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12<sup>th</sup> September 2011

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The Plain  
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Essex CM16 6TN

Dear Colleague

**Re West Essex Macmillan Cancer Information and Support Services**

Attached is a copy of the consultation document distributed earlier this week to staff currently working in the above service. We are sending the consultation document to all key stakeholders to ensure wider feedback and comment.

As you will be aware, despite growth in health funding the NHS is operating within a very challenging financial environment and, as a consequence, West Essex Community Health Services (WECHS) was asked by NHS West Essex, to identify potential savings which could be delivered using the principles of QIPP. A number of schemes and services were put forward to Commissioners and those chosen including this particular service were ones that it was felt could be reprovided or realigned with the opportunities of integrated and partnership working.

Both NHS West Essex and SEPT (WECHS became part of South Essex Partnership Foundation Trust on 1<sup>st</sup> August 2011) are committed to providing an information service for patients with cancer and their carers. The proposed changes would mean that the service would focus on the health needs of patients with cancer and those with other conditions who have long term conditions and end of life that require specialised support.

The revised service will provide the following two functions:

- Co-ordination of volunteers providing support, led by the Senior Nurse who will supervise and guide the volunteer organisations with support from an Administrator.
- Signposting to information and to relevant agencies or organisations for other support.

NHS West Essex is of course disappointed that we are unable to continue to fund the service as we have previously but we will ensure that the excellent work provided by the Cancer Information Team is maintained with regular updates on service provision being given to local GP Commissioners

If you would like to respond please write to Heather Beach, Director of Clinical Delivery, South Essex Partnership Trust, St Margaret's Hospital, Epping, Essex. The consultation period is 90 days.

We look forward to hearing from you.

Yours faithfully



Clare Morris  
Deputy Chief Executive, NHS West Essex  
Director of Development, North Essex PCT Cluster

Chairman: Alan Tobias OBE

West Essex Primary Care Trust

Chief Executive: Sheila Bremner



# Providing Partnership Services in Bedfordshire, Essex and Luton



## **SOUTH ESSEX PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST**

### **STAFF CONSULTATION DOCUMENT REGARDING THE CHANGES TO THE CANCER INFORMATION SERVICE**

#### **Introduction**

South Essex Partnership University NHS Foundation Trust (SEPT) has informed staff about the financial challenges facing community health services in west Essex and the plans to address the savings required. You will be aware that despite growth in health funding, nationally the NHS is operating within a very challenging financial environment. Savings of £20 billion must be found across the NHS in England by 2014. These savings are needed to help cope with increased demand for services due to an ageing population and higher drug and treatment costs.

For SEPT this means efficiency savings of four percent in 2011/12. This amounts to £1.8 million. In addition our commissioners, NHS West Essex, have asked us to make further savings of £800,000 this year to be delivered using the principles of QIPP to help balance the budget across the local health economy. In total together with other cost pressures this amounts to £2.8m of the west Essex community health services budget of £37 million for 2011/12.

In response to the request by NHS West Essex for additional savings, SEPT put forward to commissioners a number of schemes which are in alignment with the opportunities of integrated and partnership working as well as driving forward clear health outcomes for patients. The proposals were supported by the NHS West Essex GP Commissioning Board on the understanding that the links to partnership working were established.

SEPT has now agreed a cost improvement plan that includes a major reduction in management and administrative costs. Wherever possible SEPT will seek to protect front line clinical services by achieving savings in non-clinical areas. However, the scale of the financial challenge means that some adjustment to clinical services will need to be made to achieve the savings required.

SEPT has briefed staff on the programme of measures being looked at to achieve these savings. A number of services, including the Cancer Information Service are currently being consulted about proposed changes. A meeting took place recently with staff within the service, to talk about the potential changes and associated cost savings.

[www.SEPT.nhs.uk](http://www.SEPT.nhs.uk)



South Essex Partnership University **NHS**  
NHS Foundation Trust

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### What are we consulting on?

The paper formally launches the staff consultation to review the structure and provision of the Cancer Information Service and understand the impact of focussing the service more on partnership working with other existing sources of information. Alongside NHS West Essex SEPT would like to explore other ways of accessing the support elements of the current service and identify possible connections with other agencies.

This consultation period will run for 90 days from 7 September 2011 until 5 December 2011. All staff affected by this consultation are encouraged to respond and feedback their views in writing as soon as possible.

