

AGENDA ITEM: 9

Healthier Greenwich Partnership

Date: 28/09/22

Title	Eltham Community Hospital – Engagement report and recommendations
Healthier Greenwich Partnership are asked to approve the proposal to consolidate intermediate care beds at Eltham Community Hospital with those at Meadow View and to develop detailed plans to go ahead with the new Community Diagnostic Centre subject to completing some additional actions.	
Executive Summary	<ul style="list-style-type: none"> • This paper should be read with the earlier paper circulated which summarised the proposals and the engagement plans. • The report summary the main communications and engagement activities carried out and what we heard during these.
Recommended action for the Committee	<p>Members are asked to approve the proposals with the following actions to be completed:</p> <ul style="list-style-type: none"> • Further engagement around the Community Diagnostic Centre to start sooner than originally planned. This should start this calendar year and might involve forming a patient advisory group. • A communications and engagement strategy is developed and implemented to increase awareness of the services provided at Eltham Community Hospital and Home First services. We should seek to build on the community outreach carried out and aim to co-produce materials with seldom-heard groups so both the CDC and Home First are accessible to all residents. • Further work is carried out to develop plans to offer transport to carers and family members who don't have transport or would find it difficult using public transport to visit Meadow View. • ICS and Oxleas colleagues work together to establish a stakeholder reference group including people who have used intermediate care services (beds and at home) and their relatives or carers. This will monitor patient experience feedback and co-produce solutions to any issues that arise. • The health and care system in Greenwich should continue to support the expansion of acute inpatient beds at Queen Elizabeth Hospital. • The health and care system in Greenwich should continue to support prevention of admission and supporting discharge, through our expanded use of Virtual Wards - which will reduce pressure on the acute inpatient beds.
Potential Conflicts of Interest	<ul style="list-style-type: none"> • None arise directly from the report.

Impacts of this proposal	Key risks & mitigations	<ul style="list-style-type: none"> • None arise directly from the report.
	Equality impact	<ul style="list-style-type: none"> • Equality Impact Assessments have been completed for both the proposed consolidation of the intermediate care beds and the Community Diagnostic Centre
	Financial impact	The Community Diagnostic Centre is expected to bring in funding to Greenwich from NHSE&I of £13m capital investment and £9m revenue funding for the next three years.
Wider support for this proposal	Public Engagement	<ul style="list-style-type: none"> • The paper outlines the engagement activities and the outcomes with recommendations for further engagement.
	Other Committee Discussion/ Internal Engagement	<ul style="list-style-type: none"> • Healthier Greenwich Partnership 08/06/22, 20/07/22 • Healthier Communities and Adult Social Care Scrutiny Committee 22/09/22
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Clinical lead:	Rachel Matheson	
Executive sponsor:	Neil Kennett-Brown	

Engagement report

Proposals for changes to services at Eltham Community Hospital

Proposed reconfiguration of intermediate care and a new Community Diagnostic Centre

September 2022



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Executive Summary

In late summer and early autumn 2022 South East London Integrated Care Service and Healthier Greenwich Partnership carried out a public engagement exercise that sought to uncover local residents' views regarding proposals to change some of the services provided at Eltham Community Hospital.

The proposal is to consolidate intermediate care beds currently at Eltham Community Hospital with those provided at Queen Mary's Hospital in Sidcup and to develop a new Community Diagnostic Centre at Eltham Community Hospital.

A wide range of communications and engagement activities were completed reaching well over 24,000 of our residents. This report summarises the activities and the feedback received.

The recommendation is that Healthier Greenwich Partnership approve the proposals but carry out a number of actions listed on page 13 which relate to carrying out further engagement and involvement; improving communication of intermediate care services and the new diagnostic centre; develop plans to offer transport to Queen Mary's Hospital where it is needed; and for the health and care system to continue to support the provision of additional acute hospital beds and expansion of Virtual Wards.

Introduction

Since it opened in 2015 Eltham Community Hospital has been underused. Currently there are two GP practices based there, Musculo skeletal services (MSK), phlebotomy (blood tests), X-ray services, outpatient clinics and intermediate care beds on the site. We believe that consolidating the intermediate care beds with a similar service at Queen Mary's Hospital in Sidcup will enable a better service to be provided at better value for money and will enable us to open a Community Diagnostic Centre at Eltham Community Hospital which will have significant benefits for the residents of Greenwich and beyond. It will also provide an opportunity for Healthier Greenwich Partnership to identify other opportunities to make the best use of the space at Eltham Community Hospital.

With this in mind we carried out a period of public engagement activities (alongside staff engagement) to test and discuss the proposals with local residents.

By using a mixture of face to face and online activities we were able to reach more than 24,000 residents. This report summarises the main activities carried out and the feedback we received. This feedback has informed a number of recommendations listed on page 13 which Healthier Greenwich Partnership are asked to approve.

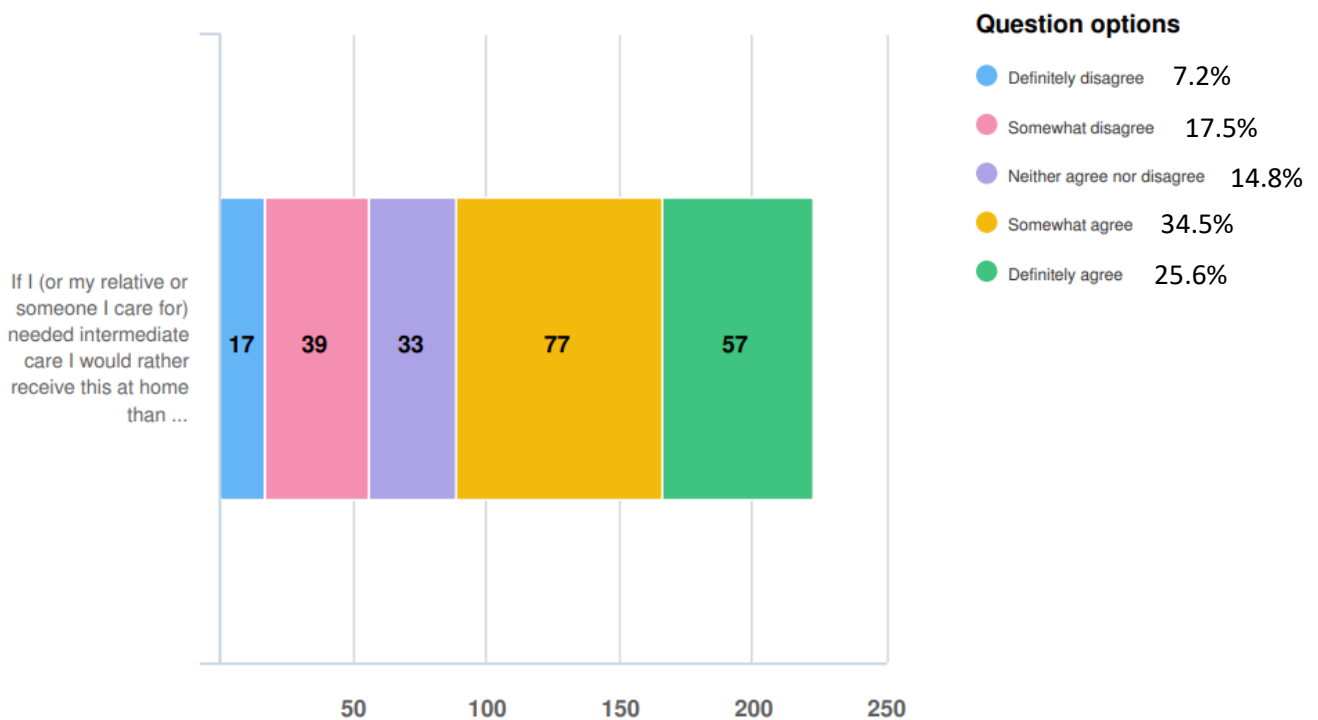
Activity summary and outcomes

This section summarises the main activities carried out and what we heard from residents and staff. A full communications and engagement activities tracker are included at Appendix A.

Survey analysis

223 people completed the survey. The majority of these were completed electronically with two being completed on paper.

Q1 Please tell us to what extent you agree with the following statements?



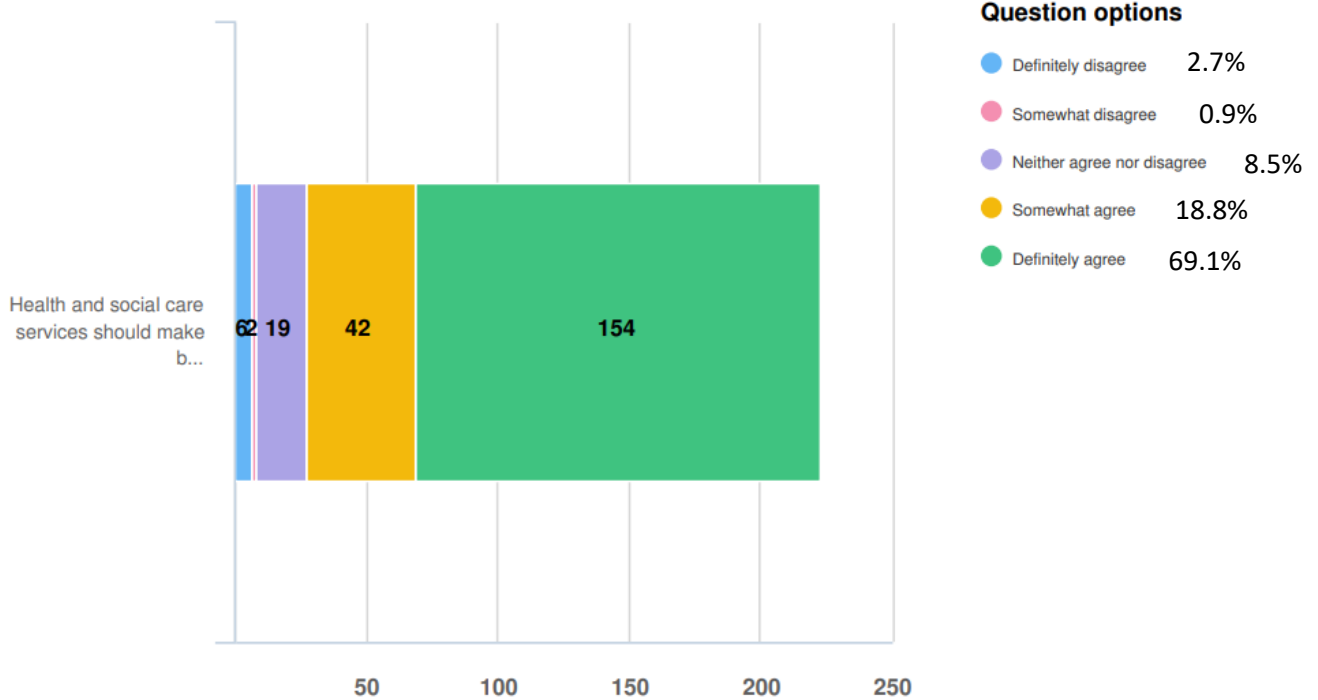
Q2 Do you think there are any disadvantages or negative impacts to our proposals to consolidate intermediate care beds for Greenwich residents at Meadow View, Queen Mary's Hospital?

This was a free text question with 169 people responding. The following themes were identified:

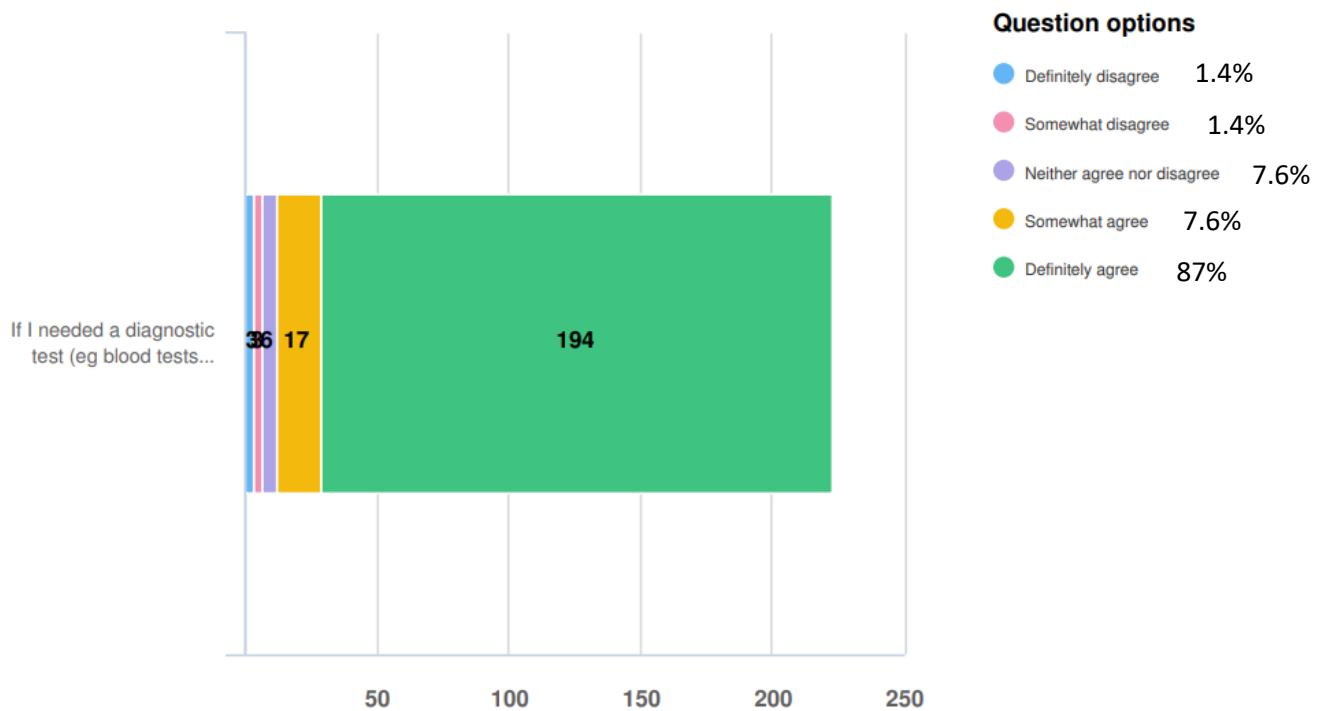
- Travel - including impact on finance and time
- Lots of support for the Community Diagnostic Centre and making better use of space at Eltham Community Hospital
- Considerable support for consolidating the intermediate care beds and that Queen Mary's Hospital is a better site
- Some people suggested that the care at Eltham Community Hospital is better than the care provided at Queen Mary's Hospital
- Some people questioning whether the consolidated beds meet the demand? Already a shortage of beds – why can't patients in acute hospitals be discharged to Eltham?
- Staffing – concerns that we would lose existing and be unable to recruit to CDC or Meadow View
- Lots of people said 'none' – ie no disadvantages to the proposals

The full responses are included in appendix B.

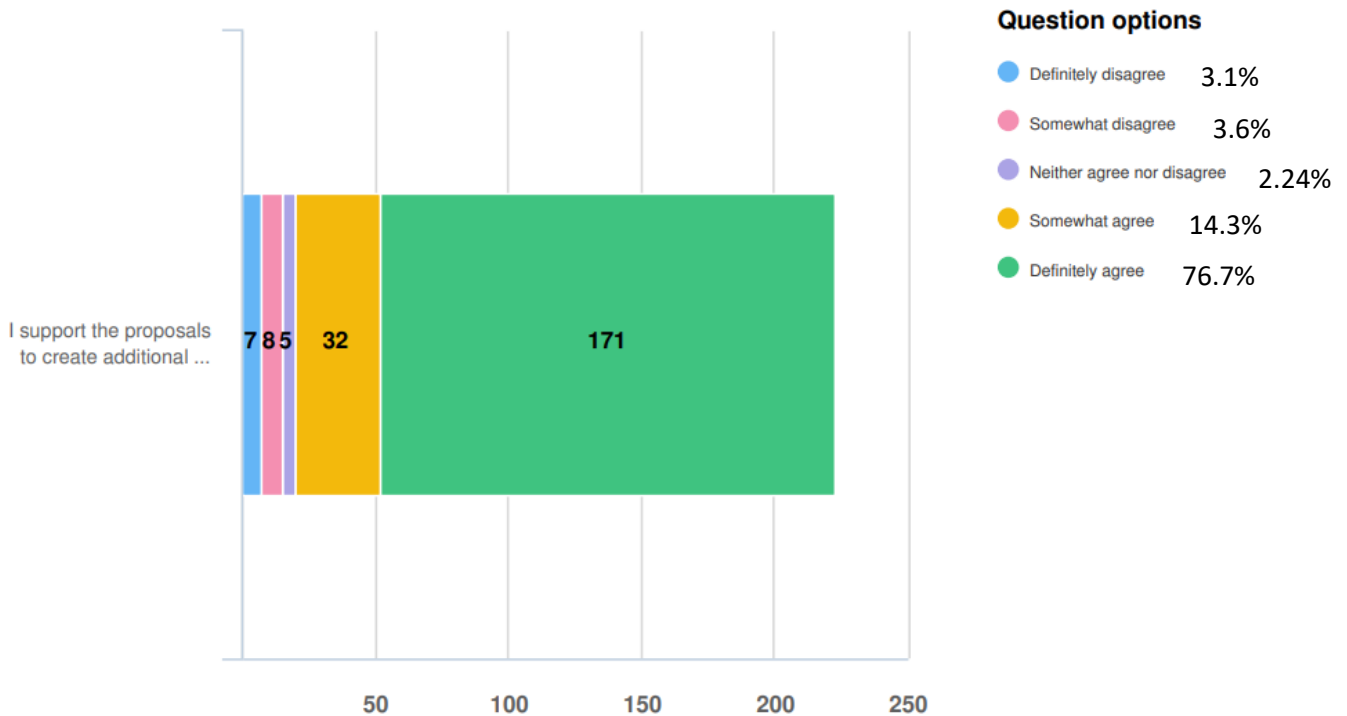
Q3 Please tell us to what extent you agree with the following statement?



