

improving  
health  
services  
in  
Orpington

Consultation on  
improvements  
to how health  
services are  
delivered in the  
Orpington  
area...

*Better Health, Better Care, Better Value*

#### Providing the right care in the right places:

**Keeping services as  
they are is not an  
option**

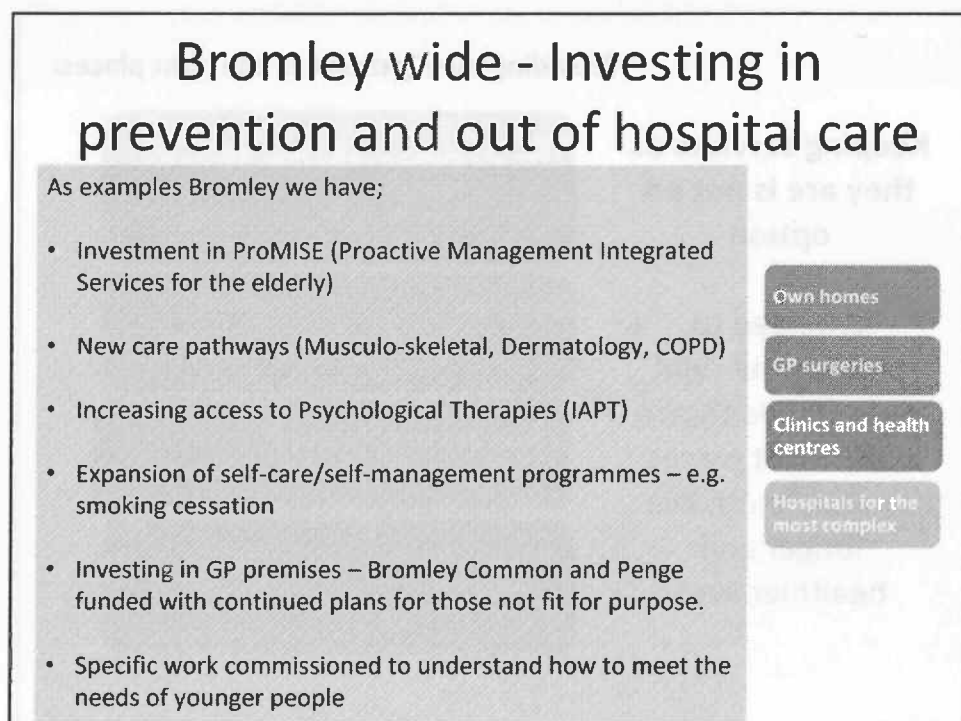
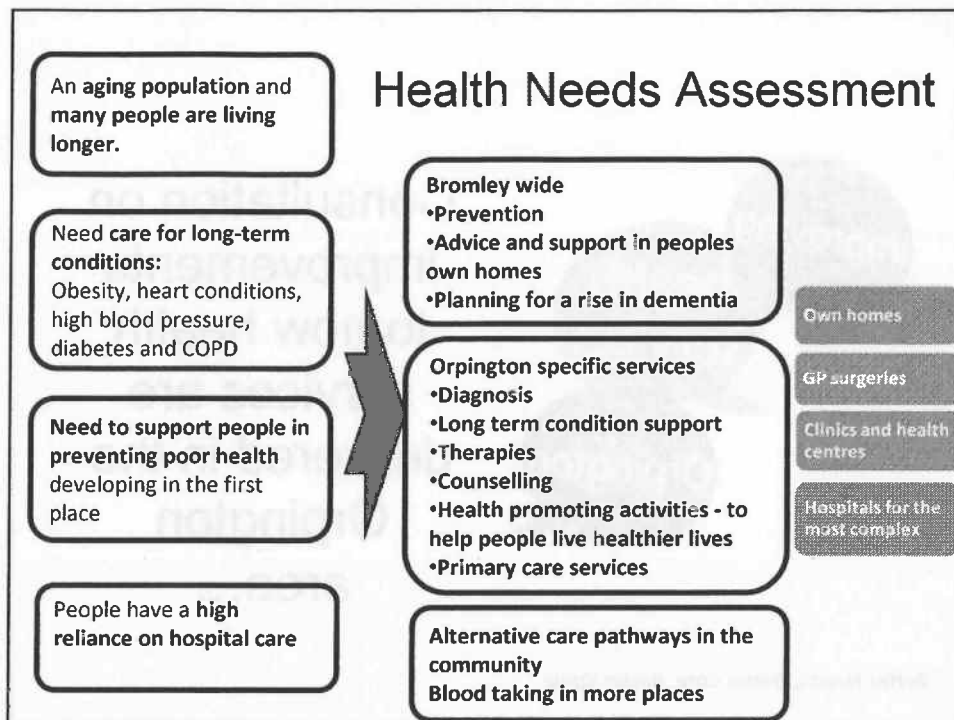
We need to  
provide the right  
kinds of healthcare  
in the best places,  
so people can live  
longer and  
healthier lives

