Summary of findings:
Acute and Maternity Reconfiguration

Produced by:
NHS Midlands and Lancashire Commissioning Support Unit
Contents

- Introduction and overview
- Communications and engagement
- Total response figures
- Demographic profiling
- Summary of findings
- Key areas for consideration
- Impact on DMBC
Introduction and overview
Aims of the consultation

The consultation aimed to:

- Understand the views of patients, staff, carers and the public on the proposed solutions to improve services at Leicester Royal Infirmary and Glenfield Hospital, including the impact of any changes.
- Understand views on different options for creating new services at Leicester General Hospital including extra primary care services.
- Understand views on the relocation of the standalone maternity unit from St Mary’s Hospital in Melton Mowbray to the site of Leicester General Hospital.
- Understand views on alternative options for the provision of a hydrotherapy pool currently located at Leicester General Hospital.
- Understand if there are any alternative proposals that should be considered.
What we consulted on

<table>
<thead>
<tr>
<th>Leicester Royal Infirmary</th>
<th>Glenfield Hospital</th>
<th>Leicester General Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Build a new maternity hospital with a doctor-led inpatient maternity service</td>
<td>• Build new premises to house a major new treatment centre for planned care, inpatient wards and theatres</td>
<td>• Create a small campus that focuses on community health with some beds</td>
</tr>
<tr>
<td>• Refurbish the Kensington building to create a new children’s hospital</td>
<td>• Expand the intensive care unit to create a ‘super’ intensive care unit</td>
<td>• Retain diabetes centre of excellence and stroke recovery service</td>
</tr>
<tr>
<td>• Create a new gynaecology (female reproductive health) inpatient day case and outpatient service</td>
<td>• Create a new surgical admissions unit</td>
<td>• Potentially relocate midwifery-led unit from Melton Mowbray</td>
</tr>
<tr>
<td>• Build a new expanded intensive care unit to create a ‘super’ intensive care unit</td>
<td>• Build a new car park</td>
<td>• Potentially retain Brandon Unit for administrative, education and training services</td>
</tr>
<tr>
<td>• Refurbish wards to relocate adult inpatient services</td>
<td>• Create a new welcome centre.</td>
<td>• Retain sufficient car parking</td>
</tr>
<tr>
<td>• Expand car parking facilities</td>
<td></td>
<td>• Potentially create: primary care urgent treatment centre, observation facilities, a diagnostic service, community outpatient service and additional GP capacity.</td>
</tr>
<tr>
<td>• Create a new welcome centre.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Consultation survey structure

<table>
<thead>
<tr>
<th>Question numbers</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>-</td>
<td>About you</td>
</tr>
<tr>
<td>1 and 2</td>
<td>Proposal for acute services</td>
</tr>
<tr>
<td>3 to 5</td>
<td>Proposal for a new treatment centre</td>
</tr>
<tr>
<td>6 and 7</td>
<td>Proposal to use new technologies to deliver patient consultations</td>
</tr>
<tr>
<td>8 to 13</td>
<td>Proposal for Leicester General Hospital</td>
</tr>
<tr>
<td>14 and 15</td>
<td>Proposal for a new standalone maternity unit</td>
</tr>
<tr>
<td>16 to 19</td>
<td>Proposal for two new haemodialysis treatment units</td>
</tr>
<tr>
<td>20 and 21</td>
<td>Proposal for hydrotherapy pools</td>
</tr>
<tr>
<td>22 and 23</td>
<td>Proposal for a new maternity hospital</td>
</tr>
<tr>
<td>24</td>
<td>Proposal on breastfeeding services</td>
</tr>
<tr>
<td>25 and 26</td>
<td>Proposal for a newly established children’s hospital</td>
</tr>
<tr>
<td>27</td>
<td>Access and transport</td>
</tr>
<tr>
<td>28</td>
<td>Any additional comments</td>
</tr>
<tr>
<td>29 to 42</td>
<td>Demographic profiling</td>
</tr>
</tbody>
</table>
Capturing feedback on each proposal

Respondents were asked to rate to what extent they agreed or disagreed with each proposal.