Q4 How do you feel about the following statement?



Q5 Please tell us to what extent you agree with the following statement?



Q6 Is there anything else that you would like to tell us about our proposals for Eltham Community Hospital?

This was a free text question with 114 people responding. The following trends were identified:

- Travel and parking (including travel to Queen Mary’s and also Eltham with some raising concerns about parking at Eltham and others saying Eltham is well served by transport)
- Significant support for local access to diagnostics (badly needed) and using the space better for local people
- Staffing
- Better communications and advertising of the services
- Some concerns around how Eltham is currently run
- Some concerns around the loss of intermediate care beds in Greenwich
- Positive comments about the current intermediate care beds
- Some concerns that the intermediate care beds will move and then the CDC won’t happen
- Some comments suggesting that the survey is biased.

The full responses are included in appendix B.

Equalities monitoring of the survey responses

- Responses were received from a good percentage of people in the age brackets most likely to be affected by the proposed changes to intermediate care:
 - 18.2% aged 75+
 - 25% aged 65-74
 - 28.2% aged 55-64

- 71.6% of respondees were female compared to 22.9% male
- 87.5% of respondees were in one of the white categories of ethnicity
- 54.2% were Christian and 30.8% with no religion
- 85.9% of respondees were heterosexual
- 0.5% (one respondee) was pregnant
- 0.5% (one respondee) had had a baby in the last 12 months
- 56% of respondees were married or in a civil partnership
- 40.5% of respondees reported they have a disability

A full summary of the equalities information collected from the survey is included as appendix C.

Focus Group discussions

We held three focus group discussions. Total attendance across all three was 56 (although some came to more than one session).

Two of these were held at Eltham Community Hospital:

25/08 – 11 participants

08/09 – 16 participants

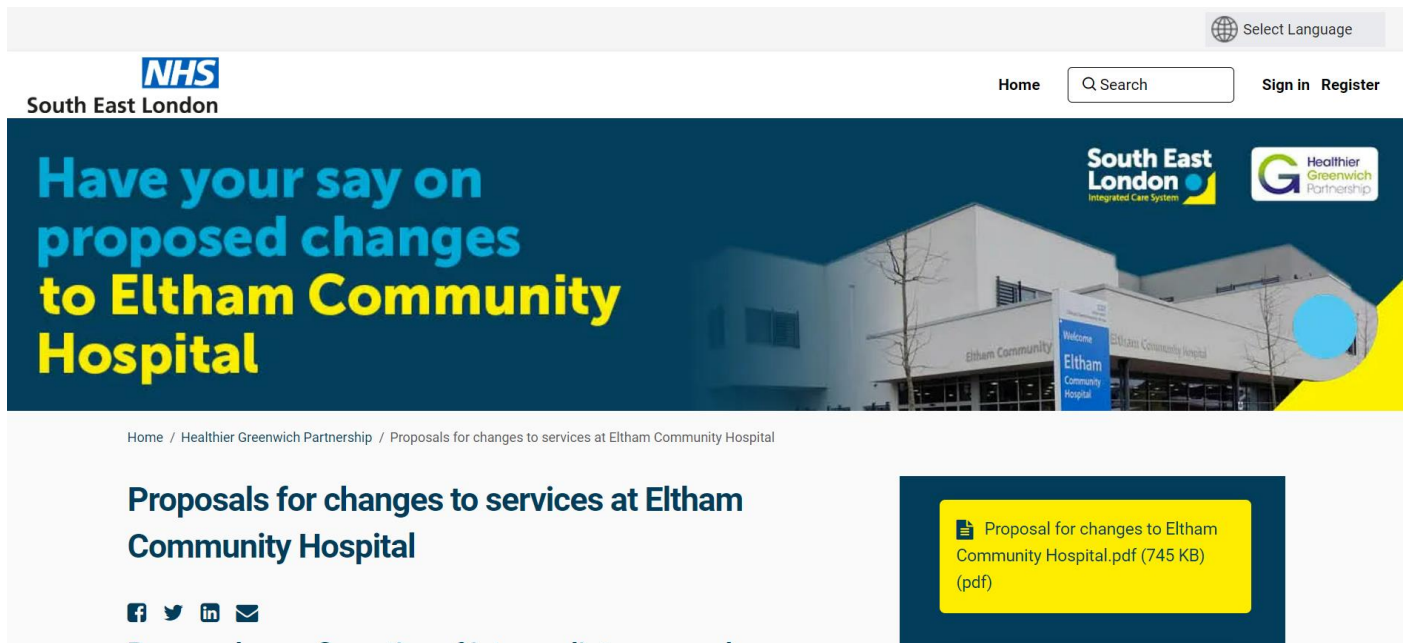
One was held at the Woolwich Centre with the option to join in person or online (this was the first Healthier Greenwich Partnership Public Forum):

21/09 – 18 people online and 11 in person

Many of the themes from the survey also came out in the focus groups:

- A number of people who joined had positive personal experience of intermediate care beds at ECH and were unhappy at the proposals to consolidate
- Concern around removing beds when there are bed shortages – most people understood the rationale much better when it was explained about the preference and resources for home first rehabilitation and that the need for beds is really for acute beds not intermediate care ones
- Some concern that 36 intermediate care beds across Bexley and Greenwich won't be enough
- Travel
- Generally most people who attended supported and welcomed the proposal to add diagnostic capacity at ECH.
- People said they were unaware of the services currently provided at Eltham and that we need to communicate what is available in future – agreement that it would be good to co-produce materials eg with different communities
- Some concern that Home First isn't right for everyone – some people are isolated without support networks and a bed might be better for them
- Lots of people didn't know about Home First services and thought we need to do more to promote – some cited examples where their connections had been discharged without adequate support, although usually these were some time ago.
- Some concern around the length of the engagement and the process and speed at which the CDC is proposed to open
- Participants were keen for further conversations about intermediate care and the Community Diagnostic Centre

Digital engagement on the Let's talk health and care platform:



We used the Greenwich hub on the new ICS digital engagement platform to host information about the proposals, the survey and people could add comments to a forum.

We promoted this through organic social media (our channels and Healthier Greenwich Partnership partner channels).



We also ran paid for advertising on Facebook and Instagram targeting Greenwich residents. These adverts performed well:

- 23,936 people reached
- 45,262 impressions
- 978 clicks
- 21 likes, 1 love and 4 angry reactions (Facebook)
- 7 likes (Instagram)
- 20 shares (Facebook)
- 9 comments (Instagram and Facebook)



Comments from the social media adverts included issues with accessing GP practices, wanting to go back to face to face GP appointments, need for additional maternity services, that the proposals are a waste of a great building and that there is a national shortage of NHS hospital beds.

6 Comments were received on the Let's talk health and care forum which are summarised below:

- 2 comments expressing a preference to receiving intermediate care in a hospital bed rather than home
- Another stressing that care at home is dependent on a support network
- Another person recognised the benefits of care at home where possible but identified risks with this and felt that the 40 intermediate care beds should remain at Eltham and that investment in diagnostics should go to the acute hospital site.
- Another person's relative had benefitted from intermediate care at Eltham and feels that the empty ward is closed as it hasn't been resourced and says that there are patients at QEH who could benefit from being at Eltham. They suggest a publicity drive.
- Another person commented that there were no negative impacts or disadvantages to the proposals.

Community outreach

The proposals were discussed with a number of formal and informal community groups including representatives from the Bengali community, Ajoda (All African together 50+ and any elderly of South East London) and neighbourhood coordinators from the Royal Greenwich deep engagement work. This outreach also helped encourage attendance at our focus groups which led to an increased diversity of participants.

Engaging with recent intermediate care patients

In order to include feedback on the proposals from patients who have received intermediate care and their carers, Oxleas contacted 21 patients who had been admitted to Eltham Community Hospital during May 2022 and six Greenwich patients who were admitted to Meadow View in the past year. Patients and carers were asked if they would like to attend one of the focus groups (transport provided if required), or complete a survey, respond by email, or to receive a phone call regarding the proposals. Of the 27 patients contacted, two agreed to attend the focus group along with one carer. Twelve requested copies of the survey which were sent with provision to return these anonymously. One agreed for an email in order to respond.

Printed copies of the materials

A summary leaflet and a more detailed outline of the proposals with a hard copy of the survey were produced and made available at Eltham Community Hospital and other locations.

Staff consultation

Oxleas NHS Foundation Trust ran a formal consultation with the staff who would be directly affected by the proposals.

During the course of the consultation there were no issues raised that caused managers to rethink the overall proposal. Many staff commented that they felt positively about the change and that it was the right thing to do. Understandably some were concerned about the impact it would have on their working lives.

Feedback from some staff also indicated they would be willing to transfer over before the implementation date to the new enhanced unit at Meadow View. Some adjustments have been agreed to the staffing model and changes as a result of staff comments and suggestions. All staff currently working in the intermediate care beds at Eltham Community Hospital will transfer to Meadow View with the exception of two who will slot in to alternative roles at Goldie Leigh. Staff will continue to be supported throughout the transition.

Main findings

There was considerable support for the Community Diagnostic Centre but there was some reluctance around moving the Greenwich intermediate care beds away from Eltham to consolidate with those at Meadow View. The main reluctance to do this was around transport and around taking beds away when there is a shortage of hospital beds. Usually, when there was the opportunity for discussion, and people understood the preference and the investment in the Home First model, the criteria for the intermediate care rehabilitation beds, and planned investment in acute beds, this reluctance softened and in some cases disappeared.

Care at home isn't right for everyone and there should continue to be provision of intermediate care beds for patients where Home First isn't the best solution for their circumstances or preferences.

Several people described a lack of understanding of Home First services and of the services currently provided at Eltham Community Hospital and how to access them.

There is an appetite for further engagement around both intermediate care and the Community Diagnostic Centre.

Staff working within the intermediate care beds at Eltham Community Hospital generally support the proposals recognising the need for change.

Recommendations


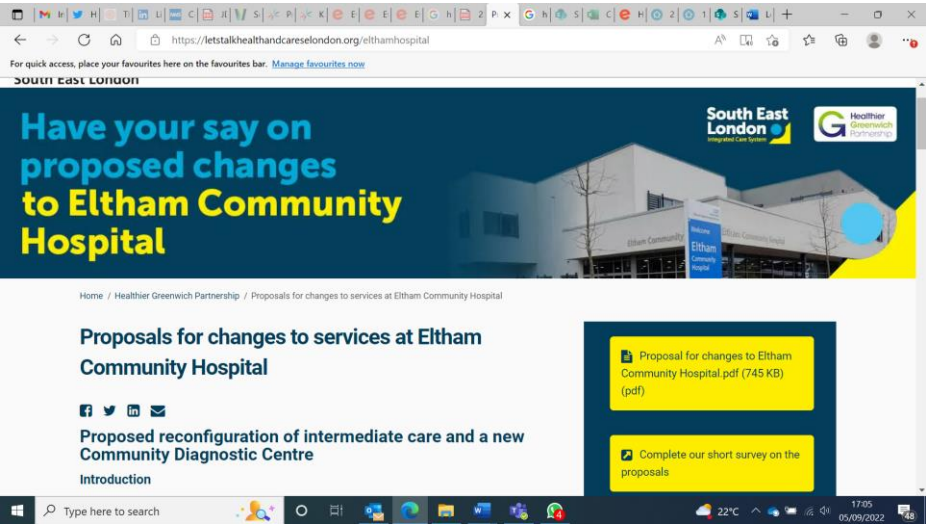
Taking account of what we heard from residents, the recommendation to the Healthier Greenwich Partnership is that the proposals are approved with the following actions to be completed:

- Further engagement around the Community Diagnostic Centre to start sooner than originally planned. This should start this calendar year and might involve forming a patient advisory group.
- A communications and engagement strategy is developed and implemented to increase awareness of the services provided at Eltham Community Hospital and Home First services. We should seek to build on the community outreach carried out and aim to co-produce materials with seldom-heard groups so both the CDC and Home First are accessible to all residents.
- Further work is carried out to develop plans to offer transport to carers and family members who don't have transport or would find it difficult using public transport to visit Meadow View.
- ICS and Oxleas colleagues work together to establish a stakeholder reference group including people who have used intermediate care services (beds and at home) and their relatives or carers. This will monitor patient experience feedback and co-produce solutions to any issues that arise.
- The health and care system in Greenwich should continue to support the expansion of acute inpatient beds at Queen Elizabeth Hospital.
- The health and care system in Greenwich should continue to support prevention of admission and supporting discharge, through our expanded use of Virtual Wards - which will reduce pressure on the acute inpatient beds.

Appendices

- A. Communications and Engagement Activity Tracker**
- B. Survey responses – all free text comments**
- C. Survey responses – equalities info**

Communications and Engagement Log: Eltham Community Hospital

DATE:	ACTION:
18 August 22	<p>Press release – For the launch of the public engagement on Eltham Community Hospital public proposed changes on 18 August 2022, the press release was sent to local and South East London newspapers, blogs and online platforms.</p>
	<p>Information on the proposal, links to our website for engagement and the focus group dates were circulated via email within our network to be cascaded Sent email to:</p> <ol style="list-style-type: none"> 1. Residents Involved 2. Oxleas NHS Foundation Trust & Lewisham and Greenwich NHS Trust 3. VCs 4. Deep Engagement Team 5. Comms and Engagement Lead 6. Healthwatch Greenwich 7. London Comms Team 8. Councillors and MP – Anthony Okereke, Denise Scott-Mcdonald, Rachel Taggart-Ryan, Clive Efford, Sammy Backon,
19 August 22	<p>Twitter Page:</p> 
19 August 22	<p>Proposals for changes to services at Eltham Community Hospital Let's Talk Health and Care South East London (letstalkhealthandcareselondon.org)</p> 
19 / 20 August 22	<ol style="list-style-type: none"> 1. Requested a special bulletin for Community Champions weekly network and share via email and

	<ol style="list-style-type: none"> 2. Community Champions WhatsApp group broadcast. 3. Every week we have circulated the upcoming dates via the regular Community Champions Weekly bulletin via email and WhatsApp group broadcast. 4. Shared it with Woolwich Riverside Delivery Team WhatsApp's Group 5. Pillar 3 Co-ordinators WhatsApp Group (RBG Deep Engagement)
25 August 22	Focus Group at Eltham Community Hospital

01 Sept 22	<ol style="list-style-type: none"> 1. Community Champions Bulletin 2. Community Champions WhatsApp group broadcast.
02 Sept 22	<p>Greenwich Healthier Partnership Public Forum event – 14 Sept 22 from 6pm – 8pm. Created an Eventbrite page for a hybrid event. Sent email to:</p> <ol style="list-style-type: none"> 1. Patients Participation Groups 2. Residents Involved 3. Faith Groups 4. VCs 5. Deep Engagement Team 6. Comms and Engagement Lead
02 Sept 22	<ol style="list-style-type: none"> 1. Created Eventbrite page for the 14 September 2022 Healthier Greenwich Partnership Forum Hybrid Event 2. Circulated it on the Community Champions Weekly bulletin via email 3. Circulated on Community Champions Whatsapp Broadcast 4. Updated date, venue and Eventbrite page link on: https://letstalkhealthandcareselondon.org/elthamhospital 5. Shared it with Woolwich Riverside Delivery Team WhatsApp's Group 6. Pillar 3 Co-ordinators WhatsApp Group (RBG Deep Engagement)
02 Sept 22	Catchup with Bengali Mens & Womens group – Discussed the ECH Focus group.
05 Sept 22	Discussion at End of Project Event - 'LIVE LIFE' MEN'S WELLBEING PROGRAMME at Plumstead Library.
05 Sept 22	Email to South East Islamic Centre – Bengali Group
06 Sept 22	<ol style="list-style-type: none"> 1. WhatsApp group of all 7 Deep Engagement Coordinators and Public Health Team. 2. Whatsapp Group of Woolwich Riverside Delivery Team 3. Spoke to the Team at Woolwich Riverside Delivery Team 4. Spoke with Plumstead Team Leader
07 Sept 22	<ol style="list-style-type: none"> 1. Community Champions Bulletin 2. Community Champions WhatsApp group broadcast.
08 Sept 22	Second patient/resident focus group (at Eltham Community Hospital)

13 th Sept 22	<p>Sent email to everyone to update them of the change of date due to the sad news of the of Her Majesty Queen Elizabeth II. to:</p> <ol style="list-style-type: none"> 1. Patients Participation Groups 2. Residents Involved 3. Faith Groups 4. VCs 5. Deep Engagement Team 6. Comms and Engagement Lead
15 th Sept 22	Attended weekly meeting of Ajoda - All African together 50+ and any elderly of South East London, weekly meeting.

