

MEETING: Governing Body Meeting

Item Number: 8.3

DATE: 23 January 2018

REPORT TITLE:	Neuro-Rehabilitation Service, Interim Travel Arrangements
CORPORATE OBJECTIVE ADDRESSED:	Commissioning high quality services, which reflect the population's needs, delivering good clinical outcomes and patient experience within the resources allocated and available.
REPORT AUTHOR:	Deirdre O'Brien – Assistant Director of Acute Commissioned Services
PRESENTED BY:	Julie Crossley – Interim Associate Director of Commissioning
RECOMMENDATIONS/DECISION REQUIRED:	<p>The Governing Body is asked to ratify the following recommendations agreed by the Senior Leadership Team (SLT):</p> <p>The date for the change in treatment site for new referrals to be 15th January. This will only be for patients that will need to be in neuro-rehabilitation for longer than 3 months and this date will be used to assess the appropriate location for patients staying less than that length of time.</p> <p>Supported travel to be provided to existing patients until discharge with a fixed amount of money to contribute to travel costs as per option 2(B).</p>

EXECUTIVE SUMMARY: A paper was presented to the Governing Body in November describing the work that has been undertaken to identify the new provider for the neuro-rehabilitation service currently provided by Wrightington Wigan and Leigh based at Leigh Infirmary. Following acceptance of the new provider, the Governing Body expressed their concern about the additional travel and associated travel costs for patients, carers and relatives as this service is transferred and requested a further paper to discuss options to support travel arrangements. SLT was presented with the options on 15th January 2018.

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This paper serves to inform the Governing Body on the actions following feedback and provides options and recommendations regarding support for relatives travel to Trafford General Hospital. The recommendations have been supported by SLT.

FURTHER ACTION REQUIRED:

EQUALITY AND DIVERSITY: Confirmed that any changes to service or procedure introduced as a result of this report do not impact adversely on any of the protected groups covered by the Equality Act 2010.

Patient engagement regarding the Transfer of service from the Taylor Unit to Trafford General Hospital

1 Introduction

- 1.1 A paper was presented to the Governing Body in November describing the work that has been undertaken to identify the new provider for the neuro-rehabilitation service currently provided by Wrightington Wigan and Leigh based at Leigh Infirmary.
- 1.2 The Governing Body accepted the recommendation of the preferred provider to be Manchester University Foundation Trust with the service based at Trafford General Hospital site. However, members of the Governing Body expressed their concern about the additional travel and associated travel costs which will be incurred by both patients, carers and relatives as this service is transferred.
- 1.3 Following a presentation to the Health Scrutiny Committee, there was also a concern expressed relating to the further distance to travel and also the additional cost to families and carers. Therefore, the commissioning officers leading on this piece of work were asked to consider options to support; existing and new patients from Wigan who require the services of Manchester University Foundation Trust Neuro-Rehabilitation Services.
- 1.4 For information the work which is currently on going with the management team at Trafford General Hospital (new provider) have already given this due consideration and have open visiting times so relatives can visit 8am – 8pm and also there is free parking up to 3 hours.
- 1.5 Unlike some other services it is recognised that due to the type of patient and also the length of stay, as part of the recovery it is important to have the input of their family and carers. Recognition of this was highlighted by families during the engagement process. Any visits to the individual's home as part of their assessment and discharge is excluded from these options as these visits and associated journeys are part of the clinical pathway and the distance will not be impacted and the requirements will be on an individual patient basis.

1.6 This paper will describe the patient feedback and the work undertaken to meet the requests of the public and ensure a commissioning organisation that we address concerns which have been raised. However, the emphasis will be on supported travel and the various options for the Governing Body's consideration. Bolton CCG is undertaking its own travel options appraisals.

2 Public and Patient Engagement

2.1 A series of patient, carers and public engagement commenced across Wigan and Bolton at the end of August 2017. The outcome of the engagement process was that a number of themes were recorded where patients and public had concerns. These are shown in the table below with an update of work undertaken to meet the requests. The supported travel will be dealt with in section 3.

