



16 April 2009

HOUSE OF COMMONS

Our Ref: 01091255

LONDON SW1A 0AA

Ms Susanna White  
Chief Executive

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Dear Susanna,

I am writing to provide a response to the consultation 'Transforming Southwark's NHS' with particular reference to the proposals for a Dulwich Health and Social Care Centre.

I do feel that it is important that as many people as possible have their say in the future plans for the NHS in Southwark. You may be aware that, towards that aim, I have circulated details of how to get involved in the consultation to several thousand people in my constituency. In addition, around 300 people have asked me to facilitate the provision of the consultation documents to them via Southwark PCT. I am grateful for the PCT's co-operation in this matter.

I welcome much of what is proposed in the consultation document namely:

More convenient and longer opening times for general practice – this is particularly important given the latest figures (March 2009) that show that only 54% of Southwark GP practices have extended opening hours compared to 85% in neighbouring Lambeth. Whilst easy access to GP services is important, it is also the case that many people prefer to have access to a GP of their choice. Sufficient flexibility must remain to maintain this option where patients want it.

The issues of: urgent access being available to a doctor or nurse when required; more health advice and support; support to manage long-term conditions; using community pharmacists, dentists and opticians to widen the range of services and fast and convenient access to diagnostic tests are all important. Services need to be developed to reflect the changing way in which people will approach their own health in the future and the constraints on their time.

I am particularly keen to see more support being provided for carers who, too often, struggle under very difficult conditions, incurring physical and mental stress. I also welcome the inclusion of easier access to mental health services. It is important that mental health service users receive the support that they need in the community. It is vital however, that when facing crises, these same users have services that they can turn to that are readily available, responsive to their needs and effective. Mental health service users must feel comfortable and confident in accessing these services which is why I feel that the concurrent consultation on the re-development of services at King's Emergency Department (ED) and the replacement of services lost at the Maudsley Emergency Clinic is also important in the context of this consultation. I have therefore appended my submission to the King's ED consultation to this letter.

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You know that I have been heavily involved in and supportive of plans to develop state of the art services on the site of the old Dulwich Hospital for several years. You will also be aware of the responses to my survey on this subject - 900 in all - that I submitted to the PCT via the Chair last year. I have attached a summary of the responses I received to help inform this consultation and to provide further evidence of the views of the local community on these important issues.

I do not feel that the consultation document provides an adequate explanation of how intermediate care and, particularly, intermediate care beds will be utilised and distributed when the new Dulwich Health and Social Care Centre is opened. I note that, whilst Question 15 (top 5 services in the Dulwich Health and Social Care Centre) has no option for 'intermediate care' - Question 11, which is very similar (top 5 services in health and social care centres *per se*) does include 'intermediate care' as an option. This appears to be, at the very least, an anomaly.

There has always been an expectation that intermediate care beds would be provided on the Dulwich site when new facilities are built. From the responses to my survey referred to above, **843 out of 900** people, said they wanted to see services at Dulwich to care for people following operations. I do not doubt that, where it is possible to provide an appropriate level of care in the home, this will be greatly welcomed by many users. I remain convinced however, in line with much of the expressed view of the local community, that new facilities at Dulwich will be, for very many people, the best environment in which to provide intermediate care services.

I note that a review of the intermediate care service is proposed in the consultation document. The aims of the review, to target improvement on:

- Rapid response – to avoid unnecessary admissions and stays in hospital
- Supported discharge – reducing delays and length of stay in hospital and increased rehabilitation at home
- Step up and step down services – to provide support before returning home from hospital and to prevent the need to go into hospital

are clearly sound in themselves. There is no real indication however, of current thinking on this crucial issue, including an outline of where these services may be located and what form they may take.

My survey indicated high levels of support for much of what is proposed for the Dulwich site and I believe the majority of the proposals will be widely welcomed. These include, amongst others: easy access and longer opening hours; a minor injuries clinic; services for diagnostic testing; maternity services and outpatient services for antenatal and postnatal care; the management of complex long-term conditions and a base for community and social care services. There is therefore much to welcome in the consultation document.

I would reiterate however, my deep concern that the issue of intermediate care is not one that has been properly or directly addressed in this consultation and I would argue strongly that such services should be amongst those provided on the Dulwich site.

Yours sincerely,

**Rt. Hon. Tessa Jowell MP**

# Dulwich Community Hospital Survey Results

## **Introduction**

Tessa Jowell MP, who has campaigned to secure a new community hospital in Dulwich for several years, wanted to get the views from local residents about what services they thought should be available in the new hospital.

In order to achieve this aim 12,000 letters from Tessa Jowell with a short survey form were distributed by volunteers in the first three months of 2007 to three electoral wards in her constituency. The wards were: East Dulwich, Village and College.

## **The Survey**

The survey asked residents to respond to three questions.

**First:** Do we need a new community hospital in Dulwich. Yes or No?

**Second:** Residents were asked to tick from a list which suggested services they might like the new community hospital to provide:

Advice and support for parents and parents to be.  
Practical support and help for carers.  
Care for people following operations.  
Fitness / Healthy Living advice & facilities.  
Help for chronic conditions such as sickle cell anaemia.  
Hydrotherapy pool.  
Blood Donor Centre.  
Health advice for teenagers.

