

Consultation into Podiatry Services in Kirklees

Recommendations

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1. Introduction

Public consultation into community Podiatry Services in Kirklees started on 19 June 2017 and finished on 11 August 2017. A Report of Findings was presented to OSC in November 2017 and the findings are also being scrutinised by the Quality Boards of North Kirklees CCG and Greater Huddersfield CCG and the Joint Clinical Strategy Group.

This report outlines the recommendations based on the findings and feedback received during the consultation process.

Two proposals were put forward:

Proposal 1: In Greater Huddersfield only, to reduce the number of locations where podiatry clinics are held. From 15 to 8.

Proposal 2: Across Kirklees, to apply the existing eligibility criteria to all patients currently using the service. In the past this criteria has not been fully applied and there are patients within the service who are not eligible to receive podiatry care. This is being done to ensure the podiatry team can provide a quality service to patients with the greatest podiatric and medical need.

During the 8 week consultation period 818 responses were received.

2. Current Podiatry Service

The Locala Podiatry Service provides clinics in 4 locations in North Kirklees and 15 locations in Greater Huddersfield. The team also carry out home visits to housebound patients. The service has a caseload of 22,650, receives an average of 734 referrals per month (October 2015-September 2017) and has an average discharge rate of 189 patients per month. The service is currently part of the Care Closer to Home Contract and Locala CIC receive £1.83m per year for this element of the contract.

Appendix 1, shows the actual cost for 2017/18 and proposed budget for 2018/19.

3. Rationale for Change

As the population increases and people are living longer with increasingly complex health care needs the demand for podiatry services has increased. To be able to provide the right treatment for people with the highest clinical need and avoid complications such as foot ulcers and amputation the service needs to prioritise its resources and change the service provided.

Locations - in Greater Huddersfield, podiatry clinics are held in 15 locations. In five of the locations (Waterloo, Shepley, Kirkheaton, Scissett and Marsden) clinics are run on a weekly or bi-monthly basis with between 7-10 appointments per week. By reducing the number of locations the service will be able to reduce travelling time between clinics by podiatrists and hence provide more clinical appointments and provide a higher quality service across Kirklees.

Eligibility Criteria - currently the criteria used to determine if a patient is eligible for care has not been applied consistently. This means there are patients receiving podiatry services such as toe nail cutting and dry skin removal who may not be eligible for care. By reviewing the case load and only treating patients who meet the criteria, the podiatry team will be able to provide the quality of care required to those in greatest need.

These changes will mean we can improve services for the patients who need it most by:

- Reducing waiting times for appointments and providing more appointments
- Providing more choice of appointment times and days
- Being able to see the patients who require it more often, When they need it, thus preventing complications
- Providing more specialist care such as wound management
- Providing better support and information so people are able to care for their own feet and prevent future problems
- Provide clinics in buildings that are modern, clean and safe
- Improved training and support to GP practices regarding diabetic foot checks

By making changes we can ensure that local health needs are met both now and in the future.

4. Summary of Findings from Consultation

Proposal 1: Reduce the number of clinics available in Greater Huddersfield from 15 to 8.

- 556 people from the Greater Huddersfield area completed the questionnaire
- 29% agreed or strongly agreed with this proposal,
- 64% disagreed or strongly disagreed and
- 7% didn't know/didn't respond.

The key themes were:

Support for the proposal	Concerns about the proposal
<ul style="list-style-type: none"> • Some felt that the proposals would improve the service provided as those with the greatest need would be seen more quickly • It was thought that 17 locations in Huddersfield was too many • Some felt that there would be benefits from fewer locations that had better equipped facilities • People commented that public transport links around the area were good and it wouldn't be a problem getting to the suggested locations 	<ul style="list-style-type: none"> • Many were concerned that it would mean travelling further for an appointment even if this didn't affect them they were concerned for vulnerable groups • Some felt that this was a cost cutting exercise • Some disagreed because this was not 'care closer to home' • It was felt that too many sites were being closed • A number of patients in Shepley were concerned about the public transport links to other locations • In Marsden there were concerns around where the bus stops in the next nearest location, Slaithwaite

- 79 (14%) responses were from patients who use the service at one of the locations proposed for closure. Key themes identified in these locations are detailed in the table below:

Theme	Honley	Kirkheaton	Scissett	Marsden	Shepley	Waterloo	Newsome
Clinics should be located closer to home	2	1	1	1		1	2
Concerned that waiting times for appointments will increase			1	3	2		2
Stated that this is a cost cutting exercise		2		1		2	1
Concerned care will suffer	5	4	3	4	1	3	3
Concerned they will have to travel further	7	4	5	10	5	3	
Stated that more clinics/podiatrists are needed not less							
Total	14	11	10	19	8	9	8

Proposal 2: Applying eligibility criteria

72% agreed or strongly agreed with this proposal

23% disagreed or strongly disagreed

5% didn't know/didn't respond

The key themes were:

