



# Lung Function & Sleep Services

Engagement Booklet

Engagement with service users, family members,  
carers and voluntary and community organisations

# Who we are

The One Gloucestershire Integrated Care System (ICS) is a partnership between the county's NHS and care organisations. The NHS partners of One Gloucestershire are:

- ▶ NHS Gloucestershire Clinical Commissioning Group (CCG)
- ▶ Primary care (GP) providers
- ▶ Gloucestershire Health and Care NHS Foundation Trust
- ▶ Gloucestershire Hospitals NHS Foundation Trust
- ▶ South Western Ambulance Service NHS Foundation Trust

Together we plan and provide NHS services from General Practice (GP surgeries) and community services to the most specialist hospital services.

# Fit for the Future

The Fit for the Future programme is part of the One Gloucestershire vision focussing on the medium and long term future of specialist hospital services at Cheltenham General Hospital and Gloucestershire Royal Hospital.





# What is this about?

## What do we want to talk to people about?

Thanks to the great work of NHS and care staff, we are well on the road to outstanding, but there is more to do and that's why we have been involving staff, patients, local people and the public in looking at a number of services and potential 'solutions'.

We now want to talk with you about an opportunity to change the way Lung Function and Sleep Services are provided and explore what this could mean for you, your family and our staff.

The ideas are based on the desire to make best use of our dedicated specialist staff, equipment and our two thriving hospital sites - Cheltenham General (CGH) and Gloucestershire Royal (GRH).

We are keen to hear your own ideas, including views on current services so that we are clear on the things that you value and would like to see built upon.

## Why are we talking about these ideas now?

The first phase of the Fit for the Future (FFTF) programme included the creation of a specialist Image Guided Interventional Surgery (IGIS) 'Hub' at GRH, providing all emergency procedures and a 'Spoke' service at CGH.

IGIS involves the surgeon using instruments with live images to guide the procedure so that they don't need to make a large cut and instead can perform surgery via a small 'keyhole', which means patients can heal and recover more quickly.

We now have an opportunity to enhance Lung Function and Sleep Services by

changing the way they are delivered and at the same time create more space for the new IGIS 'Hub' at GRH.

In doing so we believe this could bring forward benefits to you, your family and our staff. The main aim is to ensure that you, and patients from across the county, experience Lung Function and Sleep Services that are comparable to those areas at the leading edge of care, treatment and outcomes.

## Who are we involving in these discussions?

We want to talk with you, other people who use Lung Function and Sleep Services, carers and people who work for, and are supported by voluntary and community organisations in the county.

This booklet sets out our ideas, but this conversation is about listening to your experiences, views and ideas too and making the right decisions going forward.

## What is engagement?

Engagement is a conversation. It's an opportunity to share ideas and views on services and consider any alternative ideas and suggestions you may have.

It is also an opportunity to share views on the things that you feel should be taken into account when looking at possible options for change.

To support the engagement, we are talking with staff and patients currently attending the two hospitals for appointments.

We will be visiting Cheltenham and Gloucester shopping centres with the NHS Information Bus and we



# Hartpury Suite Lung Function

have contacted local voluntary and community groups with an interest in the services offering to come along to events, meetings or sessions taking place over the next month.

A short freepost survey can be found at the back of this booklet and online at: [www.onegloucestershire.net/yoursay](http://www.onegloucestershire.net/yoursay)

## What happens next?

The period of engagement with service users, and potential future service users (contacted through our connections with local voluntary and community organisations) will run to 6 September 2021.

A summary of the feedback, including key themes, will be published in an Output of Engagement Report, made available at: [www.onegloucestershire.net/yoursay](http://www.onegloucestershire.net/yoursay)

The local NHS (NHS Gloucestershire Clinical Commissioning Group that plans

and 'buys' services and Gloucestershire Hospitals NHS Foundation Trust that provide these hospital services in the county), will review the ideas and views they receive and consider them carefully.

They will assess potential proposals for change, and the suitability of any alternative ideas for change they receive, using the criteria developed, and heavily influenced, by the Fit for the Future public engagement last year.

