

Building Better Hospitals

For the future

Please read the consultation document or go online for information about our proposal. This consultation questionnaire gives you the opportunity to provide your views about the changes proposed to deliver higher quality, safer services which meet the needs of our patients, and remain affordable in the years ahead.

The questionnaire may be completed by organisations, representatives and individuals including public, patients, carers and staff. There is more information online as well as an online version of this questionnaire, which we encourage you to complete. Please visit **www.betterhospitalsleicester.nhs.uk**

Completed questionnaires will be independently analysed. Feedback will be completely anonymous. All completed questionnaires whether online or via other means should arrive by Monday 21 December 2020.

Scan here for a digital version of the questionnaire!



Consultation Questionnaire

Data Protection statement

NHS Leicester City Clinical Commissioning Group (CCG), NHS West Leicestershire CCG and NHS East Leicestershire and Rutland CCG would like to understand your views on the services delivered at the three acute hospitals in Leicester, run by University Hospitals of Leicester NHS Trust (UHL). These hospitals are: Leicester Royal Infirmary (LRI), Glenfield Hospital (GH) and Leicester General Hospital (LGH). The consultation is also about services delivered at the midwifery-led unit at St Mary's Hospital in Melton Mowbray. For further information please see the rest of this document.

NHS Leicester City CCG, NHS West Leicestershire CCG and NHS East Leicestershire and Rutland CCG has commissioned NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) to collect, handle and process the responses gathered for this consultation. MLCSU uses a survey tool called Snap which is owned by Snap Surveys Ltd, an organisation specialising in the delivery and management of surveys. Any information you provide will be added to Snap for analysis and handled in accordance with GDPR and the Data Protection Act 2018.

The survey also asks respondents to provide their full postcode and demographic profiling data (age, gender, ethnicity etc.). This information is used to ensure the responses are representative of the demographics of the whole local population. The postcode data will also be used to profile and segment those participating in this engagement by geography, CCG area and the Index of Multiple Deprivation. Participants' health, wellbeing and lifestyle will also be compared with the local population using the Acorn Profiler tool. The data will be available in its entirety to MLCSU, and NHS Leicester City CCG, NHS West Leicestershire CCG and NHS East Leicestershire and Rutland CCG will be in receipt of some of the responses which will then be inputted into Snap. You do not have to provide this information to take part in the survey.

Any reports published using the insights from the questionnaire will not contain any personal identifiable information and only show feedback in anonymous format. These anonymised results may be shared publicly, for example on NHS public facing websites or printed and distributed.

Your involvement is voluntary, and you are free to stop completing the questionnaire at any time and if you are completing this online you can do so by closing this webpage. Only submitted responses will be included in the analysis. You can also refuse to answer questions in this survey, should you wish. All information collected via the survey will be held for a period of five years from the date of survey closure, in line with the Records Management Code of Practice for Health and Social Care 2016, which all NHS organisations work under.

If you have any queries about your involvement with this questionnaire please email: **mlcsu.involvement@nhs.net**.

Please tick to confirm you agree with the Data Protection statement. If you do not provide your consent then we will not be able to include your feedback in this consultation.

About you

Before starting the questionnaire please tell us about you.

A. Which of the following best applies to you?

Please tick one only. If you wish to respond as an individual and an organisation please complete the questionnaire on behalf of the organisation and then again as yourself.

- | | |
|--|---|
| <input type="checkbox"/> As a patient or member of the public
(go to question D) | <input type="checkbox"/> On behalf of another public sector organisation
(Move to next question) |
| <input type="checkbox"/> As an NHS employee
(Move to next question) | <input type="checkbox"/> On behalf of a patient representative organisation
(Move to next question) |
| <input type="checkbox"/> On behalf of an NHS organisation
(Move to next question) | <input type="checkbox"/> On behalf of another voluntary group, charity or
organisation (Move to next question) |

B. If you are replying on behalf of an organisation or as an NHS employee, if you are happy to do so, please state the name of the organisation below:

C. Please confirm if this is an official response from the organisation?

- Yes No

D. If you are responding as an individual, please provide your full postcode. If you are responding as an organisation, please provide your organisation's full postcode - this should be the building you are registered at.

