summary of the recommendations together with the progress against them are set out in table 52 below.

Emergency and Urgent Care	
<p>Key finding: <i>The panel was of the view that the modelling work undertaken (CSU 2014; FF2015.16; SaTH 2016) was based on the former method of triage by the ambulance service and gave the numbers for those calls classed as RED1. The current method of ambulance response programme (ARP) reduces the number of calls formerly categorised as RED1 but significantly increases the calls classed as RED2, which may require a blue light transfer to hospital. Further modelling may need to be undertaken to ensure an accurate picture of future activity if they are to move to a single site ED for the county. The panel was particularly concerned with regards to the provision for patients seen at the non EC UCC in terms of what was in place to ensure safe stabilisation and transfer of patients to EC should the need arise.</i></p>	
Stage 2 review issue/recommendation	Response
1. <i>The Future Fit Programme should collaborate with the ambulance services to map out the non-EC UCC functions and patient pathways. There is also a need to further understand and update travel and clinical activity modelling</i>	Complete: Patient pathways mapped. Discussions on non EC UCC concluded and function agreed with commissioners. IIA reports show detailed and updated travel impacts and proposed mitigation.
2. <i>A task and finish group should be set up to work with emergency and non-emergency transport providers to ensure transport alignment</i>	In Progress: Ambulance activity modelling commissioned and terms of reference developed. Engagement of WMAS, WAS and MSL Confirmed. Task and Finish Group established.
3. <i>A clear narrative should be developed for 111/GP Out of Hours and GP/Community referrers to differentiate the patients to each of the UCC</i>	Complete: Patient pathways identified for UCC's. Adult ambulatory care pathways led by primary care agreed and shared. Paediatric risk management agreed. Narrative to be included in consultation information.
4. <i>A clear and consistent message should be developed in terms of the functions of the EC and in particular UCC services in relation to the service specification, workforce (skills and expertise) and diagnostics available</i>	As above. More work to do on public engagement. Plans for consultation documentation incorporate clear messages of what is changing and what isn't.
5. <i>Consideration should be given to developing an Integrated Decision Hub which will act as a single point of information and direction for patients</i>	Current Care Coordination Centre review completed by commissioners. Now exploring future options and opportunities for enhancing a single point of access/clinical hub model.
Transport and Ambulance Services	
<p>Key finding: <i>From the evidence provided, the panel was clear that more analysis and modelling is required to assure the Future Fit Programme that it will deliver the access to urgent care services required to meet the population needs, and that any inequities arising from whichever model is finally implemented are clearly articulated, understood and explicitly taken into account in any final decision making.</i></p>	
Stage 2 review issue/recommendation	Response
6. <i>The Future Fit Programme should review, test and if necessary refine or modify the proposal following the planned public consultation</i>	The additional IIA for Women and Children's together with the December full IIA report clearly sets out impacts on the population and on the discrete groups within the protected characteristics. The IIA is an iterative process and will be complemented by the feedback from the consultation.
7. <i>Modelling should be done in conjunction with the</i>	Underway: Both ambulance services have been

<p><i>Air Ambulance service for this area and evidence their opinion regarding the Future Fit models</i></p>	<p>involved in the clinical pathway developments. In terms of activity modelling and impact on any SLA, this work is outstanding and a Commissioner led Task & Finish Group has been established</p>
<p>Information Management</p>	
<p>Key finding: <i>From the evidence provided the panel was clear that the aspirations for IT were ambitious and were a significant element in the implementation and delivery of the Future Fit Programme</i></p>	
<p>Stage 2 review issue/recommendation</p>	<p>Response</p>
<p>8. <i>An IT strategy and delivery Plan is developed and potential risks and mitigations are explicitly identified in these plans</i></p>	<p>Complete: IT strategy in place through the Local Digital Roadmap and the individual IT strategies of the stakeholders Underway: Delivery Plan - Resource has now been identified and work on the delivery plan has commenced. Risks and Mitigations - Have started to identify risks as part of an Assurance Framework process which feeds in to the STP Partnership Board</p>
<p>Community</p>	
<p>Key finding: <i>The evidence submitted to support the Future Fit community transformation sets out general principles and direction, significant detail is required before the panel can give an informed opinion in terms of clinical quality, safety and sustainability of the model and how the required commitments from other stakeholders will be developed and delivered.</i></p>	
<p>Stage 2 review issue/recommendation</p>	<p>Response</p>
<p>9. <i>Community service alignment across the system should be revisited. The panel advises that clarity is needed with regards to the current community capacity, the role of community hospitals, pathways for the frail elderly and how care would be joined up with statutory and other community providers</i></p>	<p>Significant work done since the senate review in November 2016. In Progress: via STP Neighbourhood Workstreams and specific commissioned pieces of work for Shropshire CCG (Optimity Review, Community Services Review) plus system-wide Frailty Programme agreed. The 'Communities First, Service Second' Resilient Communities Workstream is working to support and enable communities to help one another and promote positive, healthy life choices. They support self-care through the 18 place plan areas in Shropshire. The social prescribing demonstrator site in Oswestry is acting as a pathfinder for the development of an assured directory of local voluntary and community services. Further work has been undertaken by health and social care providers to enhance the Shropshire Integrated Community Service (ICS) under the Better Care Fund.</p>
<p>Sustainability and Transformation Plan (STP)</p>	
<p>Key finding: <i>From the evidence presented the panel was clear that the Future Fit Programme was part of the five key change programmes of the STP.</i></p>	
<p>Stage 2 review issue/recommendation</p>	<p>Response</p>
<p>10. <i>The panel was of the view that further alignment work should be undertaken to ensure work streams are fully aligned with the STP</i></p>	<p>In Progress: It has been agreed that Future Fit will fully transition into the STP governance structure once the programme moves into operational</p>

	delivery phase. For those Future Fit workstreams that have transitioned to the STP, further clarity has been secured to ensure they maintain their remit to support the Future Fit Programme.
Boundaries and Public Behaviour	
Key finding: <i>From the evidence presented it was apparent that there may be challenges in communicating to the public what the purpose of each site was should either option be implemented and, recognising that behaviour may take some time to change how the transition would be managed so that people received the right care in the right place from the outset.</i>	
Stage 2 review issue/recommendation	Response
11. <i>Analysis is undertaken by the Future Fit Programme Board to set the proposed changes within a broader health economy context</i>	Complete: Sensitivity analysis undertaken. Review of 2016/2017 position underway. Accident and urgent care, outpatients and diagnostics will be maintained at both sites. Repatriation activity included in draft OBC.
12. <i>The Future Fit Programme Board undertakes public engagement and consultation to understand how they can support both parents and patients to realise the implications of future reconfiguration so that misunderstandings are minimised at the point of implementation</i>	Not yet due: The supplementary IIA work for W&C supported this issue. A number of focus groups were held with those that had used W&C services within the last 2 years. Will also form part of formal consultation exercise.
Workforce	
Key finding: <i>The panel was of the view that there are a series of workforce assumptions within the Future Fit Programme with regard to job roles, recruitment, retention, training, supervision, sustainability and succession planning for clinicians, ANPs, AHPs and ACPs which needs to be further clarified and supported with Health Education England and Deanery (West Midlands).</i>	
Stage 2 review issue/recommendation	Response
13. <i>A cultural shift may also be required and the panel felt that more detailed work needs to be done to ensure that the workforce, across the board, including GPs are able and willing to deliver the proposed model</i>	In Progress: via the STP Workforce Workstream GP commissioners are supportive of the neighbourhood work that has emerged.
Clinical Co-Dependencies	
14. <i>The panel was of the view that the Future Fit Programme should consider and make explicit the clinical relationships and dependencies of hospital-based services on each other and evidence this where this has been considered</i>	Complete: Relationships and dependencies described and included in draft OBC.
Patient Outcomes and Metrics	
Key finding: <i>To demonstrate success a more structured approach is needed to be able to evidence the desired outcomes with appropriate metrics.</i>	
Stage 2 review issue/recommendation	Response
15. <i>The Future Fit Programme should ensure that a clear baseline of what good would look like and how progress will be measured against this. This should include patient and staff experience as well as patient benefits and the quality of new services</i>	Complete: Current and future outcomes included in draft OBC. Further work will be needed at FBC level
16. <i>The Future Fit Programme should consult with Town Planning for the Shropshire and Telford & Wrekin area to ascertain potential new developments and assess the impact for future health and care services</i>	Complete: Assumptions on demography and growth have formed part of the IIA work.

Public Health	
17. <i>The Future Fit Programme should develop detailed plans in conjunction with key stakeholders of how the public health agenda will be delivered to health service users who are non-CCG residents of Shropshire and Telford & Wrekin</i>	In Progress: Forms part of the STP Neighbourhood Model Powys included within the STP workstream.
18. <i>The Future Fit Programme should continue to build on the Equality Impact Assessment once the preferred option has been finalised through engaging with people that will ultimately be affected i.e. parent(s), patients and carers</i>	Comprehensive IIAs have been done. Draft mitigation plans require more work during consultation. Not yet due.

Table 54: Emergency and Urgent Care

15.9.3 NHSE GATEWAY REVIEWS

A Health Gateway 0: Strategic Assessment took place in February 2015. The primary purposes of this stage is to review the outcomes and objectives for the programme (and the way they fit together) and confirm that they make the necessary contribution to government, departmental, NHS or organisational overall strategy. The final report and action plan is provided in Appendix 22, the key points are listed below:

- The Review Team's delivery confidence assessment was AMBER.
- In interviews with a range of stakeholders they found a high degree of evidence to support the sentiment of working collaboratively. While there are differences in view as to the appropriate scope and priorities of the Programme there was an almost unanimous view that radical change was required.
- The Review Team believed that successful delivery of the Programme is feasible. However, they identified a number of issues which required management attention. In particular, the CCGs needed to formalise their collaborative working by committing at the earliest opportunity to an approach that will facilitate a shared and binding decision being taken on the future configuration of services following public consultation.

This latter point was not resolved of course until early 2017 and after the December 2016 Joint Committee failed to deliver a majority decision.

The next stage NHSE Gateway review was undertaken from 28-30 November 2016 and the team included in the scope of the review the governance arrangements within the STP and the transition of the Future Fit Programme workstreams into it.

The Review Team's delivery confidence assessment was RED/AMBER and they made 6 key recommendations. These are listed below together with the Programme response.

Table 55: Gateway Review Recommendation:

Gateway Review Recommendation	Response
1. Progress an independent review of the non-financial and financial appraisal process with Terms agreed by the Programme Board. Depending on the outcome of this review, the SRO should then consider a re-run of the financial and non-financial evaluation with independent facilitation and independent validation when preparing the OBC.	Complete: Independent Review completed by KPMG and report submitted to Programme Board on 31.7.17. No material issues identified and therefore recommendation of the JSROs was that there was no need to re-run the evaluation. JC unanimously accepted programme Board recommendation to proceed with preferred option.
2. Produce clear and unambiguous communication messages for each target audience endorsed by all programme board members.	Complete: Consultation documents in draft for feedback from reading group in July ahead of documentation being received by the CCGs' and

	Programme boards in August.
3. Engage external expertise to lead a formal long-term programme of stakeholder relationship development aimed at conciliation and building common purpose across the patch.	In Progress: Terms of reference agreed. NHSE funding secured. Senior Comms and Engagement lead and SRO for STP in place. Plan being developed by Comms and Engagement Lead..
4. The SRO should refresh the approach to risk and ensure that there is active risk management, ownership and control.	Complete: The approach to risk management has been strengthened. The Assurance Workstream undertook a thorough review of the register in June 2017 and was presented to Programme Board July 2017.
5. Ensure the consultation plan and approach is agreed and jointly owned by the key stakeholders, and assured throughout.	In Progress: Documents drafted and dates for key meetings of Programme Board, JHOSC and CCG Boards in place to ensure system-wide sign off in September 2017. Consultation Institute supporting accreditation of process
6. Ensure that the STP Partnership Board agrees a definition for Future Fit programme closure and identifies the governance and project arrangements (under the Acute Services and Specialist Board) to succeed it.	Complete: Transition date for Programme Board agreed as post consultation when the Programme moves into operational delivery phase. STP Programme Director to take responsibility of FF Programme from September 2017.

15.9.4 INDEPENDENT REVIEW OF THE OPTIONS APPRAISAL PROCESS

On 30th November 2016 the Future Fit Programme Board approved by general consensus a preferred option: Option C1. This was one of four 4 recommendations which were at that point then made to the Joint Committee of the two CCGs on which options it should proceed with into an NHS England Assurance process and subsequently on into a public consultation.

On 12th December the Joint Committee of the two CCGs met to receive these recommendations and was not able to reach a majority view on this preferred option. The matter was therefore referred back to the Programme.

As a result of queries raised by the Gateway Process in November 2016 and by, Telford & Wrekin CCG and Telford & Wrekin Council since the option appraisal process concluded in September 2016, an independent review of the process, scoring and methodology was commissioned and conducted by external auditors KPMG. KPMG were selected to provide an independent view on the options appraisal process which culminated in late 2016 which was designed to select the preferred option on which to conduct formal public consultation. In undertaking this review they compared written evidence to best practice guidance produced by both NHS England and NHS Wales.

In order to satisfy the requirements of NHS England guidance on service change, reconfiguration proposals must meet four 'key tests', as set out in guidance most recently updated in 2015: strong public & patient engagement; a clear clinical evidence base; consistency with current & prospective need for patient choice; support for proposals from clinical commissioners. Proposals must also demonstrate affordability. These tests formed the basis of this review.

KPMG were provided with three objectives:

- Review of Shortlisting Process Methodology
- Review of the Design of the Evaluation for Shortlisted Options
- Review Enactment of the Evaluation for Shortlisted Options

The full KPMG report *Independent Review: Future Fit Programme Options Appraisal process July 2017* can be found as Appendix 24. Having received and noted the findings of this report, the JSROs recommended to the Programme Board on 31st July 2017 that no material issues had been identified in the shortlisting process, neither in the design of the evaluation options process nor in its enactment.

Some minor points were noted under each objective where improvement could have been made in retrospect; these are fully noted in the detailed sections of the report. Headline findings against each of the objectives are summarised below.

A) SHORTLISTING PROCESS METHODOLOGY

- The shortlisting process undertaken incorporated all four key tests, as per NHS England guidance: commissioner support, clinical evidence, public engagement and patient choice.
- Issues of affordability and alternative provision were also addressed, although only at a high level at this stage.
- Plans to address these issues, in addition to implementation of a governance model capable of delivering reconfiguration while incorporating divergent views, should have been articulated more clearly at this stage

B) DESIGN OF THE EVALUATION OF SHORTLISTED OPTIONS

- The design of the process for evaluating the shortlisted options was found to incorporate all four key tests set by NHS England.
- The design was approved unanimously by clinical commissioners, emphasised the need for clinical evidence to support proposals and incorporated patient engagement into weightings and option design.
- The design of the evaluation of shortlisted options was agreed by the Programme Board in advance and reflected both the evaluation criteria used for shortlisting and NHSE guidance around producing a balanced assessment.

C) REVIEW OF ENACTMENT OF THE EVALUATION FOR SHORTLISTED OPTIONS

- The conduct of the non-financial appraisal panel was largely in line with the process designed and agreed by Programme Board.
- The same applies to the financial analysis, which was presented to Programme Board in parallel to the panel evaluation report

D) OTHER AREAS FOR ATTENTION

Various points were highlighted in the reports where the Programme could be more aligned with best practice. The majority of these have been captured by three overarching areas for attention, set out on page 8 of the Report:

- Clarity around funding availability and affordability and assurances around the proposed funding solution for the programme, including the mix of sources if PDC is considered unlikely to be sufficient and an analysis of what development and reconfiguration could be achieved with lower levels of funding, should the current total costs prove unaffordable.

- Clarity around community models to address urgent and planned care with reconfiguration of community care, and specifically those elements directly impacting on local acute care flows, needing to be rapidly described and costed.
- Clarity around governance and conflict resolution. This was primarily around reconstitution of the joint committee with three independent voting members, including an independent chair.

Each of these areas have already been identified by the Programme and Sponsor organisations as key issues that require a resolution prior to the approval of the Pre consultation Business Case by CCGs.

Assurance of whether these areas have been sufficiently addressed at this stage in the process will be tested through the NHSE Stage 2 Assurance Process. This fits well with the KPMG recommendation that these issues are addressed by the Programme before moving to public consultation.

15.9.5 HEALTH OVERVIEW SCRUTINY COMMITTEES (HOSC)

HOSC is a committee formed of members of the local authority with public representation with delegated powers of oversight and scrutiny of the local health economy. They also have powers to refer proposals to the Secretary of State on behalf of the Local Authority.

The local authorities in Shropshire and Telford & Wrekin have established a Joint HOSC which meets quarterly. The Programme has been in regular dialogue with the Joint HOSC and responded to a number of sets of questions posed of the programme by HOSC members. Details of the questions and programme responses are provided at Appendix 16. The Joint HOSC have been supportive of the proposed model of care and the process of public engagement and communication the programme has undertaken. Both Joint HOSC chairs were observer members of the Non-Financial Appraisal on 23rd September 2016. The next scheduled meeting of the JHOSC is on the 18th September 2017 where they will formally receive the outcome of the options appraisal, the consultation plan and the draft consultation document.

15.9.6 INTERNAL AUDIT

An internal audit review of the governance arrangements in support of the Future Fit Programme was completed in October 2016 as part of the 2016/17 internal audit plan for the CCGs. The internal auditors view was that there has been a clear governance structure in place to support the Programme but that there were some operation improvements required as a result of the Future Fit governance arrangements being at a transitional stage into the STP governance arrangements. For this reason the auditors attributed the programme a 'moderate assurance' level.

15.9.7 RISK REGISTER

The NHS Future Fit Programme has developed a risk register in line with best practice. (Appendix 26) It sets out the areas that could adversely impact on the development and/or implementation of the proposals. This uses qualitative and quantitative measures to calculate the overall level of risk according to likelihood of occurrence and potential impact.

Each risk is given a RED/AMBER/GREEN rating and a summary of how the risk is being mitigated by the programme. Where further action is needed this is also set out. The risk register is formally reviewed and updated monthly by the workstreams. Risks rated RED either before or after mitigation are reported to the programme Board.

Risks are grouped under a number of key areas:

- Engagement
- Alignment

- Business continuity
- Resources
- Programme Effectiveness

a) Engagement

There are a number of risks to the successful implementation of the programme around effective engagement

Inadequate engagement could lead to lack of support for the clinical delivery model. This has been particularly challenging within primary care. The inability to adequately define urgent care offer could lead to lack of support for a single Emergency Centre. Understanding the distinct difference between an EC and UCCs and how people will use the services in future remains a challenge; people remain convinced of a deficit model of losing an A&E.

A failure to gain support from key partners for the preferred option for the emergency centre and proposed delivery models is most apparent with T&W Council since the option appraisal outcome has become known. The Council continue to challenge on the processes of non-financial appraisal on the basis of fairness. Whilst no final decision has been made yet and will not until after the public consultation, such objections to plans ultimately could lead to a Judicial Review challenge or Secretary of State referral. These could all delay the programme implementation timeline even if unsuccessful.

In terms of an effective IIA process, failure to identify and engage key stakeholders across the protected characteristics may also lead to failure to meet assurance tests and due process. There are concerns raised that the impact of option C1 which appears to be the preferred option on non-financial analysis, is not sufficiently mitigated for the deprived and younger populations of Telford & Wrekin.

Misrepresentation of programme and information by campaign group such as Shropshire, Telford & Wrekin Defend our NHS, is placing an enormous burden on resources to manage responses. It is essential that the building blocks are in place to resource (people, budget, facilities) the plan appropriately. There are risks to funding consultation plans appropriately given the financial position of one of the CCGs.

b) Alignment

There has been some confusion with the public and stakeholders over recent months of the scope of Future Fit due the emergence of STP planning processes and to a number of separate but interdependent programmes which are at different stages of development. For example the transition of Future Fit governance into the STP process; concerns around very limited public engagement on STP and lack of transparency of emerging plans; the distinction between Community Fit and Future Fit and the numerous programmes in Wales impacting on Powys healthcare.

Lack of clarity on plans for out of hospital services could have an impact on public support for acute and community hospital proposals. Understanding how community solutions and neighbourhood models will support the acute model of care is critical and less well developed than the acute model and therefore plans are less detailed and not yet at an OBC level with engagement also at an earlier stage.

Structural and organisational change in health and social care could delay the Programme beyond agreed timeline. There has been interim leadership changes across the two CCGs. Questions remain of the viability of the smaller NHS providers. The need to address short term financial risks in individual sponsor organisations and particularly Shropshire CCG could compromise programme progress and/or outcomes.

c) Business Continuity

Staffing in the two current emergency departments remains very fragile. Sufficient consultant capacity which adversely affects patient's safety and patient flow is continually reviewed. The need to implement interim plan for sustaining A&E services over the interim period is a real risk. This currently has an elevated risk score of 20 because of recent resignations in consultant posts. Locum cover is currently in place. Mitigation plans include the closure of a department overnight. This could compromise the programme with a potential challenge of predetermination should the plan need to be implemented prior to a preferred option decision.

d) Availability of Resources

The revenue affordability to the Local Health Economy of the capital requirement of circa £300m and any investment required in whole system change, could adversely impact on the identification of the preferred option. One option requires considerably less capital than the other. The LHE deficit set out in the STP could undermine the viability of the business case should sufficient transitional support and the availability of capital be a challenge. Should the conclusion be based on capital availability, that one or more shortlisted options are not affordable, this could again potentially leading to reconsidering shortlisting decision and significant further delays in decision making.

e) Programme Effectiveness

Programme resources are lean. Any loss of key programme personnel or continuity of leadership in sponsor organisations remains a risk to the programme in terms of potential disruption and/or delay. Shropshire CCGs necessary focus on turnaround could be a concern in maintaining executive focus on the programme. The Programme is also running at significant pace. Failure to secure necessary NHS approvals at key milestones could delay the programme.

Whilst there has been agreement to constitute a CCG Joint Committee to consider the preferred option, an agreed process for reaching a final commissioner decision has yet to be made. The nature of the challenge from T&W Council at this point in the programme could undermine the CCGs ability to conclude the preferred option.

15.9.8 ACUTE TRUST SOC AND OBC EXTERNAL AUDITOR REVIEW

In 2016 the Acute Trust commissioned an external audit review to analyse the effectiveness and robustness of the its processes in developing the Sustainable Services Programme Business Case. The scope of the review included:

- Reviewing the process undertaken in respect of developing the Business Case itself, including reviewing the internal and external governance arrangements; the approval processes and project management arrangements;
- Reviewing the approach to developing the assumptions underpinning the Acute Trust's Business Case, including referring back to any external advice sought and third party benchmarks (and specifically in respect of backlog maintenance assumptions);
- Identifying the Trust's risk management processes and identified risks on filing against the Business Case's relevant milestones.

The findings from the review identified that the development of the SOC and OBC adhered to the guidance and contents as set out in the Green Book with only a few minor omissions which could be rectified to ensure the final OBC is fully compliant. The review confirmed that the appraisal process was appropriate and the assessment criteria used was consistent with that employed on other similar NHS projects. The Acute Trust's approach to risk management and information was found to detail an appropriate level of consideration given the stage of the project. The review recommended that the Trust continue to identify record and assess project risk regularly throughout the project. The Deloitte's report can be found as Appendix 27.