Our proposal to use new technologies to deliver patient consultations

We believe that new technology would provide certain aspects of pre-planned care in a different way. Where it is appropriate for the patient, appointments by telephone or video could reduce the stress of attending a consultation in person due to - reduced travel, reducing possible spread of infection and supporting people to self-care. For further information visit www.betterhospitals.leicester.nhs.uk.

6. To what extent do you agree or disagree with this proposal where 1 is strongly disagree and 5 is strongly agree?

☐ 1. Strongly disagree ☐ 2. Disagree ☐ 3. Neither agree or disagree/don’t know ☐ 4. Agree ☐ 5. Strongly agree

Click here if you want to explain why you agree or disagree with this proposal. If you do not want to provide any further information please click 'NEXT' to move to question 8.

7. Please tell us your views on using technology to reduce the need for attending appointments - including how we can avoid negative impacts or disadvantages on you, your family or any groups.

They were then asked to explain why they agreed or disagreed with the proposal in a free-text box.
Communications and engagement
Communications and engagement: Collateral

**Documents**
- Full consultation document
- Summary document
- Easy read document
- Eight-page leaflet
- Glossary of terms
- Consultation poster
- Presentations

**Audio and videos**
- Audio explanations
- Fly-through artist impressions
- Videos in British Sign Language and community languages
- Event recordings
- Interviews with UHL Executives

**Additional key resources**
- Pre-Consultation Business Case
- Occupancy figures
- Travel plan
- Inpatient activity modelling and bed numbers.
Communications and engagement: Communication channels

- Telephone calls and presentations
- Letters and emails
- Leaflets and posters
- Social media and online promotion
- Press, public relations and advertising
- Events (interviews, focus groups and public events)
Consultation reach

1.8*** million reached by people in Leicester, Leicestershire and Rutland through the consultation

- 971,657 Digital media (all online including websites, social media, email marketing, AdsMart)
- 853,048 Print and broadcast media (newspapers, magazines, newsletters, radio etc.)
- 4,960 Event promotion
- 1,049 Stakeholders (MPs, councillors, VSO etc.)
- 25,000 Staff

N.B. ***In some instances e.g. newspapers advertising, information will be read by other people in a household, therefore 1.8 million represents minimum exposure based on our ability to evidence it
Response figures

5,675
Total response to the consultation

4,682
Survey responses

70
Correspondence (email and letter)

923
Event participants across 113 events
Demographic profiling: Survey and event participants combined
### Demographic profiling

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>White: English/Welsh/Scottish/Northern Irish/British</td>
<td>3,456</td>
<td>76%</td>
</tr>
<tr>
<td>Asian/Asian British: Indian</td>
<td>477</td>
<td>11%</td>
</tr>
<tr>
<td>White: Any other White background</td>
<td>165</td>
<td>4%</td>
</tr>
<tr>
<td>Black/African/Caribbean/Black British: African</td>
<td>90</td>
<td>2%</td>
</tr>
<tr>
<td>Asian/Asian British: Pakistani</td>
<td>52</td>
<td>1%</td>
</tr>
<tr>
<td>White: Irish</td>
<td>43</td>
<td>1%</td>
</tr>
<tr>
<td>Asian/Asian British: Other</td>
<td>31</td>
<td>1%</td>
</tr>
<tr>
<td>Any other Mixed/Multiple ethnic background</td>
<td>25</td>
<td>1%</td>
</tr>
<tr>
<td>Mixed/Multiple ethnic groups: White and Black Caribbean</td>
<td>19</td>
<td>0.4%</td>
</tr>
<tr>
<td>Mixed/Multiple ethnic groups: White and Asian</td>
<td>17</td>
<td>0.4%</td>
</tr>
<tr>
<td>Asian/Asian Bangladeshi</td>
<td>16</td>
<td>0.4%</td>
</tr>
<tr>
<td>Black/African/Caribbean/Black British: Caribbean</td>
<td>15</td>
<td>0.3%</td>
</tr>
<tr>
<td>Arab</td>
<td>14</td>
<td>0.3%</td>
</tr>
<tr>
<td>Asian/Asian British: Chinese</td>
<td>14</td>
<td>0.3%</td>
</tr>
<tr>
<td>Mixed/Multiple ethnic groups: White and Black African</td>
<td>9</td>
<td>0.2%</td>
</tr>
<tr>
<td>Black/African/Caribbean/Black British: Other</td>
<td>5</td>
<td>0.1%</td>
</tr>
<tr>
<td>White: Gypsy or Irish Traveller</td>
<td>2</td>
<td>0.04%</td>
</tr>
<tr>
<td>Any other ethnic group</td>
<td>70</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td></td>
<td><strong>4,520</strong></td>
</tr>
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</table>
## Demographic profiling

