



**Cambridgeshire and  
Peterborough**  
Clinical Commissioning Group

**Proposals to relocate the Urgent Treatment  
Centre and GP Out of Hours Service from The  
City Care Centre in Thorpe Road to the  
Peterborough City Hospital in Bretton,  
Peterborough.**

**End of consultation report**

**5 August to 30 September 2020**



## **1. Purpose of the report**

This report is to inform Cambridgeshire and Peterborough Clinical Commissioning Group's (CCG) Governing Body of the responses and feedback received during the consultation on to relocate the Urgent Treatment Centre and GP Out of Hours Service in Peterborough.

## **2. Background**

The NHS Long Term Plan, that was published on 7 January 2019, talks about five major changes to the NHS. Chapter 2 of this plan is very clear that local NHS organisations need to:

“... redesign and reduce pressure on emergency hospital services”

Along with this plan, the national guidelines state that Urgent Treatment Centres (UTC) should work together with hospital Emergency Departments (EDs) to improve services for patients and create a seamless service.

### **The services proposed to be relocated in the consultation are:**

- The Urgent Treatment Centre run by Lincolnshire Community Health Services NHS Trust (LCHS)
- The GP Out of Hours Service (GP OOHs) run by Herts Urgent Care (HUC)

Moving these services will allow for a single front door to all the urgent and emergency care services at Peterborough City Hospital.

The service will cover the full range of injuries and illnesses with access to diagnostics, such as x-rays and scans, as well as specialist opinions, should they be needed. The services will be available to adults and children of any age. There will be a combination of pre-booked appointments and walk-in access.

The GP Out of Hours Service will still go out on home visits if required, which are booked through NHS 111 if clinically required. This will not change.

The consultation ran from 5 August to 30 September 2020. The consultation was to notify the public of the proposed services changes and to gather public views on these proposals.

## **3. Raising awareness**

Before the consultation began, the CCG worked with our local Healthwatch, Peterborough Health Scrutiny Committee, the Patient Reference Group to raise awareness off the proposals and to ensure that the consultation documents were clear and easy to understand. We presented the draft proposals to the Peterborough Health Scrutiny Group on 7 July.2020 and took an interim consultation report to their meeting on 21 September 2020.



#### **4. Distribution**

A comprehensive consultation document was developed with feedback from key stakeholders, we included as much information as possible to ensure that people understood the proposals.

Alongside this document we developed a short survey to support the consultation and gather feedback.

On our website we created an area for the consultation, with a separate page for the full document, so that people using voice to text, or translation software could access the consultation. On the webpage for the consultation we created a weblink to the pdf of the consultation document so people could download and share with wider networks.

The link to the survey was also on this webpage.

We emailed the full consultation document and information to a wide range of people using the CCG stakeholder network as well as encouraging our colleagues in our partner organisations to share wider. We also made use of networking connections across the Local Authority, Voluntary Sector and Healthwatch to ensure that the consultation was widely distributed.

During the consultation we used four social media platforms to engage with the public and staff: Facebook, Twitter, Instagram and LinkedIn.

#### **5. Public virtual meetings**

As part of the consultation planning, we arranged to hold two virtual public meetings. Public meetings are a part of most consultations, however, due to COVID-19 restrictions we could not hold face to face public meetings. Healthwatch Peterborough and Cambridgeshire Chair and Chief Officer agreed to chair these meetings and a panel of people from across all the partners were on hand to answer questions and respond to comments from members of the public

The public meetings were planned for:

- Wednesday 19 August 5pm to 6.30pm
- Thursday 10 September 5.30pm to 7pm

Attendance at the virtual public meetings was not high with three people dialling into the first meeting and eight dialling into the second. These numbers were similar to the public meetings held to support the BIG conversation which ran from September to December 2019.

As well as the planned public meetings we attended the Greater Peterborough Patient Forum and the Healthwatch Peterborough Forum to discuss the proposals and listen to views and answer questions.