**People's own homes**, for rehabilitation,  
expert advice to manage your health  
and nursing care for housebound people

**GP surgeries** for family healthcare,  
regular check-ups and non-emergency  
health concerns

**Clinics and health centres** for ongoing  
healthcare tests, and wellbeing services

**Hospitals for the most complex** health  
needs and emergencies (alongside  
urgent care centres)



## Meeting Orpington residents health needs

Own homes

GP surgeries

Clinics and health centres

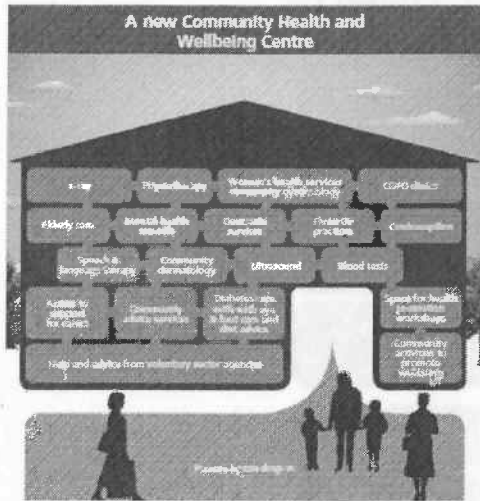
## Orpington GP Practices



GP surgeries

- Move 3 GP practices - improving their facilities so they offer:
  - o A wider range of services
  - o Full accessibility for disabled people
  - o Appropriate space for patient care
  - o Improved patient experience.
- The Practices are Tubbenden Lane, Knoll Rise and Sevenoaks Road Surgeries (latter two merged on 1<sup>st</sup> July to be Knoll Practice).
- Potential for space available for all GP practices to use.

## Community Health & Wellbeing Centre

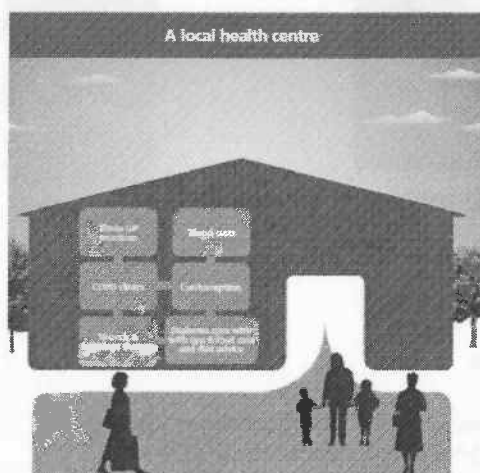


**Offers a comprehensive range of services and one-stop approach:**

- Diabetes clinics
- Blood testing, x-rays and ultrasound
- Space for all Practices to use
- 3 x GP Practices requiring improved clinical space
- Physiotherapy (MSK/acute)
- Contraception services and colposcopy (non complex)
- Health promoting activities, voluntary sector advice
- Admission avoidance approaches.



## Local Health Centre



**Local Health Centre with the following services provided onsite:**

- Diabetes clinics
- Blood testing
- Care for people with COPD
- 3 x GP Practices requiring improved clinical space
- Contraception services

Other services delivered from Hospital sites (Princess Royal mostly, Queen Mary's Sidcup) or Beckenham Beacon and dispersed through a mix of primary care, community and hospital services.