### Religion

<table>
<thead>
<tr>
<th>Religion</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christian</td>
<td>2,232</td>
<td>49%</td>
</tr>
<tr>
<td>Muslim</td>
<td>327</td>
<td>7%</td>
</tr>
<tr>
<td>Hindu</td>
<td>214</td>
<td>5%</td>
</tr>
<tr>
<td>Sikh</td>
<td>50</td>
<td>1%</td>
</tr>
<tr>
<td>Buddhist</td>
<td>20</td>
<td>0.4%</td>
</tr>
<tr>
<td>Jewish</td>
<td>11</td>
<td>0.2%</td>
</tr>
<tr>
<td>No religion</td>
<td>1,521</td>
<td>34%</td>
</tr>
<tr>
<td>Any other</td>
<td>137</td>
<td>3%</td>
</tr>
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<td><strong>Base</strong></td>
<td>4,512</td>
<td></td>
</tr>
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</table>

### Age

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>16 - 19</td>
<td>81</td>
<td>2%</td>
</tr>
<tr>
<td>20 - 24</td>
<td>166</td>
<td>4%</td>
</tr>
<tr>
<td>25 - 29</td>
<td>307</td>
<td>7%</td>
</tr>
<tr>
<td>30 - 34</td>
<td>455</td>
<td>10%</td>
</tr>
<tr>
<td>35 - 39</td>
<td>401</td>
<td>9%</td>
</tr>
<tr>
<td>40 - 44</td>
<td>403</td>
<td>9%</td>
</tr>
<tr>
<td>45 - 49</td>
<td>353</td>
<td>8%</td>
</tr>
<tr>
<td>50 - 54</td>
<td>409</td>
<td>9%</td>
</tr>
<tr>
<td>55 - 59</td>
<td>442</td>
<td>10%</td>
</tr>
<tr>
<td>60 - 64</td>
<td>474</td>
<td>10%</td>
</tr>
<tr>
<td>65 - 69</td>
<td>383</td>
<td>8%</td>
</tr>
<tr>
<td>70 - 74</td>
<td>389</td>
<td>8%</td>
</tr>
<tr>
<td>75 - 79</td>
<td>194</td>
<td>4%</td>
</tr>
<tr>
<td>80 and over</td>
<td>94</td>
<td>2%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>98</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td>4,649</td>
<td></td>
</tr>
</tbody>
</table>

### Sex

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>3,101</td>
<td>67%</td>
</tr>
<tr>
<td>Male</td>
<td>1,331</td>
<td>29%</td>
</tr>
<tr>
<td>Intersex</td>
<td>4</td>
<td>0.1%</td>
</tr>
<tr>
<td>Non-binary</td>
<td>8</td>
<td>0.2%</td>
</tr>
<tr>
<td>Other</td>
<td>4</td>
<td>0.1%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>166</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td>4,614</td>
<td></td>
</tr>
</tbody>
</table>
### Demographic profiling

#### Gender identity*

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Prefer not to say</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>65</td>
<td>4,036</td>
<td>327</td>
</tr>
<tr>
<td>%</td>
<td>1%</td>
<td>91%</td>
<td>7%</td>
</tr>
<tr>
<td>Base</td>
<td>4,428</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Sexual orientation

<table>
<thead>
<tr>
<th>Orientation</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heterosexual</td>
<td>3,924</td>
<td>86%</td>
</tr>
<tr>
<td>Bisexual</td>
<td>87</td>
<td>2%</td>
</tr>
<tr>
<td>Gay</td>
<td>67</td>
<td>1%</td>
</tr>
<tr>
<td>Lesbian</td>
<td>40</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>33</td>
<td>1%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>401</td>
<td>9%</td>
</tr>
<tr>
<td>Base</td>
<td>4,552</td>
<td></td>
</tr>
</tbody>
</table>

