

## **Frequently Asked Questions**

### **Whitby and the surrounding area**

#### **1. What is the 'Fit 4 the Future' programme for Whitby?**

There are two aspects to the Whitby Fit 4 the Future programme:

##### 1. Transformation of Community and out of hours services

As part of its work to transform the community services, the CCG undertook a procurement exercise to find a new service provider who was suitable to deliver community and out of hours services in Whitby and the surrounding area. The formal procurement process involved the CCG inviting organisations to come forward and bid for the contract to be the new provider (the previous providers were York Teaching Hospitals NHS Foundation Trust and Prime Care Community Services).

After a longer and detailed process, the seven-year contract was awarded to Humber NHS Foundation Trust to start on 1 March 2016. The contract is for seven years. A robust community transformation programme has been agreed with Humber NHS Foundation Trust to ensure the services are enhanced and developed.

##### 2. Whitby Hospital remodelling

Another significant and exciting part of the programme is the remodelling of the existing Whitby Hospital site, which is currently owned by NHS Property Services. Over the last couple of years, the CCG has been going out to the public to share options and ideas for the site – we will continue to do this for the rest of the project.

There are a number of key milestones for the hospital project. For more information, please visit the [Fit 4 the Future – Whitby and the surrounding area pages](#) on our website.

#### **2. Is there currently a restriction on who can be admitted to Whitby Hospital as an inpatient?**

Whitby Community Hospital is an inpatient facility which provides medical and nursing care to patients who are not medically fit to return to their usual place of residence, but whom do not need specialist services.

There are currently no restrictions in place for these beds.

### **3. Who now provides the community and out of ours services?**

As of 1 March 2016, Humber NHS Foundation Trust provide the community and out of hours services in Whitby and the surrounding area. Community services include district nursing, community rehabilitation (physiotherapy and occupational therapy), community hospital inpatient services, local diagnostics, outpatients, minor injuries and specialist nursing.

### **4. Have workforce issues been considered in any plans?**

Workforce is a national issue of concern in the NHS. Development and succession planning was a key theme in the assessment criteria to ensure our providers of care services understood the workforce issues and that they had robust plans.

We know that Humber NHS Foundation Trust is committed to workforce development and aware of recruitment and retention issues across the wider area.

### **5. Two wards have now merged in Whitby Hospital. Why did you decide to merge the two wards into one?**

The new provider of community and out of hours services, Humber NHS Foundation Trust have taken the decision as an interim measure to merge the two wards. This was to ensure patients are cared for in a better environment; the provider can maintain safe staff levels and create opportunity for training/support for clinicians.

### **6. Have some outpatient services been reduced?**

The CCG have received notification from an outpatient provider that they intend to stop four clinics. From 1 April, South Tees Hospitals NHS Foundation Trust (another provider) took on two of these four clinics: Rheumatology and Neurology.

The other two clinics, Ear, Nose and Throat (ENT) and Dermatology, are more complex, so we are looking at a different model for outpatients. The CCG is confident that these services will be provided back at Whitby Hospital in the near future.

There is also a new pilot community pain clinic at Whitby Hospital provided by South Tees Hospital NHS Foundation Trust.

### **7. Is there still a palliative care service at the hospital?**

Palliative is essential care for patients reaching end of life. The CCG has a contract in place with St Catherine's Hospice to work alongside Humber NHS Foundation Trust to provide specialist palliative care, both in the hospital and in the community. This arrangement will remain in the place for the new hospital.

**8. What are the current opening hours for the Minor Injuries Unit (MIU)?**

The current opening hours are 8am to 11pm, seven days a week. It's a nurse-led Minor Injuries Service - no appointment necessary. Should you wish to call, the main hospital number is 01947 899200. Alternatively for other advice, please call NHS 111.

**9. What's the difference between a community and acute hospital?**

Acute care is where a patient receives active but short-term treatment for a severe injury or episode of illness, an urgent medical condition, or during recovery from surgery. There are two acute hospitals accessible from Whitby and the surrounding area – James Cook University Hospital in Middlesbrough and Scarborough General Hospital.

A community hospital is a non-specialised hospital serving a local area. Whitby hospital is a community hospital providing short term rehabilitation and nursing care.

**10. If an ambulance picks me up, why can't I have a choice where I go?**

Providers of care have a legal duty to ensure patients are taken to the nearest appropriate A&E for their condition.

**11. What services are currently available in the Hospital?**

There are a range of health services available at Whitby Hospital from in-patient care on the wards to a variety of out- patient clinics. Below you can find the list of services available:

- Audiology
- Abdominal Aortic Aneurysm ( AAA) screening
- Community dental services
- District nurses providing care in the community
- Improving access to talking therapies known as psychological therapies (IAPT)
- In-patient care
- Maternity outpatients
- Minor Injuries Unit (MIU)
- Nutrition and dietetics
- Out-patient department providing clinics for a range of specialities
- Physiotherapy and occupational therapy
- Podiatry

- Radiology (x-ray and ultrasound)
- Retinal screening
- Sexual health
- Speech and Language Therapy (SALT)

For more information about Whitby hospital and the services available there please insert the link below in your browser or telephone: 01947 899200.

