

HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE



Report subject	Outpatient Assessment Centre @Dorset Health Village in Poole
Meeting date	23 May 2022
Status	Public Report
Executive summary	<p>The purpose of the Report is to update the Committee on the Outpatient Assessment Centre @ Dorset Health Village</p> <p>The Outpatient Assessment Centres (OAC) @ Dorset Health Village Poole became operational on the 16 Nov 21. This now health space located in the heart of the community on the 2nd floor of an active retail store (Beales), financed by NHS Funding was delivered in response to the waiting list pressures in Dorset. Supported by the VSCE sector, BCP Planners, and commercial partners, its delivery model improves productivity, using the same healthcare workforce with only the addition of a small operational team, supplemented by volunteers acting as Patient Navigators. Constructed using repurposed material from the Nightingales, it uses extant public transport networks and is integrated into the wider green agenda for Poole. Co-deigned with clinicians, Live Well and Active Dorset, and working with Social Prescribing partners and the academic community, it focuses on the holistic approach to people centric care. In addition, it supports the healthy high street agenda, using the NHS as anchor institution to create the high street as a destination and increase footfall. The first of its type, it is setting the benchmark for other system in the UK to build the hospital from the outside and is truly collaborative in its approach.</p>
Recommendations	That the Committee note and comment on the Report.

Reason for recommendations	To give the Committee the opportunity to consider the report.
Portfolio Holder(s):	Councillor Mohan Iyengar (Portfolio Holder for Tourism and Active Health) Councillor Karen Rampton (Portfolio Holder for People and Homes)
Corporate Director	Senior Responsible Officer Mark Mould UHD – Senior Lead for CCG Ashleigh Boreham Deputy Director Design and Transformation
Contributors	Ashleigh Boreham Deputy Director Design and Transformation
Wards	All Wards
Classification	For Update and Information

Background

1. Prior to the COVID-19 pandemic, the NHS in Dorset experienced demand for services which far outweighed capacity. This was exacerbated by the pandemic; hospitals were often running at near 100% capacity and were forced to further reduce their diagnostic and outpatient activity to reduce the spread of COVID-19. Hospitals were unable to cope with the insurmountable pressure of a pandemic - high volumes of patients were being placed onto ever growing waiting lists for relatively routine appointments, and the workforce was exhausted. We knew the situation was untenable, and we needed to find a way of moving outpatient appointments away from hospitals to help them to cope with COVID-19 and continue to deliver other essential services. Dorset's solution to this problem was to create the Health Villages, a series of Outpatient Assessment Centres (OAC) located within densely populated areas with the greatest level of need for outpatient services. The Health Village needed to be deployed urgently, and we knew we would not have time to build completely new sites, so we would have to find and repurpose suitable locations for two OACs (one in Poole, the other in Dorchester), and to procure the necessary equipment and material for each site. The OAC at Poole opened on the 16 Nov 22. At Fig 1 is an illustration of the road map from inception to completion.

