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**MEMBERSHIP**



Councillor Bill Hartnett –  
Chair



Councillor Greg Chance –  
Vice Chair



Councillor Juliet Brunner



Councillor Debbie Chance



Councillor Brandon Clayton



Councillor John Fisher



Councillor Mark Shurmer



Councillor Yvonne Smith



Councillor Pat Witherspoon

## **CHAPTER 1: INTRODUCTION / BACKGROUND**

In January 2012 Joint Services Review of Acute Hospital Services was launched by the former Worcestershire Primary Care Trust. This was the first stage of the review process of hospital services in the County. In June 2012 at a public meeting, representatives of the Joint Services Review Stakeholder Reference Board announced that there may be potential loss of services at the Alexandra Hospital due to financial pressures. Members were so concerned that at the Council meeting held on 23rd July 2012 a Notice of Motion was submitted and carried unanimously. This is detailed in Appendix B.

Following further developments with the Joint Services Review in 15th October 2012 a report was submitted to full Council calling for a Health Commission to be established as and when appropriate. The purpose of the Health Commission was to gather evidence from residents about the potential impact of the options for the Joint Services Review of Health on the Alexandra Hospital. Based on the evidence gathered it was agreed that a report would be produced to inform the Borough Council's response to the public consultation on the review. The Health Commission comprised Members of the Council's Executive Committee, chaired by the Leader of the Council. A full list of the terms of reference is attached at Appendix A.

In July 2016 a further Notice of Motion (see Appendix C) was submitted following the announcement by Worcestershire Acute Hospitals NHS Trust (WAHT) of an emergency temporary change to paediatric inpatient services at the Alexandra Hospital from the September 2016. At this stage Council concluded that it would be appropriate to establish the Health Commission.

To ensure that the work of the Health Commission made a valuable contribution to the ongoing review of Acute Services Members determined that meetings of the Health Commission should be held to coincide with the 3 Worcestershire Clinical Commissioning Groups' (CCG) consultation on the Future of WAHT services. This consultation was launched in January 2017 and is due to end on 30th March 2017. This report sets out the Health Commission's findings from consulting with the public and proposes a series of recommendations designed to secure the future of local (and national) health services in various ways.

Since the commencement of the Health Commission's work there have been further developments in respect of WAHT services, in particular the Care Quality Commission (CQC) issued WAHT with a Section 29A Notice. This was issued following inspections by the CQC during November 2016 and unannounced inspection visits in December 2016. The Section 29A is a statutory warning notice issued when significant improvement is required in an NHS trust and a simple warning is not enough. The CQC have stated that they expect improvement by 10th March 2017.

## **CHAPTER 2: RECOMMENDATIONS and RESPONSE TO CCGS' CONSULTATION SURVEY**

### **SUMMARY OF RECOMMENDATIONS**

**The Health Commission recommends to Council that:**

#### **Recommendation 1**

Redditch Borough Council re-affirms its position as detailed in the Notice of Motion from the Council meeting on 23rd July 2012 which was carried unanimously (as detailed in Appendix B).

#### **Recommendation 2**

In light of Section 29A and continuous changes of senior personnel managing WAHT, that all previous options be reconsidered and a new plan developed.

#### **Recommendation 3**

The Worcestershire CCGs take into account the following concerns raised by Members:

- a) Redditch and Bromsgrove CCG and WAHT have not submitted evidence when requested by the Commission in a timely manner. The Commission therefore feels that its concerns have not been given due regard as befits their role as the democratic representatives of the Borough;
- b) Members should have received separate submissions from Redditch and Bromsgrove CCG and WAHT at its meeting on 12th January. The purchaser/provider relationship was not therefore clear to either elected Members or members of the public present at (or viewing the live streaming of) the meeting of the Health Commission;
- c) the Worcestershire CCGs' proposals are totally undermined by the decision not to explore Option 2 in 2015. The Health Commission has evidence that another trust was interested in providing services at the Alexandra Hospital;
- d) significant concerns over the patient care capacity problems currently being experienced at Worcestershire Royal Hospital and its ability to cope moving forward; and
- e) car parking capacity problems being experienced by patients and visitors at Worcestershire Royal Hospital.

#### **Recommendation 4**

WAHT's approach to communication with the public be improved to include greater promotion of the Trust's concessionary travel and car parking policy.

#### **Recommendation 5**

The Worcestershire CCGs and WAHT take into account projected housing growth in Redditch, Bromsgrove and Stratford Districts, as detailed in the relevant Local Plans and as detailed in the 3 Councils' submission to the Joint Services Review in 2013, and reviews the proposals in light of these (see Appendix O).

**Recommendation 6**

- a) the Worcestershire CCGs, WAHT and the Worcestershire Health and Care Trust note Members' concerns in respect of the Herefordshire and Worcestershire Sustainability and Transformation Plan and the implications for Redditch residents; and
- b) the Redditch and Bromsgrove CCG, WAHT and the Worcestershire Health and Care Trust work more proactively with the Council to develop and implement this plan in order to meet the needs of Redditch residents recognising the role of the Council in the preventative agenda.

**Recommendation 7**

The Redditch and Bromsgrove CCG and WAHT work with the Council to identify actions that can be taken by all service providers to address the high rate of respiratory illness experienced in the Redditch area.

**Recommendation 8**

The Council write to NHS England and NHS Improvement urging that the proposed changes to WAHT services are not implemented until:

- a) the concerns raised by patients as detailed in the completed surveys and minutes of the Health Commission meetings, have been addressed; and
- b) the £29m capital investment detailed in the Worcestershire CCGs' consultation report has been secured.

**Recommendation 9**

The Council writes to NHS England and NHS Improvement expressing Members' concerns about the Trust and the Worcestershire CCGs' consultation process, the viability of the Trust, and its ability to provide quality and safe services (as evidenced by Section 29A), the time it has taken to review hospital services, which Members feel has been too long, and the overall inadequacy of the plan for future services.

**Recommendation 10**

The Council writes to Central Government urging them to review funding arrangements for the NHS and Social Care.

**Recommendation 11**

The Council writes to Central Government/NHS England requesting that there be a substantial recruitment and training initiative for new doctors and nurses to work within the NHS.

## Recommendation 12

The majority of Health Commission Members recommend that the following answers be provided to the first 8 questions in the CCGs' Consultation Survey:

Question	Response
1.a To provide high quality health services which deliver the highest standards of care to patients.	<b>Strongly agree</b>
1.b To work within the budget available to deliver services which are as near people's homes as possible.	<b>Strongly disagree</b>
1.c To ensure that all services are staffed appropriately to provide safe care at all times.	<b>Strongly agree</b>
2.a To develop countywide centres of excellence for various planned care services. Some services will be at the Alexandra Hospital and some at Worcestershire Royal Hospital.	<b>Strongly disagree</b>
2.b To centralise all inpatient children's facilities at the Worcestershire Royal Hospital.	<b>Strongly disagree</b>
2.c To provide better access to home nursing and consultant-led clinics to prevent as many children as possible from being admitted to hospital.	<b>Tend to agree</b>
2.d To centralise all hospital births in the county at the Worcestershire Royal Hospital. Where women would have the choice of midwife or consultant-led care.	<b>Strongly disagree</b>
2.e To centralise all emergency surgery at the Worcestershire Royal Hospital.	<b>Strongly disagree</b>
2.f To retain Accident and Emergency Departments at both the Alexandra Hospital (adults over 16 years old only) and Worcestershire Royal Hospital.	<b>Strongly disagree</b>

<p>2.g To introduce urgent care centres at both hospitals which will treat adults and children 24 hours a day.</p>	<p><b>Not sure</b> See point 8.</p>
<p>3. Please tell us why you agree with the proposals.</p>	<p>1.a With high quality services delivered locally. 1.c To enable adequate staffing a review needs to include staffing from other trusts including Birmingham. 2.c Providing consultant services are delivered locally (see the Council's own survey at question 5 and verbal feedback).</p>
<p>4. Please tell us why you disagree with the proposals.</p>	<p>1.b The budget proposed is inadequate. We do not believe the services should be delivered by WAHT alone. 2.a Based on the public response to the Council's own survey, see question 5. 2.b Based on the public response to the Council's own survey, see question 5. 2.d Based on the public response to the Council's own survey, see question 5. 2.e Based on the public response to the Council's own survey, see question 5 and from verbal feedback. 2.f But would have strongly agreed had all ages (i.e. under 16s) been treated at the Alexandra Hospital.</p>
<p>5.a Do you think the NHS should provide transport services to enable patients, visitors and staff to travel between the three hospital sites?</p>	<p><b>Yes</b> See point 8.</p>
<p>5.b Do you think the NHS should subsidise the costs of transport to hospital even though this means there would be less money for treatments?</p>	<p><b>No</b> See point 8.</p>
<p>5.c Would you be likely to use a hospital transport service if you or a friend or member of your family were being treated at one of the three Worcestershire hospitals?</p>	<p>Not applicable</p>
<p>Questions 6 and 7</p>	<p>Not applicable</p>

<p>8. Now thinking about all the proposals in this document, is there anything further that we should consider to improve or enhance the healthcare provided by Worcestershire hospitals.</p>	<p>The questions are confusing and would appear to capture the CCGs' proposals. Reference 2.g It is confusing to the public what an Urgent Care Centre is. Reference 5.a &amp; b, transport services should be provided but not at the expense of patient care. To avoid the need for additional transport, services should be provided locally.</p>
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## **CHAPTER 3: HEALTH COMMISSION CONSULTATION**

### **General Overview**

Under the terms of reference for the Health Commission a key objective was to consult with the public about their views of the proposed changes to hospital services. To achieve this outcome Members decided to undertake 2 main forms of consultation:

- a) To hold public meetings at which residents could speak about their experiences and express their views about the proposed services changes.
- b) To circulate a survey that residents could complete in writing.

### **Public Meetings**

The Health Commission held 3 public meetings. At the first of these meetings held on 12th January 2017, the Redditch and Bromsgrove Clinical Commissioning Group (CCG) and Worcestershire Acute Hospitals NHS Trust (WAHT) were invited to deliver presentations on the subject of the proposed changes. Whilst the CCG and WAHT were invited to deliver separate presentations they chose to produce a combined one (to view a copy of this please see Appendix D). At this meeting the public were not invited to give their views, though could observe the proceedings, as the aim was to set the scene for the Health Commission.

Two subsequent meetings of the Health Commission were held on Saturday 14th and Thursday 19th January 2017. During these meetings residents were invited to give their views. Also on 14th January representatives of the former Save the Alex campaign were given a specific time slot to present their views. In total 26 members of the public took up this opportunity. Details of the points raised by residents can be viewed in the minutes of these meetings attached at Appendices E to G.

Over the course of the three public Health Commission meetings approximately 100 people attended to observe proceedings or speak to Members and give their views. In addition the former Save the Alex campaign “live streamed” each of the meetings on their Facebook page, at the time of writing these had been viewed 4,100, 6,600 and 4,800 times respectively.