## 6. Media coverage

Media	Details	Date
Peterborough Telegraph	Plans unveiled to relocate Peterborough's walk-in centre to city hospital	6 July 2020
Peterborough Telegraph	Concerns over car parking if Peterborough's walk-in treatment centre moves to hospital	9 July 2020
Peterborough Matters	Plans to move urgent treatment, out of hours GP services to Peterborough City Hospital	9 July 2020
Peterborough Telegraph	Consultation launched on proposed relocation of Peterborough's Urgent Treatment Centre	5 August 2020
Peterborough Matters	Consultation begins on proposed relocation of walk-in centre	5 August 2020
Peterborough Telegraph	A&E performance and moving Peterborough's Urgent Treatment Centre discussed at online health trust meeting	9 September 2020
Peterborough Telegraph	Peterborough residents can have their say on Urgent Treatment Centre location plans	9 September 2020
Peterborough Telegraph	Plans to relocate Peterborough's walk-in centre to city hospital unpopular, consultation feedback shows	19 September 2020
Peterborough Telegraph	Last day to have your say on plans to move walk in centre to Peterborough hospital	30 September 2020



## 7. Response details

The responses below include the numbers of people who visited our website, and the numbers of people who saw our social media posts. The response number in bold are those who commented or sent us a response.

Activity		Responses
<b>Survey responses</b>		<b>1008</b>
Website	Visits	2216
	Downloads	249
<b>Attendance at public meetings</b>		<b>10</b>
<b>Attendance at other meetings</b>		<b>30</b>
<b>Emails received</b>		<b>16</b>
<b>Organisation responses</b>		<b>2</b>
<b>Facebook</b>	<b>Comments</b>	<b>11</b>
	Shares	91
Twitter	Retweets	11
	Reach	6200
<b>Total</b>		<b>9844</b>

## 8. Responses from other organisations

We received responses from:

- Healthwatch Cambridgeshire and Peterborough
- Urgent and Emergency Care Collaborative

These responses are attached in full as appendix one.

## 9. Feedback

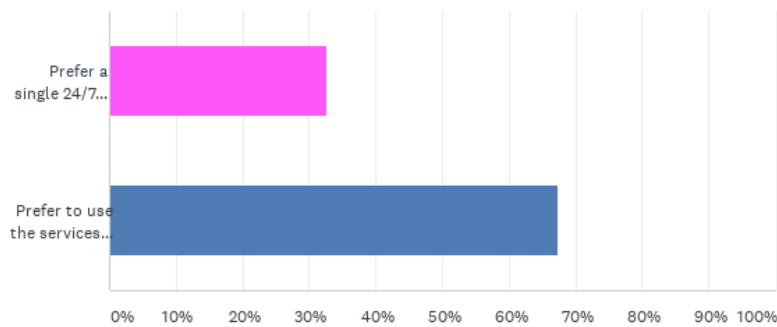
We received a large amount of feedback during the consultation, responses to the online survey, meetings attended, emails received and through social media channels.

In the following sections you will see the responses to the questions asked during the consultation as well as themes that were collated from all of the responses we received. We have not reported each individual response but have read them all and reported on the common themes and the most common responses that we received.



The responses reported below are a combination of feedback we received at meetings we attended, as well feedback through social media, from emails received, and on the returned surveys. 83% of people who replied to the survey took the opportunity to share their views with us through the free text option.

**Q1 When you feel unwell, but it is not an emergency, and you need to see someone to talk about it, would you:**



Answer Choices	Responses	
Prefer a single 24/7 hospital-based access point to go for advice and treatment which can book you an urgent appointment with the right service?	33%	360
Prefer to use the services you know already are available and see how quickly you can be seen, such as ED, Minor Injury Units, Urgent Treatment Centres, GP out of hours or GP urgent appointments?	67%	744
<b>Total</b>		<b>1104</b>

The first question in the consultation survey was a repeat of a question that we asked as part of the BIG Conversation engagement exercise at the end of 2019.

When you feel unwell, but it is not an emergency, and you need to see someone to talk about it, would you:

The response to this question in 2019 was that 73% of respondents would prefer a single access point to go for advice and treatment which can book you an urgent appointment with the right service.

The responses to this question in the current consultation survey reflect that people would prefer to use the services they already know, with 67% of respondents saying they prefer this option.

*The text responses to the consultation survey would suggest that people are nervous of attending a hospital setting at the current time due to perceived risks posed by the COVID-19 virus.*



## CCG response

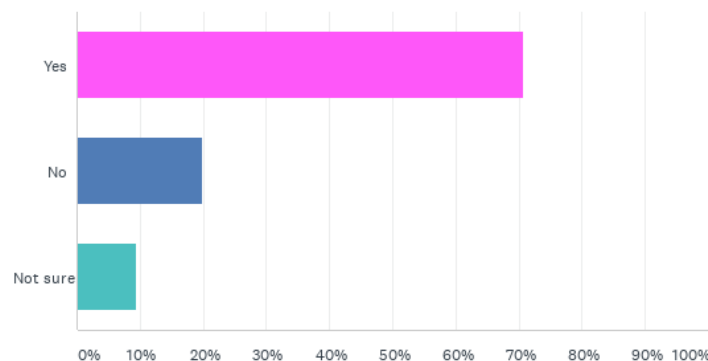
The North West Anglia NHS Foundation Trust has been working hard to ensure that all areas of the Peterborough City Hospital site are safe for patients who are visiting for reasons other than COVID-19.

