Dunfermline and West Fife CHP

Patient Feedback Report:

Proposed re-location of Primary Care Emergency Services at Glenrothes Hospital

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1. **Introduction**

Within NHS Fife, the Primary Care Emergency Serviced (PCES) is available at 4 centres, St. Andrews Hospital, Glenrothes Hospital, Victoria Hospital and Queen Margaret Hospital. At present, 3 of these centres offer services that are co-located with either Accident and Emergency or a Minor Injuries Unit.

PCES based at Glenrothes Hospital does not have on-site access to either of these services and patients requiring further treatment are referred on to Victoria Hospital where they can access hospital medical treatment.

The PCES service currently provided at Victoria Hospital is available to patients from 6.00pm to 12.00am, whereas all other centres can be accessed from 6.00pm through to 8.00am the following day.

In order to bring the Primary Care Emergency Services (PCES) in Fife in line with each other a proposal has been made that the GP Out of Hours (OOH) Treatment Centre provided at Glenrothes Hospital, be moved to the Victoria Hospital and that the opening times of the service provided at Victoria Hospital be increased in line with those at St. Andrews and Queen Margaret Hospitals, eg., 6pm through to 8am weekdays and 6pm on Fridays through to 8am the following Monday.

PCES undertook a public engagement survey to capture feedback on what people understood about the reasons for the proposed move. The survey took place over one of the busiest times of the year, Christmas and New Year 2011/2012.

This report is intended to give an overview of the engagement undertaken with patients accessing current GP OOH Treatment Centres during the period between 28th December 2011 and 11th January 2012, and also those receiving home visits during this time. The purpose of the exercise was to engage with patients and obtain their comments on the proposed re-location of the PCES services at Glenrothes Hospital to the Victoria Hospital, Kirkcaldy.

2. **Background**

In response to the requirements of the Primary Medical Services (Scotland) Act 2004, NHS Quality Improvement Scotland (now Healthcare Improvement Scotland) published the *Standards for The Provision of Safe and Effective Primary Medical Services Out-of-Hours* in August 2004. At a time when new
arrangements for providing medical care out-of-hours were being established, the standards focused on the infrastructure considered necessary to support the development of safe and effective services. This included the requirement for all NHS boards to have a set of local key performance indicators in place for their OOH service.

Since then, primary care out-of-hours services have matured, changes in policy have taken place and the emphasis on the improvement in the quality of healthcare services has increased. In addition, in 2010 an inquiry by the Health and Sport Committee into out-of-hours healthcare provision in rural areas identified concerns regarding the lack of nationally comparable key performance indicators.

In response to this inquiry, the Scottish Government tasked Healthcare Improvement Scotland to review the Standards for The Provision of Safe and Effective Primary Medical Services Out-of-Hours and develop a set of national quality indicators for primary care out-of-hours services. The quality indicators will:

- apply throughout Scotland thus supporting the delivery of consistent care,
- allow comparison between different NHS board areas, and
- enable continuous improvement within local primary care out-of-hours services.

In Fife, we are committed to making improvements that provide effective care, are person-centred and safe. Our priority and focus is on:

- access to a greater range of clinical staff
- access to more clinical examination rooms
- access to a greater range of equipment such as x-rays and scans
- closer to appropriate ward environments such as Maternity and Acute Medical

2. Aims and Objectives

The aim of the engagement exercise was to seek comments and views from patients accessing PCES with regard to the proposed re-location of services currently provided at Glenrothes Hospital.

It is important that patients understand the rationale surrounding the proposed move and that they are given the opportunity to tell us how they feel about it.

We are particularly interested to have feedback from people living in and around the Glenrothes and Levenmouth on any issues concerning the proposed move.

We also wish to raise awareness of the proposal by developing an information booklet and A3 poster, (see Appendix 1 and 2).
Our objective is that people in Fife are empowered to engage in consultations regarding service changes and that they are in possession of accurate and timely information based on facts.

3. **Methodology**

A single-sided short questionnaire was developed (appendix 3) and made available at PCES centres within St. Andrews Hospital, Glenrothes Hospital, Queen Margaret Hospital and Victoria Hospital. The questionnaire consisted of 3 questions mainly relating to demographic information and provided a comments box for feedback.

Patients attending PCES were asked to complete the questionnaire. A FREEPOST envelope was attached and addressed to the Clinical Governance team based at Lynebank Hospital for collation of responses.

4. **Results/ Discussion**

During the period 28\(^{th}\) December 2011, to 11\(^{th}\) January 2012, **1954** patients were seen in the 4 treatment centres and **613 Home Visits** were undertaken. A total of **240** comment cards were returned. The breakdown is as follows:

<table>
<thead>
<tr>
<th>Location</th>
<th>Number</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>St Andrews Hospital</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Queen Margaret Hospital</td>
<td>78</td>
<td>32.5%</td>
</tr>
<tr>
<td>Glenrothes Hospital</td>
<td>39</td>
<td>16%</td>
</tr>
<tr>
<td>Victoria Hospital</td>
<td>114</td>
<td>47.5%</td>
</tr>
<tr>
<td>Returned via post</td>
<td>7</td>
<td>3%</td>
</tr>
<tr>
<td>Total</td>
<td>240</td>
<td>100%</td>
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![Total no. of comments cards returned](chart.png)
St Andrews Hospital

2 (1%) responded from St Andrews Hospital. 1 aged 26-45 and 1, 46-55, both female and both understood the need to move the service.

No written comments were received on the above comment cards.