15.9.9 HOW THE NEW MODEL SUPPORTS THE NHS OUTCOMES FRAMEWORK DOMAINS

NHS Outcomes Domain	Evidence of how the model will support delivery
Domain 1 – preventing people from dying prematurely	<ul style="list-style-type: none"> • Emphasis and investment on preventing ill health and self-care • Involvement of local communities in supporting vulnerable people are key components of the STP • Neighbourhoods work on community resilience, prevention of ill health and the creation of Neighbourhood care teams • Patients are seen and treated in the right environment for their need and by the right clinical teams and individuals in a kind, timely and efficient way • Better clinical outcomes with reduced morbidity and mortality • Ensure a greater degree of consultant delivered decision making and care
Domain 2 – enhancing quality of life for people with long term conditions	<ul style="list-style-type: none"> • More local services; less hospital visits • Integrated service delivery – health and social care; physical and mental health • Build resilience and social capital through Neighbourhoods • Neighbourhood care teams at locality level delivering integrated care pathways across the NHS and Social Care • Investment in digital health
Domain 3 – Helping people to recover from episodes of ill health or following injury	<ul style="list-style-type: none"> • To create one emergency care centre and one warm site mainly for planned care – to provide clinical sustainability and ability to deliver constitutional standards • More appropriate use of hospital care • Centres of excellence developed with more centralisation of expertise onto single sites • Be cared for in their nearest hospital as much as possible for their acute service needs – Urgent Care, Ambulatory Emergency Care, Outpatients, Diagnostics and some inpatient specialities • Benefit from planned care with defined separation form emergency care pathways • Benefit from an ambition of improved pathways between primary and secondary care providers • Development of ambulatory emergency care reducing Length of stay
Domain 4 – Ensuring that people have a positive experience of care	<ul style="list-style-type: none"> • Improved patient flow through the acute care pathway and onto home or community/primary care and support • 7 day working implementation with consistency of access • Shorter waiting times in A&E and for inpatient treatment • To create one emergency care centre and one warm site mainly for planned care will allow clinical sustainability and ability to

	<p>deliver constitutional standards</p> <ul style="list-style-type: none"> • Treating people in the most appropriate setting • Timely and appropriate planned care and the delivery of the RTT performance targets through the separation of planned and non-elective activity • Delivery of care in environment for specialist care • Improved patient and visitor environments at both hospital sites that protect privacy and dignity and deliver a better user experience • Less focus on bed based pathways and more on care closer to home
<p>Domain 5 – Treating and caring for people in a safe environment and protecting them from avoidable harm</p>	<ul style="list-style-type: none"> • The delivery of safe, high quality and sustainable urgent, emergency and critical care for all patients in response to their clinical need • Treating people in the most appropriate setting • Sustainable workforce and availability of senior decision makers • Separation of emergency and planned care • Improved clinical adjacencies through focused redesign • Bring specialists together treating a higher volume of critical cases to maintain and grow skills • 7 day working and consistency of access to care

Table 56: How the model supports the NHS outcomes framework domain

16 SUMMARY OF RESPONSE TO THE 5 DEPARTMENT OF HEALTH TESTS

In order to proceed to public consultation on proposed service reconfiguration the Future Fit Programme needs to ensure it has met the original Department of Health (DH) four tests and the supplementary requirement which was introduced in April 2017. The original DH 4 tests are:-

- Strong public and patient engagement
- Consistency with current and prospective patient choice
- Clear clinical evidence base
- Clinical Commissioners Support

In addition, from April 2017, local NHS organisations have to show that significant hospital bed closures subject to the current formal public consultation tests can meet one of three new conditions before NHS England will approve them to go ahead:

- Demonstrate that sufficient alternative provision, such as increased GP or community services, is being put in place alongside or ahead of bed closures, and that the new workforce will be there to deliver it.

The Programme believes it has met these tests sufficiently at this stage to proceed to consultation and has set out the detail within this PCBC against each. Some of the key points are summarised below:

16.1 STRONG PUBLIC AND PATIENT ENGAGEMENT

Public and patient engagement has been integral to the Future Fit programme from its inception in 2013. It has continued to be an underpinning process supporting the development of the models of care and options for delivery solutions over the 4 years and enacted at a number of levels. The involvement of patients and the public will be described throughout the document:

- During the life of the Programme, work streams have carried out many public engagement events, workshops, surveys and various engagement activities.
- The Programme has engaged with various groups, including “seldom heard” groups and has attended public meetings to discuss the plans for change.
- Healthwatch Shropshire, Healthwatch Telford and Wrekin and CHC Powys have been engaged and involved in the programme since its inception three years ago. They have provided expert patient views across all the work streams and are active members of the Engagement and Communication work stream and the Programme Board.
- The Programme Board throughout the Programme has had comprehensive representation from all sponsor and stakeholder organisations. This has included Healthwatch Shropshire, Healthwatch T&W, Powys CHC and separate representation from the individual Patient Groups.
- Without exception there has been one or more patient and public representatives on every workstream designing the processes and services for the future as well as the supporting the governance and decision making groups.
- What can be influenced at each stage of the Programme has been identified and a variety of means for people to be involved in the ongoing debate made available, such as focus groups, pop up stand events, smaller-scale public activities, as well as, but not limited to, on line surveys, telephone surveys and social media channels.

- The Future Fit Engagement & Communications Team have implemented a specific plan for the Powys area taking into account the needs of this rural community and the requirements of Welsh regulations and legislation.
- The Programme has been discussed fully with lay members of partner boards, Health and Well Being boards and Overview and Scrutiny committees;

16.2 CONSISTENCY WITH CURRENT AND PROSPECTIVE PATIENT CHOICE

Currently some services are only available at one of the two hospital sites, for example acute surgery, Obstetrics and neonates and Paediatric inpatients. Patients also have to travel to other Centres for more specialist care. For example specialist paediatrics, level 3 neonatal intensive care, and a number of cancer services.

In developing the options, the approach has been to keep as many of the services provided currently by the acute Trust as local as possible and as close to home as possible. The out of hospital care strategies being developed through neighbourhoods, also support this and will offer enhanced choice.

It is worth noting that the Trust also have an ambition by centralising some services and consolidating their workforce that they are able to repatriate some specialist work back into the county for example planned angioplasty.

In all options therefore, many services will remain as they are now, available on both our hospital sites, including adult and paediatric outpatients, most diagnostics, urgent care provision, antenatal and post-natal care and some gynaecological procedures. Some services will even be enhanced for example the new cancer chemotherapy unit at the PRH site.

There are, however, changes to the choice of location where services can be accessed both for emergency and planned care. As the primary impetus for reconfiguration has been workforce issues there is an acknowledged trade-off between choice by site and deliverability. Within the constraints imposed by workforce, the delivery model offers a range of forms of access to urgent care and the majority of planned care

Impact assessments have demonstrated that there are differential impacts on access and travel time on the proposed options depending on where people live within the catchment for both the emergency and planned sites. However the IIA has concluded that in terms of overall health impacts, in either option being considered, the main changes are expected to sustainably improve the effectiveness, safety and patients' experience of clinical care provided to the whole population.

As the West Midlands Clinical Senate concluded in their review, dilemmas and trade-offs emerge from studying the two IIA reports and which the decision making bodies need to consider when concluding on the preferred option. In developing the clinical delivery model the principle has been to ensure that where possible care remains close to home. However the plan for a single emergency site and the need to co locate critically interdependent services is necessarily reducing some choice in order to improve quality and safety of care overall, for all our patients.

The Emergency Centre site and the Planned Care site where most non-complex planned procedures would take place will each be separately developed to provide better and more specialist facilities and improving the patient experience. This will also reduce current confusion for patients and provide safer and more sustainable care as critical interdependencies for services are re-established.

For the majority of urgent care needs, patients will continue to have the choice of using their local hospital as all options include an Urgent Care Centre on each site. In the case of cancer care, radiotherapy will remain on the RSH site as now alongside the existing Cancer Centre with an additional Cancer centre developed on the PRH site for some chemotherapy.

For planned care, diagnostics and the majority of outpatients will remain on both sites as will the current Midwifery led units alongside antenatal and post-natal care facilities.

Shropshire and Telford & Wrekin is unusual in having two acute sites a relatively short distance apart and whilst travel time varies considerably now between our urban and more rural populations, any increases in median travel time for service in our proposed model, is relatively low. The reduction in choice is felt to be appropriate given the increased quality and safety that is anticipated to be achieved for the whole of our population.

CCGs are obliged to support patients in their choice of elective referrals, and make information available to enable informed choice of provider for elective care. In any new configuration for planned care between our two hospital sites, in either option a minority of patients may be nearer in terms of travel time to an alternative provider. This choice will not be affected by implementation of either of the programme options.

16.3 CLEAR CLINICAL EVIDENCE BASE

The Programme has been clinically led from its inception. The original proposed model of care was derived from two key sources:

- iii) Rapid reviews of the national and international evidence base relevant to each of the main clinical areas, and
- iv) Clinical consensus derived from the combined experience of over c.200 clinicians from primary, secondary care, and social care and other services (including ambulance and mental health services).

The programme has undergone a number of independent clinical reviews:

The WM regional Senate Review took place in October 2016. It made a series of 18 recommendations relevant to all options and supported the case for change and the clinical model:

“The Panel was of the view that a clear and compelling case for change was made, based on sound evidence presented to it on current performance, improvements seen in other regions by reconfiguration of services with multi-site Trusts, the potential long-term benefits, and alignment with national NHS strategy”

They acknowledged that the decisions the health economy are trying to make are difficult:

“We were made aware of the differing current and future demographics pulling maternity and paediatrics toward PRH where it is has recently been built but more elderly around Shrewsbury pulls in the opposite direction. Moving the Trauma unit and therefore other acute and time-dependent services from Shrewsbury might disadvantage residents of Powys but advantage residents of Telford.

Decisions are difficult and trade-offs inevitable but the time has come to make them. After all, both sites will get considerable and needed capital investment.”

The Clinical Senate also supported the colocation of Obstetrics and Paediatrics with the Emergency Centre. The variant option of the Emergency Centre at Royal Shrewsbury Hospital but with Women and Children’s remaining sited on the Planned Care site at Princess Royal Hospital was not deemed clinically sustainable. In light of this, local clinicians views and external independent review on this option, the Programme Board unanimously agreed in November 2016 that the colocation of inpatient Obstetrics and paediatrics had to be within the Emergency Centre.

Advice was also sought from the Trauma network. The view of the Network was that the preferred site for the Trauma Unit should be Shrewsbury. This reflected its geographical location and an increased risk for the group of patients from Powys if it was sited at Telford.

These conclusions were reaffirmed by independent clinicians at the Joint Committee held on 10th August 2017. where it was also confirmed that the preferred option of C1, the Emergency Centre at RSH and the Planned Care Centre at PRH should form part of the consultation on the deliverable options.

The programme will continue to be clinically evidence based as it goes forward into consultation and its governance arrangements support that with an active Clinical Design Group of health and care leaders and a wider Clinical Reference Group with a distribution list of over 300 health and care staff from across the system.

16.4 CLINICAL COMMISSIONER SUPPORT

Clinical commissioners are the two main sponsors and have supported and funded the programme since its inception in 2014. Without exception members of the Governing Bodies recognise the case for change and unanimously accept that do nothing is not an option. This is also widely accepted in primary care colleagues.

There is full support for the clinical model of investment to retain two vibrant hospitals with a single emergency centre and a site specialising in planned care. There is also support for the more recent work both CCGs have done in developing out of hospital care.

The geographical split of public and other stakeholder opinion in determining the preferred location of the emergency centre has been mirrored to some degree in primary care commissioners. This has contributed to the requirement for an independent review and for the supplementary impact assessment work that has taken place in leading up to the conclusions of the Joint Committee in August 2017.

The governance arrangements around decision making were reviewed and a Joint Committee established with a strong GP commissioner membership together with independent clinician members. On receipt of the independent review and the further IIA work, the CCG Joint Committee concluded on 10th August 2017 unanimously that both options B and C1 are deliverable, that option C1, the Emergency centre at Shrewsbury and the Planned Care Centre at Telford, is the preferred option and that both should be taken into public consultation in October 2017. The CCG Governing Bodies now fully support a formal consultation with the public on the options deemed deliverable by that Joint Committee including the preferred option subject to the NHSE Assurance process.

The Strategic Outline Case was supported in 2016 by both CCGs with a number of caveats. In advance of submission to CCG Board, both CCG Clinical Chairs surveyed their membership through their locality structures and received support for the proposed model of care. This support from the membership was subject to a number of caveats related primarily to assurances required in relation to there being evidence of a clear and viable plan for the corresponding community model to support the required reduction in demand on acute hospital services to deliver the activity and capacity assumptions within the SOC 2016.

The caveats have been to a significant degree addressed over the past 12 months. More detail has been set out on the community model sufficient to give confidence in the acute assumptions at this stage; there is now more sensitivity analysis done by the Trust. However there is still more work to do prior to any approval of a Decision making Business Case (DMBC) which will be expected in early 2018. There is more work to do particularly in terms of further stress testing affordability and specifically around: availability and source of capital; repatriation of services; modelling impact on ambulance services and further sensitivity analysis of activity assumptions related to out of hospital care as they develop further in their detailed implementation plans.

Not with standing this acknowledgement of further work, these plans and the further work are set out in this PCBC provide assurance to commissioners that at this point options being taken into consultation with the public are deemed deliverable both clinically and financially.

This PCBC is not a business case for community services and we are not consulting at this stage on any options for the reconfiguration of community services provision. Clarifying in more detail the scope, responsibilities and timescales for this work required pre and post consultation is essential.

Details of the programme's progress made with these original SOC caveats included within the letter of support from the CCGs are provided in table 57 below.

1.	Sustainability of Clinical Model	Lead Organisation	Comments
1.1	Further clarification to provide assurance on inter-dependencies of clinical specialties and the levels of workforce and capital investment required	SATH/CCG	<p>The development of the OBC and this PCBC set out the key interdependencies for the emergency site in relation to obstetric, paediatric and critical care linkages. Move from a two site medical take to single medical take in delivery model.</p> <p>CCG commissioned external review of Option C2; Stage 2 senate review confirmed clinical model</p> <p>UCC sub group agreed high level workforce assumptions and I model for ambulatory care and paediatrics</p> <p>Best practice guidance used in modelling facilities required and service and workforce redesign. Detail in OBC appendices</p> <p>Further testing of workforce models detail will be done through the clinical design group pre implementation</p>
1.2	Further clarification around the clinical linkages on which the service reconfiguration has been based	SATH/CCG	As above.
1.3	Clarification on the proposed repatriation including Quality Impact Assessments	SATH/CCG	<p>IAs completed. SATH states that repatriation is in line with STP assumptions.</p> <p>Within sensitivity analysis, this figure has been included within a sensitivity test of affordability to SATH. However commissioners not yet sighted on detail.</p> <p>Further testing of areas for repatriations requested pre DMBC</p>
2	Neighbourhoods (formerly Community Fit)		
2.1	Given the inter-dependencies of Future Fit and Community Fit, the CCGs need more assurance of the viability of these assumptions	STP/CCG	<p>The 3 Neighbourhood work streams within the STP have progressed the development of the service offer. Whilst a lot of progress has been made there is more work to do in understanding the delivery model detail.</p> <p>The Optimity work carried out for Shropshire CCG in determining opportunity for shift from acute to community provides confidence in the deliverability of the activity assumptions as does the neighbourhood work within T&W.</p> <p>Triangulation of the original assumptions with the revised CCG figures from this recent work has been done. A balance of potentially +800 further avoided admissions has been included within the sensitivity analysis.</p> <p>The original OBC identified the impact of the down side of non-delivery of the admission avoidance schemes.</p>

2.2	The CCGs require completion of sufficient further work to design the model of community care and to test assumptions about a) the scale of activity shifts and b) productivity improvements anticipated in the SOC	STP/CCG	<p>Community model of care has been progressed considerably via STP Neighbourhood Workstreams. More details in section 9 of this PCBC</p> <p>The Optimity work carried out for Shropshire CCG in determining opportunity for shift from acute to community has provided confidence in the deliverability of the activity assumptions as has the neighbourhood work within Telford & Wrekin. The implementation detail of these community models is now required.</p> <p>More recent sensitivity analysis by SaTH has examined a number of variables and risks and their impact on affordability including productivity, demographics and repatriation. Section 11 sets out a sensitivity analysis for the acute modelling.</p> <p>It is recognised that further work is required by both CCGs on their community models of care. The PCBC should set out key milestones and timeline</p>
3	Activity Assumptions		
3.1	The CCGs require detailed sensitivity analysis on the assumptions used, to be completed through the OBC process	SATH/CCG	<p>Some sensitivity analysis has been undertaken and included in the PCBC in sections 10 and 11.</p> <p>Concerns remain around workforce assumptions, repatriation and transparency of bed number calculation. DoFs will do further due diligence work pre DMBC</p>
4	Community and/or primary care alternatives to acute care		
4.1	These assumptions need thorough testing through the OBC process, including the application of a sensitivity analysis.	SATH/CCG	See above
4.2	This would also need to include the potential impact on primary care and community services in a range of activity shifts, together with an analysis of the change in financial flows away from the acute sector that will enable this activity transfer to take place	SATH/CCG	<p>See above</p> <p>Forms part of the ongoing work within the STP and the development of the Neighbourhood models.</p>
4.3	<p>There is also a need to quantify the impact on ambulance service provision</p> <p>THIS WORK IS OUTSTANDING AND WILL NEED TO BE PROGRESSED BY THE CCGS TO TEST IMPACT ON AFFORDABILITY</p>	CCG	<p>The Commissioners have established a Task and Finish Group to progress this work with a provisionally agreed scope. The modelling of the impact on any additional ambulance activity has not yet been concluded.</p> <p>SaTH have had numerous discussions with ambulance trusts regarding the clinical model and approach to pathway progression. All discussions have included WMAS, WAS and MSL.</p>

4.4	Further test the detail around the Acute Trust's ambition to repatriate a level of activity from other providers	SATH	See above
5	Affordability		
5.1	Affordability of the SOC needs further testing, including the assumptions around investments and efficiency savings and should be supported by robust sensitivity analysis	SATH/CCG	See above. Further sensitivity analysis has been included in the PCBC. Further due diligence work will be required pre DMBC

Table 57: Sustainability of Clinical Model

16.5 NEW DH CONDITIONS FOR ANY PROPOSED BED CLOSURES

Modelling to estimate future acute activity levels and therefore acute bed capacity requirements has been considerable and was originally in 2014 and continues to be in the more recent work in 2017, clinically led. It has taken into account expected demographic growth, a reduction in delayed transfers of care, Trust 7 day working and an evaluation of admissions avoidable through implementation of the CCGs out of hospital care strategies.

There is a proposed acute bed day reduction of 11% compared with the projected bed days expected in line with demographic change over the next 5 years. This equates to a bed base reduction of 47 beds. The acute bed base however will remain substantial with an increase in ambulatory care beds/spaces/chairs in the new model and a proposed increase in critical care beds.

The CCGs have in July 2017 reviewed the original assumptions of Future Fit set out in the 2014 modelling and triangulated it through a number of reviews: the recent work in developing community urgent response models within neighbourhood teams in T&W CCG; an independent review by *Optimity* in Shropshire examining the opportunity in out of hospital care; and examining Better Care Better Value Indicators which sets out an "opportunity value of 13%. Section 9 of this PCBC sets out this triangulation work that provides assurance that the original assumptions of 4,200 avoidable admissions is a reasonable assumption at this stage and that whilst there may be more opportunity for avoiding further admissions, particularly in further development of the frailty model, there is no material difference in activity assumptions at this point between the Acute Trust OBC and the Neighbourhood Community Models, should they be successfully implemented and deliver the benefits as described in this document.

16.6 AFFORDABILITY

The two CCGs enter the 2017/18 financial year with a combined recurrent deficit of £13.6 m and the Trust commences the year with a recurrent deficit of £16.5m. The effect of taking forward the acute reconfiguration is to at least generate a balanced recurrent position for the Acute Trust and at the same time secure savings for the CCGs as part of the recovery plan of £17.275m. Judged on this basis it is evident that taking forward the OBC is significant in improving the financial sustainability of the Shropshire and Telford & Wrekin health system.

The Financial Case described in Section 12 of this PCBC and in more detail in the OBC, confirms the affordability of the proposals to the Acute Trust. A sensitivity analysis on the OBC has also been provided by the Acute Trust that sets out a composite I & E risk value of circa £2.8m taking account of some collective risks and likelihood of these sensitivities happenings. It is reasonable to conclude therefore that both options can be regarded as affordable to the Trust at this stage. The CCG would wish to do further sensitivity analysis to

further stress test a number of other assumptions over the next few months pre approval of the DMBC in early 2018.

In terms of wider system affordability, the Financial Case is in line with CCG commissioning and QIPP plans whilst acknowledging that these plans are very challenging particularly for Shropshire. The development of new community services has assumed a reinvestment of up to 80% of the savings made from the acute setting into community. Whilst this may be a prudent view given there may be some duplication with existing services, this is in line with the Kings Fund and Monitors suggested model when developing new community services.

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17 CONCLUSIONS

The Future Fit Programme has in collaboration with its sponsor organisations and stakeholders developed a number of proposals for changing the configuration of acute hospital services for the populations of Shropshire, Telford and Wrekin and parts of Powys that rely on the services of Shrewsbury and Telford Hospital NHS Trust, that will both improve the quality and safety of care for the whole population and increase the system sustainability for the next generation.

It has taken over 3 years to get to this point, longer than anticipated and to the frustration of many including the public. During this time services have also become even more fragile. However, the Programme has been able to develop during this time additional assurances around its processes and decision making that must now give confidence to the public and to the regulators that it is time to proceed to public consultation.

In summary, the Programme now believes it has:

- Set out a clear and demonstrable case for change in our acute hospitals that has now become even more urgent
- Set out at a high level the community solutions necessary to support out of hospital care for our dispersed populations whilst also recognising there is more detailed work to do
- Set out affordability for the acute Trust, for the CCGs and for the system whilst also setting out more work to do to get the necessary assurance for the decision making business case in 2018
- Met sufficiently the 4 key tests for reconfiguration that the DH asks of us
- Set out two options deliverable both financially and clinically and
- Set out our preferred option and the rationale for that

The CCGs believe the time is now right to ask the public and all other stakeholders its view on these options and to proceed to public consultation.

Document version control

Version	Date	File Name	Status
Version 1	10.07.17	Future Fit summary consultation document version 1 - 10 July 2017	Original CSU version with Pam Shreier amends
Version 1.1	08.08.17	Future Fit summary consultation document version 1.1 – 8 August 2017	Based on version 1.9 of long consultation document. Circulated at the Shropshire CCG and Telford & Wrekin Board meetings on 15 & 16 August 2017
Version 1.2	21.08.17	Future Fit summary consultation document version 1.2 – 21 August 2017	Based on version 1.10 of long consultation document Submitted to NHS England Assurance Process for comments
Version 1.3	06.09.17	Future Fit summary consultation document version 1.3 – 6 September 2017	Based on version 1.12 of long consultation document. Incorporates comments from NHS England Assurance Process. For circulation at the Shropshire and Telford & Wrekin CCG Board meetings on 12 & 13 September 2017
Version 1.4	14.09.17	Future Fit summary consultation document version 1.4 – 14 September 2017	Based on version 1.13 of long consultation document. Incorporates amends from Shropshire and Telford & Wrekin CCG Board meetings on 12 & 13 September 2017 For submission to NHSE Assurance Process 15 September

Front cover

[Include Future Fit branding]

Shropshire CCG logo

Telford & Wrekin CCG logo

Improving our hospital services in Shropshire, Telford & Wrekin

[insert images]

DRAFT Summary Public Consultation document

Have your say on how we can make our hospital services fit for the future for our communities in Shropshire, Telford & Wrekin and mid Wales

Xx October 2017 to xx February 2018

About this document

This document has been produced by NHS Shropshire Clinical Commissioning Group (CCG) and NHS Telford & Wrekin Clinical Commissioning Group (CCG) – the organisations that are responsible for buying and making decisions about healthcare services in Shropshire and Telford & Wrekin on your behalf. This document explains our proposed model for changing the services provided at our two hospitals - the Royal Shrewsbury Hospital and the Princess Royal Hospital. It sets out two options that we are asking your views on.

This is a summary version of the main consultation document which you can view on our website www.nhsfuturefit.org

Thank you

This consultation is the result of four years' work which has been led by our doctors, nurses and other healthcare staff. We have listened to and involved thousands of local people, including NHS staff, patients and community groups. We have held public roadshows, focus groups, conducted surveys and delivered presentations to a wide range of audiences. Thank you to everyone who has taken part. Together, we have developed a proposed model that we believe will deliver improvements to how we care for our patients across Shropshire, Telford & Wrekin and mid Wales. You can read more about our engagement process on our website www.nhsfuturefit.org

The key themes you told us you wanted were:

- Be 'joined up' and responsible for my care
- Help me understand and access urgent care services appropriately
- Assess and treat me promptly and in the right place
- Admit me to hospital only when necessary
- Make my stay in hospital short, safe and effective
- Try to care for me at home, even when I'm ill

We want your views

We are planning to make considerable changes to our hospitals to improve patient care so it is vital that we get this right and your views will help us. Please read this document and complete our survey, which you can find on our website: www.nhsfuturefit.org . Alternatively, you can complete a paper copy of the survey which you can find in the middle pages of this document on page xx. Please send this free of charge to FREEPOST [insert address]. All surveys need to be received by the closing date of XXpm on XXMonth 2017.

