Improving Stroke Care in West Surrey

Public Consultation
6 February to 30 April 2017
Please share your views with us
Stroke is the 4th single largest cause of death in the UK

700+
People diagnosed with stroke per year in Guildford, Waverley and North West Surrey

2 hours
Getting fast treatment results in a better chance of survival

2

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What is a stroke?

A stroke is caused when the blood supply to the brain is interrupted usually due to the following:

• a blood vessel bursts causing a bleed
• a blood vessel blocked by a clot

This cuts off the supply of oxygen and nutrients, which can damage the brain tissue. The effects of a stroke depend on which part of the brain is injured and how severely it is affected.

Stroke can have a devastating impact on patients, carers and their family

The type of treatment needed depends on the type of stroke, but everyone who has a stroke benefits from getting quick access to care in a hospital with specialist staff and equipment, followed by rehabilitation and support in the community if needed.

When someone has a stroke, they have a ‘pathway’ of care to support their recovery.

Transient Ischemic Attacks (TIAs)

Transient Ischemic Attacks (TIAs) are often referred to as mini-strokes. The risk of a stroke is high following a TIA; approximately four to ten per cent of patients who have a TIA will go on to have a stroke within seven days.

Specific TIA services provide rapid diagnostic assessment and access to specialist care for high risk patients thereby lowering the risk of a subsequent stroke. Such services benefit from being based in a highly specialist stroke centre.

People living in West Surrey deserve the very best care, so we want to improve stroke services.
Stroke treatment pathway

Getting to hospital - First 2 hours
Getting to a hospital with specialist stroke staff and having life saving medical treatment within 2 hours of calling 999 gives people a better chance of survival.

Immediate care in hospital - from arrival up to 3 days
Initial care is provided 24 hours a day, 7 days a week by highly trained doctors, nurses and therapists with specialised equipment in a specialised hospital unit known as a Hyperacute Stroke Unit (HASU). This is the most important phase of survival.

Typically, people stay in a HASU for three days. This is dependent on people’s needs.

Follow on care in hospital - 3 days to 10 days
Ongoing care is provided by specialist hospital staff in an Acute Stroke Unit (ASU). These units are often in the same hospital as most HASUs.

Typically, people stay in a ASU for seven days. This is dependent on people’s needs.

Care in the community - 10 days and beyond
After initial treatment in specialist hospitals, people might:

• go to a community hospital for rehabilitation
• return home with ‘early supported discharge’ (ESD), whereby they leave hospital as early as possible and get ongoing help at home for around six weeks provided by a specially trained team.

The exact support offered in the community depends on people’s needs.

Six-month review - Longer term care
After six months everyone should have a review to see how they are getting on.
Over the past two years, the NHS in Surrey has been working with local people and health and care professionals to plan ways to improve stroke care services in West Surrey. We have compared our services with national standards and clinical guidelines.

Improvements to services are planned which would mean, for the first time, that all people in West Surrey have access to the best pathway of stroke care as recommended by experts.

Overall, we plan to invest more money in providing high quality stroke care services. There will be no reduction in funds for stroke care.

We would like to hear your views about our plans.

Which organisations are involved?

NHS Guildford and Waverley Clinical Commissioning Group (CCG) is leading this consultation across West Surrey in partnership with NHS North West Surrey CCG.

CCGs plan and buy healthcare to meet the needs of local people. We have worked closely with the following local organisations that provide stroke services, in order to review the current service and develop the proposals outlined in this consultation:

- Ashford and St Peter’s Hospitals NHS Foundation Trust
- Frimley Health NHS Foundation Trust
- Royal Surrey County Hospital NHS Foundation Trust
- The Stroke Association (Surrey)
- Virgin Care
Why are we planning changes to how stroke services are provided in West Surrey?

