

A new location for outpatient physiotherapy and community therapy services

Frequently Asked Questions

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What is this involvement about?

Q.	What are you asking people about?
A.	<p>We want to hear people's views about the proposed relocation of outpatient physiotherapy and community physiotherapy services. We are asking people about the impact of moving these services and how we can help you access them.</p> <p>There will be different ways for people to get involved. We will also work with our community and voluntary sector partners to make sure our wider communities can share their views. What people tell us during this phase will help us make sure that when services move to their new location that they meet the needs of both patients and staff.</p> <p>Go to https://engagebdc.com/ to find out more.</p> <p>When these services move, the site will become empty and we will give the building back to NHS Property Services who will look to sell the building. As part of a national agreement 50% of any proceeds from the sale are intended to be reinvested into local (West Yorkshire) health services.</p> <p>We will work with communities to try to influence national and regional decision makers so that this money comes back into health services in the Shipley area. We want to see money from the sale of Shipley Hospital coming back into the local health economy and will be working with stakeholders to try to influence this. To be kept informed, sign up to receive updates from us at https://engagebdc.com/</p>
Q.	How can I take part?
A.	<p>There are different ways for you to share your views. These include:</p> <ul style="list-style-type: none"> • An online survey at engagebdc.com • Options to complete the survey questions by post, phone, or text • Interpreting support and alternative formats on request • Drop-in events where you can ask questions and share your views • Details of events will be promoted online, through local media, and via local community partners.
Q.	I'd like to complete the survey but I don't have internet access. How do I give my views?
A.	<p>You can also request printed copies of the survey by calling or texting 0777 999 6759.</p> <p>Please also use this number to contact us if you need any support to complete the survey or would like information in alternative languages or formats. We can also print copies of the survey and send them to you or give them to you at one of our events.</p>

Q.	I've been asked these questions before, how is this different?
A.	<p>We have asked people similar questions before. We started reviewing the future of Shipley Hospital in 2019. This review was put on hold because of the COVID-19 pandemic and then we started the review again late last year. We asked about people's experiences of using the services and what is important to them when accessing these services.</p> <p>This time we are asking people about the impact of moving services to proposed new locations and things we need to consider to help people access them.</p>

Outpatient physiotherapy and community therapy services

Q.	What services are being moved out of Shipley Hospital?
A.	<p>Patients who currently access either the outpatient physiotherapy or the community therapy services at Shipley Hospital will be impacted. Currently, around 2,000 patients a year attend outpatient physiotherapy and community therapy appointments there.</p> <p>It is planned that outpatient physiotherapy services will move to Eccleshill Community Hospital where this service is already provided. There are also plans for outpatient appointments to be offered at local GP practices, which means that some people could receive services closer to home. For community therapy patients, Westbourne Green Community Hospital has been identified as providing the space and facilities needed for this service.</p>
Q.	Can I choose an alternative site to receive my care from?
A.	<p>Patient choice means that people can choose to access services from any site where it is provided, and there are several other outpatient physiotherapy and community therapy services that people can access in Bradford District and Craven. Patients can discuss the best location for them with the healthcare professional looking after them.</p> <p>For outpatient physiotherapy services, we have a number of options available including some clinics being run from local GP practices as well as Eccleshill Community Hospital.</p> <p>You can also ask your healthcare professional about how you can access patient transport services, so that we can help you get to your therapy appointments. This will help you, should you need any additional support getting to an appointment at an alternative site to the one you currently use. If you are able to use patient transport services and it is appropriate for you to do so, there will be no cost for you to cover.</p>