Get in touch

This document is available in Welsh, in an Easyread format and also as a Word document for use with screen readers.

If you would like this document in a different format or another language please call 0300 3000 903 or email: nhsfuturefit@nhs.net

Jeśli chcesz, aby ten dokument był w innym formacie lub języku, zadzwoń

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This is a summary of the full Consultation document which you can view on our website www.nhsfuturefit.org or a request a paper copy to be sent to you.

For all requests, please contact us:

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You can also follow us on Twitter: @NHSFutureFit #myfuturefit

All documents are also available to view at our website: www.nhsfuturefit.org

A new model of hospital care

We are proposing to change the hospital services provided at the Royal Shrewsbury Hospital and the Princess Royal Hospital, Telford, so that one hospital provides emergency care services and the other hospital provides planned care services. Both hospitals would have an Urgent Care Centre that is open 24 hours a day, seven days a week.

Our preferred option is for the Royal Shrewsbury Hospital to become the Emergency Care site and the Princess Royal Hospital to become the Planned Care site. We are asking for your views.

Emergency care is unplanned care that patients receive in a life or limb-threatening situation.

Urgent care is care for illnesses and injuries that are not life or limb-threatening but require urgent attention.

Planned care is operations, procedures and appointments that are planned in advance.

Under our proposed model, most patients would still go to the same hospital as they do now

The key themes you told us you wanted were:

- Be 'joined up' and responsible for my care
- Help me understand and access urgent care services appropriately
- Assess and treat me promptly and in the right place
- Admit me to hospital only when necessary
- Make my stay in hospital short, safe and effective
- Try to care for me at home, even when I am ill

Why do we need to change our hospitals?

There are lots of reasons why we believe we need to make changes to the services provided at the Royal Shrewsbury Hospital and the Princess Royal Hospital. In summary, making changes to our hospitals will mean that:

- our communities receive safer, high quality and sustainable hospital services
- patients receive the very best care in the right place at the right time
- patients receive their care within better facilities
- we can continue to have two vibrant hospitals in our county
- patients' operations are not cancelled due to an emergency admission
- we reduce waiting times for patients across both our hospitals
- we attract the very best doctors, nurses and other healthcare staff to work at our hospitals
- we have the right level of highly skilled doctors, nurses and other healthcare staff working across our two hospitals

You can read lots more about the reasons we believe we need to change our hospitals in the full consultation document which is available on our website www.nhsfuturefit.org

The options we want your views on

Option 1:

**Emergency Care site is
Royal Shrewsbury Hospital, Shrewsbury**

**Planned Care site is
Princess Royal Hospital, Telford**

At the Royal Shrewsbury Hospital

24-hour Emergency Department (ED)
Critical Care Unit
Ambulatory Emergency Care Unit (AEC)
Emergency surgery and medicine
Complex planned surgery
Women and children's consultant-led inpatient services

At the Princess Royal Hospital:

Planned inpatient surgery
Day case surgery
Endoscopy
Breast inpatient services
Medical wards

At both hospitals:

24-hour Urgent Care Centre
Adult and children's outpatient services
Day Case Renal Unit
Diagnostic services (tests)
Midwife-led unit
Antenatal Day Assessment Unit
Early Pregnancy Assessment Service (EPAS)
Maternity outpatients and scanning

You can find out more detail about what will be included at the Emergency Care site and the Planned Care site on our website www.nhsfuturefit.org

Option 2:

**Emergency Care site is
Princess Royal Hospital, Telford**

**Planned Care site is
Royal Shrewsbury Hospital, Shrewsbury**

At the Princess Royal Hospital:

24-hour Emergency Department (ED)
Critical Care Unit
Ambulatory Emergency Care Unit (AEC)
Emergency surgery and medicine
Complex planned surgery
Women and children's consultant-led inpatient services

At the Royal Shrewsbury Hospital:

Planned inpatient surgery
Day case surgery
Endoscopy
Breast inpatient services
Medical wards

At both sites:

24-hour Urgent Care Centre
Adult and children's outpatient services
Day Case Renal Unit
Diagnostic services (tests)
Midwife-led unit
Antenatal Day Assessment Unit
Early Pregnancy Assessment Service (EPAS)
Maternity outpatients and scanning

You can find out more detail about what will be included at the Emergency Care site and the Planned Care site on our website www.nhsfuturefit.org

What services would be provided at both hospital sites?

Over 60%* of people who attend our current A&E departments in Shrewsbury and Telford would continue to go to their local hospital to receive the urgent care they need.

24-hour Urgent Care Centres

New Urgent Care Centres would be based at both hospitals, providing care 24 hours a day, every day of the year for illnesses and injuries that are not life or limb-threatening but require urgent attention. They would be much larger than our existing Urgent Care Centres and be staffed by highly skilled Advanced Practitioners (senior health professionals) and GPs who are specifically trained to deliver urgent care for adults and children.

Patients would be able to:

- Walk in (or carry in a child) at any time and be quickly assessed and treated for a wide range of minor injuries and illnesses, such as a minor eye injury or chest infections
- Be treated for a range of other accidents and illnesses that may currently be treated at an A&E department, for example, a suspected broken arm, minor burns and scalds, cuts that need stitches or a sporting injury
- Have a range of tests including x-rays and blood tests in one place
- Be taken by ambulance to their nearest 24-hour Urgent Care Centre if paramedics assessed that was the right place for them to be treated
- Access improved facilities for children, including a dedicated children's waiting area and treatment rooms that are separate from the adult areas
- Access mental health assessment rooms and the psychiatric liaison team 24 hours a day, every day

Women and Children's services

Most women and children would still receive care and treatment in the same place as they do now. The following women and children's services would be available at both sites:

- Midwife-led unit, including low-risk births and postnatal care
- Maternity outpatients including antenatal appointments and scanning
- Gynaecology outpatient appointments
- Early Pregnancy Assessment Service (EPAS)
- Antenatal Day Assessment
- Children's outpatient appointments
- Neonatal outpatient appointments

*Based on the number of patients attending Royal Shrewsbury Hospital and Princess Royal Hospital A&E departments during 2016-17

An independent clinical review has confirmed that women and children's consultant-led inpatient services (when women and children need to stay in hospital overnight or need specialist care) have to be based alongside the Emergency Department so that specialist doctors and services are on hand if needed.

Outpatient services

Most of our patients come into our hospitals to see their doctor, nurse or therapist in the Outpatients department. Under our proposed model, the vast majority of patients would continue to have their outpatient appointments at the same hospital they do now.

Tests (Diagnostics)

Many of our patients come into hospital because their GP or hospital doctor has asked that they have some tests so that the right decision can be made about what treatment they need. These tests can be a blood tests, x-ray or scans. The vast majority of our patients would continue to go to the hospital that is nearer to their home for these tests.

New model of Emergency Care [separate box]

Our new model of Emergency Care would mean that, in a life or limb-threatening emergency, patients from across Shropshire, Telford & Wrekin and mid Wales would be treated in one place. Here, you would receive 24-hours-a-day, seven-days-a-week care from specialist emergency doctors, resulting in faster diagnosis, earlier treatment and improved clinical outcomes.

Similar to our existing A&E departments, you would be able to drive (or be driven) straight to the Emergency Department or be brought via ambulance. This would be a brand new state-of-the-art building, designed to support our doctors, nurses and other healthcare professionals in delivering the best possible clinical care. As soon you arrive, you would be quickly assessed by our medical teams who would decide on the best place for your care. If doctors decide that you do not need emergency care then you would be directed to the 24-hour Urgent Care Centre which would be based alongside the Emergency Department.

If necessary, you would receive emergency care and treatment in the Emergency Department and may need to stay in hospital overnight. If, after a few days of an emergency stay in hospital, the doctors and nurses looking after you decide you need ongoing hospital care, then you may be transferred to the Planned Care site. Our aim for patients is that they receive any ongoing care closer to their home. Wherever possible, if a patient lives nearer to the Emergency Care site, they will remain here for their ongoing care.

What does this mean for you and your family

This table explains where you would go to receive the care you need in different situations, under Option 1 and Option 2:

Situation	Where can I go for the care and treatment me or my family needs?			
	OPTION 1		OPTION 2	
	Shrewsbury is Emergency Care site	Telford is Planned Care site	Telford is Emergency Care site	Shrewsbury is Planned Care site
My 11 year old son has fallen off his bike and has a swollen ankle	√	√	√	√
My husband has an outpatient appointment	√	√	√	√
My child is having chemotherapy treatment	√	X	√	X
I need to have an x-ray	√	√	√	√
My grandma has to have a scan	√	√	√	√
My husband has an infection and needs to stay in hospital overnight	√	X	√	X
My mum needs to have day-case surgery	X (high risk only)	√	X (high risk only)	√
I am booked in to have an operation	X (high risk only)	√	X (high risk only)	√
My wife is having a consultant-led delivery	√	X	√	X
My 34 year old brother has had a severe allergic reaction and needs life support	√	X	√	X
My child is poorly and needs to stay in hospital overnight	√	X	√	X
I have a scan booked in with my midwife	√	√	√	√
My neighbour has been involved in a serious car accident and has severe head and leg injuries	X Transferred to Trauma Centre	X Transferred to Trauma Centre	X Transferred to Trauma Centre	X Transferred to Trauma Centre

	out of county (as now)	out of county (as now)	out of county (as now)	out of county (as now)
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What impact do these changes have on patient choice?

- Many services will remain at both hospital sites, for example urgent care services, adult and children's outpatients, tests, midwife-led units, antenatal and postnatal care and some gynaecology procedures.
- Some services are currently only available at one of the two hospital sites, for example acute surgery, acute Stroke, and children's inpatients
- Some patients currently travel outside of our county to receive specialist care, for example major trauma and some cancer care
- Almost 80% of patients would continue to go to same hospital as they do now for emergency and urgent care
- The out-of-hospital care strategies that are being developed through neighbourhoods will offer patients more care closer to home and greater choice
- Any change to hospital services would mean that some patients have to travel further, however we have to prioritise delivering safe, high quality and sustainable hospital services

Our preferred option

[insert map of Shropshire, Telford & Wrekin and mid Wales with location of hospitals]

Having the Emergency Care site at the Royal Shrewsbury Hospital and the Planned Care site at the Princess Royal Hospital is the CCGs' preferred option.

Our analysis shows that both options 1 and 2 would provide better care for our patients compared to what they have now. Choosing a preferred option has been a very difficult decision. The decision was reached following lots of discussion and careful consideration of the results of the financial and non-financial analysis, along with the findings of several independent reports. You can read more about the results of our financial and non-financial analysis on page **xx**.

The main reasons for Option 1 being our preferred option are explained here:

Having the Emergency Care Site at the Royal Shrewsbury Hospital would mean it can continue to be a Trauma Unit

When deciding on our preferred option, we had to consider what this would mean to patients who suffer a major trauma and need life-saving emergency care. A major trauma is defined as serious injuries that are life changing and could result in death or severe disability. This includes serious head injuries, severe wounds or multiple fractures. In these life-threatening situations, paramedics quickly assess the severity of a patient's condition and decide on the best place for them to receive emergency care.

At the moment, if a patient suffers a major trauma in Shropshire, Telford & Wrekin or mid Wales, they may be taken to the Royal Shrewsbury Hospital, as this is our local Trauma Unit. The most severely injured patients are taken straight to a Major Trauma Centre out of county, such as the University Hospitals of North Midlands in Stoke-on-Trent, the Queen Elizabeth Hospital in Birmingham or Birmingham Children's Hospital. Some patients are taken to Shrewsbury first to be stabilised before being transferred to a Major Trauma Centre.

A National Trauma Network decides which A&E departments should be Trauma Units or larger, more specialist Trauma Centres. Not all A&E departments are Trauma Units. To decide where Trauma Units and Centres should be located, the Network looks at how far people have to travel. Trauma units are located as evenly as possible across the country to make sure that most patients live within a safe distance. In deciding the location of a Trauma Unit within our county, the Network looked at where patients that use both our hospitals live and where other Trauma Units are based, the nearest being Wolverhampton. The Network decided that Shrewsbury offers the best geographical cover for patients in Shropshire, Telford & Wrekin and mid Wales.

We have asked the views of North West Midlands and North Wales Trauma Network whose role is to coordinate trauma care services across our region. Their view is that the location of the Trauma Unit should continue to be the Royal Shrewsbury Hospital, for the reasons explained above, and therefore this has to be the Emergency Care site.

The Trauma Network has been clear to us that it believes that if the Trauma Unit was at Telford, there would be an increased risk of death or disability for some patients from mid Wales due to the additional travel times.

Having the Emergency Care site at Shrewsbury would mean fewer people would have to travel further for emergency care.

We recognise that any option we choose would mean that some people would have to travel further for their emergency care.

Information on current and future projected time-critical journeys from the West Midlands and Welsh Ambulance Services has also helped us to make a decision on our preferred option. Time-critical journeys are defined as when a patient's condition is considered to be life-threatening and they need emergency care.

Our preferred option of the Emergency Care site being based at Shrewsbury would mean that fewer people would have longer time-critical journeys. More people would be disadvantaged under Option 2 (if the Emergency Care site was based at Telford) as they would have to travel further to access emergency services. This includes communities across Oswestry, South Shropshire and mid Wales.

Both options would mean that overall, average journey times would slightly increase for patients. However, for patients who are already travelling longer distances in ambulances to a hospital, i.e. up to an hour, they would have to travel even further under Option 2.

We have an older population, especially in Shropshire and mid Wales

We know that older people use emergency hospital services more than any other age group. They are more likely to have an underlying health condition, experience a longer stay in hospital and be referred on for further stay rather than return home. More than a quarter (27.5%) of all emergency admissions at our two hospitals are people aged 60 and over [IIA 2016]. Those over 75 are the most likely of any age group to use emergency services.

The majority of our older population live in Shropshire and mid Wales and these numbers are growing at a faster rate than across Telford & Wrekin. Population projections estimate that by 2036, people aged 70 and over will account for 25% of the population of Shropshire and 29% in mid Wales. This has been another factor in deciding our preferred option to have the Emergency Care site at Shrewsbury.

Option 1 offers the best value for money over the long term

We have ageing buildings across our two hospitals with some dating back to the 1960s. We recognise that, in order to continue to have two vibrant hospitals, we need to invest in our buildings. A survey on the condition of the buildings at each site showed that a significant amount did not meet satisfactory standards and a substantial number of areas were found to be unacceptable, particularly at Shrewsbury. In the overall economic analysis of the options, which combines the result of the non-financial and financial appraisal, it is estimated that Option 1 would offer the best value for money

over the long term. You can read more about how we reached our preferred option on page xx.

[separate box]

Impact on Planned Care

In our lifetime, most of us will access hospital services for planned operations and procedures more often than emergency care. Under our preferred option, most people (75%) would be able to access non-complex planned care by car within 30 minutes. We recognise that, by having the Planned Care site at Telford, some people would have to travel further for their planned care, however these are not time-critical journeys. During the consultation, we will listen to your suggestions on how we could help with travelling to our hospitals. You can read more about this on page xx.

Impact on Women and Children's Services

[awaiting narrative/ figures here]

What our preferred option (Option 1) would mean for you and your family

Situation	I live nearer to the Princess Royal Hospital	I live nearer to the Royal Shrewsbury Hospital	I live in the mid Wales area
<p>I need emergency care - I have a life or limb-threatening illness or injury</p> <p>For example, I am having a suspected heart attack, I have severe stomach pain or severe blood loss</p>	<p>I would go to the new Emergency Department at the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, almost 120,000 people attended one of our A&Es</i></p> <p>Depending on your condition, this could be a change to where you go now. You should receive safer, faster, better care.</p> <p>This is because patients with illnesses and injuries that are not life or limb-threatening would go to a 24-hour Urgent Care Centre.</p>	<p>I would go to the new Emergency Department at the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, almost 120,000 people attended one of our A&Es</i></p> <p>Depending on your condition, this could be a change to where you go now. You should receive safer, faster, better care.</p> <p>This is because patients with illnesses and injuries that are not life or limb-threatening would go to a 24-hour Urgent Care Centre.</p>	<p>I would go to the new Emergency Department at the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, almost 120,000 people attended one of our A&Es</i></p> <p>Depending on your condition, this could be a change to where you go now. You should receive safer, faster, better care.</p> <p>This is because patients with illnesses and injuries that are not life or limb-threatening would go to a 24-hour Urgent Care Centre.</p>
<p>I need urgent care - I have an illness or injury that is not life or limb-threatening but requires urgent attention</p> <p>For example, I have a scald, a suspected fracture or a chest infection</p>	<p>I would go to the 24-hour Urgent Care Centre at the Princess Royal Hospital</p> <p><i>Over 60% of patients (more than 72,000) that currently attend our A&Es could be treated at our new 24-hour urgent care centres at either hospital</i></p> <p>There would be no change to where you go now but you should be seen quicker. This is because patients with more serious conditions would go to the</p>	<p>I would go to the 24-hour Urgent Care Centre at the Royal Shrewsbury Hospital</p> <p><i>Over 60% of patients (more than 72,000) that currently attend our A&Es could be treated at our new 24-hour urgent care centres at either hospital</i></p> <p>There would be no change to where you go now but you should be seen quicker. This is because patients with more serious conditions</p>	<p>I would go to the 24-hour Urgent Care Centre at the Royal Shrewsbury Hospital</p> <p><i>Over 60% of patients (more than 72,000) that currently attend our A&Es could be treated at our new 24-hour urgent care centres at either hospital</i></p> <p>There would be no change to where you go now but you should be seen quicker. This is because patients with more serious conditions</p>

	Emergency Department at the Royal Shrewsbury Hospital.	would go to the Emergency Department at the Royal Shrewsbury Hospital.	would go to the Emergency Department at the Royal Shrewsbury Hospital.
<p>I need planned care</p> <p>For example, I have a planned operation</p>	<p>Most patients would go to the Princess Royal Hospital</p> <p><i>During 2016-17, 52,000 had a planned operation at one of our hospitals</i></p> <p>There would be no change to location for most patients. You would go to the Royal Shrewsbury Hospital if you are having a complex planned operation or have a condition that may need the support of the critical care team.</p> <p>My operation won't be cancelled because of a lack of beds due to an emergency admission</p>	<p>Most patients would go to the Princess Royal Hospital</p> <p><i>During 2016-17, 52,000 had a planned operation at one of our hospitals</i></p> <p>There would be no change to location for most patients. You would go to the Royal Shrewsbury Hospital if you are having a complex planned operation or have a condition that may need the support of the critical care team.</p> <p>My operation won't be cancelled because of a lack of beds due to an emergency admission</p>	<p>Most patients would go to the Princess Royal Hospital</p> <p><i>During 2016-17, 52,000 had a planned operation at one of our hospitals</i></p> <p>There would be no change to location for most patients. You would go to the Royal Shrewsbury Hospital if you are having a complex planned operation or have a condition that may need the support of the critical care team.</p> <p>My operation won't be cancelled because of a lack of beds due to an emergency admission</p>
<p>I have an outpatient appointment</p>	<p>Outpatient appointments are carried out at both our hospitals.</p> <p><i>During 2016-17, there were 436,000 outpatient appointments at our two hospitals</i></p> <p>There is no change to location. You would continue to go to the same place as you do now</p>	<p>Outpatient appointments are carried out at both our hospitals.</p> <p><i>During 2016-17, there were 436,000 outpatient appointments at our two hospitals</i></p> <p>There is no change to location. You would continue to go to the same place as you do now</p>	<p>Outpatient appointments are carried out at both our hospitals.</p> <p><i>During 2016-17, there were 436,000 outpatient appointments at our two hospitals</i></p> <p>There is no change to location. You would continue to go to the same place as you do now</p>
<p>My child is poorly and needs to stay in hospital overnight</p>	<p>They would go to the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, 3,775 children had an</i></p>	<p>They would go to the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, 3,775 children had an</i></p>	<p>They would go to the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, 3,775 children had an</i></p>

	<i>overnight stay at the Princess Royal Hospital</i> This is a change to where your child goes now	<i>overnight stay at the Princess Royal Hospital</i> This is a change to where your child goes now	<i>overnight stay at the Princess Royal Hospital</i> This is a change to where your child goes now
My child is having chemotherapy treatment	They would go to the Royal Shrewsbury Hospital <i>During 2016-17, 170 children received care at the children's cancer unit at Telford</i> This is a change to where your child goes now	They would go to the Royal Shrewsbury Hospital <i>During 2016-17, 170 children received care at the children's cancer unit at Telford</i> This is a change to where your child goes now	They would go to the Royal Shrewsbury Hospital <i>During 2016-17, 170 children received care at the children's cancer unit at Telford</i> This is a change to where your child goes now
I am pregnant and have a scan booked with my midwife	I would go to my nearest midwife-led unit <i>During 2016-17, 20,695 women had a maternity scan at one of our midwife-led units</i> <i>During 2016-17, 644 women gave birth in one of our midwife-led units</i> There is no change to location	I would go to my nearest midwife-led unit <i>During 2016-17, 20,695 women had a maternity scan at one of our midwife-led units</i> <i>During 2016-17, 644 women gave birth in one of our midwife-led units</i> There is no change to location	I would go to my nearest midwife-led unit <i>During 2016-17, 20,695 women had a maternity scan at one of our midwife-led units</i> <i>During 2016-17, 644 women gave birth in one of our midwife-led units</i> There is no change to location
I am having a consultant-led birth	I would go to the Royal Shrewsbury Hospital <i>During 2016-17, 4,194 women had a consultant-led birth at the Women and Children's Centre at Princess Royal Hospital</i> This is a change to where you would go now	I would go to the Royal Shrewsbury Hospital <i>During 2016-17, 4,194 women had a consultant-led birth at the Women and Children's Centre at Princess Royal Hospital</i> This is a change to where you would go now	I would go to the Royal Shrewsbury Hospital <i>During 2016-17, 4,194 women had a consultant-led birth at the Women and Children's Centre at Princess Royal Hospital</i> This is a change to where you would go now

Travelling to our hospitals

Our two hospitals cover a very large geographical area, from Oswestry and Market Drayton in the north to Cleobury Mortimer and Clun in the south; Welshpool and Llanidloes in the west and Bridgnorth and Newport in the east. We recognise that any change to our hospital services would have an impact on travel for our staff, patients and visitors. Although you have told us that you want the best possible care when you have to go to hospital, we also understand that travel and transport will be an important factor for you and your family. Whatever the final decision, the majority of patients would continue to go to the same hospital as they do now. However it will mean that some people will have to travel shorter distances and some will have to travel further for their care.

Travelling to hospital in an emergency

National research tells us that, even in an emergency, for the majority of patients it is better to travel further to receive the right care to be treated by specialist doctors. Some people in our county are already travelling to a hospital outside Shropshire that is further from them to receive specialist care. An example of this is patients who need heart surgery, who are routinely treated at the University Hospitals of North Midlands in Stoke-on-Trent. Similarly, our ambulances are also taking people from across the county who have had a stroke and need specialist care to the Stroke Unit at the Princess Royal Hospital in Telford.

We are working with West Midlands and Welsh Ambulance Services to understand the impact that both options would have on local ambulance services. This work will help with the next phase of decision-making once the outcome of this consultation is decided.

Did you know? During 2016-17, more than 33,000 patients were brought by ambulance to the A&E departments at Royal Shrewsbury Hospital and Princess Royal Hospital. Approximately 35% of these patients did not need A&E and could be treated at one of our 24-hour Urgent Care Centres in the future.

Improving car parking and travelling to our hospitals

In 2016, The Shrewsbury and Telford Hospital NHS Trust asked independent experts to carry out a transport study which looked at travel and parking at our two hospitals. As a result of this study, a number of recommendations were put forward:

- Providing additional parking facilities at both hospitals
- Working with partner organisations to improve cycle paths, way-finding and facilities for cyclists
- Set up a Travel and Transport group to look at this work in more detail.

There will be opportunities for patients, families and staff to get involved in this in the future. You can read the full study at www.nhsfuturefit.org

What is not covered by this consultation

This public consultation is about the services delivered at the Royal Shrewsbury Hospital and the Princess Royal Hospital. This consultation does not ask you about community hospitals, midwife-led units or any community services.

