

Outpatient services at Shipley Hospital

Public Engagement Report December 2019

DRAFT

Contents

Background.....	3
Approach	4
Engagement findings	5
Summary of key findings:.....	5
Section1: People with recent experience of outpatient services.....	6
Travelling to use outpatient services	7
Patient experience	9
Choice	11
Section 2: People who have not used outpatient services in the last year	12
Awareness of services at Shipley Hospital	12
Previous experience of Shipley Hospital	12
Section 3: Changes to outpatient services.....	14
What matters most.....	14
What impact would changes have.....	16
Options to be considered	18
Decision making.....	19
Other concerns	21
Section 4: Future consultation	22

Background

ShIPLEY Hospital – the building

Built over 100 years ago, Shipley Hospital (at 98 Kirkgate, Shipley BD18 3LT) is a large converted house. Over time, it was a maternity home and a community hospital. Today, outpatient services and a support group occupy the ground floor. The first floor inpatient ward was closed in May 2010 because of significant fire safety issues.

Whilst it is safe to provide services to patients on the ground floor, the building continues to pose issues for staff and patients due to its age and condition. Frequently there are issues with the roof and the fabric of the building, for example. Sadly, the age and structure of the building mean it is not possible to improve the standard to that of a modern, purpose-built, health facility. This is why we are considering the future of the services at the hospital. If these move to other locations, the hospital could be closed and proceeds from its sale returned to the NHS.

Services at Shipley Hospital

NHS services include physiotherapy (five days) and occupational therapy (four half days), x-ray (four mornings), and outpatient clinics (one half day a week) for general surgery and memory assessment, and two half day sessions for older people's psychiatry. Bradford Bereavement Support also provides a counselling service (two days).

Purpose of engagement

Following a request by Bradford Teaching Hospitals Foundation Trust to relocate Radiology services to St Luke's Hospital, the CCGs and the Trust have worked with NHS Property Services to review the current utilisation of the site.

To help inform our decision about the future of Shipley Hospital and its services, we need to understand the views of local people on options for future service delivery. A period of engagement was planned to inform further development of options for the future of services, in order to:

- collect further insight into how people currently use services and awareness of these services within the community;
- gather insight about potential future options which should be explored in more detail prior to formal consultation;
- understand who is most likely to be impacted by the proposals, and how;
- understand what is important to people, and why;
- understand how local people want to take part in a future consultation..

Detailed Quality and Equality impacts have been carried out and will continue to be updated to take into account new information, including the insight from engagement. The engagement report will inform the formal consultation with patients, the public, our partners and wider stakeholders.

Approach

The CCG worked with stakeholders to develop a communications and engagement plan that was proportionate to the intended change and enabled a wide range of people to participate.

Engagement period:

Before the engagement launched, we discussed our plans and gathered views from patient and carer representative organisations:

- Healthwatch Bradford and District
- NHS Bradford district and Craven People's Board
- Engaging People partners, BTM, CNet, HALE

Our Engaging People partners have strong community links in the local area, and were well placed to lead on this engagement, in order to actively promote it in the local area and gather responses.

An engagement document (Appendix 1) was developed which included information about services at Shipley Hospital and a questionnaire. This was available to complete online and printed copies were also produced and distributed.

Engaging People attended community settings such as GP practices, libraries and leisure facilities to talk face to face and gather people's views. They also attended several sessions at Shipley Hospital to gather views of people currently accessing services. Posters were produced advertising details of when and where Engaging People teams were attending. Appendix 2 contains a full list of locations covered.

The survey was also promoted through sending information out to our existing contacts, and our voluntary sector partners also included information in their newsletters, e-bulletins etc.

The survey was promoted on Bradford District CCG's website. Regular posts were planned on social media throughout the engagement period, however after the engagement had launched we were advised by NHS England to cease promotion of the survey and engagement activities during the general election campaign period.

Press releases were not issued to local media due to pre-election restrictions. However information about the engagement was picked up from other sources and appeared in the Telegraph and Argus newspaper and website on 6 November 2019.

454 individual responses were collected.

Engagement findings

Our engagement activity focused on reaching people most likely to be affected by any changes to outpatient services at Shipley hospital, so targeted Shipley and the surrounding areas in line with the usage data provided for current services.

The engagement team from our VCS partners held several sessions in Shipley Hospital itself in order to reach people most likely to be affected, therefore a higher proportion of respondents have recent experience of outpatient services that would be expected in the general population.

