



Cambridgeshire and  
Peterborough  
Clinical Commissioning Group


## Consultation on a future model for an Integrated Out of Hours base at Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's)

**23 January to 6 March 2017**

This six week consultation was to gather feedback on moving the current  
GP Out of Hours base from Chesterton Medical Centre to the integrated  
service at Cambridge University Hospitals NHS Foundation Trust  
(Addenbrooke's)




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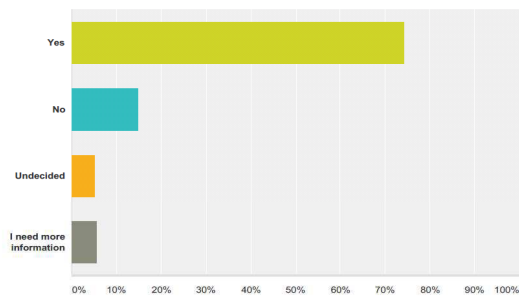
## Themes and responses received during the six week consultation:

- 943 responses to online survey
- 53 people attended the public meetings
- 30 people telephoned or emailed their responses and queries directly to the CCG
- 15 organisational responses
- 1 petition received with 2152 (2033) signatures



**Q1 Do you understand why the CCG has proposed this change**

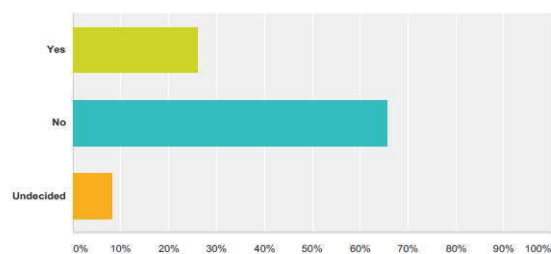
Answered: 933 Skipped: 8



Answer Choices	Responses	
Yes	74.28%	693
No	14.90%	139
Undecided	5.25%	49
I need more information	5.57%	52
Total		933

**Q2 Do you agree with the proposal to move the GP out of hours base from Chesterton Medical Centre to the Integrated Clinic 9 at Addenbrooke's?**

Answered: 935 Skipped: 6



Answer Choices	Responses	
Yes	26.10%	244
No	65.78%	615
Undecided	8.13%	76
Total		935

## We also asked people if they had any other comments

- There were 615 responses to the question 'Are there any other comments you would like to make in relation to the proposal outlined in the consultation document?'
- There were also 120 comments on the first question, and 210 comments on the second question.
- The issues raised from the comments and the public meetings are described in the next slides...



- **Access for people who live near to the Chesterton base**  
 We have been told that people who live in the area around Chesterton would be disadvantaged by this proposal, and that access to the Addenbrooke's site would be difficult due to the lack of public transport and lack of access to a car. People from other areas of the city and surrounding areas, e.g. Royston, welcomed the proposal.
- **Social deprivation and impact on health inequalities**  
 The postcode areas and wards immediately adjacent to the Chesterton Medical Centre have the highest levels of social deprivation in Cambridge. People told us that they felt the proposed move would have a high impact on health inequalities in these areas because people did not engage with the health system.
- **Car parking and access to Addenbrooke's site**  
 People have expressed dissatisfaction with the fact that they will need to pay to park at the Addenbrooke's site if the proposal goes ahead. People find the site at Addenbrooke's complex and difficult to navigate.





- **Traffic and journey times to travel to Addenbrooke's site**  
People from north of the river reported that traffic travelling to and from the site at Addenbrooke's, as well as around the site itself, is often heavy. However, other people from different areas of the city told us that journey times would improve or stay the same.
- **The facilities at Clinic 9 at Addenbrooke's**  
People have told us that the facilities at Clinic 9 are not as high a standard as those at Chesterton Medical Centre. People have asked if the facilities will be upgraded. Questions were asked about working relationships between A&E and the out of hours service.
- **Chesterton Medical Centre facilities**  
People like the fact that it is a relatively new building with free car parking as well as pleasant waiting areas. People felt the clinical areas were also of a high standard and that this would be a good place to work for the staff involved in the service. People also asked whether there would be investment to improve the facilities at Addenbrooke's.



- **Investing in the service rather than moving it**  
People reported that they felt that the CCG should invest in this service and operate from both Chesterton and Addenbrooke's. It was suggested that the CCG should invest in improving the access to diagnostics at Chesterton rather than moving the service to be near to existing diagnostic services. Some people suggested that the CCG should invest in making the Chesterton site a full Minor Injury and Illness walk-in service with diagnostic equipment, using the Local Urgent Care service (LUCS) model being piloted in Ely and Fenland.
- **Investment in other services rather than moving the Chesterton base**  
People felt that we should invest in seven day a week GP services, then there would be much less need for an out of hours service. People felt that some patients may use the service or attend A&E because they cannot get an appointment at their GP practice and investing in GP services would alleviate this pressure on other services. People also felt that we should invest in improving and expanding A&E service at Addenbrooke's and leave the Chesterton base as it is.





- **Clinical advantages of the proposals**

Easy access to diagnostics, as well as other clinical services should the condition need further treatment, was seen as an advantage. Also people felt that there were clinical advantages for staff being co-located with other health professionals for clinical support as well as improvement in skills and knowledge.

- **Length of the consultation and awareness of it**

People gave feedback that they felt that nine weeks was not long enough for this consultation. We were questioned about how the consultation documents were distributed and how particular communities were made aware of the consultation, particularly the Gypsy and Traveller community.

- **Impact Assessments**

The CCG was asked about the process for completing the impact assessments and whether they were robust enough.



- **Access to SystmOne at Addenbrooke's**

People asked if there would be access to full medical records for the out of hours medical staff if the service moved. It was considered to be a requirement of an efficient out of hours service to have access to these records when people had an appointment with this service.

- **Other issues**

- Would the pharmacy at Addenbrooke's be open longer so people attending the out of hours service can fulfil their prescriptions or would they need to drive to a 24 hour pharmacy somewhere else in the city?
- Will there be home visits available for people who cannot drive to Addenbrooke's and are too ill to take public transport or cannot afford a taxi?
- What will happen when Addenbrooke's tells people not to attend the hospital due to norovirus or flu episodes?
- We received many comments about Government funding for the NHS in general and, more specifically, for this area.