Alongside this consultation, we are working with patients, carers, members of the public and the voluntary sector to look at ways in which we can improve our local health services. This work is part of the Shropshire and Telford & Wrekin Sustainability and Transformation Partnership (STP) and includes making it easier for people to see a GP, speeding up cancer diagnoses and treating people more closer to home.

You can read more about these plans on our website www.nhsfuturefit.org

How you can get involved

Thank you for taking the time to read this document. We now want to hear your views and there are lots of ways you can do this:

Fill out our survey – see more information on page xx

Attend an event: Throughout the consultation period (xx October 2017 – xx February 2018) we will be holding public meetings and attending events and meetings organised by individuals and organisations across the county. We will be publicising where you can come and talk to us on our website, in the local papers and on local radio.

Write to us: Future Fit Programme Office
Oak Lodge
William Farr House
Mytton Oak Road
Shrewsbury SY3 8XL

Call us: 0300 3000 903 [24 hour answer machine]

Email us: nhsfuturefit@nhs.uk

Follow us on Twitter: @NHSFutureFit #myfuturefit

What happens next?

We will not make any decisions about the proposed options until after the public consultation has closed. Once the public consultation has closed, all responses will be carefully analysed by independent experts who will then produce a report. The CCG Governing Bodies will read this report and carefully consider all feedback before making a final decision in early 2018.

All reports and details on the decision-making progress will be available on our website www.nhsfuturefit.org

Document version control

Version	Date	File Name	Status
Version 1	18.07.17	Future Fit long consultation document version 1.1 - 18 July 2017	Adapted from earlier CSU version and includes comments from Readers Group in June 2017
Version 1.2	20.07.17	Future Fit long consultation document version 1.2 - 20 July 2017	Continued to adapt CSU version and includes comments from SaTH
Version 1.3	21.07.17	Future Fit long consultation document version 1.3 - 21 July 2017	Continued to adapt CSU version and includes comments from SaTH
Version 1.4	24.07.17	Future Fit long consultation document version 1.4 - 24 July 2017	Circulated at Shropshire CCG and Telford CCG Exec meetings for comments Sent to Consultation Institute for comments
Version 1.5	25.07.17	Future Fit long consultation document version 1.5 - 27 July 2017	Incorporates comments from Alison Smith, Telford CCG and Consultation Institute. Circulated at Readers Group meeting 27.07.17
Version 1.6	27.07.17	Future Fit long consultation document version 1.6 - 27 July 2017	Incorporates comments from Shropshire CCG Execs and Readers Group. Circulated at Telford CCG Exec meeting and Future Fit Programme Board
Version 1.7	01.08.17	Future Fit long consultation document version 1.7 – 1 August 2017	Incorporates comments from Christine Morris, Telford CCG and Shropshire Healthwatch
Version 1.8	03.08.17	Future Fit long consultation document version 1.8 – 3 August 2017	Incorporates amends from Pam Shreier, Debbie Vogler, Louise Jones and Emma Pyrah.
Version 1.9	10.08.17	Future Fit long consultation document version 1.9 – 10 August 2017	Incorporates amends from the Consultation Institute. To be circulated at the Shropshire CCG and Telford & Wrekin CCG Board meetings on 15 and 16 August 2017
Version 1.10	21.08.17	Future Fit long consultation document version 1.10 – 21 August 2017	Incorporates amends from Shropshire CCG and Telford & Wrekin CCG Board meetings Submitted to NHS England Assurance Process for comments
Version 1.11	23.08.17	Future Fit long consultation document version 1.11 – 23 August 2017	Incorporates additional amends from Future Fit communications and engagement team
Version 1.12	05.09.17	Future Fit long consultation document version 1.12 – 5 September 2017	Incorporates comments from CCG Chairs, Execs and local GPs plus feedback from NHS England Assurance Process. To be circulated to CCG Boards 12 & 13 September
Version 1.13	14.09.17	Future Fit long consultation document version 1.13 – 14 September 2017	Incorporates comments from CCG Board meetings on 12 & 13 September For submission to NHSE Assurance Process 15 September

Front cover

[Include Future Fit branding]

Shropshire CCG logo

Telford & Wrekin CCG logo

Improving our hospital services in Shropshire, Telford & Wrekin

DRAFT Public Consultation document

Have your say on how we can make our hospital services fit for the future for our communities in Shropshire, Telford & Wrekin and mid Wales

[Consultation dates to be added here]

About this document

This consultation document has been produced by NHS Shropshire Clinical Commissioning Group (CCG) and NHS Telford & Wrekin Clinical Commissioning Group (CCG) – the organisations that are responsible for buying and making decisions about healthcare services in Shropshire and Telford & Wrekin on your behalf. This document aims to:

- Set out why we believe we need to make changes to the services provided at the Royal Shrewsbury Hospital and the Princess Royal Hospital
- Explain our proposed model for changing our hospital services and the two options we want your views on
- Tell you about our preferred option
- Detail what these changes will mean for you and your family
- Tell you how doctors and other staff, patients and local communities have been involved in developing this proposed model of care and how we reached these options
- Explain how you can get involved and what happens next

We want your views

Your feedback on this consultation will help us make sure we provide safe, high quality hospital services for our communities and future generations across Shropshire, Telford & Wrekin and mid Wales.

We would be grateful if you could take the time to read this document and complete our survey, which you can find on our website: www.nhsfuturefit.org. Alternatively, you can complete a paper copy of the survey which you will find in the middle pages of this document on page xx. Please return this free of charge to FREEPOST [insert address]. All surveys must be received by the closing date of XXpm on xx February 2018.

This document does include some medical and technical words. A definition of these words can be found in the glossary at the end of this document (page x) but please contact us if you would like any part of the document explained.

Get in touch

This document is available in Welsh, in an Easyread format and also as a Word document for use with screen readers.

If you would like this document in a different format or another language please call 0300 3000 903 (24-hour answer machine) or email: nhsfuturefit.nhs.net

Jeśli chcesz, aby ten dokument był w innym formacie lub języku, zadzwoń

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You can also request a copy of our Summary Consultation document. This shorter document gives you the main information provided in this document.

For all requests, please contact us:

Telephone: 0300 3000 903 [24 hour answer machine]

Email: nhsfuturefit@nhs.net

By post: Future Fit Programme Office
Oak Lodge
William Farr House
Mytton Oak Road
Shrewsbury SY3 8XL

You can also follow us on Twitter: [@NHSFutureFit](https://twitter.com/NHSFutureFit) [#myfuturefit](https://twitter.com/myfuturefit)

All documents are also available to view at our website: www.nhsfuturefit.org

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A message from the GP leads in Shropshire and Telford

Every patient has the right to expect safe and high quality NHS care now and in the future.

As NHS doctors in Shropshire, we are committed to ensuring that our patients and communities across Shropshire, Telford & Wrekin and mid Wales receive the very best healthcare to. As with many other NHS organisations across the country, we are faced with a series of challenges.

Where we are now

Our two hospitals - the Princess Royal Hospital in Telford and the Royal Shrewsbury Hospital - are struggling to provide the same wide range of services for patients. A local and national shortage of doctors, nursing and other health professionals has led to difficulties in recruiting for some time and this problem is getting worse. To try to manage this, The Shrewsbury and Telford Hospital NHS Trust (the provider of our hospital services) has had to rely heavily on agency and locum staff. This has had an effect on the service provided, as highlighted in the recently published Care Quality Commission (CQC) report.

In recent years, because of these staffing problems, it has been more difficult to make sure there is the right number of highly skilled medical, nursing and other healthcare staff at both hospitals to treat patients. In some cases, this has led to a poorer service for patients, for example they have had to wait longer to see a doctor in an emergency, or they have had their operations cancelled. This is unacceptable and we need to improve.

If care is continued to be provided in the way it is now at both hospitals, we do not believe that all of our patients will receive safe, high quality care and treatment all of the time. The only way we can make the improvements we need to make is by changing the way we deliver services at our two hospitals. Doing nothing and staying as we are is simply not an option.

A new model of hospital care

We are proposing to change the hospital services provided at the Royal Shrewsbury Hospital and the Princess Royal Hospital, Telford, so that one hospital provides emergency care services and the other hospital provides planned care services. Both hospitals would have an Urgent Care Centre that is open 24 hours a day, seven days a week.

Our preferred option is for the Royal Shrewsbury Hospital to become the Emergency Care site and the Princess Royal Hospital to become the Planned Care Site. We are asking for your views.

This new model of hospital care has been designed and agreed by over 300 clinicians and social care professionals, as well as members of the public. We believe that by changing our hospital services in this way, we will make sure patients receive safe, high quality NHS care now and in the future.

Emergency care is unplanned care that patients receive in a life or limb-threatening situation.

Urgent care is care for illnesses and injuries that are not life or limb-threatening but require urgent attention.

Planned care is operations, procedures and appointments that are planned in advance.

Over 60%* of people who attend our current A&E departments in Shrewsbury and Telford would continue to go to their local hospital to receive the urgent care they need.

Most people would continue to go to the same hospital as now

In recent years, we have made changes to our hospital services, such as the Women and Children's Centre at Telford and the Treatment Centre at Shrewsbury. Whatever the outcome of this consultation, the money that has already been invested in our services will not be wasted and these hospital spaces will continue to be used for patient care.

Whichever option is approved, our proposed model ensures that a wide range of hospital services will still be available at both hospital sites and, importantly, stay within the county. This includes outpatients, urgent care services, tests and patient wards.

Our preferred option is for the Emergency Care site to be based at the Royal Shrewsbury Hospital and the Planned Care site to be at the Princess Royal Hospital. You can find out more about why this is our preferred option on page xx. Although we have a preferred option, we will not make any final decision until we have considered the views of everyone who responds to this consultation.

Listening to you

This consultation is the result of a huge amount of work which has been carried out by the NHS Future Fit programme. Future Fit was set up in 2013 in response to the Government's 'Call to Action' which asked NHS staff, patients, the public and politicians to come together and agree what changes are needed to make our local NHS services fit for the future.

From the beginning, Future Fit has been led by doctors, nurses and other healthcare staff – the people who deliver our services day in, day out. Many members of public across the county took part in our 'Call to Action' survey and events and accepted that there was a need to make big changes. They have since taken an active part in the design and development of the model of hospital care and been involved in the process we have gone through up to this point.

*Based on the number of patients attending Royal Shrewsbury Hospital and Princess Royal Hospital A&E departments during 2016-17

Over the last four years, we have listened to and involved thousands of local people, including NHS staff, patients and community groups. We have held a series of public

roadshows, focus groups, conducted surveys and delivered presentations to a wide range of audiences, from parish councils to senior citizen forums.

The key themes you told us you wanted were:

- Be 'joined up' and responsible for my care
- Help me understand and access urgent care services appropriately
- Assess and treat me promptly and in the right place
- Admit me to hospital only when necessary
- Make my stay in hospital short, safe and effective
- Try to care for me at home, even when I am ill

Thank you to everyone who has been involved so far. Together, we have developed a proposed model that we believe will deliver improvements to how we care for our patients and ensure that we maintain two vibrant hospitals. You can read more about how we have engaged with people on our website www.futurefit.org

Our proposed model has also undergone rigorous independent testing and scrutiny to ensure that it meets all the relevant standards. You can read more about this on our website www.nhsfuturefit.org

We want your views

As CCGs, we have a legal responsibility to involve you when we are considering making significant changes to our NHS services and we take that responsibility very seriously. We are planning to make considerable changes to our hospitals to improve patient care so it is vital that we get this right and your views will help us. Once a decision is made, nothing will happen overnight. It will take about five years from now for any change to be fully implemented and we will continue to involve patients and the public over the coming years.

We want as many people as possible to respond to this 14-week consultation by **[xxpm on xx February 2018]**. You can do this by completing our survey online at www.nhsfuturefit.org or completing a paper copy of the survey on page **xx** of this document. Please return your completed survey free of charge to the address on page 1 of this document. Throughout the consultation period, we will be holding a number of events where you can find out more about this consultation and share your views. For more information, including dates of events near you, please visit www.nhsfuturefit.org

[insert photos and signatures]

**Dr Jo Leahy, Clinical Chair
NHS Telford and Wrekin CCG**

**Dr Julian Povey, Clinical Chair
NHS Shropshire CCG**

Why change is needed

Providing high quality, safe services

The main reason we need to change our hospital services is to make sure high quality, safe services are provided for all patients for the long term. We want to make sure that, wherever possible, patients are seen by the right person at the right time in the right place. At the moment, we know that this is not always happening.

All our hospital staff work extremely hard to deliver the very best service to our patients across Shropshire, Telford & Wrekin and mid Wales. However, it is becoming more difficult to make sure that we have enough doctors, nurses and other healthcare staff to provide a 24-hours-a day, seven-days-a-week service at both our hospitals. Although a similar picture can be seen across the country, this problem has a greater impact in Shropshire and Telford & Wrekin. This is because we have two hospital sites that are less than 20 miles from each other that currently provide many of the same services.

We are finding it harder to recruit and keep the doctors and nurses that we need to care for patients at our two hospitals, particularly within our Accident and Emergency (A&E) departments and critical care services. Staff shortages have meant that our doctors have had to be on-call more often or work extra hours across two hospital sites in order to keep patients safe. We have also had to recruit temporary staff that are not as familiar with our hospitals and have therefore needed additional support.

All this has placed increasing pressure on our doctors and nurses who feel they cannot continue to work the amount of hours a week that they do now. It has led to some doctors leaving to take up jobs at other hospitals where they can enjoy a better balance between their work and their personal lives. **We believe that, by having a separate Planned Care site and Emergency Care site, it would attract more doctors and nurses to work at both our hospitals in the future.**

Did you know? We need 12 consultant doctors to run our two A&E departments. Currently we only have five consultants across both our A&E departments. They have to be on-call one full weekend, day and night, every month. This means they could be working 12 days in a row. Similar hospitals have enough consultants so they only need to be on call about four times a year.

We haven't successfully recruited a consultant to work in one of our A&E departments since 2012.

Another reason why change is needed is because our services have to fit in with the different way that doctors are now being trained. As new and more complex treatments and technologies have become available, a doctor's training has become more specialised. For example, 10 years ago, a surgeon would carry out a number of different types of surgery. Now, a junior doctor training to be a surgeon will choose a specialist field of surgery, for example breast surgery, and become an expert in that field.

It is proven nationally that having expert surgeons lead to better results for patients. This is obviously great news, however this means that our surgeons are unable to perform operations to the necessary standards in fields of surgery that are outside of their expertise. As a result, this makes it more difficult to always have the right number of expert surgeons at both our hospitals who can carry out emergency and planned operations. **Our proposed model of hospital care will help make sure that we have the right number of expert surgeons at both our hospitals to meet the needs of all our patients.**

Providing better care to our patients

Our doctors and nurses recognise situations every day where care would have been provided to a much higher standard if we had separate sites for emergency and planned care. **Research carried out by NHS England found that having a single Emergency Care site with a dedicated Emergency Department where specialist doctors treat the most serious cases is proven to be safer, provide better results for patients and reduce the amount of time they have to stay in hospital.**

Case study: Transforming emergency care in Northumbria

In 2015, Northumbria Healthcare NHS Foundation Trust opened England's first purpose-built, dedicated, specialist emergency care hospital. This transformed urgent care services across Northumbria and North Tyneside. A year later, they were one of only a handful of trusts nationally who met the four hour 95% performance standard in 2015/16.

At the same time, **having a single Planned Care site would mean that patients would not have to wait as long for their operation. Beds at the Planned Care site would be protected for planned operations. As a result we expect no operation to be cancelled because a bed is unavailable due to a patient being admitted in an emergency.** This is currently happening across our two hospitals because emergency patients have to take priority. Having a single Planned Care Site would also make sure that our doctors, nurses and other healthcare staff have the very best facilities and equipment available to them in one place.

Did you know? During 2016-17 approximately 450 operations at our two hospitals had to be cancelled at short notice as a bed was not available due to an emergency admission.

Changing the way we treat patients in an emergency

Across England, hospitals are transforming their urgent and emergency care services so that patients receive safer, faster and better care.

The existing model of A&Es is becoming outdated. At our two A&Es, we are treating patients with minor injuries, for example a sprained ankle, alongside those with a life-threatening illness, such as a stroke. **By creating a separate Emergency Care site with a dedicated Emergency Department and a 24-hour Urgent Care Centre at both hospital sites, patients would be safely and quickly seen in the right place by the right doctors, nurses and other healthcare professionals.**

Patients who have less serious conditions would be treated more quickly by doctors and nurses who would not have to leave them to attend to someone who is more poorly. Patients with more serious illnesses and injuries would be seen in an Emergency Department with a greater number of doctors and nurses with the specific training, expertise and experience that they need.

Having a separate Emergency Care Site would also mean we can provide a new, larger Ambulatory Emergency Care Unit. This is a way to assess and treat patients which we have introduced at our two hospitals. This unit allows some patients to be assessed, diagnosed and treated by our specialist teams and then go home the same day. We know that this model of care works. Preventing some patients from having to stay in hospital can have a positive effect on their health, especially the elderly. Lying in a hospital bed can make patients more weak and disorientated and slow down their recovery.

However, we are limited in our current buildings to deliver these services in the way we would like. **Our proposed model of hospital care would mean that more patients would benefit from a larger Ambulatory Emergency Care department. This would be located next to the Emergency Department on the Emergency Care site.**

Providing better facilities for patients

Both our existing hospital sites were built many years ago. Although we have invested in some new buildings in recent years, we now have many outdated areas that have become more difficult and more costly to look after. They do not provide the modern environment for delivering high quality services that our patients rightly expect and need. We know that building standards have now greatly improved and new hospitals are built to higher specifications that are based around the needs of the patient.

Our proposed model of hospital care would allow us to improve our existing buildings and create some new buildings. Facilities would be designed to meet the needs of all our patients, families and staff which would help to make sure that patients are kept as comfortable as possible during their stay in hospital. This includes wards with more space for patients, nurses and visitors and more single rooms with en-suite facilities, improving privacy and dignity for patients.

Our population is changing

Over half a million people across Shropshire, Telford & Wrekin, and around 70,000 people who live in mid Wales, use our two hospitals. This covers a very large geographical area of approximately 2,500 square miles.

Shropshire, Telford & Wrekin and mid Wales are three very different areas with different populations and therefore different health needs. There is also huge variation in where our communities live, ranging from areas of densely populated housing to sparsely populated rural villages.

We are also living longer which is great news but this means a growing number of people have more than one condition linked with old age, for example heart disease and dementia. There are also more people living with long-term health conditions, for example diabetes, or have more complex health needs that require regular hospital care. This puts greater demand on the NHS. **Our proposed model of hospital care has tried to consider the expected changes in our population over the coming years and look at how we provide the best care for everyone.**

Being more efficient with our resources

Although providing safe and high quality services for the future is the main reason for change, finances have to be taken into account. The health service in Shropshire, Telford & Wrekin has to live within its financial means. As CCGs, we must be able to afford the health services we want to buy for our patients. Equally, the provider of those health services, The Shrewsbury and Telford Hospital NHS Trust, has to be able to deliver these services at the price we can afford.

In the future, we need to be more efficient with our limited resources. We need to use our staff, technology and buildings in a way that benefits patients and their families most and we believe that our proposed model of hospital care does that. **By making these changes to our hospitals, we can be more efficient so our money goes further and our staff would be able to work more efficiently.**

You can read more about how we reached these two options on page **xx**.

Reducing the time people spend in hospital

This consultation focuses on making changes to our hospital services. However, it forms part of the wider work that our doctors and nurses are also leading on as part of our Sustainable Transformation Partnership (STP). This is a complex project which includes looking at ways we can reduce the number of times patients need to come to hospital. It also looks at how, through new technologies, we can treat and care for more patients at home or in a community setting. In addition, it involves developing neighbourhood-based plans where patients are seen and treated in their local community by medical, nursing and therapy teams. You can read more about our STP on our website www.nhsfuturefit.org

In summary, by making changes to our hospitals, we can make sure that:

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- our communities receive safer, high quality and sustainable hospital services
- patients receive the very best care in the right place at the right time
- patients receive their care within better facilities
- we can continue to have two vibrant hospitals in our county
- patients' operations are not cancelled due to an emergency admission
- we reduce waiting times for patients across both our hospitals
- we attract the very best doctors, nurses and other healthcare staff to work at our hospitals
- we have the right level of highly skilled doctors, nurses and other healthcare staff working across our two hospitals

DRAFT

The options we are asking your views on

Our proposed model is for one hospital to become an Emergency Care site and the other hospital to become a Planned Care site, with a 24-hour Urgent Care Centre at both hospitals. There are two options we are asking your views on:

Emergency care is unplanned care that patients receive in a life or limb-threatening situation.

Urgent care is care for illnesses and injuries that are not life or limb-threatening but require urgent attention.

Planned care is operations, procedures and appointments that are planned in advance.

Option 1:

**Emergency Care site is
Royal Shrewsbury Hospital, Shrewsbury**

**Planned Care site is
Princess Royal Hospital, Telford**

At the Royal Shrewsbury Hospital:

24-hour Emergency Department (ED)
Critical Care Unit
Ambulatory Emergency Care Unit (AEC)
Emergency surgery and medicine
Complex planned surgery
Women and children's consultant-led inpatient services

At the Princess Royal Hospital:

Planned inpatient surgery
Day case surgery
Endoscopy
Breast inpatient services
Medical wards

At both hospitals:

24-hour Urgent Care Centre
Adult and children's outpatient services
Day Case Renal Unit
Diagnostic services (tests)
Midwife-led unit
Antenatal Day Assessment Unit
Early Pregnancy Assessment Service (EPAS)
Maternity outpatients and scanning

This is our preferred option. You can read more about the reasons for this and how we reached this decision on page **xx**

Option 2:

**Emergency Care site is
Princess Royal Hospital, Telford**

**Planned Care site is
Royal Shrewsbury Hospital, Shrewsbury**

At the Princess Royal Hospital:

24-hour Emergency Department (ED)
Critical Care Unit
Ambulatory Emergency Care Unit (AEC)
Emergency surgery and medicine
Complex planned surgery
Women and children's consultant-led inpatient services

At the Royal Shrewsbury Hospital:

Planned inpatient surgery
Day case surgery
Endoscopy
Breast inpatient services
Medical wards

At both hospitals:

24-hour Urgent Care Centre
Adult and children's outpatient services
Day Case Renal Unit
Diagnostic services (tests)
Midwife-led unit
Antenatal Day Assessment Unit
Early Pregnancy Assessment Service (EPAS)
Maternity outpatients and scanning

What services would be provided at both hospital sites?

Whatever the outcome of this consultation, patients would continue to be able to have their outpatient appointments, tests and scans at both the Royal Shrewsbury Hospital and the Princess Royal Hospital in Telford. Both hospitals would also provide urgent care services, cancer services and most women and children's services.

24-hour Urgent Care Centres

New Urgent Care Centres would be based at both hospitals, providing care 24 hours a day, every day of the year for illnesses and injuries that are not life or limb-threatening but require urgent attention. They would be much larger than our existing Urgent Care Centres and be staffed by highly skilled Advanced Practitioners (senior health professionals) and GPs who are specifically trained to deliver urgent care for adults and children.

The centres would be organised so patients receive a quicker, more direct service from the moment they arrive. Outside the doors there will be patient drop-off areas and spaces for ambulances. Patients would be able to walk in (or carry in a child) at any time and be quickly assessed and treated for:

- ✓ a wide range of minor injuries and illnesses, such as a minor eye injury or chest infections
- ✓ a range of other accidents and illnesses that may currently be treated at an A&E department, for example, a suspected broken arm, minor burns and scalds, cuts that need stitches or a sporting injury

If a seriously ill patient went to an Urgent Care Centre, or in the unlikely event that a patient became critically unwell in the centre, they would be quickly assessed and cared for by skilled clinical staff. If needed, then they would be quickly and safely transferred to the Emergency Department at the Emergency Care site or out of the county to a trauma centre as they are now.

How different would the new Urgent Care Centres be?

- By opening 24 hours a day, the new centres will be able to treat most patients (over 60%) who currently attend to one of our existing A&E departments
- Patients would be able to access a range of tests, including x-rays and blood tests in one place
- Ambulances responding to 999 calls would take patients to their nearest 24-hour Urgent Care Centre if paramedics assessed that was the right place for them to be treated
- There would be improved facilities for children, including a dedicated children's waiting area and treatment rooms that are separate from the adult areas
- Both Urgent Care Centres would have access to mental health assessment rooms and the psychiatric liaison team 24 hours a day, every day
- Patients would be seen more quickly by staff that have the knowledge and experience to treat their illness or injury.

