

**PROPOSED RELOCATION OF COMMUNITY SERVICES
FROM BOUGHTON HEALTH CENTRE**

Engagement summary February 2022

INTRODUCTION

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) and the Countess of Chester Hospital NHS Foundation Trust (CoCH) provide a range of community and outreach services¹ from rented accommodation out of Boughton Health Centre in Chester (see APPENDIX A for a list of services and descriptions).

Following formal notice from Boughton Medical Group, who own the health centre facility, CWP and COCH have been notified of the requirement to vacate its accommodation at Boughton Health Centre no later than 20th March 2022 as community services are unable to remain at Boughton. CWP and CoCH are planning to relocate these services to alternative venues in Chester, as close as possible to the current Boughton Health Centre site. In the main these are the Lache Health Centre and the Fountains Health Building (see APPENDIX B for a list of relocation venues).

Before progressing with the proposed relocations, CWP and the CoCH held a period of public and wider stakeholder engagement, from 10th January – 4th February, lasting a month. We contacted (by letter) the patients and carers who are currently on the caseloads affected and access services (as outlined in Appendix A). We did this to ensure that we were better able to understand their needs and provide continuity of care.

This document provides further information on the proposed relocation of the services, the potential impact of such relocation and the engagement conducted.

BACKGROUND

CWP and the CoCH have delivered services from Boughton Health Centre for over 30 years; the accommodation being secured via a long-standing lease arrangement between CWP and the GP Partners at Boughton Medical Group.

As a valued partner organisation, the CoCH has been a long-standing beneficiary of the CWP accommodation, providing outreach clinics at this location.

CWP's lease for the occupancy of this accommodation expires on 20th March 2022. Boughton Medical Group (as the landlord) has served a formal notice to CWP to vacate the accommodation citing Section 25 of the Landlord & Tenant Act paragraph (g), which states:

'On termination of the current tenancy, the landlord intends to occupy the holding for the purposes, or partly for the purposes, of a business to be carried out by him or her therein, or as his or her residence'.

CWP will be required to relocate all the services affected on cessation of the lease. As part of the proposed relocation of services, CWP has included the CoCH services within this relocation, and this report consolidates the proposal and its impact for consideration.

In consideration of the relocation solution, priority has been given to providing a comparable environment with appropriate clinical standards, infection prevention control processes, facilities support and co-location with other health care professionals. Local authority

¹ A summary of the term 'service' is included in the Glossary on page 9

buildings were not explored as part of this process as they did not meet these priorities. Where appropriate, accommodation within the local children's centres has been considered for some services.

WHY HAS BOUGHTON MEDICAL GROUP SERVED NOTICE ON CWP?

Boughton Medical Group has opted to serve notice on CWP so that they can reutilise the space within the Boughton Health Centre site to provide additional primary care services for its population.

The GP Practice is currently 44% below the NHS England guidance for size of premises (gross internal area) relative to the patient list size. The estimated 230m² being reclaimed will reduce the space shortfall to 12%.

By reutilising the space currently occupied by services delivered by CWP and the CoCH at Boughton Health Centre, Boughton Medical Group will be able to increase their overall clinical capacity by 30 sessions a week. The additional space will also allow the Chester East Primary Care Network² (PCN), which Boughton Medical Group is a member of, to deliver the PCN clinical priorities, namely:

- The PCN will begin offering extended access/hours from April 2022 and will use the reclaimed space to do this.
- PCN Training Hub – the Boughton Health Centre site will be a centre of development for healthcare professionals and provide opportunity for place-based training in areas such as Clinical Pharmacy and Nursing.
- Creation of PCN Health and Wellbeing team. The space at Boughton Health Centre will form the base for this team.
- Personalised care planning (dementia and carers support).
- Population Health management; supporting patients in predicated prevalence work.