Summary of key findings:

- Most people in the local area were aware of the services provided at Shipley Hospital
- Around 70% of people had some experience of Shipley Hospital
- Over half of other respondents said their experience of Shipley Hospital was longer than three years ago, with almost a third of respondents describing experiences longer than ten years ago
- Over half of people with recent experience of outpatient services had driven to access these services
- People's feedback about their experience of outpatient services was mostly positive, particularly around the attitude of staff working in these services
- When it comes to the future of outpatient services, almost a third of people talked about the importance of keeping outpatient services in the local area, in order to meet the needs of local people
- People also raised concerns about travel times, access to public transport and problems with parking at the main Bradford hospital sites
- Three quarters of people felt that we should explore the option to repair the building and retain services at Shipley Hospital
- Around half of people wanted to explore the option of moving services into local GP surgeries
- People wanted to be assured that local views and the impact on patients would be taken into account when making decisions.

"I was born in Shipley hospital and to see it close would be so sad. Our elderly people rely on a local hospital, refer to a local hospital. The amount of people who rely on patient transport but complain of the waiting times [...] Keeping Shipley open offers more services and would cut down on this"

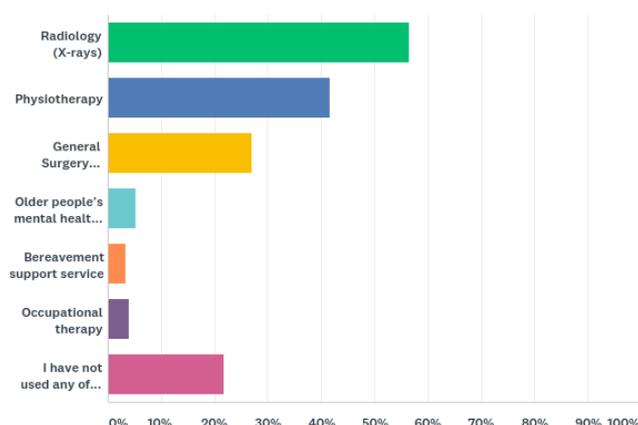
"If all the services were still going to be offered locally, I would be in agreement with the decision to close the hospital. People living in Shipley, Baildon, Bingley, Esholt, Eldwick, Gilstead don't want to trail to Bradford. It would put pressure on hospital patient transfer service."

Section1: People with recent experience of outpatient services

People were asked whether they had experience of outpatient services in the past year; 419 people answered this question and the majority of them indicated that they had used one or more service in the last year, 328 people (78% of respondents) said that they had used a service.

Radiology (x-rays) has the highest reported usage, with 237 people having accessed radiology (56%), 174 people accessing physiotherapy (42%) and 113 people had experience of general surgery outpatients (27%). Other outpatient services which we asked about had much lower numbers of people reporting direct experience: older people's mental health or memory clinics, 22 people (5%); occupational therapy, 17 people (4%); bereavement support services, 14 people (3%). Some people indicated that they had used more than one service.

Q1 Have you used any of the following services in the last year? Tick all that apply.



If people indicated that they had used these services, they were asked to say where they had gone for these services. 272 people answered this question.

Overall the most common response was Shipley Hospital, with 150 having accessed services there in the last year (55% of people who recently used services or 33% of all respondents). Many people had accessed services at more than one location.

Q2 Where did you go to use these services	
Shipley Hospital	150
Bradford Royal Infirmary	81
St Luke's Hospital	52
Other*	23
GP practice	22
Yorkshire Clinic	17
Airedale Hospital	7
Eccleshill	6

*Within 'other', people's answers included services out of the area (most often in Leeds or Calderdale) and private physiotherapy services.

Service location breakdown

It is not possible from the data collected to determine exactly which service was accessed at each location, as many people indicated multiple services and locations, however we can see some trends and variation depending on which services people had used.

People who had used radiology (x-rays) were equally likely to have accessed services at either Shipley Hospital (114 people) or at one of the Bradford hospital sites (115 people in total at BRI & St Luke's). A smaller number of people also reported attending Yorkshire Clinic (12) or Airedale hospital (5).

People who had accessed physiotherapy were most likely to have attended Shipley Hospital with fewer people attending Bradford hospital sites (94 at Shipley Hospital, 38 at BRI and 26 at St Luke's).

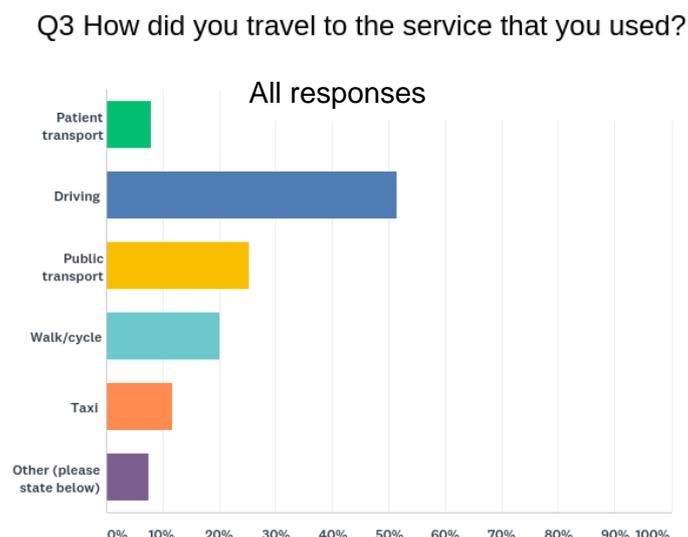
People who had used physiotherapy were also most likely to have reported accessing outpatient services at their own GP practice (three quarters of people who reported accessing services at GP practices had used physiotherapy).