16 th Sept 22	Staff engagement ends
16 th Sept 22	Sent Zoom link to everyone who had signed for the 14 th of Sept and updated the Eventbrite with the zoom link.
23 rd Sept 22	Sent to reminder to all regarding Healthier Greenwich Partnership Forum and to send any questions by 9am 20 Sept 2022. Also included the zoom link to everyone who signed up, should they wish to join online.
20 th Sept 22	Sent zoom links to people who have signed up over the weekend and to the older contacts as a final reminder.
21st Sept 22	Healthier Greenwich Partnership Public Forum
22 Sep 22	HCASC Scrutiny Meeting
26 Sep 22	Discussion at Oxleas NHS Council of Governors
28 Sep 22	Healthier Greenwich Partnership meeting

Appendix B - Free Text Survey Responses

SURVEY RESPONSE REPORT

01 August 2022 - 27 September 2022

PROJECT NAME:

Eltham Hospital Survey



SURVEY QUESTIONS

Q1 | Do you think there are any disadvantages or negative impacts to our proposals to consolidate intermediate care beds for Greenwich residents at Meadow View, Queen Mary's Hospital?

Screen Name Redacted

8/18/2022 06:09 PM

Cannot answer until after a Focus Group.

Screen Name Redacted

8/19/2022 01:25 PM

Eltham already has a lovely community hospital what would happen to this if not used?

Screen Name Redacted

8/19/2022 02:17 PM

No

Screen Name Redacted

8/19/2022 04:52 PM

No

Screen Name Redacted

8/19/2022 05:28 PM

No I think to have more staff in one place to help patients return home sooner is a great idea

Screen Name Redacted

8/19/2022 06:44 PM

Additional travel for relatives could be a problem

Screen Name Redacted

8/19/2022 09:30 PM

May cause hardship to families who live a distance from Queen Mary's.

Screen Name Redacted

8/20/2022 12:04 PM

I have always been disappointed that the nhs and local gps made so little use of Ech wards, because local people who use tHe wards generally loved them. So long as all 40 beds are moved to q.marys I think it could be worthwhile, and The 286 bus goes from eltham straight to q.marys. I know from experience just hOw busy q.e is for scans and mrl.

Screen Name Redacted

8/21/2022 10:00 PM

The site is confusing, used by many different hospitals and feels forgotten. However, Eltham hospital has its issues too and there is little throw out of clients. Would being at QMH mean better provision of therapy and services aimed to assist discharge ?

Screen Name Redacted

8/22/2022 08:43 AM

Centralised care would improve standards

Screen Name Redacted 8/22/2022 12:33 PM	logistics may be an issue
Screen Name Redacted 8/22/2022 01:05 PM	The disadvantages are the travelling time for visitors from Greenwich. A longer travelling time for patients by ambulance from QEH.
Screen Name Redacted 8/22/2022 03:11 PM	The combination do not be a problem but what happens to the staff at Eltham community Beds?
Screen Name Redacted 8/22/2022 03:49 PM	not sure - depends on what the health problem is
Screen Name Redacted 8/22/2022 04:09 PM	It will more depend on the circumstances the patient is placed in and the available sources available.
Screen Name Redacted 8/22/2022 04:17 PM	May be further to travel and time could be imperative.
Screen Name Redacted 8/22/2022 04:17 PM	Only that it is at the very south of Greenwich borough and it may be difficult for people who live on the other side (ie Thamesmead or Greenwich Village).
Screen Name Redacted 8/22/2022 04:38 PM	If they are in Sidcup it might be a too far for some elderly people to visit.
Screen Name Redacted 8/22/2022 06:42 PM	NO
Screen Name Redacted 8/23/2022 06:45 AM	No I think consolidation is a good idea
Screen Name Redacted 8/23/2022 07:19 AM	Experience suggests that this is unlikely to be managed well, so there are bound to be problems. Access to the hospital will be less convenient than access to the community hospital.
Screen Name Redacted 8/23/2022 07:35 AM	There could be an issue of travel for relatives needing to visit patients at Sidcup rather than locally at Eltham

Screen Name Redacted

8/23/2022 08:12 AM

No, QMH is better facilitated to meet all care requirements

Screen Name Redacted

8/23/2022 09:26 AM

People would have to travel further to see their relatives in hospital. It could costs patients more to get home when they are discharged if they cant drive

Screen Name Redacted

8/23/2022 10:15 AM

Will it be enough for the demand.

Screen Name Redacted

8/23/2022 10:26 AM

I am surprised so many intermediate beds are unused as people like my late mother would have benefitted from such; however she 'bed-blocked' in hospital for a number of weeks with no remedial care. As there is a supposed low demand, consolidating makes sense.

Screen Name Redacted

8/23/2022 11:56 AM

It could be a good idea if it is utilising unused space.

Screen Name Redacted

8/23/2022 01:07 PM

The proposal sounds highly reasonable. My only concern would be transport to QM. having more parking though is good.

Screen Name Redacted

8/23/2022 01:43 PM

Travel would be a problem for elderly relatives. Isolated site.

Screen Name Redacted

8/23/2022 04:32 PM

The only disadvantage I can see is the longer travel time for visitors, especially those who use public transport. Many of the beds are for older folk. This means their visitors are often older and they don't all drive.

Screen Name Redacted

8/24/2022 09:56 AM

A lot further to travel. Pay to park, access is on the top floor. Not really the best position for elderly care. Very poor idea

Screen Name Redacted

8/24/2022 10:19 AM

No - as long as the staff are increased and current staff are supported.

Screen Name Redacted

8/24/2022 10:40 AM

Many advantages.

Screen Name Redacted

they should provide care at Queen Mary's for respite care as

Proposals to change the services provided at Eltham Community Hospital: Community Diagnostic Centre and intermediate care : Survey Report for 01 August 2022 to 27 September 2022

8/24/2022 11:06 AM

unfortunately people have to work so are unable to take care of elderly relatives aso Wensley close is now operating clinics and has many staff members on site so previously Eltham community staff were parking there at Wensley so it will be better for community clinic staff as visitors need to park in sainsbury's

Screen Name Redacted

8/24/2022 12:03 PM

Further to travel for some people to visit.

Screen Name Redacted

8/24/2022 05:29 PM

no negative impact, they just need review by professional who can make decision at appropriate time .

Screen Name Redacted

8/24/2022 05:49 PM

God idea in merging the two wards with Queen Mary's and thus leaving space for a new CDC

Screen Name Redacted

8/24/2022 06:57 PM

No, I think there is a desperate need to better use the space at Eltham Hospital

Screen Name Redacted

8/24/2022 07:48 PM

There is bound to be negative consequences else you wouldn't ask us and then later say "we consulted you all and this is what you chose"

Screen Name Redacted

8/25/2022 08:30 AM

No - it seems sensible

Screen Name Redacted

8/25/2022 02:33 PM

I cannot see any disadvantages

Screen Name Redacted

8/26/2022 07:28 PM

dont have enough information

Screen Name Redacted

8/27/2022 07:10 AM

Only if an Eltham resident's partner is unable to travel tyo Sidcup.

Screen Name Redacted

8/27/2022 11:52 AM

Wonderful idea if it means more serviced at Eltham

Screen Name Redacted

8/28/2022 10:33 PM

The thing is this is a cottage hospital with beds there is already a bed shortage without you adding to it by taking the beds away.

Screen Name Redacted 8/29/2022 10:08 AM	No
Screen Name Redacted 8/29/2022 07:41 PM	More distance to travel to for some patients
Screen Name Redacted 8/30/2022 01:42 PM	Longer journeys for some visitors
Screen Name Redacted 8/31/2022 09:34 AM	The UK population is growing and aging and this proposal reduce bed capacity. So no I do not think its a good idea to close the beds at ECH
Screen Name Redacted 8/31/2022 10:20 AM	To have some beds available in Eltham would benefit local residents.
Screen Name Redacted 8/31/2022 02:39 PM	There will be more travelling time for the families and friends of some patients to get to Meadow View to visit them there, but the other advantages far outweigh this disadvantage.
Screen Name Redacted 8/31/2022 02:42 PM	no
Screen Name Redacted 8/31/2022 02:59 PM	Yes. I think this will reduce the total number of intermediate care beds for both Bexley and Greenwich residents, which will have a negative impact for patients who are fit to leave hospital but not yet fit or safe to go home.
Screen Name Redacted 8/31/2022 04:40 PM	No
Screen Name Redacted 8/31/2022 06:36 PM	Only if the availability of beds means that people are discharged to a home setting too soon with the "False" promise of a clear care plan at home which never materialises fully and leaves vulnerable elderly people likely to return to hospital as a result of a fall or unsupervised exercise and rehabilitation.
Screen Name Redacted 8/31/2022 09:59 PM	There are not enough intermediate beds at present causing bed blocking at QEH and Lewisham. During inspections of the wards at Meadowview and Eltham I have been told they are always heavily used. Eltham is easier relatives and friends to visit than Meadowview.

Screen Name Redacted 9/01/2022 04:11 PM	too far, reduction in bed capacity which will affect the ability for people to receive the right care at the right time when they need it.
Screen Name Redacted 9/02/2022 01:09 PM	No
Screen Name Redacted 9/02/2022 01:26 PM	There wouldn't be enough beds in my opinion
Screen Name Redacted 9/02/2022 01:33 PM	Care at Eltham is far better than what is provided by the local hospital. Its better to provide care in there local area. Much better for the patient and there family.
Screen Name Redacted 9/02/2022 02:39 PM	i am concerned about the impact the changes would have on the current GP Services which still seem to be struggling after the last "consolidation"/ merger. Another big change will almost certainly impact primary care services negatively
Screen Name Redacted 9/02/2022 02:51 PM	Travel and car parking costs. Eltham is far superior in care given to patients. My aunt has been in both facilities,
Screen Name Redacted 9/02/2022 03:06 PM	If there are not enough beds at Meadow View. There was an excellent site at Duncan House, SE18 which was leased by the NHS (a former BUPA care home). There were several other unused facilities in the same location.
Screen Name Redacted 9/02/2022 03:38 PM	I HAVEABSOLUTELY NO DOUBTTTHAT THIS WILL BE DETRMENTAL TO SERVICES AS IT IS PRIMARILY FINACIALLY AND NOT MEDICALLY BASED!
Screen Name Redacted 9/02/2022 03:51 PM	It is good if it is staffed and funded appropriately
Screen Name Redacted 9/02/2022 04:46 PM	The only disadvantage I can see would be that there are not very many public transport options from Greenwich borough to Queen Mary's hospital, I think it is just the 286 bus that goes direct? This could be difficult for people trying to visit relatives without access to a car.

Screen Name Redacted

9/02/2022 06:24 PM

Rather be at Eltham

Screen Name Redacted

9/02/2022 07:47 PM

No it is still local and still reachable on one bus

Screen Name Redacted

9/02/2022 08:06 PM

No because there is a good bus service from Eltham.

Screen Name Redacted

9/02/2022 09:42 PM

Sidcup is not very close for Blackheath/ Greenwich residents.. I was in Eltham Hospital and could not have had the day to day access to doctors had I had my care at home. Replacing local hospital beds with diagnostic services I a downgrade for local residents.

Screen Name Redacted

9/03/2022 08:58 AM

No

Screen Name Redacted

9/03/2022 01:11 PM

Does providing intermediate care at home cost more?

Screen Name Redacted

9/03/2022 02:10 PM

this will have a negative impact with our local community hospital as it was built as a cottage hospital with two wards. we are so short of hospital beds and you are willing to take even more hospital beds away

Screen Name Redacted

9/04/2022 08:31 AM

None that I can see but of course it absolutely depends on how well the new proposals are actually implemented ie proper staffing, proper integration and strong links/communication with all services involved - an area where in my recent experience the NHS has not performed well.0

Screen Name Redacted

9/04/2022 01:53 PM

The only disadvantage would be if there were not enough beds available.

Screen Name Redacted

9/05/2022 11:36 AM

I can't see any negative impacts for patients if care beds were consolidated. On the contrary, it would seem a good thing to have a good up & coming service in one place.

Screen Name Redacted

I think this is a good idea.

9/05/2022 12:26 PM

Screen Name Redacted

9/05/2022 11:29 PM

Everything depends on availability of staffing and the resulting quality of care and the supporting services such as physio, respiratory support and distance for visitors plus parking and the general environment wherever care is provided. Plus how quickly the services can be delivered I.e. plans approved, building completed and services and running.

Screen Name Redacted

9/06/2022 05:26 PM

Some family members would find it very difficult to get to Queen Mary's Hospital, where as the Community Hospital Eltham is more accessible.

Screen Name Redacted

9/06/2022 10:29 PM

No. QMS is less accessible than Eltham community hospital so the latter is more ideal for diagnostic services. The intermediate care space should be provided at QMS as it is close to a hospital so should the residents need to be transferred back to acute care, there is a short journey there.

Screen Name Redacted

9/08/2022 09:36 AM

It is not clear from your proposals whether the 20 beds at Eltham are in the one ward which is currently used or the maximum number if both wards were open. Nor do you say how many beds are at Meadow View now. Is the proposed 36 bed total an increase on current provision or a decrease? The most important thing is that the total number of beds available do not decrease. There is a nationwide shortage of hospital beds and there is a huge problem with bed blocking because patients cannot be discharged. The Eltham Community Hospital is a purpose built facility to address this need and should be kept open. There has been an extremely positive response to the care there from former patients with a less positive view of Meadow View. It is "in the community" which the Queen Mary site is not, for Eltham residents.

Screen Name Redacted

9/08/2022 12:55 PM

No, I can only see advantages to the proposals.

Screen Name Redacted

9/09/2022 05:47 PM

This is a very good idea with a lot of advantages for patients

Screen Name Redacted

9/09/2022 06:33 PM

Travelling to Sidcup to visit could be difficult for elderly relatives

Proposals to change the services provided at Eltham Community Hospital: Community Diagnostic Centre and intermediate care : Survey Report for 01 August 2022 to 27 September 2022

Screen Name Redacted 9/13/2022 08:46 PM	Staff might not want to relocate. For some it might be a fair way to travel. Cost of parking might be an issue.
Screen Name Redacted 9/18/2022 09:29 AM	No as there are transport links
Screen Name Redacted 9/21/2022 03:16 PM	In some cases it may be harder for family and friends to visit. Travel links need to be taken into consideration.
Screen Name Redacted 9/21/2022 03:38 PM	No the bus service to Queen Mary's is quite good.
Screen Name Redacted 9/21/2022 03:40 PM	No
Screen Name Redacted 9/21/2022 03:54 PM	Distance
Screen Name Redacted 9/21/2022 03:58 PM	None
Screen Name Redacted 9/21/2022 04:05 PM	no
Screen Name Redacted 9/21/2022 04:21 PM	Recovery is always better in a home environment
Screen Name Redacted 9/21/2022 04:31 PM	Distance from parts of Greenwich to Sidcup and travel time.
Screen Name Redacted 9/21/2022 04:42 PM	No sounds positive
Screen Name Redacted 9/21/2022 04:45 PM	I think it would be good.. And my answer above is to a too general question, it would of course depend on what my condition was.
Screen Name Redacted 9/21/2022 04:58 PM	Distance may be problematical for some
Screen Name Redacted	For some patients the move via Eltham community hospital was a

Proposals to change the services provided at Eltham Community Hospital: Community Diagnostic Centre and intermediate care : Survey Report for **01 August 2022 to 27 September 2022**

9/21/2022 05:06 PM

good solution, which is a shame to lose this.

Screen Name Redacted

Not sure

9/21/2022 05:11 PM

Screen Name Redacted

No particular opinion on this.

9/21/2022 05:20 PM

Screen Name Redacted

THE ONLY DISADVANTAGE i CAN THINK OF IS THAT THERE WILL BE A LITTLE MORE TRAVELLING FOR RELATIVES OF PATIENTS WHO LIVE IN GREENWICH/ELTHAM AREAS

9/21/2022 05:39 PM

Screen Name Redacted

None

9/21/2022 05:50 PM

Screen Name Redacted

Some patients might be further away from their home and this might make visiting difficult for relatives and carers.

9/21/2022 06:06 PM

Screen Name Redacted

Anecdotally the quality of care in Eltham is rather better than at QMH

9/21/2022 06:35 PM

Screen Name Redacted

Don't know enough about this

9/21/2022 07:06 PM

Screen Name Redacted

None.

9/21/2022 07:19 PM

Screen Name Redacted

No

9/21/2022 07:24 PM

Screen Name Redacted

It is difficult to reach by public transport

9/21/2022 07:31 PM

Screen Name Redacted

Possible lack of beds in the future

9/21/2022 07:37 PM

Screen Name Redacted

It would be better as eltham would be a better site

9/21/2022 07:41 PM

Screen Name Redacted

It's not about provision of care it's about quality of care and that is

Proposals to change the services provided at Eltham Community Hospital: Community Diagnostic Centre and intermediate care : Survey Report for 01 August 2022 to 27 September 2022

9/21/2022 08:28 PM

generally lacking across the service

Screen Name Redacted

No. I agree with them.

9/21/2022 08:39 PM

Screen Name Redacted

It's a long way from Greenwich where I live

9/21/2022 08:54 PM

Screen Name Redacted

Maybe too far for some visitors to get to

9/21/2022 08:59 PM

Screen Name Redacted

Not sure

9/21/2022 09:03 PM

Screen Name Redacted

I feel it can only help people who have travel difficulties in accessing hospital services nearer to home.

