



# Your Care, Your Views

## Redesigning our sites and services



## Aim of this session

- share feedback we received during phase one
- provide further information on issues you have told us are important
- outline which services which are moving and staying
- tell you how you can get involved and share your views
- give you an opportunity to ask questions



## Our vision

New and/or redeveloped hospitals, each with a distinct role, working together to provide a comprehensive range of hospital services for people in west Herts.

**Watford** - emergency, specialist and complex care

**St Albans\*** - planned surgical care, planned cancer care and an urgent care service

**Hemel Hempstead** - urgent and planned medical care, long term conditions

Urgent care services and some outpatient services at all sites.

\*Our minor injuries unit at St Albans City Hospital is temporarily closed due to the pandemic. Engagement will take place later this year about the urgent care services that will be offered at this site.



## Feedback from *Your Care, Your Views* phase one

Respondents to the survey said these things that mattered most to them:

- Having diagnostics built into their appointments ('one stop clinics')
- Travel – overall, people in Dacorum and St Albans are happier to travel between our hospitals in those areas than to Watford and residents of Watford and Three Rivers prefer to use Watford General Hospital but if they have to travel to our other sites, it does not matter much to them particularly which one
- The state of our buildings and the need for new buildings
- We also heard some anxiety about healthcare being delivered online

Feedback given in public and community group meetings also echoed concerns about travel and online appointments.