As part of the partnership working with the other GP Practices within the Chester East PCN³, the additional space at Boughton Health Centre will support capacity constraints at Park Medical Centre, Chester who are currently using portacabins. As with all the Practices within the Chester East PCN, patients of Park Medical Centre will be able to utilise the PCN service-related appointments and staff will be able to use administrative space at Boughton Health Centre.

Without the additional space, the Practice and PCN will not be able to offer additional primary care services on the scale required.

PROPOSED RELOCATION OF SERVICES

Following the requirement to vacate the accommodation at Boughton Health Centre, CWP is proposing to relocate the Services (outlined in Appendix A) to other community clinics within the Chester area. The venues are:

1. Lache Health Centre

This is a well-established and long-standing community clinic venue which is attached to the Lache Medical Centre in Hawthorn Road, Lache, Chester. Lache Health Centre is approximately 2.6 miles from Boughton Health Centre and is within walking distance from Clivedon Road, which is well served by public transport.

² A summary of the term 'Primary Care Network' is included in the Glossary on page 9

³ A summary of the term 'Chester East PCN' is included in the Glossary on page 9

The community accommodation is attached to the main GP Practice and is located on the ground floor, providing good access for disabled patients with dedicated toilet facilities.

The venue offers free car parking with dedicated parking spaces for drivers with a disability. Lache Health Centre is also closely situated to the Lache & Handbridge Children's Centre, which is on the same road.

2. Fountains Health

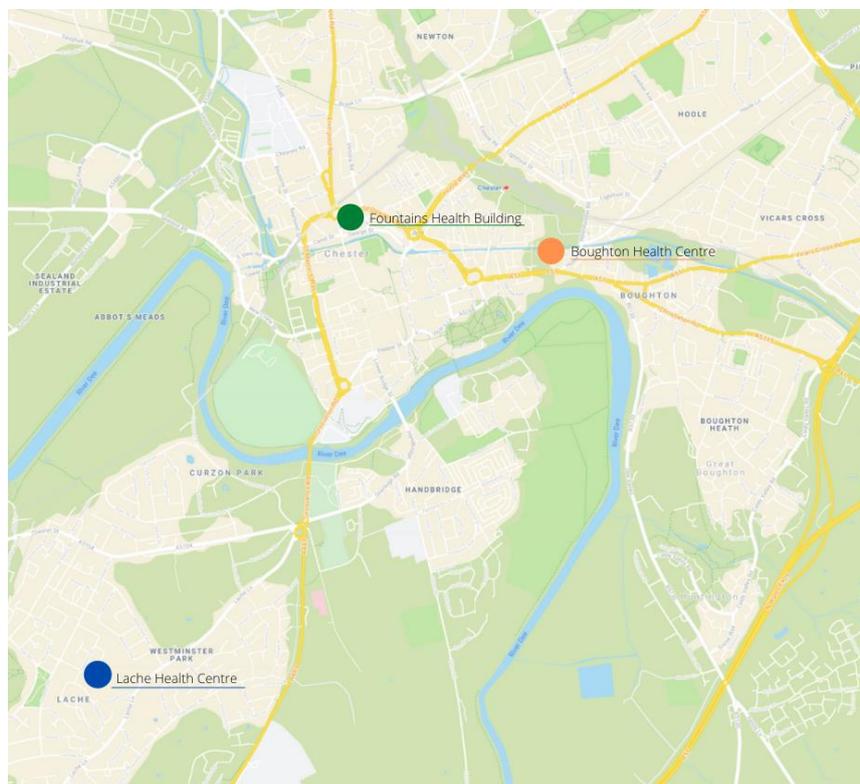
Fountains Health is the main city centre venue for the delivery of our community services. Located in Delamere Street, Chester, Fountains Health is approximately 1 mile from Boughton Health Centre.

The building houses four GP Surgeries and a range of community services such as Podiatry and Physiotherapy. The building is served by a council run car park located below the building and patients receive discounted parking.

The main Chester bus station is adjacent to the Fountains building and provides good public transport access from the outskirts of the area and beyond.