The site has been developed to have red and green zones to ensure that infection from COVID-19 is reduced as much as possible and as with national guidelines, everyone attending site is required to wear a face covering, sanitise their hands and comply with social distancing.

People are encouraged to book a test online if they have symptoms of COVID-19 or use the NHS 111 telephone or online services if they need advice on how to manage their symptoms. People who present with symptoms of COVID-19 are directed to particular areas (red zones) to ensure they are able to be treated appropriately but kept away from people presenting without symptoms.

The Trust wants people to have confidence to attend the site to receive care, whether for planned treatment or clinics or the proposed Urgent Treatment Centre.

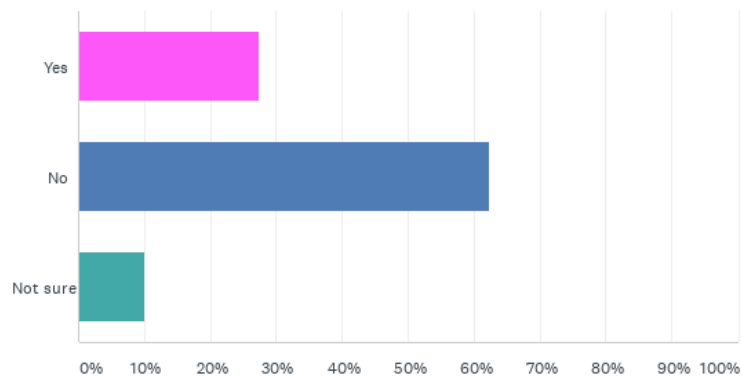
Q2 Do you understand the reasoning behind the proposals to move to the Urgent Treatment Centre to the Peterborough City Hospitals site?



Answer Choices	Responses
Yes	71% 783
No	20% 221
Not sure	9% 104
<b>Total</b>	<b>1108</b>



**Q3 Do you agree with the proposals to move the Urgent Treatment Centre to the Peterborough City Hospital site to create a single access point for urgent care?**



Answer Choices	Responses
Yes	28% 304
No	62% 691
Not sure	10% 112
<b>Total</b>	<b>1107</b>

The responses to this question and the text and email responses suggest that people would prefer for the services to remain separate and in their current locations.

The text responses to the survey tell us that people think that the City Care Centre on Thorpe Road is a much more accessible venue than the Peterborough City Hospital site due to its central location, proximity to the bus station and public transport links.

People also told us in the text responses to the survey that they thought that as the Urgent Treatment Centre was proposed to be moved this would mean that the CCG would sell off the City Care Centre in its entirety to developers. The text responses also indicated that people felt that the City Care Centre was a COVID-19 safe venue as patients with COVID-19 were not treated there.

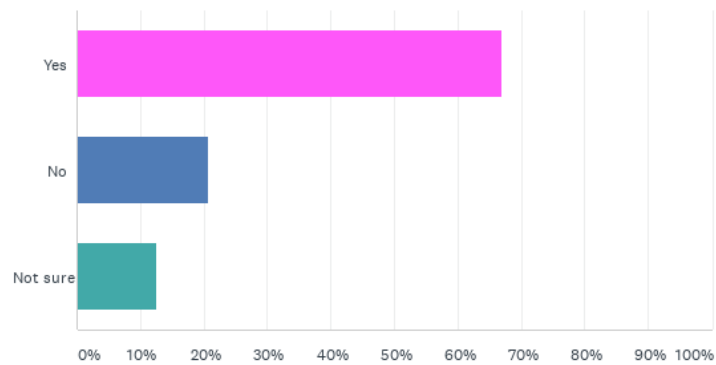
**CCG response**

The Urgent Treatment Centre is only one of many services that are provided from the City Care Centre (CCC). The proposals are only related to the Urgent Treatment Centre and the GP Out of Hours Service, which occupy a small area on the ground floor, all other services would continue to be provided from the CCC. There are no plans to sell or redevelop this essential health venue, the CCC is purpose built PFI for health and social care services. There is a task and finish group set up to look at how the vacated space can be repurposed including Hospital Outpatient clinics and/or Primary Care Services