Glenrothes Hospital

39 (16%) people responded. 24 people understood the need to move services and 14 people did not understand the need to move services. 8 of the respondents were male and 27 were female. The age range of the respondents from Glenrothes Hospitals are: 16-25yrs = 13, 26-45yrs = 19, 46-55yrs = 11, 56-55yrs = 4, 66-75yrs = 1 and 1 was over 75 yrs.

56% (22) of comments received were in relation to access and travel: The general theme gathered from the comments received indicated that most people felt that the move would make it difficult for people to attend the Victoria Hospital for OOH GP appointments. 13% (5) people provided positive feedback, stating that they saw the move as a good one, having more clinical services at one location should this be needed.

"Distance is too far to Victoria if you do not have transport and taxi would be too expensive…"
"Think they should be more local"
"It is a valuable service having an OOH service in your local area…"
"It may not be possible to always be possible for people to get to Victoria Hospital, especially if they do not drive or have access to a car or public transport…"
"Public transport links need to be improved"
"Have to do what's best for the public"
"Whatever makes everything better for patients"
"Think it is a good idea to move to VHK…"
"Although Glenrothes people will miss the service at Glenrothes Hospital if VHK facilities are more suited to purpose this should be an improvement…"

**Queen Margaret Hospital**

78 (33%) people responded from QMH. 59 people understood the need to move services and 19 people indicated they did not understand the need to move services. 19 of the respondents were male and 59 were female. The age range of the respondents from Queen Margaret Hospital are: 16-25yrs = 17, 26-45yrs = 44, 46-55yrs = 6, 56-65yrs = 6, 66-75yrs = 4 and none were over 75yrs.

* 13 (17%) people thought that it was the OOH service at QMH that was being moved with 1 person responding to the move of A&E service to VHK. A further 3 people felt it would be difficult for those living in the Glenrothes area to get to VHK during OOH as transport links are limited.

*I think for the reasons of the general public who live nearer OOH will feel more secure knowing that it is closer and won't need to travel as far."

*It is safety for everyone that is important*

* It should be noted that from the comments received from people attending PCES at Queen Margaret suggest that they were confusing the A&E moves with the proposed relocation of PCES from Glenrothes Hospital to Victoria Hospital.

**Victoria Hospital**

114 (48%) people responded from Victoria Hospital. 113 people understood the need to move services and 1 person indicated they did not understand the need to move services. 28 of the respondents were male and 84 were female.
The age range of the respondents from Victoria Hospital are: 16-25yrs = 17, 26-45yrs = 54, 46-55yrs = 13, 56-65yrs = 14, 66-75yrs = 11 and 4 were over 75 yrs.

Of the 22 people who provided comments, 14 (12%) felt it was a good idea to have this service co-located within a hospital that has all the major clinical services available, including maternity and children's unit. 6 of the comments were in relation to the fact that transport would be a concern for those living in Glenrothes. 3 comments were in relation to appropriate signposting at Victoria Hospital as some felt it was not sufficient or clear enough.

“Would be better especially if patient had a life threatening injury/illness”

“I feel that this is substantial as there are far more staff here to deal with different illnesses or injuries, rather than going to GH then to be transferred to VHK”

“Please ensure OOH is clearly signposted”

“A very good idea, though a long way to go for people far away from Kirkcaldy. Personally I am grateful”

“It is a sensible decision”

5. Conclusion

From the responses received to date, it would appear that the majority of patients understood the need for re-locating the Primary Emergency Service currently provided at Glenrothes Hospital. Over 100 (48%) people from the Kirkcaldy & Levenmouth area fed back with comments. The responses seem to suggest that those living in or close to the Glenrothes area are more concerned about the proposal to move the service to the Victoria Hospital. However, the majority of
responses received suggest that for those people living in the Leven, Methil, Kirkcaldy, Burntisland, Kinghorn areas, this proposed move is seen as a positive one.

As mentioned earlier in this report, transport is an issue, particularly during the out of hours period and more so for those living furthest from the Victoria Hospital, where transport links are poor.

However a relatively small number of questionnaires were received from people attending OOH GP appointments at Glenrothes Hospital (16%). The majority of these highlighted that one of the key concerns to accessing PCES at Victoria Hospital is the lack of transport during the out-of-hours period.

6. Recommendations

- A further patient and public involvement engagement exercise should be carried out at PCES centres at Glenrothes Hospital and Victoria Hospital in relation to transport.
- Ensure that appropriate information is available to patients accessing the main central centres, eg., make it clear that the relocation does not affect services at Queen Margaret Hospital, opening times etc.
- Ensure signposting for patients attending PCES is clear and easy to follow.
- Ensure information regarding transport links etc are also made available at eg., website, for patients who have to travel further to attend.
- Present the results of this survey to all the Public Partnership Forums.
Primary Care Emergency Service
Out of Hours

“Working for you”

National Standards state that the Out of Hour (OOH) Service needs to be beside an A&E Department or a Minor Injuries Unit for patient safety reasons such as:

- access to a greater range of clinical staff
- access to more clinical examination rooms
- access to a greater range of equipment such as x-rays and scans
- closer to appropriate ward environments such as Maternity and Acute Medical

Glenrothes Hospital does not have the above facilities. Victoria Hospital has these facilities.

Therefore NHS Fife proposes to move the OOH Service from Glenrothes Hospital to Victoria Hospital.

Do you understand the need to move the OOH Service to Victoria Hospital?

Yes ☐ No ☐

Do you wish to make any comments about this proposal?

About you:

Gender: Male ☐ Female ☐

Age: 16-25 ☐ 26-45 ☐ 46-55 ☐ 56-65 ☐ 66-75 ☐

Over 75 ☐

Where do you live?