

CLINICAL SERVICES RECONIGURATION

COMMUNICATIONS AND ENGAGEMENT PLAN – DRAFT

Introduction

In November 2007 it was announced that inpatient services for children at Leeds Teaching Hospitals would centralise at Leeds General Infirmary.

The Trust is using this opportunity to make improvements to the way that adult acute medical and elderly medical services are provided by bringing many of the services together at St James' University Hospital.

Over the past year there has been widespread engagement with patients (including children), parents, carers and staff which has helped shape plans.

This engagement will be on-going throughout the planning, development and implementation process to ensure appropriate stakeholders are involved at all stages.

This paper describes a plan to broaden the engagement to include more patients, the public and stakeholders across the city.

Aims

The aim of this plan is to ensure that stakeholders and the general public are aware of the proposed changes, have the opportunity to learn more about the improvements that are taking place and are given the opportunity to comment on how the developments can work best for local people.

Objectives

The objectives of the plan are:

- to give all sections of the community, including seldom heard groups, the opportunity to understand, and comment on, changes that are taking place at Leeds Teaching Hospitals
- to ensure that key stakeholders, including MPs, the Scrutiny Board, councillors, GPs, Practice Based Commissioners and the Leeds Medical Committee are aware of the proposals and have confidence in the engagement process and the fact that the views of local people are informing the planning process
- to effectively raise awareness of the engagement via the media and community and voluntary organisation newsletters and websites
- to build confidence in, and support for, the changes that are taking place

Key Messages

1. Many specialist services at Leeds Teaching Hospital are being brought together to provide the best possible care for patients. This is in line with best practice throughout the country.
2. Moves will see inpatient services for children centralised at Leeds General Infirmary and elderly medicine and the majority of inpatient acute medical services centralised at St James's.
3. Leeds Teaching Hospitals is using the moves as an opportunity to develop services and improve the hospital environment for patients, and their carers/parents, wherever possible.
4. Bringing services together will improve the care and treatment patients and their families or carers receive by ensuring patients consistently receive prompt treatment from specialist staff, reducing the number of times patients need to be transferred between sites and improving the environment that patients are cared for in.
5. These plans are clinically-led. Proposals to centralise all children's services at the LGI were initially made by doctors and doctors, nurses and other clinical staff have been directly involved in developing all aspects of the plans since that time.
6. Patients, carers and parents at the hospital are closely involved in developing the plans to ensure that they meet the needs of people who are admitted to Leeds Teaching Hospitals.
7. For convenience and ease of access, patients will still have the opportunity to attend outpatient appointments at a number of hospital sites in the city.

Audiences

Audiences identified in this plan are:

- patients and patient groups
- parents/carers
- the general public
- MPs
- OSC
- councillors
- community and voluntary organisations
- Local Area Committees and parish / town councils
- partner organisations (LPFT, LCC, universities, other clinical networks and other NHS organisations - GPs, including those providing out of hours services)
- LMC
- PBC
- Staff at NHS Leeds and LTHT

- SHA
- Media

Timetable

A detailed plan identifying a clear timetable for engagement can be found in Appendix One.