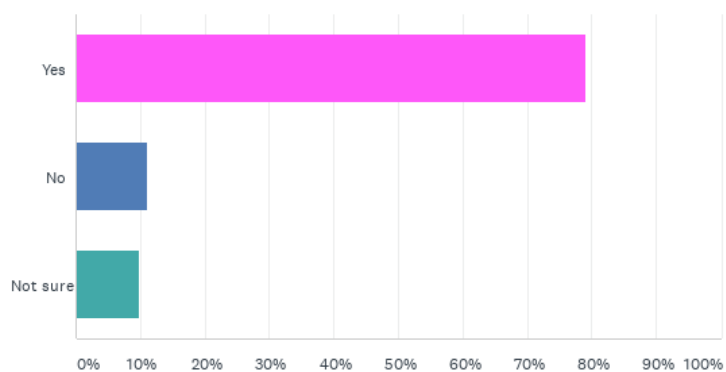


Q4 When you feel unwell, would you be willing, if assessed as not requiring hospital-based services to call or go online to NHS 111 as an alternative means of accessing healthcare?



Answer Choices	Responses
Yes	67% 740
No	21% 229
Not sure	12% 138
<b>Total</b>	<b>1107</b>

Q5 Are you happy for NHS 111 to book you an appointment at the most appropriate service to meet your needs?



Answer Choices	Responses
Yes	79% 872
No	11% 123
Not sure	10% 109
<b>Total</b>	<b>1104</b>



*The responses show that people have confidence in the 111 service to give advice or direct people to the right service.*

### **CCG response**

Since September staff in the Emergency Department at Peterborough City Hospital have been redirecting patients who do not need to be seen in the Emergency Department. This involves directing patients to the services and advice provided by 111. The pilot has been very successful in redirecting patients to alternative services with positive feedback and also to provide direct booking to see their GP. An average of 19% of walk-in patients are currently being redirected.

### **Other issues raised**

#### **Parking at Peterborough City Hospital**

By far the predominant issue raised by this consultation was the issue of parking at the Peterborough City Hospital site. In the text responses around 50% of the responses mentioned parking at Peterborough City Hospital site. Many of these responses said that they would support the proposals if the parking situation could be resolved.

People told us about congestion at the site and the difficulty in finding a parking space at busy times. People also mentioned the parking issues at the City Care Centre site, but this was reported as being less of an issue. People felt that by moving this service this would increase the parking problems.

### **CCG response**

112 additional car parking spaces were created at PCH during March 2020 providing a total of 882 parking spaces and 121 disabled parking spaces allocated for patient and visitor parking. It is worth noting that since the COVID-19 pandemic, the Trust (North West Anglia NHS Foundation Trust) is now operating a significant proportion of outpatient appointments virtually (c45%) which equates to around 5,000 fewer patient visits to the PCH site per month.

There is a drop-off bay adjacent to the main entrance for visitors and patients to use with a 20-minute stay limit.

Peak car parking times at PCH are from 9am to approx. 1pm and 1.45pm – 6pm Monday to Friday. The peak usage times for the UTC show that the busiest times for the UTC are mostly outside of these times. The GP Out of Hours service operates only outside of these peak times for the Peterborough City Hospital car park.

An evaluation of public car parking charges at other Trusts has been undertaken to understand whether charging is consistent with local Trusts to adhere to the 'Health Technical Memorandum 07-03 NHS Car-Parking Management: Environment and Sustainability' document. The findings show on average,



Peterborough City Hospital charges the public less for parking than other Trusts considered within the high-level assessment.

During the COVID-19 pandemic many outpatient routine appointments and consultations were moved to remote and virtual appointments. The consultant or specialist team would call, or video call the patient rather than the patient visiting the hospital site.

Currently 45% of all appointments are carried out remotely. This is much more efficient for consultants and specialist teams, as well as benefitting patients as they take up significantly less time and reduce the need for unnecessary travel. These types of appointments will remain as remote appointments, meaning that far fewer people are currently attend the Peterborough City Hospital site. The carparks have been operating at between 40-60% capacity since March 2020. As there are no plans to change this way of working, even post COVID-19 pandemic, there will be far fewer people attending the hospital resulting in much greater capacity in the hospital carparks. The congestion seen pre-pandemic is not expected to be repeated.