Women and Children's services

Most women and children would still receive care and treatment in the same place as they do now. The following women and children's services would be available at both sites:

- Midwife-led unit, including low-risk births and postnatal care
- Maternity outpatients including antenatal appointments and scanning
- Gynaecology outpatient appointments
- Early Pregnancy Assessment Service (EPAS)
- Antenatal Day Assessment
- Children's outpatient appointments
- Neonatal outpatient appointments

An independent clinical review has confirmed that women and children's consultant-led inpatient services (when women and children need to stay in hospital overnight or need specialist care) have to be based alongside the Emergency Department so that specialist doctors and services are on hand if needed.

Outpatient services

Most of our patients come into our hospitals to see their doctor, nurse or therapist in the Outpatients department. Under our proposed model, the vast majority of patients would continue to have their outpatient appointments at the same hospital they do now.

Tests (Diagnostics)

Many of our patients come into hospital because their GP or hospital doctor has asked that they have some tests so that the right decision can be made about what treatment they need. These tests can be a blood tests, x-ray or scans. The vast majority of our patients would continue to go to the hospital that is nearer to their home for these tests.

Emergency Care site: What services would be based there?

Patients with potential life or limb-threatening injuries or illnesses, such as a stroke, heart attack or severe blood loss, would be treated at the Emergency Care site. They would be taken there directly by paramedics in an ambulance or transferred immediately from one of our two new Urgent Care Centres.

Emergency Department (ED): A new purpose-built 24-hour single Emergency Department would deliver high quality, life-saving treatment to adults and children

Critical Care Unit: A state-of-the-art unit for patients who are critically unwell and need the highest level of care, such as life support

Ambulatory Emergency Care Unit: A large unit would be created for patients that need same-day emergency care where they can be assessed, diagnosed, treated and go home the same day

Emergency surgery: All patients that need an operation in an emergency would be treated on the Emergency Care site where a full surgical team would be available 24 hours a day, 7 days a week.

Emergency medicine: Inpatient beds would be available for patients with specialist health needs who need to stay in hospital overnight. This includes cardiology, stroke*, respiratory and acute medicine.

Complex Planned Surgery: Some patients may need to have their planned surgery on the Emergency Care site. This may be because the operation is complex or they have a condition that may need the support of the critical care team.

24-hour Urgent Care Centre: A new centre would be provided at both hospital sites for patients that have an injury or illness that is not life or limb-threatening but requires urgent care. Over 60% of the patients that currently attend our two A&Es would be treated in these centres

Outpatient Department: Outpatient appointments for adults and children, including a Fracture Clinic, would take place at both hospital sites

Tests (diagnostics): Tests such as x-ray, ultrasound, CT and MRI scanning would take place at both hospital sites

Day Case Renal Unit: Kidney dialysis treatment would be available for patients at both sites

Women and children's consultant-led inpatient services [separate box]:

All women and children's consultant-led inpatient services would take place at the Emergency Care site. This includes:

* See page xx for more information about stroke services

Consultant-led Maternity and Neonatal Services: Inpatient facilities would be provided for pregnant women who need consultant-led care. This includes antenatal and postnatal wards, delivery suites and a neonatal intensive care unit

Children's inpatient services: Children's inpatient services (if a child has to stay in hospital overnight) would take place here. The children's ward cares for children with serious illness and complex problems who need care from specialist children's doctors and nurses. This includes children's surgery and children's cancer and haematology

At both sites

Midwife-led Unit: Midwife-led services for pregnant women and their babies would be provided at both sites. This includes low-risk births and postnatal care

Maternity outpatients and scanning: Pregnant women would be able to access outpatient appointments and scanning at both sites

Early Pregnancy Assessment Services (EPAS): Care for women with complications in early pregnancy up to 16 weeks gestation would be provided at both sites

Women's services: Gynaecology outpatient appointments and day case surgery would take place at both hospitals

Children's outpatients: Children's outpatient appointments would take place at both hospital sites

New model of Emergency Care [separate box]

Our new model of Emergency Care would mean that, in a life or limb-threatening emergency, patients from across Shropshire, Telford & Wrekin and mid Wales would be treated in one place. Here, you would receive 24-hours-a-day, seven-days-a-week care from specialist emergency doctors, resulting in faster diagnosis, earlier treatment and improved clinical outcomes.

Similar to our existing A&E departments, you would be able to drive (or be driven) straight to the Emergency Department or be brought via ambulance. These facilities would be designed to support our doctors, nurses and other healthcare professionals in delivering the best possible clinical care. As soon you arrive, you would be assessed by our medical teams who would decide on the best place for your care. If doctors decide that you do not need emergency care then you would be directed to the 24-hour Urgent Care Centre which would be based alongside the Emergency Department.

If necessary, you would receive emergency care and treatment in the Emergency Department and may need to stay in hospital overnight. If, after a few days of an emergency stay in hospital, the doctors and nurses looking after you decide you need ongoing hospital care, then you may be transferred to the Planned Care site. Our aim for patients is that they receive any ongoing care closer to their home. Wherever possible, if a patient lives nearer to the Emergency Care site, they will remain there for their ongoing care.

Having a dedicated Emergency Care site would mean that:

- ✓ patients would have full and immediate access to a variety of specialist doctors and nurses 24 hours a day, seven days a week
- ✓ we would continue to be a part of a network for trauma care with links to the trauma centres at Stoke-on-Trent and Birmingham
- ✓ we would have a separate Emergency Ambulatory Care Unit where some patients who need emergency care can be assessed, observed, treated and discharged the same day, avoiding the need to stay in hospital overnight
- ✓ all of our consultants and specialist teams needed in an emergency would be located on one site, working together and learning from each other on a daily basis.

Planned Care site: What would be based there?

Adults who have a planned operation as a day-case or as an inpatient will go to the Planned Care site.

24-hour Urgent Care Centre: A new centre would be provided at both hospital sites for patients that have an injury or illness that is not life or limb-threatening but requires urgent care

Planned inpatient surgery: The majority of planned operations where adult patients have to stay in hospital overnight will take place here, such as orthopaedic surgery. (Complex planned surgery would take place on the Emergency Care site)

Day case surgery: Patients requiring surgery that don't need to stay in hospital overnight would be cared for on a Day Case Unit on the Planned Care site

Endoscopy: A new endoscopy facility would be built for day-case patients who require this procedure

Medical wards: Medical beds would be provided for patients who need ongoing hospital care following their treatment on the Emergency Care site, wherever possible

Outpatient Department: Outpatient appointments for adults and children, including a Fracture Clinic, would take place at both hospital sites

Tests (diagnostics): Tests such as x-ray, ultrasound, CT and MRI scanning would take place at both sites

Day Case Renal Unit: Kidney dialysis treatment would be available for patients at both sites

Breast inpatient services: Tests, treatment and care would be provided by a dedicated team in a specialist facility. Outpatient appointments and scans would continue to take place at both hospitals

Women and Children's Services:

Most women and children would continue to be able to go to their local hospital for the care and treatment they need. This includes:

Midwife-led Unit: Midwife-led services for pregnant women and their babies would be provided at both sites. This includes low-risk births and postnatal care

Maternity outpatients: Pregnant women would be able to access outpatient appointments and scanning at both sites

Early Pregnancy Assessment Services (EPAS): Care for women with complications in early pregnancy up to 16 weeks would be provided at both sites

Children's outpatients: Children's outpatient appointments would take place at both hospital sites

Women's services: Gynaecology outpatient appointments and day case surgery would take place at both hospitals

Having a dedicated Planned Care site would mean that:

- ✓ planned surgery would not be cancelled due to an emergency admission
- ✓ most planned surgeries would take place on one site separate from emergency patients. This would help to reduce the risk of patients getting an infection
- ✓ following a patient's operation, they will be cared for by a specialist team of health professionals in a dedicated surgical ward
- ✓ doctors and nurses delivering planned care will be brought together in one place, enabling them to learn from each other and provide an improved service

What does this mean for you and your family

This table explains where you would go to receive the care you need in different situations, under Option 1 and Option 2:

Situation	Where can I go for the care and treatment me or my family needs?			
	OPTION 1		OPTION 2	
	Shrewsbury is Emergency Care site	Telford is Planned Care site	Telford is Emergency Care site	Shrewsbury is Planned Care site
My 11 year old son has fallen off his bike and has a swollen ankle	√	√	√	√
My adult sister has an outpatient appointment	√	√	√	√
My child is having chemotherapy treatment	√	x	√	x
I need to have an x-ray	√	√	√	√
My grandma has to have a scan	√	√	√	√
My husband has an infection and needs to stay in hospital overnight	√	x	√	x
My mum needs to have day-case surgery	x (high risk only)	√	x (high risk only)	√
I am booked in to have an operation	x (high risk only)	√	x (high risk only)	√
My wife is having a consultant-led delivery	√	x	√	x
My adult brother has had a severe allergic reaction and needs life support	√	x	√	x
My child is poorly and needs to stay in hospital overnight	√	x	√	x
I have a scan booked in with my midwife	√	√	√	√
My neighbour has been involved in a serious car accident and has severe head and leg injuries	x Transferred to Trauma Centre	x Transferred to Trauma Centre	x Transferred to Trauma Centre	x Transferred to Trauma Centre

	out of county (as now)	out of county (as now)	out of county (as now)	out of county (as now)
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What impact do these changes have on patient choice?

- Many services will remain at both hospital sites, for example urgent care services, adult and children's outpatients, tests, midwife-led units, antenatal and postnatal care and some gynaecology procedures.
- Some services are currently only available at one of the two hospital sites, for example acute surgery, acute Stroke, and children's inpatients
- Some patients currently travel outside of our county to receive specialist care, for example major trauma and some cancer care
- Almost 80% of patients would continue to go to same hospital as they do now for emergency and urgent care
- The out-of-hospital care strategies that are being developed through neighbourhoods will offer patients more care closer to home and greater choice
- Any change to hospital services would mean that some patients have to travel further, however we have to prioritise delivering safe, high quality and sustainable hospital services

Our preferred option

[insert map of Shropshire, Telford & Wrekin and mid Wales with location of hospitals]

Having the Emergency Care site at the Royal Shrewsbury Hospital and the Planned Care site at the Princess Royal Hospital is the CCGs' preferred option.

Our analysis shows that both options 1 and 2 would provide better care for our patients compared to what they have now. Choosing a preferred option has been a very difficult decision. The decision was reached following lots of discussion and careful consideration of the results of the financial and non-financial analysis, along with the findings of several independent reports. You can read more about the results of our financial and non-financial analysis on page xx.

The main reasons for Option 1 being our preferred option are explained here:

Having the Emergency Care Site at the Royal Shrewsbury Hospital would mean it can continue to be a Trauma Unit

When deciding on our preferred option, we had to consider what this would mean to patients who suffer a major trauma and need life-saving emergency care. A major trauma is defined as serious injuries that are life changing and could result in death or severe disability. This includes serious head injuries, severe wounds or multiple fractures. In these life-threatening situations, paramedics quickly assess the severity of a patient's condition and decide on the best place for them to receive emergency care.

At the moment, if a patient suffers a major trauma in Shropshire, Telford & Wrekin or mid Wales, they may be taken to the Royal Shrewsbury Hospital, as this is our local Trauma Unit. The most severely injured patients are taken straight to a Major Trauma Centre out of county, such as the University Hospitals of North Midlands in Stoke-on-Trent, the Queen Elizabeth Hospital in Birmingham or Birmingham Children's Hospital. Some patients are taken to Shrewsbury first to be stabilised before being transferred to a Major Trauma Centre.

A National Trauma Network decides which A&E departments should be Trauma Units or larger, more specialist Trauma Centres. Not all A&E departments are Trauma Units. To decide where Trauma Units and Centres should be located, the Network looks at how far people have to travel. Trauma units are located as evenly as possible across the country to make sure that most patients live within a safe distance. In deciding the location of a Trauma Unit within our county, the Network looked at where patients that use both our hospitals live and where other Trauma Units are based, the nearest being Wolverhampton. The Network decided that Shrewsbury offers the best geographical cover for patients in Shropshire, Telford & Wrekin and mid Wales.

We have asked the views of North West Midlands and North Wales Trauma Network whose role is to coordinate trauma care services across our region. Their view is that the location of the Trauma Unit should continue to be the Royal Shrewsbury Hospital, for the reasons explained above, and therefore this has to be the Emergency Care site. The Trauma Network has been clear to us that it believes that if the Trauma Unit was at

Telford, there would be an increased risk of death or disability for some patients from mid Wales due to the additional travel times.

Having the Emergency Care site at Shrewsbury would mean fewer people would have to travel further for emergency care.

We recognise that any option we choose would mean that some people would have to travel further for their emergency care.

Information on current and future projected time-critical journeys from the West Midlands and Welsh Ambulance Services has also helped us to make a decision on our preferred option. Time-critical journeys are defined as when a patient's condition is considered to be life-threatening and they need emergency care.

Our preferred option of the Emergency Care site being based at Shrewsbury would mean that fewer people would have longer time-critical journeys. More people would be disadvantaged under Option 2 (if the Emergency Care site was based at Telford) as they would have to travel further to access emergency services. This includes communities across Oswestry, South Shropshire and mid Wales.

Both options would mean that overall, average journey times would slightly increase for patients. However, for patients who are already travelling longer distances in ambulances to a hospital, i.e. up to an hour, they would have to travel even further under Option 2.

We have an older population, especially in Shropshire and mid Wales

We know that older people use emergency hospital services more than any other age group. They are more likely to have an underlying health condition, experience a longer stay in hospital and be referred on for further stay rather than return home. More than a quarter (27.5%) of all emergency admissions at our two hospitals are people aged 60 and over [IIA 2016]. Those over 75 are the most likely of any age group to use emergency services.

The majority of our older population live in Shropshire and mid Wales and these numbers are growing at a faster rate than across Telford & Wrekin. Population projections estimate that by 2036, people aged 70 and over will account for 25% of the population of Shropshire and 29% in mid Wales. This has been another factor in deciding our preferred option to have the Emergency Care site at Shrewsbury.

Option 1 offers the best value for money over the long term

We have ageing buildings across our two hospitals with some dating back to the 1960s. We recognise that, in order to continue to have two vibrant hospitals, we need to invest in our buildings. A survey on the condition of the buildings at each site showed that a significant amount did not meet satisfactory standards and a substantial number of areas were found to be unacceptable, particularly at Shrewsbury. In the overall economic analysis of the options, which combines the result of the non-financial and financial appraisal, it is estimated that Option 1 would offer the best value for money

over the long term. You can read more about how we reached our preferred option on page xx.

[separate box]

Impact on Planned Care

In our lifetime, most of us will access hospital services for planned operations and procedures more often than emergency care. Under our preferred option, most people (75%) would be able to access non-complex planned care by car within 30 minutes. We recognise that, by having the Planned Care site at Telford, some people would have to travel further for their planned care, however these are not time-critical journeys. During the consultation, we will listen to your suggestions on how we could help with travelling to our hospitals. You can read more about this on page xx.

Impact on Women and Children's Services

[awaiting narrative/ figures here]

What our preferred option (Option 1) would mean for you and your family

Situation	I live nearer to the Princess Royal Hospital	I live nearer to the Royal Shrewsbury Hospital	I live in the mid Wales area
<p>I need emergency care - I have a life or limb-threatening illness or injury</p> <p>For example, I am having a suspected heart attack, I have severe stomach pain or severe blood loss</p>	<p>I would go to the new Emergency Department at the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, almost 120,000 people attended one of our A&Es</i></p> <p>Depending on your condition, this could be a change to where you go now. You should receive safer, faster, better care.</p> <p>This is because patients with illnesses and injuries that are not life or limb-threatening would go to a 24-hour Urgent Care Centre.</p>	<p>I would go to the new Emergency Department at the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, almost 120,000 people attended one of our A&Es</i></p> <p>Depending on your condition, this could be a change to where you go now. You should receive safer, faster, better care.</p> <p>This is because patients with illnesses and injuries that are not life or limb-threatening would go to a 24-hour Urgent Care Centre.</p>	<p>I would go to the new Emergency Department at the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, almost 120,000 people attended one of our A&Es</i></p> <p>Depending on your condition, this could be a change to where you go now. You should receive safer, faster, better care.</p> <p>This is because patients with illnesses and injuries that are not life or limb-threatening would go to a 24-hour Urgent Care Centre.</p>
<p>I need urgent care - I have an illness or injury that is not life or limb-threatening but requires urgent attention</p> <p>For example, I have a scald, a suspected fracture or a chest infection</p>	<p>I would go to the 24-hour Urgent Care Centre at the Princess Royal Hospital</p> <p><i>Over 60% of patients (more than 72,000) that currently attend our A&Es could be treated at our new 24-hour urgent care centres at either hospital</i></p> <p>There would be no change to where you go now but you should be seen quicker. This is because patients with more serious conditions would go to the Emergency Department at the Royal Shrewsbury</p>	<p>I would go to the 24-hour Urgent Care Centre at the Royal Shrewsbury Hospital</p> <p><i>Over 60% of patients (more than 72,000) that currently attend our A&Es could be treated at our new 24-hour urgent care centres at either hospital</i></p> <p>There would be no change to where you go now but you should be seen quicker. This is because patients with more serious conditions would go to the Emergency Department at</p>	<p>I would go to the 24-hour Urgent Care Centre at the Royal Shrewsbury Hospital</p> <p><i>Over 60% of patients (more than 72,000) that currently attend our A&Es could be treated at our new 24-hour urgent care centres at either hospital</i></p> <p>There would be no change to where you go now but you should be seen quicker. This is because patients with more serious conditions would go to the Emergency Department at</p>

	Hospital.	the Royal Shrewsbury Hospital.	the Royal Shrewsbury Hospital.
<p>I need planned care</p> <p>For example, I have a planned operation</p>	<p>Most patients would go to the Princess Royal Hospital</p> <p><i>During 2016-17, 52,000 had a planned operation at one of our hospitals</i></p> <p>There would be no change to location for most patients. You would go to the Royal Shrewsbury Hospital if you are having a complex planned operation or have a condition that may need the support of the critical care team.</p> <p>My operation won't be cancelled because of a lack of beds due to an emergency admission</p>	<p>Most patients would go to the Princess Royal Hospital</p> <p><i>During 2016-17, 52,000 had a planned operation at one of our hospitals</i></p> <p>There would be no change to location for most patients. You would go to the Royal Shrewsbury Hospital if you are having a complex planned operation or have a condition that may need the support of the critical care team.</p> <p>My operation won't be cancelled because of a lack of beds due to an emergency admission</p>	<p>Most patients would go to the Princess Royal Hospital</p> <p><i>During 2016-17, 52,000 had a planned operation at one of our hospitals</i></p> <p>There would be no change to location for most patients. You would go to the Royal Shrewsbury Hospital if you are having a complex planned operation or have a condition that may need the support of the critical care team.</p> <p>My operation won't be cancelled because of a lack of beds due to an emergency admission</p>
<p>I have an outpatient appointment</p>	<p>Outpatient appointments are carried out at both our hospitals.</p> <p><i>During 2016-17, there were 436,000 outpatient appointments at our two hospitals</i></p> <p>There is no change to location. You would continue to go to the same place as you do now</p>	<p>Outpatient appointments are carried out at both our hospitals.</p> <p><i>During 2016-17, there were 436,000 outpatient appointments at our two hospitals</i></p> <p>There is no change to location. You would continue to go to the same place as you do now</p>	<p>Outpatient appointments are carried out at both our hospitals.</p> <p><i>During 2016-17, there were 436,000 outpatient appointments at our two hospitals</i></p> <p>There is no change to location. You would continue to go to the same place as you do now</p>
<p>My child is poorly and needs to stay in hospital overnight</p>	<p>They would go to the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, 3,775 children had an overnight stay at the</i></p>	<p>They would go to the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, 3,775 children had an overnight stay at the</i></p>	<p>They would go to the Royal Shrewsbury Hospital</p> <p><i>During 2016-17, 3,775 children had an overnight stay at the</i></p>

	Princess Royal Hospital	Princess Royal Hospital	Princess Royal Hospital
	This is a change to where your child goes now	This is a change to where your child goes now	This is a change to where your child goes now
My child is having chemotherapy treatment	They would go to the Royal Shrewsbury Hospital <i>During 2016-17, 170 children received care at the children's cancer unit at Telford</i> This is a change to where your child goes now	They would go to the Royal Shrewsbury Hospital <i>During 2016-17, 170 children received care at the children's cancer unit at Telford</i> This is a change to where your child goes now	They would go to the Royal Shrewsbury Hospital <i>During 2016-17, 170 children received care at the children's cancer unit at Telford</i> This is a change to where your child goes now
I am pregnant and have a scan booked with my midwife	I would go to my nearest midwife-led unit <i>During 2016-17, 20,695 women had a maternity scan at one of our midwife-led units</i> <i>During 2016-17, 644 women gave birth in one of our midwife-led units</i> There is no change to location	I would go to my nearest midwife-led unit <i>During 2016-17, 20,695 women had a maternity scan at one of our midwife-led units</i> <i>During 2016-17, 644 women gave birth in one of our midwife-led units</i> There is no change to location	I would go to my nearest midwife-led unit <i>During 2016-17, 20,695 women had a maternity scan at one of our midwife-led units</i> <i>During 2016-17, 644 women gave birth in one of our midwife-led units</i> There is no change to location
I am having a consultant-led birth	I would go to the Royal Shrewsbury Hospital <i>During 2016-17, 4,194 women had a consultant-led birth at the Women and Children's Centre at Princess Royal Hospital</i> This is a change to where you would go now	I would go to the Royal Shrewsbury Hospital <i>During 2016-17, 4,194 women had a consultant-led birth at the Women and Children's Centre at Princess Royal Hospital</i> This is a change to where you would go now	I would go to the Royal Shrewsbury Hospital <i>During 2016-17, 4,194 women had a consultant-led birth at the Women and Children's Centre at Princess Royal Hospital</i> This is a change to where you would go now

Other hospital services

Stroke Services

Prior to summer 2013, stroke services were provided at both our hospitals. In response to short-term staffing challenges during summer 2013, The Shrewsbury and Telford Hospital NHS Trust acted promptly to secure safe, dignified stroke services for our patients and communities. This included the decision to bring together hyper acute and acute stroke services to create one stroke service at the Princess Royal Hospital in Telford. Here, patients are assessed immediately by specialist stroke medical teams who have fast access to specialist treatment, scans and tests. Telford was chosen as the location for a single-site stroke service because it offered the best facilities and staffing model at that time.

Creating a single stroke unit at Telford has meant that some patients have to travel further in an ambulance, for example from across Shropshire and mid Wales. However, research shows that stroke patients are more likely to have a better outcome if they receive care and treatment in a dedicated hyper-acute stroke unit. Whilst we know we still need to improve, we are able to provide a safer service on one site than we could if acute stroke care was split over two sites.

Stroke is a life-threatening emergency and so it is vital that our stroke unit is based alongside the Emergency Department. It therefore has to be on the Emergency Care site. Option 1 would mean this service moves from Telford to Shrewsbury.

The agreed long term vision for stroke services is to continue to have a single site for hyper acute and stroke services. The location of a future single-site stroke service therefore forms part of this consultation.

Adult Cancer Day Services

Currently adult cancer day services are provided at the Lingen Davies Cancer Centre at the Royal Shrewsbury Hospital. We know that patients want to receive their chemotherapy nearer to home and at the moment, some adult patients have to travel further for their treatment.

Our proposed model of hospital care does not include adult cancer day services so we are not asking for your views on the location of adult cancer day services as part of this consultation.

However, there are separate plans outside of this consultation to provide some adult cancer day services at the Princess Royal Hospital. This would mean that adult patients could have their chemotherapy treatment at either Shrewsbury or Telford. The costs for this will be raised through charitable fundraising. Unfortunately, it will not be possible to provide radiotherapy treatment at the Princess Royal Hospital so patients will continue to receive this at the Cancer Centre at the Royal Shrewsbury Hospital. This is because of the specialist team, equipment and buildings that are needed to provide radiotherapy.