This includes important things like quality of care (including patient and carer experience and patient safety), access to care, impact on the workforce (staff) and value for money. You can see the full criteria at:

[www.onegloucestershire.net/yoursay](http://www.onegloucestershire.net/yoursay)

# What are the services?

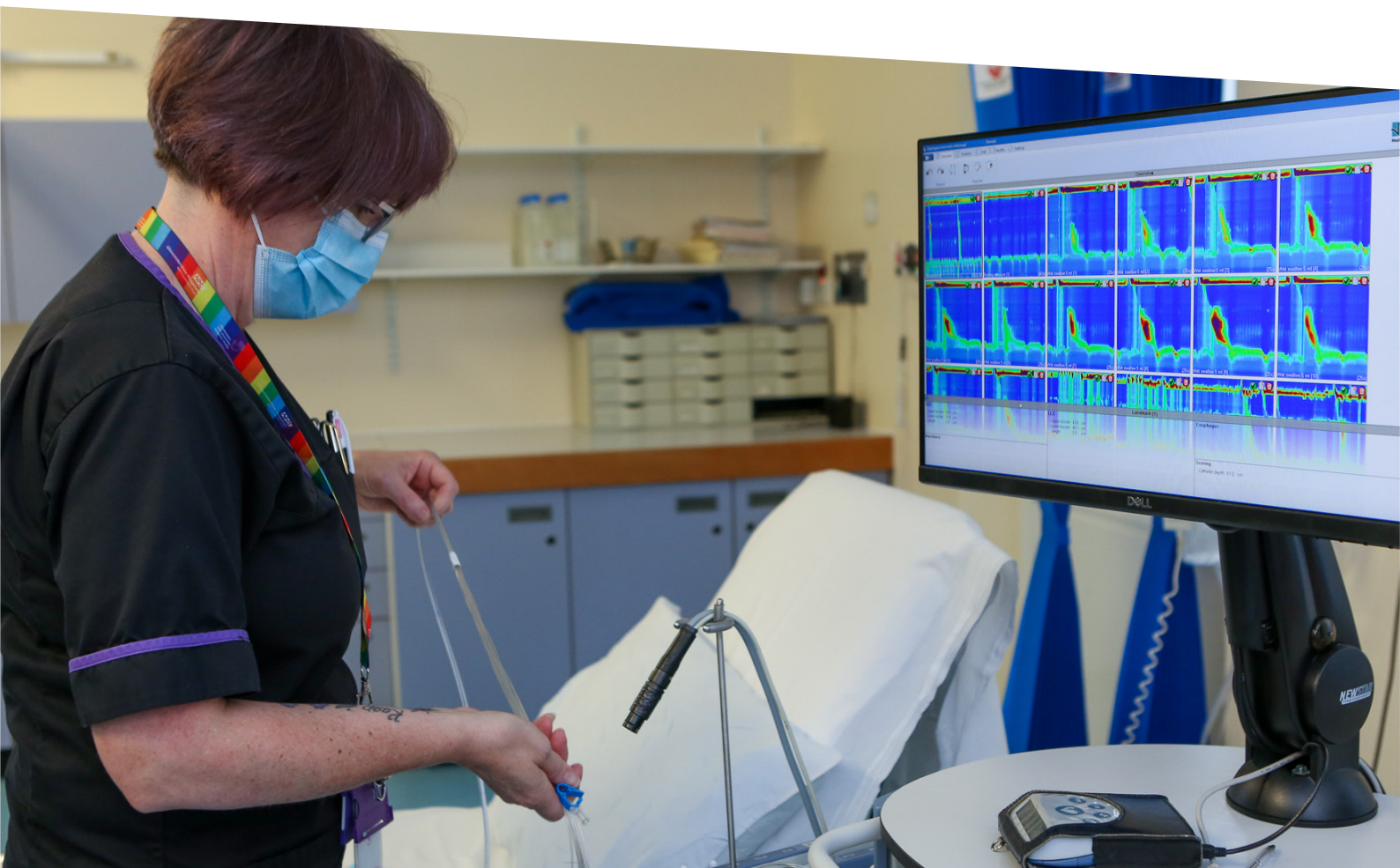
The Lung Function and Sleep Services provide investigation, monitoring and testing for respiratory diseases (problems with the upper airway, the lungs, the chest wall and the ventilatory control system); non-invasive ventilation (the use of breathing support administered through a full face or nasal mask) and identification and treatment for sleep disordered breathing conditions.