### **Health Commission Survey – Background**

In advance of the public meetings discussions were held about the appropriate content of the Health Commission’s survey. The survey questions were designed to canvas residents’ views about specific changes detailed in the Worcestershire CCGs’ consultation document. It was agreed that the number of questions should be limited to 7 as a lengthy document may deter residents from taking part. A copy of the survey is available at Appendix H.

The survey was promoted through the local press and social media. The Commission would particularly like to thank the former Save the Alex campaign for advertising the survey on their Facebook site.

The Health Commission was keen to reach as many residents as possible. Members recognised that some residents would be unable to attend or feel uncomfortable speaking in a public meeting environment. For this reason the Commission distributed copies of their questionnaire across the Borough. It was also available for residents to complete online. The Health Commission's consultation opened on Friday 6th January and closed on Friday 20th January 2017. In total 425 completed questionnaires were submitted for the Health Commission's consideration. To put this in context, Members understand from local press coverage that, between 6th January and 17th February 2017 fewer than 800 residents from across the whole of Worcestershire had responded to the CCGs' consultation.

The table below provides a breakdown of the locations at which completed surveys were submitted.

<b>Ballot Box Location</b>	<b>Number of Completed Questionnaires Returned</b>
Batchley One Stop Shop	5
Woodrow One Stop Shop	3
Winyates One Stop Shop	4
Town Hall	96
Abbey Stadium	49
Palace Theatre	3
Redditch Library	19
Health Commission meetings	43
Royal Mail Post	7
Email	196
<b>TOTAL</b>	<b>425</b>

## **Analysis of Completed Surveys**

### **Question 1: Where do you live or work in Redditch?**

The Health Commission asked respondents to confirm the location of where they lived or worked to enable Members to identify any particular patterns in service need. This was particularly relevant in respect of transport and travel arrangements, which is discussed in more detail at question 3 below.

<b>Ward</b>	<b>TOTAL</b>
Abbey	18
Astwood Bank & Feckenham	24
Batchley & Brockhill	47
Central	34
Church Hill	69
Crabbs Cross	31
Don't Know	31
Greenlands	32
Headless Cross & Oakenshaw	44
Lodge Park	6
Matchborough	31
Outside Redditch	3
West	18
Winyates	37
<b>TOTAL</b>	<b>425</b>

Question 2: What services provided by the Alexandra Hospital Have you used in the last five years?

The Health Commission agreed that it would be helpful to understand the medical needs of Redditch residents. This was because they felt it could help to inform decisions about the types of services that should be available at the Alexandra Hospital. The results are set out in the table below, please note that some of the respondents advised the Commission that they have used more than one service in the past five years.

<b>Services</b>	<b>TOTAL</b>
None	44
Out Patients/Out of Hrs GP	120
A&E	230
X-Ray	83
Paediatrics	60
Gynaecology	34
Neurology	10
Respiratory/Chest Clinic	11
Fracture Clinic	20
Physio /Occupational Therapy	23
Rheumatology	8
Urology /Gastroenterology	28
Maternity/Ante Natal/SBCU	97
Stroke /Cardiology	22
Ophthalmology	38
Audiology/ ENT	32
Surgery	44
Diabetic Clinic	6
Dermatology	13
Orthopaedic	47
Renal	1
Tests	99
Cancer	35
Endocrinology	1

Question 3: How would you travel to hospital sites at Evesham, Kidderminster, Redditch and Worcester?

The Commission was aware that residents were concerned about how they would access services outside of Redditch. These concerns had been acknowledged in the Worcestershire CCGs' "The Future of Acute Hospital Services in Worcestershire; Public Consultation document". For this reason residents were asked to comment on the mode of transport they would be able to use to access hospitals in Worcestershire. It should be noted that some responses contained more than one mode of transport.

	<b>TOTAL</b>
Car	284
Taxi	59
Public Transport	149
Lift	37
Cycle	2
Walk	16
Dial A Ride / RVS	6
Hospital Transport / Ambulance	22
Don't Know	3
Not Answered	14

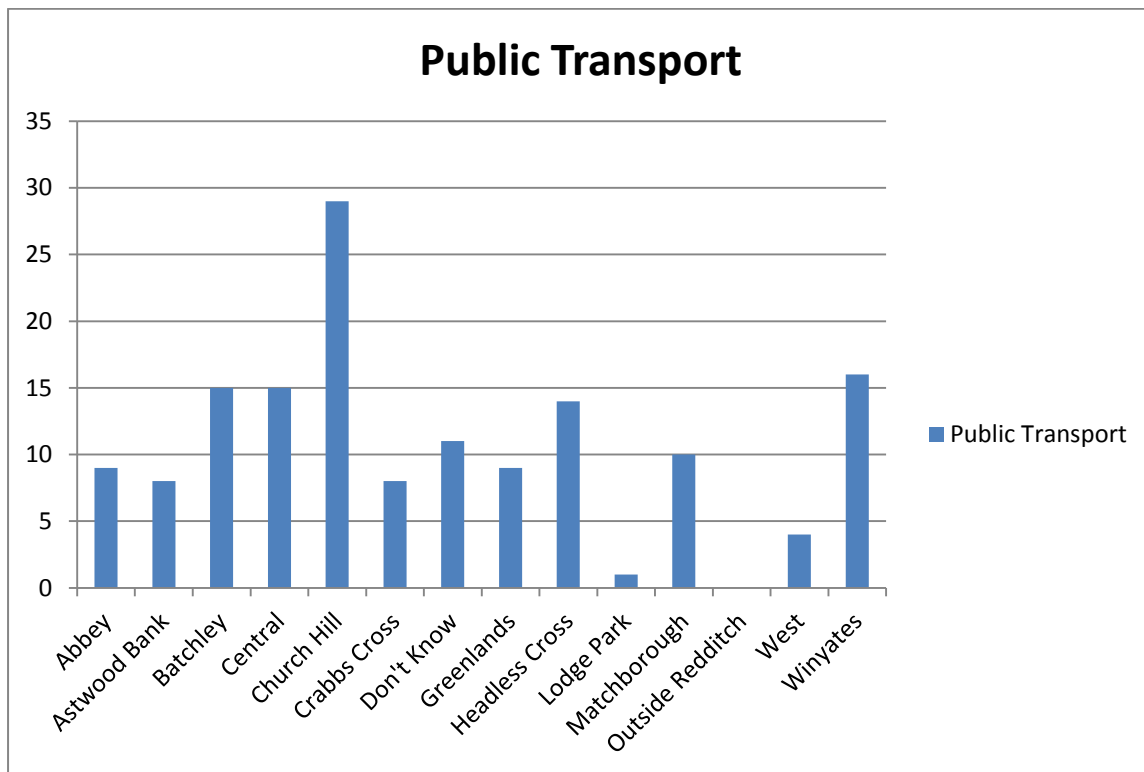
It was clear to Members from the results of this question that the most common mode of transport was by car. However, a significant number of respondents also indicated that they would travel by public transport, primarily by bus.

Members felt that it was important to analyse the locations in which public transport was most likely to be the favoured option for residents. This was because the Commission was aware that WAHT were planning on providing a hopper bus service operating between the Alexandra Hospital and Worcestershire Royal Hospital over a trial period. This hopper bus was designed as a direct route between the two hospitals and therefore residents still needed to be able to get to the Alexandra Hospital.

With this in mind further information was obtained about the current bus services around the area which stopped at the Alexandra Hospital. A list of services was obtained from the WAHT website. The table below shows feedback from residents to the Commission's survey detailing likely public transport usage to access the Alexandra Hospital, broken down into specific Council wards. From the information provided Members noted that whilst a significant number of Wards in the borough are covered by these bus services residents in Winyates, who were significantly

likely to report the use of public transport would struggle to access the Alexandra Hospital one bus service.

	<b>TOTAL No of RESPONSES</b>	<b>% of Responses</b>
Abbey	18	50
Astwood Bank	24	33.33
Batchley	47	31.91
Central	34	44.12
Church Hill	69	42.03
Crabbs Cross	31	25.81
Don't Know	31	35.48
Greenlands	32	28.12
Headless Cross	44	31.82
Lodge Park	6	16.67
Matchborough	31	32.26
Outside Redditch	3	0
West	18	22.22
Winyates	37	43.24
<b>Total</b>	<b>425</b>	<b>35.06%</b>



Question 4: If you have any views about parking provision available at the hospital sites at Evesham, Kidderminster, Redditch and Worcester please tell us here.

Key themes:

As part of the survey Members of the Commission felt it was important to canvas residents on their views of the car parking arrangements. Given the number of respondents who indicated that they would travel to hospital by car the feedback to this question was particularly valuable.

It became apparent during analysis of the responses that there were two key themes:

- The number of public parking spaces available was seen as inadequate, particularly at Worcestershire Royal Hospital.
- Residents think parking is too expensive at all sites.

More details about the responses provided by residents is attached at Appendix I. Members of the Commission noted that some of the people who criticised the parking arrangements actually travelled by public transport or walked and in some cases said they had no access to a car.

Further analysis of car parking charges at hospital sites in the region was carried out following consideration of the feedback from the public. Full detail of the comparative data is available at Appendix J. It should be noted that this shows that the car parking charges are similar to those in place at other hospitals.

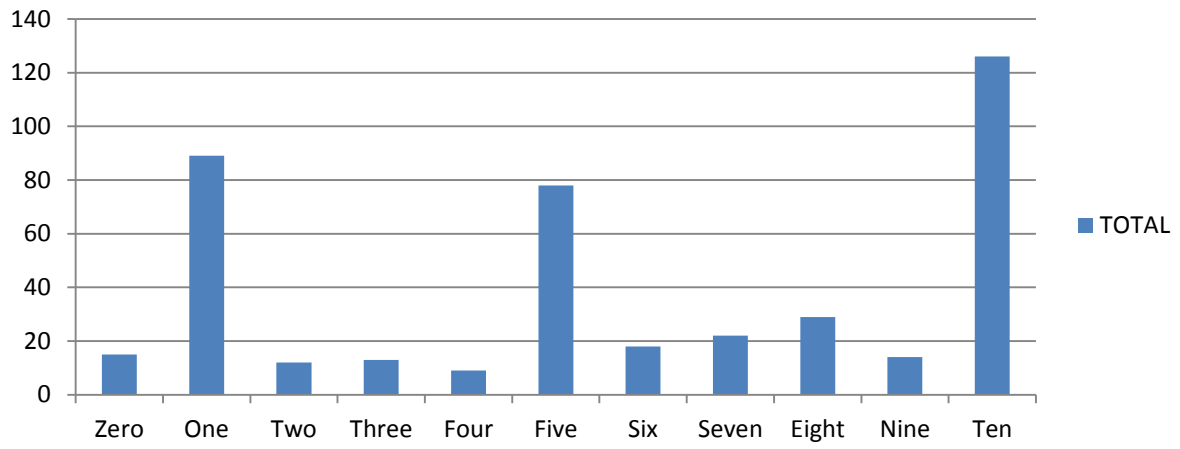
Question 5: to what extent do you agree with proposed changes put forward by Worcestershire Acute Hospitals NHS Trust

Members of the Commission were conscious that in the Worcestershire CCGs' consultation documents residents were being consulted on specific proposed changes to services. In order to best represent Redditch residents Members concluded that a question should be included within their survey which asked residents to rate these proposed changes in turn. A scale from 1 to 10 was selected as the best way to enable Members to judge residents views, with 1 being strongly disagree and 10 being strongly agree.