- People want better access to care in the community.
- Services in different parts of West Surrey vary.
- More people die or suffer severe disability in Surrey following a stroke compared to many other parts of the country.
- Being in a hospital with the most experienced and specialised staff is very important to our residents.
- There are not enough specialised staff to offer stroke services in every big hospital in West Surrey.
- Services are not all meeting best practice standards.
- Local people and staff have told us there needs to be smoother transitions between services.
- People want access to stroke consultants 24 hours a day, 7 days a week.
- Local people have told us that they want to get home from hospital more quickly.
- Our specialists need to see more people (approx 500 to 1500 per year) to keep their skills up to date.
Surrey has higher rates of death and disability after stroke than some parts of the UK.

There are three hospitals in West Surrey currently providing some specialist stroke care.

Experts advise that stroke units should treat at least 500 stroke patients per year to maintain the specialist skills for staff working in stroke units and ensure good outcomes for the patients. Not all our hospitals are seeing enough patients to maintain this expertise.

<table>
<thead>
<tr>
<th>Stroke care provision</th>
<th>Patients cared for and diagnosed with stroke per year (2015-16)</th>
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<tbody>
<tr>
<td>Frimley Park Hospital (Camberley)</td>
<td>1,200</td>
</tr>
<tr>
<td>Royal Surrey County Hospital (Guildford)</td>
<td>340</td>
</tr>
<tr>
<td>St. Peter’s Hospital (Chertsey)</td>
<td>510</td>
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</tbody>
</table>

Planned changes

- We plan to consolidate all specialist care for stroke and TIAs in West Surrey into two hospitals at Frimley Park Hospital and St. Peter’s Hospital.
- Each hospital will see the minimum number of stroke patients (500) per year to attract and maintain the skills and expertise of the specialist staff.
- There will be no provision for specialist stroke or TIA care at Royal Surrey County Hospital under these plans.
What will this mean for you?

People from Farnham and nearby areas...
who would usually go to Frimley Park Hospital, won’t notice any change in where specialist stroke services are delivered.

• Specialist care in the HASU and ASU will be provided at Frimley Park Hospital.
• There would be no change to the time it takes for an ambulance to get to hospital.

People in the Guildford area...
who would usually go to Royal Surrey County Hospital, will notice a change in where specialist stroke services are delivered.

• Specialist care in the HASU and ASU will be provided at St. Peter’s Hospital.
• There will be a change to the time it takes for an ambulance to get to hospital.
• Some people in Guildford Borough who live closer to Frimley Park Hospital will receive all their specialist stroke care there.

People from the North West Surrey area...
who would usually go to St Peter’s Hospital, won’t notice much change in where specialist stroke services are delivered.

• Specialist care in the HASU and ASU will be provided at St. Peter’s Hospital.
• There will be no need to transfer to Ashford Hospital for follow on care in the ASU.
• There would be no change to the time it takes for an ambulance to get to hospital.

People from the Waverley area and parts of South East Hampshire...
who would usually go to Royal Surrey County Hospital, will notice a change in where specialist stroke services are delivered.

• Specialist care in the HASU and ASU will be provided at Frimley Park Hospital.
• There will be a change to the time it takes for an ambulance to get to hospital.
Stroke care in the community

Currently, when people leave hospital, care varies a lot in each part of West Surrey.

Community stroke services in hospitals are currently provided at four hospitals in Ashford, Milford, Woking and Farnham.

There are not enough staff with specialist stroke rehabilitation skills to provide the level and intensity required to reduce the impact of stroke related disability.

Planned changes

We want to improve stroke care in the community so people have access to good follow on care no matter where they live. We plan to:

- Make the best use of specialist skills, by consolidating the number of hospitals providing specialist in-hospital rehabilitation at Farnham Hospital with other possible options including Ashford Hospital, Milford and Woking Community Hospitals.
- Have an Early Supported Discharge (ESD) team as part of the hospital team to help people get home more quickly where appropriate.
- Increase the availability of psychological therapies to help people after a stroke.
- Assign Stroke Care Navigators to patients to coordinate care, improve transitions between services and be a link for people and their carers when leaving hospital.
- Offer everyone a review six weeks and six months after leaving hospital.
- Provide effective information about the causes of stroke and how to prevent them.
- Signpost people and their visitors to information about stroke services and support.
What will this mean for you?

