

## Response to Wellbeing & Health Scrutiny Board Recommendations

Surrey and Borders Partnership   
NHS Foundation Trust

### Surrey and Borders Partnership

We would like to thank the Wellbeing and Health Scrutiny Board for the time its members have spent with us to consider our relocation of services and for your recommendations following your review.

We have considered these and are happy to provide our responses which we hope will aid the Board in its ongoing consideration of our services.

- That the Trust review the process by which it plans future ward relocations, in order to improve its change management practices

We understand that some of our stakeholders feel that our relocation of Delius and Elgar wards from Epsom to Chertsey was undertaken more quickly than was necessary and some people would have liked.

We have listened carefully to this feedback and reviewed our reasons for implementing the change. We do feel that in taking our decision to make this change that it was very important to achieve the improvements in the quality of people's experiences as quickly and as safely as possible.

We always try to work with people who use our services, carers and families and wider stakeholders as early as possible in our proposals for changes to the ways in which we deliver our services. We are committed to continuing to do this and will keep working with our stakeholders to help us get this right.

- That the Trust set out timescales for consultation and anticipated impact on current services, and that the Board receive an update during consultation;

We are working very hard, with our colleagues in our Clinical Commissioning Groups, to develop the proposals for the future of our hospital services for the people of North West, Mid and East Surrey. The consultation will be led by our CCGs and we are

supporting their current discussions on when they will be in a position to commence this.

We have agreed with our CCGs that an update to the Board will be provided as part of that consultation.

- That the Trust produce a travel plan to demonstrate how people and their families will be supported to access the Abraham Cowley Unit.

We have provided the Board with a copy of our travel plan and the posters and leaflets we have provided to inform people of how we can help them. To complement this we are developing some case studies for the Board. We hope these will provide a helpful illustration of how the plan can be applied in practice to support people and their families.

- That the Trust provide additional resource to support people who use the wards to access Skype and other communication tools, where appropriate.

We can confirm that we have provided additional resources to support people who use our wards at Abraham Cowley to support people's communication with their families and friends whilst staying on the wards.

- That the Trust monitor family and patient feedback following the move and provide a summary of key themes for the Board in six months' time.

- That the Trust report the impact on Missing Person rates to the Board in six months' time.

We will be very happy to provide an update for the Board in six months' time on both people's feedback of their experiences and the impact on our Missing Person's rate following the relocation of the wards.

- That the Trust and commissioner clarify the position on funding for the safe haven in

Epsom

We are delighted to be able to confirm that our Commissioners have confirmed the continuation of our funding for the Safe Haven in Epsom.

We have not yet received confirmation from all our partners who provide the Safe Haven service with us, that our Commissioners have similarly been able to confirm their recurrent funding for the Safe Haven.

10<sup>th</sup> March 2017

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