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Abertawe Bro Morgannwg  
University Health Board



<b>Meeting Date</b>	<b>31<sup>st</sup> January 2019</b>			<b>Agenda Item</b>	<b>2.3</b>
<b>Report Title</b>	Outcome of Engagement on Re provision of Day Hospital Services from Maesteg to the Princess of Wales Hospital, Bridgend				
<b>Report Author</b>	Joanne Abbott-Davies, Assistant Director of Strategy & Partnerships				
<b>Report Sponsor</b>	Siân Harrop-Griffiths, Director of Strategy				
<b>Presented by</b>	Siân Harrop-Griffiths, Director of Strategy				
<b>Freedom of Information</b>	Open				
<b>Purpose of the Report</b>	This report outlines the engagement carried out in relation to the re provision of Day Hospital Services from Maesteg to the Princess of Wales Hospital. It outlines the responses received plus the recommendation to the ABMU Health Board on how this issue should be taken forward.				
<b>Key Issues</b>	The public engagement document on at the re provision of Day Hospital Services from Maesteg to the Princess of Wales Hospital was approved at the Health Board meeting in October 2018. The engagement period ran from 29 <sup>th</sup> October to 21 <sup>st</sup> December 2018. A total of 296 responses were received and a public meeting was held on 14 <sup>th</sup> November plus two drop in events on 22 <sup>nd</sup> November and 4 <sup>th</sup> December in Maesteg.				
<b>Specific Action Required</b>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>	
				√	
<b>Recommendations</b>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• <b>NOTE</b> the engagement carried out on the re provision of Day Hospital Services from Maesteg to the Princess of Wales Hospital;</li> <li>• <b>NOTE</b> the responses received to the engagement including the strength of opposition expressed by the people of the Llynfi Valley to the existing proposals and their concerns;</li> <li>• <b>AGREE</b> that further engagement with stakeholders and the local population should take place, in conjunction with Cwm Taf University Health Board and Cwm Taf Community Health Council, in February and March 2019.</li> </ul>				

# **OUTCOME OF ENGAGEMENT ON THE REPROVISION OF DAY HOSPITAL SERVICES FROM MAESTEG TO THE PRINCESS OF WALES HOSPITAL BRIDGEND**

## **1. INTRODUCTION**

This report outlines the engagement carried out in relation to the reprovision of Day Hospital Services from Maesteg to the Princess of Wales Hospital, Bridgend. It contains an analysis of the responses received plus the recommendation to the ABMU Health Board on how this issue should be taken forward.

## **2. BACKGROUND**

In November 2017, to ensure the continued operation of the in-patient ward at Maesteg Hospital, the day hospital on the site was temporarily closed and the staff transferred to work on the ward. GPs were advised to refer patients for Maesteg Day Hospital to the Medical Day Unit (formerly Pendre Day Hospital) at the Princess of Wales Hospital (POWH) during the temporary closure.

Prior to its temporary closure the Maesteg Day Hospital was operating at approximately 50% capacity and received 20 referrals per month. This was despite the efforts of the Day Hospital manager and Advanced Nurse Practitioner promoting the role of the Day Hospital with the local GP practices. Since the temporary closure, referrals for patients from the Llynfi Valley for day hospital services has further reduced to 7 per month. At present, this additional demand on the Medical Day Unit at the Princess of Wales Hospital, Bridgend has been absorbed without adverse impact on its existing clinical services or waiting times.

During February and March 2018 the Maesteg Day Hospital area had Wi-Fi installed throughout as part of a planned programme of work. This took longer to complete than expected due to the age of the building and the need to safely remove asbestos. The Day Hospital was due to reopen in April 2018, however, during the period of temporary closure the Consultant Physician retired his clinical session and in the weeks leading up to the reopening the Advanced Nurse Practitioner also left the service. This has left the Day Hospital with no medical cover and therefore it is unable to reopen.

With no critical clinical staff available to reopen the Day Hospital at this time and the low level of demand it was considered appropriate to consider and engage with the public regarding the proposed permanent transfer of services from Maesteg Day Hospital to the Medical Day Unit at the Princess of Wales Hospital, Bridgend.

As part of the engagement ABMU Health Board proposed that additional services would be developed at Maesteg Hospital in the space released from closing the Day Hospital, including:

- Establishing a “Leg Club” alongside the existing wound clinic;
- Introduction of a Doppler ultrasound service to assist introducing a “One Stop Shop” for the local population who have chronic wounds;
- Expansion of the catheter clinic to make it a “One Stop Shop” for local people with continence problems.