In addition to this, the service delivers investigation, testing and assessment of the digestive or gastrointestinal (GI) system.

Currently, the Lung Function and Sleep Service operate at both Gloucestershire Royal Hospital (GRH) and Cheltenham

General Hospital (CGH), meaning that patients may visit either site for their appointment depending on what test they are having and therefore not necessarily the site closest to where they live. However, the G.I. service is only available at CGH.

The vast majority of activity (care and treatment) carried out by the Lung Function and Sleep Service is for outpatients (where the patient does not need to stay in hospital overnight) - (approximately 90%), with 600 G.I. patients (8%). The remaining 2% is inpatient activity which supports patients under the care of a range of specialists, mostly focussing on tests for patients prior to them leaving hospital for home.





# What do we need to consider together?

## What are our ideas for services?

Similar to our plans for Image Guided Interventional Surgery, our idea is to create a 'Hub' and 'Spoke' for Lung Function and Sleep Services, this time with the busier main outpatient 'Hub' in Cheltenham and the smaller 'Spoke' in Gloucester focussing mostly on inpatients.

The 'Hub' would provide the majority of outpatient diagnostic testing for patients attending a hospital appointment for Lung Function and Sleep Services, and would also provide an inpatient service supporting other patients staying overnight at the hospital who also require Lung Function diagnostic testing.

The 'Spoke' in Gloucester would provide diagnostic testing for patients staying overnight, and could also provide a limited number of outpatient services for patients who have difficulty accessing the main 'Hub' in Cheltenham.

A Hub and Spoke model provides an opportunity to avoid duplication and ensure staff and equipment are in the right location to meet your needs.

For the Lung Function and Sleep Service this could allow us to:

- ▶ Improve access to the service for patients staying overnight in hospital
- ▶ Improve the availability of rooms available to the service on the CGH site and allow us to offer multidisciplinary

(a range of health and care professionals working together)/'one-stop shop' clinics reducing the need for patients to visit the service multiple times

- ▶ Improve the management of equipment stock (at the 'Hub') so that the correct equipment is available for the patient and avoid the current problems where patients are required to revisit the department at a later date to collect the equipment they need
- ▶ Improve service resilience - bringing staff together to improve management of rotas and staff cover for absences
- ▶ Increase the accessibility of the service to respond to patient queries (via telephone or email), improving the support provided and reducing the need for attendance at hospital.

It is our view that a 'Hub' and 'Spoke' model would ensure the best use of limited specialist resources to deliver the best patient outcomes through the co-location of key staff and equipment.

# What are the potential impacts?

## What are the potential benefits?

We have described some of the potential benefits of creating a Lung Function and Sleep Service Hub and Spoke model in the section above.

In addition, the concentration of staff at the 'Hub' would create the opportunity to provide additional Gastrointestinal (GI) training to a broader range of our staff.

It would increase our capacity and should reduce the wait time for patients being referred to the service.

Currently the national shortage of G.I. Physiologists has resulted in some patients waiting over 12 months for testing and therefore, on occasion having to travel to Bristol or Bath.

Our proposals could reduce the need for patients to travel out of county.

## What are the potential drawbacks?

Whilst a shift to a Hub and Spoke model would bring a wide range of benefits, we do recognise that this proposal could have an impact on travel and journey times for appointments for some patients, carers and relatives in the west of the county who previously attended the GRH site and may now need to travel to the Hub at CGH.

Detailed travel time analysis indicates that the majority of patient journeys would be unaffected, however, in a third of cases there is a negative impact.

We believe this could be reduced as the number of hospital appointments patients are required to attend would be less.

There are also a number of services, for example the hospital shuttle bus, that would assist those patients needing to travel further.

It is our view that a Hub and Spoke model would support the best use of limited resources to deliver the best patient outcomes through the co-location (bringing together) of key staff and equipment.



# What are we asking you to consider?

We are asking you about your experiences of the current services, including how these may have changed as a result of the response to the COVID-19 pandemic.

To help us to agree how we assess any potential solutions (using criteria) we are asking you to tell us what should be considered in developing services and what ideas you have about how they could be improved.

We want to hear about any possible impact on you of any potential changes.

We are asking you to weigh up the pros and cons and consider the potential benefits and drawbacks of the proposals.