#### Relationship status

<table>
<thead>
<tr>
<th>Status</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td>2,747</td>
<td>59%</td>
</tr>
<tr>
<td>Lives with partner</td>
<td>491</td>
<td>11%</td>
</tr>
<tr>
<td>Single</td>
<td>613</td>
<td>13%</td>
</tr>
<tr>
<td>Divorced</td>
<td>242</td>
<td>5%</td>
</tr>
<tr>
<td>Civil partnership</td>
<td>40</td>
<td>1%</td>
</tr>
<tr>
<td>Widowed</td>
<td>142</td>
<td>3%</td>
</tr>
<tr>
<td>Separated</td>
<td>53</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>38</td>
<td>1%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>255</td>
<td>6%</td>
</tr>
<tr>
<td>Base</td>
<td>4,621</td>
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</tbody>
</table>

#### Pregnant at this time

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>134</td>
<td>3%</td>
</tr>
<tr>
<td>No</td>
<td>4,213</td>
<td>93%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>169</td>
<td>4%</td>
</tr>
<tr>
<td>Base</td>
<td>4,516</td>
<td></td>
</tr>
</tbody>
</table>

#### Recently given birth

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>118</td>
<td>3%</td>
</tr>
<tr>
<td>No</td>
<td>4,206</td>
<td>94%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>168</td>
<td>4%</td>
</tr>
<tr>
<td>Base</td>
<td>4,492</td>
<td></td>
</tr>
</tbody>
</table>

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*Gender Reassignment: Have you gone through any part of a process or do you intend to (including thoughts and actions) to bring your physical sex appearance and/or your gender role more in line with your gender identity? (This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery).*
## Demographic profiling

### Disability or long-term health condition

<table>
<thead>
<tr>
<th>Condition</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, limited a lot</td>
<td>373</td>
<td>8%</td>
</tr>
<tr>
<td>Yes, limited a little</td>
<td>853</td>
<td>19%</td>
</tr>
<tr>
<td>No</td>
<td>3,354</td>
<td>73%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td><strong>4,580</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Carer

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes - person(s) aged under 24</td>
<td>775</td>
<td>17%</td>
</tr>
<tr>
<td>Yes - adult(s) aged 25 - 49</td>
<td>112</td>
<td>2%</td>
</tr>
<tr>
<td>Yes - older person(s) aged over 50</td>
<td>621</td>
<td>14%</td>
</tr>
<tr>
<td>No</td>
<td>2,934</td>
<td>64%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>234</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td><strong>4,559</strong></td>
<td></td>
</tr>
</tbody>
</table>

### Armed forces

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>199</td>
<td>4%</td>
</tr>
<tr>
<td>No</td>
<td>4,215</td>
<td>92%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>184</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td><strong>4,598</strong></td>
<td></td>
</tr>
</tbody>
</table>
Summary of feedback on the proposals
Findings explanation slide

• For each of the proposals, we are presenting feedback from the survey
• Respondents were asked both closed and open questions. For example:
  • To what extent do you agree or disagree with this proposal? (closed question)
  • Please explain why you agree or disagree with this proposal (open question)
• The closed question is presented first, followed by the open question(s)
• The closed question slides show a chart of overall responses to the question
• The open questions have been coded into themes. The open question slides present the overarching main themes. It also presents the top agreement theme, top disagreement theme and top theme in observation.
Acute services
Acute services:
To what extent do you agree or disagree with this proposal?

58% (2,691) of all respondents agreed and 28% (1,310) disagreed with the proposal to provide acute services at Leicester Royal Infirmary and Glenfield Hospital.