Support for the proposal	Concerns about the proposal
<ul style="list-style-type: none"> Most people in support of the proposal felt that care should be provided to those who are high to moderate risk Many supported the proposal as it would reduce waiting times There were a number of people who simply thought it made sense as it makes the service more efficient 	<ul style="list-style-type: none"> The service should be there for anyone who needs it Older people who can't bend down and cut their nails will suffer and could end up back in the service because they can't look after their feet Some people thought this was a cost cutting exercise

Suggestions from respondents

- Lower risk/routine patients should be taught basic self-care that can be carried out at home
- There should be a low cost or no cost alternative for toe nail cutting

5. Deliberation Process

The deliberation process has included:

1. Considering all comments made whether positive or negative
2. Analysing themes that have been identified from the findings
3. Reviewing in detail the themes identified by the 79 patients who use the locations proposed for closure
4. Reviewing in detail the themes identified by the 179 people who disagree or strongly disagree with Proposal 2
5. Considering options to address areas of concern identified from the findings
6. Reviewing the quality and equality impact assessments against the output of the consultation and considering what further action is required
7. Discussions with clinical colleagues
8. Discussions with AgeUK and CCGs about alternative provision
9. Consideration of comments made by the CCGs and the OSC
10. Reviewing travel times and public transport options (Appendix 2)
11. Review of feedback from OSC, JCSG, North Kirklees and Greater Huddersfield PPGs

The deliberation process also took account of the following additional information around Proposal 1.

1. 932 people use the locations where proposed clinics would close – 5% of the caseload. The remaining 21,718 are not expected to change location but as part of patient choice are able to should they wish.
2. Average visits per year of 2.9 (see table below), suggest that the majority of patients using the clinics identified for closure are attending for non-complex care. Patients attending for more complex care are seen more frequently, for example patients requiring wound care will require 1-3 appointments per week initially, followed by weekly then monthly appointments.
3. The methods of transport used by the 79 respondents from people in the locations proposed for closure, 37 travelled to their appointment by car, 23 by public transport, 15 walked, 3 used all modes of travel, 1 person had a home visit.

Analysis of the themes Proposal 1

Theme	Mitigation
Clinics should be located closer to home	Clinics would still remain at 8 locations and home visits would be available for housebound patients. Patients would still have a choice of clinics in locations spread across Greater Huddersfield however, it is acknowledged that some may need to travel further.
Waiting times will increase	As podiatrist would not be travelling to and from a number of clinic bases this time would be used to provide additional appointments. The number of overall appointments would increase, it anticipated that there would be an additional 60 appointments available each week.
Cost cutting exercise	The budget would not reduce, it is about ensuring that the right people access the service
Care will suffer	There will be more appointments available and patients with the greatest podiatric/medical need, will have better access to the service.
Travel further	This will be limited as much as possible. There will still be the option of the remaining 8 sites with more appointments available at Princess Royal Health Centre near the bus station in Huddersfield. Locala has also had discussions with partners, Age UK, around alternative provision.

Patient information at locations proposed for closure

Location	Total appointments (Year)	Patients using the location	Average visits per patient (Year)
Honley Surgery	557	213	2.6
Kirkheaton	281	104	2.7
Marsden Health Centre	405	131	3.1
Newsome Surgery	522	190	2.7
Dearne Valley HC, Scissett	307	104	3.0
Shepley Health Centre	298	91	3.3
Waterloo	235	81	2.9
TOTAL	2,605	932	2.9

Analysis of the themes Proposal 2

Theme	Mitigation
Cost cutting exercise	The budget would not reduce, it is about ensuring that the right people access the service.
Care will suffer	There will be more appointments available and patients with the greatest podiatric/medical need, will have better access to the service.
The service should be there for anyone who needs it	The service will be provided for people who meet the criteria and have a podiatric or medical need.
Older people who can't bend down and cut their nails will suffer and could end up back in the service because they can't look after their feet	Alternative low cost options would be made available for people who are no longer eligible for the service.
It was suggested that patients be taught how to self-care	This would be carried out to any patient discharged from the service.

6. Recommendations

Proposal 1: Reduce number of locations that podiatry services are provided from 15 to 8.

It is our recommendation that two of the seven locations identified for closure should continue to provide podiatry clinics. We suggest that clinics remain in both Shepley and Marsden and close in the other five locations.

Shepley: further analysis confirmed that public transport to the nearest alternative location was not adequate

Marsden: further analysis confirmed that the location of the bus stop in Slaithwaite, the nearest alternative location was of concern. It was not possible to use the alternative location suggested by some patients. If this changes further engagement will take place.

Proposal 2: Apply the existing eligibility criteria to all the patients currently using the service

It is our recommendation that Proposal 2 be accepted and implemented. It is our intention to offer support and signposting for patients identified as not eligible for the service. Our proposals are listed below and once the final decision has been made, formal conversations can take place between Age UK and the CCGs around alternative provision.