People from Farnham and nearby areas... who receive immediate care at Frimley Park Hospital, won’t notice any change in where their ongoing rehabilitation care services are delivered.

- Ongoing rehabilitation care will continue to be provided at Farnham Hospital.

People in the North West Surrey area... who receive immediate care at St Peter’s Hospital, may notice a change in where their ongoing in-hospital rehabilitation care services are delivered.

- These services will be at Farnham Hospital with other possible options including Ashford Hospital, Milford Community Hospital and Woking Community Hospital.
- This could mean shorter and more direct travel times for some visitors, but for others they could be longer.

People in the Guildford area... who would previously have received immediate care at Royal Surrey County Hospital, may notice a change in where their ongoing in-hospital rehabilitation care services are delivered.

- These services will be at Farnham Hospital with other possible options including Ashford Hospital, Milford Community Hospital and Woking Community Hospital.
- This could mean shorter and more direct travel times for some visitors, but for others they could be longer.

People from the Waverley area and parts of South East Hampshire... who would previously have received immediate care at Royal Surrey County Hospital, will notice a change in where their ongoing in-hospital rehabilitation care services are delivered.

- These services will be at Farnham Hospital with other possible options including Ashford Hospital, Milford Community Hospital and Woking Community Hospital.
- This could mean shorter and more direct travel times for some visitors, but for others they could be longer.
### Glossary

- Hyper Acute Stroke Unit (HASU)
- Acute Stoke Unit (ASU)
- Early Supported Discharge (ESD)
- Adult Community Services (ACS)
- Royal Surrey County Hospital (RSCH)
- Frimley Park Hospital (FPH)
- St. Peter’s Hospital (SPH)
- Transient Ischemic Attacks (TIA)

### Summary of planned changes to stroke care in West Surrey

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<tr>
<th>Area</th>
<th>Care in Hospital</th>
<th>Follow on care in the Community</th>
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<tr>
<td><strong>Farnham area</strong></td>
<td>Specialist care at FPH</td>
<td>ESD linked to FPH In-hospital rehabilitation at Farnham Hospital</td>
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<tr>
<td><strong>Waverley area and parts of South East Hampshire</strong></td>
<td>Specialist care at RSCH</td>
<td>ESD via ACS team In-hospital rehabilitation at Milford or Woking Community Hospitals</td>
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<td><strong>Guildford area</strong></td>
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<tr>
<td><strong>North West Surrey area</strong></td>
<td>Specialist care at SPH</td>
<td>ESD via ACS team In-hospital rehabilitation at Ashford or Woking Community Hospitals</td>
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<tr>
<th>Care in Hospital</th>
<th>Follow on care in the Community</th>
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<td>What happens now</td>
<td>Planned change</td>
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Why these changes will improve the service

Stroke Care in Hospital

• Units will be big enough to give the best care.
• Faster access to life-saving treatment and specialist care upon arrival at hospital.
• Access to stroke consultants 24 hours a day, 7 days a week.
• No need for patients to transfer between hospitals for hyperacute and acute stroke care.
• Rates of survival after stroke should improve.
• Fewer people should have serious disability after stroke.
• Fits in with what local people and clinicians have said they would like i.e. prepared to travel further for highly specialised care.
• Meets national quality standards.
• Frimley Park and St Peter’s hospitals have all the related clinical services that need to be provided alongside stroke services e.g. specialist vascular service.
• Fits with the preferences of Royal Surrey County Hospital and St Peter’s Hospital.

Stroke Care in the Community / Follow on Care

• People will receive good quality specialist stroke rehabilitation no matter which hospital they have been in.
• Rehabilitation teams will have the right number of staff with the right specialist skills, including speech and language therapists and psychologists.
• There will be a reduction in the number of days that people stay in specialist and community hospitals.
• Everyone who has a stroke will receive support and advice to improve long term health outcomes.
• Everyone in West Surrey eligible for early supported discharge will receive the rehabilitation and support they need in their own homes.
• Provide carers and family members with one team to liaise with during rehabilitation to reduce duplication.
Ways to get involved and find out more

Share your views by midnight on Sunday 30 April 2017.