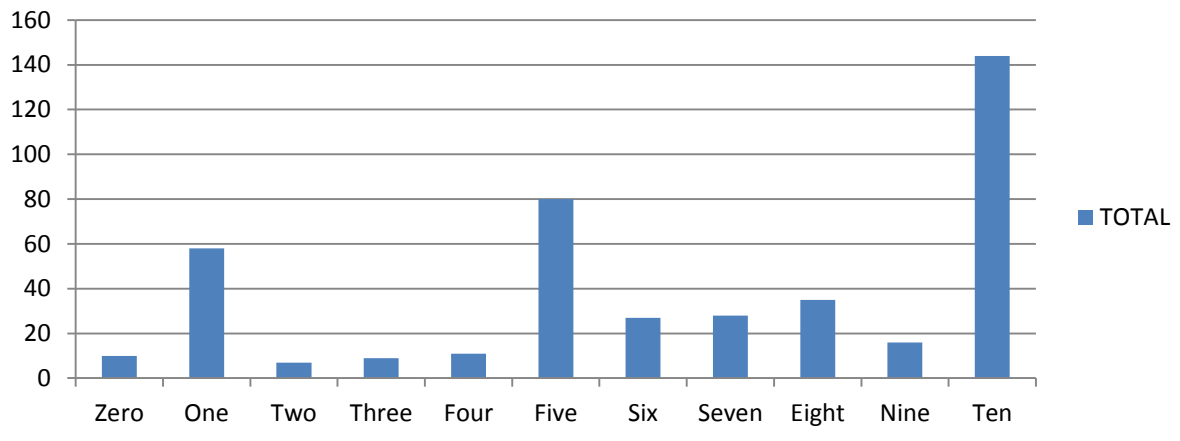
In addition to the Worcestershire CCGs' questions Members felt that it was also important to consult with residents about the centralisation of Urology services at the Alexandra Hospital. The hospital has had a centre of excellence at the hospital for some time and Members were keen to see if Redditch residents felt this should continue to be the case.

The feedback provided to this question helped to inform the Commission's response to the Worcestershire CCGs' questionnaire as detailed in Chapter 2 of this report.

### Most planned Orthopaedic surgery from Worcester Royal to the Alexandra Hospital

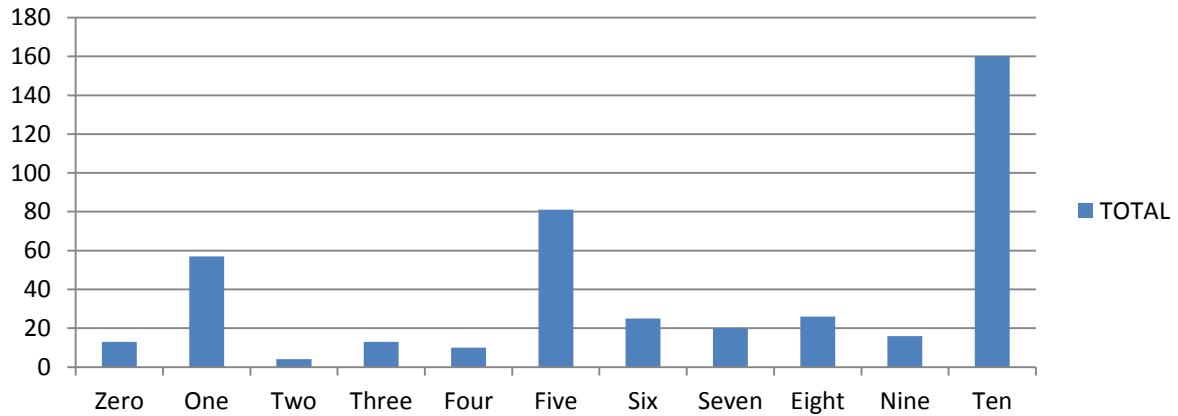


### Some planned Gynaecology surgery from Worcester Royal to the Alexandra Hospital

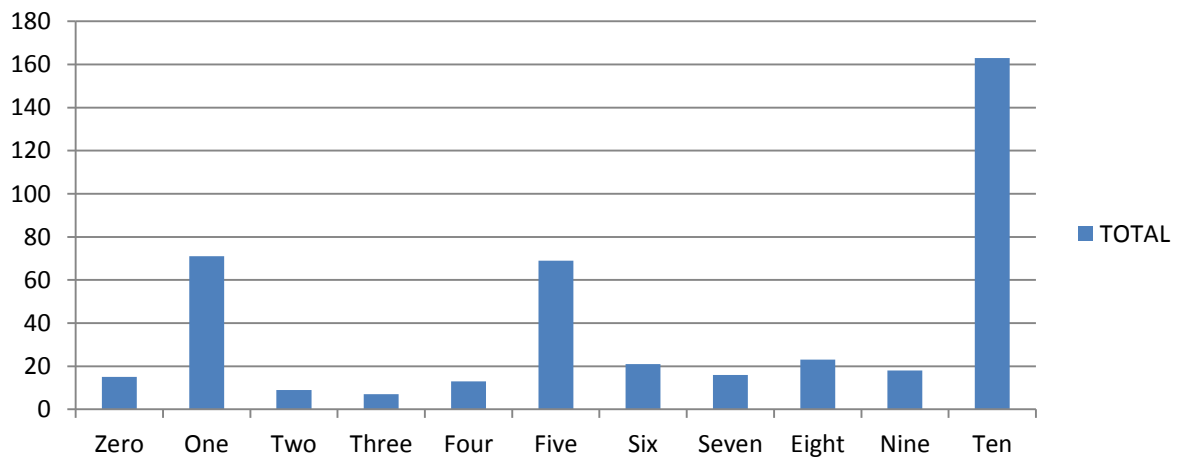




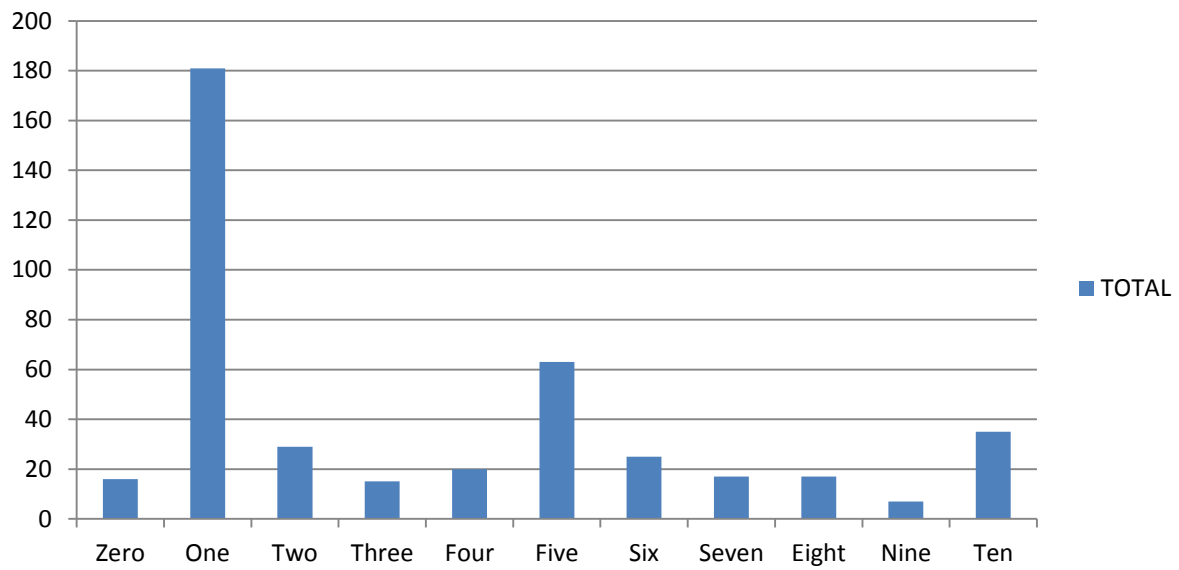
### More planned surgery, e.g. breast surgery from, Worcester Royal to the Alexandra Hospital



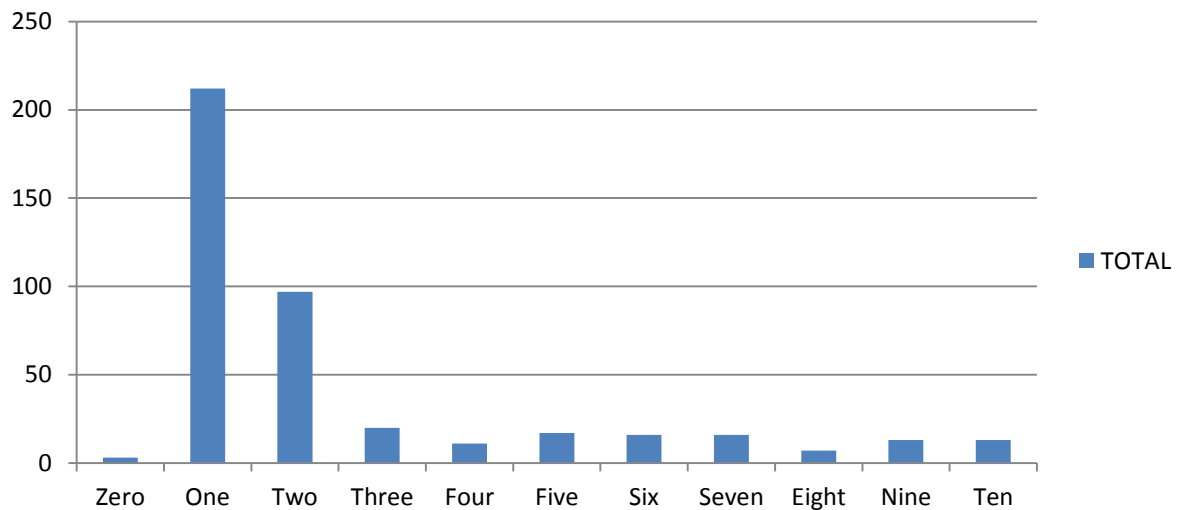
### More ambulatory care from Worcester Royal to the Alexandra Hospital