Q.	What's the difference between outpatient physiotherapy and community therapy services?
A.	<p>Outpatient physiotherapy is offered to patients with musculoskeletal conditions such as pain in muscles or joints, back pain or following injury. Patients typically attend for between three to six appointments. Outpatient physiotherapy services are widely available in GP practices throughout the district, and at several other locations across Bradford District and Craven. In addition, services increased their online and telephone service offer during the COVID-19 pandemic and some patients have continued to be successfully supported via this method.</p> <p>Community therapy combines Physiotherapy and Occupational Therapy. It is focused typically on the older population or those who have complex physical health needs. Community therapy is provided where people need rehabilitation following a fall, an illness or an operation to regain their functional independence. This service is provided in patient's homes or in a clinic setting. Access to specialist equipment including a gym is required to enable specialist rehabilitation and group sessions.</p>
Q.	I am a physiotherapy or community therapy patient. Do I need to do anything?
A.	<p>No. You will be contacted about where you should attend and when, in due course.</p> <p>Please continue to attend your appointments at Shipley Hospital in the meantime unless you are informed otherwise.</p> <p>We would like to encourage you to share your views about what's important to you when accessing services. This will help us think about how we support you both now and in the future. By finding out what matters the most to you, it also helps us when we are thinking about other health and care services.</p>
Q.	Where else in the district are community therapy services provided?
A.	<p>Community therapy services are also provided from Horton Park Medical Practice and Westwood Park Community Hospital.</p> <p>By having alternative sites, as well as access to patient transport services, we feel we can reduce any impact on people using our services.</p>

Q.	Where else in the district are outpatient physiotherapy services provided?
A.	<p>Outpatient physiotherapy services are provided from a range of locations, including many GP practices.</p> <ul style="list-style-type: none"> • Eccleshill Community Hospital • Baildon Medical Centre • Canalside Health Centre • Moorside Surgery • Leylands Medical Centre • Ashwell Medical Centre • Thornbury Medical Centre • Westwood Park Community Hospital • St Luke's Hospital • Bradford Royal Infirmary <p>As part of the review, we have been working with other GP practices to consider the possibility of outpatient physiotherapy being provided from local surgeries where there is demand for this. Some GP practices have already told us they have space available for outpatient physiotherapy healthcare professionals to use and we already have services being provided from some GP practices.</p>

New locations for outpatient physiotherapy and community therapy services

Q.	Why have Eccleshill Community Hospital and Westbourne Green Community Hospital been chosen as the best place to move services to?
A.	<p>By moving services out of Shipley into modern facilities, gives us the best opportunity to future proof these services in locations that provide improved facilities with purpose-built spaces for patients and staff. Both locations are less than five miles from Shipley Hospital: Eccleshill is around 4 miles away and Westbourne Green less than two miles away.</p> <p>Both Eccleshill and Westbourne Green provide modern, high-quality accommodation that will address future demand for services, so they are unlikely to have to move again.</p> <p>For outpatient physiotherapy, Eccleshill has been chosen as this service is already provided there. Only a small number of people have their appointment at Shipley Hospital, around 2,000 per year, but we recognise that the building is no longer able to provide an affordable and sustainable solution to meet current and future healthcare needs.</p> <p>However, this isn't the only choice for patients. Patients may choose to attend services at one of the other available sites if that is more convenient for their needs and they can talk to their GP about which location is best for them. If there were to be an increase in demand for outpatient</p>

	<p>physiotherapy services in the Shipley town area, we can work with local GP practices to understand how we can provide more services from their sites.</p> <p>For community therapy, the new location must have enough space for the specialist equipment including a gym and facilities for group classes. These spaces need to meet strict NHS standards to provide healthcare services and they also need to be able to provide appropriate space that ensures confidentiality.</p> <p>Westbourne Green Community Hospital was identified as the best location because it meets these criteria. It is also an NHS building and can provide:</p> <ul style="list-style-type: none"> • Enough empty space available for the service to move into. • The space can be designed to create a bespoke state of the art therapy area to the service's specifications. • The empty space is already being paid for by the local NHS, and the cost of refitting the space for a specialist therapy suite will be paid for by Community Health Partnerships, the head tenant and an organisation owed wholly by the Department of Health and Social Care. • The availability of public transport and ample car parking options on site that can accommodate additional demand from our colleagues and our patients. • An assessment of where people were travelling from to access the service and the sustainability of using a new healthcare facility that is suited to deliver modern treatments. • Other NHS services are located there which means this is better for patients and staff.
Q.	What are the benefits of moving to new locations?
A.	Both locations will offer a better experience for our patients and an improved working environment for our staff. The landlord of the Westbourne Green Community Hospital will cover the costs of refitting the space so that it is suited for community physiotherapy services. This, alongside the longer-term savings from an energy efficient building, means we can make the best use of our budget and fits with our plan of providing services from purpose built spaces.
Q.	What other locations did you look at before deciding on Eccleshill and Westbourne Green?
A.	NHS Property Services and Community Health Partnerships looked at other locations, and also considered the option of staying at Shipley Hospital. However, because of the condition of the building and the cost to refurbish it to the required standard, this was not considered a viable option.

