

Executive Summary

1. What the people of Lowestoft said about each option

1.1 This is what we heard you say. As far as possible this Executive Summary draws on the main points that you raised and uses the words and phrases given to us by the people of Lowestoft (in italics).

1.2 Options

You were asked to respond to three options. The greatest amount of support was for Option One – 67.8% of you supported this option. (Option One; Move some services to Kirkley Rise and Develop services in North Lowestoft.)

You said;

The ideal solution would be a clinic each side of the bridges.

This option would give Lowestoft and surrounding areas a better spread of care facilities.

It will please more people and be easy and convenient for all.

Upgrading Lowestoft Hospital is not practical due to costs. The old hospital site is in need of a lot of repair.

Others supported Option 3 - 35.7%. (Option 3; North Lowestoft, limited change.)

You said;

The consequence of adopting Options 1 and 2 would be a less convenient and unnecessarily expensive service.

However, there was also some support for Option 2 – 34.5%. (Option 2; Develop Phase 2 of Kirkley Rise.)

You said;

There would be another hub for services, which is lacking in the whole of Lowestoft.

1.3 The following table shows how you voted on the three options. Not everyone who responded voted for an option. Some chose to vote for more than one option.

	Option 1	Option 2	Option 3
Yes	67.8%	34.5%	35.7%
No	22.4%	40.8%	49.2%
Undecided	10.0%	24.7%	15.1%

2. Themes in your feedback

2.1 The following themes have been suggested by the feedback and the additional questions in the survey itself:

- Services
- Accessibility
- Travel and transport
- Community care
- Care homes
- Care quality
- Management
- Lowestoft Hospital
- Out of Hospital Team
- Centre for care
- Day centre and respite care
- Infrastructure
- Minor injuries service
- Blood testing – location
- Out of hours service – location
- Any other services

Here's some more detail on what you said under each of these themes:

2.2 Services

Health services in Waveney are in need of updating. An upgrade and modernisation of the services provided is needed.

These services should include physiotherapy, blood testing, occupational therapy, epilepsy, diabetes, dental, care for the elderly, health and well-being, foot care, a walk-in centre, a learning difficulties service, carer support and respite services, weight management, community chemotherapy, leg ulcer service, a library – a full range of health services.

Local health services are needed and should be provided equally in central, north and south Lowestoft near to homes as local as possible.

There are substantial numbers of elderly persons living in Lowestoft. 31% of the population is over 65 and this will rise to 41% over the next seven years.

A GP surgery provided phlebotomy service is also needed as is a GP Out of Hours Service.

Integrated services among health/social care and other relevant agencies are needed. This includes improved signposting.

Alternatively - A local community hospital is needed. This should be a functioning and continuing NHS facility and at least a 30 GP and consultant bed unit. This hospital should provide the following services; in-patient, rehabilitation, mental health, youth services, old people's services, an elderly discharge unit, and GP beds.

2.3 Accessibility

Accessibility for all sections of the community to appropriate services in the north and south of the Town is required.

2.4 Travel and Transport

Travel and Transport are major issues with only two main crossing (Bascule Bridge and Oulton Broad) across town. This causes significant travel problems and delays for practitioners and patients and visitors and is a great hindrance. The distance people travel and the volume of traffic need to be considered. And for some official hospital transport is needed. The Patient Transport Scheme (PTS) criteria has changed and this is causing significant problems.

The bus service to Kirkley and James Paget is unsatisfactory. It's difficult to get to Lowestoft Hospital and/or James Paget Hospital by bus. Services need to be easily accessible by a central bus route.

2.5 Community Care

The plans for 'Home Care' are viewed with some scepticism as current services do not seem to meet need and resources are stretched. There are already difficulties in getting support for patients to go home.

Alternatively - patients have said they like to be looked after at home.

2.6 Care Homes

People are concerned about the quality and availability of residential/nursing homes in Lowestoft.

The concerns are that young people need beds as well as the elderly; it will cost an extortionate amount of money; that they are not fit for purpose as medical facilities and that they may not be available.

It was suggested to replace Lowestoft Hospital with warden controlled accommodation with good facilities for elderly people and their families plus a unit to provide in-patient nursing care for dependent elderly people (nursing home facility with attached GP support service).

2.7 Care Quality

What is needed is excellent service quality that provides good quality for money. There is concern that no private nursing home is likely to achieve the required nursing levels or standards of care without substantial increases in fees. In the private care home, there will be no qualified clinical supervision of that nurse who will be answerable only to the commercial management.

Care quality concerns extend to the proposed care at home service.

Patient safety is a major issue, if there isn't enough staff, this could have disastrous consequences. Patients deserve better than a service driven by funding considerations in priority over patient care.