IMPORTANT: Fountains Health provides CWP with the opportunity to expand its hours of service in the future; including early morning, evening, and weekend appointments. This will improve choice and access for patients, but also improve the utilisation of the limited community accommodation footprint in the Chester locality.

The following map shows an overview of the locations and their relationship to each other.



The accommodation at the Lache Health Centre and Fountains Health provides good clinical settings to enable the delivery of high-quality clinical care.

Other locations may be available for some services, and this will be highlighted in the relevant service sections. Some of the CoCH services are also provided at the main Countess of Chester Health Park site, located next to the main A5116 Liverpool Road in Chester and these will continue to be delivered.

IMPACT OF THE RELOCATION

This report recognises that the CoCH has recently deployed a new electronic patient record system. This has created some specific barriers to accessing service information. Where the current service information has not been available or is incomplete, the very best endeavours have been made to ensure that the report correctly reflects the potential impact on service users.

Service relocating to Fountains Health

Podiatry

The CWP Podiatry service currently provides approximately 7 sessions⁴ per week at Boughton Health Centre. The Podiatry caseload⁵ at Boughton Health Centre is 92. As a relatively small caseload, this caseload can be absorbed into the Podiatry service provided at Fountains Health.

Many of the patients on the caseload at Boughton Health Centre have already taken advantage of the increased appointment availability at Fountains Health to access their treatment from that venue.

Fountains Health provides a modern clinical environment with greater access to specialist equipment and clinical specialists. As the main venue in Chester, patients benefit from improved appointment availability and access to specialist Podiatry services, which are not available at Boughton Health Centre. The specialist Podiatry wound management and emergency clinics take place at Fountains Health.

The waiting times for the Boughton Health Centre caseload are likely to be reduced at Fountains Health due to the increased capacity, availability and staff who are based at the clinic.

The delivery model for the service will not be affected by the relocation to the Fountains Health.

The Podiatry service will be contacting all patients affected by the relocation by letter to inform them of the forthcoming changes and provide the opportunity for individual feedback to ensure that patients will be able to access the service or whether alternative arrangements are required. Home visits can also be arranged in exceptional circumstances. The service will also publicise the changes via posters and will hand out leaflets to patients at Boughton Health Centre.

We have conducted a detailed travel analysis for each patient at Boughton Health Centre, comparing this data with an equivalent journey (by car) to Fountains Health. We can confirm that:

- The average distance to the clinic will increase from 1.92 miles to 2.48 miles
- The average journey time will increase from 4.45 minutes to 6.23 minutes

⁴ A summary of the term 'session' is included in the Glossary on page 9

⁵ A summary of the term 'caseload' is included in the Glossary on page 9

Services relocating to Lache Health Centre

Paediatrics Service

The Countess of Chester Hospital Paediatrics service currently provides approximately 5 sessions per week at Boughton Health Centre.

The relocation of the service from Boughton Health Centre to the Lache Health Centre will not impact the service delivery for the caseload and the delivery model for the service will not be affected by the relocation.

The service will be contacting all patients affected by the relocation by letter to inform them of the forthcoming changes and provide the opportunity for individual feedback to ensure that they will be able to access the service or whether alternative arrangements are required. In addition, the service will publicise the changes via posters and leaflets at Boughton Health Centre.

We have conducted a detailed travel analysis for each CoCH patient at Boughton Health Centre, comparing this data with an equivalent journey (by car) to Lache Health Centre. We can confirm that:

- The average distance to the clinic will increase from 4.86 miles to 6.53 miles
- The average journey time will increase from 12.19 minutes to 16.38 minutes

Dietetics

The Countess of Chester Hospital Dietetics service currently provides approximately 1 session per week at Boughton Health Centre. However, no patients have been seen at Boughton Health Centre since prior to the pandemic starting, so there is effectively no caseload currently assigned to Boughton Health Centre. Approximately 21 patients were being seen face to face each month prior to the pandemic. The accommodation at the Lache Health Centre will maintain this outreach capacity.

