



Bedford Hospital Musculoskeletal (MSK) Hydrotherapy Service Engagement Report

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Table of Contents	Page Number
Background	4-5
Summary of Engagement Activity	5-6
Patient and Physiotherapist Focus Groups	6-8
Voluntary and Support Group Meeting	8
Full Survey Feedback Analysis	9-26
Demographic Questions	27 - 36
Key Findings	37 - 38
Next steps	38

Appendices

Appendix A	Engagement Survey
Appendix B	Engagement Document
Appendix C	Patient Letter
Appendix D	Voluntary Organisations and Support Group Letter
Appendix E	List of Voluntary Organisations and Support Groups
Appendix F	Stakeholder Letter and List of Stakeholders
Appendix G	Patient Focus Group - Feedback
Appendix H	Physiotherapist Focus Group - Feedback
Appendix I	National Ankylosing Spondylitis Society (NASS) Letter and Response
Appendix J	Full responses to Q4
Appendix K	Full responses to Q6
Appendix L	Full responses to Q8
Appendix M	Full responses to Q10
Appendix N	Full responses to Q12

Appendix O	Full responses to Q18
Appendix P	Full responses to Q19
Appendix Q	Surveys received after the closing date

Background

The musculoskeletal (MSK) hydrotherapy service in Bedfordshire is provided by Bedford Hospital as part of the Physiotherapy Service, referrals are made into the service from Circle MSK and Bedford Hospital consultants in Rheumatology and Trauma & Orthopaedics. The suitability of hydrotherapy for each patient's physiotherapy treatment plan, is made and recommended by the Bedford Hospital Physiotherapists.

MSK hydrotherapy is used to treat a wide range of conditions including rheumatoid arthritis, spondylo-arthropathy, chronic pain, neurological disorders and other musculoskeletal (MSK) conditions.

Patients with MSK conditions referred to Bedford Hospital Physiotherapy Service are offered land based therapy, hydrotherapy or a combination of the two based on the patient's individual physiotherapy requirements.

The hydrotherapy service is a combination of physiotherapy activities within a hydrotherapy pool, delivered on either a one to one basis or in group sessions. The water is a higher temperature than conventional swimming pools, which can help relax and support the muscles and joints, while providing resistance to help patients gradually improve strength.

The hydrotherapy service is based at Bedford Hospital on the North Wing site of Gilbert Hitchcock House in a purpose built facility. The facility at Gilbert Hitchcock House is currently only used to treat MSK conditions and forms part of the physiotherapy service provided by Bedford Hospital.

Why are we reviewing the way hydrotherapy services are delivered?

There are a number of reasons why an options appraisal has been conducted to review MSK hydrotherapy services. These include;

- The MSK hydrotherapy pool at Gilbert Hitchcock House has been temporarily closed since November 2018 due to repeated maintenance issues
- The major repairs that are required to maintain a safe service at the current MSK Hydrotherapy Pool
- Ensuring that patients across Bedfordshire have access to a sustainable and effective MSK hydrotherapy service

About this patient engagement

Bedfordshire Clinical Commissioning Group (BCCG) and Bedford Hospital Trust (BHT) have conducted an options appraisal for delivering hydrotherapy services and through the patient engagement wanted to understand which of the options put forward would best meet the needs of patients, both in the short and longer term. BCCG and BHT also wanted to understand the impacts of the different options on patients and their ability to access services. BCCG and BHT put forward three options for the patient engagement. The three options put forward were;

	Option	Description
1	Refurbish the Hydrotherapy Pool and re-open at Gilbert Hitchcock House	Bedford Hospital to work with the Estates Team to refurbish the Hydrotherapy pool, update the plant and re-open
2	Close the Hydrotherapy Pool at Gilbert Hitchcock House offering only land based therapies	Bedford Hospital to permanently close the Hydrotherapy pool at Gilbert Hitchcock House and only offer land based therapies
3	Provide hydrotherapy services at local facilities on a sessional basis	Bedford Hospital to close the pool at Gilbert Hitchcock House and offer this service to patients who are deemed to clinically require this treatment as an addition to land based treatment

A fourth option to re-open the hydrotherapy pool at Gilbert Hitchcock House with immediate effect was considered. However it was determined by BHT that in its current state the pool was unreliable posing a risk to patient safety from a chemical imbalance and risk of clinical harm and poor patient experience as a result of short-notice cancellations. This option was therefore not considered a feasible option.