	<p>The other possible locations and reasons why there were discounted:</p> <ol style="list-style-type: none"> 1. Undercliffe Health Centre - not enough space. 2. Canalside Health Centre - Moving services here would leave a gap in service in the Shipley and North Bradford areas. 3. Shipley Health Centre and Shipley Leisure Centre - no gym onsite, there were concerns about ensuring patient confidentiality within a public accessible gym at the leisure centre across the road and the space itself is not big enough. 4. Cottingley GP - not enough space and no gym onsite.
Q.	Is the decision to move community therapy to Westbourne Green Community Hospital definite? Will you look at any other options?
A.	<p>It's unlikely that we'll look at any other options as our extensive research into other sites has indicated that we are unlikely to find a solution that meets the current and future needs of the local NHS. Westbourne Green offers a sustainable and affordable solution and has everything that we need to provide a modern, safe and high quality service in a building that meets the needs of patients and staff.</p> <p>From a financial perspective, as it is an existing NHS building and other NHS services are already in place, the money needed to repurpose the current space is significantly less than having to either buy, rent or refurbish a non-NHS building.</p>
Q.	If it costs me more to get to the new location in travel or parking costs, can I get any financial support?
A.	<p>The Healthcare Travel Cost Scheme provides financial support to help people get to appointments. To find out if you are eligible go to: www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/</p> <p>You can also ask your healthcare professional about how you can access patient transport services, so that we can help you get to your therapy appointments. This will help you, should you need any additional support getting to an appointment at an alternative site to the one you currently use. If you can use patient transport services and it is appropriate for you to do so, there will be no cost for you to cover.</p>

Q.	What happens to my treatment if I can't get to the new location easily or it takes me a long time to get there?
A.	The team would work with you to find the most suitable location for your treatment. This might be in another healthcare site in the community or even at the hospital site itself.
Q.	When will the changes take place?
A.	<p>It is difficult to give an exact timescale for the changes until we have had the opportunity to listen, reflect and analyse what people tell us through our involvement.</p> <p>However, as more time passes, the condition of Shipley Hospital means it becomes more expensive to maintain and the risk of more significant maintenance issues increases, so we are working to make a decision as quickly as possible, while making sure we give ourselves enough time to understand what it is important to you.</p> <p>In addition, we will continue to work closely with colleagues who provide the community therapy and outpatient physiotherapy services so that they are fully aware and involved in our plans.</p> <p>We will make sure we keep you updated on our progress and any further opportunities for you to get involved in the work we do.</p>

Shipley Hospital

Q.	Hasn't a review of Shipley Hospital already happened?
A.	<p>Yes, we started to review the future of the building in 2019 but was put on hold because of the COVID-19 pandemic.</p> <p>Then, late in 2022, we restarted the review, which acted as a recap to find out what people's experiences of using the Hospital were as well as what was important to them when services were moved to a new location.</p> <p>We are now in a position to listen to your views and understand what matters to you - we describe this as public involvement. We have been guided on our approach by the NHS England assurance process for service change so that we make sure we offer an opportunity for meaningful involvement.</p>
Q.	<p>What services are provided from Shipley Hospital?</p> <p>The NHS website says that breast screening services, gastrointestinal and liver services and general surgery are provided there, not just physiotherapy/ occupational therapy.</p>
A.	Over the years, there have been many services provided from Shipley