Travelling to our hospitals

Our two hospitals cover a very large geographical area, from Oswestry and Market Drayton in the north to Cleobury Mortimer and Clun in the south; Welshpool and Llanidloes in the west and Bridgnorth and Newport in the east. We recognise that any change to our hospital services would have an impact on travel for our staff, patients and visitors. Although you have told us that you want the best possible care when you have to go to hospital, we also understand that travel and transport will be an important factor for you and your family.

Whatever the final decision, the majority of patients would continue to go to the same hospital as they do now. However it will mean that some people will have to travel shorter distances and some will have to travel further for their care.

Travelling to hospital in an emergency

National research tells us that, even in an emergency, for the majority of patients it is better to travel further to receive the right care to be treated by specialist doctors. Some people in our county are already travelling to a hospital outside Shropshire that is further from them to receive specialist care. An example of this is patients who need heart surgery, who are routinely treated at the University Hospitals of North Midlands in Stoke-on-Trent. Similarly, our ambulances are also taking people from across the county who have had a stroke and need specialist care to the Stroke Unit at the Princess Royal Hospital in Telford.

We are working with West Midlands and Welsh Ambulance Services to understand the impact that both options would have on local ambulance services. This work will help with the next phase of decision-making once the outcome of this consultation is decided.

Did you know? During 2016-17, more than 33,000 patients were brought by ambulance to the A&E departments at Royal Shrewsbury Hospital and Princess Royal Hospital. Approximately 35% of these patients did not need A&E and could be treated at one of our 24-hour Urgent Care Centres in the future.

Improving car parking and travelling to our hospitals

In 2016, The Shrewsbury and Telford Hospital NHS Trust asked independent experts to carry out a transport study which looked at travel and parking at our two hospitals. As a result of this study, a number of recommendations were put forward:

- Providing additional parking facilities at both hospitals
- Working with partner organisations to improve cycle paths, way-finding and facilities for cyclists
- Set up a Travel and Transport group to look at this work in more detail.

There will be opportunities for patients, families and staff to get involved in this in the future. You can read the full study at www.nhsfuturefit.org

How our doctors, nurses and other staff, and patients have been involved

We know that a wide range of people have an interest in local health services and want to have their say and help us make any changes. Over the last four years, we have made every effort to listen to and involve as many people as possible. We have held a number of events across Shropshire, Telford & Wrekin and mid Wales and talked to thousands of patients, families, community groups, NHS staff and the wider public. We have asked your views and suggestions on how we can improve our hospitals and the care you receive from them. This has included hosting focus groups, conducting surveys, giving talks to various groups and holding roadshows.

We have also made special efforts to meet with and listen to seldom heard groups. This includes traveller communities, homeless people, people with disabilities, the Lesbian, Gay, Bisexual and Transgender (LGBT) community, people with mental health issues, Black Minority Ethnic (BME) communities and people who live in our more rural areas. You can find more on our engagement process on our website: www.nhsfuturefit.org

Listening to you

Initially, the idea was for around 90% of services to be delivered at one hospital site and 10% of services at the other hospital site. We listened to people telling us they wanted to keep services at their local hospital and as a result, we changed our thinking so we would have a more equal number of services across our two hospital sites and, where possible, provide care closer to patients' homes.

How we arrived at the two options we are asking your views on



Having listened to the views and ideas of everyone, our doctors, nurses and other healthcare staff initially considered more than 40 potential ideas on how we might change our hospital services. Over time these 40 ideas were narrowed down to four options. These were:

Option A: Do nothing

Option B (now known as Option 2): Emergency Care at the Princess Royal Hospital and Planned Care at the Royal Shrewsbury Hospital

Option C1 (now known as Option 1): Emergency Care at the Royal Shrewsbury Hospital and Planned Care at the Princess Royal Hospital

Option C2: Emergency Care at The Royal Shrewsbury Hospital and Planned Care at The Princess Royal Hospital with women and children's inpatient services retained at the Princess Royal Hospital.

Reaching two options

We reached the two options we are consulting on following a robust and thorough appraisal process.

In September 2016, an Options Appraisal workshop took place which invited representatives from over 50 stakeholder organisations from across Shropshire, Telford

& Wrekin and mid Wales to form a panel. This included people from Shropshire and Telford & Wrekin CCGs, The Shrewsbury and Telford Hospital NHS Trust, Powys Teaching Health Board, Shropshire and Telford & Wrekin Councils, Powys Community Health Council (CHC), the Welsh and West Midlands Ambulance Services, NHS England, patient groups and Healthwatch.

Non-financial appraisal

This appraisal looked at the non-financial impact each option would have on four key criteria:

1. Accessibility – this looked at travel time for the majority of people accessing planned, emergency and urgent care
2. Quality – this was about examining quality, safety and patient experience, including critical journey times for life-threatening conditions
3. Workforce – this examined staff shortages and our ability to recruit doctors, nurses and other healthcare staff
4. Deliverability – this looked in detail at the estates work needed to deliver the new buildings and the timescales required. It also took into account the results of a telephone survey which asked people's views on how acceptable each option would be

Panel members were asked to decide on the relative importance of each criteria and give them a weighting out of a hundred. Quality (incorporating safety and patient experience) was ranked the highest, followed by Workforce, Accessibility and Deliverability. This order of rating supported the results of a telephone survey.

Each member of the panel was given a range of information and evidence for each criteria before being asked to score each option. As you can see from the table below, Option C1 received the highest scores on all four criteria and was therefore ranked first:

Criteria	Agreed weighting	Total weighted scores			
		Option A	Option B	Option C1*	Option C2
Accessibility	25.1% (3)	59.8	45.2	65.1	47.7
Quality	31.2% (1)	39.0	65.0	91.5	24.7
Workforce	27.3% (2)	26.0	67.0	76.8	26.2
Deliverability	16.3% (4)	19.6	40.5	42.4	22.2
	100%	144.4	217.6	275.8	120.8
	RANK	3	2	1	4

*Option C1 is the preferred option

Financial appraisal

The four shortlisted options have been fully evaluated in line with the requirements of the Department of Health Business Case Guidance and the HM Treasury to see which option represents the best value for money.

The financial appraisal looked at capital costs, i.e. the money we would need to build any new facilities. Option C1 has a projected capital cost of £312 million and Option B has a projected capital cost of £250 million. It also looked at the revenue costs, i.e. the costs needed to pay back the money we will borrow and the running costs for staff and buildings.

As a result of the financial appraisal, Option B ranked first by a margin of 0.8%. In monetary terms, this equates to a difference in equivalent annual cost (£2.7 million) over a 60 year period.

In the overall economic analysis, which combines the result of the non-financial and financial appraisal, Option 1 appeared to be the option that offers the best value for money over the long term.

As a result of this appraisal process, Option A and C2 scored the lowest.

Final decision on the options we are asking your views on

The Future Fit Programme Board in November 2016 decided that Option A (doing nothing) could not be an option because it was considered neither safe nor sustainable to continue as we are now (you can read more about the reasons why we need to change our hospital services on page **x**). Option C2 was also discounted for clinical safety reasons. Independent clinical reviews confirmed that women and children's inpatient services have to be based alongside emergency care.

The Programme Board recommended to the Future Fit Joint Committee of the Shropshire and Telford & Wrekin CCGs that we should hold a public consultation which asks for people's views on the two remaining options. These are Option B (now referred to in this consultation as Option 2) and Option C1 (now referred to in this consultation as Option 1).

In July 2017, the Programme Board confirmed its preferred option which was then agreed unanimously by the Joint Committee in August 2017. You can read more about why this is our preferred option on page **xx**.

More information on all of the options we considered, supporting evidence and the appraisal report can be found on our website: nhsfuturefit.org.

The assurance process we have followed

Since 2013 and throughout the Future Fit process, we have and continue to follow a robust assurance process. We have followed English and Welsh guidance and legislation to ensure that we engage with local people in the right way, at the right time.

We have involved patient representatives, voluntary and community sector organisations, Shropshire and Telford & Wrekin Healthwatch organisations and Powys Community Health Council in forming and developing our proposals and plans. This is in addition to the extensive work we have carried out with local GPs and clinicians to ensure the model of care we will adopt meets the needs of local people, both now and in the future.

To help us write this consultation document, we formed a reading group of patients from Shropshire, Telford & Wrekin and mid Wales. They have helped us decide what to include and how it should be written. They have also advised us on how we should consult with local people, including what methods we use and where we should hold and attend meetings.

Working with the Consultation Institute

Our activity has been informed by advice from the Consultation Institute (tCI), a nationally recognised, independent, not-for-profit, best practice institute. TCI promotes high-quality public and stakeholder consultation in the public, private and voluntary sectors. Representatives from tCI have taken on the role of quality assuring the formal public consultation. This involves a six-stage process:

- Scoping
- Project plan
- Documentation
- Mid-term review
- Closing date review
- Final report

As part of this process, tCI has offered guidance to make sure we are meeting the 'four tests' for reconfiguration, namely:

1. Strong public and patient engagement
2. Appropriate availability of choice
3. Clear, clinical evidence base
4. Clinical support

We are also mindful of the 'fifth' test introduced in 2017, which looks at patient care for any expected hospital bed closures.

TCI has provided feedback about this document to make sure local people have the information they need to make an informed decision. Half way through the formal consultation period, tCI will review how well we have engaged so far, making sure we are reaching the right people and providing the best opportunities for people to have

their say. This will allow us to make changes to our activity if necessary, to make sure that at the end of the consultation everyone has had a chance to be involved. At the end of the consultation, tCI will carry out an independent review of the process and provide a final report that will summarise how our activity has met its rigorous assessment.

Scrutiny from health bodies

In developing proposals and plans, our activity has been scrutinised by Powys Community Health Council and the Joint Health Overview and Scrutiny Committee of Shropshire and Telford & Wrekin councils. It has also been subject to a formal assurance process by NHS England. All organisations have provided challenge to our decision-making and the development of our business cases which support the need for change, the proposed model and the options which we are now consulting on. In addition, an Independent Review, conducted in summer 2017, looked back at all of our activity to date.

More information about the assurance and scrutiny processes, including the Independent Review can be found on our website at: www.nhsfuturefit.org

Ensuring equality

From the beginning of the Future Fit programme and up until this consultation period, we have tried to be as inclusive as possible. Our aim has always been that any proposals do not have an unfair impact on any particular person or group of people, regardless of their age, gender, ethnicity, any disability they may have, or any other minority characteristic.

Integrated Impact Assessments

We have undertaken two Integrated Impact assessments (IIAs). These assess the potential impacts and equality effects of the broader proposals and also any potential move of some of the women's and children's services from Telford to Shrewsbury. The IIAs followed a three-stage process:

- Scoping and listing out all potential impacts
- Assessing key impacts
- Assessing equality effects including those identified as having protected characteristics under The Equality Act (2010).

We have worked alongside partners in Shropshire, Telford & Wrekin and mid Wales in designing and delivering our engagement activities. We have undertaken specific areas of work to involve seldom heard groups, including the nine characteristics that the Equality Act protects. This activity has been shared with everyone who has been involved in deciding which options we should take forward to a formal public consultation. This work has helped these decision makers by giving them better information on how they can promote and protect the wellbeing of our local communities.

Gathering a wide range of views on this consultation

We want to make sure that a wide range of people from across Shropshire, Telford & Wrekin and mid Wales have the opportunity to have their say on our proposed model of care and the two options. Throughout the consultation period, we will continue to work alongside our partners in Shropshire, Telford & Wrekin and mid Wales to help make sure that we are involving protected groups. We will make any adjustments and arrangements necessary to enable protected groups to participate fully in the consultation process.

This document is available in Welsh, in an Easyread format and also as a Word document for use with screen readers. On request we will translate this document into another language and/ or provide interpreters or British Sign Language (BSL) interpreters at events.

Our consultation survey on page **xx** asks respondents for information about themselves so that we can monitor and make sure we have gathered a diverse range of feedback. Halfway through the consultation, independent consultation experts, The Consultation Institute, will review the responses we have had to our survey so far and identify any gaps where we have not yet heard from certain groups of people or areas within our

population. Where necessary, we will update our engagement plan and make extra efforts to reach out to these communities. At the end of the consultation period, all feedback will be analysed by an independent company. This analysis will consider if any groups have responded significantly differently to the consultation or whether any trends have emerged which need to be addressed in the future.

You can find more information about how we have engaged with people, including how we are meeting our legal duty to involve all sections of society, on our website: www.nhsfuturefit.org

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What is not covered in this consultation

This public consultation is about the services delivered at the Royal Shrewsbury Hospital and the Princess Royal Hospital. This consultation does not ask you about community hospitals, midwife led units or any community services.

Alongside this consultation, we are working with patients, carers, members of the public and the voluntary sector to look at ways in which we can improve our local health services. This work is part of the Shropshire and Telford & Wrekin Sustainability and Transformation Partnership (STP) and includes making it easier for people to see a GP, speeding up cancer diagnoses and treating people more closer to home.

You can read more about these plans on our website www.nhsfuturefit.org

How you can get involved

Thank you for taking the time to read this document. We now want to hear your views and there are lots of ways you can do this:

Fill out our survey – on our website www.nhsfuturefit.org or on page xx of this document

Attend an event: From xx October 2017 to xx February 2018 we will be holding public meetings and attending events and meetings organised by individuals and organisations across the county. We will be publicising where you can come and talk to us on our website and in the local papers and on local radio.

Write to us:

You can write to us at: Future Fit Programme Office
Oak Lodge
William Farr House
Mytton Oak Road
Shrewsbury SY3 8XL

Email us: nhsfuturefit@nhs.net

Call us: 0300 3000 903 (24-hour answermachine)

Follow us on Twitter: @NHSFutureFit #myfuturefit

What happens next?

Your views will help us to make decisions about changes to our hospital services. Once the public consultation has closed, all responses will be carefully analysed by independent experts, Participate, who will then produce a report. The CCG Governing Bodies will read this report and carefully consider all feedback before making a final decision in early 2018.

All reports and details on the decision-making progress will be available on our website www.nhsfuturefit.org

Glossary

Ambulatory Emergency Care Unit

For patients that need same-day emergency care where they can be assessed, diagnosed, treated and go home the same day

Antenatal care

The care provided to a woman during her pregnancy

Cancer services

Hospital services where patients are treated for cancer

Cardiology

The area of medicine that deals with diseases and abnormalities of the heart

Centre of Excellence

A centre for patients with a specific health need where specialist staff, equipment and facilities for the treatment of this particular illness or condition are all in one place

Clinical Commissioning Groups (CCGs)

NHS organisations that are responsible for buying and making decisions about healthcare services in your area on your behalf. For Shropshire this is NHS Shropshire Clinical Commissioning Group and for Telford & Wrekin this is NHS Telford & Wrekin Clinical Commissioning Group

Commissioning

Commissioning is the process for deciding the services required and selecting the most appropriate suppliers to deliver those services, in this case health services.

Critical Care Unit

For patients who are critically unwell and need the highest level of care

Day Case Renal Unit

Provides kidney dialysis treatment for patients

Day case surgery

Planned surgery that can be performed in a single day, usually without the need for the patient to stay in hospital overnight

Early Pregnancy Assessment Service

Provides care for women with complications in early pregnancy up to 16 weeks

Emergency Care

Unplanned treatment or surgery which needs to be performed immediately due to a life or limb-threatening illness or injury

Emergency Department

The department within a hospital where emergency care is delivered to patients

Endoscopy

A procedure where the inside of a patient's body is examined using an instrument called an endoscope

Gynaecology

The area of medicine that deals with women's diseases and medical conditions

Joint Shropshire and Telford & Wrekin Health and Overview Scrutiny Committee (HOSC)

Shropshire Council and Telford & Wrekin Council have responsibilities for scrutinising health services within their areas. The Joint HOSC consists of elected Members of both councils and co-optees from each Authority's Health Overview and Scrutiny Committee. Its role is to scrutinise health issues that impact on communities across Shropshire, Telford & Wrekin. This has particularly focussed on changes to hospital services run by The Shrewsbury and Telford Hospital NHS Trust.

Haematology

The area of medicine that involves the study and treatment of blood

Inpatient

A patient who needs to stay in hospital overnight

Midwife-led unit

A maternity unit which is managed by midwives who provide care and deliver babies for mums who are classed as low-risk

Neonatal Services

A department in a hospital where babies who are born early, don't weigh very much or have a medical condition, receive specialist care.

Obstetrics

The branch of medicine that deals with the care of women during pregnancy, childbirth and after delivery

Orthopaedics

Orthopaedics, or orthopaedic surgery is concerned with conditions relating to bones and joints, e.g. the spine, hips, knees, hands and feet

Outpatient

A patient who is treated in a clinic during the day and doesn't need to stay in hospital

Planned care

Treatment or surgery which is booked in advance and is not an emergency. Patients are often referred for planned care by their GP

Sustainability and Transformation Partnership (STP)

Set up in 2016, this is a five-year partnership which sees NHS organisations and local authorities working together with local communities and the voluntary sector on a five-year plan to improve health and care in an area

The Shrewsbury and Telford Hospital NHS Trust

The Shrewsbury and Telford Hospital NHS Trust is the main provider of district general hospital services for nearly half a million people in Shropshire, Telford & Wrekin and mid Wales. Their main service locations are the Princess Royal Hospital in Telford and the Royal Shrewsbury Hospital in Shrewsbury.

Trauma Centre

A specialist centre in a small number of hospitals which treats patients with the most serious and life-threatening injuries, such as serious head injuries, severe wounds or road traffic accidents

Urgent Care Centre

A centre where a patient will be treated if they have an urgent but non-life or limb-threatening illness or injury

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Have your say on our proposal to change hospital services in Shrewsbury and Telford & Wrekin

We (NHS Shropshire and Telford & Wrekin Clinical Commissioning Groups) (CCGs) are proposing to make some changes to the hospital services at the Royal Shrewsbury Hospital and the Princess Royal Hospital, Telford. Our proposal is for one hospital to provide emergency care services and the other hospital to provide planned care services. Both hospitals would have an Urgent Care Centre that is open 24 hours a day, seven days a week. Here you would receive care for illnesses and injuries that are not life or limb-threatening but require urgent attention. Our preferred option is for the Royal Shrewsbury Hospital to become the Emergency Care site and the Princess Royal Hospital to become the Planned Care Site.

Your views are important to us. Please complete and return this survey. You can find out more information, including the full Consultation document and an online version of this survey on our website: www.nhsfuturefit.org

This survey is available in Welsh and in an Easyread format. You can also request this survey in a different format or another language by calling 0300 3000 903 or emailing nhsfuturefit@nhs.net Please also contact us if you need any help filling out this survey.

Data Protection Statement: All information that you give in this survey will be processed on behalf of Shropshire and Telford & Wrekin CCGs by a company called Participate Ltd. This survey forms part of our consultation on improving our hospital services. The data will be used for that purpose only. All data will be held securely and the information you provide will be treated as confidential.

SECTION 1: Your views on our proposed model of hospital care

- Q1a. Please use the box below to explain what you feel is positive about our proposed model.
- Q1b. Please use the box below to describe anything that worries you about our proposed model.
- Q1c. Please use the box below to tell us what we could do to address any worries you have about our proposed model.

SECTION 2: Your views on Option One

Option 1:

The Emergency Care site is the Royal Shrewsbury Hospital and the Planned Care site is the Princess Royal Hospital in Telford.

Option 1 is the preferred option of NHS Shropshire and Telford & Wrekin CCGs

- Q2a. Do you feel that this option for changing our hospital services would meet your needs or the needs of people you care for or those of the group or organisation you represent?

Please tick ✓ one box only.

I feel this option will fully meet needs	I feel this option will slightly meet needs	I feel this option will neither meet nor fail to meet needs	I feel this option will slightly fail to meet needs	I feel this option will fail to meet needs	I don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q2b. What DO you like about this option for changing our hospital services?

Q2c. What DON'T you like about this option for changing our hospital services?

Q2d. Please use the box below to add any further comments on this option

SECTION 3: Your views on Option Two

Option 2:

The Emergency Care site is the Princess Royal Hospital in Telford and the Planned Care site is the Royal Shrewsbury Hospital.

Option 2 is not the preferred option of our doctors, nurses and other health professionals

Q3a. Do you feel that this option for our hospital services would meet your needs or the needs of people you care for or those of the group or organisation you represent?

Please tick ✓ one box only.

I feel this option will fully meet needs	I feel this option will slightly meet needs	I feel this option will neither meet nor fail to meet needs	I feel this option will slightly fail to meet needs	I feel this option will fail to meet needs	I don't know
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q3b. What DO you like about this option for changing our hospital services?

Q3c. What DON'T you like about this option for changing our hospital services?

Q3d. Please use the box below to add any further comments on this option

SECTION 4: Any other comments

Q4a. Can you think of any other options? If so then please explain them in more detail

Q4b. Now that you have told us your views, please use the box below to give any other comments about the proposed changes to our hospital services. (Please continue on a separate sheet of paper if you need more room)

SECTION 5: About You

Please can you fill in the following details about yourself. You will not be identifiable from any information you give us. We are asking for this information to make sure we have gathered a diverse range of feedback.

Q5a. Please tell us whether you are responding as a member of the public or on behalf of an organization (private or voluntary/charity)

Please tick ✓ one box only.

As a member of the public	<input type="checkbox"/> 1
On behalf of an organisation (private or voluntary/charity)	<input type="checkbox"/> 2

Q5b. If you are responding on behalf of an organisation please give the name of your organisation

Please note – if you are responding as an organisation and would also like to respond as an individual (or vice-versa) please complete a second survey. Please contact us to request any additional copies

Q5c. If you are responding as a member of the public please provide us with your full postcode.

SECTION 6: More information about you

The following questions are not compulsory but by answering these, you would help us to make sure we are capturing the views of as many different people as possible

Q6.1. Are you?

Please tick ✓ one box only.

Male	<input type="checkbox"/> 1
Female	<input type="checkbox"/> 2
Transgender	<input type="checkbox"/> 3
Prefer not to say	<input type="checkbox"/> 4

Q6.2. How old are you?

Please tick ✓ one box only

16-26	27-37	38-47	48-58	59-69	70+
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q6.3. Which of the following best describes your ethnicity?

Please tick ✓ one box only

White		Mixed/Multi Ethnic		
	English	<input type="checkbox"/> 1	White and Black Caribbean	<input type="checkbox"/> 14
	Welsh	<input type="checkbox"/> 2	White and Black African	<input type="checkbox"/> 15
	Irish	<input type="checkbox"/> 3	White and Asian	<input type="checkbox"/> 16
	Other European (please state)	<input type="checkbox"/> 4	Arab	<input type="checkbox"/> 17
	Other (please state)	<input type="checkbox"/> 5	Other (please state)	<input type="checkbox"/> 18
Asian or Asian British		Chinese or other ethnic groups		
	Indian	<input type="checkbox"/> 6	Chinese	<input type="checkbox"/> 19
	Pakistani	<input type="checkbox"/> 7	Filipino	<input type="checkbox"/> 20
	Bangladeshi	<input type="checkbox"/> 8	Vietnamese	<input type="checkbox"/> 21
	Other (please state)	<input type="checkbox"/> 9	Thai	<input type="checkbox"/> 22
			Other (please state)	<input type="checkbox"/> 23
Black		Gypsy and Traveller		
	Caribbean	<input type="checkbox"/> 10	Irish	<input type="checkbox"/> 24
	African	<input type="checkbox"/> 11	Romany	<input type="checkbox"/> 25
	British	<input type="checkbox"/> 12	Other (please state)	<input type="checkbox"/> 26
	Other (please state)	<input type="checkbox"/> 13		

Q6.4. What is your religion or belief?

Please tick ✓ one box only

Hinduism	<input type="checkbox"/> 1	Islam	<input type="checkbox"/> 5
Christianity	<input type="checkbox"/> 2	Sikhism	<input type="checkbox"/> 6
Judaism	<input type="checkbox"/> 3	Other	<input type="checkbox"/> 7
Buddhism	<input type="checkbox"/> 4	Prefer not to say	<input type="checkbox"/> 8

Q6.5. How would you define your sexual orientation?

Please tick ✓ one box only

Heterosexual (straight)	Gay	Lesbian	Bisexual	Other	Prefer not to say
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q6.7. Are you a parent of a child or children under 16?

Please tick ✓ one box only.

Yes	No
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<input type="checkbox"/> 1	<input type="checkbox"/> 2
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Q6.8. Do you consider yourself to have a disability?

