Queen Margaret Development Project

Development of Primary Care Resource Centre at Queen Margaret Hospital

www.nhsfife.org/queenmargaret
This leaflet provides an overview of the plans for the creation of a Primary Care Resource Centre at Queen Margaret Hospital, as well as further information about some of the services involved.

Contents
The Primary Care Resource Centre 3

What is a Primary Care Resource Centre? 3

Proposed Relocation of Services 4

Considering the Impact of Service Relocation 5

Queen Margaret Transport Planning 6

Primary Care Resource Centre Services 7

(i) Dietetic Service 7

(ii) Children and Young People’s Services 8

(iii) Child and Adolescent Mental Health Service 10

(iv) Podiatry Service 11

(v) Adult Musculoskeletal Physiotherapy Services. 12

(vi) Diabetes Services 13

(vii) Psychology Service 14

(viii) Dental Services 15

(ix) Sexual Health Services 16

Carer & Patient Information Point 17

Keep Up-to-Date with Developments 18
The Primary Care Resource Centre

The Queen Margaret Development Project aims to improve access to a range of primary care, community and diagnostic facilities, all within a modern healthcare environment.

As part of that project, a planned Primary Care Resource Centre will be created using accommodation within Queen Margaret Hospital.

What is a Primary Care Resource Centre?

The Primary Care Resource Centre (PCRC) brings together a wide range of primary care and community services on the one site, including:

- Podiatry
- Dietetics
- Physiotherapy
- Speech and Language Therapy
- Occupational Therapy
- Clinical Psychology
- Diabetes services
- Specialist Dental services
- Anorexia Nervosa Intensive Treatment Team (ANITT)
- Mental Health outpatients for adults, adolescents and children
This is in addition to Integrated Children’s and Older People’s Services and Sexual Health.

Plans are also in place to develop an Information Point for carers.

NHS Fife believes that by bringing these services closer together there will be a number of benefits for patients and services, including:

• Better access to a wider range of services
• An improved environment for patients and staff
• A reduction in waiting times
• Efficient services and increased appointments
• Increased time that specialists have available
• Improvements to existing lines of communication with Secondary Care

Proposed Relocation of Services

As part of the plans for a Primary Care Resource Centre, it is proposed that all services will relocate from Carnegie Clinic and Abbeyview Clinic to Queen Margaret Hospital.

NHS Fife is actively engaging and consulting with the local community, providing opportunities to learn more about the proposals and to have their questions answered.
Considering the Impact of Service Relocation

As part of service relocation proposals, NHS Fife has undertaken an exercise called an Equalities Impact Assessment. This allowed us to explore the impact that relocating these services to Queen Margaret Hospital would have on the local population, alongside the accompanying opportunities and benefits.

The exercise identified the following priorities for consideration:

- Impact on those reliant on public transport, particularly older people, people with mobility difficulties and people with prams.

- Impact from lack of clear signage in the proposed new location of services. For example, it was suggested that people with some disabilities and older people may have difficulty locating their service in a bigger hospital setting.

Work is already under way to look at these identified areas further.
Queen Margaret Transport Planning

The Queen Margaret Hospital Travel Planning Group is actively examining the suggestions made as a result of the Equalities Impact Assessment exercise.

Earlier traffic management work is being re-assessed on the back of the development activities at Queen Margaret and the group continue to work towards the provision of potential long-term solutions.

Areas currently under consideration include:
• Increasing the provision of Blue Badge spaces
• Provision of ‘Parent and Child’ spaces
• Updating/enhancing the on-site bus shelter and lay-by
• Replacing/updating some cycle parking
• Looking at the feasibility of a separate, dedicated pick-up area
• Reassessing the provision of Patient/Visitor parking,
• Reassessing staff space provision

A recent pilot survey completed by Podiatry patients asking how patients currently accessed clinics, showed that 41% drive, 21% were given a lift, 14% walked, 13% used public transport, 4% used a taxi and 7% did not complete the survey.

This survey will be carried out with patients of other services.
Primary Care Resource Centre Services

A number of Community and Primary Care Services would be brought together as part of the Primary Care Resource Centre.