Summary of Engagement Activity

Survey

BCCG and BHT ran a patient survey from 29 July 2019 until 2 September 2019, the survey ran for a five week period. The survey was sent to 755 patients who had accessed hydrotherapy services through BHT over the past two years. In total 221 responses were received, the responses were then entered onto the survey system to enable analysis.

A copy of the survey can be found in appendix A.

Four surveys were received after the engagement period had closed, these surveys are not included in the analysis but can be seen in appendix Q.

Engagement Document

An engagement document was sent to patients alongside the letter and survey. The engagement document explained the MSK Hydrotherapy Service and detailed the options which formed the options appraisal.

A copy of the engagement document can be found in appendix B.

Patient letter

A patient letter detailing the engagement activity and inviting patients to register to attend a patient focus group was sent to patients who had accessed hydrotherapy services within the last two years.

See appendix C.

Voluntary Organisations and Support Groups

A letter was emailed to key voluntary organisations and support groups explaining the engagement and inviting them to meet with the BCCG and BHT teams to discuss the options for delivering hydrotherapy services. See appendix D.

A list of voluntary organisations and support groups contacted can be found in appendix E.

A conference call was held with the National Ankylosing Spondylitis Society (NASS), BCCG and BHT, key points raised on the call are detailed on page 8.

Stakeholders

A letter was emailed to key local stakeholders, providing them with details of the engagement and copies of the engagement materials. This group included;

- Bedford Borough Council and Central Bedfordshire Councils' Overview and Scrutiny Committees
- Bedfordshire MPs
- Healthwatch Central Bedfordshire / Healthwatch Bedford Borough

A copy of the stakeholder letter and a list of stakeholders can be found in appendix F.

Patient Focus Group Sessions

During the engagement period BCCG and BHT held two patient focus group events with 11 members of the public attending these events.

Feedback from the groups are detailed on pages 6 and 7.
See appendix G for the full comments from the patient focus groups.

Physiotherapist Focus Group Session

During the engagement period BCCG held a focus group session with nine BHT Physiotherapists to capture their views on the options appraisal.

Feedback from the group is detailed in on pages 7 and 8.
See appendix H for the full comments from the Physiotherapist focus group.

Patient Focus Group Feedback

Patients attending the focus groups had been accessing hydrotherapy services for a variety of conditions, the group had found hydrotherapy beneficial to their symptoms and management of their conditions. The general themes that came from the focus groups were the same for each of the two groups. Patients expressed their concerns that having no access to hydrotherapy had resulted in their health worsening and in many cases whilst they had been managing their conditions and paying for hydrotherapy privately without access to hydrotherapy they had either been referred back into the NHS physiotherapy service or had to increase their pain medication.

Comments were also made by the group about the way the referral process worked for physiotherapy. Stating that when they had completed their NHS hydrotherapy sessions they would need to be referred again for additional hydrotherapy or physiotherapy, if it was considered that they needed further treatment. This resulted in a wait time of around four weeks before receiving land based therapy in which time the benefits of the hydrotherapy had lapsed.

Attendees of the patient groups had initially been referred for hydrotherapy on the NHS and following the six sessions provided had continued with hydrotherapy at Gilbert Hitchcock House on a private basis. A number of the patients commented they would be willing to pay more than they did previously for private sessions which was £8 per session in a group with a maximum of five patients.

Since the closure of the hydrotherapy pool a number of patients within the group had tried to access hydrotherapy services at other local pools but were not able to use them, some had

tried to complete their exercises in local leisure pools however the patients commented that the pools do not have the right facilities and the water is too cold to provide the benefits of hydrotherapy.