### 3. ASSESSMENT

The public engagement document on the proposed reprovision of Day Hospital Services from Maesteg to the Princess of Wales Hospital was approved at the Board meeting in October 2018. The engagement period ran from 29<sup>th</sup> October to 21<sup>st</sup> December 2018. An engagement plan was agreed with ABM Community Health Council and an equality impact assessment developed for use as part of the engagement.

A total of 296 responses were received and a public meeting was held on 14<sup>th</sup> November which 69 people attended, plus two drop in events held on 22<sup>nd</sup> November and 4<sup>th</sup> December. Cwm Taf UHB were made aware of these events but, as they will not be responsible for the services until April 2019, agreed with the Health Board that they would not participate in the engagement process. They have offered to meet with local stakeholders in January to discuss the future of Maesteg Hospital more broadly.

Of the 296 responses received as a result of the engagement, the following responses were received to the question “To what extent do you agree with the proposal to close Maesteg Day Hospital permanently and provide the service from the Princess of Wales Hospital, Bridgend instead? (This does not affect any other services at Maesteg Hospital.)”:

Strongly disagree	279
Tend to disagree	2
Neither agree nor disagree	2
Tend to agree	1
Strongly agree	3
Don't know	1
Not completed	8
Total	296

Of the 296 responses received, 63 responded to the above question without any explanation of their concerns / reasons. The remaining 233 responses gave reasons for their concerns / views, which have been categorised into the themes outlined below. It should be noted that multiple reasons were given by some respondents and all their comments have been included in the analysis below.

Issue	Number of times issued raised
Lack of services for people in Llynfi Valley leading to more older people being housebound and isolated – closing Maesteg Day Hospital permanently will further reduce services available (and which are free)	95
People won't / can't travel to POWH without difficulty (including difficult journeys and parking problems) which has a negative impact on their health	94
Enhance services at Maesteg Hospital and Maesteg Day Hospital not reduce them	28

Issue	Number of times issued raised
Assurance needed over future of Maesteg Hospital including vision for the medium to long term	27
Local people invested in Maesteg Hospital – it's the community's to decide what to do with, not the Health Board's	21
Maesteg Day Hospital gave an opportunity for older people to socialise with others from the local area	21
Maesteg Day Hospital offered respite care and support for carers	18
More information needed on the services proposed / proposals for replacement services not adequately researched / more engagement needed	16
ABMU HB should defer the decision until April 2019 when it will be down to Cwm Taf UHB who will also be responsible for the services going forward	15
The Health Board should look after their staff and invest in recruiting staff rather than reducing services	10
These proposals are about saving money not better care	9
Will result in more pressure on GPs and ambulances	3
Use Maesteg Hospital to free up beds at POWH	3
Change for the good and more economical	1

The notes of the public meeting held in Maesteg Town Hall on 14<sup>th</sup> November are attached as **Appendix A**.

These notes show that the above concerns were also raised at the meeting and there were a range of specific proposals put to ABMU Health Board by the members of the public who attended, these were:

- “Suggest defer any decision ABMU may take until further discussions can take place with Cwm Taf Health Board.”
- “Need for step down beds – 50 beds originally, now 30 beds, 20 removed were stepdown beds, is room available to put these beds back?”
- “Maesteg Day Hospital should be reopened – it's a preventative service and helps support people to stay in their own homes.”
- “Maesteg Hospital is a valuable asset to the community and we should do all we can to maintain the Hospital. We are not going to allow you to close Maesteg Hospital.”

- “The Hospital means so much to the local people of Maesteg and ABMU are trying to take it away from us. We will put a petition around town to collect signatures, proposing putting the closure on hold and defer the decision to Cwm Taf.”
- “Hands off our day hospital.”
- “Maesteg Day Hospital should reopen plus the other services we have heard about tonight.”
- “ABMU should take the opportunity to go away from tonight and bring back ideas for a master plan which secures Maesteg Hospital for 5-10 years. Not simply for patients, but also for carers and respite. If it isn’t the day hospital, it has to be something else to meet these needs. Cwm Taf is essential to this – we need to keep going with this engagement / consultation and need to hear their views as well.”
- “My mother is still awaiting a letter to say whether the day hospital will open again / not.”
- “Let’s make sure with the process going forward that at least 12000 of these forms are produced.”
- “I’ve sat in this Maesteg Town Hall when it was proposed it should close, then when there was going to be a charge for town parking, these things didn’t happen because we joined together as a community and we can do it again.”
- “Accountability is key to this – you will not be accountable after March – there should be a moratorium on this process pending Cwm Taf taking over.”
- “Cwm Taf decimated services at Llwynypia Hospital – will they do the same here?”
- “Need more reablement, step up, step down, rehab services.”
- “There are staff from Maesteg Day Hospital here in attendance tonight – such a shame for people and staff if it closes. It is special.”