Most people with experience of general surgery outpatient clinics reported that they had attended Bradford Royal Infirmary (46 people) or St Luke's Hospital (28 people), rather than Shipley Hospital (24) or Yorkshire Clinic (11).

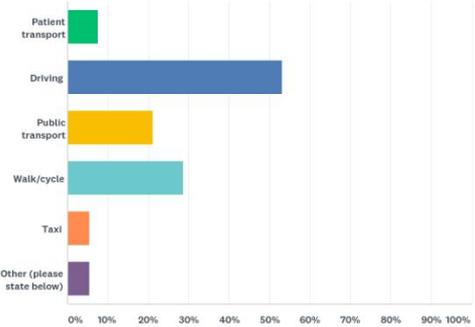
Only a small number of people reported having accessed Eccleshill, all of whom said they had used radiology services.

Travelling to use outpatient services

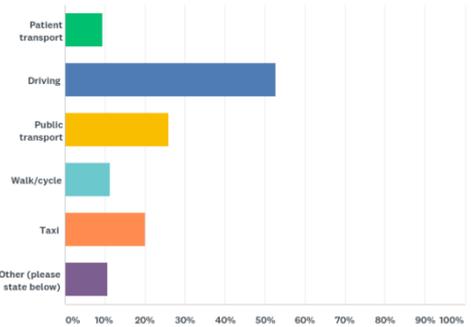
People were asked to tell us how they had travelled to access the outpatient services they had used in the last year. Over half of people had driven, and a quarter had used public transport.



Filtered for people who used Shipley Hospital



Filtered for people who used any other location



There is slight variation in the most common travel methods between people who report accessing services at Shipley Hospital or in other locations; people seem to be more likely to walk or cycle to Shipley Hospital than to other sites, which is to be expected given that it is closer to home for most respondents to this survey. More people reported travelling by taxi or public transport to services beyond the Shipley area. However the proportion of people driving to access services is consistent regardless of the location, varying only very slightly.

Patient experience

People were asked to briefly describe their experience of the outpatient services they had used in the last year. 298 wrote an open text response to this question, although many comments were very brief (e.g. 'fine' 'ok' 'good').

As many respondents indicated that they had used more than one service and attended different locations, it is not possible to draw clear conclusions about variations in experience between services/locations, however some themes have emerged.

Overwhelmingly, most comments about services were positive. 208 (70%) of the comments were analysed as positive, and only 20 (7%) as negative. The remaining feedback was either neutral (showing neither negative nor positive sentiments) or mixed (showing both positive and negative sentiments).

173 comments contained enough detail to be categorised by theme as well as sentiment. The most commonly occurring theme was staff attitude, followed by waiting times.

Theme	% total comments which relate to this theme	% comments in this theme which are positive
Staff attitude	30%	78%
Waiting times	18%	35%
Location	13%	80%
Parking	10%	14%
Size of hospital	6%	33%
Transport	5%	29%
Quality of treatment	5%	29%
Cleanliness & environment	4%	71%
Communication & information	3%	60%

Staff attitude

Almost a third of the comments were about the staff working in their services, and over three quarters of this feedback was positive.

“Very positive, encouraging and supportive staff.”

“Excellent service, really well looked after by all the staff.”

“The staff help me a lot as I have bad mobility. They are very nice.”

“All the staff friendly and helpful, also made you feel comfortable.”

People shared positive feedback about the caring and helpful attitude of staff members across all the outpatient services and locations. There was very little negative feedback related to staff attitude, but some was categorised as mixed where comments contained both positive and negative sentiment.

“All staff 100%. Just the system is overloaded.”

“Good helpful staff but I struggle with English, not always having interpreters.”

Waiting times

Many people mentioned waiting times in their comments about their experience of outpatient services. On the whole, comments from people with experience of services at Shipley Hospital were more positive about waiting times than those who had accessed BRI or St Luke’s. People commented mostly about the time spent waiting on the day of their appointment, rather than referring to waiting lists or delays in accessing a service.

“The service was brilliant. Prompt and no waiting time at the time of the appointments - got seen either dead on time or within 3 minutes of the appointment time.”

“I always got in on time for my appointment.”

“Very quick and prompt unlike BRI or St Luke’s which are already over worked.”

Location, Transport & Parking

There were a large number of comments about the convenient location of services at Shipley Hospital for people who live in the local area.