	<p>Hospital, but now, only therapy services are provided from there with only around 2,000 patients going there for their appointments.</p> <p>Unfortunately, the information on the NHS website is very much out of date which we understand can be confusing for patients. We are working to have the NHS website page updated.</p> <p>The best and most recent source of information to find out about services across the Bradford Teaching Hospital NHS Foundation Trust which includes Shipley Hospital can be found on the Care Quality Commission website (CQC) at CQC Inspection Report 2020/Shipley This report from 2020 describes services as providing outpatients, diagnostic services and therapy services. However, since then, other services have closed and only therapy services remain.</p>
Q.	NHS Property Services carried out a technical appraisal of Shipley Hospital. Why were the public not involved in that?
A.	<p>These technical appraisals were done as part of legislation and were carried out by NHS Property Services and Community Health Partnerships.</p> <p>The technical appraisals include assessments of sites that include a level of commercial sensitivity which means we are unable to include wider public involvement.</p> <p>The main objective of this appraisal was to provide a comprehensive and unbiased review of the options to inform a decision that will be made by NHS Bradford District and Craven CCG (note the CCG ceased to exist on 30 June 2022 and its responsibilities have been taken on by NHS West Yorkshire Integrated Care Board) and Bradford Teaching Hospitals NHS Foundation Trust (service provider) on the future of Shipley Hospital.</p> <p>It was intended as an internal document for these two NHS organisations only however we have provided information in these FAQs about the other sites we had considered. We have also highlighted why refitting and repurposing any non-NHS sites would not be affordable.</p>
Q.	If the building is sold, does the NHS have a say in who buys it and what they will do with it?
A.	<p>If NHS Property Services choose to sell Shipley Hospital once it becomes vacant then the proceeds from its sale are returned to the NHS.</p> <p>50% of the proceeds from the sale would be reinvested locally by NHS West Yorkshire Integrated Care Board to improve the patient experience and environment in one or more existing local services. The other 50% would be returned to the Department of Health.</p> <p>We want to see that money coming back into the local health economy</p>

	<p>and will be working with stakeholders to try to influence this. To be kept informed, sign up to receive updates from us at https://engagebdc.com/</p> <p>The Department of Health and Social Care will also have an influence on how the money is invested at a local level.</p>
Q.	How much money could come back into the local NHS?
A.	Until the building is sold, it's difficult to say as this would be determined by the market value at the time of sale.
Q.	Is this an estate and not service driven decision?
A.	<p>The decision to move services from Shipley Hospital to another location is driven by the poor condition of the building and the expensive refurbishment costs. In addition, we need to provide services in buildings that are modern, fit for purpose, that provide high quality services and accommodation for everyone who uses them, both staff and patients.</p> <p>Providing high quality services in the best environment is a priority for us. Over the years, because of the condition of the building, many services have relocated to other buildings and physiotherapy remains the only service still provided at Shipley. It is in the best interests of patients and staff that these services are relocated elsewhere.</p>
Q.	Local people have suggested that the building is under the covenant of Norman Rae. Does this make a difference to what happens to it in the future?
A.	<p>As part of the involvement work we did in late 2022 and the work we did in 2019, we were made aware that there may be a covenant on the building.</p> <p>Having done extensive research with colleagues at Bradford Council, they have confirmed that they do not have any record of any covenant on the building. The NHS Act of 1946 enabled the transfer of hospital buildings to the NHS and effectively rescinded all previous covenants, rights or reservations linked to the individual properties. We have requested all files relating to Shipley Hospital from the West Yorkshire Archive Service and are currently reviewing these.</p> <p>However, we would ask that if anyone does have information on the Norman Rae covenant, please let us know at https://engagebdc.com/shipley-hospital or call or text us 0777 999 6759.</p>
Q.	What would happen if you found the covenant, in particular what impact will this have when you sell the asset? Would it still be possible to re-invest in the community?
A.	We would look carefully at any information that came to light but it would not stop the services moving out of Shipley Hospital. The need to close