1. **Self-Care** – patients would be given printed information around self-care and a face-to-face demonstration. The leaflet will contain detailed instructions around self-care and video clips will be available the Locala website. This information will be available in various formats. Offering patients a free nail file will also be considered.
2. **Age UK Foot Care** – Age UK have an established nail cutting/foot care service in 80 locations around the UK. This service is provided by foot care technicians at an initial cost of £22 and £12 for following appointments. AgeUK have agreed in principal to the setting up of clinics in Kirklees. We anticipate a 2-3 month mobilisation period to establish these new clinics.
3. **Huddersfield University** – the University of Huddersfield run a Podiatry Clinic open to members of the public at a cost of £12 per session.
4. **Independent Chiropodist** - there is local provision in the form of private chiropodists and podiatrists working from clinics and offering home visits. Prices range from £22 - £30 for toe nail cutting either within a clinic or for a home visit. We are not able to recommend individual practitioners but will suggest that only those who are HCPC registered should be used.

Next Steps

The feedback from CCGs and OCS will be reviewed and a final decision will be made by Locala EMG. Following that decision a mobilisation plan will be prepared.

7. Appendix

Appendix 1: The full year actual cost for 2017/18 and proposed budget for 2018/19 is included in the document below.

<u>Podiatry - Summary of Budget 2018/18</u>	<u>Current</u>		<u>Anticipated 2018/19 Budget</u>	
Income:	£000s		£000s	
CC2H contract	1,800		1,800	
Income requirement from Integrated Adults to fund Podiatrist			47	Internal recharge income to fully funded 1 WTE band 6 podiatrist and IT and mobile costs
Total Income	1,800	Assumed no change to 2017/18 income, yet to receive notification from CCG	1,847	
Expenditure:				
Podiatrists Pay and oncosts	£ 1,007	Funds 25.41 WTEs. 1% Pay uplift assumed	1,063	Pay uplifts anticipated at 2%. TBC. Also to employ an additional 1 x WTE band 6 podiatrist. Funds 26.41 WTEs
Admin Pay and oncosts	61		61	
Business Unit Mmt contribution	35		35	
Corporate overheads	248		248	
Decontamination Contract	216		216	Possible small reduction in decontamination costs as reduction in routine treatments however increased frequency of appointments for complex patients
Room Rental GP Practices	12		6	Reduction in costs of room rental approx. 6K- to be used to produce leaflets and potentially support subsidising Age UK in first year.
Princess Royal rent	60		60	
IT, Mobile, Printing charges	53		56	Increased due to 1 additional WTE funded.
Travel	16		16	Nil reduction as clinical resource released to do home visits timely.
Depreciation charges for equipment	22		22	
Other medical supplies	56		62	Increased cost approx. 10% to orthotics provided for complex wounds
Training	2		2	some savings to be used to fund training
Stationery	1		1	
Total Expenditure	£ 1,789		£ 1,848	

Appendix 2: Transport options

Clinics proposed for closure	Nearest Option					Alternative Option				
	Clinic Name	Car (miles)	Taxi (Uber estimate)	Bus routes	Time/frequency	Clinic Name	Car (miles)	Taxi (Uber estimate)	Bus routes	Time/frequency
Scisset (Dearne Valley HC)	Skelmanthorpe HC	1.1	£3-4	Yorkshire Tiger no 81	8 mins/every 20 mins	Kirkburton HC	3.7	£6-8	Yorkshire Tiger no 81	15 mins/every 20 mins
Honley Surgery	Holme Valley Hospital	2.3	£4-6	First Bus 308 and 310	15-21 mins /every 30 mins	Meltham Surgery	3.3	£5-8	Stotts 911	18mins/every hour
Kirkheaton HC	Mill Hill HC	1.4	£3-4	First Bus no's 371 and 262	5-18 mins / every20 to 30 mins					
Marsden HC	Slaithwaite HC	3.8	£5-7	First Bus 185 and 184, but need to walk 0.4 miles to clinic, or South Pennine Community transport 938	15 to 18 mins every 15 mins. Bus 938 is door to door takes 15 mins no walking / every hour	Meltham Surgery	4	£6-9	First Bus 185, then Stotts 335, or South Pennine Community Transport 938	35 to 45 mins / every 20 mins. Need to change buses once
Newsome Surgery	Princess Royal HC	1.8	£3-5	First 307/308, or Yorkshire Tiger 319 to Bus station, then walk 0.3 miles or 302 (toward Golcar) to the door.	12 mins / every 20 mins	Mill Hill	3	£5-7	Yorkshire Tiger 319 to Bus station then TLC travel 375, then 0.2 mile walk	2 changes 35 mins / every 10 mins
Shepley HC- inadequate buses available directly from Shepley?	Kirkburton HC	2.4	£4-6	Yorkshire Tiger 81	Several choices of bus , but each includes walk or multiple buses	Skelmanthorpe HC	3.3	£5-7	Yorkshire Tiger 437(toward Wakefield)	20 mins/every hour. Other options but include walking.
Waterloo Surgery	Mill Hill HC	0.6	£3-4	No Direct Bus	Patients live nearer to Mill Hill than Waterloo.	Kirkburton HC	3.4	£5-8	Yorkshire Tiger 81 (0.2 miles walk)	13 mins / Every 20 mins
						Princess Royal HC	2.7	£5-7	First 372 to bus station then 302 (toward Golcar)	372 toward Lindley 23 mins /every 20 mins