

# Reconfiguration of Breast Screening, Assessment and Symptomatic Services across Warrington & Halton

**Pre-consultation engagement - outputs**

# Background and context

Warrington and Halton Teaching Hospitals NHS Foundation Trust (WHH), in Partnership with St Helens and Knowsley Teaching Hospital NHS Foundation trust (STHK), currently provides Breast Screening Services (Mammography), Breast Assessment and Symptomatic Breast Services across Warrington, Halton, St Helens and Knowsley.

We have recently completed a period of pre-consultation engagement with the general public but specifically focussing on users of the 3 elements of the current service across the catchment area. This was due to part of the engagement being undertaken during the pre-election period.

We are seeking their views on some service changes that we are proposing that we believe will help improve the quality of the service offered and future-proof the service for future years.



## What are the proposed changes to the services?

- We plan to **relocate the Assessment Service from Kendrick Wing** on the Warrington Hospital site **to the Captain Sir Tom Moore building** on the Halton site to create a single assessment/results and rapid access symptomatic service for Warrington and Halton. The assessment service at St Helens Hospital will remain unchanged.
- We plan to **include the rapid access Outpatient Symptomatic clinics, currently provided at Warrington Hospital and Halton Hospital Delamere Centre in the new service at CSTM on the Halton site** alongside screening and the relocated assessment service.
- We will **retain Breast screening services in Warrington at either Kendrick Wing or Bath Street Health and Wellbeing Centre** to ensure all Warrington residents are able to continue to access screening in Warrington. Screening services will also continue unchanged at St Helens Hospital and the mobile screening units.



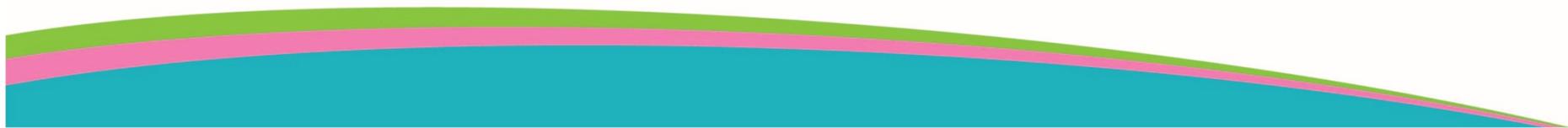
# Pre-consultation engagement objectives

- To inform and involve all current and new patients of the various elements of the Breast services of the proposals and seek their input and views.
- To ensure the local population is made aware of the proposals and provided with multiple platforms to engage and participate.
- To ensure the local population is able to make alternative recommendations and suggestions relating to the proposed relocation of services.
- To ensure any emerging issues and themes are taken into account and any potential mitigating actions are considered.
- To gather views from all groups, including those that are hard to reach - to support development of a final consultation plan.



# Pre-consultation Engagement Methods

- Pre-consultation engagement has taken place during April and May using the following three methods:
  - Electronic online questionnaire advertised via Trust channels incl. social media.
  - Hard copy paper questionnaire sent to a large sample of patients from the current caseload.
  - MS Teams Live sessions with an open invite to all interested parties.



# Pre-consultation outcomes – Total Responses

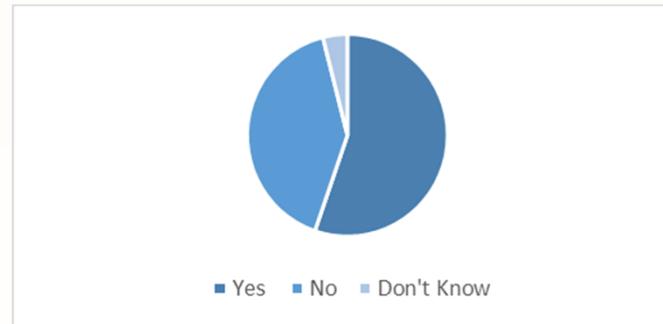
- 152 responses were received between 07.05.21 and 16.5.21:
  - 42 from online survey
  - 110 from paper forms returned to Trust
- 82% of all respondents that provided an answer have accessed services in Warrington.

