

The Royal Wolverhampton NHS Trust Wolverhampton NHS Trust and Wolverhampton CCG

Proposal to Deliver some Planned Care Services at Cannock Chase Hospital

Post consultation action plan

Theme	Issue	Action	Lead	Evaluation/comments
Transport/Travel	How do I get to CCH?	<ul style="list-style-type: none"> Finalise the route and timetable with the bus company and communicate details Clarify arrangements for patients entitled to free transport including the process for booking transport Ensure details of options for transport are available in outpatient areas and preoperative assessment Explore the provision of cross border volunteer transport for older people and those with mobility issues Evaluate the impact of the service changes on those with mobility issues/lack of transport 	RWT Chief Operating Officer	<p>The bus service will be reviewed at 3 months to ensure the timings are working and amended if required. There will be a more formal review at 6 months which will include feedback from users. Indicators that will be monitored from Day 1 are:</p> <ul style="list-style-type: none"> Utilisation of shuttle bus
Car parking	Where can I park at CCH?	<ul style="list-style-type: none"> Continue work with Cannock Chase Council on the reorganisation of current car parking and the provision of additional spaces Continue to explore arrangements for alternative car parking within 5-10 minute walk of CCH 	RWT Chief Financial Officer	<p>Car park provision will be subject to regular review as services move to CCH. Indicators that will be monitored from Day 1 are:</p> <ul style="list-style-type: none"> Car park utilisation

		<ul style="list-style-type: none"> Publicise arrangements for parking and drop off on the Trust website and make available in outpatient areas and preoperative assessment 		
Accessibility	Will I be able to get around CCH?	<ul style="list-style-type: none"> Continue the remodelling/refurbishment programme for CCH – this has been designed to be DDA compliant Review all entry points to the site for accessibility Continue with the current or similar provisions for support with hearing and visual disability 	RWT Chief Financial Officer	
Clinical standards	Will the care be safe and to the same standards as New Cross?	<ul style="list-style-type: none"> Reaffirm the approved clinical model through information available on the Trust and CCG websites Confirm specialty plans for service transfers Engage with patient groups and share plans as they are developed Ensure that clinical policies and procedures are standardised across sites as soon as is practical and safe for patients Consider the needs of patients within the Protected Characteristic groups as they relate to individual services Ensure that all required staff training is available Publish details of the patient pathway for each service as soon as they are agreed on Trust/ CCG websites and in GP practices Ensure clinical criteria for CCH are widely available in outpatients and preoperative assessment areas 	RWT Medical Director	<p>The Trust is required to provide a range on information on the quality and safety of services much of which is reported in the public domain. This information will provide evidence in relation to service provision at CCH. Some of the indicators that will be monitored from Day 1 are:</p> <ul style="list-style-type: none"> Nurse staffing levels by ward Friends and Family test Healthcare Acquired infections Referral to Treatment times Medical staff revalidation Cancelled operations Clinical standards for CCH

Communication	How will I know what is happening and what will happen to me/my family if they need treatment?	<ul style="list-style-type: none"> • Reaffirm the proposed service changes to address misunderstanding/mis information • Provide regular updates on the Trust/CCG website • Provide a regular patient facing bulletin to GP practices • Provide information on Choose and Book regarding the patient journey at sub specialty level including criteria for CCH where relevant • Publicise the outcome of the consultation and the action plan on the Trust and CCG websites • Provide regular updates to Health Scrutiny Panel • Provide regular updates to Health & Wellbeing Board and Healthwatch • Use the Trust and CCG patient groups and for a to cascade information • Provide information on the connections with public bus routes to the Bus Station and New Cross Hospital • Publicise public bus routes and timetable on the Trust website • Ensure the 2014/15 Annual Report and Quality Account describe the consultation and its outcomes 	Director of Planning & Contracting	<p>Indicators that will be monitored include:</p> <ul style="list-style-type: none"> • Range of up to date information available on the website • “mystery shopper” calls to ensure information is available in GP practices • Regular checks of information availability in Trust areas • Number of press enquiries about service changes
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