The patients using this service can be from any postcode within the Cheshire West and Chester catchment area, and patients are offered a choice for face-to-face or telephone appointment. If requiring a face to face appointment they can select the location that is most convenient to them – a choice of which will be discussed directly with the patient. Therefore, the impact of the relocation will be minimal as patients can choose not to go to the Lache Health Centre if this is not convenient to them.

The delivery model for the service will not be affected by the relocation to the Lache Health Centre.

Midwives

The Countess of Chester Hospital Midwifery service currently provides approximately 5 sessions per week at Boughton Health Centre. There are approximately 250 patients on the Boughton Health Centre caseload.

The impact of the relocation on the caseload will be minimal, but where access issues are identified a home visit could be scheduled. A travel impact assessment has not been possible for the service as post codes are not available without a manual trawl of the records, which is currently not feasible due to the time it would take and the resource available to complete this task.

The delivery model for the service will not be affected by the relocation to the Lache Health Centre.

In addition, work is ongoing to explore the potential to provide services at local Children's Centres which will provide access to a comparable location and improved choice for patients.

The service will be contacting all patients affected by the relocation by letter to inform them of the forthcoming changes and provide the opportunity for individual feedback to ensure that they will be able to access the service or whether alternative arrangements are required. In addition, the service will publicise the changes via posters at Boughton Health Centre.

Orthoptist

The Countess of Chester Hospital Orthoptist service previously provided 1 session per month at Boughton Health Centre. Since the onset of the pandemic, the service has not provided any activity at Boughton Health Centre. There is currently no caseload assigned to Boughton Health Centre and patients are being seen at the main Countess of Chester Hospital location.

There will be no impact on patients due to the relocation of services from Boughton Health Centre. The service will not relocate to the Lache Health Centre as patients will continue to be seen at the main Countess of Chester Hospital location.

The delivery model for the service will not be affected by the relocation to the Lache Health Centre.

Continence Advisory Service

The CWP Continence Advisory service provides approximately 1 session per week at Boughton Health Centre and there are 24 patients currently on the caseload at Boughton Health Centre. This is a relatively small number and can be accommodated at the Lache Health Centre in a sustainable manner.

The relocation of the service to Lache Health Centre will not affect the patient safety and clinical effectiveness of the service. Patients accessing the service in the future will be offered appointments in either the Lache Health Centre or Fountains Health Centre which allows choice and a close alternative.

The delivery model for the service will not be affected by the relocation to the Lache Health Centre.

The service will review the caseload at intervals to ensure patient needs are being met. To enable a comparison, we have conducted a detailed travel analysis for each patient at Boughton Health Centre, comparing this data with an equivalent journey (by car) to Lache Health Centre. We can confirm that:

- The average distance to the clinic will increase from 3.79 miles to 6.14 miles
- The average journey time will increase from 11.05 minutes to 15.59 minutes

Speech & Language Therapy (children)

The CWP Children's Speech & Language Therapy service provides approximately 8 sessions per week at Boughton Health Centre. There are approximately 25 families currently on the caseload.

The service will provide 8 sessions at the Lache Health Centre, ensuring that the total service delivery capacity is maintained for the service across Chester.

The accommodation at the Lache Health Centre ensures the service has enough clinic space to meet the required demand to meet the monitored waiting times.

The impact of the relocation on the current caseload will be minimal. Post code analysis of the caseload shows that only 5 of the children live in the CH3 locality, and there are 2 other venues close to Boughton Health Centre that will provide convenient access for these families (Cherry Grove Children's Centre and Fountains Health).

All other families currently accessing Boughton Health Centre will be provided with a choice of venues to attend, and their decision is based on personal choice. It is important to note that 20 families live nearer to other venues (as compared to Boughton Health Centre) where they can access the service.