Please tick ✓ one box only.

Yes	No
<input type="checkbox"/> 1	<input type="checkbox"/> 2

Q6.9. If you have answered yes to question 6.8 please state what the disability is:

Q6.10. Are you a carer for anyone?

Please tick ✓ one box only.

Yes	No
<input type="checkbox"/> 1	<input type="checkbox"/> 2

Please complete this survey by **xxpm on XXMonth 2018** and send it back to **[add FREEPOST address]**.

Thank you for your time. Your comments will be analysed by independent company, Participate, who will then produce a report. This report will form part of NHS Shropshire and Telford & Wrekin CCG's decision-making process regarding the future of hospital services in Shropshire and Telford & Wrekin.

There will be future opportunities to get involved in shaping the future of our local health services. Please provide your email address if you would like us to stay in touch with you.



Date: Monday, 25 September 2017
Time: 3.00 pm
Venue: Sovereign Suite - Shrewsbury Town Football Club
Contact: Amanda Holyoak, Scrutiny Committee Officer
Tel: 01743 252718
Email: amanda.holyoak@shropshire.gov.uk

JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE

TO FOLLOW REPORT (S)

7 Future Fit Programme: Consultation Plans and Consultation Document (Pages 1 - 24)

Consultation Plan attached

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futurefit
Shaping healthcare together

Consultation plan

August 2017



Document version control

Version	Date	File Name	Status
Version 1	23 August 2016	Draft consultation plan version 1	Initial draft prepared by Katy Driver
Version 2	16 September 2016	Draft consultation plan version 2	CHC Powys, SaTH communications team John Kirk and David Burrows, Engagement and Communication workstream Shropshire PACC, Telford & Wrekin Parish Council Forum
Version 3	31 October 2016	Draft consultation plan version 3	Members of the public through focus group and engagement events, Telford and Wrekin Senior Citizens Forum, Joint Heads of Scrutiny and survey of public on methods. Midlands and Lancashire Commissioning Support Unit Involvement team Powys Teaching Health Board Powys C&E stakeholder meeting
Version 4	August 2017	Draft Consultation plan version 4	Draft in development for submission to NHS England. Version to be shared with patient representatives and communications and engagement colleagues and key stakeholders for further development.

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1.0 Introduction

The purpose of the consultation plan is to describe our approach to communications and engagement for the formal public consultation on the transformation of hospital services in Shropshire and Telford & Wrekin. Telford & Wrekin CCG and Shropshire CCG are reviewing the way hospital services are delivered for the populations Shropshire, Telford & Wrekin and mid Wales. The CCGs have their own overarching communications and engagement strategies in place, but recognise that this joint transformation programme requires a bespoke consultation focused communications and engagement plan to be in place.

The aim of this communications and engagement plan is to ensure activity clearly informs the development of a new model of urgent and emergency care and diagnostic and treatment, combined with local planned care services. It aims to ensure that the services that will be delivered will appropriately meet the needs of the population now and into the future. This plan draws on feedback received to date from the public and key stakeholders.

The plan describes mechanisms that are already in place and what else we intend to do to consult with staff, the public, patient, carers and key stakeholders.

1.1 Setting the context of the consultation

In November 2013 a major engagement exercise took place in Shropshire, Telford & Wrekin with public and clinicians under the NHS England's Call to Action. The response of local people was very clear. They said they wanted full engagement in thinking through options for the future and that nothing should be predetermined. It was agreed there was a compelling case to review the way hospital services are provided for future generations to benefit. Citizens called for more accessible and connected care which is closer to home and responds to the needs of the local population. Clinicians called for safe care that brings together specialist expertise in the best way to offer patients the best outcomes and a great experience. Building on this, an agreement was made to deliver new models of care which are fit for the future.

This call to action event resulted in the launch of the NHS Future Fit programme. This programme agreed it would bring together patients, NHS leaders and local authority partners to look at how services are currently used in detail and compare this with the best clinical practice across the UK and beyond. The outcomes from this were used to develop options for how services can be improved in order to deliver excellence for the future.

From this piece of work three key areas were identified:

- Long term care and frailty;
- Diagnostic and treatment centre combined with local planned care services
- Urgent and emergency care

For this consultation we are focusing on the urgent and emergency care and planned care services, with an urgent care services at both sites.

In Shropshire, Telford and Wrekin we currently have two major hospitals serving the local population, consisting of around 500,000 patients accessing services of which around 70,000 are from mid Wales. It is recognised that having predominantly the same hospital services provided across two sites, set less than 20 miles apart, is not sustainable now or in the future.

The clinical and financial sustainability of local acute hospital services has been a concern for more than a decade. Shropshire and Telford & Wrekin has a large enough population to support a full range of acute general hospital services, but splitting these services over two sites is increasingly difficult to maintain without compromising the quality and safety of the service.

Most pressingly, the Acute Trust currently runs two A&E departments that require at least 12 consultants. Currently there are only five consultants who have to be on call one full weekend, day and night each month. This means they could be working 12 days in a row. Similar hospitals have enough consultants so that they only need to be on call four times per year.

Therefore, the Trust currently has particular medical workforce recruitment and retention issues around A&E s and critical care services. Most of these services are currently delivered on two sites, although stroke services were brought together on an interim basis at Princess Royal Hospital to address workforce issues. This latter move has delivered measurable improvements in clinical outcomes. Stroke services form part of the Future Fit consultation due to start in 2017.

The Shrewsbury and Telford Hospital NHS Trust (SaTH) has developed its Sustainable Services Programme to address these challenges. It has produced a Strategic Outline Case (SOC) which has now been developed into a Draft Outline Business Case (OBC).

The clinician-led work over the last four years, forms the basis of what we will be consulting on. The options developed in the programme have gone through an appraisal process to analyse certain factors such as distance and quality. An Integrated Impact Assessment and an Equalities Impact Assessment were carried out in 2016. A further IIA was conducted into the impact of any potential re-siting of women's and children's services from Telford to Shrewsbury in 2017. This was conducted at the same time as an Independent Review into the process so far, conducted by KPMG, again in 2017.

Throughout the development of the options and subsequent plan development there has been extensive engagement and communication with the key stakeholders and the general public. A 'mind map' of activity to date (as at Nov 2016) and a stakeholder map are available at the end of this document. Activity has ensured that we have worked with and involved stakeholders in mid Wales to ensure that correct processes are followed in line with Welsh guidance and legislation.

2.0 The purpose of the consultation plan

The purpose of the consultation plan is to describe our process for formal consultation and how we will reach stakeholders including patients, their carers, families and members of the public across Shropshire, Telford & Wrekin and mid Wales. This process will ensure that our methods and approaches are inclusive and tailored to the people we want to reach so that they can have their say. These include:

- Public, patients, carers and their representatives
- Key stakeholders including partner organisations
- Voluntary, community and social enterprise sector organisations
- Staff across all partner organisations of the Sustainability and Transformation Partnership
- Local Councillors, MPs and AMs
- Joint Health Overview and Scrutiny Committee and Powys Community Health Council
- Particular interest groups, including seldom heard groups

The plan sets out the activity which will take place and the timelines involved, including the resources required to deliver the plan. The intention of the plan is to help people understand what to expect from the formal consultation, how they can be involved and how long the process will take. The purpose of the consultation communications and engagement activity is to:

- Raise awareness of and provide information on the changes being proposed.
- Involve stakeholders in discussions about the proposed changes and draw out any issues and concerns.
- Support us to pay 'due regard' to our equality duty in our decision making Work with stakeholders to consider potential solutions to any issues raised.
- Gather feedback which will inform the decision about the future model of hospital services .
- Ensure we meet our statutory duties as set out later in this document.

3.0 Aims and objectives

We will deliver a best practice consultation, guided, advised and assessed by The Consultation Institute, which is founded on the commitment to inform and listen. The Consultation Institute is undertaking a Quality Assurance role and has provided feedback to date on the consultation document, consultation summary document and consultation plan, all of which remain in draft until final approval stages in order to take on board comments and feedback from many varied channels, including CHC, Joint HOSC and NHSE.

We will work with our stakeholders to deliver key consultation activities and to collate and analyse the results to ensure an objective outcome. We will use an approach that allows for volume and richness of response.

To help us achieve this aim, we have the following high-level objectives:

- To ensure that the consultation is transparent and that it meets its statutory requirements through sufficient inclusiveness, breadth, and depth.
- To create a significant and meaningful amount of engagement with local stakeholders.
- To create a thorough audit trail and evidence base of feedback.
- Collate, analyse and consider the feedback we receive to make an informed decision.

3.1 Principles for consultation

- Make sure our methods and approaches are tailored to specific audiences as required.
- Identify and use the best ways of reaching the largest amount of people and providing opportunities for those within the nine protected characteristics.
- Provide accessible documentation, including easy read and word documents suitable for screen readers.
- Ensure that Welsh language versions of all materials are produced.
- Offer accessible formats including translated versions relevant to communities as required, including different languages and Braille.
- Equality monitor participants so we ensure the views reflect the whole population and review and adapt activity as required.
- Use different methods or direct activity to reach certain communities where we become aware of any under-representation.
- Arrange our meetings so they cover the local geographical areas that make up Shropshire, Telford & Wrekin and mid Wales.
- Arrange meetings in accessible venues and offer interpreters, translators and hearing loops where required.
- Purchase our resources for delivering consultation activity from the local community wherever it is possible.
- Inform our partners of our consultation activity and share our plans.

Consultation is the formal process of asking the public their views on any proposals to change the way services are provided and delivered. This process is supported by our legal obligations. Any formal consultation process requires us to follow a legal process so that we can ensure local people have a voice and an opportunity to provide us with their view. Consultations will be based on what we already know and should only take place when we have already engaged with the public.

We have made sure that key stakeholders have fed into this document, which has taken into account the different methods for consulting. We have taken their advice on the needs of local people and, budget permitting, their advice is reflected in the methodology used for this consultation. In addition a detailed consultation delivery plan is in development, with activity to be populated throughout September. This will be a live document that will reflect the detail of the ongoing consultation activities.

4.0 Consultation: pause and proceed

Consultation procedures included in our process are to at a mid-point, most likely in the seventh week, assess the response received so far. We will assess if there has been sufficient feedback from seldom heard or minority groups so that we can adapt our activities to reach groups of people who have not yet been involved. We will also, as required, adapt our methods and channels used so far, to ensure that we make the best use of the most effective channels and that our resources are directed accordingly. As the consultation period is likely to fall over the winter holiday period, we will adjust/extend the consultation length to accommodate for those times when people are less likely to be able to be involved in the process. We are not aware of any pre-election periods that will occur at the time of the consultation.

Once the proposed 12/13 week formal consultation period has finished the responses will be collated, coded and summarised into a report. It is proposed that in further discussion with commissioners, that we take a report of the early findings to the Part 2 meetings of each CCG board and to share this in confidence with a stakeholder reference group to ensure a fair, open and transparent process. This early sharing will allow for any key issues coming to the forefront to be discussed. The final report will be presented to decision makers for their due consideration. No decision will be taken until full consideration has been given by the decision making board of the consultation outcomes. The report will be made publically available at around six to eight weeks after the consultation period has ended. This period is subject to confirmation, depending on the volume and complexity of the responses received.

5.0 Legislation and guidance on consultation

There is a legal duty on NHS organisations to involve patients and the public in the planning of service provision, the development of proposals for change and decisions about how services operate:

- Section 242, of the NHS Act 2006, places a duty on the NHS to make arrangements to involve patients and the public in planning services, developing and considering proposals for changes in the way services are provided and decisions to be made that affect how those services operate.
- Section 244 requires NHS bodies to consult relevant OSCs on any proposals for substantial variations or substantial developments of health services. This duty is additional to the duty of involvement under section 242 (which applies to patients and the public rather than to OSCs).
- The NHS Act 2012, Section 14Z2 updated for Clinical Commissioning Groups places a duty on CCGs to make arrangements to secure that individuals to whom the services are being or may be provided are involved (whether by being consulted or provided with information or in other ways):
 - in the planning of the commissioning arrangements by the group,

- in the development and consideration or proposals by the group for changes in the commissioning arrangements where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them,
 - in decisions of the group affecting the operation of the commissioning arrangements where the implementation of the decisions would (if made) have such an impact.
- Section 183 of the National Health Services (Wales) Act 2006 requires LHBs, with regard to services they provide or procure, to involve and consult citizens in:
 - planning to provide services for which they are responsible
 - developing and considering proposals for changes in the way those services are provided;
 - and making decisions that affect how those services operate.
 - Section 242 of the National Health Service Act 2006 extends this requirement to NHS Trusts.
 - Regulation 27(2) and 27(3) from the Community Health Councils (Constitution, Membership and Procedures) (Wales) Regulations 2010 which places a duty on NHS Trusts in England to consult with Community Health Councils in Wales on substantial variation in health services

For the full guidance from NHS Wales on engagement and consultation please use the following link

<http://www.wales.nhs.uk/sitesplus/documents/900/Guidance%20on%20Engagement%20and%20Consultation.pdf>

Our approach to public involvement and consultation is also informed by legal case law which has established some key principles (commonly referred to as The Gunning Principles). In summary these are:

- A consultation must be held “when proposals are still at a formative stage”
- There must be “sufficient reasons for proposals to permit ‘intelligent consideration’”
- There must be “adequate time for consideration & response” of proposals
- Responses “must be conscientiously taken into account”

The Equality Act 2010

The Equality Act 2010 unifies and extends previous equality legislation. Nine characteristics are protected by the Act, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

Section 149 of the Equality Act 2010 states that all public authorities must have due regard to the need to a) eliminate discrimination, harassment and victimisation, b) advance ‘Equality of Opportunity’, and c) foster good relations. All public authorities have this duty so the partners will need to be assured that “due regard” has been paid through the delivery of this formal consultation.

To help support organisations to meet these duties a set of principles have been detailed in case law. These are called the Brown Principles;

- The organisation must be aware of their duty.
- Due regard is fulfilled before and at the time any change is considered as well as at the time a decision is taken. Due regard involves a conscious approach and state of mind.

- The duty cannot be satisfied by justifying a decision after it has been taken.
- The duty must be exercised in substance, with rigour and with an open mind in such a way that it influences the final decision.
- The duty is a non-delegable one.
- The duty is a continuing one.
- This formal consultation will fulfil part of our consideration of our legal duty

We note the additional duties to consult in wales and refer to guidance set out in the 'The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011'

The NHS Constitution

The NHS Constitution came into force in January 2010 following the Health Act 2009. The constitution places a statutory duty on NHS bodies in England and explains a number of patient rights which are a legal entitlement protected by law. One of these rights is the right to be involved directly or through representatives:

- In the planning of healthcare services
- The development and consideration of proposals for changes in the way those services are provided, and
- In the decisions to be made affecting the operation of those services.

6.0 Findings from pre-consultation engagement activity

Our approach is formed on the basis of work already carried during the pre-consultation period of engagement which ran from November 2013 – November 2016. This process involved the Call to Action event, deliberative events, pop up events, social media and regular newsletters, alongside a communications and media programme led by The Shrewsbury and Telford Hospital NHS Trust and a proactive media programme based on the four principles of NHS Future Fit (Appendix 6). Patient representatives have contributed at every stage of the programme, attending work stream meetings and events, and so have helped to shape the proposals.

- The following themes have been identified and have fed into the proposals on during the engagement and communications activity:

In accordance with Guidance for Engagement and consultation on changes to Health Services this draft consultation plan will be shared with Powys CHC for its feedback prior to the start of the formal consultation.

7.0 Consultation mandate

The CCGs have already decided that change is necessary to deliver safe, sustainable services that improve outcomes for patients. They now need to make an informed decision on progressing the future shape of hospital services. To do this they need to ensure that these are high quality, safe, sustainable and affordable and result in the best possible outcome and experience for patients. Therefore they need to understand the views of all patients, public, stakeholders and staff who live and work in Shropshire, Telford & Wrekin and mid Wales. This includes those directly impacted by the proposals (which may include patients, public and stakeholders in surrounding areas) which may lead to a change in the future to the way provide emergency and planned care, including urgent care.

8.0 Process for consultation

8.1 What we already have in place

There are a number of mechanisms in place which help us provide information and communicate with a range of stakeholders. These mechanisms have and will continue to be utilised throughout this process.

- Staff, are already being engaged through a number of methods including briefings, newsletters etc.
- Local councillors and MPs are updated through discussions at scrutiny and Health and Well Being Boards and with briefings at committees and forums. In addition one to one meetings with MPs and AMs provide an opportunity for regular briefings.
- Joint Overview and Scrutiny Committees and Health, Well Being Boards and Powys Community Health Council are kept up to date with our plans through presentations and briefings.
- We have dedicated pages on CCG websites, the NHS Future Fit website, The Shrewsbury and Telford Hospital NHS Trust website and the Powys Teaching Health Board website. These pages contain a range of information including documents and supporting information. We will continue to use existing social media we have in place as a communication tool to promote the consultation.
- Close working with Healthwatch and CHC colleagues to ensure we provide consistent messages to the public.
- We engage with local GP practices to make sure they are aware of any involvement activities and promote participation via surgeries for example through patient reference groups.
- We review existing websites including those attached to the local media to gather feedback.
- We work closely with the local voluntary, community and social enterprise sector to share information and deliver activities to obtain feedback on our behalf.
- Patient groups and representatives are informed and opportunities to engage in conversations are promoted.
- We circulate information widely to our existing stakeholder database which includes a range of local community, voluntary, statutory and other organisations and members of the public.
- Regular discussions with stakeholders in mid Wales have allowed us to be advised and guided to ensure our communications and engagement approach to residents in Powys is robust.

8.2 What else do we need to do

To ensure formal consultation can take place we will need to provide more opportunities for communication and information sharing and discussion, offer stakeholders the chance to host conversations and directly reach identified groups. The consultation plan has been co-produced overtime with key stakeholders through a number of workshops, focus groups and surveys in order to understand the methods and approaches that are appropriate. We will continue to work with people to refine our approach up to and throughout consultation.

The formal consultation will be delivered over a 12/13 week period using a number of mechanisms. The process will need full commitment from all partners to provide staff and appropriate key speakers as required. We are in the process of confirming a comprehensive list of key spokespeople, including clinicians, GPs and senior managers. Many are already aware that they will be asked to commit to attending a range of activities from meetings, such as those for mothers and babies, roadshows in high footfall and community spaces and taking part in larger scale public meetings. Spokespeople will be encouraged to

attend pre-consultation briefing sessions, which can be delivered face to face or via a webinar. They will be provided with briefing packs and a series of media awareness / training sessions are currently being scheduled. In attendance at events we will aim to have a range of experienced engagement staff, clinicians and managers wherever possible, to ensure that questions can be answered and feedback gathered and all staff feel supported.

In planning the consultation activities we recognise that due to the time of year there may be instances where bad weather occurs. In the case of severe weather such as snow, flooding, high winds or very cold temperatures we will take as early decision as possible to cancel any public events or meetings so that people are not put at risk of injury. We will take measures to ensure that the event or meeting is rescheduled at the earliest opportunity. We will use our networks to ensure the message is circulated to all relevant stakeholders.

9.0 Consultation activities

Pre-launch - We continue with a thorough programme of key stakeholder engagement leading up to the start of the consultation. This includes a workshop with the Joint HOSC, ongoing dialogue with PTHB and Powys CHC, formal attendance at CHC and Joint HOSC, regular MP briefings, updates to communications colleagues to facilitate ongoing senior executive and councillor engagement. The media have always been a key stakeholder in the Future Fit process. Now that a decision has been taken by the Joint Committee to proceed to consultation with a preferred option, a programme of proactive media engagement is also scheduled to ensure that the media have a clear grasp of the facts and access to briefing sheets.

Launch - The consultation launch will take place in the first week of formal consultation. The NHS Future Fit website will contain more information about the consultation, links to a consultation document. The website will provide information on how to respond to the consultation. This will include a questionnaire which can be downloaded and printed, an electronic survey and a schedule of planned events and activities, which will continue to be updated. A number of briefings will take place with key stakeholders and information will be provided. We will also launch through communication channels such as local media, social media and radio.

Public meetings - Each event will be based in an accessible location. These events will be used to explain the consultation and continue to promote the opportunities to get involved. In discussion with Healthwatch and the Consultation Institute, we are proposing a format that will allow all attendees to ask their questions and have their say. An 'interactive' face to face approach is in development so that the events allow people to find out the facts about the services that really matter to them while receiving a general update on the programme.

Existing networks – We will capture people's views through face to face conversation using our existing relationships with the voluntary, community and third sector. We will use our networks and existing platforms to host conversations and ensure comments and views are captured by circulating our proposals using a presentation and a questionnaire for community groups. This will include Welsh and Easyread versions of our longer and summary documents, with additional formats and translated documents as requested. This approach will ensure we gather view from the widest possible range of groups and individuals.

Staff– We will build on existing platforms in organisations and utilise notice boards, websites, staff briefings and local intranets. A range of opportunities for consultation including events, presentations and information sessions will be promoted.

Elected representatives - We will use face to face meetings and regular written briefings to ensure these key stakeholders are informed and involved. In addition the Joint Health Overview and Scrutiny Committee (JHOSC) and Powys Community Health Council (CHC) will be formally consulted on our plans.

Existing meetings – we are building a schedule of regular group meetings attended by local people. These may be organised by the voluntary sector, community groups or patient groups and will offer opportunities for spokespeople to attend and share information, answer questions and gather feedback. This approach will reach people that may not attend other events or feel able or confident enough to speak up in unfamiliar settings.

Seldom heard groups - We will continue to aim to reach groups that have been identified by the Equalities Impact Assessment and ongoing equalities activities as being impacted by the proposals. Through the consultation process we will continue to review and update our Equalities Impact Assessment, remaining open to identifying groups and impacts that have not been identified by the work to date

10.0 Key messages

MPs/AMs/Councils	<ul style="list-style-type: none"> • NHS Future Fit is an integral part of the STP which will allow us to create safe and sustainable services for the future. • NHS Future Fit is clinically led by the people who work in our NHS day-in-day-out. They know the challenges and have devised what they believe is the best solution. • The NHS Future Fit programme was launched with a determination to make decisions in the interest of the whole population. This is a spirit we should adhere to. • If the NHS Future Fit Programme succeeds it will improve outcomes for all patients regardless of whether they live in Telford & Wrekin, Shropshire or Mid Wales. There will be no winners or losers. • The fundamental issues with hospital reconfiguration NHS Future Fit is trying to resolve have been known about for many years, but have always been judged as too difficult to tackle. But we are no longer in a position where “do nothing” is a viable option.
Regulators/Scrutineers	<ul style="list-style-type: none"> • NHS Future Fit is an integral part of the STP which will allow us to create safe and sustainable services for the future. • The area is facing massive workforce challenges, especially in key areas such as emergency medicine. This is largely a result of the current hospital configuration which NHS Future Fit seeks to address. • We have drawn on best practice both nationally and internationally in developing NHS Future Fit. We have a very strong evidence base that supports our case for delivering positive health outcomes for the whole population of Shropshire, Telford & Wrekin and Mid Wales. • We have engaged extensively about our plans. Our systems have been robust and we are

	confident they will stand up to scrutiny
Other opinion formers	<ul style="list-style-type: none"> • The way that our health services are configured now is dated and no longer fit to meet the challenges we face now, let alone those we know are coming in the near future. NHS Future Fit is a key part of the STP which is designed to address this and create safe and sustainable services • We have to make the most of the resources that we have and that is impossible with the current configuration. There is duplication and waste, but more importantly it is a real barrier to recruiting the staff we need in key specialisms, including emergency medicine. • People who work day-in-day-out in our local NHS are unanimous that the case for change is as strong as it has ever been. While there are different opinions about which services should be in which location, many people delivering those services just want a decision to be made so they can improve outcomes for patients. • We should remember that NHS Future Fit was set up in a spirit of co-operation to improve the health outcomes
Providers	<ul style="list-style-type: none"> • NHS Future Fit is an integral part of our STP which aims to provide safe and sustainable services into the future. • It is important that the consultation is as comprehensive as possible, and that the public and our staff are given every opportunity to participate. We have a collective interest in promoting it through every possible channel. • Our staff are our most powerful advocates and we should enable them to deliver the message that NHS Future Fit offers real opportunity for providing improved patient outcomes. • While there are different opinions on how reconfiguration should be executed we have a broad clinical consensus that the case for change is as strong as it has ever been and become stronger as the challenges increase.