9/21/2022 09:14 PM

Screen Name Redacted

Travel is an issue but the benefits of wider access to diagnostics is positive

9/21/2022 09:18 PM

Screen Name Redacted

No

9/21/2022 09:43 PM

Screen Name Redacted

None at all

9/21/2022 09:43 PM

Screen Name Redacted

Access for visiting may be compromised for some. Can you ensure good direct bus routes are available to service the movement of people to QM's from the Greenwich? Or that parking is available for those less mobile.

9/21/2022 10:05 PM

Screen Name Redacted

Not sure

9/21/2022 10:31 PM

Screen Name Redacted

Some negative as Bexley residents may fare better than Greenwich ..as bexley council seem proactive

9/21/2022 10:55 PM

Screen Name Redacted

My father benefitted considerably spending 6 weeks in an intermediate care bed at a community hospital. The reduction in support for these beds is scandalous.

9/21/2022 11:09 PM

Screen Name Redacted 9/22/2022 12:20 AM	Further to travel for refferals
Screen Name Redacted 9/22/2022 12:22 AM	Further to travel
Screen Name Redacted 9/22/2022 01:37 AM	If this means more patients on an already strained system it's a massive disadvantage for locals.
Screen Name Redacted 9/22/2022 03:19 AM	Although queen Mary's hospital is a very good hospital to consolidate both is an excellent idea
Screen Name Redacted 9/22/2022 05:45 AM	Advantages - 1. local services for local people. 2. Additional services will have positive impact with reduced waiting times. Negative - lack of public parking for the patients and staff. Staff already park in surrounding residential streets.
Screen Name Redacted 9/22/2022 07:03 AM	No
Screen Name Redacted 9/22/2022 07:08 AM	Yes sig travel distance for some when in patients partic need contact etc... public transport not great in some areas
Screen Name Redacted 9/22/2022 09:37 AM	No
Screen Name Redacted 9/22/2022 09:58 AM	No based on the fact not all 20 beds are currently used at eltham site
Screen Name Redacted 9/22/2022 10:28 AM	Yes, I can't get a doctors appointment, when I went to A&E I had to wait 9 hours and still didn't see the correct person. We need these smaller facilities to reduce waiting time , it's a shame that with the horrific wait times more people cannot be sent to Eltham
Screen Name Redacted 9/22/2022 10:44 AM	Consolidation of services is a positive- provided there is a lot of communication to the community about them

Proposals to change the services provided at Eltham Community Hospital: Community Diagnostic Centre and intermediate care : Survey Report for 01 August 2022 to 27 September 2022

Screen Name Redacted 9/22/2022 12:05 PM	Not if it improves this service
Screen Name Redacted 9/22/2022 12:15 PM	No,as long as enough beds.
Screen Name Redacted 9/22/2022 12:59 PM	As long as it did not mean reduction in staff and outcomes are good
Screen Name Redacted 9/22/2022 01:15 PM	No
Screen Name Redacted 9/22/2022 02:22 PM	No
Screen Name Redacted 9/22/2022 02:47 PM	Yes disadvantages. It is too far away and we have a shortage of beds in this area as it is
Screen Name Redacted 9/22/2022 04:01 PM	More travel for local people.
Screen Name Redacted 9/22/2022 05:11 PM	Yes, service should be provided in Eltham for residents of Eltham not miles away with poor access.
Screen Name Redacted 9/22/2022 05:12 PM	No
Screen Name Redacted 9/22/2022 05:54 PM	Are the units underused as there are not enough staff to run 2 units? It seems odd that the hospitals say they are full of people they cannot discharge home. If the unit is under used why can't they go there.
Screen Name Redacted 9/22/2022 06:00 PM	No
Screen Name Redacted 9/22/2022 06:04 PM	No None
Screen Name Redacted 9/22/2022 07:00 PM	Possibly making relative visiting more difficult, especially, for example, elderly/infirm spouse. They should have access to transport, such as the volunteer drivers.

Screen Name Redacted 9/22/2022 07:18 PM	Makes good sense
Screen Name Redacted 9/22/2022 08:46 PM	No, I think it's a sensible idea
Screen Name Redacted 9/22/2022 08:45 PM	.
Screen Name Redacted 9/22/2022 09:26 PM	No.
Screen Name Redacted 9/22/2022 09:34 PM	For family who are less able to travel this may prevent them from visiting a loved one, which in turn could impact on patient mental health
Screen Name Redacted 9/22/2022 10:21 PM	Much further for the visitors of Greenwich Residents to travel. Already very limited parking at QMH
Screen Name Redacted 9/22/2022 10:25 PM	Think anything that helps people getting treatment earlier is a great idea
Screen Name Redacted 9/22/2022 10:57 PM	Could be a longer distance for people to travel
Screen Name Redacted 9/22/2022 11:22 PM	Mainly the distance especially if you are elderly
Screen Name Redacted 9/23/2022 12:02 AM	No
Screen Name Redacted 9/23/2022 12:42 AM	No not a problem. Except Eltham would be more modern in style
Screen Name Redacted 9/23/2022 01:20 AM	Travel for relatives to visit.
Screen Name Redacted 9/23/2022 07:06 AM	No.

Screen Name Redacted

9/23/2022 07:43 AM

Fewer intermediate care beds will be available unless the meadow view unit is expanded with more beds added. You will lose therapy and nursing staff who work at Eltham as their commutes might become untenable if they have to travel to Sidcup, staffing is an issue throughout the NHS and finding those staff will be difficult. Sidcup is a very long way away with not-great public transport links from a lot of Greenwich borough. Visiting will be really difficult. There is a very long wait of several weeks for community therapies in the borough. Although the community care plus pathway does allow patients to be seen quickly when leaving the acute hospital, this is inadequate provision for most patients needing therapy as it is only provided for a week or so. The longer term, more intensive therapy still requires a long wait. The slow stream rehabilitation pathway's capacity will need to be expanded significantly. I also have concerns about the reablement pathway which would need to be expanded, we do not really provide an adequate reablement service in Greenwich as there are not enough therapists involved in the service and the rehab workers are agency care staff. It's not an integrated service with therapists and rehab workers working together to reach a patient's rehabilitation goals. This gap in provision is often plugged by intermediate care beds at Eltham. It is not as simple as asking whether you would prefer to be seen at home or in hospital for intermediate care services. It entirely depends on the patient and the situation. There are different needs that means some patients would be most appropriate to have their therapy in an inpatient setting.

Screen Name Redacted

9/23/2022 08:35 AM

I don't know

Screen Name Redacted

9/23/2022 11:55 AM

I can't think of any disadvantages.

Screen Name Redacted

9/23/2022 12:18 PM

Reduced capacity and increased strain on services at Queen Mary's

Screen Name Redacted

9/24/2022 04:18 PM

Travelling to QMS may be difficult for some relatives. In order to free up beds in acute units surely more than 36 beds will be required. Was there sufficient funding for all intermediate beds to be used at Eltham?

Screen Name Redacted

9/24/2022 06:39 PM

No .

Screen Name Redacted

9/24/2022 10:26 PM

Yes there are disadvantages and negative impacts to consolidate intermediate care other than Passey Place as beds will be over booked with the increasing population in Greenwich. Also, Passey Place is nearer for less mobile people in the surrounding area.

Screen Name Redacted

9/24/2022 10:37 PM

No

Screen Name Redacted

9/26/2022 08:13 AM

Not for me as it's close to my home. It may for people travelling from the other side of the borough.

Optional question (169 response(s), 54 skipped)

Question type: Essay Question

Q2 | Is there anything else that you would like to tell us about our proposals for Eltham Community Hospital?

Screen Name Redacted

8/18/2022 06:09 PM

Eltham is nearer and easier for people to attend the QE hospital. There is nothing in West Greenwich/Deptford/Orchard etc for residents

Screen Name Redacted

8/18/2022 08:45 PM

Possible added urgent care centre

Screen Name Redacted

8/19/2022 01:25 PM

Free parking within sainsburys would be useful for people visiting hospital

Screen Name Redacted

8/19/2022 02:17 PM

I have recently had to get to King's College by public transport for MRI and other appt, while being in considerable pain. It was a struggle. Local access to diagnostic tests etc sounds ideal.

Screen Name Redacted

8/19/2022 05:28 PM

Something needs to be done. When there is areas unused. But long waiting lists due to covid

Screen Name Redacted

8/20/2022 12:04 PM

I would want confirmation that this improvement will really happen and we will not have yet another nhs change before it does. Also that it will happen in its entirety.

Screen Name Redacted

8/21/2022 10:00 PM

Having the GP surgery downstairs means too often have an unpleasant greeting at Eltham hospital if there for other reasons. The site is under-utilised. Eligibility for the intermediate care beds is very unclear and I am not sure who it caters for. Therefore using is more to support GPS whom Many cannot currently access may be a good idea if there were targets and if clients were welcomed to use it.

Screen Name Redacted

8/22/2022 08:43 AM

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Screen Name Redacted

8/22/2022 01:05 PM

It will be good to use the space for the community- it is a shame that the first floor was specially designed for intermediate care patients and now is being lost.

Screen Name Redacted

8/22/2022 01:07 PM

The hospital is underused because of the ways of working applied by the trust. People will take what is offered and nothing is being offered by the hospital. It's always empty and underused. If you spend on diagnostics and nothing is offered to patients then it will continue to be empty. It's a shame really. And waste of money as most things offered by the NHS these days. It's all about the forms abs systems, not about actually caring for people. Poor ways of working as I often see across the NHS. I work with change management and see it every time how time and money is wasted. Also, images are just as good as the people who can interpret them. So no point of adding machines without the proper staff with the right skills. Something thats a common issue as well.

Screen Name Redacted

8/22/2022 03:11 PM

Rehabilitation on Hospital Grounds don't always have same impact as that of the community base Rehab

Screen Name Redacted

8/22/2022 04:09 PM

More facilities could be provided due to its easy access to the local transport.

Screen Name Redacted

8/22/2022 04:17 PM

N/A

Screen Name Redacted

8/22/2022 04:17 PM

I believed that this is what Eltham Community Hospital was built for, to ease pressure on the acute hospitals and whilst I understand that Covid undermined many plans, I do not understand why this was not in place originally when the hospital was opened.

Screen Name Redacted

8/22/2022 04:38 PM

It might be better to attend Eltham as there are more buses that go to Eltham. There are more places to park.

Screen Name Redacted

8/23/2022 07:19 AM

Cut the number of incompetent middle managers and recruit front line staff and pay them better.

Screen Name Redacted

8/23/2022 07:57 AM

Anything to help and support the nhs waiting times and provide quicker diagnosis has to be a good thing.

Screen Name Redacted

8/23/2022 10:15 AM

Access to this site is easier for my family @nd good parking available opposite the hospital

Screen Name Redacted

8/23/2022 10:26 AM

It would be a huge improvement to have facilities locally and to relieve some of the pressure on QE

Screen Name Redacted

8/23/2022 11:56 AM

If it speeds up diagnostic results and eases the pressures on other hospitals I am all for it

Screen Name Redacted

8/23/2022 12:27 PM

Diagnostic centre. Thought that was what the Doctors were there for !!

Screen Name Redacted

8/23/2022 01:07 PM

I would like to see the GPs having more space. Also far better signage.

Screen Name Redacted

8/23/2022 01:43 PM

The proposal would impact my ability to visit my relatives. I am a non car driver and would find the travel time to QMH difficult due to the hospital being in a isolated area.

Screen Name Redacted

8/24/2022 09:56 AM

This hospital has been open for some time now and the diagnostics department has been a disaster from the very start. Millions have been wasted. For a start the x-ray machine was not installed correctly and sat idle for a couple of years because no-one wanted to invest money in the failed project. There has been so much money wasted on 'shall we shan't we' on this hospital, ICU beds, ambulatory care, wasted funds on transport because Service Managers didn't fully understand the contract. Failure after failure after failure. There is limited parking at Eltham and this has been an ongoing drama regarding this from the off. What is the space going to be used for? On a day with phlebotomy and MSK there is limited availability for

seating. Again, lots of meetings and talking but very little action. No-one is proactive enough to thoroughly look into this, service users don't understand what is going on in the background. How is 'care nearer home' helpful if you live in Bexley? Lessons have not been learned, clearly. Weren't Oxleas the service provider that sectioned these services between Greenwich and Bexley, now you want to merge again.

Screen Name Redacted

8/24/2022 10:19 AM

As Eltham straddles Bexley borough I would like to see the diagnostics service open to Bexley GP's if this means having important test sooner or at a venue closer to home as this would be accessible for Public transport.

Screen Name Redacted

8/24/2022 10:40 AM

I have routine blood tests every 3 months. I go to Queen Mary's Hospital at Sidcup on the bus. The reasons for doing this are the staff at your Community hospital are rude and unhelpful. Some serious training needed here and a reminder who the patient actually is. The staff are extremely unhelpful too, a trip to the Haematology service at Sidcup could teach them a lot about customer service. Why do we have to make appointments for bloods about a month in advance. I hope your new diagnostic centre does not become an irritating pantomime for the patient like everything else at Eltham Community Hospital.

Screen Name Redacted

8/24/2022 11:06 AM

Please make staff and Patients aware that Wensley close is now running clinics and due to bad parking Demezla children's hospice cannot get oxygen lorries through or undertakers vehicles so we need for all appointment letters to say use public transport or Sainsbury car park and for staff to claim expenses or get permits to park in the streets near the hospital not Wensley close as we are running lower limb nail surgery speech and language and district nursing thank you

Screen Name Redacted

8/24/2022 12:03 PM

I think it's overall a good idea to use it more for diagnostics. It would be great to have an minor injuries unit there.

Screen Name Redacted

8/24/2022 05:29 PM

very good move

Screen Name Redacted

8/24/2022 05:49 PM

No

Screen Name Redacted

People have to wait several weeks to get an appointment to see a

Proposals to change the services provided at Eltham Community Hospital: Community Diagnostic Centre and intermediate care : Survey Report for 01 August 2022 to 27 September 2022

8/24/2022 06:57 PM

Doctor and this is a very worrying situation

Screen Name Redacted

You don't need to survey me to make things better.

8/24/2022 07:48 PM

Screen Name Redacted

Very good idea

8/25/2022 08:30 AM

Screen Name Redacted

There is already diagnostic units at this hospital. Including ct bloods and X-rays

8/28/2022 10:33 PM

Screen Name Redacted

No

8/29/2022 10:08 AM

Screen Name Redacted

Shame it's underused so definitely a good plan to make appropriate changes.

8/29/2022 07:41 PM

Screen Name Redacted

Queen Mary's Sidcup is also getting a CDC. Is there a need for 2 CDC's c3 miles from each other?

8/31/2022 09:34 AM

Screen Name Redacted

nothing, thanks, except to say that this is a very creative and sensible idea and I wholly support it

8/31/2022 02:39 PM

Screen Name Redacted

great idea - we need to cut down the waiting times and utilise the spaces and facilities we already have

8/31/2022 02:42 PM

Screen Name Redacted

If there is already space available at ECH from one of the 'unused' 20 bed wards, then surely this space could be used to expand the diagnostics facilities at ECH. The remaining 20 beds of the other ICB ward could then be maintained.

8/31/2022 02:59 PM

Screen Name Redacted

No

8/31/2022 04:40 PM

Screen Name Redacted

There is an existing blood test capability but only if requested for by your GP. This means that if you have regular blood tests, say as part of cancer treatment/monitoring, you have to go to Queen Elizabeth. This is because there is no courier anymore that collects blood samples for Queen Elizabeth outpatients, also there is no capability

8/31/2022 06:36 PM

at Eltham to store blood samples. This means that local elderly people close to Eltham have to arrange travel to Queen Elizabeth and back when blood could easily be taken at Eltham. This is currently a very poor service and does not treat patients fairly and runs for the benefit of cost savings on centrally held budget and this needs to be addressed if the new proposals are going to work.

Screen Name Redacted

9/01/2022 04:11 PM

The leaflet is full of inaccuracies regarding the way this unit has been used . Oxleas have failed to staff the ICB unit properly or deal with issues so the 40 beds have NEVER been available. If the unit had been run as it was initially designed to do then things would be fine. The local health system is desperate for a sub-acute stepdown unit with medical and therapy cover to alleviate pressure and release LAS from queueing. QEH and UHL could transfer MO patients there and the social care teams from Greenwich and Bexley could discharge from there once someone is medically fit. You are proposing making major changes based on false information. There is no reason the 40 beds could be utilised AND have a diagnostic centre on that site.

Screen Name Redacted

9/02/2022 01:09 PM

Have been for MSC appointments and always enjoy it.

Screen Name Redacted

9/02/2022 01:33 PM

This is bad for local patients as there visitors have to travel further and there is bad public transport to queen Mary's hospital.

Screen Name Redacted

9/02/2022 02:39 PM

Make sure you have enough management and administration staff to support both clinicians and patients while you make the changes. Do it slowly . My fear is youll crash the system again and local patients will suffer. It isn't working very well as it is so maybe hold your horses and get the GP services working better first before you pile on more changes?

Screen Name Redacted

9/02/2022 03:06 PM

Yes, the fact that several operating theatres were built there and never used , due to failures to the building and planning of them (they were not the correct size, so could not be used) was shocking and extremely wasteful. The underused resources could have been used whilst at the peak of the pandemic.