Also, some outpatients services will move over to the City Care Centre to fill the proposed vacated space, further reducing number of people attending the Peterborough City Hospital site.

### **Support for the relocation**

In the text responses and in some of the emails we received people told us that they fully supported the proposals. Some told us that this should have been done when the Peterborough City Hospital was built, and they didn't understand why it had taken so long.

Others supported the idea of a single place to go, so people are not having to travel from one place to another if they have got it wrong. Others supported stronger triage so that people were directed to the right services. Others liked the idea of the support of wider diagnostics on site.

People suggested that we should also co-locate a pharmacy service to ensure that people who needed prescriptions could access them easily, and also that people could also be re-directed to this service all on one site.

### **CCG response**

We welcome support for the proposals, as well as all suggestions and comments from the public. We will ensure that pharmacy provision is considered and discussed as part of this relocation project work.

### **Public transport and City Centre location**

In the responses people told us that the City Care Centre is in a very accessible location for people who walk there or need to take public transport. Peterborough has a hub and spoke bus route pattern with all buses heading into or through the



City Centre bus station. People felt this was an important point to realise as people would need to take more than one bus to reach the Peterborough City Hospital in Bretton. People also referred to the service as a walk-in service and felt this wouldn't be possible if it was located in Bretton.

### **CCG response**

The CCG recognises that the current City Care Centre location is closer to the City Centre than the Peterborough City Hospital site in Bretton, however previous travel survey data tells us that very few people travel to the Urgent Treatment Centre on foot, or by bus. The buses that travel along Thorpe Road do not stop very close to the City Care Centre and therefore people are still expected to walk some distance. The buses to the Peterborough City Hospital site stop at the doors to the hospital. The Peterborough City Hospital site is served by a number of Stagecoach buses, and although this may mean longer journeys for some people, but not for everyone. The majority of people who attend the Urgent Treatment Centre or need to attend the GP Out of Hours services, do so by car.

### **Improvements to availability of GP appointments.**

People told us that they use the Urgent Treatment Centre when they cannot get an appointment at their GP practice, or are given a GP appointment in a few days times. They prefer to go somewhere where they know they will be seen on the day, even if it means waiting. People told us that if more GP appointments were available on the day, or when people wanted them then they wouldn't need to use other services as much. People felt there should be more GPs.

### **CCG response**

The CCG acknowledges that there is a national shortage of GPs, and recruitment to our GP practices has been an issue it is working hard to address. We are working with GP practices to develop innovative ways of delivering services to patients, using Primary Care Networks (PCNs) to share specialist services and be responsive to local needs. The COVID-19 pandemic has seen some dramatic changes to how GP services are being delivered in our communities in order to ensure that patients are safe and can be seen in a way that does not put them or our staff at risk. GP practices are providing remote consultations with patients via telephone or video calls where it is clinically safe to do so. They are also seeing patients face to face when they need to in the GP practice. We are working hard to ensure that appointments are available and to improve appointment systems that practices use for patients to book appointments. Across all GP practices just over 10,000 on the day appointments are delivered These are a mixture of telephone, virtual and face to face appointments. Some will be planned activity i.e. cervical screening clinics or childhood vaccinations and immunisations.

### **Emergency department capacity and waiting times**

People told us that they had concerns that the proposed service relocations would make waiting times even longer. They felt that the waiting times at the Emergency Department at Peterborough City Hospital were already too long and adding more patients into that service on this site would make this worse. People



also had concerns regarding capacity of the waiting areas, and the building to cope with more services and patients as this was often at capacity already.

**CCG response**

Floor plans have been developed for setting out where in Peterborough City Hospital the new services could be located.

Design plans include proposals to remodel existing space to provide dedicated UTC clinical, triage, reception and waiting room facilities, alongside expansion of overall UTC clinical capacity through a new modular building to create new clinical assessment and treatment rooms, providing double current capacity at Peterborough City Care Centre.