“It was great because it was local, I could park on a side street & it was quick, no waiting around.”

“It was extremely convenient to be able to go to a local hospital.”

By contrast, many people with experience of other hospital sites described challenges with transport, and in particular parking.

“Car parking is difficult at St Luke’s and BRI expensive.”

“Bus issues, struggle to get back as bus services stop at 5pm. Had 5+ appointment and really struggled to get to BRI & St Luke’s.”

A small number of people commented specifically on challenges for disabled people accessing the main hospital sites.

“Journey parking difficult, frustrating, disability poor mobility.”

“Difficult to get to by bus. Struggle with mobility and far too busy.”

Size of hospital

Several people’s comments were about the comparative size of Shipley Hospital opposed to other sites such as BRI or St Luke’s. Some people said that Shipley Hospital felt more comfortable because it is a smaller and quieter setting.

“Over the years I have used the services at this hospital as have my family. We have always felt it offers a more personal service, in a smaller environment than a larger hospital.”

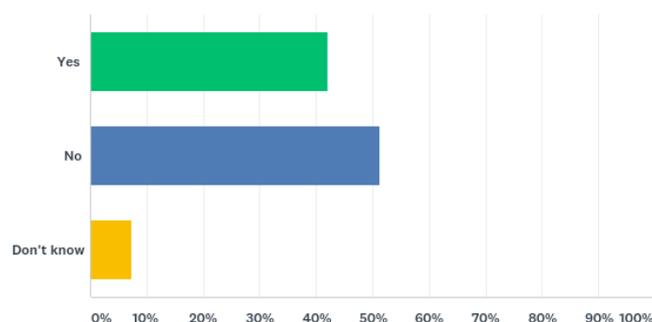
Other themes

There were only small number of comments relating to quality of treatment, cleanliness and environment, or communication and information. These comments related to individual experiences across a range of services and there were no clear themes. All comments received will be fed into our Grassroots database of patient experience and also shared with the providers to help shape future improvements.

Choice

We asked people whether they had been offered a choice about where to access outpatient services. Around half of them answered that they had not been offered a choice.

Q5 Were you offered a choice about where you could go to use these services?



This proportion varies between people who accessed services at Shipley Hospital, rather than those who accessed services at other locations. Over half of people who had used Shipley Hospital were more likely to say that they had been offered a choice (55%), against around a third of people who had used other locations (32%).

Section 2: People who have not used outpatient services in the last year

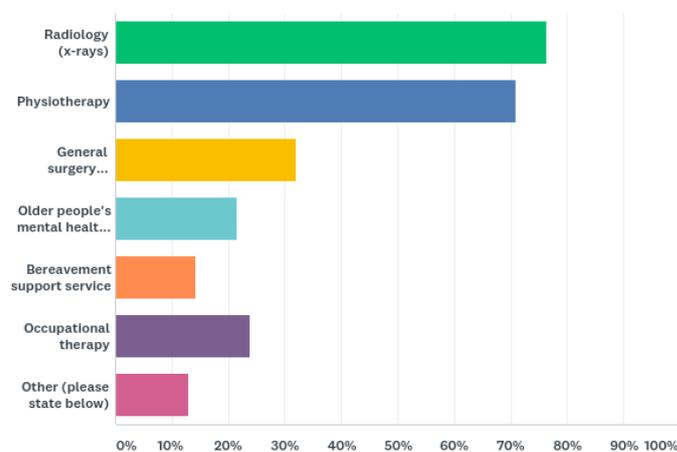
Awareness of services at Shipley Hospital

People were asked which services they were aware of at Shipley Hospital, as our VCS engagement partners had suggested that many local people were not aware. From 454 respondents, 336 people selected one or more service, 102 people selected none of the options and 16 people wrote a specific comment to say that they were not aware of any outpatient services at Shipley Hospital.

“None, thought Shipley hospital wasn't in use.” “Never heard of it.”

The services that people were most likely to be aware of are radiology and physiotherapy.

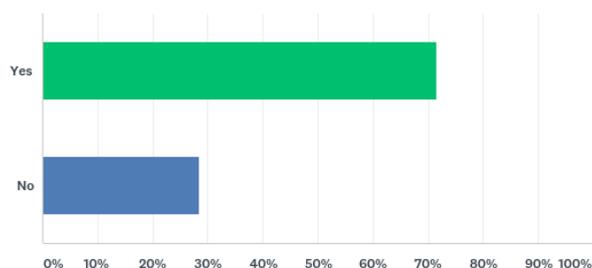
Q8 Which of the following services are you aware of at Shipley Hospital?



Previous experience of Shipley Hospital

In addition to the questions about people's direct experience of outpatient services, we asked a broader question to those who hadn't used services recently, about whether they had ever experienced care at Shipley Hospital itself. 402 people answered this question, with 288 people responding positively.

