

# Consideration of the public consultation on Urgent and Emergency Children and Young People's Services (Paediatrics) at Withybush and Glangwili Hospitals: 30 November 2023



## Board consideration:

The Board is asked to consider the following in order to decide on **the best option for the provision of Urgent and Emergency Children and Young People's Services (Paediatrics) at Withybush and Glangwili Hospitals:**

- The reasons for previous service changes (1 permanent and 3 temporary)
- How the options were scored by the key stakeholders that developed the options
- The key themes from the Urgent and Emergency Children and Young People's Services (Paediatrics) consultation closing report
- Feedback from the stakeholders that have reviewed the consultation findings (conscientious consideration and alternative suggestions)
- The Equality Impact Assessments (EQIAs)



## Reasons for previous service changes:

### Permanent service change (2014)

From a 24-hour inpatient unit to a 12-hour Paediatric Ambulatory Care Unit (PACU) service at Withybush Hospital (WH)

**Reason:** Following a period of consultation, in 2014 it was decided that having a 24/7 paediatric inpatient unit at Withybush Hospital was **not viable due to clinical safety risks caused by a shortage of medical staff, despite recruitment efforts**

### Temporary service change 1 (2016)

Temporary reduction in the operating hours of the Paediatric Ambulatory Care Unit at Withybush Hospital from 10am – 10pm, to 10am – 6pm, seven days per week. Changes were also made to the staffing rotas. This meant one consultant rota for the south of the health board, based at Glangwili Hospital (GH)

**Reason: The change was made due to significant recruitment challenges.** This had an effect on the availability of on-site consultant support and supervision for the Paediatric Ambulatory Care Unit at Withybush Hospital

### Temporary service change 2 (2020)

From 21 March 2020, the Paediatric Ambulatory Care Unit at Withybush Hospital, also known as Puffin Ward, was temporarily closed

**Reason:** In response to the COVID-19 pandemic

### Temporary service change 3 (2021)

On 30 September 2021, the Board agreed to continue with the temporary closure of the Paediatric Ambulatory Care Unit at Withybush Hospital

**Reason:** Welsh Government directed all health boards to enhance and strengthen paediatric service provision as they expected a surge in Respiratory Syncytial Virus (RSV)

## Summary of the three options developed:

Three options were developed as a result of an options development and appraisal process undertaken with a mixed group of stakeholders

- **Option 1:** Some additional outpatient services for children and young people at Withybush Hospital but no Paediatric Ambulatory Care Unit (PACU) at Withybush Hospital
- **Option 2:** Paediatric Ambulatory Care Unit (PACU) at Withybush Hospital from 10am – 6pm, Monday to Friday. The level of outpatient activity is likely to be restricted due to the space required to deliver the PACU
- **Option 3:** Same as Option 2, Paediatric Ambulatory Care Unit (PACU) at Withybush Hospital from 10am – 6pm, Monday to Friday. The level of outpatient activity is likely to be restricted due to the space required to deliver the PACU, but with some extra services like provision of some non-emergency treatments such as radiology, and day care for those, for example, returning for medication or dressing change



## How the options were scored (in the option appraisal process):

Criteria	Option 1	Option 2	Option 3
<b>Clinical viability</b> How well do you think the option is able to meet health needs of children and young people in Pembrokeshire	213	166	166
<b>Workforce viability</b> How well do you think we will be able to staff the model to meet the health needs of children and young people in Pembrokeshire	214	143	146
<b>Safe inter-hospital transport system</b> How well could we be able to transfer children between hospitals e.g., Dedicated Ambulance Vehicle (DAV)	171	140	144
<b>Deliverability</b> How quickly can the options be put in place	213	145	134
<b>Accessibility</b> How frequently would people have to travel to Glangwili Hospital, rather than stay at Withybush Hospital	175	188	191
<b>Facilities (including interior suitability)</b> Number of individual rooms instead of bays Play areas/children and young people friendly waiting areas Parent accommodation Accessible changing and washing areas Affordable for families to visit/stay (Meal costs, transport, etc.)	181	181	177
<b>Inter-service accessibility</b> Access to support services outside of the department to provide specialist care e.g., anaesthetics	154	159	159
<b>Impact on people</b> Are some people impacted more than others	157	162	162
<b>Totals</b>	<b>1,478</b>	<b>1,284</b>	<b>1,279</b>

Consultation findings:



# Opinion Research Services

Opinion Research Services (ORS) were appointed by Hywel Dda University Health Board to advise on, and independently manage, certain aspects of the consultation programme.

(Reported in Appendix 1, Appendix 2, and Appendix 3)



## Review of Consultation findings:

The following activity has been completed, following receipt of the consultation feedback report from ORS:

### 1. **Conscientious Consideration**; *'that the product of consultation is conscientiously taken into account when finalising the decision'* (Reported in Appendix 5)

Some key themes included:

- Lack of awareness of the Dedicated Ambulance Vehicle (DAV)
- Better signposting around referral process into PACU (for public and staff)
- The environment at Glangwili A&E being not up to standard and inappropriate for children
- Travel, transport and accessibility
- Sustainability: staffing, financial and operational
- Existing Reinforced Autoclaved Aerated Concrete (RAAC) issue at Worthybush Hospital

### 2. **Review of alternative suggestions**; alternative suggestions highlighted in the feedback report have been evaluated/considered against the scope of the consultation and the criteria used for the development of the original options (Reported in Appendix 4)

Board should consider the following alternative suggestions:

