



How do you open a hospital in a month?

Commissioning for Patient Experience

PPL in partnership with Surrey Downs Health & Care
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PPL

Who we are



PPL is a social enterprise that exists to promote better health, wellbeing and economic outcomes across the UK working with individuals, communities and the organisations that support them.



Surrey Heartlands is a partnership of health and care organisations working together – with staff, patients, their carers, families and our citizens– to transform local services and support people to live healthier lives.



Establishing the NHS Seacole Centre - Context

PPL & Surrey Heartlands



- In early April 2020, Surrey Heartlands Integrated Care system realised that, based on NHSEI modelling they were facing a possible “super-surge” of COVID-19 cases and had a capacity gap for rehabilitation beds.
- Immediate action was necessary to reduce pressure on Surrey Heartland’s health and care system while ensuring quality care for COVID-19 patients.

How did we approach the challenge

To respond to the pressures that Surrey was under, the requirements became clear – to provide an additional site with capacity to manage an influx of patients.

Opening a hospital in a month was a rigorous undertaking, and required multiple strands of work, including:

Engagement



Model of Care redesign



Staffing model review



Business Case development



System governance



Implementation planning



The NHS Seacole Centre provided phased increases in additional community bed capacity for Surrey Heartlands at a time of unprecedented additional pressures. This additional capacity:

- Improved quality of care for COVID-19 patients.
- Improved outcomes for COVID-19 patients.
- Reduced pressure on other SDHC organisations, including local hospitals, hospices and care homes.
- High discharge rate to the home environment.

Impact of our work – patient experience

‘Everything was friendly and caring, the best NHS experience I have ever had.’

‘They work so hard; My treatment and care was always of the highest professional quality; everyone very welcoming, warm, friendly and caring.’

‘Everybody was kind and helpful excellent food and variety including small portions; good physio exercises.’

‘Staff were very good and took good care of me; all staff treated me with care and respect at all times in a professional manner.’

‘All staff were kind, considerate and caring; nothing is too much trouble.’

Friends and Family Test feedback: 70% Very Good, 20% Good and 10% Neither Good or Poor. (2020)