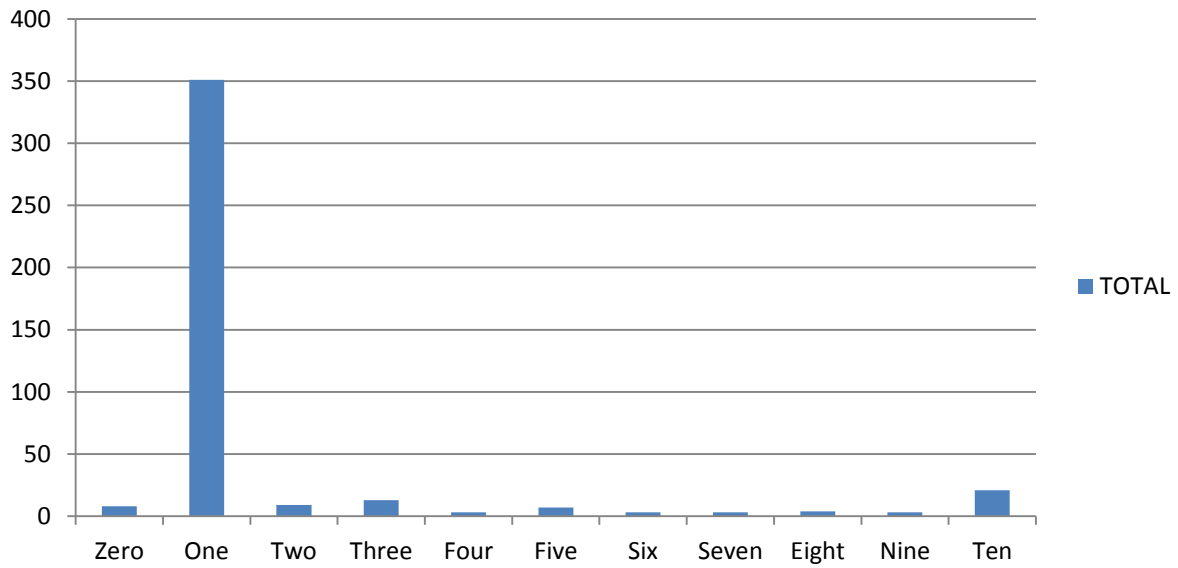
### More day case and short stay surgery to Kidderminster Hospital



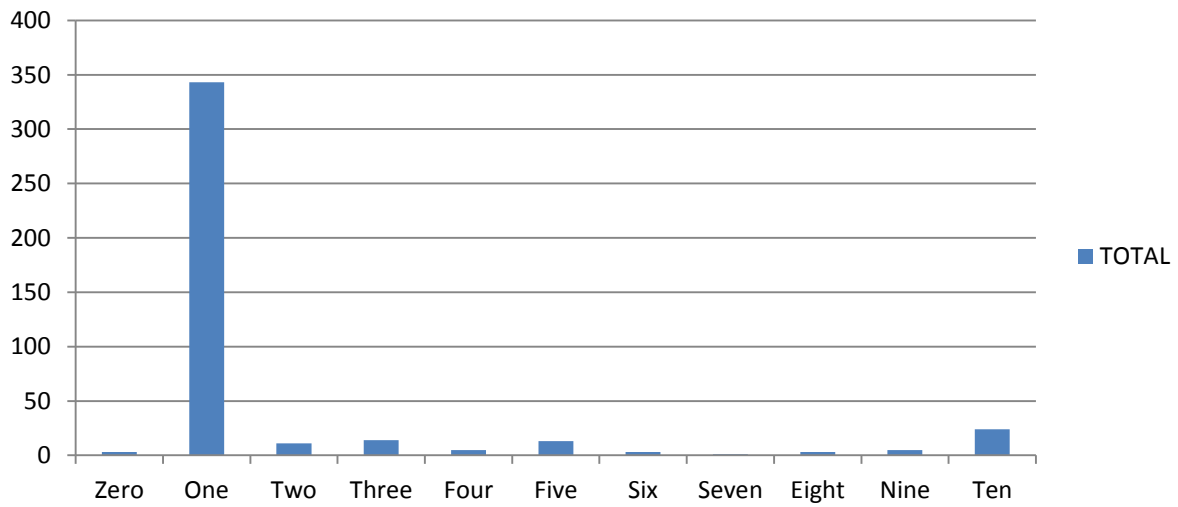
### All hospital births from the Alexandra to the Worcestershire Royal Hospital



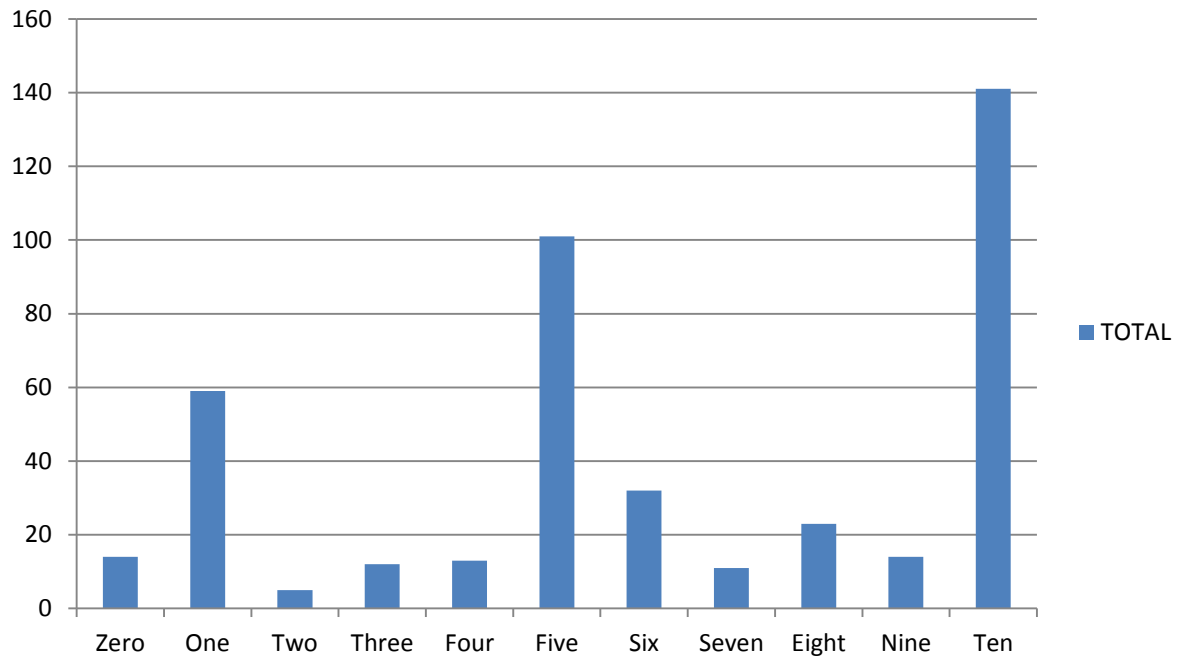
### Inpatient Children's Services from the Alexandra to the Worcestershire Royal Hospital



### Emergency surgery from the Alexandra to the Worcestershire Royal Hospital



## Basing the Worcestershire Urology Centre at the Alexandra Hospital



Question 6: If there is anything else you would like to add for our consideration please add it here

Members of the Commission were keen to enable residents to have the opportunity to express their views of health services in full. For this reason the Commission's sixth question provided respondents with an opportunity to record detailed information. Below is a list of the key themes arising from this feedback. More detailed information is provided in a summary of those responses attached at Appendix K.

- All services need to be retained at the Alexandra Hospital.
- An increase in the local population due to housing developments and demographic changes means there will be growing demand in the future.
- Concerns were raised about travel times to access Worcestershire Royal Hospital from Redditch due to distances travelled and congestion problems on the motorway network.
- Concerns about availability of public transport.
- Concerns about the availability of parking spaces at Worcestershire Royal Hospital and the parking charges.
- Preference to travel to the Queen Elizabeth Hospital, Birmingham rather than Worcestershire Royal Hospital (it should be noted that a smaller number of respondents made specific reference to this).
- There were also some people who had concerns that Worcestershire Royal Hospital would not have the capacity to cope with the increased demand.
- A number of people mentioned funding from central government and the need for this to be reviewed.

Question 7: We would like to include real anonymised case studies in the report we will publish at the end of this process, if you want your experience to be included please give a brief overview of it here.

We had a number of responses to this question and Members were grateful for residents taking the time to provide this information as it helped them to get a real understanding of the problems facing patients in Redditch. However, given the personal nature of some of these responses it was not felt appropriate to record these within the report.

## **CHAPTER 4 – RECOMMENDATIONS – SUPPORTING EVIDENCE**

**The Health Commission recommends to Council that:**

### **Recommendation 1**

Redditch Borough Council re-affirms its position as detailed in the Notice of Motion from the Council meeting on 23rd July 2012 which was carried unanimously (as detailed in Appendix B).

The Health Commission, based on the responses received from the public, feel that further action should still be taken to secure the future of acute hospital services throughout Worcestershire. Members of the Commission do not believe that the option in the current consultation paper from the Worcestershire CCGs meets the needs of Redditch residents or responds to the concerns that have been raised. For this reason the Health Commission calls for the Council to re-affirm the 3 actions listed in the Notice of Motion. As part of this Health Commission Members are anticipating that the Council will continue to champion the need of Redditch residents to WAHT, the Worcestershire Health and Care Trust and the Redditch and Bromsgrove CCG.

### **Recommendation 2**

In light of Section 29A and continuous changes of senior personnel managing WAHT, that all previous options be reconsidered and a new plan developed.

As detailed in the introduction to this report, during the course of the Health Commission's work WAHT was issued with a Section 29A Notice. Members were particularly concerned that this notice highlights the need for significant improvement to hospital services in a relatively short period of time. Furthermore the Commission was disappointed to learn that the CQC was so concerned about the quality of WAHT's hospital services that they felt a simple warning was not enough. In this context Members are worried about the extent to which the proposed changes to services will realistically address the problems highlighted by the CQC, particularly as some of the proposed changes have been in place as temporary measures for some time.

Members are also mindful that since 2012 when the Joint Service Review was initially announced there has been a significant turnover of senior members of staff at WAHT. This continues to be the case with an interim chief officer being replaced, prior to the permanent chief officer taking up the post, during the course of the Health Commission's work.

With these issues in mind the Health Commission contends that there is a risk that the current proposals are not fully informed by all of the options that were originally considered and will not necessarily meet the needs of patients from Redditch.

### **Recommendation 3**

The Worcestershire CCGs take into account the following concerns raised by Members:

- a) Redditch and Bromsgrove CCG and WAHT have not submitted evidence when requested by the Commission in a timely manner. The Commission therefore feels that its concerns have not been given due regard as befits their role as the democratic representatives of the Borough;
- b) that Members should have received separate submissions from Redditch and Bromsgrove CCG and WAHT at its meeting on 12th January. The purchaser/provider relationship was not therefore clear to either elected Members or members of the public present at (or viewing the live streaming of) the meeting of the Health Commission;
- c) that the Worcestershire CCGs' proposals are totally undermined by the decision not to explore Option 2 in 2015. The Health Commission has evidence that another trust was interested in providing services at the Alexandra Hospital;
- d) significant concerns over the patient care capacity problems currently being experienced at Worcestershire Royal Hospital and its ability to cope moving forward; and
- e) car parking capacity problems being experienced by patients and visitors at Worcestershire Royal Hospital.