- why additional 'extras' offered under Option 3 cannot also be offered under Option 1
- An enhanced service and additional training for paediatric (PACU) staff at Glangwili and Worthybush hospitals

### 3. **Best practice award for Quality Assurance** (Reported in Appendix 7)



## Review of Consultation findings (Cont.):

**4. Equality Impact Assessments (EQIA's)** have been updated to reflect the feedback from the consultation and to help capture and present the Equality issues identified for each proposed option (Reported in Appendix 6)

The key themes raised during the consultation are reflected in the EQIA's as follows:

- Concerns about travel and transport, including ability of family members/others to visit
- Wider transport concerns: community transport availability; access for people living in rural areas
- Effects of poverty or reduced income on being able to travel to the new hospital
- Summer months challenges: increase in tourism/tourists, expected increase in the number of young people in the area
- Concerns raised regarding appropriate care and pathways for children with disabilities and complex needs
- Issues highlighted for parents with other children/caring responsibilities, especially single parent families

Once a preferred option is identified the Equality Impact Assessment for that option will be developed into an Equality & Health Impact Assessment (EHIA).



# Summary

The Board is asked to consider the best option for the provision of Urgent and Emergency Children and Young People's Services (Paediatrics) at Withybush and Glangwili Hospitals

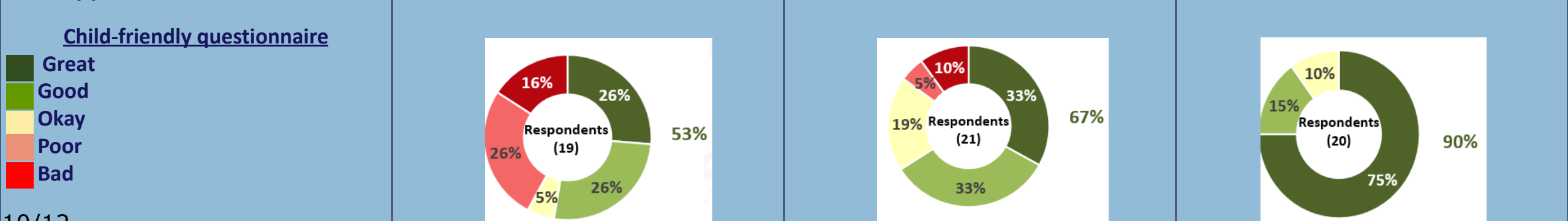
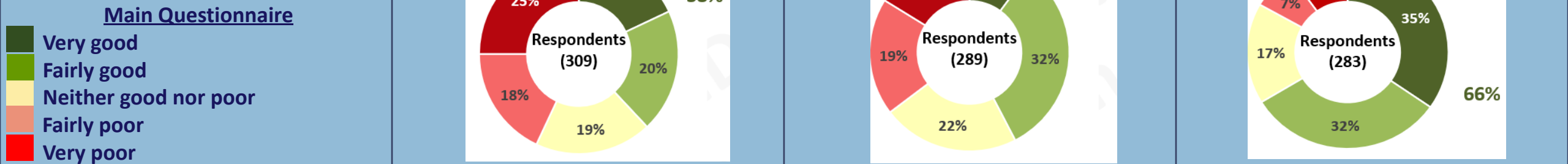


## Summary:

Reasons for service changes (1 Permanent, 3 Temporary)	<ul style="list-style-type: none"> <li>Clinical safety risks caused by a shortage of medical staff, despite recruitment efforts (Permanent change)</li> <li>Significant recruitment challenges, Strengthen provision in response to COVID-19 &amp; RSV</li> </ul>
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	Option 1	Option 2	Option 3
How the options were scored in the options appraisal process	1,478	1,284	1,279

ORS feedback from main consultation questionnaire: Is this option a good or poor choice?



## Summary (Cont.):

	Option 1	Option 2	Option 3
<b>Conscientious Consideration</b>	<p>Some key themes included:</p> <ul style="list-style-type: none"> <li>• Lack of awareness of the Dedicated Ambulance Vehicle (DAV)</li> <li>• Better signposting around referral process into PACU (for public and staff)</li> <li>• The environment at Glangwili A&amp;E being not up to standard and inappropriate for children</li> <li>• Travel, transport and accessibility</li> <li>• Sustainability: staffing, financial and operational</li> <li>• Existing Reinforced Autoclaved Aerated Concrete (RAAC) issue at Withybush Hospital</li> </ul>		
<b>Alternative Suggestions</b>	<ul style="list-style-type: none"> <li>• Consideration to be given to include the additional 'extras' offered under Option 3 under Option 1</li> <li>• To consider providing an enhanced service and additional training for paediatric (PACU) staff at Glangwili and Withybush hospitals</li> </ul>		
<b>Equality Impact Assessments (EQIAs)</b>	<p>Some key themes raised during the consultation included:</p> <ul style="list-style-type: none"> <li>• Concerns about travel and transport, including ability of family members/others to visit</li> <li>• Wider transport concerns: community transport availability; access for people living in rural areas</li> <li>• Effects of poverty or reduced income on being able to travel to the new hospital</li> <li>• Summer months challenges: increase in tourism/tourists, expected increase in the number of young people in the area</li> <li>• Concerns raised regarding appropriate care and pathways for children with disabilities and complex needs</li> <li>• Issues highlighted for parents with other children/caring responsibilities, especially single parent families</li> </ul>		



Diolch yn fawr | Thank you

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