	<p>the building is based on the condition report, technical appraisal and the costs associated with refurbishing it.</p> <p>However, we are doing another check of local records to see if we can find any more information. If anyone does have any information that could help us, please get in touch.</p>
Q.	How much remedial work has been done on the building and how much did it cost?
A.	This can be broken down as £57,087 on the structure and exterior of the building (capital works) and £165,280.09 on both ongoing maintenance and mechanical and electrical works. This cost only covers the period since the Covid-19 pandemic started in March 2020, over the years we have had to carry out regular remedial work.

Q.	Why has the building been allowed to get into the condition where it can't be refurbished?
A.	<p>Built over 100 years ago, Shipley Hospital is a large, converted house. Over time, it became a maternity home and a community hospital. Sadly, the age and structure of the building mean the cost to maintain it at a standard of a modern healthcare facility have increased over time.</p> <p>The first-floor inpatient ward was closed in May 2010 because of significant fire safety issues. Currently, only therapy services are provided in the building on the ground floor.</p> <p>Although it is safe to provide services to patients on the ground floor just now, the building continues to pose issues for staff and patients due to its age and condition. Frequently there are issues with the roof and the internal and external structure of the building.</p> <p>The technical appraisal has shown that it is better for patients and staff if the services currently provided at the hospital are moved to another location.</p> <p>This is because of the poor state of the building and the costs involved in a major refurbishment did not represent value for money and we would not be able to access national funding such as the New Hospitals Programme as the site does not meet the criteria for the programme.</p>
Q.	What did the investigation into the causes of the estate issues tell you?
A.	<p>The age and structure of the building mean that it is increasingly difficult to maintain or improve the building to the standard of a modern, purpose built, health facility.</p> <p>The technical appraisal carried out in January 2022 concluded that keeping services at Shipley Hospital was not a viable option which means it is in the best interest of patients and staff that services provided from there should be relocated.</p> <p>In December 2022, NHS Property Services commissioned a condition survey. The survey identified high risk areas that needed priority were the main roof, internal fittings and energy performance.</p> <p>It concluded that a full refurbishment of the ground floor would cost £1.5m with the cost of refurbishing the complete building to be between £2.6m and £3m.</p> <p>This does not provide value for money for the taxpayer from a capital perspective and such a project would not fit the criteria to apply for funding from the Government's New Hospitals Programme. The condition report also concluded the heating system is at end of life and needs imminent investment.</p>

	The conclusion was that keeping the hospital open in any form did not represent value for money, therefore the only viable options were relocation, either to a building within the NHS' portfolio or to a public/private building.
Q.	What happens between now and when the changes might happen? Will the building be safe to use and work from?
A.	Yes. Any immediate maintenance or repair work will be done to make sure that the site is safe for patients and staff.
Q.	How much would it cost to make Shipley Hospital up to the required standard?
A.	<p>A full refurbishment has been estimated between £2.6m and £3m. This level of investment does not provide value for money, nor would the refurbishment be eligible for funding under the Government's New Hospitals Programme.</p> <p>This £3m can be broken down as:</p> <ul style="list-style-type: none"> • £1.5m (£1.16m plus VAT and professional fees) to remove the total backlog maintenance detailed in the condition report and replace each item on a like for like basis for the ground floor only. This would mean that the ground floor could continue to be used but the first floor, although in a good condition, would remain vacant. • The cost for removing the backlog and refurbishing both the ground and first floors is estimated at between £2.6m to £3m including VAT and fees. <p>Regardless of the scale of refurbishment undertaken, NHS Property Services would have to continue to invest in the unoccupied areas of the building to meet their statutory obligations and prevent further deterioration.</p>
Q.	Is the cost of refurbishing the building more than what it will cost to find another location and move the services to it?
A.	<p>Yes. The technical appraisal confirms that a major refurbishment would be very expensive, therefore doesn't provide value for money.</p> <p>The feasibility study looked into the suitability of other sites and included the financial costs for carrying out works to make any other building meet the needs of the community physiotherapy service.</p> <p>Community Health Partnership, the head tenant of Westbourne Green Community Healthcare Centre, has agreed to carry out the refit of the site and cover most of the costs.</p>