#### 4. CONCLUSION

Bearing in mind the strength of feeling from the public who strongly disagreed with the proposal to permanently close Maesteg Day Hospital and transfer the service to the Princess of Wales Hospital in Bridgend (94%), it is proposed that further engagement with stakeholders and the local population should take place, in conjunction with Cwm Taf University Health Board and Cwm Taf Community Health Council, in February and March 2019. In undertaking this engagement, the Health Board and CHC have sought to be clear that this proposal is **only** about services at the Day Hospital, **not** the Hospital as a whole. The responses demonstrate that this is not clear, and further communication and engagement is needed on this. These discussions should focus not just on Maesteg Day Hospital but also the vision for services in Maesteg Hospital for the future, as requested by the local population.

This approach has been discussed with the ABM Community Health Council at its Executive Committee on 16<sup>th</sup> January 2019 and verbal feedback will be given to the Health Board from the Community Health Council at the Health Board meeting.

## 5. RECOMMENDATIONS

Members are asked to:

- **NOTE** the engagement carried out on the reprovision of Day Hospital Services from Maesteg to the Princess of Wales Hospital;
- **NOTE** the responses received to the engagement including the strength of opposition expressed by the people of the Llynfi Valley to the existing proposals and their concerns;
- **AGREE** that further engagement with stakeholders and the local population should take place, in conjunction with Cwm Taf University Health Board and Cwm Taf Community Health Council, in February and March 2019

<b>Governance and Assurance</b>											
<b>Link to corporate objectives</b> <i>(please ✓)</i>	Promoting and enabling healthier communities		Delivering excellent patient outcomes, experience and access		Demonstrating value and sustainability		Securing a fully engaged skilled workforce		Embedding effective governance and partnerships		
			√		√		√				
<b>Link to Health and Care Standards</b> <i>(please ✓)</i>	Staying Healthy	Safe Care	Effective Care	Dignified Care	Timely Care	Individual Care	Staff and Resources				
		√	√				√				
<b>Quality, Safety and Patient Experience</b>											
Day Hospital services are being provided in Bridgend for people from the Llynfi Valley, providing the opportunity for multi-disciplinary assessments 5 days a week.											
<b>Financial Implications</b>											
Savings of £110,000 are being made while the Day Hospital is temporarily closed, pending agreement of the future model of service delivery.											
<b>Legal Implications (including equality and diversity assessment)</b>											
Impacts on the elderly, those with mental health problems, the disabled and those with reduced mobility, those from deprived areas, pregnant ladies											
<b>Staffing Implications</b>											
Some staff will be redeployed if the change is implemented.											
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>											
Changes to services should reflect the needs of the local population and so should have positive impacts for future generations.											
<b>Report History</b>		None									
<b>Appendices</b>		A. Notes of Maesteg Day Hospital Public Meeting									

**Public Meeting – Maesteg Day Hospital**

**Wednesday 14<sup>th</sup> November 2018**

**Chaired by ABM Community Health Council**

Presentations & Questions answered by ABMU's Medical Director, Director of Strategy, Service Director, Medical Director and Nurse Director of Primary and Community Services Delivery Unit.

69 members of the public signed in as present.

The Chair from the Community Health Council made introductions and outlined how the meeting would be conducted.

The Health Board's Medical Director gave an introduction to ABMU Health Board.

The Director of Primary and Community Services Delivery Unit gave a presentation outlining the proposals contained within the engagement document.

**Questions**

1. Is this a consultation process or a ratification of a decision which has already been made?  
*Definitely engagement to get people's views on the proposals so that the Health Board can consider these responses at their meeting in January 2019.*
2. Services in the Bridgend area are between HBs at moment. The Transition Board for this transfer met in August 2018 and a list of services to be transferred was approved by the Health Boards. Was Maesteg Hospital not on this list?  
*Yes Maesteg Hospital was on the list of services to be transferred to Cwm Taf UHB, which will occur from 1<sup>st</sup> April 2019.*
3. If services in the Bridgend area are being transferred to Cwm Taf in April, you (i.e. ABMU) will be irrelevant to the future of this valley from then – why are you making the decision instead of leaving it up to Cwm Taf Health Board?  
*There have been discussions with Cwm Taf UHB about this issue who are supportive of our plans. Cwm Taf are committed to continuing community services in the area and want to have a discussion with the people of Maesteg in January 2019.*
4. Glad to hear that Cwm Taf UHB have been involved. However where is the Chief Executive and the Chairman of ABMU Health Board? Why aren't they here?