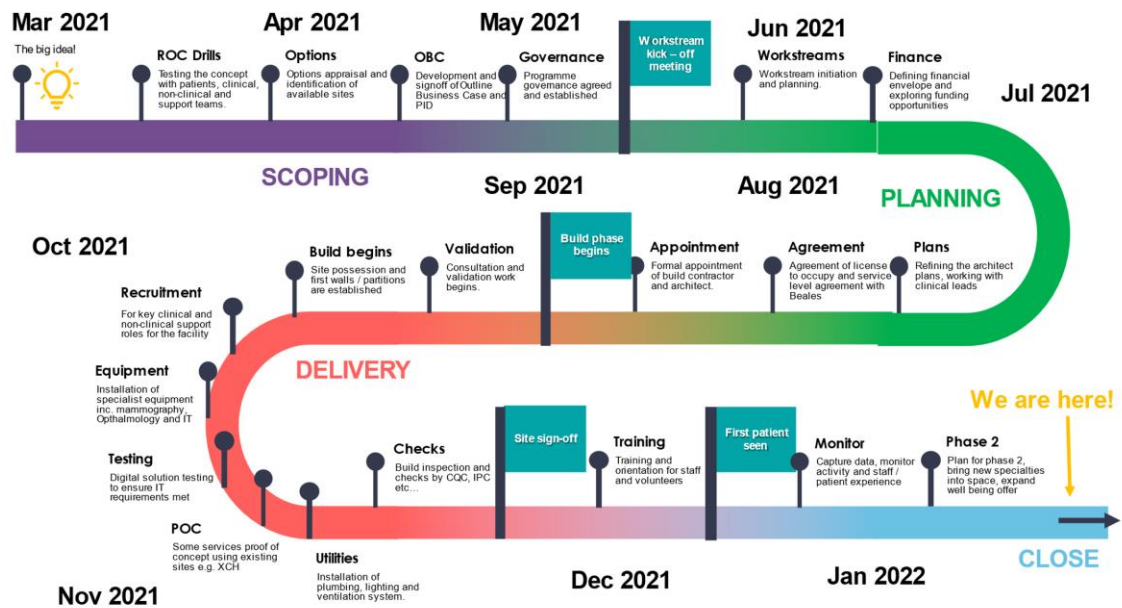


Fig 1

Summary of financial implications and benefits realisation

2. The OAC was delivered from funding received from the Community Diagnostic Centre Programme, Elective Recovery Funding and Voluntary Sector Funding from the NHSE. Legal and General the Landlords of the site contributed to some of the building validation costs. No BCP resources were used on the delivery of the OAC. The benefit of putting the OAC on the high street is increased footfall, making the site Dolphin and the wider Poole High Street a new destination, with the second order effect on the business community including increased revenues. This is also supporting cross departmental activity on bringing new purpose to the High Street Community (Fig 2) and supports placed based partnerships. A total of 6039 patients have been through the facility in the 4 months since opening (up to 18th April 2022). This is phase 1 of our approach – currently operating at 36% utilisation and forecasted to increase to 56% in June 22. Once at full utilisation is achieved, up to ~1300 patients will be able to be seen per week (Phase 2). Data from the patients who have attended the facility so far:

Mode of transport

Bike- 1%

Bus- 13%

Car- 80%

Train- 2%

Walk 4%

Plans whilst at Dolphin Centre

Shopping – 37%

Refreshment break – 18%

Other – 2%

Only attending OAC – 43% (but some of these patients are accompanied by family and friends who do visit retail/cafes/library whilst waiting).