(i) Dietetic Service

The Nutrition & Dietetic Department is a Fife-wide service arranged into clinical groups for Paediatrics, Acute, Diabetes, Nutritional Support and Older People’s Services. Specialist dietitians also work in Mental Health, Eating Disorders and Health Promotion.

The main areas that the Dietitians work in are;
• therapeutic diets for conditions e.g. coeliac disease, diabetes
• weight management for obesity and the other long term conditions which are aggravated by weight gain eg diabetes and heart disease
• nutritional support for patients who need to be fed artificially (by a tube) or using foods and supplements to help them increase their weight
• nutritional education for health service staff, patients, carers and other agencies to enable them to provide good nutrition for the people in their care

The Dietetic Department plan to provide a range of in-patient and out-patient specialist services from Queen Margaret Hospital.
(ii) Children and Young People’s Services

Children and young people can have contact with a variety of specialist children’s health services, including:

- Children’s Nurses
- Community Paediatricians
- Specialist Paediatricians

and Allied Health Professionals including:
- Occupational Therapists
- Speech and Language Therapists
- Physiotherapists
- Dietitians

NHS Fife’s aim is to provide a child focussed service in a dedicated child-friendly environment.

Having an integrated children and young people’s unit at Queen Margaret allows us to bring together the majority of outpatient departments eg consultation with paediatricians, examination, planned nursing assessment and routine investigations together on the one site for children and young people in West Fife.
Community paediatricians, specialist paediatricians, nurses and allied health professionals all work closely together. A joint base enables staff to develop this work further, providing services as locally as possible.

Children’s & Young People’s Services are also working towards a multi-disciplinary model, offering a range of services in a single clinic visit where possible so that all the different services work closely together with the family. The space and facilities available at Queen Margaret Hospital will make this much easier to develop. Additional occupational therapy and physiotherapy gym space and access to the hydrotherapy pool will increase the amount of intervention that can be offered in a clinic environment. Access to larger clinic rooms will also increase group work with parents and children with speech, language and communication difficulties.

The unit will also support an increase in Nursing, Midwifery and Allied Health Professional led services along with specialist clinics eg Asthma, Epilepsy, Children with Exceptional Needs and Attention Deficit Hyperactivity Disorder.
(iii) Child and Adolescent Mental Health Service (CAMHS)

CAMHS is a Fife-wide service offering assessment, planning and a wide range of interventions to children and young people up to the age of 18, who present with a variety of mental health issues.

The West Fife base is currently in Abbeyview Clinic.

The multi-disciplinary team comprises Psychiatrists, Mental Health Nurses, Clinical Psychologists, Occupational Therapists and Family Therapists.

The service also provides consultation and training to other front line professionals aimed at increasing specialist knowledge and skills throughout the workforce.

Specific interventions on offer include Systemic Family Therapy, Cognitive Behavioural Therapy, Solution Focused Brief Therapy, Parenting work, Specialist Psychiatric and Psychological assessments.
(iv) Podiatry Service

The podiatry service in the Dunfermline area provides treatment to almost 6000 patients.

The service aim is to establish if patients are at risk of significant foot problems and to work with patients to develop a care plan to manage this risk and, where possible, help prevent deterioration.

In addition to general podiatry the service is divided into several specialisms headed by lead podiatrists. These include Diabetes, Biomechanics (MSK), Paediatrics, Rheumatology, Learning Disabilities, and Care Home.

Basing all clinics at Queen Margaret would allow patients access to all specialist and general podiatry services on one site, providing swift and direct access to treatments required.

All home visits for those who are housebound, transport clinics for those who need help to access the clinic and diabetes assessment clinics would continue to operate as at present but would be managed on one site to maximise appointment availability.

Extended opening hours would allow easier access and help manage waiting times.
(v) Adult Musculoskeletal (MSK) Physiotherapy Services.

Adult MSK Physiotherapy Services can have contact with a variety of specialist services, including Diagnostics eg X Ray, MRI scans, Consultants, Other Physiotherapists eg community services, Paediatric Physiotherapists, Occupational Therapists, Speech and Language Therapists, Dietitians and the Chronic Pain Service.

Last year Carnegie Clinic received 2202 referrals.

The Physiotherapy Departments at Carnegie Clinic although adequate, are small and lacking in confidential areas.