During the first meeting of the Health Commission on 12th January Members requested additional information from the Redditch and Bromsgrove CCG. These documents were eventually supplied for the consideration of Members. However, the Commission received these documents a matter of hours prior to meeting to determine their final recommendations. Consequently they were not able to take into account the content of these documents when formulating their proposals. Members did feel that it would have been helpful if this information could have been provided at an earlier stage and to an extent this undermined their potential to respond to the Worcestershire CCGs' consultation in a constructive manner on behalf of their constituents.

Also at that meeting Members were disappointed to receive a combined presentation from the Redditch and Bromsgrove CCG and WAHT. Whilst they appreciated that representatives from both organisations took the time to attend the meeting, the Health Commission was concerned that by combining the presentation the respective roles of the two organisations was not clear to either elected Members or members of the public.

The Worcestershire CCGs' consultation document is asking residents to comment on one option for the future provision of acute hospital services in Worcestershire. This option had been proposed as it is considered to be the best clinical model available to the local population by the Worcestershire CCGs, the West Midlands Clinical Senate and the Independent Clinical Review Panel. However, Members are aware that originally there was an alternative option under consideration as part of the Joint Service Review which took into account working with trusts outside of the county. As Birmingham is in close proximity to Redditch and more easily accessible

via the train network, Members felt this would be a more helpful option for Redditch residents which should have been explored further.

As part of the Health Commission exercise the Chair wrote to University Hospitals Birmingham NHS Foundation Trust (UHB), Birmingham Women's Hospital NHS Foundation Trust and Birmingham Children's Hospital NHS Foundation Trust. Responses were received from UHB and Birmingham Children's Hospital (these are attached at Appendix M and N). Members were interested to note the following point raised in the response received from UHB:

*"The original joint service review in 2012 identified an option 2. Under this option services run by WAHT at Alexandra Hospital would be run by an alternative provider however this was rejected by the Independent Clinical Review Panel (ICRP) on the grounds it would result in 'significant inequality in the provision of safe and sustainable services to the population of Worcestershire'. This decision was disappointing as I do believe that UHB could have developed an exciting and innovative proposal for the Alexandra Hospital and its local population."*

In addition when representatives of the former Save the Alex campaign attended the Health Commission on 14th September they raised concerns that UHB had not been formally consulted when the decision was taken to reject option 2. Furthermore, the former Save the Alex campaigners raised concerns that the focus on the safety of Worcestershire residents as a whole was not necessarily in the best interest of Redditch patients who might be more inclined to travel to Birmingham.

Based on the feedback provided by local residents Members of the Commission became concerned about capacity at Worcestershire Royal Hospital to accommodate centralised services as proposed in the consultation. This was compounded by reports in the national and local press during the course of the Health Commission's work about a number of issues at Worcestershire Royal Hospital including extended waiting times for ambulances and patients waiting on trolley beds in hospital corridors.

During the meeting of the Health Commission on 14th January 2017 it was suggested by members of the former Save the Alex campaign that it would be helpful to obtain further information about the potential impact of the proposed changes on West Midlands Ambulance Service NHS Foundation Trust. Following the meeting correspondence was sent to the West Midlands Ambulance Service NHS Foundation Trust inviting them to comment on the proposals. Members were disappointed not to receive a response.

It is clear from the feedback provided by residents that many are concerned about the capacity of car parking at Worcestershire Royal Hospital. In light of proposals to centralise a number of services at this hospital Members feel that these concerns should be highlighted for the consideration of the Worcestershire CCGs, although it is acknowledged that the CCGs' plan includes addressing this if it secures £29m in capital investment. Further comments on this are detailed in respect of recommendation 8 (b) below.



**Recommendation 4**

WAHT's approach to communication with the public be improved to include greater promotion of the Trust's concessionary travel and car parking policy.

The Health Commission's investigations have led them to discover that there are concessionary travel and parking fees available to certain categories of patients and their carers accessing WAHT's services. These are advertised on the Trust's website however the feedback received from residents expressing concerns about car parking indicates that there is not wide spread awareness of this scheme. This is particularly significant given the levels of deprivation within certain neighbourhoods within the Borough and the associated health inequalities experienced by residents living in those areas. Information about levels of deprivation in Redditch have been widely report in Health Profiles for Redditch produced by NHS England, the Redditch and Bromsgrove CCG Profile 2016 and the Joint Strategic Need Assessment Briefing on Redditch produced for Worcestershire Health and Wellbeing Board in 2013.

**Recommendation 5**

The Worcestershire CCGs and WAHT take into account projected housing growth in Redditch, Bromsgrove and Stratford Districts, as detailed in the relevant Local Plans and as detailed in the 3 Councils' submission to the Joint Services Review in 2013, and reviews the proposals in light of these (see Appendix O).

Members noted that all the points which had been raised in the document submitted by Redditch, Bromsgrove and Stratford Councils in November 2013 in respect of demographics continued to be relevant, in some cases even more so, following the publication and adoption of Local Plans.

Local residents were also concerned about the increasing population and the pressures that this might place on centralised services at one hospital in Worcester. Many of the residents who raised this concern suggested that the majority of services needed to be retained at the Alexandra Hospital to meet the needs of the growing population in North Worcestershire and parts of South Warwickshire. Anecdotally a number of residents who spoke at the public meetings commented that they were considering leaving Redditch due to the reduction in hospital services. This was raised by those residents that were considering starting a family, or who had young children with specific health needs.

**Recommendation 6**

- a) the Worcestershire CCGs, WAHT and the Worcestershire Health and Care Trust note Members' concerns in respect of the Herefordshire and Worcestershire Sustainability and Transformation Plan and the implications for Redditch residents; and
- b) the Redditch and Bromsgrove CCG, WAHT and the Worcestershire Health and Care Trust work more proactively with the Council to develop and implement this plan in order to meet the needs of Redditch residents recognising the role of the Council in the preventative agenda.

In 2016 local health trusts working with relevant partners were tasked with reviewing health services over the following 5 year period. Herefordshire and Worcestershire have worked together to produce their Sustainability and Transformation Plan. The Redditch Overview and Scrutiny Committee has received 2 presentations to date, outlining the proposed content of this plan and is due to receive a further update in July 2017. Beyond this however there has been no involvement of the Council in the development of the plan.

During the Health Commission meetings representative of the former Save the Alex campaign raised concerns that this Plan could result in further changes to health services for Redditch residents. There were also residents who detailed their disappointment that health services in Worcestershire had been the subject of a number of reviews in the last 10 years. They expressed concerns that this created a lack of certainty and unrest within the community, about how health services will be provided in the future.

The Council has worked proactively over the last few years, initially through its locality working, but more latterly through the Connecting Families programme to redesign public services in order to address issues before they arise or respond more quickly and appropriately when issues do arise. This is ultimately to improve the quality of people's lives and will keep people out of more expensive social care and indeed acute hospital care. This has been proven to work and follows the philosophy of prevention is better than cure and the Commission believes is crucial to the delivery of the Sustainability and Transformation Plan.

In this context the Health Commission urges the Worcestershire CCGs, WAHT and the Worcestershire Health and Care Trust to more proactively engage the Council in the development and delivery of this Plan.

#### **Recommendation 7**

The Redditch and Bromsgrove CCG and WAHT work with the Council to identify actions that can be taken by all service providers to address the high rate of respiratory illness experienced in the Redditch area.

Whilst considering the contents of the Redditch and Bromsgrove CCG's profile for 2016 Members noted that prevalence of asthma in the CCG area is considered to be significantly worse than the England average. Members are aware that sometimes conditions such as asthma can be exacerbated by the environment in which the individual lives. As the Council delivers a number of key services that impact on the environment, including housing and landscaping services the Health Commission is proposing the Redditch and Bromsgrove CCG and WAHT should work closely with all relevant partners to identify any action that could be taken to support those residents who are affected by this.

**Recommendation 8**

The Council write to NHS England and NHS Improvement urging that the proposed changes to WAHT services are not implemented until:

- a) the concerns raised by patients as detailed in the completed surveys and minutes of the Health Commission meetings, have been addressed; and
- b) the £29m capital investment detailed in the Worcestershire CCGs' consultation report has been secured.

Whilst the preferred option of the Health Commission is for the potential to work with other trusts to be explored further as detailed in recommendation 1, Members recognise that the Worcestershire CCGs and WAHT may move forward with the current option out for consultation. If this occurs, though acknowledging that many of the changes have already been implemented on a temporary basis, Members feel that the full extent of the proposals should not be implemented until the concerns raised by residents in respect of capacity issues at Worcestershire Royal Hospital and transportation have been addressed to a satisfactory level.

Members are aware from the information provided by the Redditch and Bromsgrove CCG and WAHT that the proposed £29m capital investment cannot be formally considered until the consultation process has concluded. The Health Commission was also advised by the Redditch and Bromsgrove CCG and WAHT that if the capital bid was successful £1.6m would be invested in additional public parking spaces at the Worcestershire Royal Hospital site. This will take time to secure and develop. In the meantime Members feel that all action possible should be taken to minimise parking problems arising from the current limited capacity.

**Recommendation 9**

The Council writes to NHS England and NHS Improvement expressing Members' concerns about the Trust and the Worcestershire CCGs' consultation process, the viability of the Trust, and its ability to provide quality and safe services (as evidenced by Section 29A), the time it has taken to review hospital services, which Members feel has been too long, and the overall inadequacy of the plan for future services.

The Health Commission is aware that the Joint Services Review process started 5 years ago. During this time residents have made it clear that they are keen to retain various services at the Alexandra Hospital, in particular this was articulated in the petition opposing the move of maternity services to Worcester Royal from the Alexandra Hospital, which garnered over 54,000 responses. The length of time taken over this consultation process has caused considerable distress within the local community as evidenced by the launch of the former Save the Alex campaign. These concerns were then compounded by the fact that communications were sometimes lacking and the campaign had to submit freedom of information requested to obtain relevant information. More recently the issuing of the Section

29A Notice has caused Members of the Health Commission considerable concern that there remain problems within WAHT which need to be addressed in order to secure sustainable and safe services for the future. Members are therefore proposing that the Council write to NHS England NHS Improvement raising these concerns.

**Recommendation 10**

The Council writes to Central Government urging them to review funding arrangements for the NHS and Social Care.

During the meeting of the Health Commission on 12th January 2017 Members raised concerns about the Trust's deficit. Members were informed that the Trust was projected to have a deficit of £35m, £28m and £20m over the next 3 years respectively. Whilst the deficit for previous years would not need to be paid back, the Department of Health would want assurance that the Trust had a robust plan moving forward. Members recognise that the financial difficulties experienced by WAHT are not unique and in fact are common to many areas of the NHS. The Health Commission is also aware that the proposed changes to hospital services will not lead to any financial savings for the Redditch and Bromsgrove CCG and only marginal savings for the Trust.