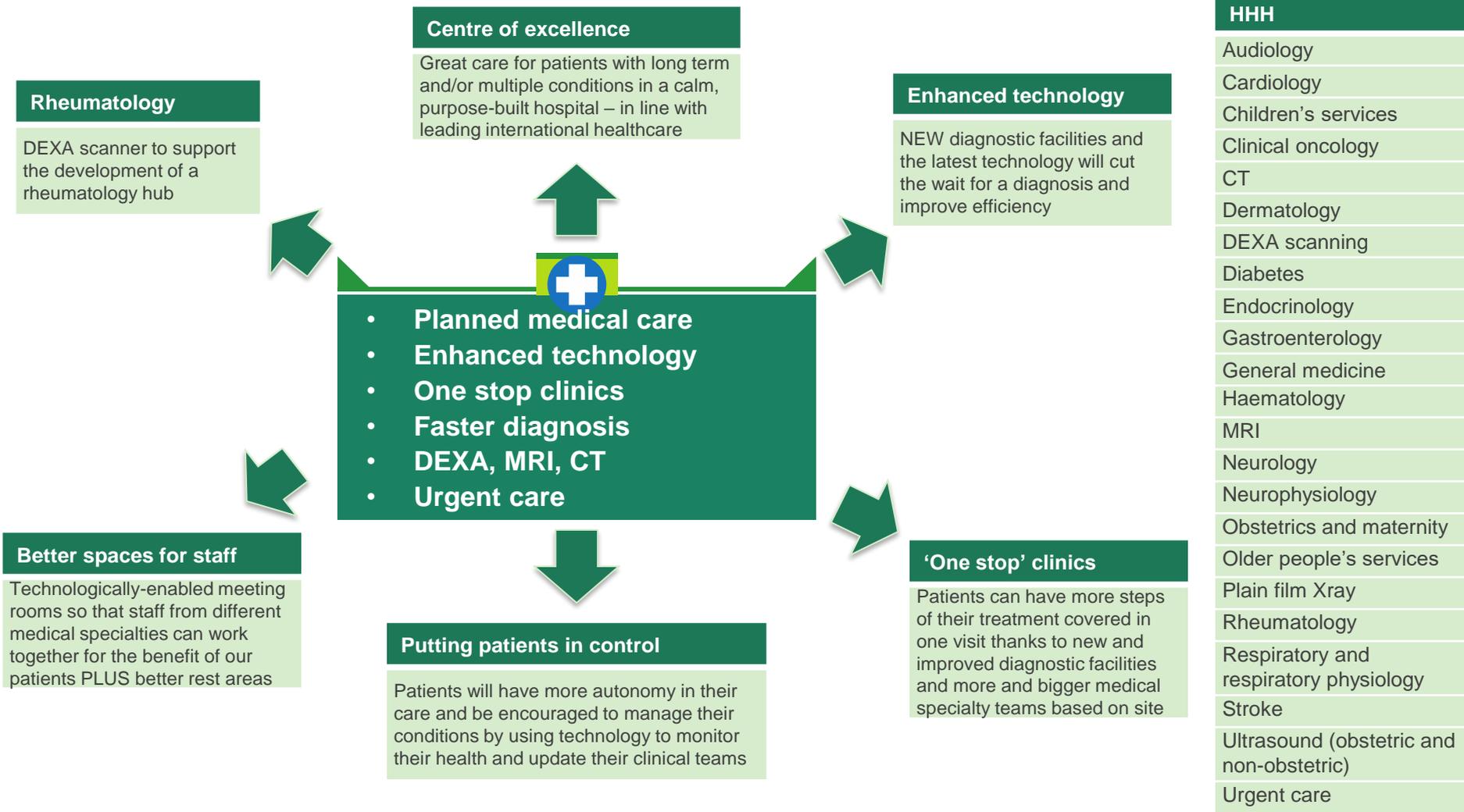
## Our response to your feedback

In response to your feedback we will:

- provide case studies from a patient perspective which provide greater insight into 'one stop' clinics model and the proposed way of managing routine follow-up appointments
- reassure the public that in-person appointments will still be available and that moving to online appointments is not compulsory
- carry out targeted research to determine whether results from a more representative population sample differ from those expressed in the survey
- conduct in-depth research with current/recent patients whose services are set to change location from north/south (HHH and or SACH to WGH) or vice-versa
- continue to broaden and deepen reach through community networks and ensure that opportunities to engage are offered to those with protected characteristics
- A travel and access steering group and a reference group will be established.

