

## Questions and answers – Hinckley Community Health Services (23/02/23)

### Q1. Why has it taken so long to draw up the proposals for Hinckley and publicly engage with people?

#### Answer

West Leicestershire Clinical Commissioning Group (CCG and now the Leicester, Leicestershire and Rutland Integrated Care Board has been working with patients, carers, staff and stakeholders to reconfigure some of the community health services in the Hinckley and Bosworth area for a number of years.

Immediately prior to the pandemic work was ongoing with NHS England to develop and gain approval of the Business Case for the Hinckley project and the ICB were on track to start public engagement. However, in 2020, the ICB found it necessary to pause their plans for health services in Hinckley, to divert resource and energy into tackling the Covid-19 pandemic.

In early 2022, the ICB re-established the Hinckley Hospital Project Board, that had overseen the project previously. One of their first tasks was to review the previous plans to understand the long-term impact and consequences of Covid-19 on future service delivery, and to make sure they were still the right ones for Hinckley.

At the same time this review was underway an opportunity was provided by the announcement of additional government investment into 40 new Community Diagnostic Centres (CDC) across England – new one-stop-shops for checks, scans and tests.

Seeing the benefits for the local population, an application was made to develop a CDC in Hinckley on the Hinckley and District Hospital (Mount Road) site and in late 2022 it received approval. The Centre would include many of the services outlined in the previous proposals for Hinckley. The total capital cost for the CDC is circa £14.5m.

In addition, a Day Case Unit, which was also a feature of the original plans for Hinckley, would be funded through the £7 million STP Capital investment that was announced pre-pandemic. Most of the feasibility work for the Unit has been completed. However, for this part of the overall project, the ICB are still required to develop a Business Case, which would be submitted and approved by NHS England in 2023.

As part of the Business Case development the ICB must demonstrate that they have identified and explored all available options for the Day Case Unit including the type of build needed and the best site. The public engagement which commences on 23 January, will ask people their views on both the CDC, but particularly their preferred option in care to the Day Case Unit.

These revised plans for the CDC and the Day Case Unit would provide the people of Hinckley with more services in modern, fit for purpose buildings that would meet the needs of a growing and ageing population.

The original plans in 2019, also included proposed changes to inpatient beds. The revised plans see these high-quality inpatient beds retained for people who need them at Hinckley and Bosworth Community Hospital (Sunnyside).

Due to the different funding streams and approval processes each of these projects – CDC, Day Case Unit and the Physiotherapy would be developed separately, but concurrently, so they capitalise on their interdependencies.

## **Q2. Why have the plans changed from the original ones you engaged on?**

### **Answer**

In 2020, the ICB found it necessary to pause their plans for health services in Hinckley, in order to divert resource and energy into tackling the Covid-19 pandemic.

COVID-19 had a significant direct and indirect impact on the health of the population in England. Therefore, when in early 2022 the ICB re-established the Hinckley Hospital Project Board, that had previously overseen the project, it was essential that they reviewed the previous plans to understand the long-term impact and consequences of Covid-19 on future service delivery, and to make sure they are still the right ones for Hinckley.

In addition, the national vision for CDCs to be ‘one-stop shops for checks, scans and tests’, aligned with the ICB vision for Hinckley to provide more place-based, person-centred approaches to care, removing some of the known barriers to access. For example, CDCs could reduce the time and cost associated with travelling to hospitals in Leicester or Nuneaton, by being set up in a more convenient location in Hinckley.

Given these two factors, the ICB believe that the revised plans for Hinckley present the opportunity for having more services in modern, fit for purpose buildings that would meet the needs of a growing and ageing population.

## **Q3. Why aren't you refurbishing Hinckley Health Centre?**

### **Answer**

Hinckley Health Centre featured heavily in the original plans for Hinckley. However, with the opportunity of the development of a CDC in Hinckley, to be ‘one-stop shops for checks, scans and tests’, combined with a Day Case Unit providing speciality services including surgery for pain management, podiatric and renal there is less focus on the Health Centre. However, under these proposals improvements will be made to the general look and feel of the interior the Health Centre.