11.0 Communication material

We will produce a range of communication materials to support the consultation process including:

- Full consultation document with questionnaire including equality monitoring.
- A summary document will be distributed to key outlets for example libraries, sport centres, GP practices and community venues.
- Accessible Easyread materials.

- Documents will signpost to how people can request materials in alternative formats and languages if required.
- Hard copy questionnaires for use at events, including an easy read version.
- Online questionnaire.
- Posters and flyers for distribution.
- Electronic materials for partner websites.
- Displays and stands for use at public events and roadshows
- All materials will be translated into the Welsh language in accordance with the Welsh Language Act.

11.1 Consultation documents and survey

The consultation documents and survey have been developed with feedback from all key stakeholders. Two workshops have been held with a reading group of patient representatives from Shropshire, Telford & Wrekin and mid Wales. The latter of these praised the team for the development of the document to date. The documents currently remain in draft form.

- Description of our proposals, including the preferred option
- Who the consultors are and who's in charge of making the decisions
- Case for change, what is changing and why
- Who will be affected by the change and who, with this in mind, we want to hear from
- What the consultation is about in a clear and simple way
- How we have reached the options we are consulting on
- Conversations we have had to date with stakeholders and service users
- Our vision for the future
- How to give your views and deadline for submitting responses
- Questionnaire
- Equality monitoring
- How to access alternative versions
- How we will be using these findings/views
- When and how a decision will be made
- Next steps after consultation

12.0 Reaching the right audiences

We will use the following key channels to reach identified target audiences:

Target Audience	Delivery Method
Service users, general public, third sector	<ul style="list-style-type: none"> - Events - Printed material - Mailshots/posters etc. - Media/social media - Advertising - Partner channels - Existing meetings and forums - Patient Reference Groups - Third sector organisations - Patient groups - Carers groups

Joint Heads of Scrutiny, Health and Wellbeing Boards, Community Health Council and Powys Public Service Board	<ul style="list-style-type: none"> - Meetings - Written briefings - Possible workshop
Staff (hospital and community health services staff, CCG and PTHB)	<ul style="list-style-type: none"> - Bulletins and briefings - Staff events/displays - Intranet
Healthwatch	<ul style="list-style-type: none"> - Written briefings - Face-to-face meetings
Elected members / Councillors/MPs/AMs	<ul style="list-style-type: none"> - Written briefings - Face to face meetings - Public events - Website - Media/social media - Advertising - JOSCS/Health and Wellbeing Board
Local Professional Committees, PTHB Partnership Forum	<ul style="list-style-type: none"> - Written briefings - Face to face meetings
Media	See proactive media plan appendix 6
Local GP Practices	<ul style="list-style-type: none"> - Existing meetings - Intranet - Practice visits - Bulletins

12.1 Capturing Feedback

- Feedback will be gathered from our public, stakeholder, staff meetings and events.
- Feedback through face to face contact will be recorded on data capture sheets.
- Feedback from questionnaires will be gathered electronically and via a FREEPOST response address.
- Comments cards will be captured in the same way as comments are gathered through the CCG websites
- All the intelligence will be evaluated.
- Information will be collated in line with Data Protection Act 1998.
- All the information we gathered will be analysed.
- We recognise that Powys CHC reserves the right to request copies of all comments received from Powys residents and will gather data to ensure this right can be met.
- Questions and Answers (Q&A): We will monitor feedback received via questionnaires, at events and through the media and other mechanisms on an ongoing basis. We will update our Q&A and website and use other communications mechanisms to clarify any factual information or correct inaccuracies. Where required we will aim to respond to stakeholders directly, however our aim is use resource effectively to deliver thorough consultation activity.

12.2 Equality

To ensure the consultation process meets the requirements to evidence that due regard has been paid to their equality duties, all the consultation activity will be equality monitored routinely to assess the representativeness of the views gathered during the formal consultation process. Where it is not possible to gather such data, such as complaints and social media we will record any information provided. Half way through the consultation we will review responses so far and adapt our approach to seek more feedback from any groups that might not so far have fed back.

We will ensure that our consultation process targets protected groups as above using our community assets and relationship matrix via the voluntary sector and local authority colleagues. We will ensure all adjustments and arrangements are made to enable protected groups to participate fully in the consultation process. Advice will be sought to create accessible and easy read copies of the consultation, translations and language and British Sign Language (BSL) interpreters for events. In accordance with the Welsh language all materials will be translated into the Welsh language.

Once gathered the consultation data will be independently analysed. At a mid-point in the consultation, analysis will be reported to highlight any under-representation of patients who we believe could be potentially affected by any change in services, and if this is demonstrated further work will be undertaken to address any gaps.

Once complete the analysis will consider if any groups have responded significantly differently to the consultation or whether any trends have emerged which need to be addressed in the implementation stage. This data will also be used as part of the evidence to support the equality impact assessment process which will be carried out simultaneously.

12.3 Analysis of data and reporting of findings

Consultations can be sensitive and controversial. We have secured the services of an independent organisation, affiliated to the Consultation Institute to assist with the design of the consultation survey, undertake the collation and analysis of all data and feedback and provide content for the final report. We recognise that the format for responses will be varied and analysis may be required on data collected from a number of sources, this is not an exhaustive list:

- Hard copy and online questionnaires
- Qualitative feedback from comments cards and data capture forms
- Transcripts and minutes of meetings
- Letters and emails
- Petitions

At the mid-point review there will be an intermediate analysis (including Powys segmentation) to support the identification of further action during the remaining consultation period (including assessing whether such additional action can be completed adequately during the remaining period).

Once the formal consultation data input has taken place and the data analysed we will ensure that all the intelligence is captured into one report. We propose to share an early draft report with commissioners and in confidence with a stakeholder reference group including patients and members of voluntary, community and social enterprise sectors. This open and transparent approach will allow us to address any issues arising from feedback before finalising the report. In addition to the final report, a simple summary and easy read version will be produced. This report will provide a view from staff, public, patients, carers and key stakeholders on the proposals.

To provide additional assurance The Consultation Institute will be commissioned to provide an independent evaluation of the consultation as part of their role in quality assuring the consultation process.

Once finalised the report will then be received through internal reporting mechanisms and due consideration will be given to the findings to determine the next steps.

13.0 Pre-consultation stakeholder communications

<p>We will engage with the following key stakeholders either via letter or where possible face to face:</p> <ul style="list-style-type: none"> • GP members and practices • Chairs of patient engagement groups at GP practices • Chairs of PTHB Health Forums in Powys • MPs and AMs (awareness if members of constituency approach them) • Councillors • Powys Public Service Board • Health and wellbeing board members (via chair) • Community Health Council • Scrutiny panel members (via chair) • Bordering CCGs - to inform them that a formal consultation is imminent and to seek their views on an informal basis • It would be advisable to meet (informally) with staff who will directly be affected by either the process of the consultation or the outcomes particularly in departments/clinical disciplines directly impacted by the proposed changes • Professional bodies such as Royal Colleges and Councils • Unions and trade bodies • Healthwatch (via Chair) • Media (health correspondents where possible) <p>During this time, all consultation support materials – printed, electronic and all supporting software should be signed off and made ready for printing</p>	<p>Pre- launch of formal consultation</p>
<p>Publicity materials to be sent to key stakeholders who are actively involved in:</p> <ul style="list-style-type: none"> • Supporting the consultation process as a partner • Providing care or services directly related to consultation (for example National Childbirth Trust) • Media release for newspapers and voluntary sector newsletters, parish magazines and health service partner newsletters • Advert in relevant local newspapers • Liaise with regulatory bodies, Patient Participation Groups, Health and Social Care Forums to inform them the consultation is going to take place and to provide relevant information • Liaise with key contacts on 'hard to reach' and minority groups to establish their preferred method of consultation and engagement. 	<p>Pending launch</p>

14.0 Activity plan

Pre-Consultation activity	What's included	Additional notes
Editorial of full consultation document - <i>People fully understand the issues and solutions to enable them to have an informed say</i>	Project management of production of consultation document (Including: liaising with design team, client, account team, compiling, writing, editing, proofing, up to 3 rounds of amendments, up to 10 teleconferences or attending up to 4 meetings) Production, editing and proofreading of consultation summary document and evaluation report (Including up to 3 rounds of amendments).	Revised brief for an up to 40 page document. Brief to include caveats: Signed off brief for contents, structure and flow - CSU to provide checklist of guidance that needs to be adhered to for content (Welsh guidance etc.) One major set of revisions from partners Two further sets of minor revisions
Editorial of summary consultation document - <i>People fully understand the issues and solutions to enable them to have an informed say</i>	Drafting content, adhering to English and Welsh consultation guidance; testing with reading group; amends and sign off	In-house Future Fit team – in post. Document currently in draft
Translation of documents into Welsh - <i>ensuring information meets Welsh Guidance</i>	Required under Welsh Guidance.	Outsourced activity – supplier identified.
Development and design of an Easy read version of summary document – <i>ensure consultation information is accessible</i>	Expert advice taken to ensure this meets best practice guidelines for documentation required in this format	Outsourced activity – supplier identified. (Taking Part)
Development of survey - <i>tool to support stakeholders to feedback views on the consultation</i>	Up to 2 rounds of amends, design of survey, mechanism and hosting. Support to test out on patients	Outsourced activity – potential suppliers identified. Printing and distribution included. Costed at a proposed 10,000 print run
Design and print of (up to) 40 page consultation document - <i>produce an engaging document which encourages stakeholders to participate</i>	Includes up to four design amends. Takes into account NHS branding guidelines, upload onto FF website. To include questionnaire.	Outsourced activity – potential suppliers identified. Costed at a proposed 1000 print run
Design and print of 8 - 12 page summary document - <i>produce an engaging document which encourages stakeholders to participate</i>	Includes up to four design amends. Takes into account NHS branding guidelines. Upload onto FF website	Outsourced activity – potential suppliers identified. Costed at a proposed 10,000 print run

Layout and print of (up to) 40 page Welsh consultation document - produce an engaging document which encourages stakeholders to participate	Required under Welsh Guidance.	Outsourced activity – potential suppliers identified. Costed at a proposed 100 print run
Layout and print of 8-12 page Welsh summary document - produce an engaging document which encourages stakeholders to participate	Required under Welsh Guidance.	Outsourced activity – potential suppliers identified. Costed at a proposed 1000 print run
Event supporting materials - Design of 6 items of collateral needed to support the event.	Up to 6 pull up banners based on the consultation infographics.	Outsourced activity – potential suppliers identified. For use at events, in situ for a period of time at venues such as libraries etc.
Design of 5 x A4 posters - People are aware of all the activities and have supporting information to help inform their responses	Design of posters (including up to four amends) supplied as a PDF or JPEG	Outsourced activity – potential suppliers identified. 1000 print run x 5 designs
Design of 5 x A5 flyers - People are aware of all the activities and have supporting information to help inform their responses	Design of flyers (including up to four amends) supplied as a PDF or JPEG	Outsourced activity – potential suppliers identified. 1000 print run x 5 designs
Advertising of events - 1/4 page in local free weeklies and paid-for publications and online to advertise local events.	Includes design of advert and placement in papers.	Delivery through Future Fit team – resource to be identified - working alongside media outlets. Schedule of activity TBA with media outlets once approval to commence consultation is provided. (Costs vary throughout the year due to offers etc).
Website development - Ensuring that all people can access information on the consultation on fill in an online survey	Licence fee for hosting online platform, functionality for consultation, providing advice on what documents and evidence needs to be on the site, what the site will look like and how people will navigate it and website administration training.	Outsourced activity - potential suppliers identified. Content updates ongoing through consultation team by Future Fit team – resource to be identified.
Consultation activity	What's included	Additional notes
Information roadshows - Local people are targeted in local venues providing access to information and experts to allow them to fill	Identifying clinicians/CCG reps (board members/senior managers)/programme executives to man the stand, live social media reporting,	Each event provides presentation; appointments for one to one discussion; roadshow style display. Runs in each location from 9am - 9pm. We would propose 12 events,

<i>in survey.</i>	refreshments, further man power support. Venues don't currently include any residential nursing homes, GP surgeries, high footfall town centre areas.	one in each week of the consultation period and to include at least three weekend events. (Budget and resource confirmation dependent). Future Fit team – resource to be identified. Supported by existing in-house communications and engagement resource.
Public events - <i>People feel their voices have been heard and have learned about the key issues, target up to 250 ppl per event</i>	Identifying of clinicians, CCG reps (Board members/senior managers) and programme executives to lead discussions. Live social media activity, facilitators, scribes, printing of supporting collateral and event promotion. Venue booking and event management.	Future Fit team – resource to be identified. Supported by existing in-house communications and engagement resource. Activity is subject to budget and resource allocation approval). Options exist to tailor board meetings for public meetings or deliver more community events and attend more local stakeholder events, rather than large scale public events.
Local stakeholder events - e.g Parish Council Meetings.	Co-ordination of event planner to ensure we capture events attended, numbers attending and information /materials supplied.	Existing engagement activities delivered by the engagement leads in each CCG; briefings and materials for engagement leads in all public sector organisations in Shropshire, Telford and Wrekin to support their business as usual engagement activities.
EQIA - hard to reach T&W and shrops/ Powys - <i>Those most impacted by potential changes have their voices heard and able to influence. Target 10 focus groups in regions with around 10 people at each one</i>	Focus groups to reach protected characteristics under Equalities Act 2010. Events summary report.	Outsourced activity to include Welsh speaking facilitators as required. Supported by existing in-house communications and engagement resource.
QA of consultation – assurance process		Outsourced activity. To be delivered by The Consultation Institute.
Stakeholder briefings	Coordination of activities of leaders of organisations to ensure questions and answers are captured and frequency/number of meetings can be reported on	In-house teams and Future Fit team – resource to be identified. Support from the Communications and Engagement workstream.

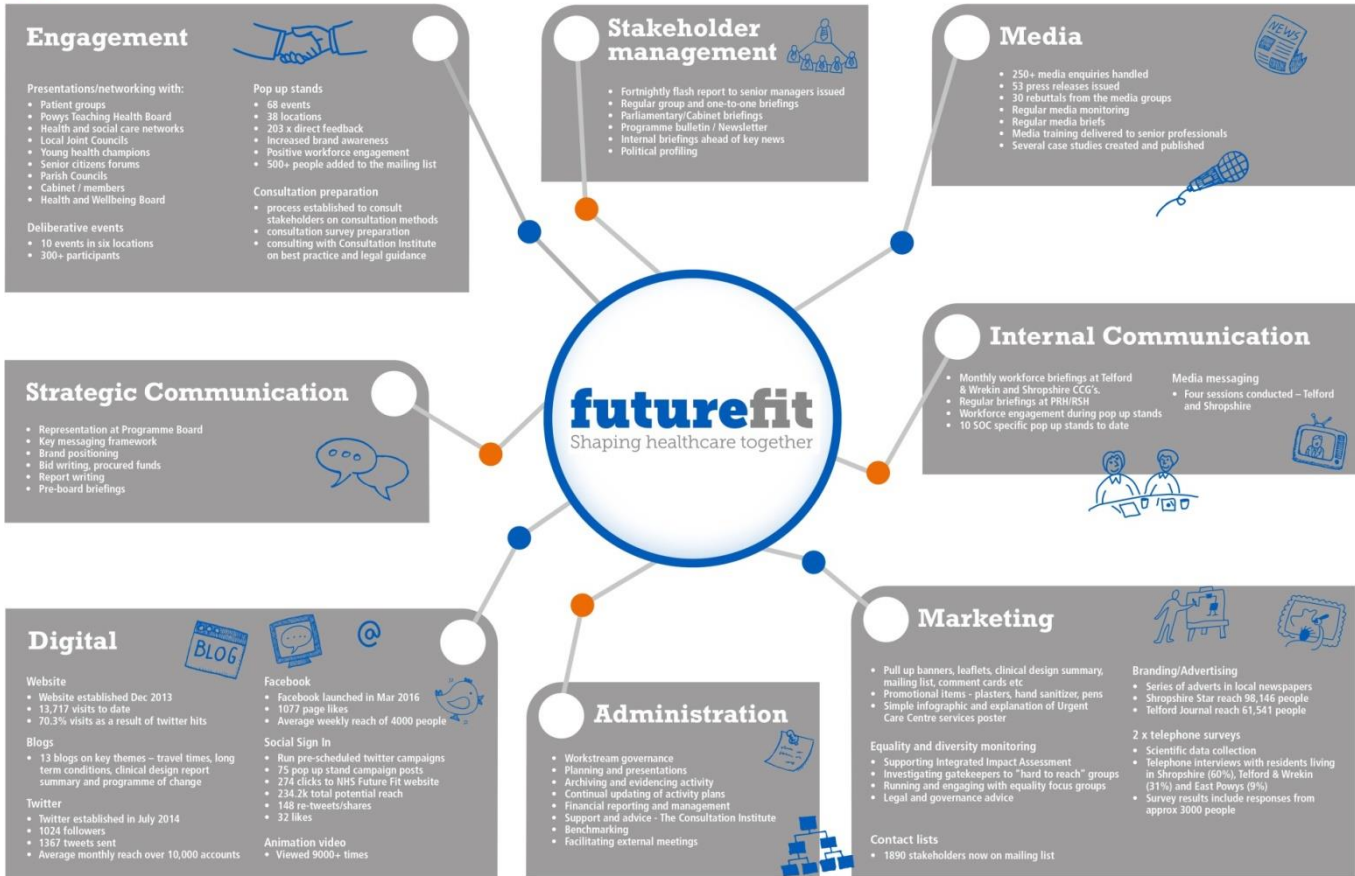
Telephone Survey - Design, execute and reporting of telephone survey	Includes purchase of phone numbers, design of telephone script, application and implementation of survey. Potential for time slot / booked appointments.	Outsourced activity – potential suppliers identified.
Advertising strips (call to action) - Local readership of around 100k of people who would have access to information on the consultation encouraging them to get involved	A run of strips, raising awareness and encouraging people to fill in survey	Future Fit team – resource to be identified.
Social media schedule and advertising - Regular schedule of social media to target communications to specific stakeholders, keeping them engaged throughout the programme, encouraging debate, signposting to survey and events and more information.	Provide a schedule of creative messages (including any hashtags), run facebook advertising campaign to reach approx 30,000 over 12 weeks, encouraging survey take up, targeted messaging to specific age groups, gender etc, live tweet with clinicians once a week	In-house team. In-putting of social media schedule, monitoring of responses, reacting to stakeholder comments and reporting on FF activity. Future Fit team – resource to be identified. Support from the Communications and Engagement workstream.
Communications schedule delivery – essential PR for print, broadcast and online media, forums and platforms	Communications activities to include pro-active and reactive activity	Future Fit team – resource to be identified Outsourced activity for out of hours media support.
Miscellaneous materials	Video, short video clips for social media, deaf and hard of hearing signing for events.	Contingency to support social media, engagement and communications activities
Post -consultation activity	What's included	Additional notes
Data input – capturing feedback	Capturing feedback from all non-web based surveys and letters	Outsourced activity – potential suppliers identified. Activity will take place during and post consultation. (This area of work needs to be subject to flex in order to capture all responses).
Post consultation analysis - Coding of all responses with themes	Analysis and coding of feedback. Feedback report and summary feedback report	Outsourced activity – potential suppliers identified. Allowing for approx. 10,000 responses to questionnaire and 50 detailed written submissions. (This area of work needs to be subject to flex in order to analyse all responses).
Drafting of final consultation report		Outsourced activity – potential suppliers identified.

15.0 Timeline for consultation

Phase	Proposed timeline - TBC
Delivery of a formal public consultation	October 2017 for 12/13 weeks
Deliberation and analysis of findings	January 2018 for 6 weeks
CCGs' Governing Body meetings(Decision making)	February / March 2018

DRAFT

16.0 Engagement Mind Map



July 2014 – November 2016

NB: Further updating required for final draft to incorporate all pre-consultation engagement

MPs / AMS / Local Councils

- Shrewsbury and Atcham (Con) MP: Daniel Kawczynski
- North Shropshire (Con) MP: Owen Paterson
- Telford (Con) MP: Lucy Allen
- The Wrekin (Con) MP: Mark Pritchard
- Ludlow (Con) MP: Philip Dunne
- MP Glyn Davies (Con) for Montgomeryshire
- MP Chris Davies (Con) Brecon and Radnorshire
- MP Christopher Davies (Con) Brecon and Radnorshire
- MP Glyn Davies (Con) Montgomeryshire
- AM Russell George (Con) Montgomeryshire Wales
- AM Kirsty Williams (Lib Dem) Brecon and Radnorshire
- AM Joyce Watson (Labour) Mid and West Wales
- AM Eluned Morgan (Labour) Mid and West Wales
- AM Simon Thomas (Plaid Cymru) Mid and West Wales
- AM Neil Hamilton (UKIP) Mid and West Wales
- AM Russell George (Con) Montgomeryshire
- Telford & Wrekin Council (Lab) Leader: Shaun Davies
- Shropshire Council (Con) Leader: Malcolm Pate
- Shropshire Association of Local Councils (SALC)
- Powys County Council (Ind) Leader Barry Thomas
- Shropshire Local Joint Committees
- Telford & Wrekin Parish Council Forum
- Town and Community Councils Powys

Regulators / Scrutineers

- Care Quality Commission
- Audit Commission
- NHS Improvement
- Powys CHC
- Shropshire Health and Wellbeing Board
- West Midlands Clinical Senate
- Telford & Wrekin Health and Wellbeing Board
- Telford & Wrekin Council and Shropshire Council Joint Health Overview and Scrutiny Committee
- NHS England Gateway
- NHS England Midlands and East
- Shropshire Healthwatch
- Telford & Wrekin Healthwatch
- Welsh Government
- Powys Public Service Board and Regional Partnership
- Local Government Ombudsman Board

Other Opinion Formers

- Media**
 - Central News
 - Midlands Today
 - BBC Wales
 - ITV Wales
 - S4C
 - Telford Live
 - Shropshire Live
 - BBC Radio Shropshire
 - County Times
 - Radio/Online/Print/ Television
 - Shropshire Star
 - Local Free papers including: Shrewsbury Chronicle and Telford Journal
- Patient Groups**
 - Shropshire Patient Group
 - Telford & Wrekin Health Roundtable
 - Patient Participation Groups
 - Shropshire Public and Patient Engagement Committee
 - Health Forums in Wales
 - PTHB Stakeholder Forum
- Campaign Groups**
 - Shropshire Defend Our NHS
 - People First, Telford
 - Shropshire Fights Back
 - PTHB Stakeholder Forum

NHS Future Fit Stakeholder map
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Providers

- Primary Care**
 - 60+ GP practices
 - Shropdoc (out of hours GP services)
 - Local Medical Council
 - Shropshire CCG
 - Telford and Wrekin CCG
 - Local Pharmaceutical Council
 - Powys Teaching Health Board
 - North Powys GP Cluster

NHS Organisations

- Shrewsbury and Telford Hospital NHS Trust
- Shropshire Community Health NHS Trust
- Powys Teaching Health Board
- South Staffordshire and Shropshire Healthcare NHS Foundation Trust
- Robert Jones and Agnes Hunt Orthopaedic Hospital Foundation Trust
- West Midlands Ambulance Service NHS Foundation Trust
- Welsh Ambulance Services NHS Trust
- Betsi Cadwaladr University Health Board
- Mid Wales Healthcare Collaborative

Neighbouring NHS Organisations

- Wye Valley NHS Trust
- Royal Wolverhampton NHS Trust
- Mid Staffordshire NHS Foundation Trust
- University of North Staffordshire NHS Trust
- Hwyel Dda University Health Board

Voluntary Sector

- Shropshire Voluntary Sector Assembly
- Carers Centre Telford
- Listen not Label
- Age UK
- Telford & Wrekin Senior Citizens Forum
- Shropshire Youth
- Shrewsbury Signal
- Shropshire Seniors
- IMPACT
- Rights and Fairness Telford (RAFT)
- Carers Partnership Board
- Telford & Wrekin CVS
- Shropshire Youth Parliament
- Shropshire Young Health Champions
- Telford Young Health Champions
- League of Friends in all hospitals
- Shropshire Deaf & Hard of Hearing Forum
- Mental Health Forum Shropshire
- Mental Health Forum Telford
- Powys Association of Voluntary Organisations (PAVO)