



## Meetings/events feedback form

**Date of last meeting:** 26<sup>th</sup> July 2011

**Title of meeting:** Independent Treatment Centre Handover Meeting

**Audience:** representatives from Nations Healthcare, Burton Hospitals Foundation Trust, South Staffs PCT, Derby and Leicestershire PCTs West Midlands SHA, DH, Link

**Key contact:** Vanessa Day, SSPCT Patient and Public Engagement Manager

**LINK representative(s) attending:** Shelagh McKiernan

### Rationale

*A member of the Link was invited to participate in this series of meetings in order to help with the Communications Strategy to inform patients of the changes taking place and who they could contact if they had any questions.*

*The purpose of the meetings was to effect the handback of the Burton Independent Treatment Centre from Nations Healthcare to Burton Hospitals Foundation Trust.*

*The services affected were Ophthalmology, Surgical Day Cases and Pain Management*

*Ophthalmology and Surgery are to be re-provided by BHFT but the contract for Pain management was awarded to South Staffs Provider Services and will be provided from Community Hospitals in Lichfield and Tamworth in future.*

### What were the main issues to come out of the meeting/event from the LINK perspective

- Meetings took place fortnightly from April 14<sup>th</sup> -July 26<sup>th</sup>.
- After complex negotiations, Burton Hospital Foundation Trust agreed to purchase the Independent Treatment Centre situated at Queen's Hospital, Burton from Nations Healthcare
- The deal included all fixtures and fittings, operating equipment and re-absorption of staff previously seconded to Nations.
- Discussions included aligning IT systems, TUPEing staff, transfer and safekeeping of approximately 52,000 patient records, accurate and validated waiting lists, ensuring continuity of care for patient needing specialist treatment, communicating with GPs and approximately 7,000 current and waiting patients, media output.
- The ITC closed on 10<sup>th</sup> July and successfully re-opened on 18<sup>th</sup> July
- Although SSPCT PALS received some enquiries from patients regarding appointments, no major patient upset has been picked up by SSPCT, Link or others.
- BHFT plans an official launch to GPs on 26<sup>th</sup> September

### Action Points/How can the LINK help

Link helped by posting information on the website supplied by Sue Venales (SSPCT Communications Lead) and by Shelagh feeding back to the group and public at the Burton Link Co-ordinating group meeting on June 8th. Plans to interview patients in the ITC were not approved by Nations Healthcare.

After the meeting, Shelagh offered to help with other projects as a member of the East Staffs District PPG:

- Vanessa Day will be carrying out patient engagement activity at Robert Peel (Tamworth) and Samuel Johnson (Lichfield) in respect of the new pain management service. Brain Kitchen will also help.
- Richard Yeabsley will be reviewing the 'out of hours' service in South and East Staffordshire.