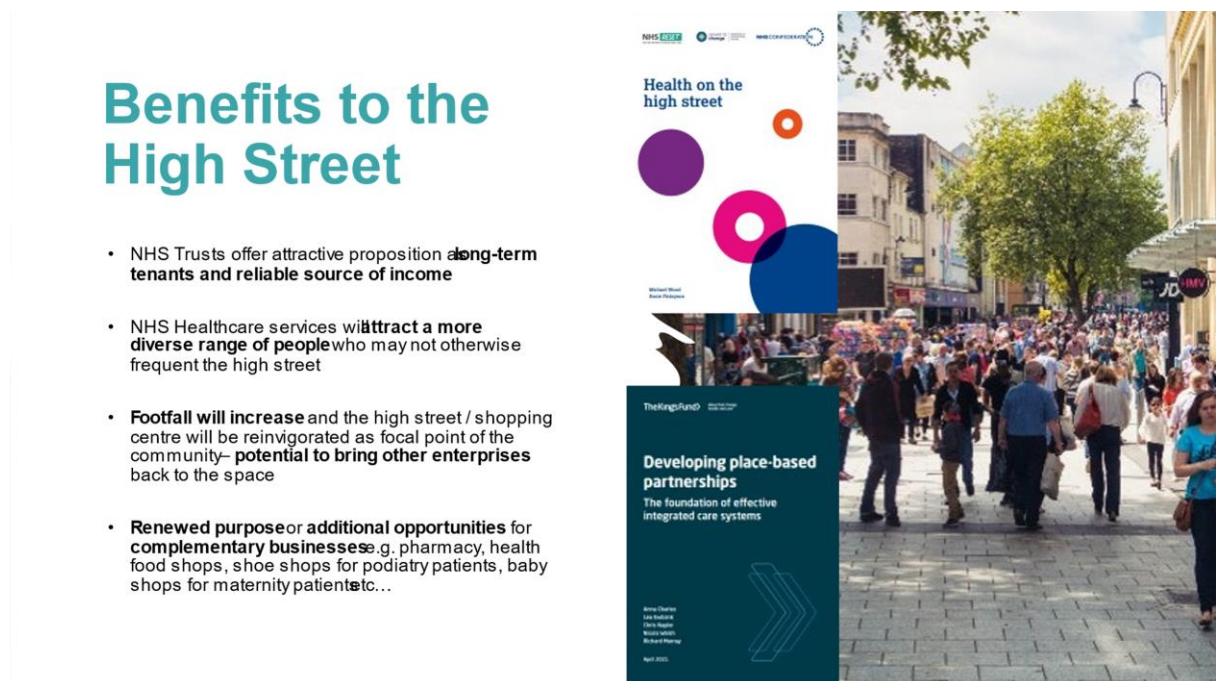


Fig 2

Summary of legal implications

3. N/A

Summary of human resources implications

4. The site uses existing workforce from the NHS (lift and shift), the additional workforce is focused on an Operational Site Manager and 2 supporting staff. The Volunteer workforce delivers Patient Navigators, who are recruited from the existing volunteer pool and are inducted and provided with additional training to work with

Active and Live Well Dorset (Fig 3) and social prescribers. This will extend to working with the VSCE in Dorset, who are active partners and with Legal and General creating a community space in the Dolphin Centre, signposting to the wider communities groups in Poole to tackle inequalities with a strong reference to the Health Foundation commissioned the Institute of Health Equity to examine progress in addressing health inequalities in England, 10 years on from the landmark study *Fair Society, Healthy Lives* (*The Marmot Review*).