	Location accessed:					
Service accessed:	Warrington	Bath St	Halton	St Helens	Mobile	No Answer
Breast Screening	70	22	21	18	7	15
Breast Assessment	42			12		
Outpatient Symptomaic Breast Services	12			6		

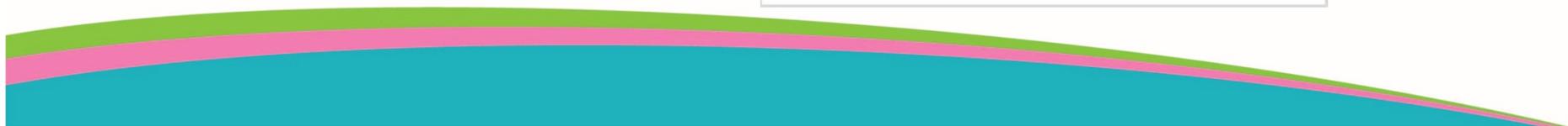
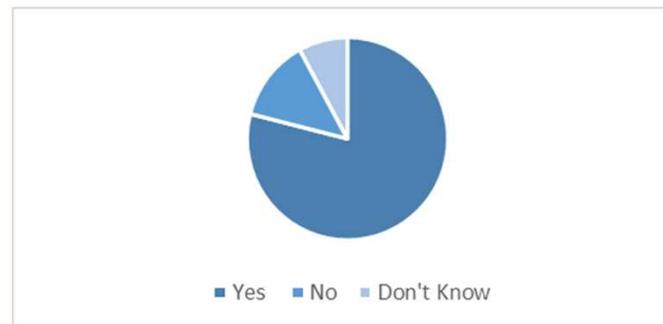


# Pre-consultation Responses - Awareness

- 55% of respondents said they were aware of the proposed changes to the Breast Services at Warrington & Halton.



- 79% said they had been given enough information to form an opinion on the proposed changes.



## Pre-consultation Responses – Preferred Location

- There was a range of responses to the question of where people would prefer to access Screening services (the highest % chose the CSTM building).

Preferred Location for Screening Services	Total Respondents	% of total
Warrington Hospital	54	28.0%
Warrington, Bath Street	40	20.7%
Captain Sir Tom Moore Building, Halton Site	56	29.0%
St Helens Hospital	22	11.4%
Mobile Breast Screening Unit	19	9.8%
None of these	2	1.0%
	<b>193</b>	

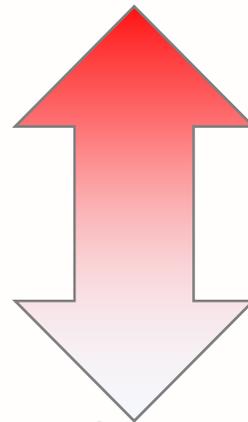
- In total, **73%** of all respondents said they would be either **“Very Satisfied”** or **“Satisfied”** to access Breast Assessment and Outpatient Symptomatic rapid access breast clinics at the Sir Captain Tom Moore Building.



# Pre-consultation Responses – Critical Factors

- On average across all respondents, the factors that people felt were most important for them with regards attending a Screening or Assessment location are ranked in order below:

Most Important



Least Important

**Waiting time to access the service**

**Outcome of treatment**

**Staff expertise**

**The location of the service**

**The environment and facilities**

**Car parking**



# Pre-consultation Responses – Themes from comments

- If we were to implement our proposals to relocate Breast Screening and Assessment and Symptomatic services, please could you tell us how this would affect you or your family/loved ones, or if there is anything else you would like us to consider?
  - A number of comments regarding additional distance to travel but balanced out by the same volume commenting on improved travel times.
  - A number of comments regarding car parking availability – need to emphasise that parking on the Halton site is much better than at Warrington in formal consultation.
  - Some confusion around Screening availability in Warrington – need to clarify the point around screening remaining in Warrington as part of formal consultation.
  - A couple of negative comments relating to accessing Halton from North Warrington (e.g. Birchwood) – deemed to be a significant journey. Balanced out by shorter travel times for those travelling from South Runcorn. Need to emphasise that patients will retain the ability to choose assessment/symptomatic sites in the formal consultation.
  - A few comments around cost of travelling over to Halton – need to emphasise the availability of the shuttle bus service in the formal consultation.
  - A few specific comments regarding accessing the Halton site for those with disabilities – need further exploration with the project team during the consultation period.



# Pre-consultation Responses – Themes re: CSTM site

- Do you have any reasonable adjustments that you would like us to make if we were to relocate Breast Assessment and Symptomatic Services to The Captain Sir Tom Moore building?
  - Signage on the CSTM site to ensure patients are able to navigate effectively.
  - Mobility/wheelchair access on the Halton hospital site.
  - Consideration around creating a separate waiting area for male patients.
  - Consideration around communication methods and providing consultation documents in different languages.



# Response Themes

- In general, there appears to be a largely positive view from current patients around the proposed changes.
- Issues for further consideration:
  - Diversity of respondents – can we find a way to get views of minority ethnic groups/more men?
  - Ensure good access for people living with disabilities.
  - Need to emphasise and clarify access to shuttle bus service.
  - Need to emphasise and clarify retention of screening services in Warrington.
  - Need to emphasise and clarify patient choice for those unwilling/unable to travel to Halton site.
  - Some useful feedback for consideration around CSTM set up and service offer.
- These areas will be addressed through improvement of the consultation documents and FAQs.



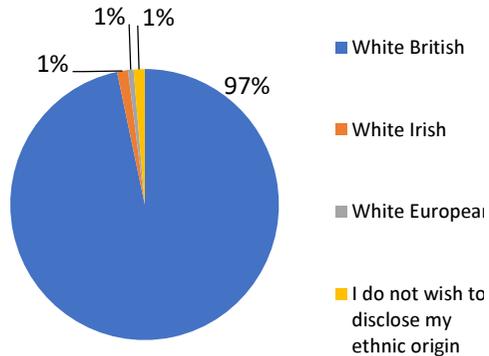
# Next Steps

- The pre-consultation feedback will be used to:
  - Review our proposed service offer at CSTM
  - Influence on-going improvement work (to make sure that any improvements we can make now do not have to wait for the conclusion of the project)
  
- Key dates for next steps over the coming weeks are as follows:
  - Outputs from pre-consultation engagement shared with WHH Exec team and local CCGs – 27<sup>th</sup> May 2021.
  - Formal consultation start – 28<sup>th</sup> May 2021.
  - Outputs from pre-consultation engagement shared with Warrington HWBB/Health Scrutiny – 29<sup>th</sup> June 2021.
  - Outputs from pre-consultation engagement shared with Halton HWBB/HPPB – 29<sup>th</sup> June 2021.
  - (Interim) outputs from formal consultation shared with Halton HWBB – 7<sup>th</sup> July 2021.
  - Formal consultation end – 8<sup>th</sup> July 2021.
  - Outputs from formal consultation shared with Warrington HWBB – 15<sup>th</sup> July 2021.
  - Publish outcomes of consultation – week commencing 12<sup>th</sup> July 2021.
  - If supported, proceed with the movement of services – 19<sup>th</sup> July 2021.