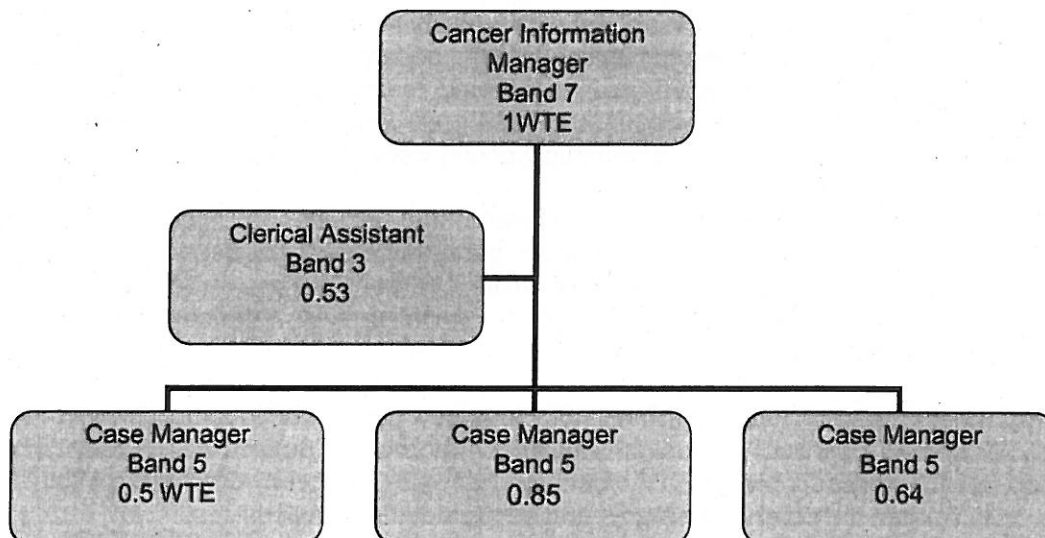
### Background

West Essex Cancer Information Service is commissioned by NHS West Essex and provided by West Essex Community Health Services (WECHS). WECHS became part of South Essex Partnership Foundation Trust (SEPT) on 1 August 2011. The service currently provided is, a holistic service, beyond that provided by statutory services that can help support cancer patients, their families and carers within the community. This includes providing access to timely information in addition to practical support delivered by the staff and volunteers.

The staff work closely with the Macmillan nurses, integrated community teams and case managers involving patients with a diagnosis of cancer. The service co-ordinates and provides support to a number of volunteers who work directly with patients.

### Current Staffing

The current staffing structure within the West Essex Cancer Information Service:-



## Proposal

The range of support currently provided by this service involves more than health advice and support. The proposed changes would mean that the service funded by NHS West Essex would focus on the health needs of patients with cancer and people with other conditions who have end of life needs. The two main functions of the revised service are

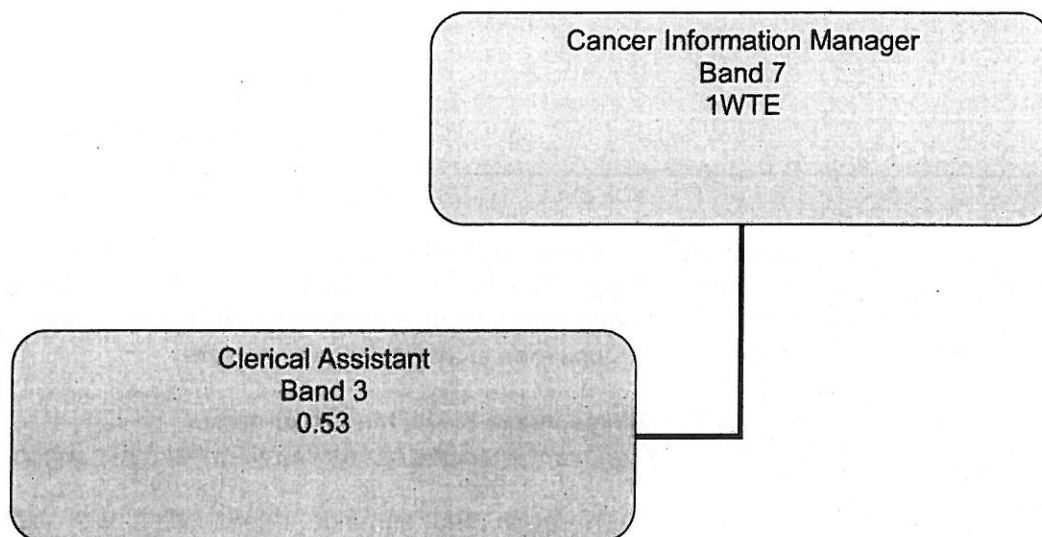
- co-ordination of volunteers providing support, led by the senior nurse
- signposting to information and to relevant agencies or organisations for other support.