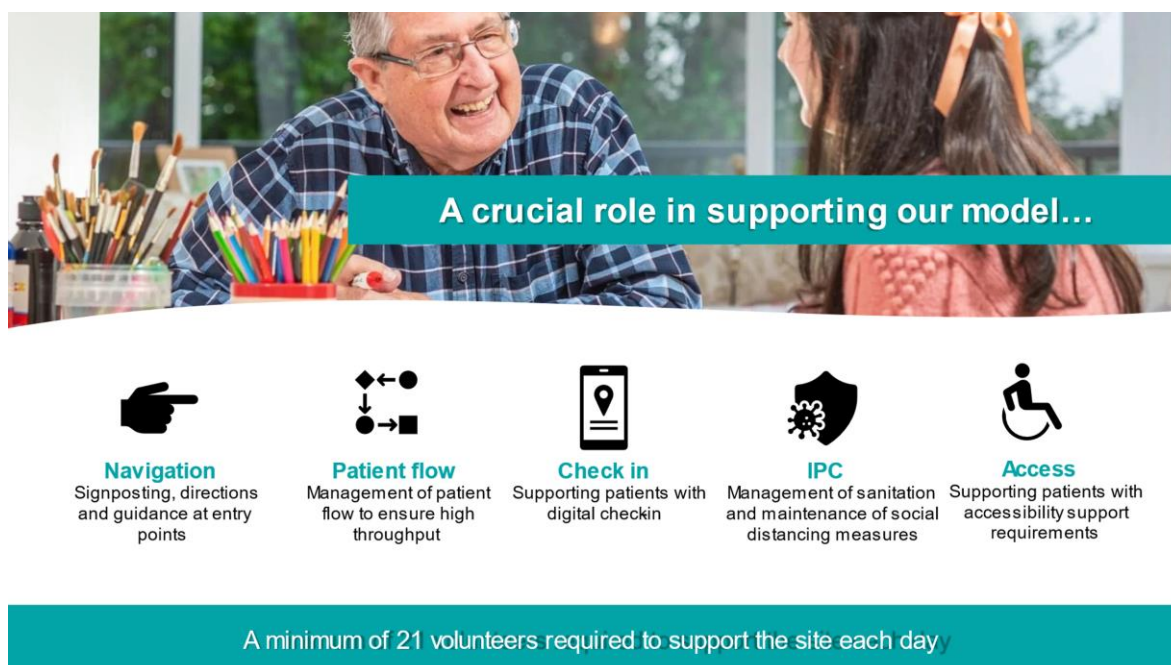


Fig 3

Summary of environmental impact

5. The procurement teams engaged and collaborated with clinicians, national and local suppliers, and volunteers to ensure the successful delivery of the projects. Patient engagement groups and patient representatives were also heavily involved in the process of design and delivery of the Outpatient Assessment Clinics in Poole. The site on the second floor of Beales Department Store, within the Dolphin Centre was created using repurposed material from Nightingale sites, the only additional material that was purchased from new was additional IT, some wiring and trucking. The site was constructed whilst the Dolphin and Beales remained operational and its location utilised existing infrastructure whilst being hard wired into the extant transport networks that support the Dolphin Centre (Fig 4).

Strategically located to support patients in the East and West

Distance to Dolphin Centre from:

- Poole Hospital, < 1 mile
- Bournemouth Hospital, 8.3 miles
- Christchurch Hospital, 11 miles
- Dorset County Hospital, 24 miles

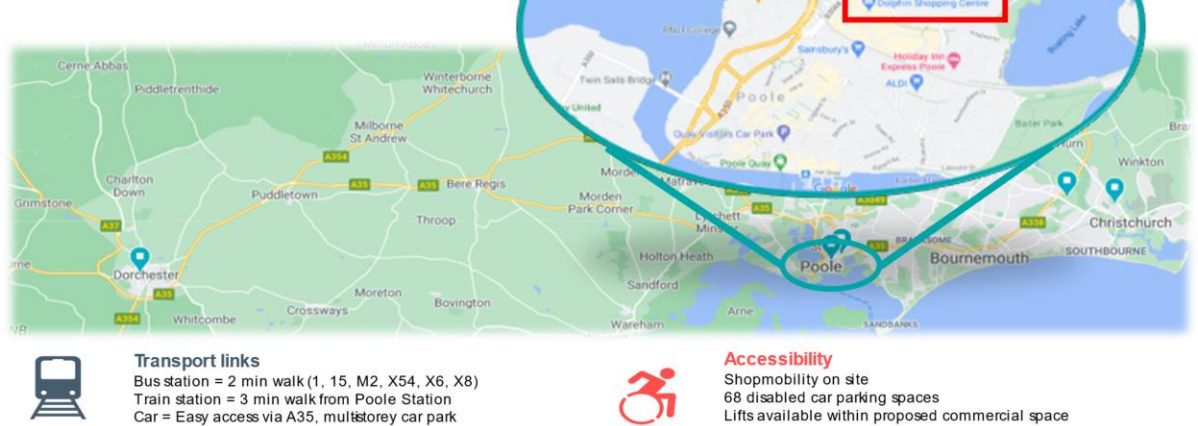



Fig 4

Summary of public health implications

6. Incorporation of Live Well and Active Dorset (Fig 5) into the team approach to patient assessment, increases the activation of the patients and signposts them to health and wellbeing support to improve health outcomes. The incorporation of a monography suite and ophthalmology lane into the site as part of health screening will have a direct impact on the Dorset population of as part of early detection and prevention of ill health and wider health education.