Members feel that from the information available and from the views of residents expressed during the Commission's consultation process that there is a need for NHS funding to increase. Residents did raise concerns that a lack of funding for social care in particular is impacting on hospital services as an aging population is struggling to access the care services they need to live independent lives or within appropriate care homes due to funding cuts at all levels. Until this is addressed Members believe that the pressures on the NHS which are impacting not just on Worcestershire but on services across the whole of the country will lead to the continued deterioration of services.

**Recommendation 11**

The Council writes to Central Government/NHS England requesting that there be a substantial recruitment and training initiative for new doctors and nurses to work within the NHS.

One of the key reasons provided for the temporary move of some of the services and for the centralisation of services as detailed in the Worcestershire CCGs' consultation document was that services at the Alexandra Hospital were not safe due to current staffing levels. These have reduced in recent years following the resignation of a number of consultants and difficulties in recruiting replacements. It was also highlighted by the Redditch and Bromsgrove CCG and WAHT in their presentation that the uncertainty over the future of hospital services was impacting on recruitment of appropriately qualified staff.

The Health Commission acknowledged that to an extent the recruitment difficulties experienced in Worcestershire are in fact part of a national problem due to shortages

of key skilled medical staff in the NHS. To address this Members believe that central Government and NHS England need to take a long term approach to staffing the NHS. They are therefore proposing that the Government and NHS England launch a substantial recruitment and training initiative that will lead to new qualified doctors and nurses working in the NHS over the next 10 year period.

Members wished it to be noted that they value the continuing work of all staff employed by the NHS particularly in those employed locally, who have continued to provide excellent services despite a long period of uncertainty. The Health Commission would like to thank those staff for their hard work and commitment.

**Recommendation 12**

The majority of Health Commission Members recommend that the following answers be provided to the first 8 questions in the Worcestershire CCGs' Consultation Survey.

The evidence supporting these answers is detailed at questions 3, 4 and 8 of the consultation document above.

## **APPENDIX A - TERMS OF REFERENCE**

### **Redditch Borough Council Commission to investigate Residents' views about Proposals for the Future of the Alexandra Hospital Terms of Reference**

#### **Membership:**

The Commission comprises members of the Executive Committee:

It will be chaired by Councillor Bill Hartnett.

#### **Purpose:**

1. To gather evidence from residents of the Borough about the potential impact of the options for the Joint Service Review of health on the Alexandra Hospital;
2. To prepare a report of the evidence gathered to send to Redditch and Bromsgrove CCG to be considered as part of the public consultation on its proposals and to the Borough Council to inform its response to the public consultation on the Review.

#### **How the Commission will carry out its work:**

The Commission will invite members of the public to present their views, either in writing or at a number of meetings convened at the Town Hall in Redditch.

The meetings will be handled as follows:

- People will be asked to register to speak prior to the meeting or alternatively they can submit their written comments.
- Each person will be given up to 5 minutes, at the Chair's discretion, to voice their views.
- Notes will be taken and the "hearing" tape recorded in order to ensure full transparency.
- Only questions of clarification to witnesses may be asked by the panel.
- Press will be welcome to the open sessions.
- It is not proposed that elected members should be allowed to give evidence to the commission – this is purely about hearing from members of the public.

## **APPENDIX B – 23RD JULY 2012 NOTICE OF MOTION**

"This Council fully supports the community-led "Save the Alex" Campaign which is totally opposed to the closure of Accident & Emergency and Maternity services at the Alexandra Hospital.

It has been confirmed by Professor Rod Griffiths, the Independent Chair of The Joint Services Review Stakeholder Reference Board, at a public meeting on 21st June that the reason for the potential loss of services at the Alexandra Hospital is because going forward "we have a lot less money"

Encouraged by Professor Rod Griffiths' statements, Council agrees to write to the Health Minister, Andrew Lansley MP, requesting that the shortfall of funding for Worcestershire NHS, said to be £200 Million over 4 years or approximately £1 Million per week (of which the acute hospitals share is £50 Million), is funded by Government, thus safeguarding all services in the County.

Also requesting the Minister receives a delegation of leaders from Redditch Borough Council, Bromsgrove District Council, Stratford-on Avon District Council and the "Save The Alex" campaign so that we can make our case.

Further, the Chief Executive, the Leader of the Council and the Leader of the Opposition are tasked to:-

- (1) vigorously represent the Council's position to Worcestershire Acute Hospitals Trust (WAHT), Worcestershire Health Care Trust (WHCT) and Worcestershire NHS;
- (2) pursue with all Worcestershire and Neighbouring NHS Trusts all alternative organisational strategies which will safeguard services in Redditch; and
- (3) join with any campaigns which advance and promote the Council's position."

## **APPENDIX C – 25TH JULY 2016 NOTICE OF MOTION**

“Council notes with dismay the recent announcement from Worcestershire Acute Hospitals Trust (WAHT) with regard to an emergency temporary change to paediatric inpatient services at the Alexandra Hospital from September 2016 which is the latest in a series of changes made to the detriment of our local hospital using the “cover / shield” of safety – all in advance of the much publicised public consultation. Whilst the council fully supports and endorses the need for services to be safe we need to be assured as to what has been done to mitigate this decision and that this does not represent the easy option and a further downgrade of services to the people of Redditch and surrounding areas.

As agreed before the Council’s policy is to look towards Birmingham. This is further proof that this is the correct position and that the Acute Services provision in Worcestershire is simply unsustainable in its current form and we believe will be proven when the Sustainability and Transformation Plan is published.

The Council need to be assured that this isn’t a permanent move in the same way the removal of maternity was. When the latest move was announced the Trust stated that the period between now and September will enable them to engage with the public on the reasons for the changes and how services will be affected:

Council

- call upon the Chair and Chief Executive of WAHT to host a series of public consultation events in Redditch, Bromsgrove and Stratford to outline the reasons for the change, the actions already taken to address the situation and also what will be done to ensure this isn’t a permanent change;
- call upon the Chair and Chief Executive of WAHT and the Redditch and Bromsgrove CCG Chief Operating Officer to attend the previously agreed Redditch Borough Council’s Health Commission to address wider issues around the future of the Alex Hospital ;
- to write to UHB and the Women and Children's Trusts in Birmingham to ask for their views on this matter.”



For the following appendices please see separate documents.

**APPENDIX D – PRESENTATION FROM REDDITCH AND BROMSGROVE CCG  
AND WAHT AT THE MEETING OF THE HEALTH COMMISSION HELD ON 12TH  
JANUARY 2017**

The Future of Acute Hospital Services Worcestershire

**APPENDIX E – MINUTES OF HEALTH COMMISSION 12TH JANUARY 2017**

**APPENDIX F – MINUTES OF HEALTH COMMISSION 14TH JANUARY 2017**

**APPENDIX G – MINUTES OF HEALTH COMMISSION 19TH JANUARY 2017**

**APPENDIX H – HEALTH COMMISSION SURVEY**

## **APPENDIX I – RESPONSES TO QUESTIONS 4 (OF THE HEALTH COMMISSION SURVEY)**

### **Health Commission: Survey Feedback**

Question 4: If you have any views about parking provision available at the hospital sites at Evesham, Kidderminster, Redditch and Worcester please tell us here.

- Not enough parking in Worcester.
- Redditch fine, Worcester appalling – had to park about a mile away and walk back.
- Overpriced and lacks capacity at peak times.
- Not sufficient.
- At peak times it can be busy and expensive.
- Expensive, not enough spaces and small parking bays.
- Not enough and expensive.
- Parking facilities at Worcester are abysmal.
- Parking at Kidderminster and Worcester inadequate.
- Too expensive, especially for long appointments.
- Not enough and too expensive.
- Redditch parking price is extortionate.
- Too expensive to park.
- Too expensive.
- Car parking prices are horrendous.
- Too expensive especially for long stay. Inadequate facilities at Worcester.
- Too expensive and not enough spaces.
- Parking fees extortionate there should not be any fees to park at a hospital.
- Worcester parking facilities are diabolical.
- Redditch is fine. Worcester is really bad.
- Redditch adequate if you are delayed unreasonably priced.
- Redditch parking is awful. Never any spaces and costs a fortune.
- Worcester parking is miles away from the hospital.
- Whenever I've been to Kidderminster Hospital the ticket machines are broken.
- Extremely difficult at Worcester and costly.
- Parking should be free. Last time we visited Worcester I had to wait for a parking space and was late for an appointment.
- Unfair parking charges.
- Shouldn't have to pay by the hour. There should just be one token payment.
- My issue would be in relation to the costs of parking.
- Expensive and overcrowded.
- Worcester nightmare!
- Worcester parking very congested, Alex at times same as Worcester. Evesham better parking.
- I find it appalling the amount charged for parking.
- Parking charges are too high. Worcester is very difficult to park.
- Expensive.
- Too expensive.

- Not enough spaces and too expensive.
- Expensive. Worcester is impossible to park at.
- Expensive. Worcester hasn't got enough parking spaces.
- Too expensive.
- Expensive.
- There should be no charge for parking at any hospital.
- Impossible to parking easily at Worcester.
- Just about adequate at Redditch.
- Bad parking at all sites.
- Far too expensive and not enough spaces.
- Price too high.
- Need more.
- Too expensive.
- Too expensive.
- Too expensive.
- Worcester nightmare. Redditch depending on time can be difficult. Evesham used on a Saturday morning so easy. Kidderminster busy but accessible.
- Not adequate for short-term parking and costly for most people.
- Too expensive.
- There's not enough and it's too expensive.
- Too expensive.
- Parking is too expensive, especially for regular visits.
- Ample parking, a little pricey.
- Ridiculous parking charges at Redditch.
- Car park costs.
- Expensive to visit - chaotic and full.
- Parking fees are too much.
- Try to avoid parking on hospital sites due to lack of spaces at peak times and the expense.
- Kidderminster is ok, Redditch not good.
- Car park at Worcester far too expensive. Also needs to be more reasonable at Redditch.
- Went to Worcester once, couldn't get parked so never went again. Parking was impossible.
- Should be free parking.
- The fees are necessary to reduce/offset NHS total costs.
- Worcester is difficult. Redditch is very easy and self-explanatory.
- Charges are far too high.
- Not enough space and expensive at Kidderminster, Redditch and Worcester. I don't know about Evesham.
- Not enough spaces.
- If you have rushed in or do not know how long you will be there you don't know how much it will cost and might not have enough money.
- Parking is terrible and putting stress on people regardless of disabilities, unemployment etc.
- Expensive and inadequate.

