

Healthier place
Healthier people
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Urology engagement around potential changes to services

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Dudley | Sandwell | Walsall | West Birmingham | Wolverhampton

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Engagement with patients around potential changes to Urology services - Methodology

- **Engagement period – Monday 12 June – Friday 23 June**
 - Letters sent to a random sample of 1498 patients who in the past 2 years have had, or are waiting on elective surgery
 - Letter included information on the proposal, an FAQ document and details on how to share views
 - Online survey
 - Telephone number for Engagement Team
 - Email address for Engagement Team
 - We actively called a sample of patients and inputted their responses into the survey



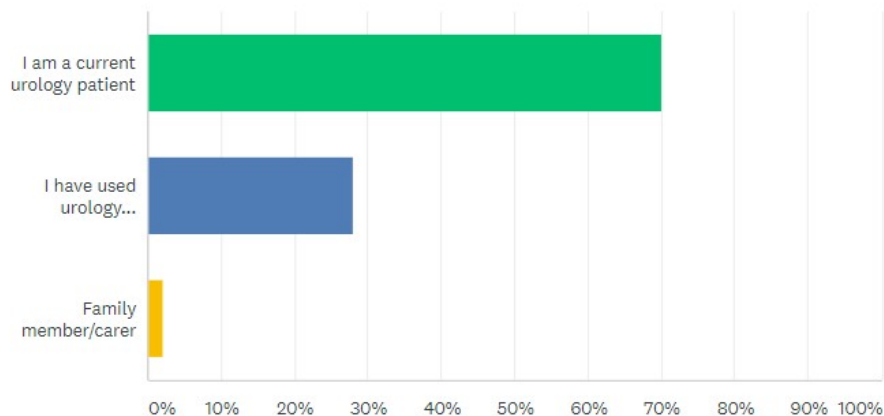
Patient responses – questions asked

- Q1 - Patient's postcode – only first 3 characters are collected to analyse responses
- Q2 - Interest in Urology proposal as current patient, previous patient, family member or carer
- Q3 - Having read the patient letter and frequently asked questions, please give us your comments on the proposals outlined
- Q4 – If you would like to be considered to be involved in a patient focus group, please leave your details.
- Q5 - Do you wish to receive a copy of the report regarding this survey?



Patient responses (100 survey responses, 22 phone calls & 9 emails)

Q1 - Interest in Urology engagement



Q2 - Postcode area

WV6_{wv2} WV14_{ws8} WV11_{DY6} WV4_{wv3} WV10_{wv1} WV8 WV5

Larger font postcodes indicate places where most respondents currently live. Those postcodes that were fewer than 3 will not show here.

Patient responses – in favour

- “I am in agreement with this as we need to make use of all the resources and if it improves the services then I would be happy with this”
- “I am in total agreement, anything that helps cut waiting times is a bonus. Keep up the good work”
- “Proposal looks good for future”
- “If it reduces waiting times and hopefully saves the amazing NHS some money then we support it”
- “No concerns between either site”
- Well if I’ve got to go there that's it I don't mind. Your health comes first, no matter where you've got to travel. No concerns with going to Walsall.



Patient responses - concerns

- Any concerns expressed can be grouped into two main themes; travel/transport and quality of care
 - “Reputation is better at New Cross Hospital so I would want the same high quality care. Would be concerned about poor care at Walsall.”
 - “I note that Walsall Manor was rated “requires improvement” on its last, very recent inspection, yet New Cross holds a “good” rating. Why would I, or any other patient be happy to swap a hospital with a good rating for one that requires improvement?”
 - “I live 8 minutes from New Cross and it would not be beneficial to catch 2 buses to Walsall. I have to come regularly for procedures and feel I am not the only one who it would be unbeneficial for.”
 - “For day patients who have had a day procedure at Walsall but live in the Wolverhampton area the return home can be difficult if they cannot get transport home or expensive if taxis need to be used. Normally day cases have to be in before 8am so I would need to get a taxi.”



Patient responses – neutral or not applicable

- Examples of the neutral comments:
 - “Well really, I’d sooner come to New Cross Hospital as I live in Wednesfield. It's a bit of distance. It's not the travel that's the issue. It would be reassuring if it's the same staff. If it's got to be there it's got to be there, I would just prefer it at New Cross Hospital.”
- Examples of the not applicable comments:
 - “Patient has regular bladder washes for bladder cancer, live 8 minutes from RWT. If patient was treated at Walsall, then would need to get two buses and the implications of having the bladder wash involves being near the bathroom afterwards and worried about this.”
 - (Bladder wash is an OP appt and not part of the proposal, will stay at RWT)



Patient responses - questions

- Some patients have questions around:
 - Whether their consultant will stay the same?
 - Will they be transported to New Cross if they have to stay overnight for any reason?
 - Can they book ambulances to get to appointments?



In numbers

Theme	Percentage
In favour	36%
Neutral	7%
Concerns	19.5% travel, 13% quality, 7.5% no reason given (of the total responses)
Not applicable	11% <ul style="list-style-type: none">• Comments that were not directly related to the questions asked
Appointment chasers	3.5%
Questions	2.5%

- **In favour/neutral comments stand at 51% vs concerns at 49%**

(when taking into account those responses that were not applicable, appointment chasers and questions)

Questions