

Shotley Bridge Community Hospital Services

Frequently Asked Questions

March 2019

What is happening?

NHS North Durham Clinical Commissioning Group (ND CCG) has a responsibility to plan and pay for (commission) health care services for local people. We must be diligent in considering how best to utilise the limited resources (staff and money) that we have available to do this.

Shotley Bridge Community Hospital is part of the facilities that are currently used to deliver a wide range of appointments and services. However the building itself is very old and increasingly costing more and more to maintain. This has led us to have to consider what we can do to be able to continue to provide service in this part of County Durham for our patients.

Over time the Clinical Commissioning Group reviews how services are provided and works with the organisations that provide those services – such as County Durham and Darlington NHS Foundation Trust (CDDFT) – to develop plans for the future. These reviews and future plans need to ensure that our local services;

- Meet the national guidelines and standards (as set out by organisations such as NICE – National Institute for Health and Care Excellence)
- Deliver safe and effective care that achieve the best results for our patients
- Offer staff a supportive, attractive and motivating place to work
- Are provided within the available finances

What are the reasons for looking at making these changes?

The current Shotley Bridge Community Hospital site is reaching the end of the expected length of time that it would be used to provide healthcare services.

Both locally and nationally there are pressures that the NHS is facing regarding having enough of the skilled professionals we need to deliver care. As a result there need to be serious conversations about where and how certain services are provided to ensure that services are able to maintain the safety and standards that we want for our patients (as well as the staff delivering them)

Funding has been identified by NHS North Durham Clinical Commissioning Group which has specifically been sought to develop a modern and fit for purpose healthcare facility in the North West Durham area.

We also know that nationally there continue to be developments regarding how effective healthcare is to be delivered. The key principles behind all of this work is the need to ensure that services are sustainable, fit for purpose in the future and public money is being used effectively and responsibly.

Some specific examples of local developments include:

- Across County Durham work has been established to help co-ordinate staff and services in what are known as Teams Around Patients (TAPs). These are staff teams based around local GP practices and their patient populations to help best provide services as locally as possible.
- There is also continued work to help better integrate the work of Health and Social Care services across County Durham.
- Nationally the publication of the NHS Long term Plan (in January 2019) sets out the ways that it expects future services to operate – which in County Durham we have already taken steps towards achieving.

Why can't we just keep things as they currently are?

We know that the current building at Shotley Bridge Community Hospital has been used since 1969. As an NHS building, it is now reaching the end of the expected duration for which it was intended to be used. There are also a number of on-going maintenance costs which mean that the amount of money required to be able to keep the building operational is growing each year and is not sustainable in the future.

For periods during the year we know that transport and access to the current Shotley Bridge Community Hospital site is not ideal. As part of the conversations that we are looking to have we want to explore with people how this could be improved and if there are any alternative locations to help improve the access for staff and patients.

North Durham Clinical Commissioning Group also wanted to be able to use this as an opportunity to provide a brand new and fit for purpose building that ensures we have a safe and enjoyable space for both our patients and staff to use in the future. With the funding that is identified to provide this we hope that we can make significant improvements in the environment and experience of care that is provided to our patients (and for staff) through this process.

What is the vision for community hospital / health facilities in the North West Durham area in the future?

The Clinical Commissioning Group has recognised that there is a need to continue to provide services in the North West Durham area. The Clinical Commissioning Group has committed to providing a modern healthcare facility in the North West Durham area.

Working with our main provider in the area (County Durham and Darlington NHS Foundation Trust) future plans for services need to be able to demonstrate sustainability to meet future demand. Any plans also need to be able to be delivered in the constraints of funding and staff available to do so safely for patients and the people who work in our local NHS.

Through the planned process of dialogue with patients, the public, family carers, staff and wider interested parties North Durham Clinical Commissioning Group is seeking to gather a cross section of views. This will be used a part of future planning as the Clinical Commissioning Group knows there is a clear need for health care services to be provided in the North West Durham area and to ensure that the right range of services are accessible in where, when and how they are provided.

Further information about the process being undertaken is included below.

Will people in North West Durham be less able to access services?

North Durham Clinical Commissioning Group has arrangements with local service providers, such as County Durham and Darlington NHS Foundation Trust (CDDFT), regarding what is needed for our patients. There are contracts in place for a wide range of services that are currently delivered from Shotley Bridge Community Hospital, such as Outpatients appointments for a range of specialties and Urgent Care services.

There is a commitment from North Durham Clinical Commissioning Group to provide a healthcare facility in the North West Durham area in the future. This would be expected to continue to provide access to a significant number of services to ensure there is local delivery for our patients.

Any plans that we do propose for how services are delivered in the future will be based upon clinical evidence, national guidance, the resources available to deliver the required services as well as input from the local community.

How will any new service delivered in North West Durham work alongside GP and Community services?

There have been a number of developments across County Durham in recent months to help develop the work between GP practices, Community services and those provided in Hospitals.

A new Community Services contract was launched (across County Durham and Darlington) in October 2018 which will be helping to continue to co-ordinate the way that teams of staff across a range of services work together.

Work has also been developing across GP practices to help co-ordinate teams of specialist staff such as physiotherapists in specific areas of the County. These Teams Around Patients (TAPs) mean that staff can provide a range of specialisms directly for the patients connected to small groups of GP practices to help meet needs in those areas.

What impact will there be on any other local hospital sites (University Hospital North Durham, Bishop Auckland General Hospital and Darlington Memorial Hospital) as a result of any proposed changes?