**What's the difference between the two proposals and services currently offered at Orpington Hospital?**

	Community Health & Wellbeing Centre	Local Health Centre	Current services at Orpington Hospital
Community Health & Wellbeing Centre	✓	✓	✓
GP	✓	✓	✓
GP surgery	✓	✓	✓
Physiotherapy	✓	✗	✓
Long term health and stability	✓	✗	✓
Health screening	✓	✗	✗
Community health services	✓	✗	✗
GP, Physio and Podiatry	✓	✓	✓
Health Centre	✓	✗	✓
GP surgery	✓	✗	✓
GP surgery	✓	✓	✓
GP surgery	Various sites*	Various sites*	✓
GP surgery	GP surgery	GP surgery	✓
GP surgery	Community setting in primary	Community setting in primary	✓

\* Will be delivered from Hospital sites (Queen Royal University Hospital, Queen Mary's, Victoria, Queen Elizabeth Hospital) or delivered through sites of GP practices, community and hospital services  
 \* Example: GP's, Dentist, School and Primary Centre  
 \* A site only  
 \* Also complex colposcopy  
 \* Tuberculosis cases (1 mile from Orpington Hospital) and Bone (1.2 miles from Orpington Hospital)  
 \* Super-sound Breast Ultrasound from Orpington Hospital  
 \* Also Elmwood Nursing Home

Both proposals offer local people all of the essential health services needed in the area.

However, the Community Health & Wellbeing Centre aims to bring many more out-of-hospital services together under one roof.

Must consult on the service shape BEFORE we can secure a location as otherwise pre-emptive - we have viable options.



## Meeting Bromley residents needs for specialist healthcare

- Cherish homes
- GP surgeries
- Clinics and health centres
- Hospitals for the most complex

## Under both proposals...

- Moving **hospital outpatient clinics from Orpington Hospital to the PRUH, QMS or Beckenham Beacon**
- Creating a specialist **Dermatology 'centre of excellence' at QMS** to deal with more complex skin conditions
- Moving **hydrotherapy to a range of suitable sites** (e.g. QMS, Phoenix Centre)
- Delivering more Intermediate Care in the community and reducing the number of **intermediate care beds from 62 to 42** to take account of this.

Own homes

GP surgeries

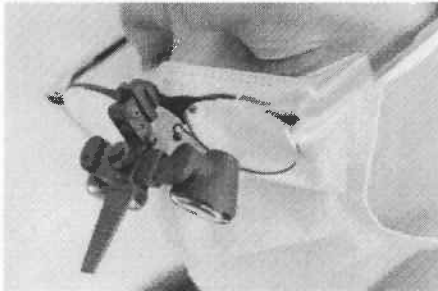
Clinics and health centres

Hospitals for the most complex

## Outpatient Services

- The hospital lacks all of the right equipment so some patients have to go to different places for the variety of tests and services they need.
- Specialists can't collaborate as they aren't co-located.
- Some services can now be offered outside of the hospital (e.g. community dermatology).
- Better equipment (max-fax and colposcopy).
- More dignified setting – inadequate curtains and rooms not fit for purpose (colposcopy and max-fax).
- Need a hospital pharmacy on site so you can get the particular drugs (rheumatology).
- Less wasted trips for extra tests – Cardiology and max fax.
- Doctor, nurses and other clinicians making better use of their time.

# Dermatology



- Own homes
- GP surgeries
- Community health centres
- Hospitals for the most complex

## WHY CHANGE??

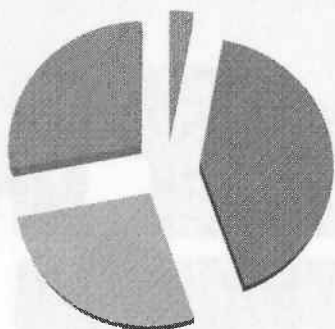
- Only more complex cases need hospital-based care.
- Current hospital based service cannot offer all of the modern treatments needed.

- **Creating a Centre of Excellence - pooling of nurse specialists and development of specialist services (currently goes to London).**
- **Rooms do not offer adequate theatre space and day treatment which is increasing.**
- **Cannot provide privacy and dignity or same sex accommodation.**
- **Clinic rooms cannot allow escorts, pushchairs, wheel chairs or teaching.**
- **60% of new referrals can use local community clinic provision.**

# Intermediate Care

- Own homes
- GP surgeries
- Community health centres
- Hospitals for the most complex

## Patient Episodes 10/11



- IC Beds (Step Up)
- IC Beds (Step Down)
- CARTS (Step Up)
- CARTS (Step Down)

- As a result of improvements in community services – a large number of beds are no longer needed.
- 84.8% of users surveyed between Feb-Apr 2012 told us they preferred to be looked after at home.
- For those that do require bed-based care, a better environment is required to support privacy and dignity and infection control.

# Hydrotherapy



### Why change:

- More physios are offering non-hospital clinics.
- Less people are using local hydrotherapy pools.
- Research evidence has shown that using land-based therapies have equally good recovery from their condition.