Please see page number 95 in the report of findings.
Acute services:
Please explain why you agree or disagree with this proposal

Main theme areas:
Access
Cost and efficiency
Quality of care
Maternity services
Service provision
General
Estates and facilities
Specific groups
Capacity
Covid-19
Demographics
Environment
Patient choice
Staff
Technology

Number of responses: 1,307
Number of sub-themes: 82

Top sub-theme in agreement:
General - agreement – Agreement with proposal (e.g. good proposal, makes sense) (11% / 142)

Top sub-theme in disagreement:
Access - disagreement – Proposal will reduce accessibility for patients (e.g. rural communities and east or south of city residents) (18% / 240)

Top sub-theme in observation:
Demographics - Consider demographics of different areas (e.g. growing population) (6% / 75)
New treatment centre
New treatment centre:
To what extent do you agree or disagree with this proposal?

60% (2,786) of all respondents agreed and 25% (1,143) disagreed with the proposal to provide outpatient services at a new purpose-built treatment centre at Glenfield Hospital.

Please see page number 110 in the report of findings.
New treatment centre:
Please explain why you agree or disagree with this proposal

Main theme areas:
Access
Service provision
Quality of care
Cost and efficiency
Capacity
Estates and facilities
Maternity services
Specific groups
COVID-19
Staff
Technology
Demographics

Number of responses: 1,323
Number of sub-themes: 60

Top sub-theme in agreement:
Access - Glenfield Hospital is a more suitable location than Leicester Royal Infirmary (e.g. transport links, parking) (24% / 319)

Top sub-theme in disagreement:
Access - Proposal will reduce accessibility for patients (e.g. rural communities and east or south of city residents) (18% / 243)

Top sub-theme in observation:
Access - Consider the need to improve parking at Glenfield Hospital (e.g. more spaces, affordable parking, payment system) (11% / 139)

Building Better Hospitals
For the future
New treatment centre:

Please tell us your views on this including how we can avoid negative impacts or disadvantages on you, your family or any groups and how we can ensure the new treatment centre is right to meet the needs of people

Main theme areas:
- Access
- Service provision
- Maternity services
- Specific groups
- Cost and efficiency
- Quality of care
- Capacity
- COVID-19
- Staff
- Technology
- Demographics
- Estates and facilities
- Integration

Number of responses: 1,046
Number of sub-themes: 66

Top sub-theme in agreement:
Access - Glenfield Hospital is a more suitable location than Leicester Royal Infirmary (e.g. transport links, parking)
(4% / 37)

Top sub-theme in disagreement:
Access - Outpatient services should be provided locally (e.g. local clinics, Rutland, Hinkley, Oakham Melton Mowbray)
(13% / 139)

Top sub-theme in observation:
Access - Consider the need to improve parking at Glenfield Hospital (e.g. more spaces, free parking, payment system)
(15% / 158)
Proposal:
To what extent do you agree or disagree with this proposal?

64% (2,955) of all respondents **agreed** and 23% (1,046) **disagreed** with the proposal to use new technology to provide certain aspects of pre-planned care.

Base: 4,634

Please see page number 130 in the report of findings.
Proposal:
Please tell us your views on using technology to reduce the need for attending appointments - including how we can avoid negative impacts or disadvantages on you, your family or any groups

Main theme areas:
- Access
- Quality of care
- Cost and efficiency
- COVID-19
- Staff
- Specific groups
- Service provision
- Demographics
- Maternity services
- Patient choice

Number of responses: 1,415
Number of sub-themes: 47

Top sub-theme in agreement:
General - agreement –
Agreement with proposal (e.g. good idea)
(15% / 206)

Top sub-theme in disagreement:
Specific groups - Consider groups who require face-to-face appointments or cannot use technology (e.g. dementia, children, elderly, hearing problems) (23% / 329)

Top sub-theme in observation:
Quality of care - Virtual appointments may be suitable depending on the medical issue (e.g. if tests or assessment not required) (13% / 186)
Leicester General Hospital
Proposal:
To what extent do you agree or disagree with this proposal?

67% (3,104) of all respondents agreed and 14% (638) disagreed with the proposal to create extra services at Leicester General Hospital in a GP led primary care urgent treatment centre.