Following the outcome of the engagement and consultation processes some services may be delivered from alternative sites across County Durham. The staff involved in delivering these services would therefore still be providing them but at a different location. As a result there would still be capacity for patients to be seen and receive the care required at these hospital sites. Patients should also be offered the choice of where they receive their treatments (which can also be outside County Durham) depending on what is most convenient for them and any family members that may be involved in supporting them.

How will the new community hospital be paid for?

NHS North Durham Clinical Commissioning Group has already secured funding that has specifically been identified for this development. This is additional money that has been bid for and awarded to the Clinical Commissioning Group and is not therefore taking money away from the provision of other services in the area.

Will the new community hospital funding use Private Finance Initiative (PFI) as part of the plans?

The money that North Durham Clinical Commissioning Group has available has already been identified towards this project. This funding is what is available to spend on the development of the new Healthcare facility in the North West Durham area and its patients. No funding for this development is expected to involve a Private Finance Initiative contract.

Where will the new Community Hospital be?

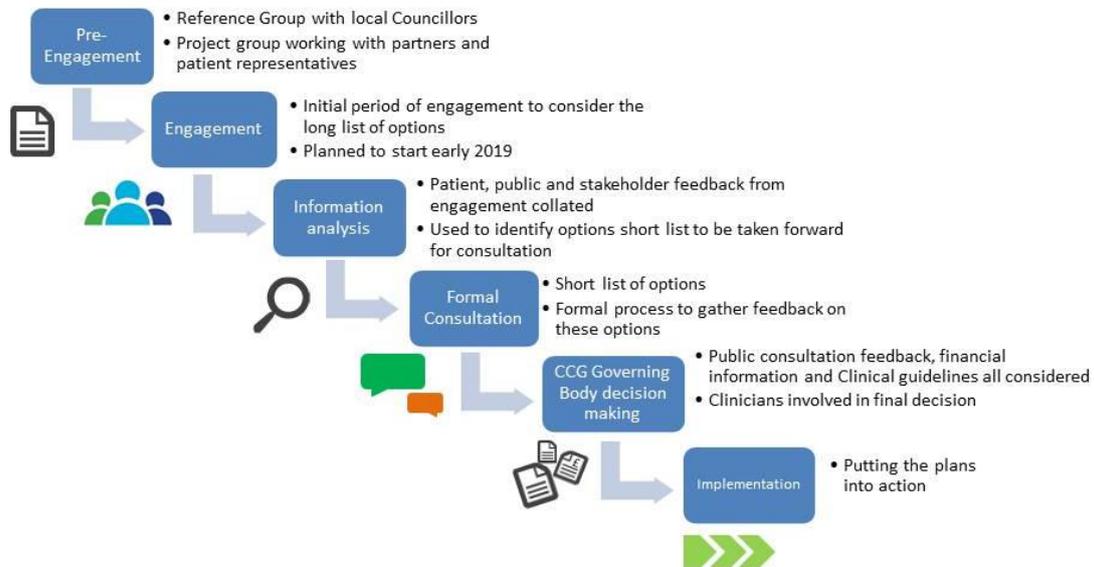
At the moment we are working through our engagement process to understand what people feel should be included within the services the new Community Hospital will provide. Once we have been able to complete this process then we will have a much clearer idea of where it could be appropriate for us to deliver the services from.

What is the process that you are using to look at the options for future healthcare services in the North West Durham area?

Any future plans that we do propose will be based upon clinical evidence, national guidance, the resources available to deliver the required services as well as input from the local community.

There is a defined process that NHS North Durham CCG is working through with a range of stakeholders and partners. This will involve a period of engagement which will allow us to evaluate (in partnership with our stakeholders and public) all of the possible options and consider what is viable

There will follow a period of 'formal consultation' which will present a short list of options and the case behind each one.



Public consultations on proposals for any service reconfigurations make a valuable contribution to the development of a service model. However, the feedback from the public consultation does not in isolation produce the final solution. The evaluation of consultation responses is one of a number of inputs into decision-making such as clinical case for the change, co-ordination with plans from other statutory agencies and value for money. Collectively this information will be able to help formulate the outcome.

NHS North Durham CCG will be working alongside NHS England as part of this process

How will people be able to contribute to the conversations?

Through our planned engagement (and subsequent consultation) activity we will aim to provide a wide range of methods and opportunities for people to contact North Durham CCG to share their views.

These will include face to face opportunities at a series of open public events to take place across a range of days and times. There will be a series of 'pop-up' sessions at a range of community locations plus Shotley Bridge Community Hospital itself. This will help us to reach out to local venues people use, such as community centres, village halls, leisure centres and others to coincide with groups and events already happening in order to reach people where they are.

We will also be using the established networks that partners have to help reach people where they are. This will include presentations at each of the Area Action Partnership Board meetings for the areas included.

Targeted outreach will also be included where possible to local support groups, specifically those in relation to protected characteristics in the North West Durham area.

For those unable to attend or be reach these opportunities in community settings we will have online opportunities that people can use to share their comments and feedback at a time that suits them. As part of this we will have a dedicated email address my.view@nhs.net available for people to contact us by.

Recognising that email and online methods do not suit everybody we have set up a dedicated telephone answer machine for people to contact us and leave comments too – **0191 389 8609**.

How will the decisions be made about what services to provide in the future?

The Governing Body for North Durham CCG (which includes local GPs) will review all of the information and evidence including that provided by the local Health Overview and Scrutiny Committee, NHS England and the comments gathered through the engagement and consultation processes will be taken into account with any decisions taken. We acknowledge that there can and will be a changing landscape of NHS governance structures and will ensure that the most appropriate bodies are involved in decision-making during and after the consultation period.

The diagram below (figure 1) illustrates the range of influences that will need to be taken into consideration as part of the decision making process before any future plans are agreed.

