

A Picture of Health (APOH)

Assessing the patient access and flow impacts of service reconfiguration

A Picture of Health

THE CHALLENGE

The Primary Care Trusts (PCTs) and hospital trusts across the London Boroughs of Bexley, Bromley, Greenwich and Lewisham identified a need to change the way that hospital services were delivered in order to respond to local clinical and financial issues; to provide more specialised care that was better, safer and quicker; to move care closer to people's homes; and to make better use of staff and estates. Three options for the provision of acute services across the four boroughs had been developed and the local health trusts wanted to assess the impact of each on patient access and flow, to feed into the business case and inform the consultation process.

ORH'S APPROACH

A spreadsheet-based modelling approach was used, based on Navteq data for ambulance and private transport patients (validated against real travel-time data) and data collected from an online journey planner. Data were collected from a variety of sources: Hospital Episode Statistics (HES) for geographical patient distribution, PCTs' Commissioning Strategy Plans for future activity levels, and the Clinical Advisory Group for the location of specialised services for each option. ORH carried out sensitivity modelling to test the impact of changing some of the modelling assumptions and to demonstrate impact on access for certain patient cohorts (eg, those in the most deprived areas, those in the most affected areas, patients' ability to exercise free choice).

RESULTS

ORH consultants worked closely with the APOH team and other external consultants to ensure that an integrated and consistent approach was applied. A ward-level model was used to assess the impact of each option and the results presented in a clear and transparent manner to a range of stakeholders. The outputs of ORH's work fed into both the pre- and post-consultation business cases, and into the APOH



team's activity modelling and Integrated Impact Assessment.

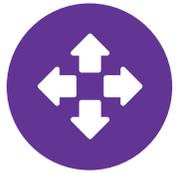
KEY BENEFITS

- A clear and transparent evidence-based approach that withstood a public consultation process and the scrutiny of the Joint Committee of Primary Care Trusts (JCPCT) and the Joint Health Overview and Scrutiny Committee (JHOSC)
- Further evidence was presented to support the APOH team in the Independent Reconfiguration Panel evidence sessions
- Study was key to achieving accurate media coverage of transport and travel impacts



ORH's contribution to the A Picture of Health programme team formed a fundamental part of the decision-making process. The results were presented in a helpful manner and always provided within the tight timescales that we were working to.

Oliver Lake, Programme Director,
A Picture of Health



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