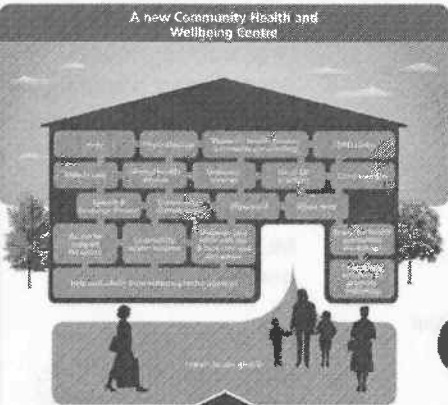
- There are alternative NHS sites (e.g. Queen Mary's and Phoenix Centre).
- Hydrotherapy will continue to be offered to patients where recommended by their physiotherapist.
- We will be working with learning disability users to offer individual solutions to ensure their needs continue to be met.

# Our Proposals

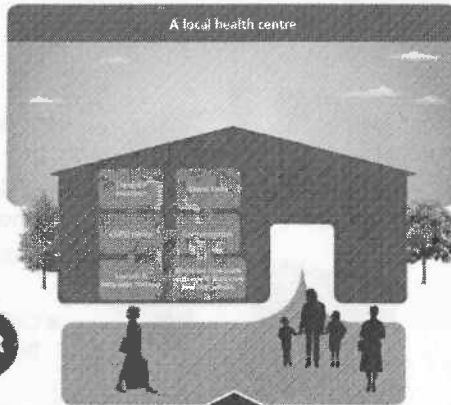
### Investing in prevention and recovery across Bromley

- Helping people stay healthy and independent
- Counselling and psychological therapies
- NHS health checks (annual)
- Telehealth (technology to support health remotely)
- More rehabilitation at home
- NHS at home to avoid hospital
- More services for dementia
- Joint up health & social care
- More services at GP surgeries
- Healthy eating programmes
- Screening for common health concerns
- More help for ex-smoking young smokers
- More care options away from hospital

### A new Community Health and Wellbeing Centre



### A local health centre



OR

- PLUS** Consultant clinics at centres of excellence (PRU, DMS and Richardson Medical)
- FOR BOTH** A specialist Dermatology centre at QMS for complex skin conditions
- OPTIONS** Hydrotherapy at various suitable sites
- PLUS** Extra intermediate care in people's homes, leading to a reduced number of intermediate care beds from 52 to 43, to take account of this



## Why not use the hospital?

- Must reshape the services - need less than 1/4 of the hospital space
- Refurbishment costs over £7 million
- There would be two floors of unutilised space
- Lease costs of vacant space unattractive
- SLHT has no access to capital to undertake refurbishment – expect the business case to fail
- £388k p.a. (Commissioning funds) needed above current level of funding to house services in Orpington Hospital.

## Transport Implications for Outpatient Changes

- **PRUH – benefit for all transport users**
  - Parking is a known issue
  - Shorter journey for 78-81% of people using private transport and broadly neutral impact for public transport.
- **QMS – there are winners and losers; we need to understand more about anyone badly affected**
  - Average 8 minute increase
  - Greatest increase for private transport is 16 minutes and for public transport its 38 minutes.

## Transport Implications for Community Health and Wellbeing Centre/ Local Health Centre Proposals

### Viable site solutions include:

- Accessible High Street location in a new or existing building, OR
- Rebuilding a suitable sized facility on the Orpington Hospital site.
  - **Orpington High Street** – greatest number benefit from shorter journey times; plus more public transport and parking
  - **Orpington Hospital Site** – GP practice populations would be slightly affected (0.6 – 1.2 miles from current surgery location).

Exploration continues and will secure approval on the capital business case once the service model is agreed following consultation.


## How to provide feedback – *when live*

- Read the full consultation document and complete the questionnaire in print or online
- Consultation period - 16 July to 29 October 2012
- Feedback received and evaluated independently by Opinion Leader
- Report to be shared publicly
- Bromley Local Clinical Commissioning Committee (LCCC) to consider implications and make recommendations to PCT board on 29 Nov 2012.



[www.selondon.nhs.uk/orpingtonconsultation](http://www.selondon.nhs.uk/orpingtonconsultation)

*From 16<sup>th</sup> July 2012*

South London Healthcare   
NHS Trust



**Bromley  
Healthcare**  
better together