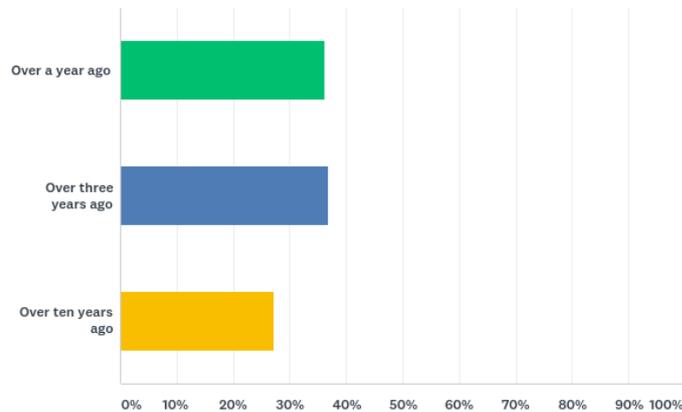
Q9 Have you or a family member ever received care at Shipley Hospital?



N.B. 114 people had used services within the last year; insight about their experience has been covered in the earlier section.

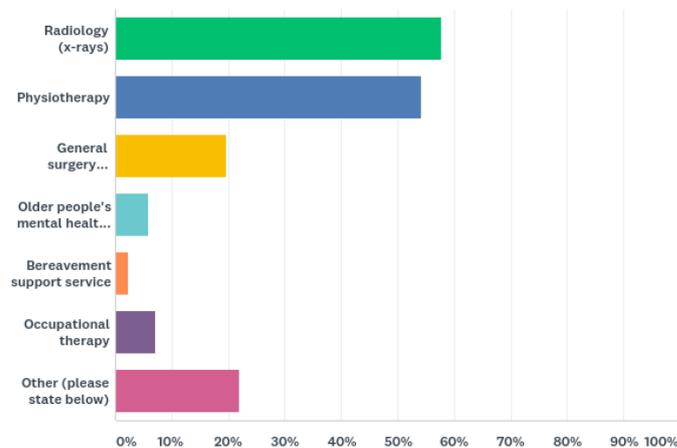
Over half of other respondents said their experience of Shipley Hospital was longer than three years ago, with almost a third of respondents describing experiences longer than ten years ago.

Q11 When was this?



We asked these people what they had attended Shipley Hospital for, and the responses follow a similar pattern to those with more recent experience of outpatient services; radiology and physiotherapy are the most common services used. However around a fifth of people described accessing Shipley Hospital for other services?

Q10 What did you attend for?



37 people who selected 'other' wrote a comment; however 11 of these comments did not specify what service they had accessed. The services listed in people's answers have been grouped into categories:

Diabetes clinic	4
Respite care	4
MSK	4
Out of hours GP	4

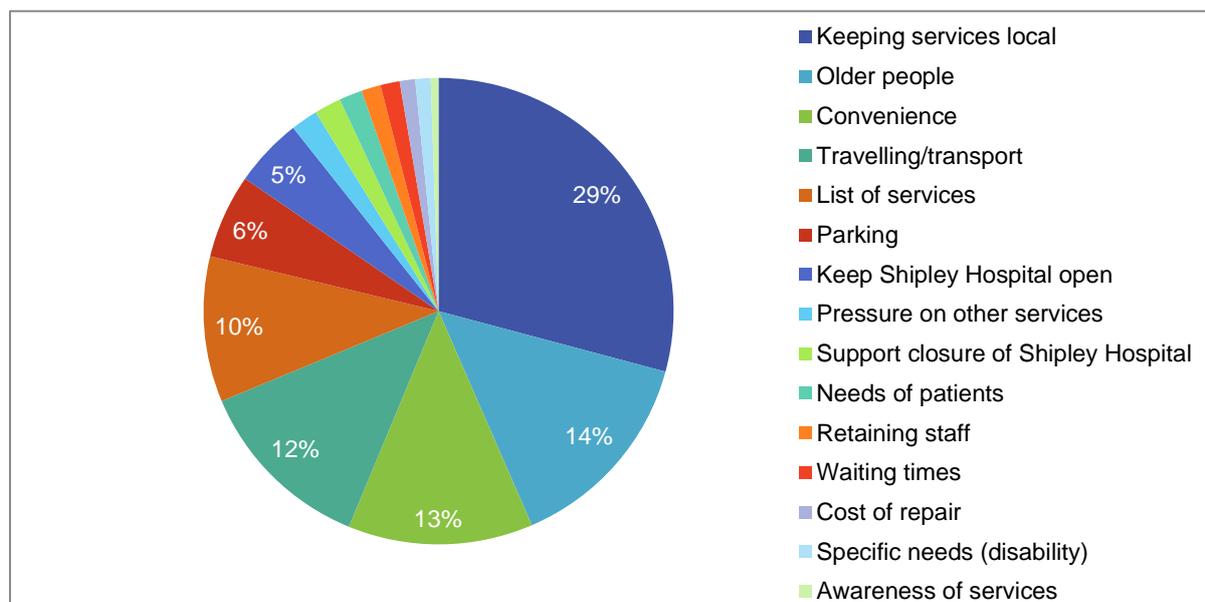
Dental	3
Maternity	3
Acupuncture	2
Palliative care	2

Section 3: Changes to outpatient services

The engagement document explained that Local NHS organisations are exploring options for the future of services which are currently provided at Shipley Hospital, prior to any decisions being made or formal consultation process.