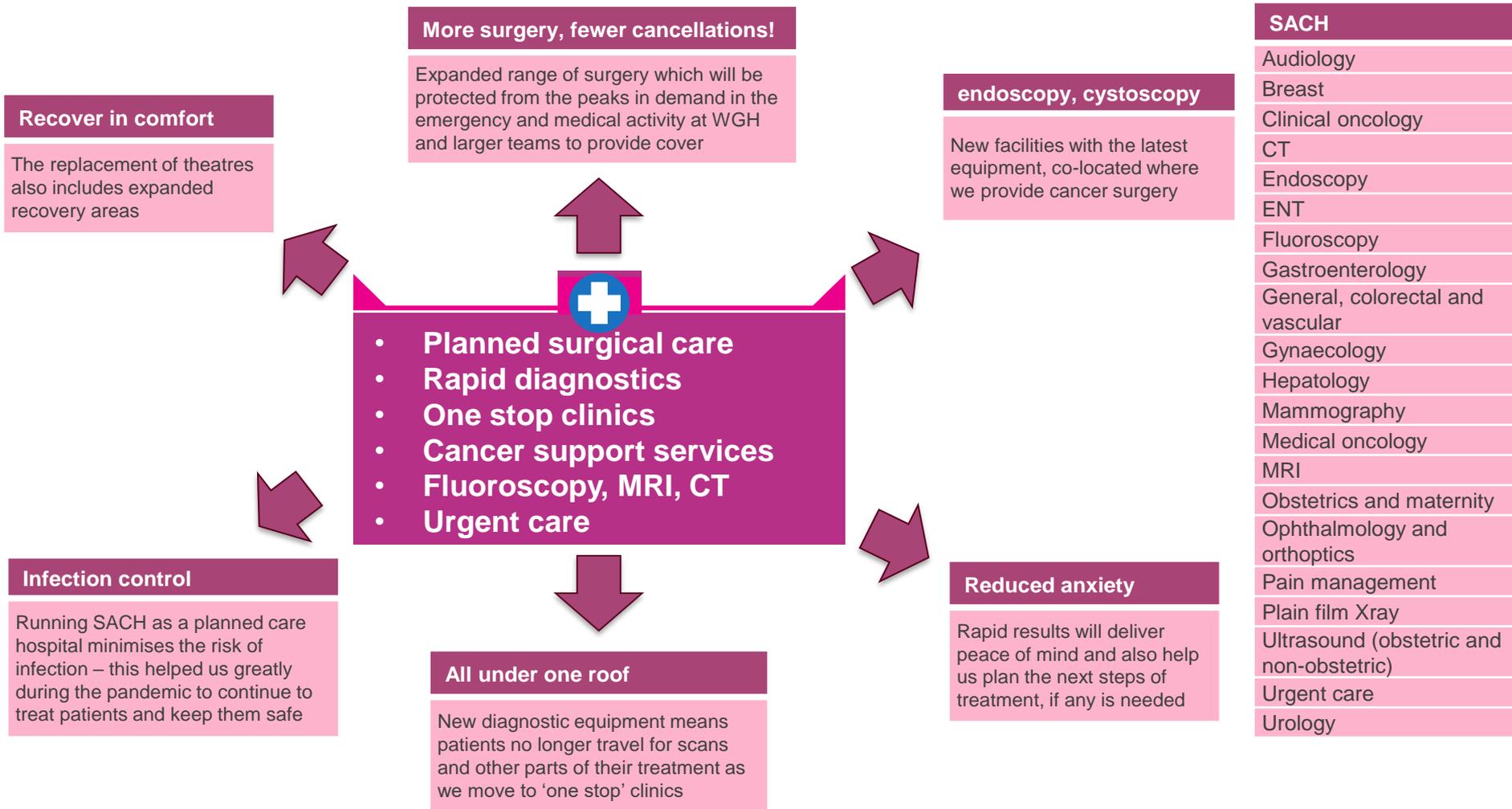


# Benefits for patients...HHH





# Benefits for patients...SACH





# Benefits for patients...WGH

## Sustainable and spacious

Our new building will be environmentally friendly and there will be green spaces and also more spacious patient areas

## Boosting birth experience

Our new women and children's building will have specially equipped rooms for antenatal, labour and postnatal care – meaning mum and baby can stay put

## Expanded emergency

Bigger unit, better equipment and more assessment space so that specialists come to patients and not vice-versa

## Fighting infection

A high ratio of single rooms and the latest design and ventilation will be used to keep us all protected from infection

- 
- Up to 90% new buildings
  - Expanded emergency care
  - Technology-enabled site & services
  - Complex diagnostics
  - Vastly improved patient & staff areas
  - Services organised better together

## Family planning

Paediatric services will be in the main building with child-friendly design

## Safe and sensible

We will reorganise how services are located, e.g. all acute services in the same building – making sure the right care is on hand when needed

## WGH

Audiology
Cardiac MRI
Cardiology
Children's services
Clinical oncology
CT
Cystoscopy
Dermatology
Diabetes
Emergency
Endocrinology
Endoscopy (urgent)
ENT
Gastroenterology
General medicine
General colorectal and vascular
Gynaecology
Gynaecology oncology
Fluoroscopy
Haematology
Hepatology
Medical oncology
MRI
Neurophysiology
Nuclear medicine
Obstetrics and maternity
Older people's services
Ophthalmology and orthoptics
Oral and dental
Pain management
Plain film Xray
Rheumatology
Respiratory and respiratory physiology
Stroke
TIA (transient ischaemic attack – or 'mini stroke')
Ultrasound (obstetric and non-obstetric)
Urgent care
Urology



## Recap of main changes and benefits

Our existing configuration of services is largely historical and no longer meets our needs

Specialty clinical care will (mostly) be delivered from two sites – WGH & HHH or WGH & SACH

All three sites will continue to provide a range of outpatient appointments and urgent care

Reorganising our services will:

- support our ambitions for HHH to be a multi-specialty centre for multiple and long term conditions
- reduce the likelihood of cancellations by separating hot and cold and strengthening teams
- enable better training for junior staff and improve teamworking and professional development
- create opportunities for more 'one stop' clinics with diagnostic tests (like MRI and CT scans)
- support rapid diagnostics service at SACH which aligns with the focus on cancer at this site
- enable increased consultant presence at SACH; resulting in a wider and more complex range of surgery and greater support for post-operative care.



## Recap of main changes and benefits

We will create spaces that are welcoming and accessible to people of all ages and genders and that cater for people's specific needs linked to physical and learning disabilities, religion and belief as well as maternity or pregnancy needs. This includes designing spaces that are paediatric friendly and adolescent suitable.

There will be dementia friendly environment throughout and clinical spaces that are compliant with mental health standards.

We will create a calming and healing environment that not only looks after people's physical health but that also promotes good mental health and wellbeing and meets people's spiritual needs. This might include some or all of the following:

- Outdoor green space for staff, visitor & patient use
- Quiet spaces
- Spiritual facilities
- Indoor and outdoor art
- Rest & change facilities for staff and volunteers
- Retail facilities



## West (HHH) to East (SACH) moves

**Services currently at all three sites changing to two sites: WGH and SACH**

- Hepatology
- ENT (Ear, nose and throat)
- General, colorectal and vascular surgery
- Urology surgery

**Services currently at WGH and HHH changing to WGH and SACH**

- Nuclear medicine (along with an upgrade at Watford General Hospital)
- Endoscopy and cystoscopy procedures will move from HHH to SACH, which will support our focus on cancer services and provide an opportunity to expand the endoscopy service. Urgent endoscopy will remain at Watford.