## **Q4. Who are the patient representatives who have been involved in developing the proposals?**

### **Answer**

There has been extensive engagement over several years with local people living in and around Hinckley on this project. This included intensive co-design of the plans which involved an initial 2,000 people. This was followed by involvement with local communities to

refine the proposals which involved voluntary and community groups, the Patient Voice, Patient Participation Groups and many other stakeholders.

In addition, the Project Group, which leads this project, comprises of a range of stakeholders, including patients, voluntary groups, staff, architects and clinicians who have designed the proposals.

To understand the impact of the proposals on people we will undertake a 6-week public engagement period to discuss the proposals. This will ensure that they provide health facilities for people in the best way possible, whilst also providing value for money. This engagement will commence on 23 January 2023.

**Q5. You set out the estimated capital costs for each part of this project, how confident are you that they will be sufficient?**

**Answer**

The total capital cost for the CDC is circa £14.5m funded through the Department of Health. The Day Case Unit is separately funded through the £7 million STP Capital investment and is subject to the approval of a business case.

We are continually reviewing financial arrangements, given the challenge of rising costs. Each of these projects are being developed as separate units due to the different funding streams and approval routes. The CDC business case has been a 1-step process which means that building work will commence immediately after the engagement process ends. The day-case project will follow a more traditional process which takes longer (circa 6 – 12 months pending approvals), therefore the day-case project is not without some risk. However, this will be managed through the business case process.

**Q6. You say that your preferred option is to co-locate a Day Case Unit with the CDC, but it is logistically difficult. Why is this the case?**

**Answer**

A new build Day Case Unit on the existing Hinckley and District Hospital site would see all services delivered from a new building on the Mount Road site linked to the new CDC. This option has many advantages and remains our preferred option.

However, logistically it does present challenges. There would be disruption to services during construction, which may require a temporary decant of the services and accommodation. Planning permission would be required and there would be some limitations in the future, should the site require development for other services. In addition, the timing and funding of both elements would need to be co-ordinate, which is difficult as we are dependent on a range of organisations.

We will await the outcome of the public engagement which discusses the options and the outcome of the submission of the business case to NHS England. This feedback will then contribute to the final decision made by the ICB Board.

**Q7. Why do you still have to have a business case approved by NHS England for the Day Case Unit, why can't you just build it?**

**Answer**

The NHS England business case development, assurance and approval process has been developed to enable local commissioners – in this case the LLR ICB and NHS England regional teams to develop and assure a business cases, which is properly constructed and has strong local ownership through public engagement. This gives greater confidence that investment proposals will be “right first time”, spend public money effectively and the project can be sustained over time.

**Q8. Why are you developing this as three projects – CDC, Day Case Unit and Physio? Why can't it be one overall building and one proposal?**

**Answer**

Each of these projects are being developed as separate units at this time due to the different funding streams and approval routes. The CDC business case has been a 1-step process which means that building work will commence development immediately after the engagement process ends. The proposed move of the Adults Musculoskeletal Physiotherapy and Children's Therapy Department on the Mount Road site will be an integral element of developing the CDC, as the move makes way for the building of the CDC. The day-case project will follow the more traditional process which takes longer (circa 6 – 12 months pending approvals).

**Q9. Under the proposals, some or all of the Victorian Hospital could be dismantled, why couldn't the hospital be refurbished?**

**Answer**

It has long been recognised that conditions at the hospital built in 1899, are difficult for both patients and staff. Doctors, nurses and other staff do excellent work on the site day-to-day but are hampered by the building layout which resembles a maze of corridors, rooms and wards, compared with more modern local facilities.

Significant financial resource would be needed to maintain the existing building and to modernise it, but it has become clear that major building work would not solve the difficulties on the hospital site. Conversion of the entire old building would involve compromises in the standard of medical premises we are committed to offer. In addition, converting an entire old building, 50% of which is already not used as it is outdated, is usually fraught with difficulty, extra costs and delays as construction work uncovers the detail of the original build.

