

## Key messages for providers and stakeholder to share (phase 1 of development)

The aim of this document is to ensure a coherent and consistent message is communicated with service users, general public and staff potentially impacted by the changes to services in Clacton and Harwich.

These messages have been developed by the working group and agreed with key providers involved in the development process.

The project group have also agreed to share press enquiries and agree the required responses prior to publishing when possible.

(for further details on the Community Hub engagement strategy please refer to the communication plan)

### Staff:

- Following recent £15m funding investment for Clacton Hospital and £3m for Fryatt Hospital, Harwich, North East Essex Clinical Commissioning Group has been able to develop exciting proposals to improve the quality and provision of care provided from Clacton and Harwich Hospital, including a dedicated inpatient rehabilitation centre at Fryatt Hospital, Harwich.
- Clacton Hospital will be developed into a 'Community Hub' providing modern premises allowing a number of local GP practices to be situated alongside a new Urgent Treatment Centre as well as other community and voluntary services. The Community Hub will integrate primary care services with minor injury and illness as well as community care built around the needs of the local population.
- This is a great opportunity to provide care in ways that are proven to achieve better outcomes for patients and are able to cope with future growth of the local population in north east Essex.
- The community beds currently located at Clacton Hospital, providing support and rehabilitation to north east Essex patients will be relocated to Fryatt Hospital in the new dedicated inpatient Rehabilitation Centre. This will make better use of the modern facilities and the previously unused areas of the hospital, to provide specialist rehabilitation care for patients who have suffered a stroke or need inpatient rehabilitation support following a period of illness or injury.
- The other services provided from Clacton Hospital will continue to be provided from the Clacton site and will not be affected by the move.
- **ACE Staff Consultation**  
ACE will begin a formal consultation exercise with their staff affected by the development, which is anticipated to be published during week commencing 9<sup>th</sup> July 2018. Staff will have the opportunity to feedback on the staffing model as teams or individuals as well as meet with HR.
- The timescale for building work on the Harwich site is unclear at this stage and once commenced will take approximately six months once the building work starts to complete. ACE, NHS Property Services and other organisations with staff providing

services on the sites will provide regular communication to their staff throughout the process.

- We value the insight staff have in service pathways and are keen to hear your ideas on how the new system should work. We will be launching a series of workshops/webinars to allow staff the opportunity to share their thoughts on the Community Hub and the referral pathway for the Rehabilitation Unit moving forward.
- The new pathway for those requiring end of life care has been developed from best practice and in partnership with St Helena Hospice, North East Essex CCG and ESNEFT as part of a wider project across north east Essex. We will be working to the End Of Life Gold Standards Framework. You can find out more about the Gold Standard Framework on: <http://www.goldstandardsframework.org.uk/>. Further end of life services will be offered in the community, working with specific Nursing Homes to provide a new setting for palliative and end of life care. This will allow greater partnership working with specialist Nursing Homes and Palliative Care Services locally to provide a more homely environment for the patient and their family to be supported in.
- The CCG are therefore undertaking a period of engagement with users of Clacton and Harwich Hospitals for 10 weeks from 2<sup>nd</sup> July 2018 to 10<sup>th</sup> September 2018 to seek their views on this proposal.
- The survey is available online. Please visit the [Online Community Beds Questionnaire](#). Paper copies of the survey are also available at Clacton and Harwich Hospital.
- We understand that moving the community beds from Clacton to Harwich will impact some patients, staff and families in terms of transport links. The CCG will be working with partners to explore the opportunities to address those concerns.
- There will be further opportunities for involvement in the development and to gather the views of the wider public and staff during phase 2 of the development. This we hope to include naming of the new wards, a community art piece and relaunch.

#### **Public:**

- Following recent £15m funding investment for Clacton Hospital and £3m for Fryatt Hospital, Harwich, North East Essex Clinical Commissioning Group has been able to develop exciting proposals to improve the quality and provision of care provided from Clacton and Harwich Hospital.
- Clacton Hospital will be developed into a 'Community Hub' providing a modern premises allowing a number of local GP practices to be situated alongside the new Urgent Treatment Centre as well as other community and voluntary services. The Community Hub will integrate primary care services with minor injury and illness as well as community care built around the needs of the local population.
- To create the Rehabilitation Service and allow the benefits of having the care all on one site, the Clacton Hospital wards (St Osyth Priory Ward and Kate Grant Ward) will move to Harwich Hospital. This will also allow for the development of the Clacton site.
- This is a great opportunity to provide care in ways that are proven to achieve better outcomes for patients and are able to cope with future growth of the local population.

- The community beds currently located at Clacton Hospital, providing support and rehabilitation to north east Essex patients will be relocated to Fryatt Hospital in the new dedicated inpatient Rehabilitation Centre. This will make better use of the modern facilities and the previously unused areas of the hospital, to provide specialist rehabilitation care for patients who have suffered a stroke or need inpatient rehabilitation support following a period of illness or injury.
- The other services provided from Clacton Hospital will continue to be provided from the Clacton site and will not be affected by the move.
- The new pathway for those requiring end of life care has been developed from best practice and in partnership with St Helena Hospice, North East Essex CCG and ESNEFT as part of a wider project across north east Essex. We will be working to the End Of Life Gold Standards Framework. You can find out more about the Gold Standard Framework on: <http://www.goldstandardsframework.org.uk/>. Further end of life services will be offered in the community, working with specific Nursing Homes to provide a new setting for palliative and end of life care. This will allow greater partnership working with specialist Nursing Homes and Palliative Care Services locally to provide a more homely environment for the patient and their family to be supported in.
- The CCG are undertaking a period of engagement with users of Clacton and Harwich Hospitals for 10 weeks from 2<sup>nd</sup> July to 10<sup>th</sup> September 2018. The aim of the engagement period is to understand service user's experiences to date and how the changes will affect them moving forward. All insight will be used to inform the development of the new services to ensure the new Community Hub and Rehabilitation Unit offers improved services for all.
- We understand that moving the community beds from Clacton to Harwich will impact on some patients, staff and families in terms of transport links. The CCG will be exploring opportunities to address those concerns as part of this engagement work and will be working with the council and transport providers to put measures in place.
- There will be further opportunities for involvement in the development and to gather the views of the wider public and staff during phase 2 of the development. This we hope to include naming of the new wards, a community art piece and relaunch.
- This new model of working will make better use of existing resources with an emphasis on high quality care in a financially sustainable way, developed from best practice.
- We are particularly interested to hear from you if you have experienced the community beds service at Clacton and/or Harwich Hospitals as a patient, relative or carer so that we can gain a full understanding of the affect this change could have on local residents.
- The survey is available online. Please visit the [Online Community Beds Questionnaire](#). Paper copies of the survey are also available at Clacton and Harwich Hospital.
- The timescale for building work on the Harwich site is unclear at this stage and once commenced will take approximately six months from when the building work starts to complete. Regular updates on the project will be available on the CCG website and newsletter.