

## Healthwatch Meeting re Service Change – 14<sup>th</sup> November 2014

### Issues and responses:

- Issue / comment:** engagement regarding new model of care at Orpington should have happened earlier. **Response:** King's carried out engagement work with Health Overview and Scrutiny Committees for all three key boroughs, Commissioners and local Healthwatch. However, we acknowledge that there should have been more direct engagement with patients and the public about our proposals
- Issue / comment:** will Lambeth and Southwark patients continue to have a choice of where they have their elective orthopaedic surgery? **Response:** Yes
- Issue / Comment:** is there a formal process to guarantee that the patient always has a choice of where to receive treatment? **Response:** Yes, and this should always happen during initial conversations with GP
- Issue / comment:** Choice for mental health service users. **Response:** mental health service users will have the same choice as any patient as to where they have their surgery
- Issue / comment:** will carers / relatives of patients who have their surgery at the PRUH be provided with free transport in the same way as patients? **Response:** patient transport is being provided by private car so a family member / carer will be able to travel with the patient both on their way to Orpington for their surgery and on their way home at the end of their stay. Relatives / carers who wish to visit patients when they are in hospital will need to make their own travel arrangements
- Issue / comment:** will there be a reduction in orthopaedic procedures at the Denmark Hill site? **Response:** One of the aims of offering patients from Lambeth and Southwark the choice to have their elective orthopaedic surgery at Orpington is to free up capacity at the Denmark Hill site so that we can focus better on complex orthopaedic surgery, treating seriously ill patients referred to the trust's other specialties and looking after patients coming through the Emergency Department. . If a patient wishes to have their surgery at the DH site, they have the choice to do and, if a patient has complex needs, they will continue to be operated on at the DH site
- Issue / comment:** Have we taken on more clinical staff at Orpington. **Response:** Patients at Orpington will be operated on by surgeons working at both the PRUH and Denmark Hill. A patient's operation will be carried out by the surgeon the patient sees at their outpatient appointment. We have recruited extra nursing staff to run the wards at Orpington.
- Issue / comment:** If Southwark patients for example have their surgery at Orpington, where will they have outpatient appointments **Response:** all outpatients will be at the patients local hospital, in this case Denmark Hill
- Issue / comment:** patients are being told that they face longer waits and cancellations should they decide to remain at the DH site for their operation. Will they see the same consultants at Orpington as they would at the DH site? **Response:** Yes
- Issue / comment:** re King's designation as a Major Trauma Centre, if patients had known the impact of that becoming a MTC would have on capacity, they may have responded differently to the consultation **Response:** The emergency patients who are taking up beds booked for planned procedures are not Trauma patients. For the most part they are elderly and frail patients who have need of emergency treatment to stabilise their conditions.

- 11. Issue / comment:** What's the cost of transporting patients to Orpington and how early will Lambeth and Southwark patients have to travel if they have an early operating slot?  
**Response:** The trust has made a commitment to provide transport for patients who choose to have their operation at Orpington. Usual pick up time would be 7 am for an 11 In terms of travel time, it is not envisaged that the journey to Orpington will necessitate an earlier pick up time by patient transport.
- 12. Issue / Comment:** Pressure on the emergency department means that change is inevitable. The Trust should acknowledge this and be more transparent about its plans and proposals, avoiding management speak. Magazine @King's is all good news – need to be more realistic and talk about the challenges as well as the good news stories **Response:** The trust notes this
- 13. Issue / Comment:** point size in trust Annual Report is too small for visually impaired people  
**Response:** The trust follows standard guidance on readability for people with visual impairment but we will look at this again
- 14. Issue / Comment:** There have been reported problems with paperwork moving back and forth between sites causing delays for patients **Response:** New electronic patient record now migrated to the Princess Royal and other new sites and full electronic patient record due for launch at the PRUH and other new sites in late 2015 when trust will go paper free
- 15. Issue / Comment:** Discharge notifications to GPs need to be accurate and timely. **Response:** work is going on to improve these across all sites.
- 16. Issue / Comment:** When is the option for having surgery at Orpington discussed with the patient and by whom? **Response:** A clinician will discuss the options for where to have surgery at the patient's outpatient appointment.
- 17. Issue / Comment:** query on copying letters to patients **Response:** It is NHS policy to copy letters to patients and we do this routinely.

For further information, please contact:

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