We also want to hear about any alternative suggestions you may have.

We would really appreciate your views and ideas on what you have read, including the ideas to develop a 'Hub' at Cheltenham General Hospital and a smaller 'Spoke' service at Gloucestershire Royal Hospital.

## Getting involved

### How can people get involved/feedback?

We are talking with staff and patients currently attending the two hospitals for appointments and we have contacted local voluntary and community groups and our Get Involved in Gloucestershire members, who have an interest in the services; encouraging them to give us feedback and offering to come along to events, meetings or sessions taking place over the next month.

We will be touring with the NHS Information Bus in August. Come and see us, take away some information to read later or stay to hear more about our ideas and give us your feedback by completing the survey with us there and then (if you have time to spare). On these two dates below staff from the hospitals will be joining us:

- ▶ Cheltenham Tesco Superstore (off Tewkesbury Road) - 10 August 2021 (10am - 2pm)
- ▶ Gloucester Quays - 17 August (10am - 2pm).

For details of all NHS Information Bus visits please visit:

<https://www.gloucestershireccg.nhs.uk/about-you/your-views/nhs-information-bus/>

A short freepost survey can be found on the following pages and online at:

[www.onegloucestershire.net/yoursay](http://www.onegloucestershire.net/yoursay)

**The deadline for feedback is 6 September 2021.**



# Survey

## What you need to do:

You can complete the survey online at:  
[www.onegloucestershire.net/yoursay](http://www.onegloucestershire.net/yoursay)  
or if you prefer you can complete the **FREEPOST** survey  
on the next pages.



1. Please read the information contained within this engagement booklet
2. Complete the survey questions below. You do not need to answer all the questions; it is OK to focus only on the questions you are interested in
3. Complete the **About You** questions; this is optional, but it helps us to know whether we have heard from a wide range of people
4. Send the survey back to us FREEPOST to the address shown at the end of the survey.

If you would like help to complete the survey please:

- ▶ email: [glccg.participation@nhs.net](mailto:glccg.participation@nhs.net)
- ▶ write to: FREEPOST RRY-YSGT-AGBR, Fit for the Future, Sanger House, Valiant Court, Gloucester Business Park, Gloucester, GL3 4FE
- ▶ call Freephone to leave a message on: **0800 0151 458**.

The feedback you give us will be treated in the strictest confidence. It is anonymous, unless you choose to share your contact details with us. It will be stored securely and only used to inform the development of health and care services in Gloucestershire. The 'About You' questions help us to know whether we have heard from a wide range of people.

**Please complete and return this survey by Monday 6 September 2021.**

**1** Please tell us which of the following services you, or a member of your family, have used in the last five years? (tick all that apply)

- Lung Function/Sleep Service (go to question 2)
- Other hospital services (go to question 8)
- Neither of the above (go to question 9)

**2** Thinking about your experience of using Lung Function or Sleep Services in Gloucestershire, was it as:

- An outpatient (attending a clinic, test or virtual appointment)
- An inpatient (stayed overnight, or as a planned day-case procedure)
- In Accident & Emergency
- A combination of any of the above

**3** Thinking about your recent experience of Lung Function/Sleep Services.....

**A. What went well?**

**B. What could have been improved?**

**4** Please tell us about differences you have noticed in the Lung Function/Sleep Services due to the Covid-19 pandemic?

**5** What do you think about our idea to create a 'Hub' at Cheltenham General Hospital and a 'Spoke' at Gloucestershire Royal Hospital for Lung Function/Sleep Services?

**6** In the future if services were arranged as a 'Hub' at Cheltenham General Hospital and 'Spoke' at Gloucestershire Royal Hospital, what are the most important things to be considered to reduce any negative impact on you or people you know?

**7** Please tell us any alternative suggestions you have for organising these services.

**8** Which other hospital services have you or a member of your family used in Gloucestershire in the last 5 years? (Please tick all that apply)

- Outpatient services (attending a clinic, test or virtual appointment)
- Inpatient services (stayed overnight, or as a planned day-case procedure)
- Accident & Emergency (walk-in, booked appointment or by ambulance)
- A combination of any of the above
- None of the above



**9** The following criteria for improving hospital services have been developed following previous engagement with local people:

- Quality of care - e.g. Outcomes for patients, patient and carer experience
- Workforce - e.g. making best use of clinical staff (e.g. doctors, nurses and other staff), joined up working across health services, recruiting and keeping staff
- Acceptability - e.g. taking into account previous engagement and consultation feedback
- Deliverability - e.g. Access to the required staffing: numbers and skills, support services, premises and technology to support successful implementation
- Patient choice - e.g. Making access simple, impact on travel for patients, carers and families, waiting times, supporting the use of new technology to improve access, improving or maintaining service hours and locations, impact on equality for all and health inequalities.