To enable a direct comparison, we have conducted a detailed travel analysis for each patient at Boughton Health Centre, comparing this data with an equivalent journey (by car) to Lache Health Centre. We can confirm that:

- The average distance to the clinic will increase from 8.80 miles to 10.70 miles
- The average journey time will increase from 25.09 minutes to 26.09 minutes

We have also conducted a detailed travel analysis for each patient at Boughton Health Centre, comparing this data with an equivalent journey (by car) to Fountains Health. We can confirm that:

- The average distance to the clinic will increase from 8.80 miles to 9.35 miles
- The average journey time will increase from 25.09 minutes to 26.51 minutes

The delivery model for the service will not be affected by the relocation to the Lache Health Centre.

The service will be contacting all patients affected by the relocation by letter to inform them of the forthcoming changes and provide the opportunity for individual feedback to ensure that they will be able to access the service or whether alternative arrangements are required. In addition, the service will publicise the changes via posters and leaflets at Boughton Health Centre.

Dermatology

The CWP Dermatology service provides one session per week at Boughton Health Centre and the caseload is approximately 107. Typically, patients are seen two or three times by the service for treatment and advice prior to discharge.

The service will provide a hybrid offer for appointments, including telephone assessments, virtual appointments, and face to face consultations.

The delivery model for the service will not be affected by the relocation to the Lache Health Centre.

The service will be contacting all patients affected by the relocation by letter to inform them of the forthcoming changes and provide the opportunity for individual feedback to ensure that they will be able to access the service or whether alternative arrangements are required. The service will publicise the changes via posters and leaflets at Boughton Health Centre.

To enable a direct comparison, we have conducted a detailed travel analysis for each patient at Boughton Health Centre, comparing this data with an equivalent journey (by car) to Lache Health Centre. We can confirm that:

- The average distance to the clinic will increase from 2.94 miles to 4.77 miles
- The average journey time will increase from 7.12 minutes to 12.24 minutes

Psychology

There are currently no patients on the Psychology caseload as clients were moved to virtual appointments during the pandemic lockdown and have since received all their therapy sessions and have been discharged. The service has not yet been reinstated at Boughton Health Centre as clients are still being seen virtually with digital consultations.

New clients will only be added to the caseload when services relocate to Lache Health Centre. For any future clients who may have difficulties accessing the service, alternative arrangements will be offered including appointments at a different location (Countess of Chester Health Park – 1829 Building) and virtual appointments.

The delivery model for the service will not be affected by the relocation to the Lache Health Centre.

ENGAGEMENT SUMMARY

As part of the engagement process CWP and CoCH services wrote to all community patients affected (ie those currently on the caseloads for each service), offering an opportunity to feedback as well as help with future appointments. Patients attending Boughton Health Centre also had the opportunity to provide feedback directly at the clinic.

Following this engagement 15 patients contacted CWP and 6 contacted CoCH, to provide feedback and express their views.

- 8 patients requested contact following the engagement letter
- 11 patients provided feedback via the feedback form at the clinic
- 1 patient provided suggestions relating to Boughton Health Centre
- 1 patient fed back via the CWP PALS

Response and mitigation:

Where patients had requested contact, conversations have taken place with service leads to enable a better understanding of their issues.

Typically, most of the patient feedback was regarding how convenient Boughton Health Centre was for their appointments and concerns regarding the distance to travel to the Lache Health Centre or other potential venues such as Children's Centres at Kingsway or Blacon, as well as car parking at both the Lache and the Fountains. Assurance was provided regarding car parking– as demonstrated on page 3.

One patient expressed their preference for the move, saying that access to Boughton Health Centre was always problematic, and the move will be good for staff and patients.

Wider stakeholder engagement and feedback

Between 10 January – 4 February we worked in partnership with the local authority, Cheshire Clinical Commissioning Group (CCG) and Healthwatch Cheshire – who also sent information to their community steering groups - on a period of focused engagement to ensure the views of wider stakeholders were roundly captured and considered.