We want to know what you think about these proposals to improve stroke services before we make decisions about the next steps.

Read more - about the proposed changes in detail via our dedicated webpage at www.guildfordandwaverleyccg.nhs.uk

Come and speak with us - in person at any of the drop-in sessions and evening events being held across the area. A calendar of events is available on our website.

Share your views with us - by completing our online survey at www.surveymonkey.co.uk/r/StrokeConsultationWestSurrey

You can also complete the survey found in the middle of this booklet. Pull out the 4 pages, complete the survey, put it in an envelope and post to us free at:

FREEPOST, NHS G&W CCG

Email us - share your thoughts and feedback via gwccg.consultations@nhs.net

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NHSGuildfordAndWaverleyCCG
www.guildfordandwaverleyccg.nhs.uk
01483 405450

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Designed by NHS Guildford and Waverley CCG
Have your say

Let us know what you think about improving stroke services by midnight on 30 April 2017.

Complete the survey online at:
www.surveymonkey.co.uk/r/StrokeConsultationWestSurrey

Or you can fill in this form, fold it in half and post to:

FREEPOST
NHS G&W CCG

Leave anything you don’t know or don’t want to answer blank.

Please add extra sheets if you would like to add more comments.
Q1. Do you agree or disagree with the following statements?

Access to seven day specialist stroke services should be provided at Frimley Park Hospital and St. Peter’s Hospital to enable more people to survive a stroke and minimise risk of disability.

Please explain further if you would like to:

Seven day clinics for transient ischaemic attacks (TIA) should be provided at Frimley Park Hospital and St Peter’s Hospital as part of the specialist stroke service.

Please explain further if you would like to:

The reason for concentrating in-patient stroke specialist rehabilitation services in fewer hospitals in West Surrey is justified and supported.

Please explain further if you would like to:
Q2. How could the plan for seven day hyperacute and acute stroke care at Frimley Park Hospital and St Peter’s Hospital be improved?

<table>
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<tr>
<th>Your thoughts</th>
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Q3. Please let us know your thoughts on the potential choices for where in-hospital specialist stroke rehabilitation could be provided?

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<th>Your thoughts</th>
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Q4. What comments do you have about these plans overall?

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<th>Your comments</th>
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Q5. **About you**

**Have you had a stroke or do you care for someone who has had a stroke?**  
☐ Yes  ☐ No

**What age group are you in?**  
☐ Under 18  ☐ 18-24  ☐ 25-44  ☐ 45-64  ☐ 65-74  ☐ 75-84  ☐ 85+

**What is your gender?**  
☐ Male  ☐ Female

**What is your ethnic group?**  
- a. White  
  ☐ English / Welsh / Scottish / Northern Irish / British Irish  
  ☐ Gypsy / Roma / Traveller  
  ☐ Any other White background

- b. Mixed / Multiple ethnic groups  
  ☐ White & Black Caribbean  
  ☐ White and Asian  
  ☐ White & Black African  
  ☐ Any other Mixed / multiple ethnic background

- c. Black / African / Caribbean / Black British  
  ☐ African  
  ☐ Caribbean  
  ☐ Any other Black / African / Caribbean background

- d. Asian / Asian British  
  ☐ Indian  
  ☐ Pakistani  
  ☐ Chinese  
  ☐ Nepalese  
  ☐ Bangladeshi  
  ☐ Any other Asian background

- e. Any other (please describe):

**Do you have a disability?**  
☐ No  ☐ Physical impairment  
☐ Sensory impairment  
☐ Mental health condition  
☐ Learning disability/difficulty  
☐ Long-standing illness or health condition  
☐ Other: ________________

**Are you a carer?**  
☐ Yes  ☐ No

**Which area do you live?**  
☐ Guildford  ☐ Waverley  ☐ East Hampshire  ☐ Woking  
☐ Staines  ☐ Farnham  ☐ Weybridge and Chertsey