E. How did you hear about this consultation?

- | | | | |
|------------------------------------|---|--|--|
| <input type="checkbox"/> Facebook | <input type="checkbox"/> YouTube | <input type="checkbox"/> Leaflet picked up | <input type="checkbox"/> Newspaper |
| <input type="checkbox"/> Twitter | <input type="checkbox"/> Poster | <input type="checkbox"/> Radio | <input type="checkbox"/> Email |
| <input type="checkbox"/> Instagram | <input type="checkbox"/> Leaflet through your
door | <input type="checkbox"/> TV | <input type="checkbox"/> Other (please state
below) |



IMPROVING ACUTE AND MATERNITY HOSPITAL SERVICES FOR PEOPLE

The configuration of the three hospitals in Leicester reflects how they have evolved over time rather than as the result of a central plan. Many patients who are coming to hospital as outpatients (people attending hospital for treatment without staying overnight) are suffering delays and experiencing last minute cancellations.

Medical and nursing staff are spread too thinly making services operationally unstable and services are being duplicated or triplicated. Many patients are inconvenienced at a time when they are feeling most anxious and unwell. We believe our proposals would achieve the best patient outcomes, modernise our facilities and make services more efficient and financially sustainable to meet future need.

Our proposal for acute services

We are proposing moving our acute services on to two of our three hospital sites. We are proposing that acute services are provided at Leicester Royal Infirmary and Glenfield Hospital.

1. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

1. Strongly disagree 2. Disagree 3. Neither agree or disagree/
Don't know 4. Agree 5. Strongly agree

2. Please explain why you agree or disagree with this proposal.

It would be helpful if you could explain the impact of these proposals on you, your family or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

Our proposal for a new treatment centre

We are proposing that outpatient services would move from Leicester Royal Infirmary to a new purpose-built treatment centre at Glenfield Hospital.

3. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

1. Strongly disagree 2. Disagree 3. Neither agree or disagree/
Don't know 4. Agree 5. Strongly agree

4. Please explain why you agree or disagree with this proposal.

It would be helpful if you could explain the impact of these proposals on you, your family, or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

We need to understand what size the new treatment centre should be and what services should be included. It is important that the size of the treatment centre is appropriate to meet the needs of people and takes into consideration the additional number of services we plan to provide to local communities closer to home.

5. Please tell us your views on this including how we can avoid negative impacts or disadvantages on you, your family or any groups and how we can ensure the new treatment centre is right to meet the needs of people.

Our proposal to use new technologies to deliver patient consultations

We believe that new technology would help to provide certain aspects of pre-planned care in a different way. Where it is appropriate for the patient, appointments by telephone or video call could reduce the stress of attending a consultation in person due to - reduced travel, reducing possible spread of infection and supporting people to self-care.

6. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

1. Strongly disagree 2. Disagree 3. Neither agree or disagree/
Don't know 4. Agree 5. Strongly agree

7. Please tell us your views on using technology to reduce the need for attending appointments - including how we can avoid negative impacts or disadvantages on you, your family or any groups.

Our proposal for Leicester General Hospital

We would like to create the following services at Leicester General Hospital in a GP led-primary care urgent treatment centre:

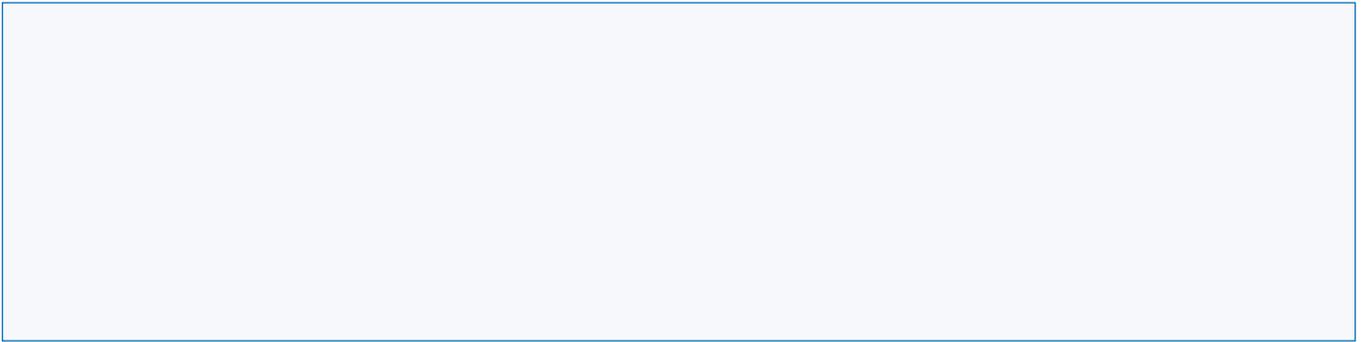
- Observation area with beds where patients can be observed when they are not well enough to go home, but don't meet the criteria to be admitted to hospital.
- Diagnostic service - this provides appointments for people to have a test or simple procedure
- Community outpatients service – this is treatment for people with health problems requiring a diagnosis or treatment, but do not require a bed or to be admitted for overnight care
- Potentially extra primary care capacity - to provide family health care to people living in the east of the city.

8. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

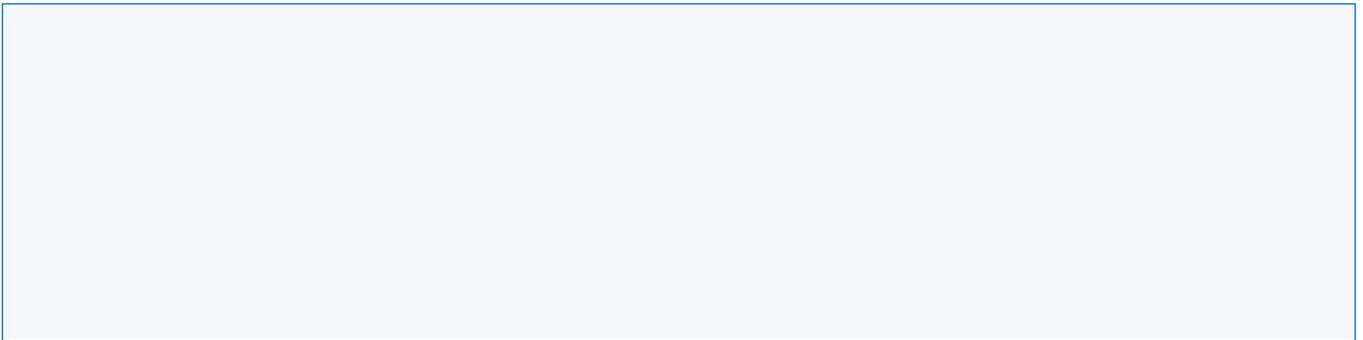
1. Strongly disagree 2. Disagree 3. Neither agree or disagree/
Don't know 4. Agree 5. Strongly agree

Please explain why you agree or disagree with this proposal to create these services on the Leicester General Hospital site. It would be helpful if you could explain the impact of these proposals on you, your family or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