<http://www.nhs.uk/Services/hospitals/Overview/DefaultView.aspx?id=34869>

**12. With the appointment of architects – has it now been decided as to which services will be in the new hospital?**

The CCG and NHS Property Services (the current owners of the site) jointly appointed architects, Medical Architecture in summer 2015 to work with a project team on design options. To ensure national requirements (new national standards) were incorporated in the designs, we brought the architects on board early.

Since this time, they've been working with us on design ideas for the core services currently provided and also looking at options for the wider site.

Once the list of services has been refined, the architects will begin the detailed designs which will be shared with the public in the next couple of months.

**13. Has a decision been made about how many beds will be in the remodelled hospital?**

The CCG is working with Humber NHS Foundation Trust (as the new provider of community and out of hours services) and the appointed architects, Medical Architecture to look at options for the number of beds in the new hospital. This bed base will be supported by transformed services being delivered in the community

**14. If the number of beds is reduced, what will the CCG do to ensure there are alternative arrangements?**

The CCG has invested into community services in line with what patients have told us - we know that our patients want to be treated as close to home as possible. The CCG is now working closely with Humber NHS Foundation Trust to transform community services, further and looking at options for access to beds across the wider locality.

We are also exploring the possibility of having step-up bed in nursing homes especially for palliative care so that patients can be cared for closer to home.

## 15. Will there be an A&E or maternity unit at the new hospital?

There has never been an A&E department at Whitby Hospital. Maternity outpatients and Minor Injury Services are currently available at Whitby Hospital; however a full A&E and maternity service is not part of the remodelling plan for the hospital site. Care and treatment will continue to be provided in the surrounding areas where the right facilities, specialist skills and services are available, ensuring the best possible outcome for patients.

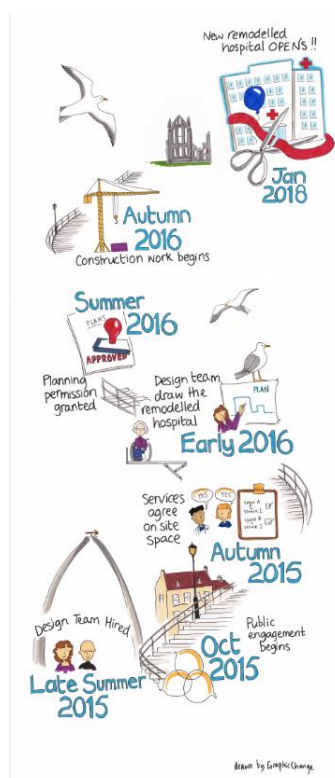
The priority for the Whitby Hospital site is to ensure services reflect integrated community, health and social care requirements in order to make the hospital safe and sustainable for residents of Whitby and the surrounding area.

## 16. Will the War Memorial element remain?

The CCG respects the history of Whitby Memorial Hospital and are linking in with Whitby Civic Society to see how we can maintain this history in the new hospital.

## 17. What are the key milestones for remodelling project?

We have produced a helpful graphic listing the key milestones for the project:



**18. Will the CCG fund a bus service?**

We have no plans to provide a bus service.

**19. How have you taken into account what the public want/say about plans for Whitby and the surrounding area?**

As a CCG, we undertook extensive engagement in 2013, developing a Vision which has since been refined based on more recent public views.

Engagement includes face-to-face meetings including focus groups, stands in local community centres and meetings in Whitby Hospital.

[A summary of the Vision and reports on engagement can be found on our website.](#)

We are continuing with public engagement throughout the programme of work and value the input we receive from members of the public.

**20. Will financial issues impact on the project?**

The CCG is facing some financial challenges in the coming three years. The contract value for Humber NHS Foundation Trust to provide the community and out of hours services will remain at £6.4m a year.

The cost of remodelling the hospital is estimated at £9.8m. This funding will come from a national fund – therefore we are not anticipating any impact on the existing work in Whitby and the surrounding area.

The re-provisioned hospital will be more efficient in terms of floor space, light and heating and maintenance. The savings from these efficiencies will be reinvested in local community health services.

There will also be a smaller number of local GPs providing medical services at the hospital who will be present on site all day. These doctors will develop more skills to look after patients in the hospital.

**21. Who will provide the out of hours care now?**

Humber NHS Foundation Trust (the new provider) has an agreement in place with a specialist provider of out of hours called – Prime Care who will deliver local out of hours care under the management of Humber Foundation Trust.



Prime Care were previously delivering these services from the Malton area, but have now moved to Whitby and the surrounding area. They are familiar with the locality and services required.

**22. I have heard the telephone number for Whitby Hospital has changed. What is it now?**

The telephone number for Whitby Hospital is 01947 899200.

**Do you have a question you would like to ask us about health care services in Whitby and the surrounding area?**

Please email [whitby4f@nhs.net](mailto:whitby4f@nhs.net) or write to us: NHS Hambleton, Richmondshire and Whitby CCG, Civic Centre, Stone Cross, Northallerton DL6 2UU.