



## Proposed move of Regional Prosthetics Service to Mayflower LTCC Billericay

[Date]

# History

- Since 1974 the Regional Prosthetics Service has been provided from the Long Term Conditions Centre in Harold Wood. No alterations have been made to the building since the time of being constructed.
- The team assess, treat and manufacture prosthetics for all ages of patients who have suffered limb loss – congenital or acquired.



# History (cont'd)

- The current building owned by NHSPS is not fit for purpose. This is logged on the NELFT high risk register and the issues have also been logged by the CQC.
- The site has been targeted by vandals over the past 3 years which has led to a disruption in service provision.
- Complaints from service users about the building have been received and answered in line with Trust policy.
- NELFT have reviewed various options of redevelopment and investment to address the Health and Safety, Infection Prevention and Control and environmental issues.



# History (cont'd)

- NHSPS have not engaged with NELFT regarding possible redevelopment and as a result Trust board agreed to the pursuance of an alternative site to develop and create a centre of excellence.
- We have therefore sought to find a suitable alternative premises. Mayflower is a NELFT property and plans have been drawn up and planning permission granted.



# Rationale for proposal

- National provision for a regional centres is required by NHSE. Harold Wood is one of 35 in the country.
- NHSE and NHSI engaged with the local team who have confirmed that they would support this move.
- Requirements are: accessible to public transport, clinical space, workshop, areas for rehabilitation (both inside and outside), social area, supportive of agile working, training space, ability to work with social sector/local community and tertiary services.
- Public engagement and service user engagement is integral to the decision and central to the move.



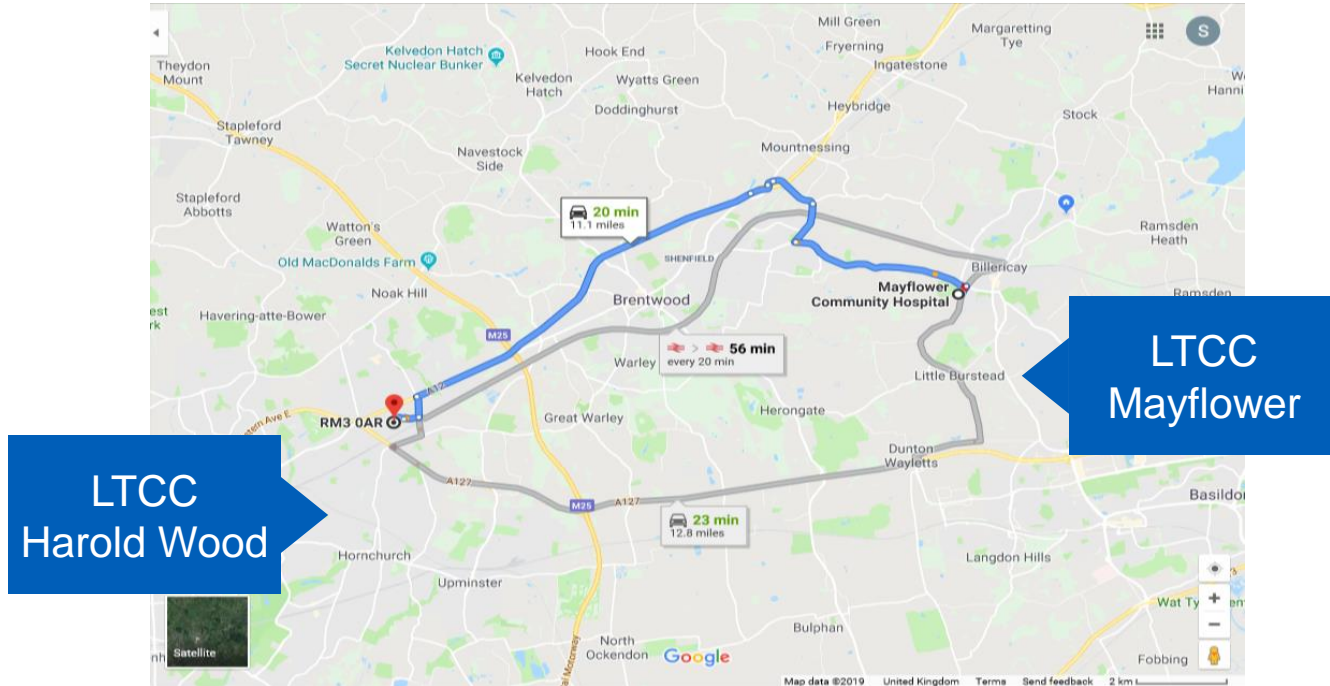
# Current service

The service is provided in an integrated way with NELFT and Steeper and offers a one stop shop with access to a specialist multi disciplinary team of committed experts. Service users and their carers and families are integral to the service and are supported by:

- Prosthetists working within a specialist workshop environment to enable the work to be carried out site for manufacture maintenance and repair of all prosthetic limbs
- Rehabilitation from specialist physiotherapy and occupational therapists
- Psychological support
- Specialist medical assessment
- Nursing and wound care support



# Current and proposed sites



# Steeper - Contracted Prosthetic Manufacturers

- Over recent years it has become evident that significant investment in the clinical facilities and workshop areas is essential to the long term sustainability of the service.
- Following a thorough investigation and planning process, we feel Mayflower House, Billericay, represents the best opportunity to develop and grow our service delivery required to meet the changing needs of our patients.
- Investment in workshop and clinical areas will mean streamlined and efficient repairs and manufacturing processes, reducing wait times for patient but also improving right first time delivery and a first class patient experience. “IR - Steeper Group”





# User Group

- “...the current centre we are in has amazing staff but the building is dated - it looks like something from the 1970s newsreel.
- That's why I think the new building will be good for the users. New facilities will help improve the level of care that the staff at Harold Wood can provide.”

JR – User Group



# Comments taken from National Prosthetic Survey 2018

- “They are a real support to me during the hardest part of my life.”.
- What I would want improved is..... “Modernisation of the building/revamp the centre.”
- “First class service/excellent service.”



# Third sector involvement

## Moving to the new building will provide additional space and enable us to co-locate and co deliver joint initiatives with partners

- Limbless association – co-location Hub and Support group. Joint visits and support to patients prior to discharge
- Blesma - Moved to Chelmsford recently and base will be nearer to support Veterans
- Limb Power – service user works with them which supports links
- Training in outdoor mobility will be possible in the new environment
- Potential use of the football club facilities located next to the proposed site



Limbless Association  
LIFE BEYOND LIMB LOSS





Limbless Association  
LIFE BEYOND LIMB LOSS

“The key aim of the Limbless Association is to ensure *“that no amputee need cope alone”*. The relationship between Harold Wood LTCC clinical staff and the LA outreach team has steadily developed over the last couple of years. The Help Desk and Support and Connect Hub have nurtured productive working relationships with the centre to help more amputees who find themselves without the information or support to move forward with their limb loss journey. We have no doubt that having a base at the centre would enable us to ensure that even more amputees are supported in this way. There would be greater opportunities for collaborative working and learning around and for the further benefit of this patient group who experience wide ranging and complex challenges in their rehabilitation pathway”

- **DB, Limbless Association**



- “Blesma enjoy an excellent working relationship with the team at the Harold Wood LTCC. A number of our Veteran amputee Members attend their prosthetics service. The prosthetics department deliver consistently good outcomes despite tired and less than ideal surroundings. A move to more appropriate facilities is long overdue and the positive impact on all patients can not be understated. Blesma support relocation to a more appropriate setting and would hope that the patient experience is at the centre of any decision on a new site.”

- BC, Blesma



# Aspirations

- Propose to engage with local college/ disability groups to work with the user group to develop and run the Tea Bar
- Specific training space will be available to support and educate primary and secondary care staff
- Apprenticeships for all levels of staff in the team
- Increase group activities which evidence show to be effective
- Support siblings and children of sepsis survivors to understand impact of loss
- Encourage service users to support and inspire others currently we have an ambassador who is in a Paralympian , a published author and a sepsis survivor who is embarking on a counselling career and patient rep in NELFT and one of our users has just climbed Kilimanjaro.



# Impact Assessment Newham CCG

Number of users currently attending LTCC that will be affected	117
Average mileage per journey to current site	13 miles
Average mileage per journey to proposed site	20 miles
Potential impact of the move	On average there is an increase of 7 miles travel between the two sites. Facilities will be set up to provide high level specialist care in one setting. Patient transport will continue to be provided in line with Trust policy and to meet the needs of each service user's level of independence. There is no additional cost to the CCG.



# FAQs





Question	Answer
<p><b>Will our patients wait longer?</b></p>	<p><b>No, we envisage no change in waiting times to be seen by any member of the team and the “drop in” service for repairs will remain.</b></p>
<p><b>Will our patients have to pay more to travel?</b></p>	<p><b>Those on transport services do not currently pay for attendance to the centre and there will be no change to current patient transport provision. Those who travel to the centre will have a difference of just 13 miles per journey, noting that for most service users this is nearer than the current base. Those who claim travel expenses via other routes will still manage this in the same way.</b></p>
<p><b>Will the referral process change?</b></p>	<p><b>No, there will be no change to any processes as confirmed by NHSE. This move has been considered to improve the facility and therefore patient care.</b></p>
<p><b>Where will we raise concerns and provide service feedback?</b></p>	<p><b>Please use the email address <a href="mailto:commentsprosthetics@nelft.nhs.uk">commentsprosthetics@nelft.nhs.uk</a> to raise any concerns with the project team.</b></p>