Recent involvement work on the review of Shipley Hospital

Q.	I completed a survey at the end of 2022 about my experiences at Shipley Hospital. What happened to what people told you in that survey?
A.	<p>The involvement work we did at the end of last year and into January this year is an important part of our ongoing review to look at what's important to people when they attend their appointments and about the future of the Shipley Hospital building.</p> <p>What people told us in the survey was collated and a report published which highlighted the themes of what was important to people.</p> <p>This report has been used to inform what we're doing now and what we plan to do as we ask people about the proposed relocation of services and later, when we ask people about how the money coming from the sale of Shipley Hospital, should be spent locally.</p>
Q.	I was part of the Citizen Panel in February. What was the outcome of that?
A.	<p>The work that the panel did was really helpful as part of our review work.</p> <p>A few days after the panel, we met with NHS England to talk about the location for community therapy services. The meeting was part of NHS England's standard assurance process for projects that involve changes to services. The meeting was a useful check for both NHS England and ourselves. We discussed our progress, project timelines, and how we are following best practice guidance.</p> <p>NHS England recognised the importance of the need to restart the review and that we had made significant progress since restarting in late 2022. They agreed with our intention to move the remaining services at Shipley Hospital to more suitable accommodation at another location. They welcomed that we see involving our patients and local residents as such an integral part of the process.</p> <p>As a result of that meeting, NHS England asked us to do further work on assessing the impact on health inequalities, clinical benefits, environmental sustainability, and the costs associated with our proposals.</p> <p>We have then had a follow up meeting with NHS England, who confirmed that the work we had done on understanding the impacts in the areas described above was comprehensive. They also supported our public involvement approach with a focus on understanding what matters to people when accessing services before having a public conversation about how any proceeds from the sale of Shipley Hospital can be reinvested into local services.</p>

Involving patients, the public and staff

Q.	I've previously been asked about the future use of Shipley Hospital. Why am I being asked again?
A.	<p>People might remember we did lots of engagement on Shipley just before the pandemic. A report from this work was published at that time. You can read it at https://engagebdc.com/shipley-hospital</p> <p>We also did some work in late 2022 and early this year when we restarted the review. This work acted as a sense check to make sure we had people's current views and experiences, in case anything had changed that we needed to consider.</p>
Q.	What involvement have staff had in the decisions?
A.	We have been regularly keeping our colleagues updated on our proposals and asking them what matters to them when services are moved. This includes spaces for conversations at team meetings as well as one to one conversations. Our public involvement work to date and in the future is open to our colleagues as we recognise many people who work for us also live in our local communities.
Q.	How will staff be affected by the change of location?
A.	We recognise that when we move services, there is also an impact on our colleagues who then need to provide a service from a different location. This could mean people having to travel a shorter or longer distance to get to work and to then provide any community-based services. We also know that people become familiar with their regular place of work. We have been working with our colleagues to understand what matters to them when we move services. We have ensured that we have adequate parking available on our preferred sites and in addition we are working with local healthcare services to offer hot desk facilities, so that our colleagues can use 'touch down' spaces to reduce travel times.
Q.	Seeing the same staff is important to patients, will the staff move from Shipley Hospital to the new locations?
A.	We will ensure continuity of care for our patients. Should people choose to access a service from an alternative site, we will work with our patients and their carers to find out more about what matters to them and see if we can ensure people are seen by the same healthcare professionals. Or if they are seen by someone differently, how we can ensure they continue to receive care that is tailored to their needs.