Our proposal document and invitation to feedback was shared directly with a wide range of local stakeholders, consisting of wider NHS and Local Authority partners, local councillors and Chris Matheson MP for Chester. It was also shared digitally via social media and partner websites and posters were displayed at Boughton Health Centre.

Following the end of the period of engagement (04/2/2022) Healthwatch confirmed that no further feedback or issues had been raised. We were also invited to an informal Chester Member Briefing attended by local councillors where feedback included:

Concern raised	Response/mitigation
<ul style="list-style-type: none"> Concerns over the breadth and inclusive nature of engagement with an overreliance on digital media 	<p>Stakeholder engagement was wide and proportionate to the proposals – as referenced on page 8, all affected CWP and CoCH patients were written to alongside posters displayed in the Health Centre complemented by a digital campaign.</p>
<ul style="list-style-type: none"> Request to extend engagement to enable all Boughton Health Centre patients to be written to directly 	<p>Boughton Health Centre had prominent posters displayed throughout the engagement period. The Practice felt that writing to all patients on their list (c13,000) was disproportionate to the changes being proposed, given the CWP and CoCH caseloads had already been communicated with directly. Boughton Health Practice has taken feedback on board and will seek to include an item in their newsletter linked to engagement around the relocation of services delivered by CWP and CoCH.</p>
<ul style="list-style-type: none"> Request to consider alternative locations closer to Boughton 	<p>It was explained that both the Lache and Fountains were identified as suitable venues because they provided the correct clinical standards required to provide the services in scope, and that other more local clinical alternatives were not available. There were however a range of other potential venues for services not requiring a clinical setting eg speech and language therapy services and community midwives which can be provided at children’s centres – and if patients express particular barriers to travel these will be supported on a case by case basis.</p>
<ul style="list-style-type: none"> Request for further travel analysis to understand potential concerns regarding public transport and car including bus journey times 	<p>As highlighted on pages 4-8 travel analysis was conducted, where appropriate and possible, with services contacting all patients affected by letter. The letter informed patients of the forthcoming changes and provided opportunity for individual feedback to ensure patients will be able to access the service or feedback whether alternative arrangements would be required. Public transport (using Traveline data) demonstrates that buses to and from both health centre postcodes are very frequent during normal GP Practice opening times and where particular barriers to travel are raised, these will be supported on a case-by-case basis.</p>

NEXT STEPS

Following this period of engagement and taking on board feedback received, CWP and CoCH we will now progress the short-distance relocation of community services from Boughton Medical Centre to their new bases on Monday 28th February.

In collaboration with patients and wider community stakeholders CWP and COCH will continue to work as part of the Cheshire West Integrated Care Partnership to lead the development of a broader estates strategy for Cheshire West, focusing on how we can work with partners to develop our collective estate to meet the emerging needs of the population and support the development of community based integrated services.

If you have any further questions please contact:

For CoCH Services:

Patient Advice and Liaison Service via the freephone number 0800 195 1241 or via email at cochpals@nhs.net

For CWP services:

CWP Patient Advice and Liaison Service via the freephone number 0800 195 4462 or via email at cwp.pals@nhs.net.

GLOSSARY OF TERMS

TERM	SUMMARY
Caseload	This is the total number of patients who are accessing the service. Depending on the type of service, the caseload may be transient as patients or service users access the service, receive treatment, and are then discharged: or may be relatively fixed as patients continue to receive treatment to manage and existing condition.
Chester East PCN	Chester East PCN is composed of four GP Practices and has a population of c 37,000. The Four GP Practices are: <ul style="list-style-type: none"> • Heath Lane Medical Centre • Boughton Health Centre • Park Medical Centre • Upton Village Surgery
Primary Care Networks (PCN)	PCNs for a key building block of the NHS Long Term Plan. Since 01 July 2019 all GP Practices across Cheshire have come together in networks each covering populations of approximately 30-50,000 people. Each PCN has appointed a local GP (or GPs) as a Clinical Director.
Service	this is a clinical service that provides direct patient care and is the type of clinical speciality is defined in the service title.
Session	Approximately 3 hours in duration

APPENDIX A

THE SERVICES

The following provides a brief overview of the Services provided at Boughton Health Centre:

Paediatrics Service

The Countess of Chester Hospital community paediatric team provides a service for 0 - 16 years who are referred to the team predominantly by schools. The team supports children with behavioural, developmental, and learning problems. The team provides approximately 3 sessions per week at Boughton Health Centre.