Please see page number 143 in the report of findings.
Proposal:
Please explain why you agree or disagree with this proposal to create these services on the Leicester General Hospital site: **Primary care urgent treatment centre**

Main theme areas:
- Access
- Service provision
- General
- Cost and efficiency
- Quality of care
- Capacity
- Specific groups
- Communication
- Demographics
- Estates and facilities
- COVID-19
- Integration
- Maternity services
- Staff

Number of responses: 870
Number of sub-themes: 57

**Top sub-theme in agreement:**
General - agreement – Agreement with proposal (e.g. good proposal, makes sense) (29% / 249)

**Top sub-theme in disagreement:**
Access - disagreement – Proposal will reduce accessibility for patients (e.g. rural communities and west of city residents) (13% / 109)

**Top sub-theme in observation:**
Access - Services should be provided locally (e.g. Rutland, Melton, local urgent care centres) (12% / 102)
Proposal:
Please explain why you agree or disagree with this proposal to create these services on the Leicester General Hospital site: Observation area

Main theme areas:
Access
Service provision
Cost and efficiency
Specific groups
Quality of care
General
Capacity
Communication
COVID-19
Demographics
Estates and facilities
Integration
Maternity
Staff
Technology

Number of responses: 743
Number of sub-themes: 55

Top sub-theme in agreement:
General - Agreement with proposal (e.g. good proposal, makes sense) (38% / 281)

Top sub-theme in disagreement:
Access - disagreement – Proposal will reduce accessibility for patients (e.g. rural communities and west of city residents) (4% / 32)

Top sub-theme in observation:
General - More details about the proposal are required (8% / 59)
Proposal:
Please explain why you agree or disagree with this proposal to create these services on the Leicester General Hospital site: Diagnostic service

Main theme areas:
Access
Service provision
General
Cost and efficiency
Quality of care
Communication
Specific groups
COVID-19
Demographics
Estates and facilities
Maternity
Staff

Number of responses: 695
Number of sub-themes: 44

Top sub-theme in agreement:
General - Agreement with proposal (e.g. good proposal, makes sense) (36% / 251)

Top sub-theme in disagreement:
Access - disagreement – Proposal will reduce accessibility for patients (e.g. rural communities and west of city residents) (4% / 28)

Top sub-theme in observation:
General - More details about the proposal are required (9% / 60)
Proposal:
Please explain why you agree or disagree with this proposal to create these services on the Leicester General Hospital site: **Community outpatients service**

**Main theme areas:**
- Access
- General
- Service provision
- Cost and efficiency
- Quality of care
- Estates and facilities
- Specific groups
- Technology
- Capacity
- COVID-19
- Demographics
- Maternity
- Staff

Number of responses: 675
Number of sub-themes: 45

**Top sub-theme in agreement:**
General - Agreement with proposal (e.g. good proposal, makes sense) (33% / 224)

**Top sub-theme in disagreement:**
Access - disagreement – Proposal will reduce accessibility for patients (e.g. rural communities and west of city residents) (4% / 29)

**Top sub-theme in observation:**
General - More details about the proposal are required (11% / 74)
Proposal:
Please explain why you agree or disagree with this proposal to create these services on the Leicester General Hospital site: **Extra GP/primary care capacity**

**Main theme areas:**
- Cost and efficiency
- Quality of care
- Maternity services
- Service provision
- Estates and facilities
- Specific groups
- Capacity
- Covid-19
- Demographics
- Environment
- Patient choice
- Staff
- Technology

Number of responses: 726
Number of sub-themes: 43

**Top sub-theme in agreement:**
General - Agreement with proposal (e.g. good proposal, makes sense)
(35% / 255)

**Top sub-theme in disagreement:**
Access - disagreement – Proposal will reduce accessibility for patients (e.g. rural communities and west of city residents)
(8% / 58)

**Top sub-theme in observation:**
General - More details about the proposal are required
(10% / 69)
New standalone maternity unit
Proposal:
To what extent do you agree or disagree with this proposal?

36% (1,678) of all respondents **agreed** and 41% (1,909) **disagreed** with the proposal to relocate the standalone maternity unit to Leicester General Hospital.