It will be important for the service to maintain and enhance relationships with other organisations and agencies also providing support for patients with cancer and other conditions. In line with the integration project mentioned earlier, we also want to explore how integration with the community teams may benefit patients.

At the beginning of September we will be launching an important project in west Essex which will lead to the development of enhanced integrated teams centred on a cluster of GP practices and providing multi professional care and support to the patients of those practices. We would envisage that the proposals associated with this consultation will be aligned to the enhanced integrated team.

To most effectively co-ordinate the revised service it is proposed that the service is led by a senior nurse able to supervise and guide the volunteers and that this post is supported by an administrator. This means that the service is reduced by three Band 5 Case Managers who perform an essentially non clinical role.

The proposed structure is as follows;



#### **Process**

Dependent on the outcome of the consultation it is anticipated that those positions affected by the changes will be placed "at risk". This "at risk" status means that we will commence a search for alternative roles into which affected staff can be redeployed.

It is anticipated that should the consultation outcome confirm that posts are "at risk" the formal "at risk" process will commence on closure of the consultation. There are certain processes that we will need to follow to initiate this status and this will be discussed during individual meetings and further detailed guidance will be available. If necessary, we will also discuss potential other options, such as suitable alternative employment and other internal roles. We will also look at the skills set of these staff affected and whether they have any transferable skills to support other suitable alternative roles.

This consultation period is also an opportunity for all those affected to make any suggestions or proposals as to how redundancies could be avoided or minimised, as well as raising any other concerns or questions. Additionally, consultation is an important way for SEPT to identify individual needs, and offer any support or assistance required.

#### **How to give your views**

SEPT intends to consult with the team commencing 7 September 2011 the consultation will close on 5 December 2011.

We hope that you will take time to provide us with feedback on this proposal. We ask you to put your views in writing to Freya Francis, Senior HR Adviser. At the close of the consultation, we will inform staff of the outcome of the consultation.

All feedback on this consultation is to be directed to;

**By email:** freyafrancis@nhs.net

**By post:** Freya Francis  
Senior HR Advisor  
Lime Tree Unit  
St. Margaret's Hospital  
The Plain  
Epping  
CM16 6TN

This consultation will end on 5 December 2011 and all comments should be submitted by this date.

Alexandra Green  
**Clinical Delivery Manager**  
**South Essex Partnership Foundation Trust**

**Circulation list:**

All members of the Cancer Information Service  
Clinical Delivery managers  
Community Integrated teams  
Trade Union Representatives  
St Clare Hospice  
Macmillan  
PAH  
NHSWE  
GP Commissioning Board  
Addenbrookes NHS Foundation Trust  
Whipps Cross University Hospital  
Mid Essex Hospital

<b>Timescales</b>
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Detailed below is an anticipated timescale outlining the processes to be undertaken and the date by which they will be completed;

Process	Date
➤ Individual/Team meetings with all staff potentially affected. ➤ Consultation document is presented to staff and to Staff Side Representatives.	July/August 2011
➤ Paper Submitted to SEPT Executive Management Team	30 August 2011
➤ 90 day Consultation Period Commences	7 September 2011
➤ Individual meetings with affected staff to take place during the consultation period	7 September 2011-5 December 2011
➤ Trade Union Meetings	8 September 2011 27 September 2011 6 October 2011 20 October 2011 3 November 2011 24 November 2011
➤ Joint Staff Committee (JSC) Meetings	27 October 2011 22 December 2011
➤ All comments / responses to be returned to Freya Francis ➤ Consultation period ends	5 December 2011
➤ Responses considered by SEPT Executive Management Team	5-13 December 2011
➤ Individual meetings with staff affected by change to confirm outcome of consultation and final proposal outcome	From 15 December 2011