What matters most

We asked people to think about what would be most important things to consider when thinking about the future of outpatient services. 349 people provided a response to this question, and these comments have categorised by theme.



Almost a third of people talked about the importance of keeping outpatient services in the local area, in order to meet the needs of local people.

“Local facilities for local people, the ease of getting there is half the battle.”

“Local service for people living in this area. Convenient.”

“Making sure that all services are provided locally.”

“Local services are always more convenient for the elderly to get to.”

People talked in particular about the needs of older people. They emphasised the importance of taking into account the difficulties that elderly, frail or disabled people might face in accessing services further away.

“Ease for patients, especially the elderly & frail.”

“Better to stay local so elderly have less to travel.”

“Majority of people in Shipley are elderly, going to other places would be a trek for them.”

“Services for the elderly and disabled, who cannot travel.”

Similar comments were made in relation to the convenience of Shipley Hospital, and ensuring that if any changes are made that services are easy for people to access.

“Convenience for people in surrounding area. Ease of access.”

“Easy access and convenience reducing the footfall in the main hospitals which are busy and confusing for older people.”

Some people described travel and/or parking as particularly important to take into account when considering the future of services.

“People not having to travel too far. If cost is an issue than maybe relocation is a good thing just make sure new place got good public transport links!”

“Location. Public transport links to other hospitals if moved. e.g it is very difficult to get to St Luke’s from Shipley.”

“Getting to the main hospital is not easy by public transport and that could be a disincentive to continuing treatment for physiotherapy.”

“Have a local provider eliminate excessive travel - parking charges etc.”

“BRI and St Luke’s are difficult to get to and expensive for parking.”

In their responses to this question, around 10% of people simply named the services they considered to be most important – the majority of these comments included all services currently provided at Shipley Hospital.

“I believe all services at Shipley Hospital are important.”

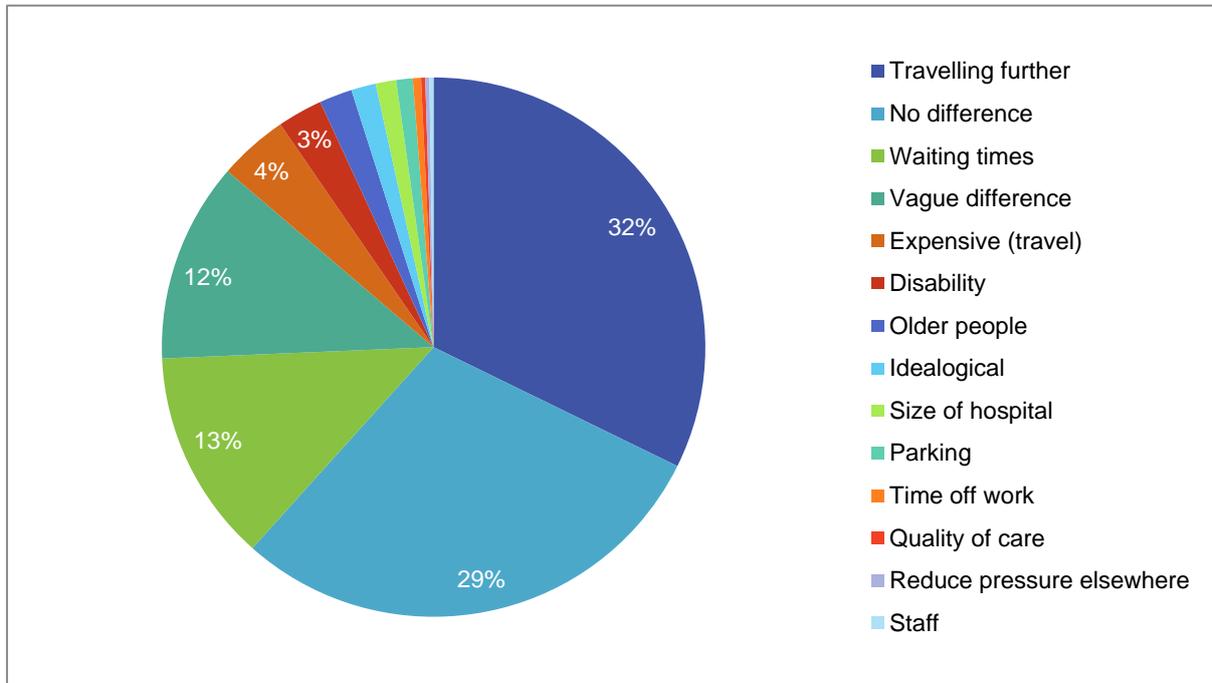
Q12 Thinking about the future of services which are currently provided at Shipley Hospital, what do you think are the most important things for us to consider?