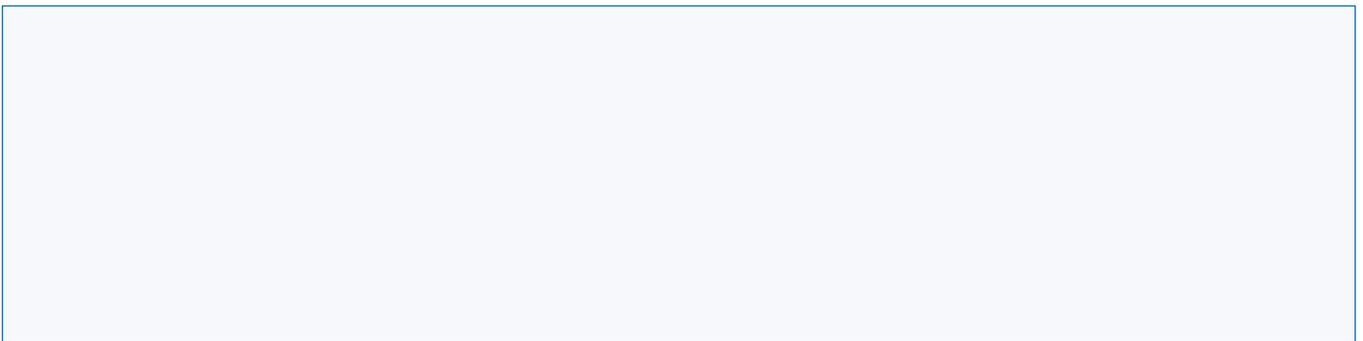
9. Primary care urgent treatment centre



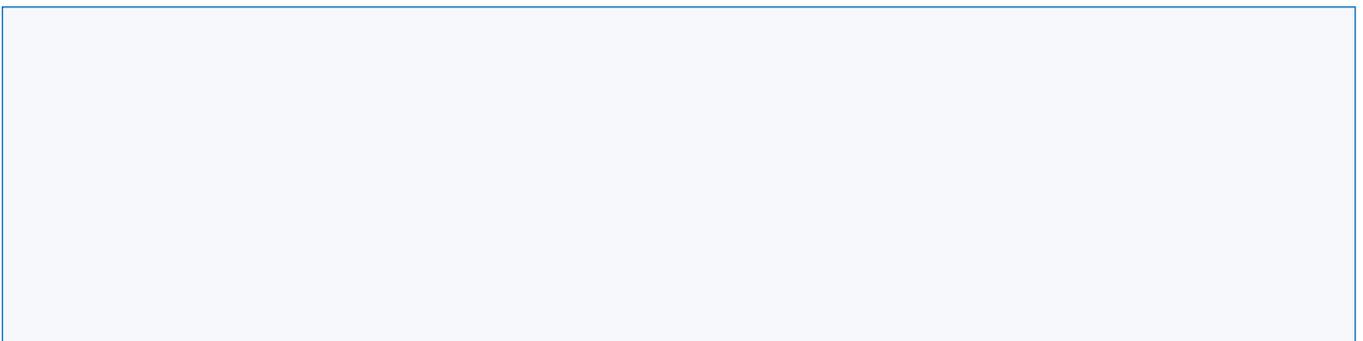
10. Observation area



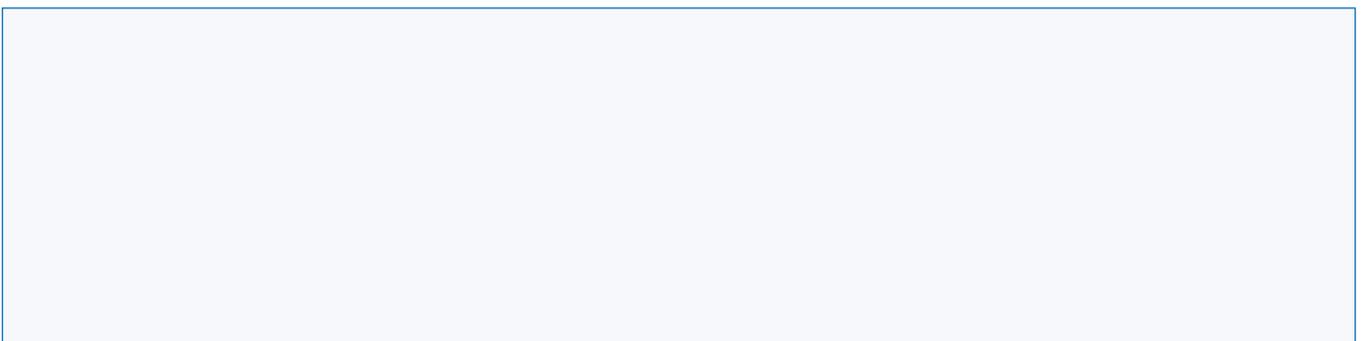
11. Diagnostic service



12. Community outpatients service



13. Extra GP/primary care capacity



Our proposal for a new standalone maternity unit

We are proposing to relocate the standalone maternity unit at St Mary's in Melton Mowbray. We want to trial a new standalone midwifery unit at Leicester General Hospital. This would be midwife-led and would not have access to specialist obstetric (childbirth) doctors onsite. For this standalone unit to be viable it must have a minimum of 500 births each year. During the trial period we would assess the unit's viability according to the number of births and by understanding the experiences of expectant mothers. After the trial period if it is not viable the unit would close. This would mean all maternity services would be located at Leicester Royal Infirmary.

14. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

1. Strongly disagree 2. Disagree 3. Neither agree or disagree/
Don't know 4. Agree 5. Strongly agree

15. Please explain why you agree or disagree with this proposal.

It would be helpful if you could explain the impact of these proposals on you, your family or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

Our proposal for two new haemodialysis treatment units

In addition to the current units based in Loughborough and Hamilton, we are proposing providing two new haemodialysis treatment units. Haemodialysis is the treatment that performs the job of kidneys when they stop working properly. We are proposing that one is in a unit at Glenfield Hospital, and the second is in a new unit to the south side of Leicester City.

16. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

1. Strongly disagree 2. Disagree 3. Neither agree or disagree/
Don't know 4. Agree 5. Strongly agree

17. Please explain why you agree or disagree with the proposal for one unit to be at Glenfield hospital.

It would be helpful if you could explain the impact of these proposals on you, your family or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

18. Please explain why you agree or disagree with the proposal for one unit to be in the south of Leicester City.

It would be helpful if you could explain the impact of these proposals on you, your family or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

19. Please tell us where in the south of Leicester you think that the new unit should be?

Our proposal for hydrotherapy pools

There is currently one hydrotherapy pool at Leicester General Hospital. We are proposing using hydrotherapy pools already located in community settings so we can provide care closer to home. This would improve access to hydrotherapy pools for our population.

20. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

1. Strongly disagree 2. Disagree 3. Neither agree or disagree/
Don't know 4. Agree 5. Strongly agree

21. Please explain why you agree or disagree with this proposal.

It would be helpful if you could explain the impact of these proposals on you, your family or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

IMPROVING ACUTE AND MATERNITY HOSPITAL SERVICES FOR PEOPLE

We believe that the facilities we provide for expectant mothers require modernising to provide a better experience, to meet the increase in demand and offer patient choice whilst meeting statutory standards. At present, maternity services are spread across units at Leicester Royal Infirmary and Leicester General Hospital and it is challenging to maintain adequate staffing over the two sites.

We also recognise that many women may prefer to choose to have their baby in a community-based standalone midwifery birth centre, but believe it should be accessible for more women across Leicester, Leicestershire and Rutland. The standalone birthing unit at St Mary's in Melton Mowbray is currently under-used with births decreasing every year since 2012-13, with only 141 births in 2018-19. To make the centre viable it would need 500 births per year. The centre is also not accessible for the majority of women who live in Leicester, Leicestershire and Rutland.

We believe our proposals would increase choice by providing expectant mothers with an option of a home birth, a birth in obstetrics and neonatal services in a new maternity hospital, a birth at a midwifery-led unit at Leicester Royal Infirmary and Leicester General Hospital.

Our proposal for a new maternity hospital

We propose building a new maternity hospital on the Leicester Royal Infirmary site. This would include a midwifery-led unit provided alongside the obstetric unit. This would mean that existing maternity services (services provided in pregnancy, childbirth and post-pregnancy) and neonatal services would move from Leicester General Hospital to Leicester Royal Infirmary.

22. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

1. Strongly disagree 2. Disagree 3. Neither agree or disagree/
Don't know 4. Agree 5. Strongly agree

23. Please explain why you agree or disagree with this proposal.

It would be helpful if you could explain the impact of these proposals on you, your family or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

Our proposal on breast feeding services

We are proposing enhancing breastfeeding services for mothers by providing post-natal breastfeeding drop-in sessions alongside peer support.

24. Please explain why you agree or disagree with this proposal.

It would be helpful if you could explain the impact of these proposals on you, your family or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

IMPROVING ACUTE AND MATERNITY HOSPITAL SERVICES FOR PEOPLE

We believe that the facilities we provide for children and their families require modernising to provide better and more appropriate experiences. Leicester has the biggest children's hospital in the East Midlands, though it is hard to see as services are dotted around the site.

Our proposal for a newly established children's hospital

We propose to refurbish the Kensington building at Leicester Royal Infirmary to create a newly established children's hospital including a consolidated children's intensive care unit, co-located with maternity services.

25. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

1. Strongly disagree 2. Disagree 3. Neither agree or disagree/
Don't know 4. Agree 5. Strongly agree

26. Please explain why you agree or disagree with this proposal.

It would be helpful if you could explain the impact of these proposals on you, your family or any groups and if you, your family or any groups would be disadvantaged and how any concerns could be overcome.

Access and transport

27. Do you have any concerns about being able to travel to or access any services and what would need to happen to make this less of a concern?

28. If you have any other specific comments about the proposals for acute and maternity services, or there are any alternative proposals that you think we should consider, please use this space to tell us what they are.

