

**HEALTH OVERVIEW AND SCRUTINY COMMITTEE:**  
**11 SEPTEMBER 2024**

**QUESTIONS ASKED UNDER STANDING ORDER 34**

Lutterworth Health Services

**Questions asked by Giuliana Foster:**

1. If there is insufficient capital to achieve facilities for the services consulted upon at Feilding Palmer Cottage Hospital, will the inpatient beds be re-opened, and a new consultation take place?
2. Despite being re-assured that the on-line questionnaire for the Consultation would not 'time out, many respondents experience exactly that, including myself. We know from the feedback given from the ICB to the Lutterworth Steering Group back in March 2024 that a total of 1412 participants took the questionnaire - (1398 usable) - 930 online, 125 postal and 343 online 'easy read', but the drop out figures were high. On-line 630 and 'easy read' 258. Can you tell me what action has the ICB taken to address this high percentage of 'drop-outs' as there is nothing relating to this in the ICB's report?
3. Many of the respondents had concerns about 'care at home' or in a care home. 27% did not agree with this compared to only 19% that agreed. Again, what actions will be taken to address this by the ICB as I am unable to see this in the report.

**Reply by the Chairman:**

1. The findings from the consultation supported the proposals to use the current space in Feilding Palmer Hospital to provide outpatient and diagnostic services replacing the current 10 inpatient beds. Since consultation has finished the capital position has become more challenged with less than expected capital being available to Leicester, Leicestershire and Rutland. This means the ICB are now having to consider the implications of this on all of their plans. To support this a medium-term capital plan is being developed over the next six months and schemes prioritised. The required capital to support the redevelopment of Feilding Palmer Hospital will be submitted as part of the development of the medium-term capital plan. In the meantime, the Decision-Making Business Case will be finalised with the findings from the consultation and presented to the ICB for final decision on the proposals.
2. The completion rate for the Lutterworth survey was 66%, which compares very favourably with the average rate for other ICB surveys, which is generally between 20-50%. There are several reasons why people may not complete a survey once they have started it. Many people click the link to look at the

survey and find out further information and then simply abandon answering questions, possibly returning later. The ICB has not received any correspondence regarding issues with time-outs. The time-out period for ICB surveys is 60 minutes and users receive a pop-up warning after 45 minutes of inactivity, and are given 15 minutes to re-commence their activity. Additionally, the ICB undertakes considerable work to encourage people to participate in the survey, by ensuring that the questions are designed by professional researchers, which also helps to ensure that dropouts are reduced. The ICB uses multiple on and off-line marketing channels to ensure that people are aware of public consultation and are supported to complete the survey.

3. The NHS Leicester, Leicestershire and Rutland ICB (LLR ICB) recognises the importance of the feedback received regarding proposals to improve health services in Lutterworth. Some of the actions the LLR ICB will take to address the issues raised around the quality care at home and in care homes include:
  - Ensuring family carers are involved as well as patients in decision about care.
  - Ensuring high quality services when providing care in the place that people call home ensuring it is safe, convenient, and appropriate, and improves patient and family carer experiences.
  - Maintaining continuity of care and exchange of information when transferring patients from one service to another e.g. on discharge from hospital to a home.
  - Investing in high quality training of staff.

**Questions asked by Jean Burbridge:**

1. At the Health Overview and Scrutiny Committee meeting of 13 September 2023 assurances were given to Mrs B Seaton CC that the funding of £5.8 M was available for the refurbishment of Feilding Palmer Community Hospital and Stakeholders were also being told this. What figure can be given today, in this meeting? And what timescale can now be given?
2. Will there be sufficient capital funding from the Systems Capital Group to complete the services consulted on?
3. How will the ICB be addressing the concerns expressed during the Public Consultation about substituting professional care provided by the NHS in an inpatient setting for care provided in care homes where staff have received less training and who are often not on a professional register?

**Reply by the Chairman:**

1. The report for agenda item 9: Health Services in Lutterworth details the findings from the consultation that took place into the proposals for Feilding Palmer Hospital. The Decision-Making Business Case, which will be considered at an ICB meeting in the Autumn, will set out the full proposals, including capital costs, and supporting information.
2. Please see the answer to Question 1 above from Giuliana Foster.
3. Patients need to be in the most appropriate care setting for their needs whether that be an acute hospital, community hospital, care home or receiving care at home. Both the NHS and the local authorities have to ensure that any organisation that provides care is suitably qualified to offer the services, staff are trained sufficiently and that quality care is being provided. There are mechanisms in place to do this and identify any issues and/or warning signs.

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