What impact would changes have

People were asked to consider what the potential impact on themselves or their family if outpatient services were moved from Shipley Hospital to a different location.

360 people wrote a response to this question, and these comments have been categorised into themes.



The most common impact that people described is the potential of having to travel further to access services; bus services in particular were highlighted by several people.

“Not as convenient, further to drive and problems with parking.”

“As I no longer drive transport to other hospitals would be difficult.”

“Struggle to get to other locations especially with poor bus services. 9.30 late 10/15 minutes next bus 11.45am?? regular misses.”

“I could take two buses and two hours travelling.”

Almost a third of people said that it would make no difference to them if outpatient services moved to a different location.

“None, I wasn't aware that the building was operational.”

“No difference at the moment can access other services with public transport or family.”

“It won't make much difference to me.”

“Not make too much of a difference.”

Many people expressed concern that if services moved it would lead to longer waiting times to access services.

“Inconvenient, having to attend the hell that is BRI - no parking, no seats, endless waiting for appointments.”

“If Shipley closes it would be very sad for everyone in the area. Longer waiting for treatment.”

“Longer waiting time to be seen ... more lengthy time to wait for results to come through to GP.”

Some people’s comments said that it would make a difference, but did not explain what that difference would be; these have been categorised as ‘vague difference’ and include brief comments such as “a lot”, “yes”, “difficult” or “maybe”.

A small proportion of people described the financial impact of any changes, and these were mostly linked to the potential increased cost of travel or parking if services moved to a different location. A few comments related to the potential loss of earnings from additional time off work.

“It would make a massive difference, I would have to completely go out of my way to get to other places, also having it in Shipley means if I get an appointment there I could take a bit of time off work to attend my appointment instead of a full day, make my time up at the end of my shift and not have to lose a day’s wage.”

“If they were moved to Bradford, it would be financially difficult for me to get to those places. £6 each way and on a pension”

“Having to travel to St Luke’s Hospital or BRI would be so much harder. Taxis would be expensive.”

“It would take much longer BRI parking is a nightmare and costly.”

Disabled people described a significant potential impact if services they currently access locally were relocated to one of the main hospital sites.

“Registered blind, far easier for me to get to Shipley. Would like to see minor injury triage at Shipley.”

“Make a huge difference and difficulty. My mother is disabled and doesn’t drive.”

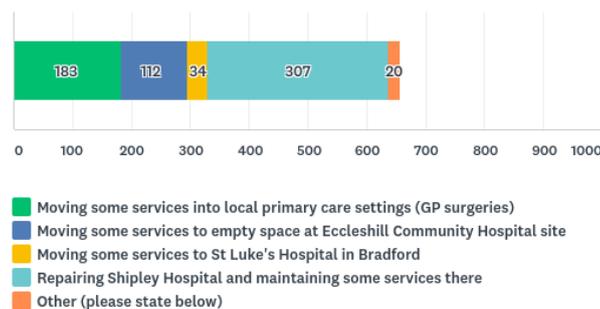
“It wouldn’t be as easy to attend these services, it would cost more to travel to and from these services and as an anxiety sufferer I’d struggle with the crowds and bigger hospitals.”

Options to be considered

As this engagement is to help us explore future options for the services provided at Shipley Hospital, we wanted to understand people's views on a range of possibilities. 398 people answered this question; over half of respondents (53%) selected more than one of the possible options.

- Three quarters of people (77%) answered that one of the options which should be explored is to repair the building and retain services at Shipley Hospital.
- Almost half of people (45%) wanted to explore the option of moving services into local GP surgeries.
- 28% of people selected the Eccleshill site as a possible option.
- Only 9% of respondents favoured exploring the option of moving services to St Luke's hospital.

Q14 What possibilities do you think should be explored when considering the future of services at Shipley Hospital? (tick all that apply)



Where people selected 'other' they were asked to describe additional options which could be explored. Within these comments people suggested: bringing additional services into the Shipley Hospital building (14); moving services to Bradford Royal Infirmary(3); using community venues such as libraries; building a new hospital (2); or referring patients to the Yorkshire Clinic (1).

Decision making

We asked people what information would help to reassure them that the right decisions are being made about the future of these services, 206 people wrote a comment in response to this question and some clear themes have emerged.