2.8 Management

Management planning *what they will "offer patients" needs to meet patient expectations regarding providing sufficient levels of staff with the right qualifications.*

What is expected in Lowestoft is *modern health care for patients/carers that is fit for purpose.*

There are concerns that *management should concentrate on Health Services. Also management should develop a transition plan.*

2.9 Lowestoft Hospital

Lowestoft Hospital should be retained and be the base for the majority of health services in Lowestoft. Experience shows that it is often difficult to acquire land/estate for such use, so none of the site we have should be disposed of for other purposes. The site is central to Lowestoft and to facilities such as public transport and car parking. A piecemeal redevelopment of the hospital site should be considered.

Alternatively - people believed modern premises are needed! , access is appalling and the parking is insufficient for a health facility accessed by disabled people, the internal slopes are dangerous, and it has been poorly maintained.

2.10 Out of hospital Team

There was broad support for this team. *A good idea, welcomed.*

Alternatively - There were some who suggested it will never work! Short visits daily is not suitable for many patients, particularly those who live alone and have no family close to them.

2.11 Centre for Care

Among the services favoured for the centre for care were 'equipment' and 'services for young people' and 'young parents'

2.12 Day Centre and Respite Care

This is a good idea - very necessary. Ideal as part of the hospital service. Day centres are valuable and needed and more are required in the local area.

2.13 Infrastructure

With accessing health care facilities, there are parking problems.

There was a stated preference for a *single central healthcare centre large enough to cater for all required services.*

Alternatively - it was suggested that all the services now at Lowestoft Hospital be moved to Kirkley Rise. However, it was also suggested that Kirkley cannot cover all of the Lowestoft area.

2.14 Minor Injuries Service

The following table shows how you voted on this service

Yes	91.6%
No	1.6%
Maybe	6.3%
Don't Know	1.4%

A Minor Injuries Unit similar to that in other Suffolk towns is also needed in both the north and south sides of town.

2.15 Blood Testing Location Options

The consultation asked where you would like blood testing to be provided. You said:

North Lowestoft, South Lowestoft, Kirkley Rise and GP Surgeries were the most commonly nominated sites.

2.16 Out of Hours Service Location Options

The consultation asked where an out of hours service be provided. You said:

North Lowestoft, South Lowestoft, Kirkley Rise, Lowestoft Hospital and GP Surgeries were the most commonly nominated sites.

2.17 Any Other Services

The consultation asked what other services you would like NHS Great Yarmouth and Waveney to bring to north or south Lowestoft. Around 60 services were suggested.

3. Reason behind your responses

3.1 Listed below are some of the reasons you gave for the choices you selected in this consultation.

We know that the JPUH gets overstretched. The closing of Lowestoft Hospital will put further pressures onto JPUH much.

Elderly people are going to be sitting in James Paget taking a bed and not getting the extra care and attention they need before going home.

A replacement service such as a Minor Injuries Unit would avoid travel to the JPH and ease the pressure on A&E services at that hospital.

People do not want to be treated by private healthcare there is concern about the privatisation of hospital beds.

The facilities at the Lowestoft Hospital have served the people of Lowestoft very well. Lowestoft Hospital is locally acknowledged for providing high quality care especially the rehabilitation of elderly patients close to home. The nurses are wonderful.

The James Paget has also provided good service.

4. Information

4.1 You would have liked more Information about the *cost and the funding arrangements and plans; the site for the North Lowestoft facility; and the proposed timetable; and the location of the proposed Day Centre and Respite Care.*

5. Consultation

5.1 There was concern about there being a sufficient level of response to this consultation. For some, the survey seemed *complicated*. There was also concern that the trust was not going to *pay attention to the public comments* and that *the decision has been made already!*

6. This Consultation

6.1 This consultation gained 625 responses – a greater than typical response for a consultation of this type. The full response to this consultation can be found within the main body of this report.

7. Comments and feedback

7.1 Set out below are related comments and questions from the feedback.

Comments

You raised concerns about the following; (in no particular order or weighting)

- the doctors charter for GPs
- The future for Carlton Court.
- privatisation of health services and providers
- The impact of feedback to this consultation.
- integration of health and social services
- the loss of Lowestoft Hospital
- health planning (i.e. predicted population growth relative to future needs)
- The cost to individuals for care
- The past investment made by the people of Lowestoft.

Questions

What is proposed for the future of Lowestoft Hospital?
How will the closure of Lowestoft Hospital impact on the JPUH?
Will trained staff be available?
What is the future for existing Lowestoft Hospital staff?
How will the community care service operate?
How will quality of care be assured in a care home setting?
Will beds bought in from the private sector, always be available?
Where will phlebotomy services be provided?
Who will be accountable for services that are provided in residential and nursing homes?
Has the final decision already been made?
Where's the money coming from for Kirkley Rise and north Lowestoft?
Will the care in the local care and nursing homes be free at point of delivery?
Will public transport routes be modified in light of the proposed changes?
Has traffic management in Lowestoft been considered in these proposals?
Can service provision be better managed?
Will patient choice be allowed (i.e. regarding phlebotomy services)?
How will patient records be managed across the planned sites?
Where will the proposed north Lowestoft medical centre be located?
Will there be a period of transition from the old Hospital to the new medical centre?