*Unfortunately the Chairman is away at present and the Chief Executive has another commitment but they both send their apologies for not being able to be here.*

5. By closing Maesteg Day Hospital you will save £110,000. Is this not just a cost cutting exercise in the light of the merger? Are we doubling the cost of the Chief Executive / Finance Director etc. salaries of the Health Boards due to merger? *The changes proposed in the engagement document are not because of the Bridgend boundary change. There will be no duplication of Chief Executive / Finance Director posts etc. between the new HBs, no additional posts or costs will be incurred. Approximately 28% of ABMU population live in Bridgend so this proportion of funding will transfer to Cwm Taf but no additional executive positions will be created. Any savings made from the permanent closure of Maesteg Day Hospital will be used to fund the additional services outlined in the engagement document.*
  
6. It is disappointing to hear about the loss of Dr Wilkins and the Day Centre at Maesteg Hospital. Looking to the future – do you see an increase in patients being treated in the hospital? *We have a responsibility to ensure the services provided out of Maesteg Hospital meet the needs of the population and where we have gaps in service provision to meet these needs and agree what would be best to be offered locally.*
  
7. Day care is a form of respite and currently no other respite beds or support is available in the Llynfi Valley and none in hospitals in Bridgend. *In the engagement document we explain how we are trying to match the needs of the population with what we are delivering at Maesteg Hospital, including the new dementia support team. This team will take up to 30 referrals a week. In addition to this there is still the opportunity to provide additional support services in the space freed up by the Day Hospital if the closure is agreed to be permanent.*
  
8. I have a background working in hospitals and of social work. The withdrawal of day hospital services from patients is a retrograde step for frail elderly people. There are a very vulnerable group of patients – a 20 mile round trip is difficult for them and rehab should be possible in Maesteg Hospital. Local people could really benefit from the reopening of the Day Hospital in Maesteg. *That is why our aim is to provide these services in people's own homes rather than in hospitals.*
  
9. Llynfi 20 project – what is the level of commitment to this and what progress is being made? *Work is continuing on this project, jointly between ABMU Health Board and Bridgend County Borough Council. This has been the subject of discussion and will be taken forward by BCBC and Cwm Taf UHB from April 2019.*

10. What assurances are there from ABMU about the future of services and why Cwm Taf HB are not here tonight so that we can hold them to commitments they make for next year.  
*Cwm Taf are keen to know what the outcome of engagement is and have undertaken to meet with stakeholders in the Maesteg area in January 2019.*
11. (Maesteg Hospital League of Friends) Discussions were held with the League of Friends when the GP surgery relocated into Maesteg Hospital regarding possible services to be developed there. However nothing has happened as a result. The people of Maesteg and the Llynfi Valley will not put up with further reductions in services. We are frightened that we are going to lose Maesteg Hospital. This must not happen – we must hang onto everything we can within the Hospital.  
*We are committed to strengthening Maesteg Hospital not weakening it, but that doesn't mean that some changes aren't needed.*
12. (Maesteg Hospital League of Friends) Why not bring back the services which have been lost from Maesteg Hospital – we don't expect A&E or tonsils or maternity, but could consider bringing diabetic care, sexual health services to the hospital as well as delivering on the commitments to additional services given during the consultation on transferring Bron y Garn surgery into Maesteg Hospital.
13. (Maesteg Hospital League of Friends) The people of Maesteg are not going to put up with this change – the Hospital was funded by the miners locally. The League of Friends has been in existence for 35 years and has raised £200,000-£300,000 for Maesteg hospital. Surely it is not too much to ask for one consultant to be at Maesteg for ½ day per week rather than expecting 20 patients to travel to Bridgend. There will be ambulance travel problems if this change goes ahead – for example, a lady told to be ready for pick up at 9am, was actually collected at 11am and didn't get home until 3.30pm. This was all for a 15 minute appointment.  
*We can't put back a service which hasn't been in place for nearly a year without looking at alternative options. You may feel that the day hospital is more important than the other services being proposed for development within the engagement document.*
14. (GP Surgery) Our concern is for patients who want services in the community but not at home and the community structures which need to be in place to support them.  
*We could look at falls prevention clinics and other services which may help to fill those gaps in services.*
15. Maesteg Day Hospital was originally closed because of difficulties staffing the inpatient ward at Maesteg Hospital. Why won't that continue to be a problem? Will you be able to staff this appropriately? Could you not reopen the day hospital service now?