Around 10% of comments for this question indicated that there was nothing that would reassure them, except for Shipley Hospital being kept open.

“The only reassurance I want is to hear that Shipley Hospital will be kept open and its services enhanced.”

However most people gave answers linked to the following themes:

- Keeping services in the local area
- Honest explanations for change
- Detailed information about options
- Transparent decision making
- Continued access to high quality care
- Patient experience and public views taken into account
- Involvement of staff

Many people said that they wanted honest explanations about why organisations were considering moving outpatient services. They want transparency, and for detailed information to be made available during a future consultation.

“Honest simple breakdown of reasons for closure.”

“Honest break down of WHY?”

“stats expert opinion financial”

“What the current demand for the services are, and what the alternative provisions would be.”

“Public being able to access information regarding the plan/future plans for Shipley Hospital.”

Several people mentioned publishing minutes of meetings about the future of outpatient services at Shipley Hospital, and including detailed costings of all options in a future consultation.

People said they wanted evidence of how decisions were being made, and reassurance that patient experience and local need was being taken into account alongside financial considerations.

“Putting the patient first, and costing second”

“They think long and hard about it. Long term gain. Don't make short term cost saving decision. Burden on St Luke's, BRI & Eccleshill.”

“Keeping in touch after any meetings. Minutes of meetings would help.”

Other concerns

Throughout the engagement, people's comments contained common themes which weren't addressed by specific questions.

People often expressed the view that changes to services were linked to politics, and under-funding of the NHS. They expressed broad concern about a perceived loss of local public services, and saw the proposals around Shipley Hospital as another example of services being centralised.

Some people were concerned about the impact on the local area, if the site was redeveloped into housing for example.

“It is a very nice building and it would be a disaster for it to be sold off and houses built.”

A few people referred to the history of the Shipley Hospital building, and felt that it should be retained as an asset for the local community.

“Norman Rae gifted Shipley Hospital to the people of Shipley. It needs to remain a service for the people of Shipley.”

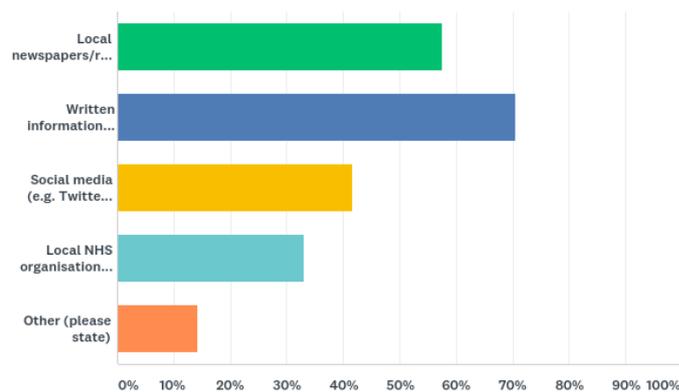
“Bradford Council should consider that Shipley is losing far too many services. Norman Rae would turn in his grave at the appalling way North Cliffe Park, Shipley Hospital and Carnegie Library have been targeted for their own means.”

Section 4: Future consultation

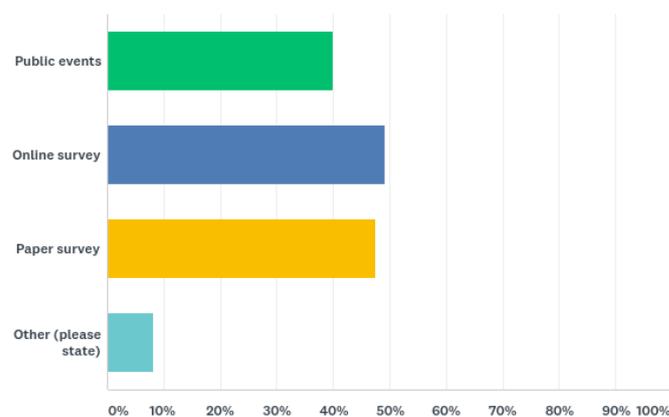
In order to ensure that a future consultation is accessible to as many people as possible, we gathered views about how people would expect to hear about the consultation and take part.

Most people indicated that they wanted to receive written information about the proposals and would like to take part in surveys. 129 people indicated that they would like to take part in public events as part of a future consultation.

Q16 How would you expect to hear about a future consultation?



Q17 How would you like to take part in a future consultation?



When developing our plan for a future consultation, we will shape it around the insight collected through this engagement.

237 people asked to be kept informed of future consultation; they will all be sent a copy of this engagement report and we will keep in touch with them throughout the future consultation period.

Engagement Report written by Victoria Simmons, Head of Engagement,
NHS Bradford District and Craven Clinical Commissioning Groups
victoria.simmons@bradford.nhs.uk

December 2019

Appendices:

1. Engagement document
2. Engagement sessions timetable
- 3. Equality monitoring**