

Birmingham City Council and Sandwell MBC Joint Health and Adult Social Care Overview and Scrutiny Committee

12 March 2024.



Subject: Sandwell and West Birmingham NHS Trust (SWB) Changes to Stroke Services Update

Report of: Liam Kennedy, Delivery Director, Midland Metropolitan University Hospital

Report author: Jayne Salter-Scott, Head of Public and Community Engagement.

1 Purpose

- 1.1 To update the Joint Health Overview and Scrutiny Committee about recent public conversation around 'Changes to Stroke Services' ahead of the opening of the Midland Metropolitan University Hospital later this year.

2 Recommendations

- 2.1 The Joint Health Overview and Scrutiny Committee is asked to:
- Note the content of the report.
 - Endorse the development of a Decoupling Implementation Action Plan to address the feedback raised by our patients and their relatives in this conversation.
 - Endorse Sandwell and West Birmingham NHS Trust decision to co-locate Stroke inpatient rehabilitation to Rowley Hospital alongside other rehabilitation and therapy services.

3 Any Finance Implications

- 3.1 None

4 Any Legal Implications

- 4.1 None

5 Any Equalities Implications

- 5.1 Some feedback within the report is being looked into further as a result of the conversation with our patients and their relatives. Where we can the Trust want to ensure that all the feedback received is acted upon.

6 Appendices

- 6.1 Appendix 1 – Changes to Stroke Services – Insight Report
- 6.2 Stroke EQIA
- 6.3 Continuing the Conversation on Stroke Improvement Plan
- 6.4 ML6757 Stroke Service Public Document

7. Introduction

- 7.1 When Midland Metropolitan University Hospital (MMUH) opens its doors later this year, we will be delivering care differently across the Trust. We will be using our retained estate which includes the Birmingham Treatment Centre, Sandwell Hospital (to be known as Sandwell Treatment Centre), Rowley Regis Hospital to its full potential ensuring that we provide the right care at the right time in the right place for our patients and people who use our services.
- 7.2 In preparation for this Sandwell and West Birmingham NHS Trust has agreed that changes need to be made to the way several services are provided. This includes the way in which we currently provide inpatient Stroke rehabilitation. This report presents an overview of the proposed changes, the approach taken to involve a wide range of stakeholders and the insight we gathered during the 'conversation period.'
- 7.3 This report builds on the work we have undertaken over the past 18 months or so through the Stroke Decoupling Group (SDG). We have established a Stroke Reference Group (SRG) which works alongside the SDG and feeds in the views of Stroke survivors, their family members and specialist support organisations e.g. Stroke Association, Headway. The booklet and questionnaire used in the public conversation was co-designed with members of the SRG and SDG colleagues.
- 7.4 A discussion was held with the joint chairs of the Health Overview and Scrutiny Committee, who supported the approach for public conversation. The Changes to Stroke Services conversation went live 4th December 2023.

8. In summary

- 8.1 Ninety questions were completed and returned. Of these 90 respondents:
- 73 were patients/local people.
 - 13 were carers or relatives of someone who has used/ is using services currently.
 - 2 expressed an interest in the subject matter.
 - 1 works/support a local voluntary/community sector organisation.
 - 1 works for the Trust.
- 8.2 We asked people to tell us, **how aware of the new hospital** they were. Four eight of respondents said that they were aware of the new hospital in Smethwick. With 39 respondents having little to no awareness.
- 8.3 The questionnaire asked people to indicate **whether they understood why we are wanting to co-locate inpatient Stroke rehabilitation at Rowley Regis Hospital**. Out of the 86 people who responded to this question, 66 respondents indicated that they understood.
- 8.4 **When asked to want extent they agree with the move to co-locate Stroke inpatient services to Rowley Regis Hospital. Thirty-eight respondents answered mostly/fully agree.** With 33 people stating that they do not agree with our preferred option to co-locate inpatient Stroke rehabilitation to Rowley Hospital. The remaining 19 people responding to the survey preferring to not state a real preference.

8.5 Most people we spoke with had no experience of Stroke and were therefore reluctant to participate in the conversation. A copy of the Insight Report can be found appendix a.

9. When asked about, 'What matters to you' after having a Stroke. The following themes emerged:

- Assessment – “Being assessed properly, with a proper plan for my care.”
- Consistent and improved care – “There is such a difference between the care you get through the night to the care you get during the day.”
- Access to therapy staff – “Never sure when the therapist is coming.”
- Timely response – “Being able to speak to someone and get a response quickly.”
- Access and visiting – “Better transport links to the hospitals.”
- More nursing staff – “not enough nursing staff, they are running around trying to care for everyone.”
- More compassionate and caring staff – “some staff are rude and come across as not caring.”
- Patient support – “More help for patients who cannot feed themselves or get themselves to the toilet.”
- Better communications – “I have to ask what’s going on with my mom, I am not told unless I ask.”
- Patient Information – “Unsure what will happen when I leave hospital, will I get rehabilitation at home.”
- Food – “Some of the food is not nice. More quality and variety of food is needed.”
- Accessible services – “Services should be provided close to where people live, it’s difficult to travel if you haven’t got your own transport or the money to.”

“Getting well and getting home to my family and my surroundings.”

10. Recommendations

10.1 The Joint Health and Social Care Overview and Scrutiny Committee is asked to:

- Note the content of the report.
- Endorse the development of a Decoupling Implementation Action Plan to address the feedback raised by our patients and their relatives in this conversation.
- Endorse Sandwell and West Birmingham NHS Trust decision to co-locate Stroke inpatient rehabilitation to Rowley Hospital alongside other rehabilitation and therapy services.

Report Author: Jayne Salter-Scott

Job Title: Head of Public and Community Engagement

Date: 27th February 2024

Appendix 1: Changes to Stroke Services Insight Report