Screen Name Redacted

9/02/2022 03:38 PM

I AGREE BETTER USE SHOULD BE MADE OF ALL NHS SERVICES AND WHY OH WHY HAVE WE GOT TWO NHS TRUSTS COVERING THE SAME AREA WITH OVERLAPPING RESPOSIBILITIES? TOO MANY CHIEFS AND NOT ENOUGH INDIANS AND YET ANOTHER INEFFICIENT USE OF MONEY AND

RESOURCES BY THE NHS. IF YOU ARE GOING TO PAY YOUR MANAGERS VAST SALARIES EMPLOY PEOPLE WHO CAN ACTUALLY DO THE JOB EFFICIENTLY - MOST OF THEM WOULD NOT LAST 5 MINUES IN THE COMPETATIVE WORLD!

Screen Name Redacted

9/02/2022 04:46 PM

As a fairly regular visitor to the community hospital (i and my children are on Eltham Medical Practice's books) I agree that it does not seem to be used to its full potential. we really need to be looking at ways to improve waiting times especially for paediatrics and the elderly.

Screen Name Redacted

9/02/2022 07:47 PM

It should be used for local people

Screen Name Redacted

9/02/2022 08:06 PM

Much though I think the intermediate care was an excellent service, Queen Mary's is very accessible and the diagnostics would benefit more local people.

Screen Name Redacted

9/02/2022 09:42 PM

Some of the questions are loaded in favour of the desired outcome, as they only refer to advantages of building up a diagnostic unit at the expense of dismantling local hospital beds. Eg a question of are you in favor of favorable waiting times for diagnostics if it meant no local hospital beds and you needing to go to Sidcup is not even asked!

Screen Name Redacted

9/03/2022 08:58 AM

It is a disgrace that this facility has been underused with the pressure on the nhs.

Screen Name Redacted

9/03/2022 01:11 PM

There is no scope for underused services in the NHS at the moment so it makes complete sense to make most efficient use of available facilities

Screen Name Redacted

9/03/2022 02:10 PM

we already have xray department and blood tests at the community hospital. all this is about how to make more money and not about the community and not about our care why not put the diagnostic center at queen Marys which has more space and parking facilities

Screen Name Redacted

9/04/2022 08:31 AM

The Community Hospital is a great resource to have locally and it needs to be properly used for the benefit of everyone - staff and users. I really hope that this time the proposals deliver the improvements they are designed to address

Screen Name Redacted

9/04/2022 01:53 PM

The proposal makes perfect sense.

Screen Name Redacted

9/05/2022 11:36 AM

Eltham Community Hospital is in an excellent location with many transport links available from various areas therefore it would make things much easier for patients to access these diagnostic tests.

Screen Name Redacted

9/05/2022 12:26 PM

It is difficult to park and drop off patients the car park attendants are very rude and uncooperative, so maybe some some additional parking or more cooperation from the car park attendants should be adapted.

Screen Name Redacted

9/05/2022 11:29 PM

Diagnostics and treatment plus aftercare are all vital to continuing good health and quality of life. What plans are there published to show the public which other services are to be moved besides aftercare beds. Are the doctors surgeries on the ground floor to remain. Setting up a new and expanded diagnostics centre will take time and yet there are underused private services that the NHS should be co-opting as they were meant to be doing during the pandemic but scrapped the idea due to paying out for and then under-commissioning. The idea sounds attractive but the effectiveness of reducing waiting times also depends on the Commissioning ability of the body responsible I.e. Clinical Commissioning Groups and the Secretary of State for Health.

Screen Name Redacted

9/06/2022 05:26 PM

This is a very nice community unit newly built and needs to be better staffed to be used by this community. We deserve to be able to have a hospital on our doorstep as every other hospital was taken away from us by the culling over the years of every other Hospital in the area.

Screen Name Redacted

9/06/2022 10:29 PM

I looked at the figures and couldn't understand why only an addition 24k phlebotomy slots would be provided. What is the reason for this. If scanning capacity can increase by 64K, I would expect the same for phlebotomy

Screen Name Redacted

9/08/2022 12:55 PM

My only concern would be if it got overloaded with out of Borough usage that disadvantaged Greenwich residents.

Screen Name Redacted

9/09/2022 06:33 PM

The diagnostic centre is badly needed

Screen Name Redacted

9/13/2022 08:46 PM

It would be good to have more diagnostic services available in Greenwich, as currently I know from experience there aren't enough at the hospitals, and waiting time at the hospitals (even for in patients) is ridiculous. Diagnostic services should be available everyday of the week not only Monday to Friday 09:00-17:00.

Screen Name Redacted

9/21/2022 03:38 PM

It's a very good hospital on the times I have used it. We need more places like this.

Screen Name Redacted

9/21/2022 03:38 PM

I think this is a great idea

Screen Name Redacted

9/21/2022 03:40 PM

I will be happy to have more diagnostic facilities in Eltham.

Screen Name Redacted

9/21/2022 03:58 PM

I think this is a very good idea this is ideally located for local people a definite need

Screen Name Redacted

9/21/2022 04:42 PM

Access to local services is essential and take pressure off of core major centres. Makes access easier supporting the community better.

Screen Name Redacted

9/21/2022 04:45 PM

I recently had to go to KCH for an MRI. This was excruciatingly painful as I have a degenerative spine condition. If I could have had my MRI at the Community Hospital, it would have ben wonderful!

Screen Name Redacted

9/21/2022 05:16 PM

No

Screen Name Redacted

9/21/2022 05:20 PM

I have used this facility for blood tests and x rays and it has been invaluable. Quick and friendly service, can't praise it enough and long May it continue.

Screen Name Redacted

9/21/2022 05:50 PM

No

Screen Name Redacted

9/21/2022 06:06 PM

Would current resources allow for staff and equipment to carry out the testing?

Screen Name Redacted
9/21/2022 06:35 PM

Regarding imaging and other diagnostics the wait for reporting often seems longer than the wait for the procedure so improvement in this would have to be guaranteed

Screen Name Redacted
9/21/2022 07:06 PM

Don't know enough about the proposals to be able to comment

Screen Name Redacted
9/21/2022 07:15 PM

At a time when there has never been such demand for NHS care, across the broad spectrum, surely there needs to be as many hubs as possible to help deliver care, help and hope for all the local communities

Screen Name Redacted
9/21/2022 07:24 PM

Excellent plan

Screen Name Redacted
9/21/2022 07:41 PM

Good proposals

Screen Name Redacted
9/21/2022 08:29 PM

Please think about the increased traffic on a fast road on a wide bend. I'm worried about safety and inadequate signage.

Screen Name Redacted
9/21/2022 08:28 PM

Your survey is skewed towards getting the proposal that you want you're not really asking the community you are just getting responses to back up your proposal rather than ask the community what they want

Screen Name Redacted
9/21/2022 09:14 PM

I have always thought that Eltham Community Hospital has been underused, there is so much more that it could be used for.

Screen Name Redacted
9/21/2022 09:43 PM

Please add midwifery appointments and clinics

Screen Name Redacted
9/21/2022 09:43 PM

No

Screen Name Redacted
9/21/2022 10:05 PM

We need to ensure that Greenwich surgeries refer to this facility in preference to others to ensure that the service is well used and the people of the borough benefit. With this must be provide good bus routes so people have ease of access.

Screen Name Redacted 9/21/2022 10:31 PM	No
Screen Name Redacted 9/21/2022 10:55 PM	There will need to make Eltham community hospital fully accessible to car and ambulance as it may only be reached presently I gather by foot opposite Sainsburys Accessibility needs addressing
Screen Name Redacted 9/21/2022 11:09 PM	More funding for rehab beds in the NHS is required. Your survey is biased and I am not happy at all with the move away from supporting rehab beds.
Screen Name Redacted 9/22/2022 01:37 AM	Nicer receptionists would be helpful to everyone.
Screen Name Redacted 9/22/2022 03:19 AM	Very good idea however there would have to be more disabled parking spaces
Screen Name Redacted 9/22/2022 05:45 AM	Parking for staff needs to be addressed
Screen Name Redacted 9/22/2022 07:03 AM	Eltham Community Hospital is a centre for most folks and should be kept.
Screen Name Redacted 9/22/2022 10:28 AM	Please ask doctors to use this facility rather than send people to the main hospitals , I had a blood test there and was seen on time yet waited nearly 1.5 hours at QE. This is clearly a good worth while facility which good be fully used if only doctors sent patients there ,will also reduce pressure at main hodpitals
Screen Name Redacted 9/22/2022 10:44 AM	Wasn't aware of the services provided at ECH - have only used my own surgery's provision and had blood tests taken there. Ensure the community is made aware of the full range of services available.
Screen Name Redacted 9/22/2022 10:46 AM	There would need to be improved signage to ensure that CDC patients do not unnecessarily queue up at the GP reception desks.
Screen Name Redacted 9/22/2022 11:07 AM	I have used the centre on many occasions. It very easy to get to in the middle ofEltham the service was so good. Don't let this rubbish government let our assets go down the drain and go private.

Screen Name Redacted

9/22/2022 12:05 PM

I have found the diabetic eye tests very helpful

Screen Name Redacted

9/22/2022 12:59 PM

I would only be happy to see the intermediate care move to Queen Mary's if I was absolutely certain that the alternative uses proposed here would be implemented as indicated and we don't have a sudden whipping away of monies/staff etc. Effective use of space with addition of needed, efficient and effective diagnostic services would deliver cost benefits for the system, which benefits everyone.

Screen Name Redacted

9/22/2022 05:11 PM

Eltham community hospital has never been used to its capacity due to lack of funding for resources. This will apply to the new proposals equally

Screen Name Redacted

9/22/2022 05:54 PM

Will, the existing services stay. EG the dressing hub continence complex wound care?

Screen Name Redacted

9/22/2022 06:04 PM

Shocking what was said about 1 ward not being used and another ward half used, any plans to full utilise and use has my full support

Screen Name Redacted

9/22/2022 07:00 PM

The referral pathway for GPs needs to be simple and straight forwards. Currently, for example, if I need cardiology investigations, I have to be referred to QEH for an ECG - appointments for which can only be booked on the day, at the beginning of either the morning or afternoon session - then take the ECG back to the GP so the GP can fill in the referral form for my 24-hour tape/echo/ambulatory BP, usually requiring another GP appointment, wasting my time and GP appointments (my friend in Bexley has access to their community cardiology, where the GP simply refers and everything is done at the same appointment). Please liaise with local GPs regarding design of referral forms. Also what self-referral access will be available? Are there plans for self-referral for MSK problems? Currently there is some but, if I self-refer for physio but am assessed to need Orthopaedic assessment I have to go to my GP for referral, when, if I had a GP appointment and was referred for physio, they can refer directly to Orthopaedics.

Screen Name Redacted

9/22/2022 07:44 PM

Needs more advertising of services and even that it is there

Screen Name Redacted

It all sounds good, I just can't understand why the beds have been

9/22/2022 08:46 PM

underused when hospital beds are blocked when patients have nowhere to go but just not ready for home yet.

Screen Name Redacted

9/22/2022 10:21 PM

If there are empty "unused" beds at the community hospital why not use them as a "holding" ward for medically fit for discharge patients waiting for care packages/care home places? This would free up acute beds in the main hospitals. Or change the qualifying criteria for intermediate care to increase the number of "eligible" patients and offer a longer, slower stream of rehab which many elderly patients require. At present, I believe, the maximum length of stay is 2 weeks which is understandable if demand for beds is high, but that is apparently not the case. However, many people are ruled out from being offered a rehab bed because it is felt they won't achieve their goals within two weeks. Being able to access MRI/CT scans and other diagnostic tests without going to QEH, QMH or Lewisham is very appealing but I feel the loss of these "rehab beds" will ultimately be detrimental for Greenwich residents who require a "bridge" between hospital and home. Another alternative would be to use the beds to offer short-term respite care for the many unpaid carers in the borough who are offered little in the way of support.

Screen Name Redacted

9/22/2022 10:25 PM

I have already said i think all of the surgestions are a great idea

Screen Name Redacted

9/23/2022 12:42 AM

The Trust is so large including Princess Royal to Kings Hospital. But when booking appointments previously, Eltham was not a choice. The department required exists, but the Appointments did not have access! Time to change that, I suggest.

Screen Name Redacted

9/23/2022 07:43 AM

I don't feel that the therapy issue has been adequately addressed in the proposal to be able to say one way or another if I agree that intermediate care services should be moved to Queen Mary's. I think the proposal underestimates how much additional time it would add to the journey to visit a relative for most Greenwich borough residents. I am surprised and dismayed that the proposal suggests Eltham intermediate care is underused, I regularly refer to the service and am informed that they are at capacity, my patients are regularly on a waiting list of several days waiting to be sent to intermediate care.

Screen Name Redacted

9/23/2022 11:55 AM

I am not familiar with Eltham Community Hospital.

Screen Name Redacted

9/23/2022 12:18 PM

I think this is a poor idea and money orientied only as the intermediate unit has good reviews and is a great service. utilising this unit prevents instances of failed discharges for those older patients in the community who have been in hospital for a long time. Sending them straight home instead and advertising this as a 'reasonable alernstive' is in accurate as the services in the community are already insufficient for these high dependancy patisnts and patients should be supported in intermediate care. This unit works. Don't get rid of it.

Screen Name Redacted

9/24/2022 04:18 PM

There needs to be a seamless service so that referrals and results are made in a timely fashion. The flow of information from GPS, results of tests and acute units needs to seamless

Screen Name Redacted

9/24/2022 06:39 PM

It does seem underused at present and could be a tremendous asset to Health Care in Eltham and neighbouring areas.

Screen Name Redacted

9/24/2022 10:26 PM

I am led to believe respite care is closing in October 2022. After my stay there this year I was treated with the utmost care and respect. It will be a very sad loss to close Passey Place intermediate care.

Optional question (114 response(s), 109 skipped)

Question type: Essay Question



South East London

Appendix C - Survey Responses Equalities information

SURVEY RESPONSE REPORT

01 August 2022 - 27 September 2022

PROJECT NAME:

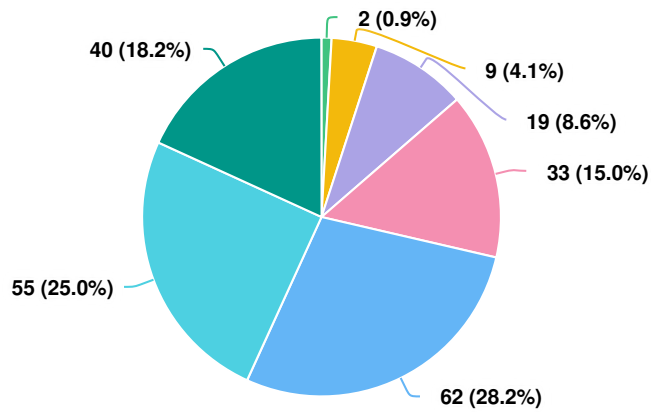
Eltham Hospital Survey



Survey results - equalities information

SURVEY QUESTIONS

Q1 Age

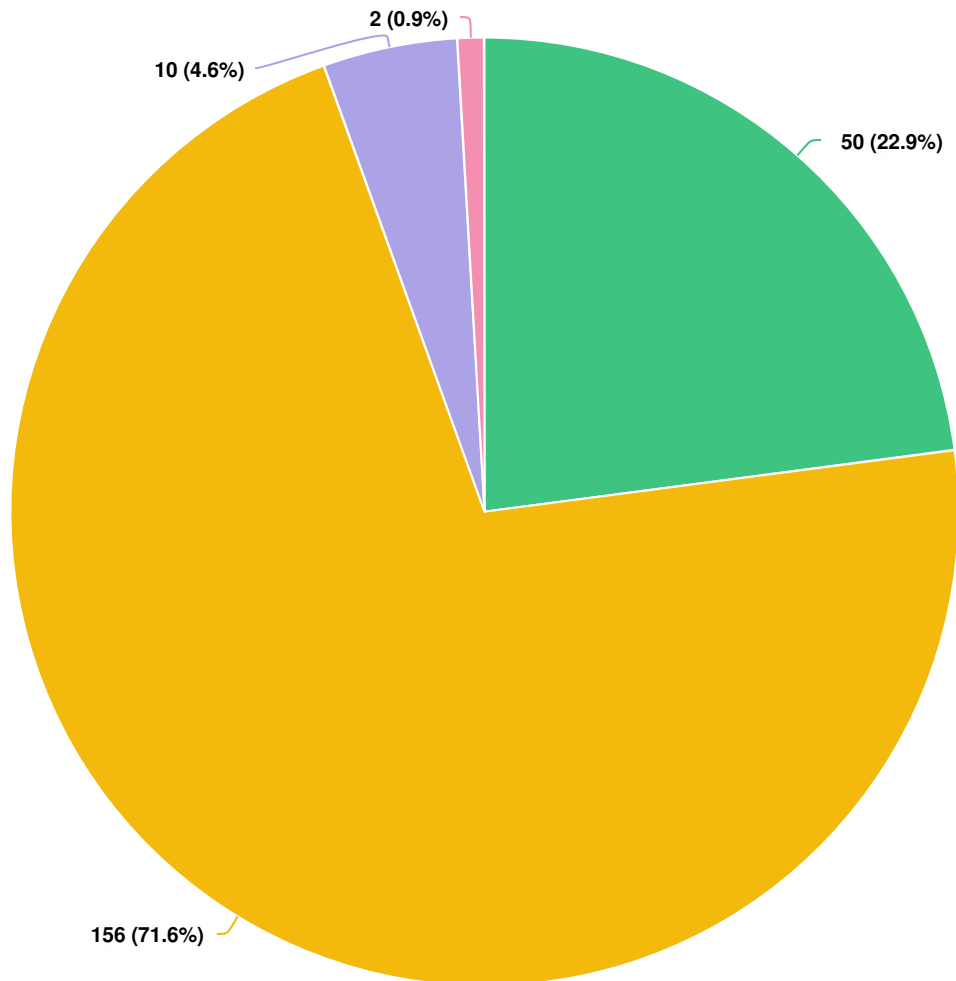


Question options

- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75+

Optional question (220 response(s), 3 skipped)
Question type: Radio Button Question

