

PATIENT AND PUBLIC INVOLVEMENT FEEDBACK ON THE REDEVELOPMENT OF SUNDERLAND EYE INFIRMARY (SEI)

REPORT OF THE SOUTH TYNESIDE AND SUNDERLAND NHS FOUNDATION TRUST

1. PURPOSE OF REPORT

- 1.1 Following a comprehensive briefing at the April Committee meeting, this paper provides a short overview of patient and public involvement activity for the redevelopment of SEI and update on next steps. It is accompanied by a comprehensive feedback analysis report, attached at Appendix 1.

2. BACKGROUND

- 2.1 SEI is the region's only specialist eye hospital and dedicated centre for ophthalmology care. It is widely regarded across the NHS, both regionally and nationally, as a centre of excellence for eye services caring for patients from across the North East, Cumbria and beyond.

- 2.2 There will be no change to the clinical services provided in the new Eye Hospital. All clinical services currently provided from SEI will transfer to the new eye hospital to be delivered from a new modern, purpose-built environment in a much more accessible City centre location. This includes:

- 24/7 Emergency Eye Department
- Regional Cataract Treatment Centre
- Inpatient ward
- Theatres for inpatient and day case surgery
- Medical photography/imaging department
- Outpatient services
- Paediatric / children's services

- 2.3 The new Eye Hospital is also being designed to allow for future expansion this be required, given the ongoing rise in demand for ophthalmology services.

3. SUMMARY OF PATIENT AND PUBLIC INVOLVEMENT ACTIVITY

- 3.1 A robust programme of patient/service user and public involvement is underway in line with [NHS England's 10 best practice involvement and engagement principles](#). This included a range of activities between 16 March and 16 May as follows:

- 9 public engagement events attended by 49 people (this included an additional event as requested by the Committee)
- 14 targeted focus groups and in-depth interviews involving 71 participants. These were delivered with the support of Healthwatch and through close working with Community and Voluntary sector partners.
- 336 responses to an online survey
- Widespread PR and social media activity to encourage involvement.

3.2 This builds upon extensive work undertaken to gain direct feedback from over 2,000 patients and service users who have recently used services at SEI to help inform the Trust's original business case development.

4. KEY THEMES AND ACTIONS

4.1 Overall attitudes to the plans for a new Eye Hospital were extremely positive and the majority of people who participated in involvement activities felt positive about plans for a new Eye Hospital in Sunderland:

- 92% thought the plans were positive.
- 94% would be happy to use the new Eye Hospital.

4.2 A number of common themes were identified through qualitative discussions where participants were asked a number of open questions about their views on the plans for a new Eye Hospital. These themes of feedback included:

- Recognised need for a 'fit-for-purpose' building
- Location and accessibility
- Design / layout of the building
- Parking facilities
- Involvement, engagement and communication
- Workforce/staffing and volunteer greeters
- Considerations for people with specific needs

4.3 After listening to local people, proposed designs now include a number of accessibility aids, more sensory wayfinding and landscaping to help people with visual impairments navigate the site, as well as around the wider Riverside Sunderland area. Open involvement in the early design process has been warmly welcomed, in particular from patient groups.

5. TIMINGS AND NEXT STEPS

5.1 A planning application with proposed designs will be lodged imminently and is expected to be reviewed by Sunderland City Council's planning committee in the autumn.

5.2 The application takes on board the views of hundreds of patients and members of the public from across the region, as well as The Royal National Institute of Blind People (RNIB). If planning is approved, it is expected that

work will begin on the construction of the new hospital in spring next year, with the building set to open during 2024.

- 5.3 Ongoing patient involvement and input from the RNIB will continue to be undertaken as part of a co-production approach to inform the design process and build phases of the new Eye Hospital. South Tyneside and Sunderland Foundation Trust will continue to keep the Committee updated as required.

Contact Officer: Liz Davies
Director of Communications – South Tyneside and
Sunderland NHS Foundation Trust