**Please tell us anything else we should consider?**

**10** In the future, if the way that you or your family receive services changes, what are the most important things we should consider to reduce any negative impact you might experience?

**11** Is there anything else you would like to tell us about hospital services?

# About you

Completing the “About You” section is optional, but the information you give us helps us to ensure that we hear from people with a wide range of experiences and circumstances. Your support with this is really appreciated.

What is the first part of your postcode? e.g. GL1, GL20

Which age group are you?

<input type="checkbox"/>	Under 18
<input type="checkbox"/>	18–25
<input type="checkbox"/>	26–35
<input type="checkbox"/>	36–45
<input type="checkbox"/>	46–55
<input type="checkbox"/>	56–65
<input type="checkbox"/>	66–75
<input type="checkbox"/>	Over 75
<input type="checkbox"/>	Prefer not to say

Are you:

<input type="checkbox"/>	A health or social care professional
<input type="checkbox"/>	A community partner
<input type="checkbox"/>	A member of the public
<input type="checkbox"/>	Prefer not to say

**Do you consider yourself to have a disability? (Tick all that apply)**

- No
- Mental health problem
- Visual Impairment
- Learning difficulties
- Hearing impairment
- Long term condition
- Physical disability
- Other
- Prefer not to say

**Do you look after, or give any help or support to family members, friends, neighbours or others because of either a long term physical or mental ill health need or problems related to old age? Please do not count anything you do as part of your paid employment.**

- Yes
- No
- Prefer not to say

**Which best describes your ethnicity?**

- White British
- White Other
- Asian or Asian British
- Black or Black British
- Chinese
- Mixed
- Other
- Prefer not to say



**Which, if any, of the following best describes your religion or belief?**

- No religion
- Buddhist
- Christian (including Church of England, Catholic, Methodist and other denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- Prefer not to say

**Are you:**

- Male
- Female
- Transgender
- Prefer not to say

**Do you identify with your gender as registered at birth?**

- Yes
- No
- Prefer not to say

**Which of the following best describes how you think of yourself?**

- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Other
- Prefer not to say

Are you currently pregnant or have given birth in the last year?

- Yes
- No
- Prefer not to say
- Not applicable

What is the best way to tell you about changes to local health services?

- Website
- Social media
- Printed newsletters
- Local newspapers
- Local radio

If you would like to carry on shaping local NHS services, why not join our new online community at <https://getinvolved.glos.nhs.uk/>

**Get Involved in Gloucestershire** is an online participation space where you can share your views, experiences and ideas about local health and care services. Your input will help inform and influence the decisions local NHS organisations make.

Thank you for taking the time to tell us what matters to you.

Your feedback is important to us.

Please return your completed survey to the freepost address (no stamp required) by:

**6 September 2021**

**FREEPOST**

FREEPOST RRYK-KSGT-AGBR,  
Fit for the Future, Sanger House,  
Valiant Court,  
Gloucester Business Park,  
Gloucester, GL3 4FE

To discuss receiving this information in large print or Braille please ring 0800 015 1548.

To discuss receiving this information in other formats please contact:

এই তথ্য অন্য ফর্মাটে পেতে আলোচনার জন্য দয়া করে যোগাযোগ করুন

如需以其他格式接收此信息，请联系

V případě, že potřebujete obdržet tuto informaci v jiném formátu, kontaktujte prosím

আ মাহীতী বীজা ছিরমেটসমাঁ মজাবানী যর্থাঁ করবামাটে ক্রপাকরী সংপর্ক করো  
Aby uzyskać te informacje w innych formatach, prosimy o kontakt

По вопросам получения информации в других форматах просим обращаться

Ak si želáte získať túto informáciu v inom formáte, kontaktujte prosím  
**0800 015 1548**