Q2 Gender

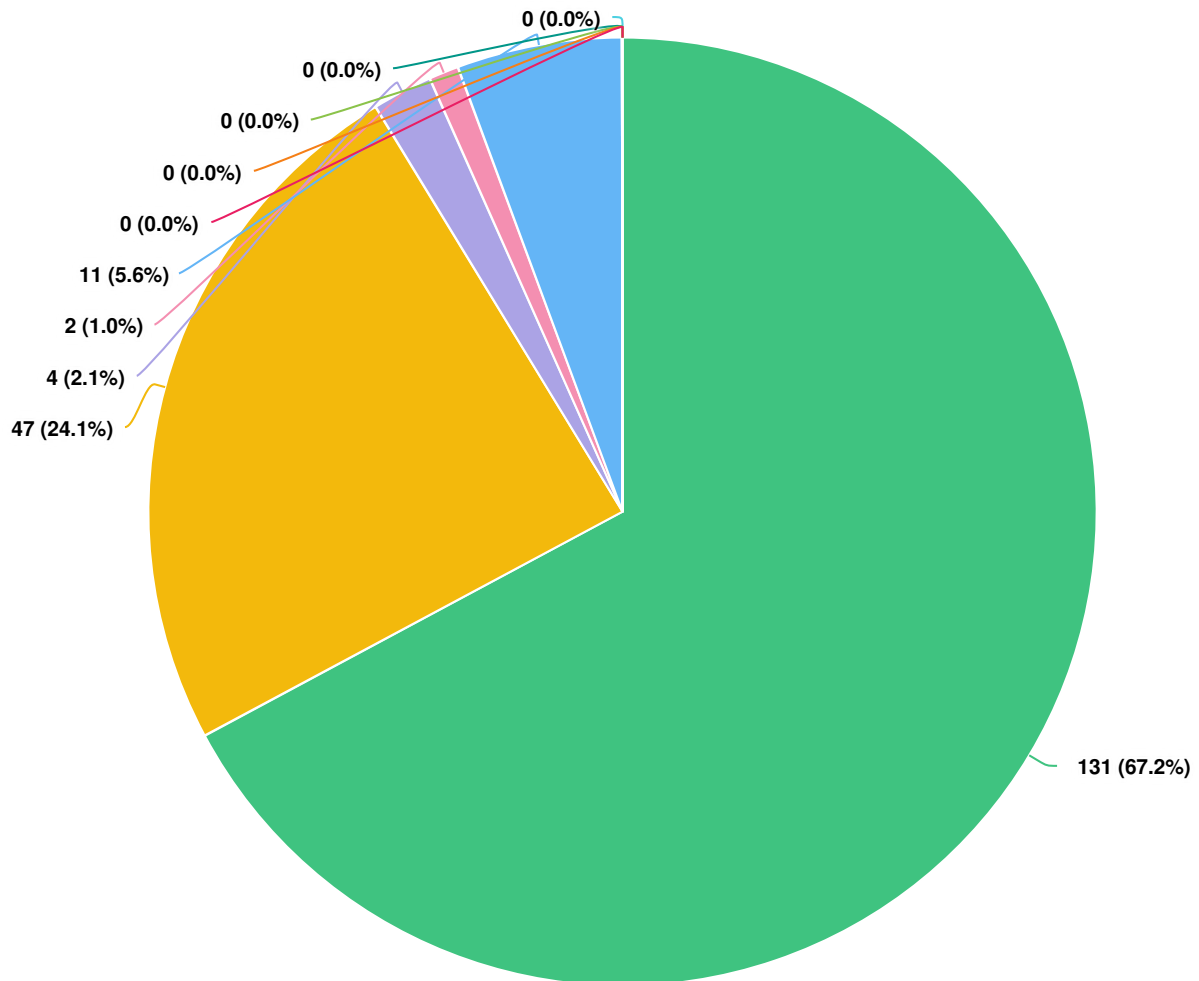


Question options

- Male (including transgender men)
- Female (including transgender women)
- Prefer not to say
- Prefer to self-describe as

Optional question (218 response(s), 5 skipped)
Question type: Radio Button Question

Q3 White

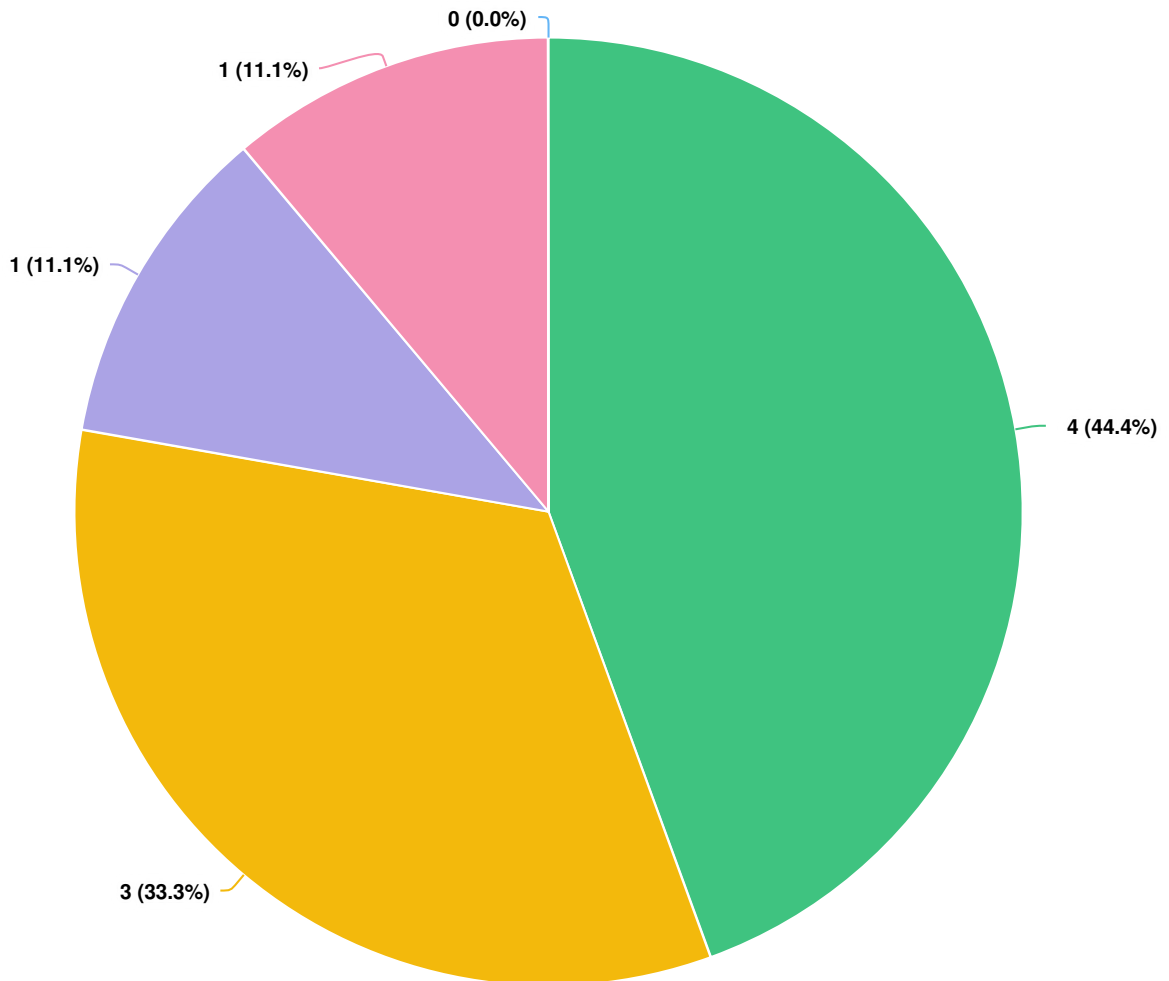


Question options

- White British
 ● White English
 ● White Irish
 ● White Scottish
 ● White Other (please specify)
 ● White Welsh
- White Northern Irish
 ● White Gypsy / Irish Traveller
 ● White Latin American
 ● White Roma

Optional question (195 response(s), 28 skipped)
 Question type: Radio Button Question

Q4 Black or Black British

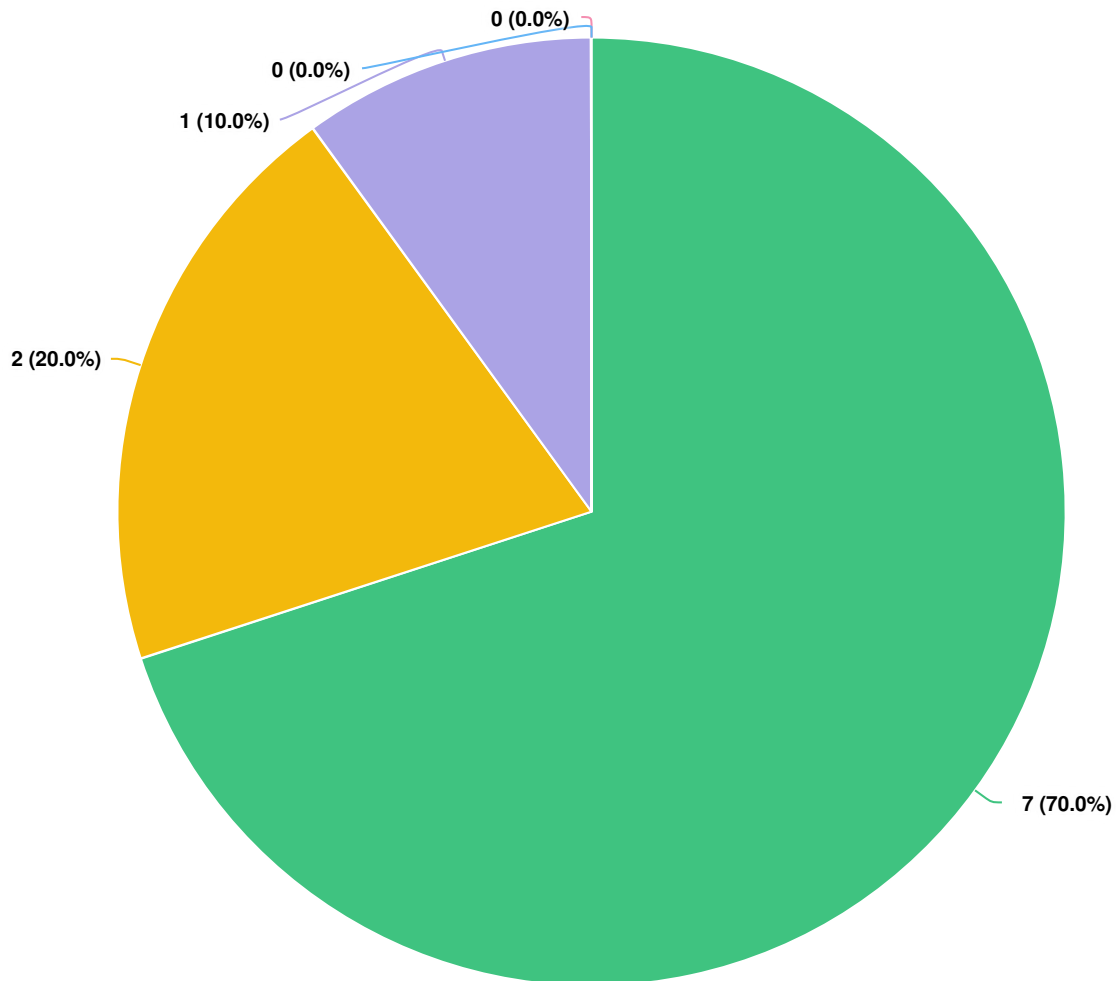


Question options

- Black or Black British - African
- Black or Black British - Caribbean
- Black or Black British - Black British
- Option 4
- Black or Black British - other (please specify)

Optional question (9 response(s), 214 skipped)
Question type: Radio Button Question

Q5 Asian or Asian British

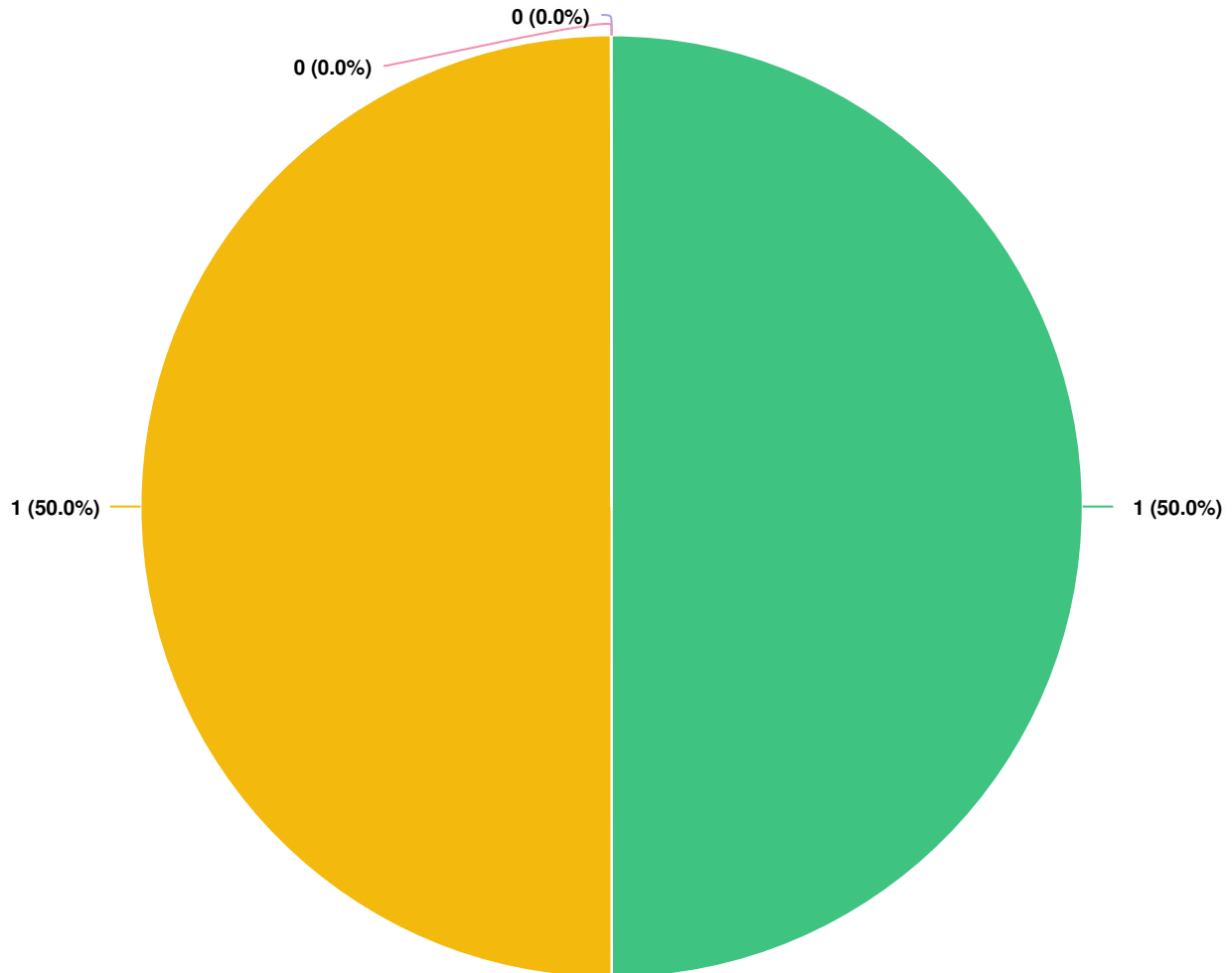


Question options

- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Chinese
- Any other Asian background (please specify)

Optional question (10 response(s), 213 skipped)
Question type: Radio Button Question