**Q10. It has always been difficult to park near the District Hospital or the Health Centre, how will these proposals improve that?**

## **Answer**

We would hope that the proposals would redesign existing car park provision to make the existing number of car park spaces easier to access. The location of the site is also in a central place in Hinckley close to other car parks including a long stay car park on Mount Road

**Q11. You say in your proposals that the hospital is not fit for modern healthcare, yet one of the options is to partially redevelop it, isn't this contradictory?**

## **Answer**

It is important in our proposals that we consider all the options available to us. The option of remodelling and refurbishing the existing Hinckley and District Hospital to provide the appropriate environment and facilities for day case services does have advantages in that it would provide the capacity to deliver day-case services in Hinckley and all services would be on one current site, although not in the same building. However, this option does present challenges including potential compromises with patient flow and disruption to services whilst refurbishing the existing facilities, which may be delayed if construction work uncovers problems due to uncovering the detail of the original build.

**Q12. How was the Hinckley Hub chosen as the site for the physiotherapy?**

## **Answer**

The Hinckley Hub, the site of Hinckley and Bosworth Borough Council, presents many advantages as a site to potentially relocate the Adults Musculoskeletal Physiotherapy and Children's Therapy Department to. It is a modern building, able to house therapy services located close to the town centre and to the train station. It offers short and long stay parking and is close to other car parks.

This proposal is included in the public engagement to ensure it is discussed and people can express their views on whether it provides health facilities for people in the best way possible, whilst also providing value for money

**Q13. Why don't these plans include the development of an Urgent Care Centre?**

## **Answer**

Urgent care provision is not part of the consultation process on community care. However, work is ongoing to improve and develop access to urgent care for the residents.

Urgent Treatment facilities are available at

- Leicester Royal Infirmary
- Loughborough Urgent Care Centre
- Nuneaton Urgent Care Centre

In addition, groups of GP working as part of a Primary Care Network provide enhanced access between the hour of 6.30pm and 8pm Mondays to Fridays and between 9am and 5pm on Saturdays.

GP practice also have a much wider team of health professionals that have become involved in patients' care. They include clinical pharmacists, physiotherapists, physician associates, community paramedics and social prescribing link workers looking after patients day-to-day. GPs and the health professionals in practices work together with others in their group, as well as with other health, social care and voluntary sector organisations, to plan the care patients need and prevent ill-health in a co-ordinated way. These wider teams include pharmacists, district nurses and specialists who care for certain types of conditions or groups of patients with particular needs.

In terms of Dental care, people can contact their usual dental practice for advice and treatment before 5pm and after 5pm weekday evenings, weekends and bank holidays you can contact [NHS 111](#).

Mental health support when it is urgent can be found through the Mental Health Centre Access Point: Freephone 0808 800 3302

NHS 111 online or over the phone is available 24 hours a day, seven days a week and is the easiest way for you to get the right care for your particular medical problem, as quickly as possible.

If you have access to a computer or smartphone visit NHS111 Online at [111.nhs.uk](https://111.nhs.uk)

Your local pharmacy, or chemist, not only provides prescribed medicines, it is also the place for health advice. Pharmacists are qualified health professionals and are the right people to see if you need advice or over-the-counter medicines.

There is also a Community Pharmacist Consultation Service. Patients have the option of having a face-to-face or remote consultation with a pharmacist following an initial assessment by an NHS 111 call advisor

All GP practices are now able to offer patients a range of online services through the NHS app providing more choice and convenience for routine requests and appointments. The service is free and available to everyone who is registered with a GP practice. Create an NHS account online or through the NHS app. Visit [www.nhs.uk/nhs-app](https://www.nhs.uk/nhs-app) to find out more. It is available to download on iOS and Android devices.

#### **Q14. How much will everything cost?**

##### **Answer**

We have attracted national money to fund these proposals. We were successful in gaining government investment to build a new CDC. We are just one of forty health systems in England to do this. The total capital cost (this is the term given to one-time expenses which could be for buying land, buildings or, as in our case constructing a building) we have attracted specifically for a CDC in Hinckley is circa £14.5m.

This money is in addition to £7.35 million of funding that was allocated to us by NHS England in 2018, which will specifically fund the Day Case Service, but is subject to the approval of a business case by NHS England.

