

**Appendix Three** – responses from other organisations.

## **Healthwatch Cambridgeshire and Peterborough**

### **Relocation of Peterborough Urgent Treatment Centre: Our response**

#### *The consultation*

Healthwatch Cambridgeshire and Peterborough welcomed the opportunity to comment on the consultation materials and process and are pleased to see that changes were made as a result of suggestions.

We were uncertain at how effective a consultation process would be at a time when conventional meetings were not possible. We are however aware that the CCG has received a large number of responses to its survey and so have managed to reach a good number of people. We are pleased that people are taking up this opportunity to have their views heard. As well as promoting the survey and hosting discussions at the Healthwatch Peterborough Health and Care Forum, we have assisted the consultation process by providing an independent chair for both online meetings.

The CCG are to be commended for setting up online public meetings for local people to ask questions regarding the proposed relocation. Unfortunately, few local people took up the offer to join these meetings. However, it was a helpful session for those people that did participate, having direct access during the session to the CCG staff leading the consultation and the partner stakeholder team.

#### *Advantages and disadvantages of the relocation*

Summarised below are the key points that we have heard from local people, contextualised by our knowledge of the local health and care system.

From our participation in a range strategy and planning meetings, Healthwatch Cambridgeshire and Peterborough understands the advantages of a fully integrated urgent and emergency service. Co-locating the Urgent Treatment Centre (UTC) will undoubtedly help patients receive the correct type of care at the right time.

People tell us that they are unclear about where to go and what they should do to get the medical help they need. The multiple options that people have cause confusion. Co-locating the urgent and emergency elements of the service should simplify the situation.

Linking to the 'Think 111' campaign will be beneficial to patients and the public, as well as improving efficiency of the health system.

The Community Values Panel, facilitated by Healthwatch, and reporting to the CCG in January 2020, prioritised the following values when considering the topic of access to urgent and emergency care:

- Those most in need to be seen first
- It is OK to redirect people to a range of services
- People need better information and signposting.

We are aware of media reporting that suggests a majority of local people are not in favour of this change of location. The UTC was originally set up close to the centre of Peterborough to allow ease of access. We have heard concerns from local people regarding access by public transport to Peterborough City Hospital (PCH) and that some people living in the city centre will find it difficult to get to the hospital. This may be a minority of people but they will undoubtedly feel a significant impact. We are aware that currently many people use their own, or their family's car to attend the UTC. We know that in the past there have been pressures on parking at PCH, but this situation is much relieved by lower numbers of patients attending the hospital in person. However, this is likely to change in future when there is a return to more face to face provision and visiting.

In our Covid-19 survey people told us that they are concerned about the safety of hospitals. People may experience anxiety and will require reassurance that hospitals are safe places to attend.

At the public online consultation meetings we heard concerns about the necessary IT infrastructure being in place, and whether the building adaptations required will be completed on time. These complex matters of implementation, including public communications, will need a great deal of effort should the proposal be approved. We heard of offers from community leaders to help with future engagement.

If the consultation responses show a majority of people who responded object to the move, Healthwatch Cambridgeshire and Peterborough strongly recommends that the CCG makes its decision and mitigating actions taking into account that local sentiment.

### *Mitigations*

If the proposal is approved Healthwatch Cambridgeshire and Peterborough recommend that the following mitigations are put in place to ensure maximum public confidence:

- Public communications to assure the public that robust infection control procedures are in place.
- Public communications regarding the relocation need to clearly explain to people what they should do and where they should go to get the help they need. This information should be coherent with Think 111 messages.
- The relocation does not take place until there is adequate space to undertake safe indoor triaging and there is adequate waiting space to allow for social distancing.
- Clear instructions to patients regarding the safety steps they must take if attending.
- Monitoring of the parking situation.
- Patient feedback is collected from everyone attending the relocated UTC to ensure that people's experiences are analysed, implications understood and the information is used to adapt the service as and when required.

Sandie Smith (CEO)

Healthwatch Cambridgeshire and Peterborough

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## Cambridgehire & Peterborough NHS UEC Out of Hospital Collaborative

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29<sup>th</sup> Sept 20

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Dear Sir/Madam

**Urgent & Emergency Care (UEC) Collaborative – Formal Response to the Relocation of the Peterborough Urgent Treatment Centre (UTC) to the Peterborough City Hospital (PCH) site – Public Consultation**

The UEC Collaborative is comprised of local NHS providers (see annex A) involved in the delivery of Urgent & Emergency Care. The collaborative has as part of our Integrated Delivery Plan (IDP) featured the relocation of the UTC to the PCH site as a key programme of work and therefore we are collectively all in supportive of the move.

The relocation will provide a high degree of resilience to the PCH Emergency Department (ED) providing a single point of access for patients that can cater for all their UEC needs. With related services all in one place, we believe will enhance the experience and the quality of care for our patients.

Furthermore, as the model matures, we expect there to be some financial economies of scale, thus contributing to the overall system financial balance.

Kind regards

**Mustafa Malik**  
Co Chair

**John Martin**  
Co Chair