Please see page number 183 in the report of findings.
Proposal:
Please explain why you agree or disagree with this proposal

Main theme areas:
- Quality of care
- Access
- General
- Service provision
- Cost and efficiency
- Communication
- Specific groups
- Capacity
- COVID-19
- Demographics
- Patient choice
- Staff

Number of responses: 1,534
Number of sub-themes: 58

Top sub-theme in agreement:
Access - Proposal will improve access to maternity services (e.g. accessible for wider population) (12% / 186)

Top sub-theme in disagreement:
Access - disagreement – Proposal will reduce accessibility for patients (e.g. rural communities, too centralised, closing St. Mary’s) (30% / 460)

Top sub-theme in observation:
Service provision - Consider the need for access to specialist care on site (11% / 173)
New haemodialysis treatment units
Proposal:
To what extent do you agree or disagree with this proposal?

69% (3,181) of all respondents agreed and 7% (334) disagreed with the proposal to provide two new haemodialysis treatment units, one at Glenfield Hospital and another in the south side of Leicester City.

Please see page number 197 in the report of findings.
Proposal:
Please explain why you agree or disagree with the proposal for one unit to be at Glenfield Hospital

Main theme areas:
- Access
- Service provision
- General
- Quality of care
- Capacity
- Cost and efficiency
- COVID-19
- Integration
- Patient choice
- Staff

Number of responses: 658
Number of sub-themes: 34

Top sub-theme in agreement:
General - agreement – Agreement with proposal (e.g. good proposal, makes sense) (27% / 175)

Top sub-theme in disagreement:
Access - Proposal will reduce accessibility for patients (e.g. too centralised) (13% / 87)

Top sub-theme in observation:
General - More details about the proposal are required (9% / 59)
Proposal:
Please explain why you agree or disagree with the proposal for one unit to be in the south of Leicester City

Main theme areas:
- Access
- Service provision
- General
- Quality of care
- Cost and efficiency
- COVID-19
- Demographics
- Integration
- Patient choice
- Quality of life
- Staff

Number of responses: 532
Number of sub-themes: 36

Top sub-theme in agreement:
Access - Proposal will improve access to haemodialysis services (e.g. accessible for wider population, reduce travelling time)
(23% / 121)

Top sub-theme in disagreement:
Access - Proposal will reduce accessibility for patients (e.g. too centralised)
(9% / 50)

Top sub-theme in observation:
General - More details about the proposal are required
(8% / 40)
Proposal:
Please tell us where in the south of Leicester you think that the new unit should be?

Main theme areas:
- Location
- Access
- General
- Service provision
- Capacity
- Cost and efficient
- COVID-19
- Demographics

Number of responses: 531
Number of sub-themes: 62

Top sub-theme in agreement:
General - agreement –
Agreement with proposal (e.g. good proposal, makes sense)
(1% / 5)

Top sub-theme in disagreement:
Access - Consider the east of the county instead
(2% / 10)

Top sub-theme in observation:
Access - Consider the most accessible location (e.g. transport, motorway links)
(14% / 76)
Hydrotherapy pools
Proposal:
To what extent do you agree or disagree with this proposal?

71% (3,273) of all respondents agreed and 7% (330) disagreed with the proposal to use hydrotherapy pools already located in community settings.

Please see page number 223 in the report of findings.
Proposal: Please explain why you agree or disagree with this proposal

Main theme areas:
- Access
- General
- Cost and efficiency
- Service provision
- Quality of care
- Estates and facilities
- Maternity services
- Capacity
- Communication
- COVID-19
- Patient choice
- Specific groups

Number of responses: 677
Number of sub-themes: 35

Top sub-theme in agreement:
Access - agreement - Proposal will improve access to hydrotherapy
(24% / 161)

Top sub-theme in disagreement:
Quality of care - Concern over quality of care at hydrotherapy pools
(7% / 45)

Top sub-theme in observation:
Access - Services should be provided locally (e.g. across the county)
(23% / 158)
New maternity hospital
Proposal:
To what extent do you agree or disagree with this proposal?

50% (2,329) of all respondents agreed and 31% (1,416) disagreed with the proposal to build a new maternity hospital on the Leicester Royal Infirmary site.