- Parking facilities are poor and are inadequate for the volume of people using the hospitals.
- Car parking is too expensive and should be made cheaper or free.
- Inadequate and too expensive and almost missed appointment – at Worcester.
- Visited Kidderminster and Worcester and both are inadequate.
- No car no view.
- Parking is expensive and the car park always seems to be full in Worcester.
- Too expensive and not enough short-stay parking for outpatients.
- Parking too expensive. Worcester car park not clearly marked.
- Not very good, especially Worcestershire.
- Too expensive.
- Too expensive.
- Worcester and Alex too expensive.
- Not good.
- Parking at these sites is awkward, especially Worcester where it is almost non-existent.
- Parking provision at Worcester is and has been a nightmare for years. It is totally inadequate for existing services. Redditch is also stretched at times. All parking charges are too high especially those on fixed incomes and for those who have regular visits.
- Park on roads round Alex to avoid parking fees. Confusing car park at Worcester.
- Parking is too expensive especially if you are visiting family.
- Have a blue badge and never had a problem parking at the Alex.
- Cost and limited space provided causing stress.
- Too high cost and stressful finding a space.
- Not enough provision and too expensive.
- Parking is very expensive and the car park is too small at Kidderminster.
- Parking is very expensive and the car park is too small at Kidderminster.
- Overcrowded, expensive and very stressful when trying to park.
- Should be cheap or free.
- Car parking far too dear.
- Too expensive, not enough spaces and too far away from the hospital entrance.
- Too expensive.
- Availability can be an issue and cost.
- Not enough space at Worcester and charges are high.
- Parking at Worcester is disgusting. Also the charge at Redditch is a disgrace.
- Parking is too expensive and not enough space.
- Never enough space.
- Too expensive and not enough space.
- Unfair staff have to pay parking costs.
- Sometimes have to wait and costs.
- Parking is overpriced and not enough space.
- Very expensive to park.
- Too expensive and limited. Difficult to find spaces.
- They should be free.
- Poor.

- Parking can be difficult at peak times. It is also expensive.
- Parking fees should be reduced.
- Redditch good, Worcester abysmal.
- Too expensive at Redditch and Kidderminster if you have to visit every day.
- Parking is inadequate at Worcester and Kidderminster and crowded at the Alex. Parking is very expensive.
- Charge too much for parking.
- Car parking is expensive. All hospital sites are overpriced.
- Expensive – not enough.
- Too expensive.
- Expensive
- Expensive – not enough.
- Too expensive.
- Inadequate.
- You are always unable to park.
- They charge too much.
- Expensive and not enough spaces at Worcester.
- Worcester is impossible to park. Kidderminster is ok. Redditch has too few spaces and costs a lot.
- Disabled should not pay.
- Disabled should not pay.
- Disabled should not pay.
- Worcester parking is always under pressure and it takes ages to find a place. Redditch can also be busy and full.
- Parking at Redditch is far too expensive.
- Redditch and Worcester are totally under provided for and far too expensive.
- Need to be considerably cheaper and more spaces.
- Disgraceful parking charges at the Alex.
- Nearly always very difficult to find spaces at Worcester.
- It is too expensive.
- Worcester is rubbish.
- Worcester is very difficult to park at.
- Extend free parking area especially outside A&E.
- Very expensive.
- I found the service at the Alex, Kidderminster and Worcester excellent.
- They are expensive. Spaces are limited and not staffed at night so you feel quite vulnerable going back to your vehicle because there is nobody around.
- Disagree with prices for parking.
- Too much money.
- Parking too dear.
- Not enough spaces at Worcester. Very expensive to park at the Alex.
- Expensive parking and not enough.
- Too expensive.
- I don't believe a free service can call itself free if there is a parking charge.

## **APPENDIX J – COMPARATIVE CAR PARKING CHARGES**

### **Worcestershire Acute Hospitals Trust**

<b>Time</b>	<b>Cost</b>
Up to 1 hour	£2.50
1 – 2 hours	£3.70
2 – 4 hours	£4.50
4 – 6 hours	£6.00
6 – 24 hours	£7.50

### **Wye Valley NHS Trust**

<b>Time</b>	<b>Cost</b>
10 mins	Free
Up to 1 hour	£3.00
Up to 2 hours	£5.00
Up to 3 hours	£6.00
Up to 4 hours	£7.00
Up to 5 hours	£8.00
Up to 9 hours	£12.00
Up to 24 hours	£15.00

### **Royal Stoke University Hospitals North Midlands NHS Trust**

<b>Time</b>	<b>Cost</b>
Up to 1 hour	£1.70
1 – 2 hours	£2.80
2 – 3 hours	£3.80
3 – 4 hours	£5.50
4 – 8 hours	£6.50
8 – 24 hours	£8.60

Blue Badge holders pay normal charges..

Concession scheme in place for specific patients (weekly ticket for £10.00)

University Hospital Coventry and Warwickshire NHS Trust

<b>Time</b>	<b>Cost</b>
0 – 10 mins	Free
Up to 1 hour	£2.50
Up to 2 hours	£3.40
Up to 3 hours	£4.10
Up to 4 hours	£4.90
Up to 5 hours	£6.40
7 – 24 hours	£9.20

Concession scheme in place for specific patients.

South Warwickshire NHS Foundation Trust

<b>Time</b>	<b>Cost</b>
First 30 mins	Free
0 – 1 hour	£2.60
1 – 2 hours	£3.10
2 – 4 hours	£4.70
4 – 6 hours	£7.30
6 – 24 hours	£9.60
Weekly Ticket	£15.60

Blue badge holders pay normal charges.

## **APPENDIX K – RESPONSES TO QUESTION 6 (of the Health Commission Survey)**

(These are the personal views of residents which do not necessarily have any supporting evidence)

- Centralised is not always the best. Local is usually much better for the patient and their families.
- Given the A38 and M5 issues with gridlock and lack of alternative routes at peak times what measures are put in place to respond to these circumstances to ensure emergency cases can be attended in good time?
- The hospital was fine before; investment is what we need as residents.
- Worcester Royal cannot cope with the influx of patients. It also causes me deep concern - with having young children – how I would transport them to Worcester. I would, if I had a choice, take any family member to Birmingham, as it is more easily accessible by transport from Redditch. (Non-driver).
- Distance for emergency cases too far at Worcester. Too far if child is admitted at Worcester, especially for low income families. What I've seen so far Worcester can't cope with extra work. Alex is easier to get to with option of public transport.
- It seems Worcester cannot cope with the extra demand on its services. It is really concerning for Redditch and surrounding area residents.
- Travel from Redditch to Worcester Hospital needs to be drastically improved. Changes to travel and parking arrangements need to be implemented before major changes to departments are made. Redditch and the catchment area of the Alex is increasing and therefore a full A&E is required. Local Authorities must increase Council Tax to increase the number of frail and elderly people moving from hospitals to council run care homes. Foreign nationals should be charged for their treatment and medication. There are far too many agency doctors and too many locum doctors.
- There is an aging population and they are not all able to get there. There should be consideration of the impact on family members. Moving of services to already overloaded services at Worcester. Stroke victims and other emergency victims are having to travel to Worcester when time is of the essence. Where do we take sick children now? This is not clear.
- Keep all acute services at the Alex.
- I would like as many services available at the Alex as possible. A town the size of Redditch with its catchment area needs this.
- The Alex needs more availability for mental health. (i.e. out of hours service) and A&E waiting times to be reduced.
- Services need to return to the Alex as it is not right for people to go to hospital in Worcester when it is a life threatening situation.
- We need all services at our local hospital. An A&E Department and Paediatrics.
- We need services and A&E for both adults and children at The Alex.
- Please understand that Redditch needs a full Maternity care service, a full A&E Department functioning 24 hours a day and all routine departments. Redditch has a growing young population as well as an increasing old population. Vital hospital services for both categories of the population are very much needed.
- We need a hospital. Lots of people don't have cars and can't get to other hospitals.



- For a town the size of Redditch we need Paediatrics and Maternity/delivery services. Worcester struggles to cope and sends overspill to Redditch.
- Should have stayed as it was. Bring doctors etc. to Redditch. We need more staff at Redditch.
- With the increased population within North Worcestershire health services should not be cut but expanded. The Alex and Worcester do not have the capacity to cope with the number of patients.
- Crisis situation here because our town is growing and in so much need of keeping our hospital in Redditch.
- Turning the Alex into an Orthopaedic Centre of excellence seems ridiculous as the royal Orthopaedic hospital, is 15 miles away and could serve a lot more people and use cash saved for other departments.
- It's not acceptable to close our A&E and move us to Worcester, especially with our growing population.
- All three hospitals should be developed to provide all the services to their populations and doctors should travel. The shortage of specialist doctors – this should have been a long-term plan to meet demand and change standards rather than a knee-jerk reaction. They have completely failed to consider travel arrangements and the impact on traffic levels in Worcestershire. People could be served closer to home with minimal journeys and road traffic accidents. It will create more illnesses as the travel and time required will create stress for both patients and family members.
- For population of a town like Redditch which is getting bigger the hospital is a must and should be kept at its full strength not as a run-down hospital. I'm happy to have new services at the Alex but this should not mean the Alex A&E is downgraded.
- I think all services should remain at the Alex. Worcester is too far for too many people with barriers such as driving and parking. The Alex is also easily accessible for Bromsgrove and Redditch residents.
- The Alex hospital is a good hospital and should not lose vital services as it is very busy and I feel people with no transport would find it difficult to get to other hospitals. So the Alex should be kept as a main hospital with all services available.
- IT isn't good to move all non-emergency services to Redditch and all emergency services to Worcester. There are too many people with emergency needs who can't travel to Worcester.
- Don't move non-emergency services to the Alex and / or emergency services to Worcester. DANGEROUS!
- I can't drive due to severe health problems and it's difficult for me to go to Worcester by Bus. Bring A&E to Redditch.
- We understand that resources have to be planned to function economically and we have to accept this entails travel but where is the public transport?
- Why not access the QE – there are easier transport facilities. It is a long drive from Worcester to Redditch.
- As a young growing community Redditch needs all the services of a growing hospital.
- I am very concerned that Worcester will not cope. Also it is a long way to travel to Worcester in an emergency.
- I live in Woodrow and gave birth at home as I could not make it to the Alex in time four years ago. Now I would struggle to get to Worcester.