**Third:** Residents were asked what other services they wanted at the Dulwich Community hospital.

## **The Results**

Nine hundred completed survey forms were returned to Tessa Jowell. This represents a response rate of 7.5%.

### **Question 1:**

**'Do we need a new community hospital in Dulwich?'**

Only four residents ticked 'No' (0.04%)

### **Question 2:**

**'I would like the new community hospital to provide the following services such as'**

1. Care for people following operations – ticked **843 times**.
2. Practical support & help for Carers – ticked **766 times**.
3. Blood Donor Centre – ticked **720 times**.
4. Hydrotherapy Pool – ticked **700 times**.
5. Fitness/Healthy Living advice & facilities – ticked **671 times**

6. Help for Chronic conditions such as Sickle Cell Anaemia – ticked **655 times**
7. Health advice for parents and parents to be – ticked **641 times**
8. Health advice for teenagers – ticked **225 times**

**Question 3:**

**'Other services - please provide details below'**

The results listed below are the top 15 clusters of responses to this question

1. Blood Tests (inc. blood pressure & cholesterol) = 56
2. X-Rays = 53
3. Physiotherapy/Occupational Therapy/Osteopathy= 52
4. Elderly Day Centre/Geriatric Support = 47
5. Mental Health services (inc. counselling & psychotherapy)/Addiction clinics = 40
6. Ante and Post-natal services/midwifery = 38
7. Minor injuries A+E / A+E = 34
8. Chiropodist = 30
9. Out of hours/walk-in GP = 20
10. Cancer screening/general diagnostics = 19
11. Sexual health clinic/family planning = 17
12. Alternative health clinic = 16
13. Diabetes clinic = 16
14. Dietician/Healthy eating advice = 11
15. Respite care/carers advice = 7

Note: fewer than 5 returned forms mentioned retaining the 'onion dome' façade of the old hospital.

## **Summary**

**The results provide a clear indication of support for a new community hospital in Dulwich amongst local residents.**

**The 900 completed surveys returned indicate the type of services that people would like the new hospital to provide. This will now be fed back to Southwark Primary Care Trust as part of their ongoing programme to consult & engage with the local community on this issue.**



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Mr Tim Smart  
King's College Hospital NHS Foundation Trust  
Denmark Hill  
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Dear Tim,

Thank you to you and your colleagues for meeting with my two parliamentary colleagues and me to discuss the re-development of King's Emergency Department in February. As I said at the time, I found the meeting positive and constructive.

I am now writing to provide my response to the consultation. I have copied this to the email address: [edconsultation@kch.nhs.uk](mailto:edconsultation@kch.nhs.uk)

I very much welcome the opportunity that the local Trusts are taking to re-develop the Emergency Department (ED). I feel it will certainly be the case that, for the vast majority of patients, their visit to the ED will be a better experience than at present.

I welcome the repositioning of the entrance away from busy Denmark Hill onto the main site. I also feel that the new system of 'meet and greet' and rapid assessment by a senior nurse, which you will remember we were able to witness in action, is an important step forward. Similarly, providing smaller waiting areas will be more pleasant for patients and will assist staff in managing the ED more effectively. I think that, in general, the provision of the quiet and private cubicles will also be welcomed by many patients and may reduce the stress that a visit to an ED inevitably entails.

My area of concern however, remains the provision of services for patients with mental health needs. It must be remembered that this re-development is being carried out in the context of the closure of the Maudsley Emergency Clinic. I am unconvinced that the Health Secretary's requirement for the *'creation of a designated space at King's College Hospital, adjacent to A&E, which will provide a safe and segregated area for mental health service users who require assessment'* has been met.

My understanding is that mental health service users are of the view that there remains a requirement for a quiet and segregated area where they feel safe and where there is someone present to monitor and support them. I do not feel that the quiet, private cubicles meet this requirement as patients are more likely to remain alone and isolated in the cubicle rather than in a supportive environment with appropriate help readily on hand.

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I welcome the provision of the Psychiatric Liaison Nurses (PLN) within the ED but I feel that their presence might be integrated within the physical environment of the ED in a way that will fulfil the Health Secretary's requirements. I also understand that, despite the presence of the PLN teams, referral to an appropriate unit following assessment often requires a substantial wait. If the clinical pathway through the ED and beyond is likely to be lengthy for mental health service users, the provision of a space where they feel safe becomes even more important.

Under the current proposals, there will be no 'designated space' that recreates the environment that was previously available to mental health service users at the Maudsley 24 Hour Emergency Clinic. Out of hours, mental health service users in crisis are currently advised to attend the ED. If they feel that the environment in the ED is not conducive to their well-being they simply will not attend.

I do hope that it will be possible to modify the plans to ensure that the huge and welcome investment in the ED will deliver a service of the highest quality to all users and provide a fitting replacement for the Maudsley Emergency Clinic.

Yours sincerely,

A handwritten signature in black ink that reads "Tessa Jowell".

**Rt. Hon. Tessa Jowell MP**