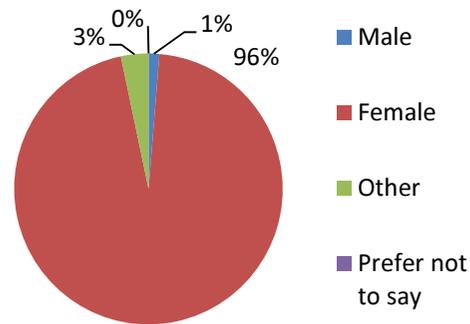


# Respondent Demographics (1)

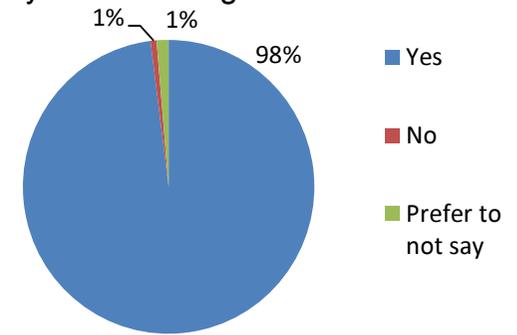
### What is your ethnicity?



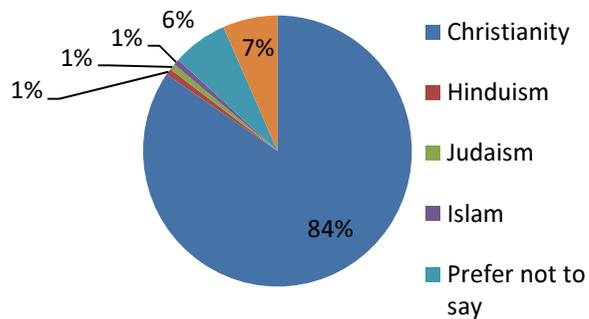
### What is your gender?



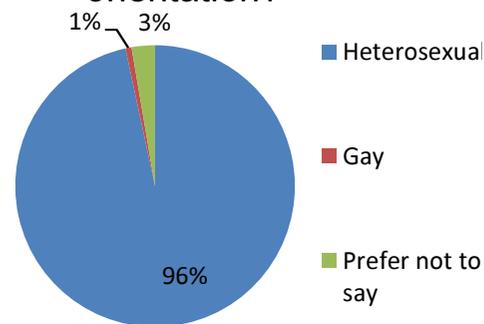
### Do you identify as the same gender you were assigned at birth?



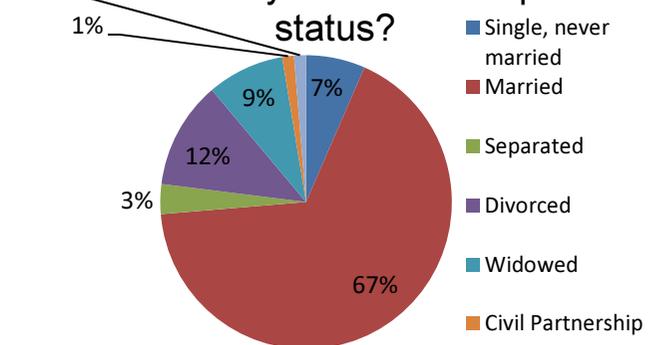
### What is your religion or belief?



### What is your sexual orientation?

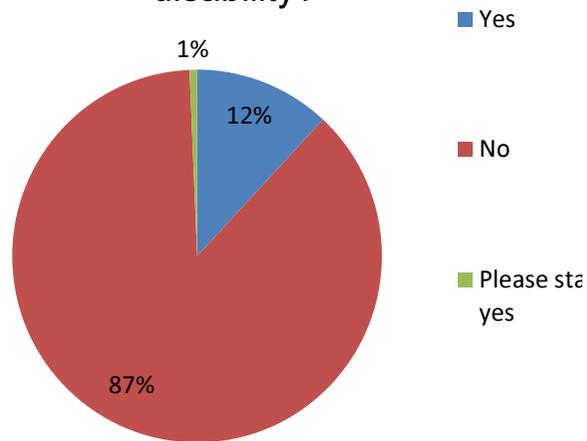


### What is your relationship status?



## Respondent Demographics (2)

Do you consider yourself to have a disability?



Please tell us if you care for someone and if so, how old they are.