Q6 Mixed or Multiple ethnic groups

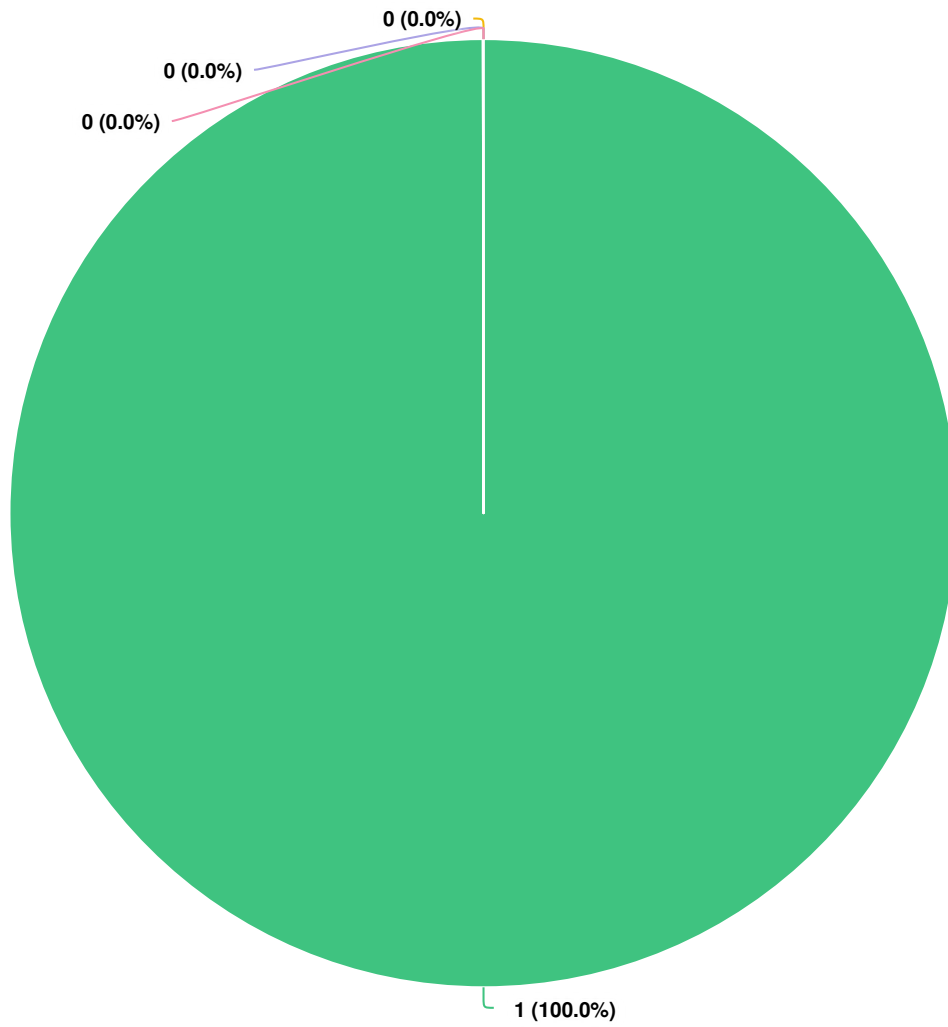


Question options

- Mixed - White and Black Caribbean
- Any other Mixed or Multiple ethnic background (please specify)
- Mixed - White and Black African
- Mixed - White and Asian

Optional question (2 response(s), 221 skipped)
Question type: Radio Button Question

Q7 Other ethnic group

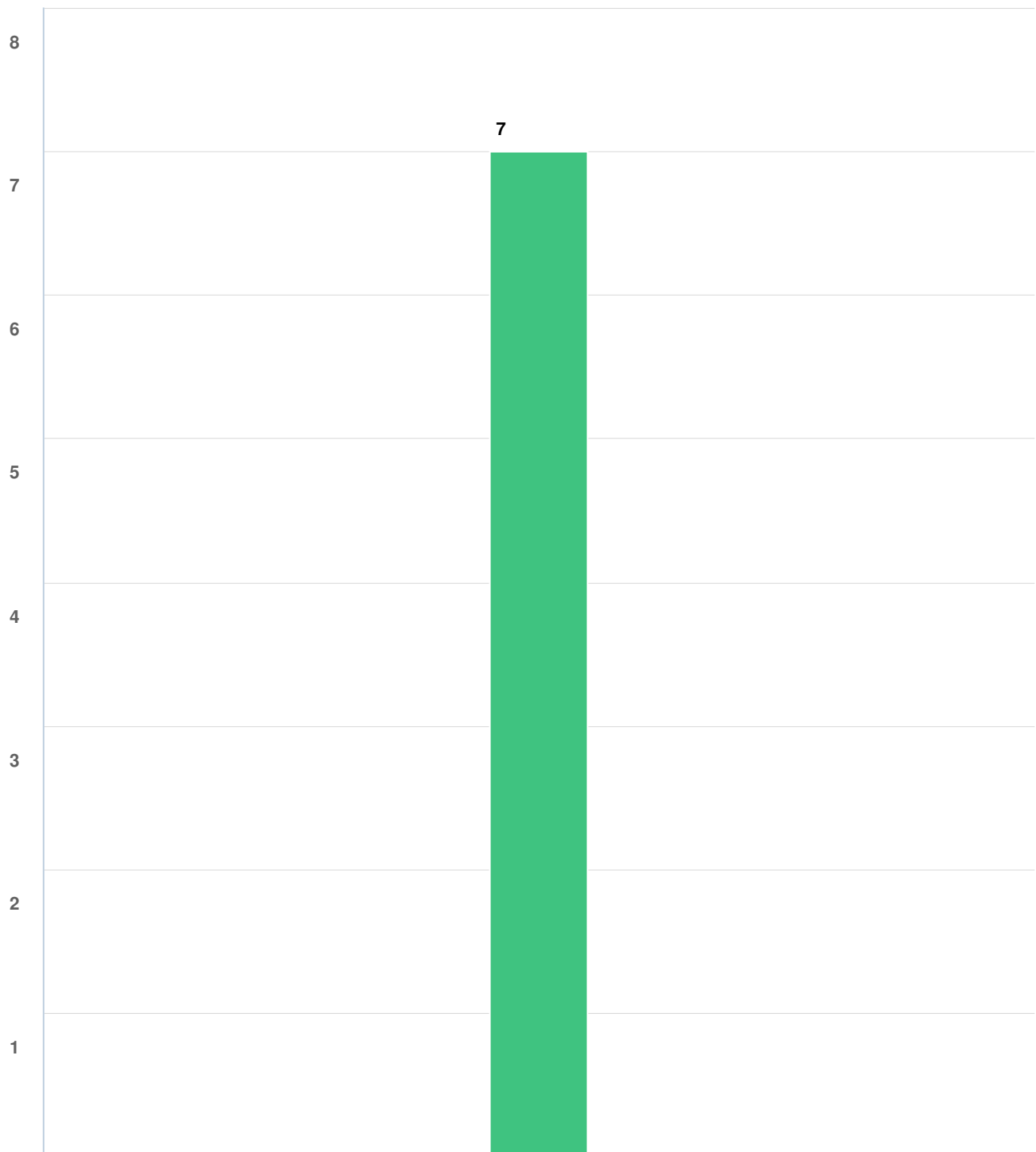


Question options

- Other (please specify)
- Other - Arab
- Other - Latin American
- Other - Vietnamese

Optional question (1 response(s), 222 skipped)
Question type: Radio Button Question

Q8 Prefer not to say

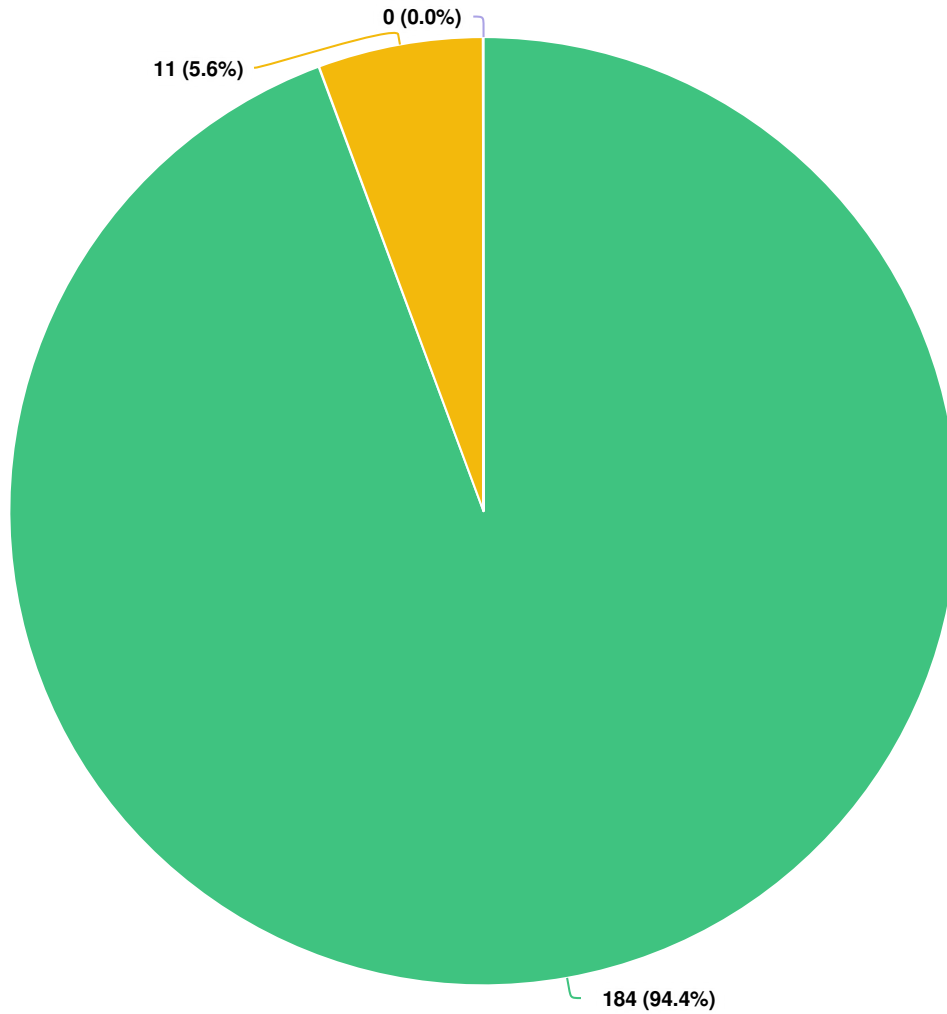


Question options

- Prefer not to say

*Optional question (7 response(s), 216 skipped)
Question type: Checkbox Question*

Q9 Gender reassignment - does your gender differ from your birth sex?

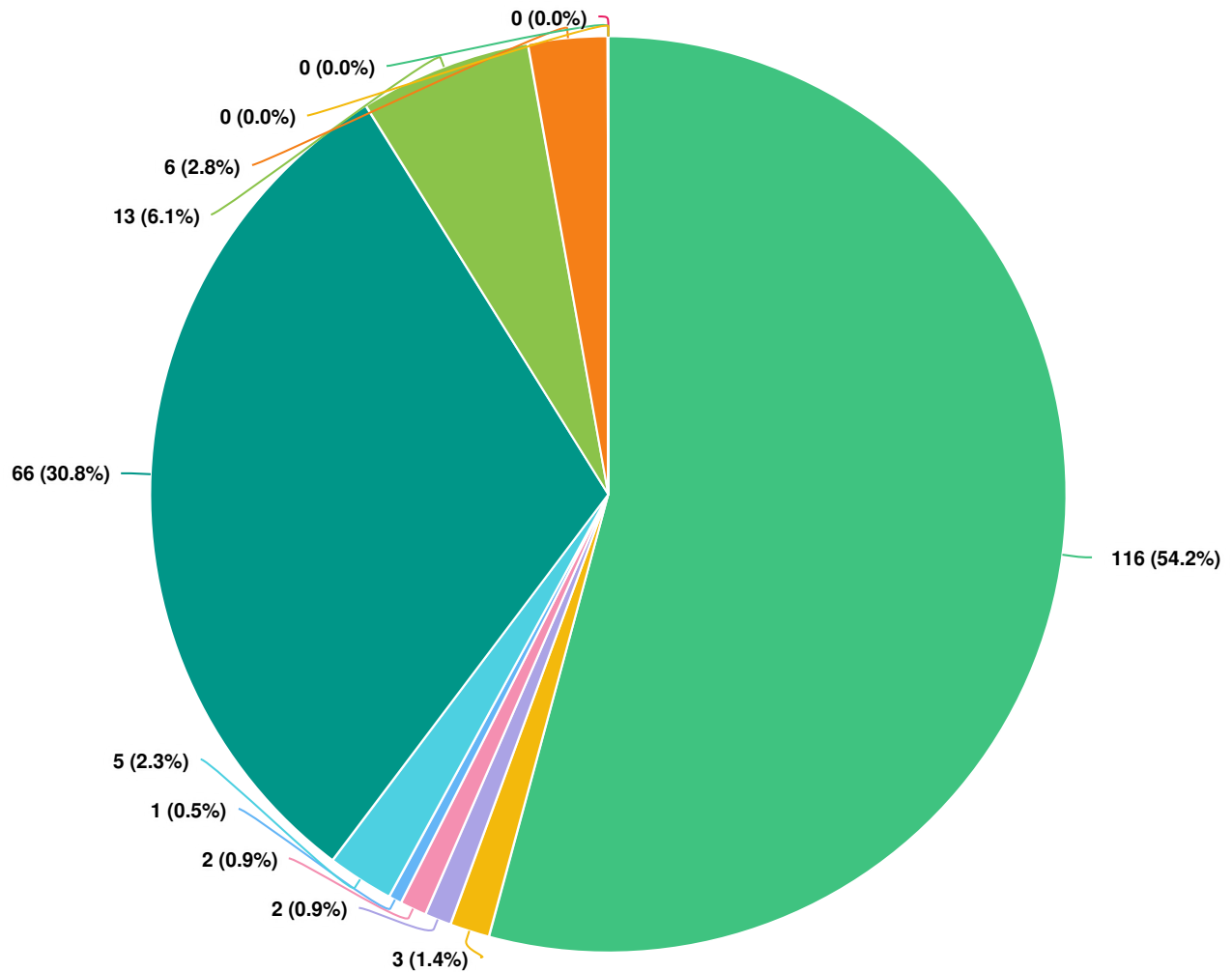


Question options

- No
- Prefer not to say
- Yes

Optional question (195 response(s), 28 skipped)
Question type: Radio Button Question

Q10 Religion or belief

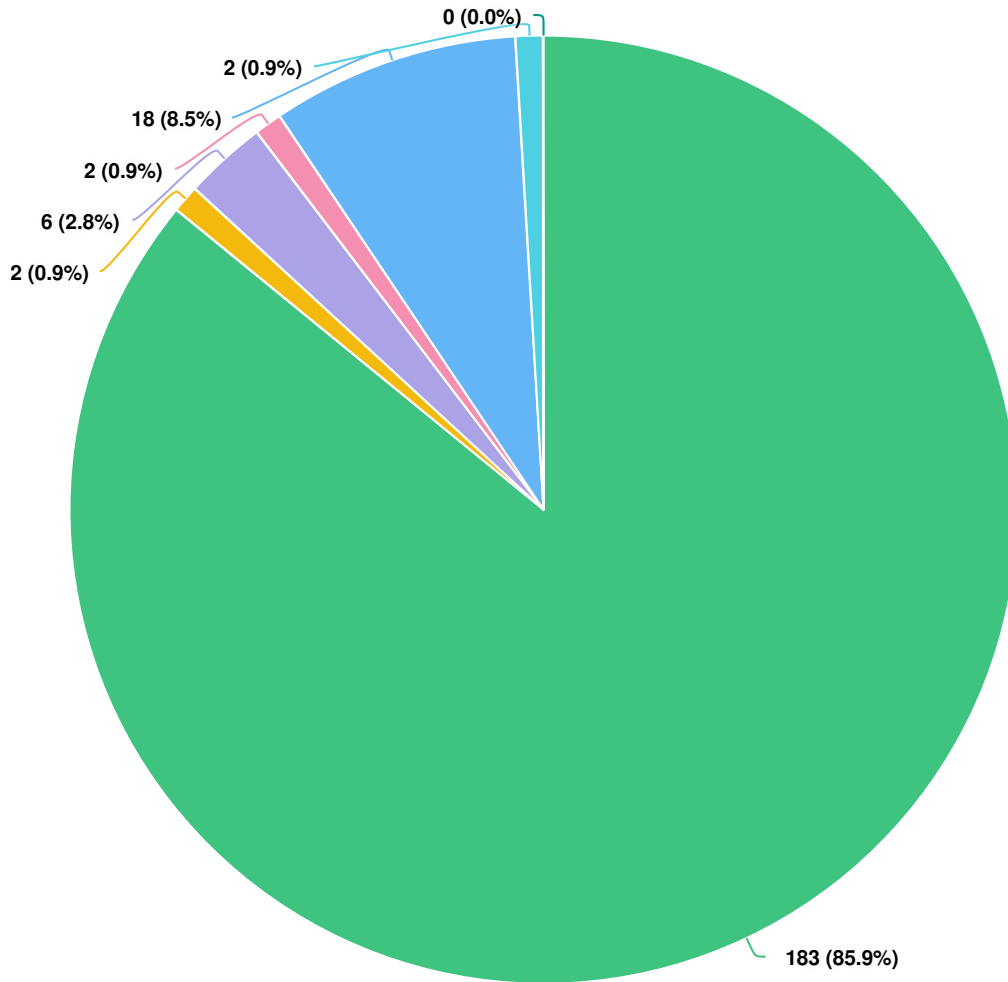


Question options

- Christian
- Muslim
- Jewish
- Hindu
- Sikh
- Humanist
- No religion
- Prefer not to say
- Other (please specify)
- Buddhist
- Rastafarian
- Jainism

Optional question (214 response(s), 9 skipped)
Question type: Radio Button Question

