

Report Type: Feedback from Healthwatch Stockport
Subject: Changes to the dermatology service in Stockport.
To: Karen Moran, Senior Commissioner, Stockport CCG and David Fitzgerald, Consultant Dermatologist, Salford Royal
Date: 12th January 2021

Healthwatch Stockport received an update on 12th January 2021, regarding a change to Dermatology services in Stockport. The service is to move from Stockport to Trafford from April 2021.

Stockport NHS Foundation Trust has served notice to the dermatology service due to plans to develop outpatient B site. Therefore, the service has been actively looking for alternative and temporary accommodation.

The service has found temporary accommodation in Trafford with a tenure of 12-18 months. It is a purpose-built health hub facility in Altrincham. Consultant David Fitzgerald reported that the hub is an excellent facility, with all the modern technology and facilities that is becoming expected from patients albeit less convenient for Stockport residents, it is 10 miles away in a car and 17 minutes on a train from Stockport centre. It is hoped that this timeframe will allow the time to find a more permanent place for the service closer to Stockport.

The service is expected to go live in Trafford from the 1st April 2021.

Karen Moran informed Healthwatch that Stopford House may become a health hub and various services might be housed there. There are plans in place to develop Stopford House over the next 12 to 18 months.

It was asked whether an impact assessment had been carried out on various groups that might be affected and how will people who cannot get to Trafford be catered for. Karen confirmed an impact assessment had been carried out, patients who would really struggle to get to Altrincham would be able to access a clinic at Kingsgate House, where photos of the skin can be sent electronically to the consultant. From this any follow up can be arranged.

Communication to patients - Karen confirmed Healthwatch was the first place they have come to share the plans with and that a comms plan was in place to write to patients.

Maria Kildunne suggested that the communication contains the Healthwatch Stockport number and contact details be given to patients if they wanted to speak to someone impartial about the change in service - this worked well when macular services moved from the Alex to Optegra.

Travel - Sue Carroll pointed out that some patients will live-in far-reaching areas of Stockport and will find it very difficult to get to early morning appointments. It was stressed that this needs to be taken into consideration when arranging appointments for patients. Karen confirmed this would be taken into consideration.

Parking at the Trafford site - David told members the site was easy to get to, there was underground parking and that for patients it was free [need to confirm this?]

Members pointed out that some cancer patients need to make frequent trips to hospital to undergo phototherapy, ultraviolet light treatment etc. and so those who cannot make

those frequent trips or would have difficulty needs to be taken into consideration. As would people with a learning disability and other vulnerable groups.

The discussion ended, David and Karen were thanked for their time and it was agreed they would keep in touch with Healthwatch about the progress of the service.

It was suggested KM return May/June time to provide an update on how the service was going.

The following are queries from Healthwatch members:

- Healthwatch Stockport members didn't know there were plans for Stopford House to become a health hub?
Who could tell us more about the development of the health hub at Stopford House?
- *Could Healthwatch Stockport see sight of impact assessment?*
- *Could we have an update on Healthwatch patient engagement and feedback is going and any further comms that are planned?*
- *Could we have confirmation/information of whether patient transport would help patients get to appointments*
- *Could we have confirmation that parking is free for patients?*
- *Members felt short and frequent time scales moving of services was not in the patient's best interest and was not providing a quality service - how will the service demonstrate that quality will be maintained/improved and patient experience maintained/improved?*
- *Healthwatch Stockport would like to offer the experience of the Healthwatch reading group to review the patient letter being sent out and we suggest it includes Healthwatch details/leaflet to feedback about the service. A sentence could also be included that would outline the appointment process and if the patient has difficulty in getting to appointments then they can rearrange.*
- *We ask the CCG to consider the cost of the journey for patients - particularly to low income patients and especially during restrictions during Covid-19.*
- *After a short time of the service running from Altrincham - could CCG work with Healthwatch Stockport to look at maybe doing a patient survey? potential action to start planning in May/June 2021?*

Healthwatch Stockport 2021