#### **Q15. How can I have my say?**

##### **Answer**

This consultation will start 23<sup>rd</sup> January until 5 March 2023. We want to know what you think about these proposals to improve services. To feedback people can:

- Come along to one of our public face-to-face or online events – full details will be available on our website: <https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/>
- Complete our questionnaire on line: <https://leicesterleicestershireandrutland.icb.nhs.uk/be-involved/>
- Complete a paper copy of the questionnaire available in venues across Hinckley and Bosworth or by calling: 0116 295 7572 or emailing: [llricb-llr.beinvolved@nhs.net](mailto:llricb-llr.beinvolved@nhs.net)
- Email your views: [llricb-llr.beinvolved@nhs.net](mailto:llricb-llr.beinvolved@nhs.net)
- Write to us at: Engagement, NHS Leicester, Leicestershire and Rutland Integrated Care Board, Room G30, Pen Lloyd Building, County Hall, Glenfield, Leicester, LE3 8TB

#### **Q16. What happens when the consultation ends?**

##### **Answer**

All the feedback we receive from the engagement will be independently analysed and evaluated and a report produced. We will then reflect on the findings.

It will then be received by the Integrated Care Board in a public meeting and the public engagement will be considered and taken into account in any decisions they make.

All decisions will be made public after the meeting of the Integrated Care Board and further communications work will commence with the people of Hinckley and Bosworth.

When the date of the meeting is known we will publish details on our website.

#### **Q17. Is the Clinical Diagnostic Centre linked to Home First**

##### **Answer**

Home First services offers intensive nursing and therapy provided by either NHS or social care staff to reable someone at home after a stay in hospital. This would happen with 2 days or their discharge. They do also offer at home a crisis response service.

Home First services typically see people who need a more intensive, short term level of care to avoid admission or to provide support after a period of hospital stay. Whereas the Clinical Diagnostic Centre carries out medical tests to diagnose a condition, disease or illness in people who are displaying specific signs of a possible illness.

#### **Q18. Is the old Day Case Unit still in use?**

##### **Answer**

Hinckley and District Hospital currently provides day surgery in a small operating theatre. It also has wards for patients to recover and provides day case beds, none of which are for overnight stays. X-ray and two other screening units for ultrasound and endoscopy are available on site and used for internal examinations. However, the facilities are no longer fit for 21<sup>st</sup> Century care, which is why we want to invest in new facilities.

#### **Q19. Will the old Day Case Unit be knocked down?**

##### **Answer**

The Day Case Unit is located in Hinckley and District Hospital. NHS Property Services own the Hospital and work in partnership with NHS providers and commissioners to maintain and determine the future of their estate. The ICB would need to declare the site surplus to requirements before NHS Property Services would do anything with this building.

Depending on the outcome of this engagement either the entire Hinckley and District Hospital or an element of it may be demolished and the site used to provide additional car parking for both the CDC and Day Case Unit.

#### **Q20. Can all of the Day Case Unit work be completed for £7.35 million?**

##### **Answer**

Depending on the outcome of the engagement, we have to submit a business case to NHS England that they need to approve. Rising costs do mean that we have to use the money allocated to this project wisely and adjust plans accordingly, ensuring that space is used more efficiently, so that we can increase the services provided.

#### **Q21. How many people have supported the option to co-locate the CDC and Day Case Unit so far?**

##### **Answer**

When the engagement has ended, the feedback from people is independently analysed and evaluated and a Report of Findings published on our website. This report is considered by our NHS LLR Integrated Care Board to help them to make their final decision relating to all the proposals for Hinckley.

#### **Q22. When will the decision be made?**

##### **Answer**

All the feedback we receive from the engagement will be independently analysed and evaluated and a report produced. We will then reflect on the findings.

It will then be received by the NHS LLR Integrated Care Board in a public meeting and the



public engagement will be considered and taken into account in any decisions they make. As soon as we have the date of this meeting, we will publish it on our website. It is likely to be in Spring.

All decisions will be made public after the meeting of the Integrated Care Board and further communications work will commence with the people of Hinckley and Bosworth.

#### **Q23. How will you ensure there are enough staff to cover the increased workload?**

##### **Answer**

We are providing some aspects of these services now. The staff providing the services on the site in Mount Road, would provide the services from the new buildings. In addition, for a short-term period we would commission of organisations to provide services, such as mobile scanning facilities. This short-term need has been considered in the current plans. In the long-term we would recruit more staff. We already have programmes of work underway which up-skill our current clinicians enabling them to provide specialist services.