Theme	Response
The safe transfer of patients from Leigh infirmary to Trafford General Hospital	As part of the mobilisation plan it has been agreed by Director of Nursing and the Head of Nursing for the Taylor unit that each patient who will be an inpatient at the time of transfer will have a personal plan that will include the requirements of individual patients and this will form part of the handover to the new clinical team at TGH. This will also identify the expected length of stay for the patient whilst they are in TGH. It has been proposed that any new patients commencing in January need to have an indication of their length of stay as any patient who will require a length of stay greater than 3 months will be admitted to TGH. Any length of stay longer than this will be referred to TGH.
Staff HR Processes	Each member of staff will have a personalised plan to ensure that their preferred option regarding their future career is supported whether these are to transfer to the new unit or to be redeployed within the Trust in other service. This has now been completed and agreed and a number of staff have opted to transfer to TGH. Others will be redeployed
Communications	Comprehensive information, with a pack for patients is being finalised and will be signed off by the Assurance Group and made available to patients, relatives and staff prior to and during their transfer to the new unit. The Taylor unit leaflet will be updated together with the website to reflect changes. All communications will be available from February including a leaflet for new referrals.
Staff concerns	All staff have been kept updated on progress and this has been the responsibility of the Director of Nursing at WWL. The CCG have been invited to their next staff meeting in January to provide an up to date briefing of progress. Staff are currently involved in the naming of the new unit at TGH and staff have had and are having on-going visits to the new unit of which some are going to undertake a "test shift".
Travel	Two concerns were raised in relation to travel: Firstly the additional miles and distance by staff transferring to the new unit. This is covered by the HR TUPE process and has been completed as part of the HR process. Secondly, section 3 within this report explores and provides information relating to a number of options for the CCG to

	consider in relation to supported travel.
Facilities at Trafford General Hospital	As described earlier, parking at TGH is free for up to 3 hours. Any patients identified through their individual plans which will be transferred to the new unit will have facilitated visits together with their carers so that they are aware of the location and facilities at TGH. In addition the new unit will have a visitors room and a room which will support any families required to stay over/onsite
Discharge process	The operational team at TGH have led a meeting with the appropriate partner organisations to support a comprehensive discharge process for all patients when returning back to Wigan/ elsewhere for further rehabilitation. This was extremely productive which involved both health and social care.

3 Travel options

3.1 The Governing Body together with the Health Scrutiny Committee requested that the CCG look at a number of options to support travel for both existing and new patients. This section of the report sets out options for consideration. **It has to be understood that the CCG cannot set a precedent with this service.**

3.2 Whilst it is acknowledged that the service is moving from within the borough to outside the borough, there are currently a number of services where Wigan registered patients have to travel outside the borough for their care/treatment. A current example of this is travelling to the Christie Hospital for specialist treatment. It is also recognised that a number of patients are stepped down from Salford Royal Foundation Trust and therefore are used to travelling outside the borough already.

3.3 It is important to note that a significant amount of work is on-going across Greater Manchester as part of the clinical strategy which may result in further changes both at a sector and a GM level and therefore, other services may result in patients and families having to travel further distances. As stated above, a precedent cannot be set with this work. The CCG is considering the following options:

Option	Period	Comments	Detail
1 All existing and new patients receive no financial support towards their travel	Indefinitely	No cost to the CCG. All families treated the same. However further consideration could be considered on an individual basis	
2 To cover the costs of travel for carers and relatives for current patients on the Taylor Unit at Trafford General	Fixed term	Please see table 1 below for indicative cost. We are unable to identify the actual costs. However, in January there are only 8 patients in the unit and the capacity is up to 13.	A cover all costs (public transport or mileage) B fixed sum made available to each family C Offer reimbursement D Offer reimbursement via a taxi contract

3 To cover the costs of both existing and new Wigan referrals into TGH.	Indefinitely	Cannot be calculated as the numbers of patients will change (based on length of stay of 4 months and bed capacity, the new unit can accommodate 61 patients per year. However, the unit is for Bolton patients as well	A cover all costs (public transport or mileage) B fixed sum made available to each family C Offer reimbursement D Offer reimbursement via a taxi contract
4 As option 3 for a fixed period of time	Existing patients will be until discharge. New patients for an agreed period of time.		

NB the Governing Body needs to note that the neuro-rehabilitation service is part of a clinical network and therefore, currently and in the future depending upon current bed capacity Wigan patients may be admitted to one of the other units across Greater Manchester. Therefore, any decision made may need to take into account these factors.

4 Travel costs

4.1 Patients and carers will use different means of transport to visit the unit and also they will be coming from different parts of the Borough. In order to provide some indicative costs travel by bus, train, car and taxi have been used from two locations Wigan and Leigh;

Table 1 – Based on visiting every day, travel costs to TGH per week (the original cost from Wigan/Leigh to the Taylor Unit has been deducted.) Full analysis at Appendix 1 which provides information on numbers of buses etc.