*Staff on the ward have been recruited to and this situation has stabilised. It would be difficult to reopen the Day Hospital due to the specialist nature of the staff who are needed to run it.*

16. Why isn't the engagement based on positive proposals – the decision has already been made.
17. I work in a community hospital in south Powys where people travel long distances for services, but you need to ensure appropriate referral pathways and communications are maintained.
18. What percentage of patients from the Llynfi Valley will be guaranteed access to a set number of places in Bridgend's Day Service?
19. (Huw Irranca-Davies, AM) It would probably be easier to engage with us if there was a master plan for the future of Maesteg Hospital and the services provided here. I hope to see the Chief Executive and Chair of Cwm Taf at the next meeting here. Is there a role for places like Maesteg Hospital to provide step down care in future. The challenge now is how to engage with people about how to change services for the better because their focus now is on safeguarding these services. Cwm Taf is undertaking a review of their community hospitals currently, so I would expect them to include Maesteg Hospital within this.
20. I was a carer of my mother who was a patient at the Day Hospital once a week. My mother was rejuvenated after attending and it gave the opportunity for a break to me and my sister.
21. (LMC representative) It seems conceivable that the day hospital and the additional services proposed could be run side by side. It was a disaster when the Day Hospital closed a year ago. It allowed us to see how the changes have adversely affected patients – but where are the statistics on this? Where is the evidence about the needs of the local population and how the proposed services will meet these needs? You're saying – do you want apples or pears but I want apples and pears!
22. I welcome additional services in Maesteg Hospital, but we don't need to lose services in order to get these. I'm frustrated to be having this conversation with a redundant Health Board. What right does ABMU have to consider the outcome of the engagement?
23. I'm confused because Mark Drakeford argued 2 years ago that healthcare needs should be met at home. I'm cynical because you didn't have enough inpatient nurses to staff the ward at Maesteg Hospital. Why were there these staffing issues? You said a lot was to do with sickness levels - if so are you looking at sickness problems there, are you taking care of the staff working there – some

patients transferred to Maesteg Hospital are not suitable and nurses there haven't been able to cope with their needs and have been assaulted.

24. How many staff have been redeployed?

25. It is a positive development to see the additional clinics proposed, but this shouldn't compromise the provision of the day hospital. Bearing in mind you are engaging in the lead up to transition – defer the decision on closure until after Cwm Taf has taken over.

26. Day care is essential. The Council is entering austerity but in view of this being a social / welfare need, could the NHS have a discussion with Sue Cooper regarding extra provision of social services which could be put in place to meet the needs in Llynfi Valley of carers / patients.

27. (Caroline Jones, AM) I look at winter pressures and exceptional difficulties each year. How prepared are you for the winter ahead?

#### **PROPOSALS FROM THE FLOOR:**

The Chair of the public meeting from the Community Health Council thanked everyone in the room for their honest views and practical suggestions made. He asked for proposals on the way forward to be made by those in attendance at the meeting:

- Suggest defer any decision ABMU may take until further discussions can take place with Cwm Taf
- Need for step down beds – 50 beds originally, now 30 beds, 20 removed were stepdown beds, is room available to put these beds back?
- Maesteg DH should be reopened – it's a preventative service and helps support people to stay in their own homes.
- Maesteg Hospital is a valuable asset to the community and we should do all we can to maintain the Hospital. We are not going to allow you to close Maesteg Hospital.
- The Hospital means so much to the local people of Maesteg and ABMU are trying to take it away from us. We will put a petition around town to collect signatures, proposing putting the closure on hold and defer the decision to Cwm Taf.
- Hands off our day hospital.
- Maesteg Day Hospital should reopen plus the other services we have heard about tonight.
- ABMU should take the opportunity to go away from tonight and bring back ideas for a master plan which secures Maesteg Hospital for 5-10 years. Not simply for patients, but also for carers and respite. If it isn't the day hospital, it has to be something else to meet these needs. Cwm Taf is essential to this –

we need to keep going with this engagement / consultation and need to hear their views as well.

- My mother is still awaiting a letter to say whether the day hospital will open again / not.
- Let's make sure with the process going forward that at least 12000 of these forms are produced.
- I've sat in this Maesteg Town Hall when it was proposed it should close, then when there was going to be a charge for town parking, these things didn't happen because of we joined together as a community and we can do it again.
- Accountability is key to this – you will not be accountable after March – there should be a moratorium on this process pending Cwm Taf taking over.
- Cwm Taf decimated services at Llwynypier Hospital – will they do the same here?
- Need more reablement, step up, step down, rehab services.
- There are staff from Maesteg Day Hospital here in attendance tonight – such a shame for people and staff if it closes. It is special.