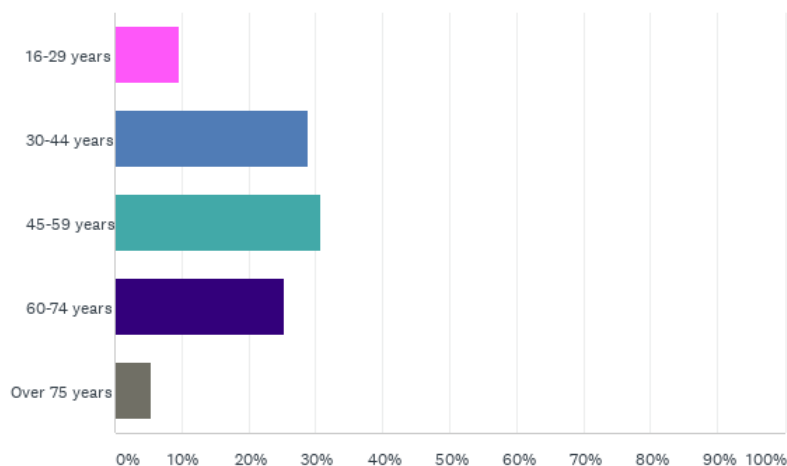
The new area will increase waiting room capacity from that currently provided at Peterborough City Care Centre and complies with new guidance on infection prevention controls and social distancing.

Remodelling of the existing facilities will also include four new streaming pods at the front of the remodelled Urgent and Emergency Care (UEC) Lobby area. The streaming pods will be used to provide rapid clinical assessment on arrival, directing patients to the appropriate clinical service to ensure patients receive the right care, in the right place, the first time.

Plans have been developed for mobilisation of the new UTC pending the outcome of this consultation.

**10. Demographics**

Q7 Can you tell us which of the following age band you belong to?



Answer Choices	Responses
16-29 years	10% 106
30-44 years	29% 318
45-59 years	31% 338



60-74 years	25%	278
Over 75 years	5%	60
<b>Total</b>		<b>1100</b>

The demographic information we collected as part of the survey gave us information detailing the age of the people responding. From the graph above it is clear that we had a good spread of ages responding to this survey across most age ranges.

We asked people to describe their ethnicity in a free text box, most people responding to the survey used the term British, white, English or European. A lot of different definitions for ethnicity were used, with many people saying this information was irrelevant or skipping this question altogether.

<b>Top free text responses</b>	<b>Responses</b>	
White British	45%	468
White	22%	225
British	11%	118
English	10%	104
European	1.5%	16
Caucasian	1.5%	15
Asian	1%	12
Human	1%	10
Other responses	7%	77
<b>Total</b>		<b>1045</b>

The geographic information allowed us to see that the survey responses were coming in from across all of the Peterborough postcode areas. The most responses came from the postcode areas to the south of the city, followed by the city centre and Bretton postcodes.

<b>Answer Choices</b>	<b>Responses</b>	
PE2	23%	251
PE7	18%	189
PE1	13%	144
PE3	11%	123
PE6	9%	99
PE4	9%	97
Other postcode areas	17%	257
<b>Total</b>		<b>1077</b>

## 11. Recommendations



- It is recommended that the CCG GB agree to the proposals to relocate the Urgent Treatment Centre and the GP Out of Hours service from the City Care Centre to the Peterborough City Hospital site, subject to mitigations around people's concerns about infection control and parking and congestion at the PCH site.

It is recommended that the CCG plan for this relocation to take place **no earlier than 1 April 2021**.

People have told us that during this time of the COVID-19 pandemic they would prefer services to remain as they are. This timeframe will allow us time to ensure that segregation planning and estates work at the Peterborough Hospital site is complete.

This timeframe would mean the relocation could be done outside of winter when there are already increased pressures on our urgent and emergency care services. Also, that IT, mobilisation and estates planning can be completed. A UTC collaborative Steering Group is meeting fortnightly to oversee this process.

- It is recommended that the CCG continue to work with NWAFT to monitor the parking and traffic flow at the Peterborough City Hospital site and any changes to public transport systems in Peterborough. The Trust have green travel plans in development and the CCG will work with them and the Council to ensure that the plans meet the needs of local people and staff using the site
- It is recommended that the CCG ensures wide-reaching, accessible and timely communications to ensure that people are aware of the relocation, how to access help through 111 and where to go when they have an urgent care health need.
- It is recommended that the CGG continues to work closely with NWAFT on mobilisation plans to ensure that all necessary infection prevention and control (IPC) measures are in place to ensure safety of people attending the relocated services. Also, to ensure that all IPC measures are communicated to people who attend the service.
- It is recommended that the CCG work with service providers to ensure that Patient experience feedback is collected, analysed, and the information is used to adapt the service as and when required.

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