Mode of transport	Additional Cost
Bus from Wigan	£14.00
Bus from Leigh	£39.20
Train from Wigan	£21.70
Train from Leigh	£81.90
Car from Wigan	£34.93
Car from Leigh	£32.34
Taxi from Wigan	£317.80
Taxi from Leigh	£261.80

Table 2 – Based on travel every other day (4 times per week as per detail above - net cost)

Mode of transport	Additional Cost
Bus from Wigan	£8.00
Bus from Leigh	£11.20
Train from Wigan	£12.40
Train from Leigh	£46.80
Car from Wigan	£19.96
Car from Leigh	£18.48
Taxi from Wigan	£181.60
Taxi from Leigh	£149.60

4.2 Information will be provided to patients regarding transfer to TGH and this will include the following as part of the travel information:

- Bus routes from Leigh and Wigan
- Details of train travel from Wigan
- A map to Trafford General
- Details of the free parking available at Trafford General Hospital
- Cost of travel by bus, train and car
- Details of the Hospital Travel Cost Scheme
- Support organisations who can help with travel:
 - Greater Manchester Neurological Alliance
 - Driven

5 Summary

5.1 Following the decision made by the Governing Body in November, all the issues raised through the public and patient engagement have progressed as outlined within this paper. However, there are a number of travel options which need to be considered which will support patients and relatives either in the short term, long term or indefinitely depending on the preferred option.

5.2 Whilst it is important that we give due consideration to these patients and their relatives and want to encourage relatives contributing to the recovery of their family member it is important as a commissioning organisation that we consider all patients irrespective of specialty and location of treatment site. Therefore a number of recommendations have been suggested in section 6 below.

6 Recommendations

6.1 The Governing Body is asked to ratify the following recommendations:

- 6.1.1 The date for the change in treatment site for new referrals to be 15th January. This will only be for patients that will be in the unit for longer than 3 months and this date will be used to assess the appropriate location for patients

staying less than that length of time. This was supported by SLT and has now been shared across GM and through the assurance process.

- 6.1.2 Supported travel to be provided to existing patients until discharge with a fixed amount of money to contribute to travel costs as per option 2(B). This will be necessary for a maximum of 13 patients.
- 6.1.3 Should the Governing Body ratify these recommendations it is the intention to negotiate with a taxi firm a standard mileage and rate from Leigh Infirmary to Trafford General Hospital. Each patient will be offered a fixed number of return journeys up to 3 times per week.

Appendix 1

Transport Calculator between Taylor Unit & Trafford Community Rehabilitation Unit

Taylor Unit, The Avenue Leigh, Lancashire WN7 1HS

Trafford Community Rehabilitation Team Trafford. Meadway Clinic Meadway Sale M33 4PS

	Travel to	From		Cost	
		Wigan centre	Leigh Centre	Wigan centre	Leigh Centre
Bus	Taylor Unit	45 mins (1 bus)	N/A	Day Rider bus ticket = £3.60	N/A
	Trafford	2 hrs 30 mins (3 buses)	2 hrs 20 mins (3 buses)	System One 1 day Any Bus saver = £5.60	System One 1 day Any Bus saver = £5.60
	Different between Taylor & Trafford	1 hrs 45 mins (2 buses)	2 hrs 20 mins (3 buses)	£2.00	£5.60
Train	Taylor Unit	Train from Wigan Station to Atherton Bus from Atherton 44 min (1 bus & 1 Train)	N/A	Peak return train ticket = £3.60 Day Rider bus ticket = £3.60 Total £7.20	N/A
	Trafford	Train from Wigan Station Bus from Manchester Train station 1 hr 30 mins (1 bus & 1 Train)	No train station in Leigh Bus to Atherton Train from Atherton Station Bus from Manchester Train station 2 hrs 7 mins (2 buses & 1 train)	Peak return train ticket = £6.10 All day saver arriva bus ticket = £4.20 Total 10.30	Peak return train ticket = £6.10 System One 1 day Any Bus saver = £5.60 Total = £11.70
	Different between Taylor & Trafford	Train from Wigan Station	2 hrs 7 mins (2 buses & 1 train)	£3.10	£11.70
Car	Taylor Unit	30 min (8 miles)	5 mins (0.7 miles)	£2.40	N/A
	Trafford	40 mins (26.5 miles)	31 mins (15.2 miles)	£7.39	£4.62
	Different between Taylor & Trafford	10 mins (18.5 miles)	26 mins (14.5 miles)	£4.99	£4.62

Travel time & distance by car

Wigan to Taylor Unit

30 mins (8 miles)

Taylor unit to Trafford

31 min (15.2 miles)

Wigan to Trafford

40 min (26.5 miles)

Train

Off Peak return ticket = £5.80

Peak return ticket = £6.10

Bus

Bus all-day saver arriva - £4.20

Manchester Day Rider stage coach = £4.30

System One 1 day Any Bus = £5.60

Petrol

Approx. fuel cost at £1.40 per litre & 40 mpg