Strongly agree: 23%
Agree: 27%
Neither agree nor disagree: 19%
Disagree: 11%
Strongly disagree: 19%

Base: 4,635

Please see page number 233 in the report of findings.
Proposal:
Please explain why you agree or disagree with this proposal

**Main theme areas:**
- Access
- Quality of care
- Service provision
- General
- Cost and efficiency
- Specific groups
- Capacity
- Communication
- COVID-19
- Estates and facilities
- Staff
- Demographics
- Patient choice

Number of responses: 1,245
Number of sub-themes: 65

**Top sub-theme in agreement:**
General - Agreement with the proposal
(8% / 94)

**Top sub-theme in disagreement:**
Access - Leicester Royal Infirmary is not a suitable location for a maternity hospital (e.g. inner city, traffic, pollution)
(21% / 267)

**Top sub-theme in observation:**
Communication - Consider better promotion of St. Mary’s Birth Centre to increase number of patients
(7% / 87)
Breastfeeding services
Proposal:
Please explain why you agree or disagree with this proposal

Main theme areas:
- Access
- Quality of care
- Service provision
- Cost and efficiency
- General
- Maternity services
- Capacity
- COVID-19
- Estates and facilities
- Technology
- Communication
- Demographics
- Patient choice
- Staff

Number of responses: 2,444
Number of sub-themes: 68

Top sub-theme in agreement:
General - Agreement with proposal (41% / 1,009)

Top sub-theme in disagreement:
Quality of care - Consider the high quality breastfeeding support provided by St. Mary's Birth Centre (e.g. should not be replaced) (7% / 165)

Top sub-theme in observation:
Access - Breastfeeding support should be provided locally (e.g. Melton, Rutland) (8% / 198)
Children’s hospital
Proposal:
To what extent do you agree or disagree with this proposal?

77% (3,537) of all respondents agreed and 7% (343) disagreed with the proposal to create a newly established children’s hospital at Leicester Royal Infirmary.

Base: 4,611

Please see page number 254 in the report of findings.
Proposal:
Please explain why you agree or disagree with this proposal

Main theme areas:
- Access
- General
- Service provision
- Estates and facilities
- Maternity services
- Capacity
- Cost and efficiency
- Quality of care
- Specific groups
- Staff
- COVID-19

Number of responses: 772
Number of sub-themes: 42

Top sub-theme in agreement:
General - Agreement with proposal
(23% / 177)

Top sub-theme in disagreement:
Access - Leicester Royal Infirmary is not a suitable location for children's services (e.g. inner city, traffic)
(9% / 67)

Top sub-theme in observation:
General - More details about the proposal are required
(7% / 50)
Access and transport
Do you have any concerns about being able to travel to or access any services and what would need to happen to make this less of a concern?

Main theme areas:
- Location
- Service provision
- Specific groups
- Maternity services
- Quality of care
- General
- Access to services
- Cost and efficiency
- Parking
- Transport
- Staff
- Children’s hospital
- Estates and facilities
- Technology
- Capacity
- Communication
- COVID-19
- Demographics
- Environment
- Opening times
- Patient choice

Number of responses: 3,153
Number of sub-themes: 86

Top sub-theme in agreement:
General - No concerns
(18% / 556)

Top sub-theme in disagreement:
Location - Proposal will reduce accessibility for patients (e.g. rural communities and county residents)
(14% / 433)

Top sub-theme in observation:
Transport - Consider improving public transport to care sites (e.g. free buses, hospital hopper, out of hours busses)
(19% / 594)
Other comments
If you have any other specific comments about the proposals for acute and maternity services, or there are any alternative proposals that you think we should consider, please use this space to tell us what they are.

**Main theme areas:**
- Maternity services
- Access
- Service provision
- Cost and efficiency
- Estates and facilities
- General
- Quality of care
- Children’s hospital
- Specific groups
- Capacity
- COVID-19
- Staff
- Technology
- Communication
- Demographics
- Environment
- Integration
- Local services

**Number of responses:** 1,365  
**Number of sub-themes:** 111

**Top theme in agreement:**
General - Agreement with proposals (e.g. great proposals, benefits for patients and staff)  
(6% / 75)

**Top theme in disagreement:**
Maternity services - St. Mary’s Birth Centre should remain open  
(7% / 97)

**Top theme in observation:**
Local services - Services should be provided locally (e.g. close to home, small hospitals)  
(6% / 79)