Dietetics

The Countess of Chester Hospital Dietetics service currently provide approximately 3 sessions per week at Boughton Health Centre. The service sees a wide variety of adult patients to provide dietary and nutritional advice for many types of conditions.

Midwives

The Countess of Chester Hospital Midwifery service delivers community outreach clinics and provides approximately 5 sessions per week at Boughton Health Centre. Although most patients are registered with the Boughton Medical Centre practice, the service also provides services to non-registered patients who prefer to access a community location.

Orthoptist

The Countess of Chester Hospital Orthoptist service provides 1 session per month at Boughton Health Centre and see children with problems such as, squints and reduced vision.

Podiatry

The CWP Podiatry service currently provides approximately 7 sessions per week at Boughton Health Centre. The site is also used as a domiciliary hub for storage and coordination of instrumentation and stock for home visits.

The Podiatry service at Boughton Health Centre assess and provide treatments for adult patients presenting with complex foot pathologies and high-risk foot health requirements. The treatments we provide at Boughton Health Centre are:

- Routine podiatry treatments to prevent deterioration of foot health
- Vascular and neurological assessments of foot health

Continence Service

The CWP Continence service (adults) currently provides approximately 1 session per week at Boughton Health Centre to assess and review patients with a range of incontinence problems.

Speech & Language Therapy Service (children)

The CWP Speech and Language Therapy service provides assessment and support for children who have difficulties with speech, understanding language and communication. The service provides approximately 8 sessions per week at Boughton Health Centre.

Dermatology Service

The CWP Community Dermatology Service is provided by GP's with a Special Interest in Dermatology. Patients are triaged by secondary care Dermatology consultants within 5 days of referral by their GP and all patients referred to the Community Dermatology Service are seen within 18 weeks of their referral. In addition to telephone appointments, patients are

offered face to face appointments with the Community Dermatology GP's at Boughton Clinic in Chester.

The team provides approximately 1 session per week at Boughton Health Centre and see children and adults. The team is accredited to manage some non-melanoma skin cancers on the body in line with NICE guidelines.

Psychology

The CWP Western Cheshire IAPT service provides a range of services for individuals aged 16 and over, with mild to severe mental health problems, who are registered with GP surgeries within the West Cheshire area. Prior to the pandemic, the service provided approximately 13 session per week at Boughton Health Centre.

APPENDIX B

PROPOSED RELOCATION OF SERVICES

SERVICE	PROPOSED RELOCATION
Countess of Chester Hospital School Health Service	Lache Health Centre
Countess of Chester Hospital Dietician	Lache Health Centre
Countess of Chester Hospital Midwives	Lache Health Centre
Countess of Chester Hospital Orthoptist	Lache Health Centre
CWP Podiatry Service	Fountains Health
CWP Continence Service	Lache Health Centre
CWP Speech & Language Therapy Service	Lache Health Centre
CWP Dermatology Service	Lache Health Centre
CWP Psychology Service (IAPT)	Lache Health Centre / 1829 Building
CWP Psychology Service (HIT)	Lache Health Centre / 1829 Building
CWP Psychology Service (PWB)	Lache Health Centre / 1829 Building

Lache Centre



Address

Lache Health Centre
Hawthorn Road
Chester
CH4 8HX

Telephone number

01244 671 991

Fountains Centre



Address

Fountains Building
Delamere Street
Chester
CH1 4DS