An Adult MSK Physiotherapy Unit situated within the Rehabilitation Suite at Queen Margaret would allow NHS Fife to bring together the existing Queen Margaret Physiotherapy Team with Physiotherapy outpatient activity from Carnegie Clinic. Benefits would include:

- improved accommodation and welcoming patient environment
- a large gym area for rehabilitation activities
- access to the Hydrotherapy pool

The Physiotherapy Service is working towards an inclusive model, liaising closely with diagnostics, consultants, chronic pain, hand, continence and pelvic health services. Being beside other specialist services would make this easier to develop.
(vi) Diabetes Services

Approximately 7000 patients with diabetes live in the West Fife area.

Patients with diabetes regularly make many visits to healthcare professionals for review appointments and treatment.

Each patient ought to have annual retinal screening, a podiatry review, and nurse review (often done in practices) each year.

Having services in the one area at Queen Margaret will provide many benefits to patients including arranging urgent appointments which often require specialist staff more easily.

For example, Diabetic Retinal Screening, Diabetes Care and Podiatry would be located in adjacent areas, allowing staff from all specialties the opportunity to discuss plans for ongoing care with colleagues.
(vii) Psychology Service

The Psychology Service provides an area-wide service which aims to reduce the distress and improve the psychological well-being of people within Fife.

The service includes Clinical & Counselling Psychologists, Cognitive Behaviour Therapists, Health Psychologists, Clinical Associates in Applied Psychology and Psychology Assistants.

Currently there is a lot of pressure on existing clinic accommodation. Being based in the one area on the Queen Margaret site means that more patients can be seen as staff will not have to travel between clinics.

Accommodation at Queen Margaret will be designed to better meet the needs of psychology patients.

Psychology staff will also be able to work more closely with staff in general medical and mental health services, important for the care of some patients.
(viii) Dental Services

The Dental Department at Carnegie Clinic primarily treats patients who have problems which make attendance at a ‘high street’ general dental practice for care too difficult or the dentist they usually see needs additional help with their care.

It is the main referral centre in the west of Fife for Specialist Paediatric Dentistry, Special Care Dentistry and Dental Anxiety services. Patients with a wide range of physical and learning disabilities are seen, along with children who have not for a variety of reasons registered with an independent practice.

Staff from the department also provide dental care on a domiciliary basis for in-patients at the Queen Margaret Hospital, six care homes in the area as well as for people in supported accommodation and for people living in their own home who are unable to attend the clinic. Work is ongoing to examine relocation opportunities.
Sexual Health Fife provides a wide range of services, including advice and support on sexual health concerns, pregnancy, contraception, STI testing and Hep B and C screening.

The service provided in the West of Fife was originally divided over two locations - Carnegie Clinic where the majority of our clinics were and out patients at Queen Margaret Hospital.

In April, Sexual Health Services in West Fife relocated to a dedicated new clinical space in Queen Margaret, bringing together the services from Carnegie Clinic and outpatients.

This new area benefits patients by increasing accessibility to a wider range of services. With improved accommodation and increased space, the service is now able to offer even more appointments throughout the week.

There are plans to build further on the services provided, including dedicated clinics for men.
Carer & Patient Information Point

Almost 3000 enquiries were logged during 2010-2011 by Fife Carers Centre and Fife Young Carers.

Many carers will use hospitals either as carers, patients or visitors and having an Information Point at Queen Margaret is seen as an ideal place for providing information and advice.

Similar to the recently developed Information Point at Victoria Hospital, there are plans to include a touch screen providing local and national carer information and an area housing a wide variety of leaflets and information stands at Queen Margaret.

A rota of volunteers from various Carer Groups and organisations would man the area when possible.

A room is also planned to provide a pleasant space; ideal for people to sit and talk to the volunteer manning the area if privacy is required.
Keep Up-to-Date with Developments

To find out more about the Queen Margaret Development Project and to keep up-to-date with all the latest developments visit the NHS Fife website at www.nhsfife.org/queenmargaret

If you require the information in this booklet in a community language or alternative format e.g. Braille, easy read, audio please contact the Equality and Diversity Department at fife-UHB.EqualityandDiversity@nhs.net or phone 01383 565142