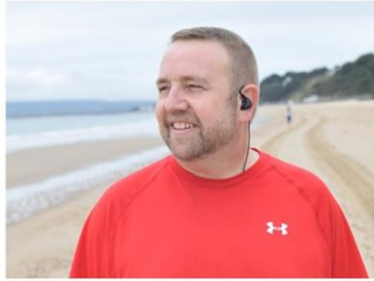


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Fig 5

Summary of equality implications

7. The OAC Poole is by its design is now part of the community, it has been co-designed by all partners (patient, health and social care providers, industry, local authority and the VSCE) and then read back via Patient Engagement Groups, ensuring that we meet the needs of the people of Dorset. The feedback cycle is vital and to date we have 98% positive rating, this is matched with a qualitative element allowing us to conduct an assessment on inequalities and working with academia (an active partner at the OAC Poole) to undertake research and influence future sites, as system approach (Fig 6).

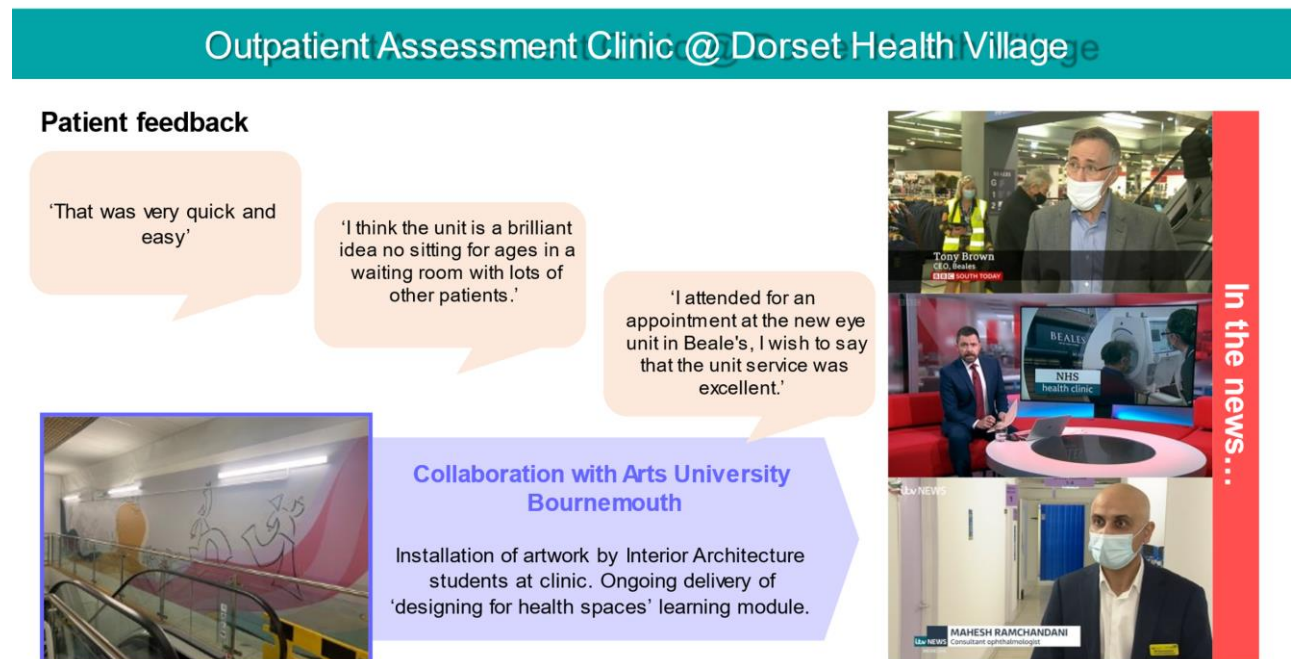


Fig 6

Summary of risk assessment

8. Within the Governance of the Project as full risk assessment was carried out this was handed over to the Operations Team at UHD including any residual risk and shared risk with the Beales and Legal and General.

Background papers

None.

Appendices

There are no appendices to this report.