#### **Q24. Will sending scans/images digitally work across counties?**

##### **Answer**

It would depend on the systems that other providers use. But we will work with providers and partners to ensure digital interoperability with other systems.

#### **Q25. When will the CDC be completed?**

##### **Answer**

We expect work to start in early Summer 2023. We hope that some facilities would be open in Autumn 2024.

#### **Q26. What is the lifespan of the modular buildings?**

##### **Answer**

The life expectancy of modular buildings, just like traditional buildings, depends on the maintenance and upkeep. But in many cases, they exceed 30 years and in many cases they will last much longer.

#### **Q27. Why haven't you considered expanding Hinckley and Bosworth Community Hospital (Sunnyside)?**

##### **Answer**

When we commenced the review of community services in Hinckley, we looked at a wide range of options. This included considering the site of Hinckley and Bosworth Community Hospital and re-purposing some of the inpatient wards. After the pandemic we reviewed our original plans to make sure they were still viable and found that our current proposals would better meet the future needs of patients and maintained the inpatient wards.

**Q28. Is the Integrated Care Board confident that there will be sufficient car parking spaces?**

**Answer**

We are currently working with our architects on the design of the plans for the services in Mount Road. We are taking into consideration the feedback and concerns that we are receiving about car parking as we appreciate it matters to people.

**Q28. Some people use the Hinckley and District car park and/or the Hub car park to go shopping locally. How will this be prevented?**

**Answer**

Working with our partners we will investigate option to ensure that any car parks created are only used by patients using the NHS services. This could include installing automatic number plate recognition technology. We will work with the local authority with regard to car parking facilities at the Hub.

**Q28. Will the site changes have to approved by the council planning department.**

**Answer**

Developments of this nature need to go through the necessary planning processes. We are already working with NHS Property Services and Hinckley and Bosworth Borough Council in regard to this project.

**Q29. Have you liaised with healthcare providers on the boundary of the Hinckley and Bosworth borough, such as Warwickshire?**

**Answer**

We talked to our colleagues over the border of Hinckley and Bosworth including Nuneaton to find out about the plans they were putting together and talk through any impact.

Based on these conversation, the options evolved into the proposal including in this engagement.

**Q30. Would physiotherapy services moving to Hinckley Hub be permanent?**

**Answer**

Depending on the outcome of this engagement, we would hope to move the Adults Musculoskeletal Physiotherapy and Children's Therapy facilities from the Portacabin on the Mount Road site into the Hinckley Hub on Rugby Road. This would be a permanent move, but while the new home for these services is made fully ready, it would be necessary to find a temporary home for a short period of time.

**Q31. Can we see a map of what the new site would look like?**

**Answer**

We are working with architects who are currently drafting plans. These plans will also take on board the feedback obtained from people during this engagement.

**Q32. Is there anything the general public can do to help you achieve your goals?**

**Answer**

Yes, please encourage as many people as possible to participate in this consultation and complete either the online or paper copy questionnaire. The closing date is 8 March 2023 and all feedback, including completed questionnaires must be received by mid-night on this date.

**Q33. Will the car park opposite the Hinckley and District Hospital remain in operation?**

**Answer**

There are no current plans to close this car parking facility.

**Q34. Will the modular building be built in the UK?**

**Answer**

We are currently undertaking the process of procuring the service, therefore we can't confirm our preferred provider. However, the companies expressing an interest currently are all located in the UK.

**Q35. Will the CDC and Day Case Unit be managed by the NHS?**

**Answer**

The NHS will be the lead provider for these facilities.

**Q36. How much disruption will there be to existing services?**

**Answer**

As with all new buildings, there will be some disruption to services, but we will ensure that this will be kept to the minimum for our patients. The services located in the current hospital are likely to continue as normal initially, as they won't be impacted in the first phase of the project. However, things like car parking and access are likely to be disrupted as building work commences. Also, as outlined in the engagement document, depending on the outcome of the engagement, we would need to find a temporary home for the Adults Musculoskeletal Physiotherapy and Children's Therapy Department currently in the Portacabin on the Mount Road site, prior to it moving to a permanent site. This is due to the location of this Portacabin being integral to the proposals.

After the engagement a final decision will be made regarding services and this will be

communicated to the public.