Demographic profiling

29. What is your age category?

- | | | | |
|----------------------------------|----------------------------------|----------------------------------|--|
| <input type="checkbox"/> 16 - 19 | <input type="checkbox"/> 35 - 39 | <input type="checkbox"/> 55 - 59 | <input type="checkbox"/> 75 - 79 |
| <input type="checkbox"/> 20 - 24 | <input type="checkbox"/> 40 - 44 | <input type="checkbox"/> 60 - 64 | <input type="checkbox"/> 80 and over |
| <input type="checkbox"/> 25 - 29 | <input type="checkbox"/> 45 - 49 | <input type="checkbox"/> 65 - 69 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 30 - 34 | <input type="checkbox"/> 50 - 54 | <input type="checkbox"/> 70 - 74 | |

30. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes, limited a lot Yes, limited a little No

31. Do you consider yourself to have a disability?

(The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (12 month period or longer) or substantial adverse effects on their ability to carry out day to day activities).

- | | |
|--|---|
| <input type="checkbox"/> Physical disability (please describe in box below) | <input type="checkbox"/> Learning disability or difficulty |
| <input type="checkbox"/> Sensory disability eg Deaf, hard of hearing, | <input type="checkbox"/> Long term illness (please describe in box below) |
| <input type="checkbox"/> Blind, visually impaired (please describe in box below) | <input type="checkbox"/> Other (please describe in box below) |
| <input type="checkbox"/> Mental health need | <input type="checkbox"/> Prefer not to say |

32. What is your gender identity?

Gender Reassignment: Have you gone through any part of a process or do you intend to (including thoughts and actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery)?

- Yes No Prefer not to say

33. What is your relationship status?

- | | | |
|--|---|--|
| <input type="checkbox"/> Married | <input type="checkbox"/> Divorced | <input type="checkbox"/> Widowed |
| <input type="checkbox"/> Civil partnership | <input type="checkbox"/> Lives with partner | <input type="checkbox"/> Other |
| <input type="checkbox"/> Single | <input type="checkbox"/> Separated | <input type="checkbox"/> Prefer not to say |



Pregnancy and Maternity

(The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period).

34. Are you pregnant at this time?

Yes

No

Prefer not to say

35. Have you recently given birth? (within the last 26 week period)

Yes

No

Prefer not to say

36. What is your religion or belief?

No religion

Buddhist

Muslim

Christian (including Church of England, Catholic, Protestant and all other Christian denominations)

Hindu

Sikh

Jewish

Any other (please describe in box below)

37. What is your ethnic group? Choose one option that best describes your ethnic group or background?

Arab

Asian/Asian British: Indian

Asian/Asian British: Pakistani

Asian/Asian British: Bangladeshi

Asian/Asian British: Chinese

Asian/Asian British: Any other Asian background, please describe in the box below

Black/African/Caribbean/Black British: African

Black/African/Caribbean/Black British: Caribbean

Black/African/Caribbean/Black British: Any other Black/African/Caribbean background, please describe in the box below

Mixed/Multiple ethnic groups: White and Black Caribbean

Mixed/Multiple ethnic groups: White and Black African

Mixed/Multiple ethnic groups: White and Asian

Any other Mixed/Multiple ethnic background, please describe in the box below

White: English/Welsh/Scottish/Northern Irish/British

White: Irish

White: Gypsy or Irish Traveller

White: Any other White background, please describe in the box below

Any other ethnic group, please describe in the box below

38. What is your sex?

Male

Intersex

Other

Female

Non-binary

Prefer not to say

39. What is your sexual orientation?

- Heterosexual (people in a relationship with someone of the opposite sex)
- Lesbian (both female)

- Gay (both men)
- Bisexual (people of either sex)

- Other
- Prefer not to say

40. Do you provide care for someone? (Tick as many as appropriate)

- Yes - Care for young person(s) aged younger than 24 years of age

- Yes - Care for adult(s) aged 25 to 49 years of age

- Yes - Care for older person(s) aged over 50 years of age

- No
- Prefer not to say

41. Have you ever served in the armed services?

- Yes

- No

- Prefer not to say

Thank you for your time.

Please return this questionnaire to arrive by **21 December 2020** to

Freepost address:

Freepost Plus RTAA-XTHA-LGGC,
Communications,
Heron House,
120 Grove Road,
Stoke-on-Trent,
ST4 4LX