## East (SACH) to West (HHH) moves

**Services currently at all three sites changing to two sites: Watford General Hospital and Hemel Hempstead Hospital**

- Cardiology
- Dermatology
- Diabetes and endocrinology
- Neurology
- Older people's care
- Respiratory and respiratory physiology
- Rheumatology

**Services at St Albans City Hospital changing to Hemel Hempstead Hospital only**

- DEXA (to support development of a rheumatology hub at Hemel Hempstead Hospital)



## North (HHH & SACH) to south (WGH) moves

- Fracture clinic – this service moved from HHH and WGH to SACH, with virtual appointments provided where clinically appropriate (as part of response to Covid-19)
- The plan is to co-locate the fracture service with the emergency department at WGH and to offer virtual appointments where clinically appropriate
- The move will ensure that orthopaedic trauma patients have access to the full range of clinical staff and facilities
- Planned orthopaedic surgery will take place at St Albans City Hospital, unless it is complex, in which case it will be at Watford



## South (WGH) to North (HHH & SACH) moves

- Orthopaedics and spinal surgery – plans to create a new outpatient hub at SACH (in place of services at all three sites) to support the trust's response to Covid-19. The plan is to retain this as it fits well with the focus of planned surgery at SACH.
- Diabetes (likely to be fewer clinics at WGH to support a bigger hub at HHH)
- Rheumatology (likely to be fewer clinics at WGH to support a bigger hub at HHH)
- Cardiology (likely to be fewer clinics at WGH to support a bigger hub at HHH)
- Respiratory and respiratory physiology (likely to be fewer clinics at WGH to support a bigger hub at HHH)



## Services that will not be moving

**Outpatient & diagnostic services that will continue to be provided at all three hospitals:**

Gastroenterology

Audiology Clinical oncology

Obstetrics and maternity

Plain film X-ray

Ultrasound (obstetrics and non-obstetrics)

**Outpatient & diagnostic services that will continue to be provided at WGH and HHH:**

General medicine

Haematology

Neurophysiology

Stroke

Children's services



## Services that will not be moving

**Outpatient & diagnostic services that will continue to be provided at WGH and SACH:**

Medical oncology  
Ophthalmology and orthoptics  
Pain management  
Upper gastrointestinal surgery  
Gynaecology

**Outpatient & diagnostic services that will continue to be provided at SACH:**

Breast surgery  
Mammography



## Services that will not be moving

### **Outpatient & diagnostic services that will continue to be provided at WGH:**

TIA (transient ischaemic attack – or ‘mini stroke’)  
Oral surgery and dental  
Gynaecology oncology  
Cardiac MRI

### **Our investment in diagnostics will see new facilities and more diagnostic services**

MRI – will also be available at SACH (in addition to the current services at HHH & WGH)  
CT – will also be available at SACH (in addition to the current services at HHH & WGH)  
Fluoroscopy – will also be available at SACH (in addition to the current services at WGH)



## Engagement plan: proposed timeline

Date	Plans
w/c 10 May	Your Care, Your Views engagement phase two launched
17 May – 30 June	Community, staff and stakeholder meetings Feedback form for further views Focused interviews and representative survey
July	Feedback considered by Trust and CCG Boards Clinical brief finalised for Outline Business Case



## How you can get involved

- Check out our key documents, fill in the feedback form
  - clinical strategy & clinical brief
  - *Your Care, Your Views* engagement documents
  - *Your Care, Your Views* next steps documents
- Deadline for feedback form is **midday 30 June!**
- Invite us to your community/staff meetings and events
- Share our news via your newsletters/bulletins/networks
- Ask us for translations [westherts.redevelopment@nhs.net](mailto:westherts.redevelopment@nhs.net)



Further information is on our website <http://bit.ly/YourCareYourViews>



# Questions

- Read our new engagement document : <https://bit.ly/3bzSDuQ>
- Share your views & complete the feedback form: <https://bit.ly/3wfJ3Fj>





***Thank you***

<http://bit.ly/YourCareYourViews>

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