Q11 Sexual orientation

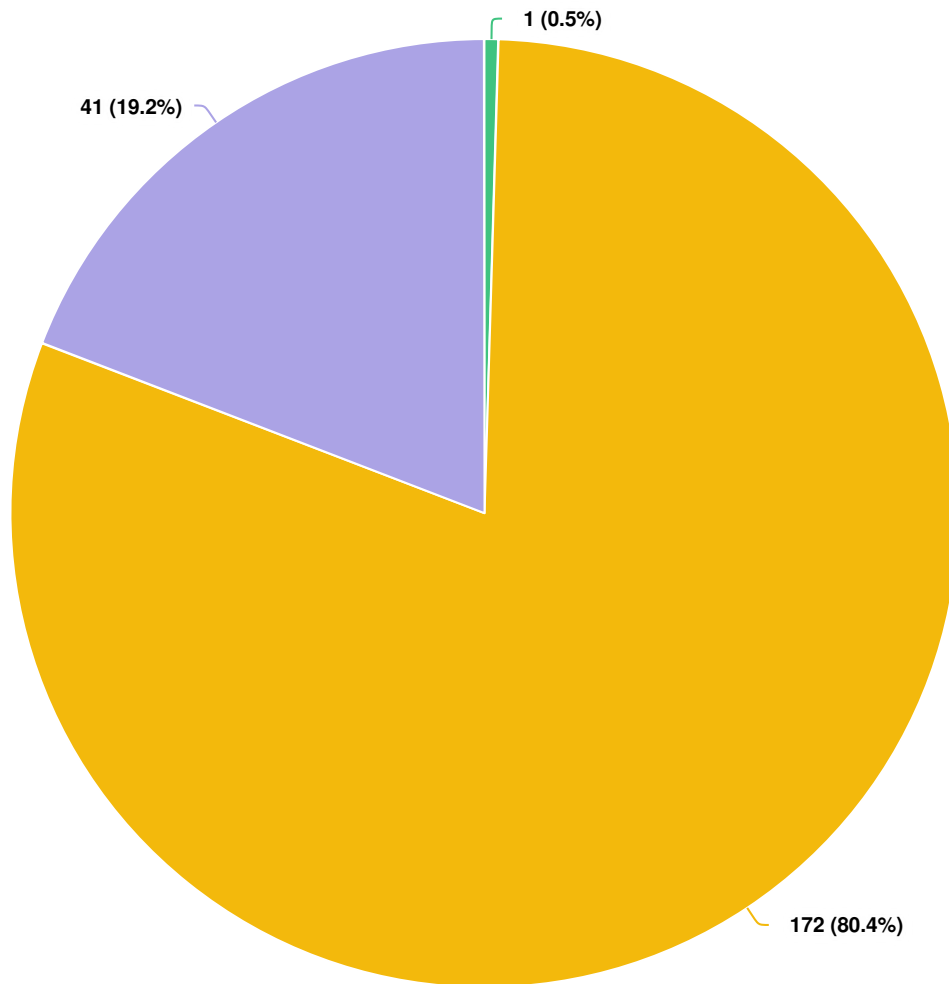


Question options

- Heterosexual
- Bisexual
- Gay man
- Gay woman / lesbian
- Prefer not to say
- Prefer to self-describe as
- Pansexual

Optional question (213 response(s), 10 skipped)
 Question type: Radio Button Question

Q12 Are you pregnant?

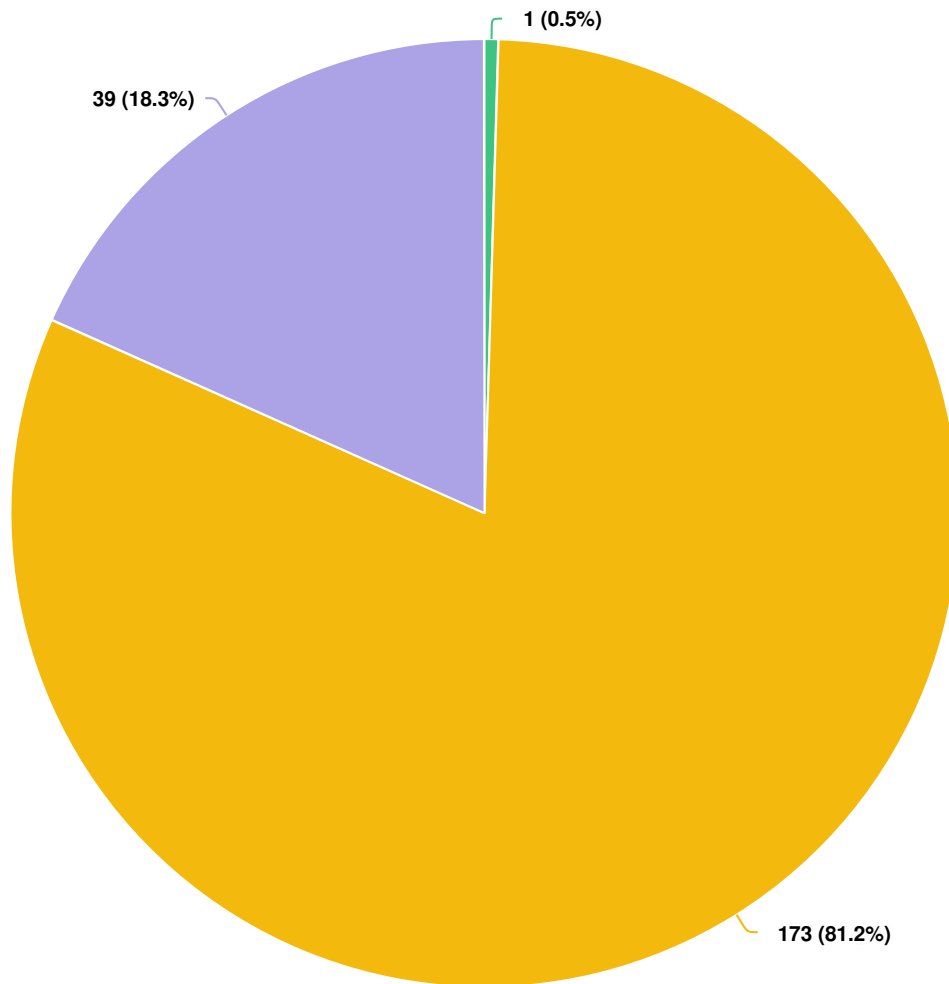


Question options

- Yes
- No
- NA

Optional question (214 response(s), 9 skipped)
Question type: Radio Button Question

Q13 Have you had a baby in the last 12 months?

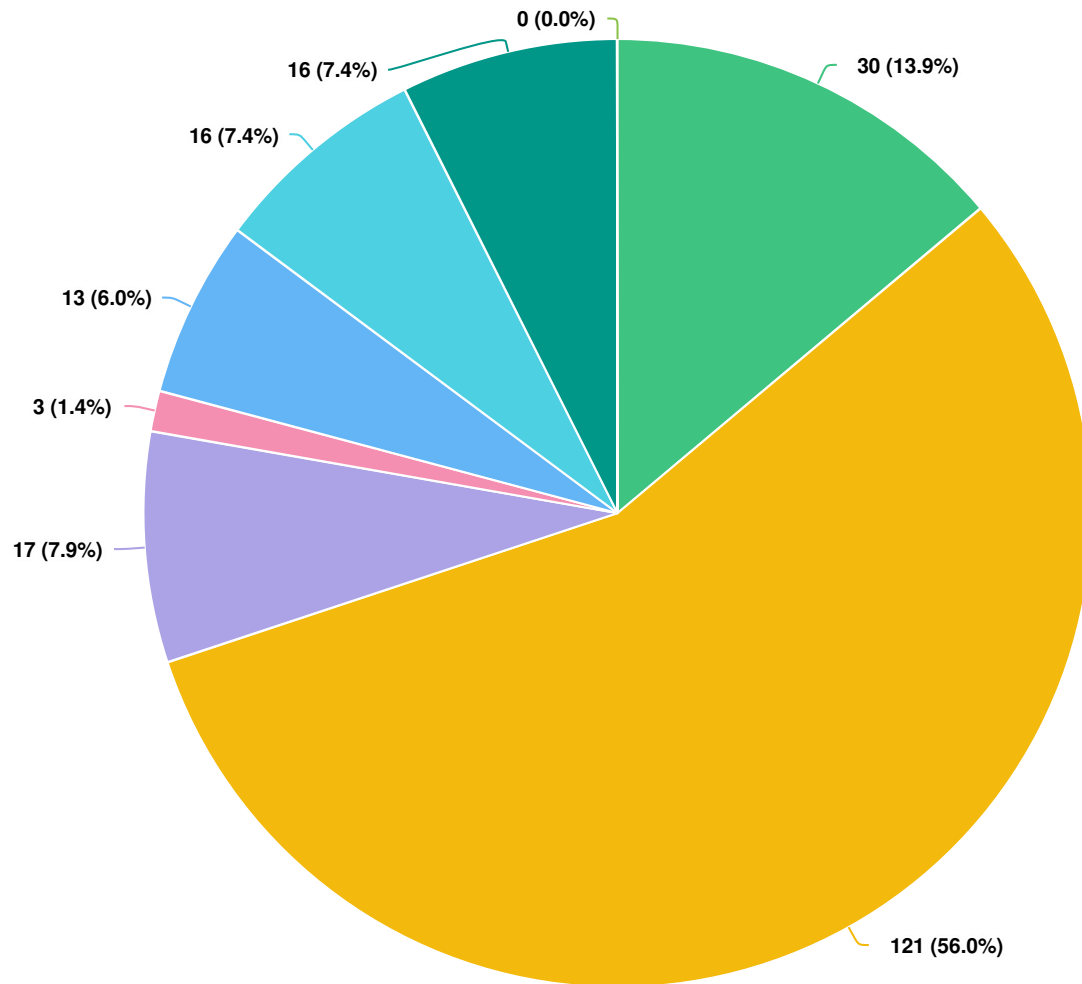


Question options

- Yes
- No
- NA

Optional question (213 response(s), 10 skipped)
Question type: Radio Button Question

Q14 Marriage or civil partnership

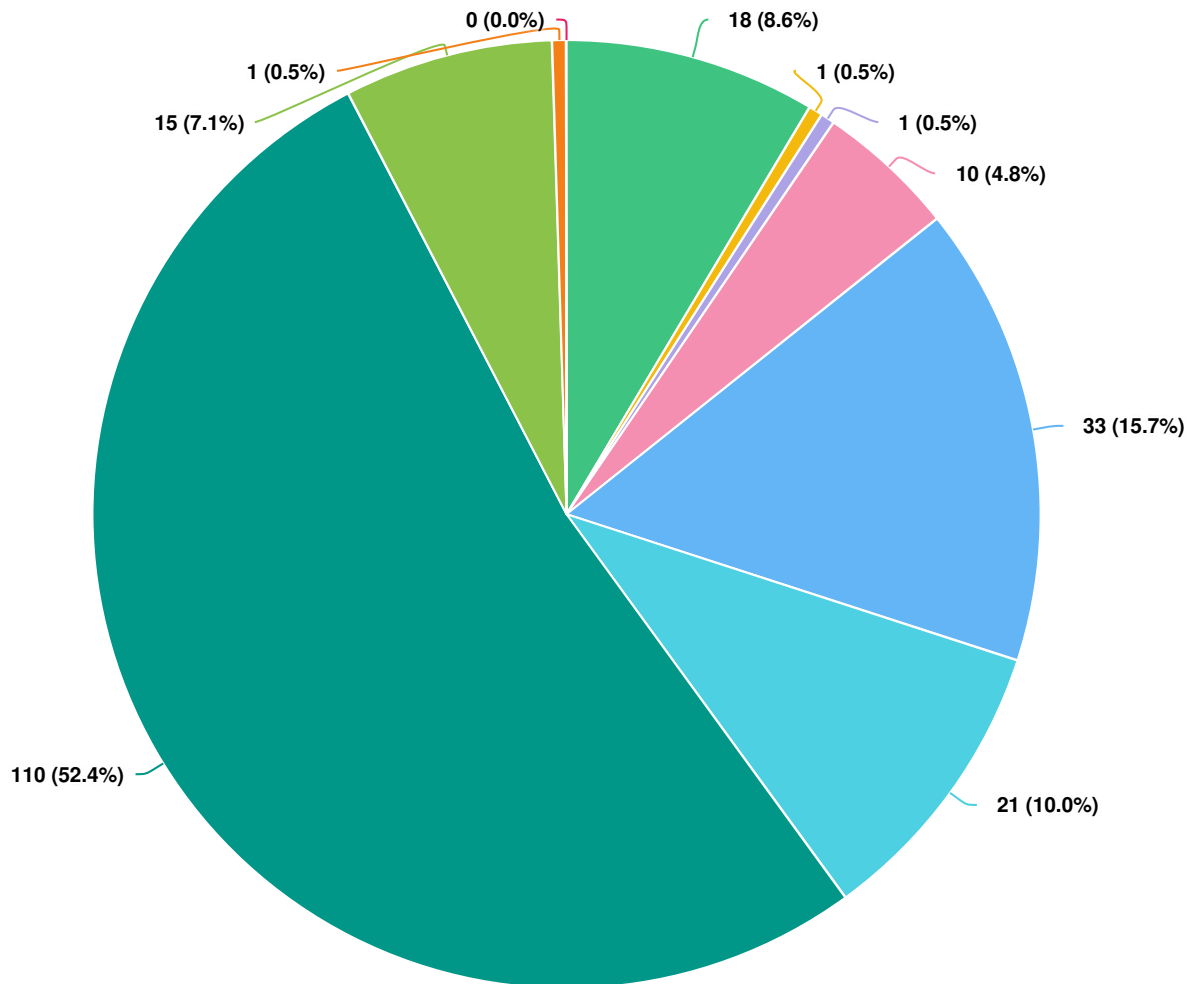


Question options

- Single
- Married / Civil Partner
- Co-habiting
- In a relationship
- Divorced / Person whose Civil Partnership has been dissolved
- Widowed / Surviving Civil Partner
- Prefer not to say
- Separated

Optional question (216 response(s), 7 skipped)
 Question type: Radio Button Question

Q15 Disability - Do you have any of the following conditions that have lasted or are expected to last for at least 12 months?

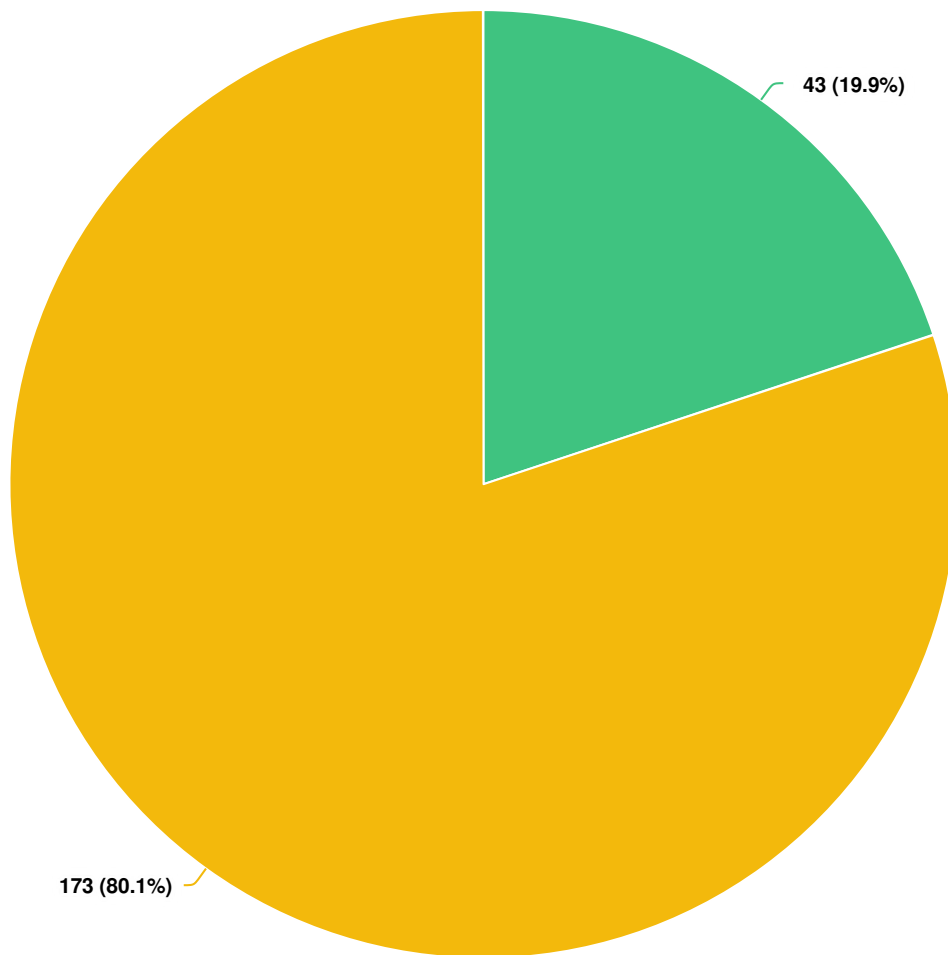


Question options

- Deafness or partial loss of hearing
 ● Blindness or partial loss of sight
 ● Learning disability
 ● Mental ill health
- Long term illness or condition
 ● Physical disability
 ● No disabilities
 ● Prefer not to say
 ● Other disabilities
- Developmental disorder

Optional question (210 response(s), 13 skipped)
 Question type: Radio Button Question

Q16 Are you a carer? (for a friend or family member)



Question options

- Yes
- No

Optional question (216 response(s), 7 skipped)
Question type: Radio Button Question