- I had an appointment which turned out to be in Stratford, not Redditch. The next one was in Warwick which cost £26 for a volunteer driver. Redditch would have been much more convenient.
- The city of Worcester needs a hospital to provide comprehensive care and services to its residents without them having to travel miles. The rapidly expanding town of Redditch needs the Alex hospital to be fully staffed and fully functioning and able to offer that same care to the Redditch people.
- Worcester Hospital is an area with no public transport from Redditch. You can get to Birmingham QE hospital on public transport. I would rather go there.
- Back the initiative to increase taxation to fund social care therefore helping to remove bed blocking.
- Bring back the A&E, obstetrics, gynaecology and children's services to the Alex. Redditch is a growing town and needs this for itself and the surrounding areas.
- The services that have gone are vital to this growing town, particularly Maternity and Emergency Surgery. The distance and difficulty in getting to Worcester is a very grave concern for patients and visitors. If we have to team up with another hospital the QE would be a better choice in every respect.
- Worcestershire can't cope. More houses are being built so are these people going to be counted?
- I believe it is vital that the Redditch area has access to an A&E Department. Worcester is too far away.
- A&E at the Alex is vital. I am disgusted at the emergency paediatrics being moved to Worcester. Some services need to be kept at the Alex.
- If proposals go ahead transport needs to be addressed, public transport too. Kidderminster, Worcester and Evesham are very limited (for public transport).
- Medical services should be accessible in the vicinity. Taking the services away from the area is putting lives at risk.
- Worcester Royal is already full to the brim and will not cope with all the extra patients from Redditch.
- At the present time Worcester Royal cannot provide acceptable services for the whole of the catchment area. The staff at the Alex in the departments I've used are very hard working but at times the current situation must be demoralising for them.
- Services should not be moved from the Alex as this is putting lives at risk, especially children and babies. Worcester and the other hospitals are too far away.
- Public transport between hospital sites is very difficult so concentration of a service at only one hospital can only be supported if adequate transport is provided for all cases. Would this expense be equal to or exceed that of service concentration?
- There needs to be an hourly bus service to all the hospitals starting early and finishing late.
- To have such a state of the art and comprehensive facility not used to its full capability is a disaster! The people of Redditch have paid for a lot of the equipment in daily use so should have the full benefit of this service locally and should not have to travel to other areas.
- A local hospital is needed for childbirth, children and emergency services. Lives will be lost!
- It will be good if they will consider people without cars. Keep the Alex open.
- There are far too many people in the area to close the Alex.

- Everything should stay at the Alex. Worcester Hospital is too far away; no transport.
- Redditch needs a fully operational hospital because of the large population in the town.
- The town of Redditch is growing larger with more and more houses being built. Therefore Redditch hospital should be kept for all surrounding areas. Also this travel to and from outside is almost non-existent.
- Worcester Royal cannot deal with the entire catchment area. IT is difficult to reach by public transport from Redditch. The Alex has a catchment area in North Worcestershire and Warwickshire. The staff are excellent.
- Build more hospitals. Population growth creates the need.
- I do not agree with closing local facilities.
- There is a lack of funding for the elderly taking up vital hospital beds.
- More government funding is required to fulfil the nation's healthcare provision and to fund social service provision for the elderly.
- Worcester Royal already can't cope with service provision.
- Redditch needed a full working hospital 40 years ago. What's changed? We need it more than ever due to a growing population.
- We need our services.
- Considering the size of Redditch and the ongoing development it is imperative that the Alex should keep all services for young and old alike.
- We need to keep services at the Alex. Not everyone has cars. Some of us poor people have to use buses.
- Save the Alex!
- We must keep the Alex and support the doctors and staff there. A lot of us don't drive but we would use the bus. Would the people of Worcester come over to Redditch? We must keep our services at the Alex and bring services back.
- Losing the Maternity is a massive loss to Redditch as is the children's limited care. Rather than swapping services around effort and money should be put into keeping the services we have and into reinstating those we have lost.
- Redditch is getting bigger; we need the care.
- Every time I use the Alex I've been treated wonderfully. We need the Alex.
- Hospital is very important to the community and residents in the care centres where I work.
- All hospitals should provide a full service for their residents.
- I strongly disagree that people living in Redditch have to struggle to go for treatment at these far off hospitals. It takes time, costs money and causes a lot of inconvenience.
- It's very essential that A&E and Maternity services are retained as the closest alternative at Worcester and the QE are a 50 minute bus/car journey away. Local; demand for these services exists. It's not acceptable to move them for cost or recruitment reasons.
- The Alex is much needed for our town.
- The Alex is the most needed hospital.
- People moved to Redditch on the premise that there would be a hospital to accommodate a growing population. It's been said that Worcester can cope with increased demand. However, my family members, who went to Worcester to give birth, have reported that there was a lack of room and long waiting times. Also for

check-ups with babies mothers have been referred to Stratford because Worcester did not have capacity.

- Centralisation is ridiculous. Redditch is on the edge of the county. Public transport to Worcester etc. is poor.
- Please don't close the Alex or take away our services.
- The Royal was built to replace the hospital spread in Worcester City. It was not intended to take away from existing hospitals throughout Worcestershire. Residents in the north of the county should not be penalised with a difficult journey across Worcestershire to access treatment.
- We want more services at our hospital, not less, more elective work but not at the expense of acute services. If I have a planned operation then I have time to make travel plans. In an emergency I want my services to be close.
- Moving various departments from one site to another will only make matters worse. In particular A&E is needed at each site.
- A&E needs to stay. Worcester and QE could be over-burdened. Births and Children's wards need to be in Redditch.
- The CCG needs to communicate effectively and stop making changes the way they have done to date. Our Health Service matters to us.
- The Alex was built for the Redditch and surrounding areas. It is outrageous that pregnant mums have to travel. We need the A&E for all ages.
- The Alex has been run down by WAHT so much so that staff do not want to apply for jobs where they will soon be redundant and then we are told staffing levels make it unsafe and they are closed. The population of Redditch is almost as large as Worcester and many more houses are to be built and we need our hospital.
- Redditch residents have done fund raising for the Alex and now they want us to go to other hospitals. We need a hospital in Redditch as it is getting bigger every week.
- Keep our hospital in Redditch with full services.
- Why have a hospital in Redditch if we cannot use it? Also we have an expanding population.
- Please give us our hospital back in Redditch with full services.
- We need the Alex, Redditch is so big now, leave our hospital alone.
- More nurses and doctors are needed. Make the Alex a good place to work and staff safe in their jobs.
- We waited years for a hospital in Redditch after having to travel to Bromsgrove. We want all our services back in Redditch. We are a growing town and need more not less.
- We still need A&E at Redditch, including for children. Travelling times by bus worry me and travelling by car for a long way is painful and I worry about travelling to Worcester or Kidderminster worries me.
- Public transport links between Redditch, Worcester and Kidderminster are long, complex and expensive.
- There should have been this consultation before the services were removed. It is said that they have been moved for safety reasons, how safe is moving services out of reach of people with low incomes when there are extremely poor transport links.
- Redditch is an expanding town. More provision of services at Redditch will result in a happy town, less pollution and fewer vehicles travelling to other hospitals. We need all services.

- How about providing dedicated bus services between hospital sites and centres of population.
- We need better out of hours doctors surgeries. Charge up front any non UK resident.
- It's a disgrace.
- There are more and more houses being built in and around Redditch how can we possibly manage without an A&E?
- It is disgusting that the Trust is considering taking the A&E away from Redditch. 45 minutes to get to Worcester is unacceptable.
- I would be happy if I knew a lot of the services could be kept at the Alex. More thought needs to go into travel, especially for those who rely on public transport.
- The number of births in Redditch has increased so we need to retain our maternity services. Bus services are unreliable and parking at Worcester is difficult.
- Accessibility is not good if you live in the wrong place.
- Not everyone has access to a car, though there is public transport. It is not easy to co-ordinate bus timetables and treatment/visiting times.
- Bring back maternity services as soon as possible. We need to campaign to recruit more staff at the Alex.
- Bring maternity services back to Redditch when staffing levels are back to those in early 2016. Keep all A&E in Redditch.
- Maternity services and planned births should be back at Redditch – it's very important.
- Moving maternity services back to the Alex is essential to the health and wellbeing of local mothers and children. AE services must staff at Redditch, the state of the A&E at Worcester is shocking and can't cope.
- Redditch is getting a bigger population; we need A&E and children's wards.
- The concentration of services at Worcester is not sensible given it cannot cope at present. It would make more sense to share the load.
- When Redditch new town was promoted it was sold on the proviso that services including a hospital would be available for the inflated population. With more houses and people we have increasingly limited services.
- I have no problems with our hospital. The staff are very good and but the waiting times are long.
- We need a local hospital as the population is getting bigger.
- I'd rather travel for good quality services if the alternative was a poorer local service.

For the following appendices please see separate documents.

**APPENDIX L – WRITTEN RESPONSE TO THE HEALTH COMMISSION'S  
CONSULTATION FROM DR J WELLS**

**APPENDIX M - LETTER FROM UNIVERSITY HOSPITALS BIRMINGHAM NHS  
FOUNDATION TRUST DATED 17<sup>TH</sup> AUGUST 2016**

**APPENDIX N - LETTER FROM THE BIRMINGHAM CHILDREN'S HOSPITAL NHS  
FOUNDATION TRUST DATED 11<sup>TH</sup> AUGUST 2016**

**APPENDIX O - SUBMISSION DOCUMENT ABOUT THE CCG'S DRAFT  
PROSPECTUS ON THE FUTURE OF ACUTE HOSPITAL SERVICES IN  
WORCESTERSHIRE DATED 8<sup>TH</sup> NOVEMBER 2013**

## **BACKGROUND PAPERS**

References and links where available to a number of documents which the Health Commission have considered as background evidence is provided below:

1. Redditch District Health Profile 2016 (published by Public Health England on 6<sup>th</sup> September 2016).
2. Redditch and Bromsgrove CCG Profile 2016
3. JSNA (Joint Strategic Needs Assessment) Briefing on Redditch (Presented to the Worcestershire Health and Well Being Board 27<sup>th</sup> November 2013).
4. West Midlands Ambulance Services NHS Foundation Trust – Presentation to the Worcestershire Health Overview and Scrutiny Committee on 11<sup>th</sup> January 2017.
5. Worcestershire Health Overview and Scrutiny Committee Minutes from the meeting held on 11<sup>th</sup> January 2017.
6. Concessionary car parking tickets; Trust Policy - Worcestershire Acute Hospitals NHS Trust.
7. Worcestershire Health Overview and Scrutiny Committee Minutes of the meeting held on 26<sup>th</sup> September 2016.
8. Future of Acute Hospital Services in Worcestershire Summary Public Consultation Document.
9. The Borough of Redditch Local Plan No 4 – Adoption (presented for the consideration of the Executive Committee on 17<sup>th</sup> January 2017).
10. The Future of Acute Hospitals Services in Worcestershire Transport Task and Finish Group; Summary Report for consideration of the FoAHSW Programme Board.
11. The Future of Acute Hospital Services in Worcestershire Pre-Consultation Business Case Volume 1 (23<sup>rd</sup> September 2016).
12. Travelling by Bus to the Alexandra Hospital – Taken from the WAHT Website <http://www.worcsacute.nhs.uk/our-hospitals/alexandra-hospital-redditch/how-to-get-here/travelling-by-bus/>
13. Travel Costs – taken from the WAHT Website <http://www.worcsacute.nhs.uk/our-hospitals/alexandra-hospital-redditch/how-to-get-here/travel-costs/>
14. Car Parking Costs – taken from the WAHT Website <http://www.worcsacute.nhs.uk/our-hospitals/alexandra-hospital-redditch/how-to-get-here/car-parking/>