



Mid and South Essex  
Sustainability and Transformation Partnership (STP)

***Your care in the best place  
at home, in your community and in our hospitals***

Consultation 30 November 2017 – 9 March 2018

**Safe transfers between hospitals**

Patients already transfer between hospitals, with support to stay clinically stable. This includes transfers with Essex and to emergency specialist services in London and elsewhere. We propose to build on this to manage potential transfers between the three main hospitals in Southend, Chelmsford and Basildon.

Access to specialist emergency services, such as stroke care, would continue to be via your local (or nearest) A&E, where you would be treated and, if needed, transferred to a specialist team which may be in a different hospital. The teams in all three A&Es would be equipped and able to diagnose and stabilise your condition and initiate treatment before the transfer.

**Additional journeys**

Of the 960 or so people that attend our A&E departments each day we estimate that, as a result of the proposals we have developed, around 15 people may need a transfer to a dedicated specialist team in another hospital. In general, this will be for people who will benefit most from complex specialist care to recover from their illness.

**The best care**

For many patients, transferring to a more specialist centre would help to ensure they get the very best care and make the fullest possible recovery. If, on the other hand, you were too ill to be moved, the specialist team would work with your local team to give you the best possible care.

If you and your hospital team were to decide a transfer should go ahead, then you would only transfer if your condition was clinically stable, and you would have the support you need, including a senior doctor or nurse travelling with you, if necessary.

**Proposed new clinical transport service**

As part of our plans, we propose to invest in a new type of clinical transport between the hospitals, which would be designed and staffed in consultation with clinicians, patients and families to ensure the right support for every journey. If you were to be very unwell or needed specialist treatment, your clinical team would discuss with you and your family

whether a transfer is the right thing for you. This would be in addition to the ambulance services that we already commission from the East of England Ambulance Service.

## **Transport for families and carers**

Public transport routes between our hospitals are rarely straightforward. If your family or friends don't drive, you could be separated from the people you rely on for support at a time when you need it most.

We have taken these concerns very seriously and we are keen to do as much as possible to support families, in particular those who may be without transport or disadvantaged in some other way.

We propose to help by introducing a free bus service between the three hospitals, or other locations that may be more convenient to you.

We estimate that this will offer up to 60,000 passenger journeys per year, but we would review this regularly and increase the service if needed. Support for patients and families is high on the list of issues to address in planning service change.

## **Have your say**

During our consultation on proposed hospital changes, we are keen to hear your views on proposals for transport. Please visit our website for full details on this and other proposals, and the various ways to feedback, including a list of events where you can join the discussion.

There is a feedback survey online at [www.surveymzmo.eu/s3/90059489/NHS-Mid-and-South-Essex-STP](http://www.surveymzmo.eu/s3/90059489/NHS-Mid-and-South-Essex-STP)

Or you can contact us at:

[meccg.stpconsultation@nhs.net](mailto:meccg.stpconsultation@nhs.net)

Tel: 01245 398118