The patient's preference regarding the options was Option 1, even though the groups highlighted some areas that could be improved with the service such as the changing room facilities. The groups had reservations with the hydrotherapy services being delivered from alternative pools (Option 3). The groups felt they would need more information and clarity on some of the details of how the service would be delivered, and information on the pools. The size, set-up and temperature of the pools were key concerns, the groups did not think the alternative pools would be large enough to hold group sessions which they found very beneficial or have the capacity to deliver the number of private appointments required alongside the NHS appointments.

Option 2 for the groups was not a feasible option as many of them had found no benefit in land based therapy and for some it was not physically possible due to their condition.

The full comments from the patient focus group meetings can be seen in appendix G.

Physiotherapist Focus Group Feedback

During the focus group with the physiotherapists a number of themes emerged.

The group felt that there were many more patients that could benefit from using the hydrotherapy pool which would also increase the utilisation of the pool. For example the team had recently been in discussion with the Rheumatology department at the Luton and Dunstable Hospital with a view to adding hydrotherapy to the range of treatments that could be offered to them. There is also the possibility to develop rehabilitation services for patients with fragility fractures.

The group highlighted that without access to hydrotherapy many patients would either be referred into land based therapy with multiple referrals or for those patients for whom land based therapy is not possible would be increasing their medication to control their symptoms and to reduce ongoing pain.

In the case of Ankylosing Spondylitis (AS) the pool is a good preventative measure which reduces the need for patients to have medical interventions and medication.

The sudden closure of the pool has impacted directly on patients and staff and has increased the waiting time for land based therapy.

The size of the pool, depth of the water and temperature of the water are key to enable the team to help patients with the full range of exercises in the water.

The preferred option for the group was Option 1, when considering Option 3 the group highlighted areas that need to be considered further.

The group highlighted that with the pool being based at Gilbert Hitchcock House and co-located with the wider Physiotherapy team there was flexibility in staffing and provision of services. If working at pools off-site the physiotherapists said they would need to arrive 15/20 minutes before the start of the session to ensure the temperature and chemical levels were suitable. With travel time for example to Keech Hospice, the group felt that it would take four hours to deliver a two hour session with patients.

Using alternative pools would also require all staff to receive evacuation training for all of the alternative pools. The size and capacity of the alternative pools may also reduce the number

of patients that would be referred to hydrotherapy, for example it was considered that Anjulita Court would not be large enough to deliver group sessions.

Option 2 was not considered to be appropriate by the group.

The full comments from the physiotherapist focus group meeting can be seen in appendix H.

Voluntary / Support Group Feedback

BCCG and BHT received a letter from NASS on 24 July 2019 and responded on 8 August 2019, these letters can be seen in appendix I.

Following the correspondence a conference call was held between BCCG, BHT and National Ankylosing Spondylitis Society (NASS) on Friday 6 September 2019.

NASS raised three key areas;

- 1) Context regarding Ankylosing Spondylitis (AS) and the National Institute for Health and Care Excellence (NICE) guidance

The NICE policy guidance on AS states that hydrotherapy should be included in the treatment of the condition.

- 2) The evidence base for hydrotherapy

There is a lack of studies that look at the long term benefits of hydrotherapy for AS, however there is evidence that the short term benefits are significant. There is a significant evidence base of benefits for AS patients and the NASS survey of patients showed clear benefits. Not providing access to hydrotherapy for AS patients is not considered to be acceptable to NASS

- 3) Equality Impact Assessment

NASS referenced that there are a cohort of patients with AS for whom land based physiotherapy is not possible, not providing hydrotherapy to this cohort of patients would, they consider be discrimination on the grounds of disability. Hydrotherapy has significant benefits on a patient's mood and to not provide hydrotherapy, NASS would deem to be discrimination on the grounds of mental wellbeing.

Therefore Option 2 is not considered to be an appropriate option by NASS.

NASS requested a copy of the Equality Impact Assessment (EIA), BCCG and BHT confirmed that the EIA would be included in the options appraisal paper which would be shared publicly.

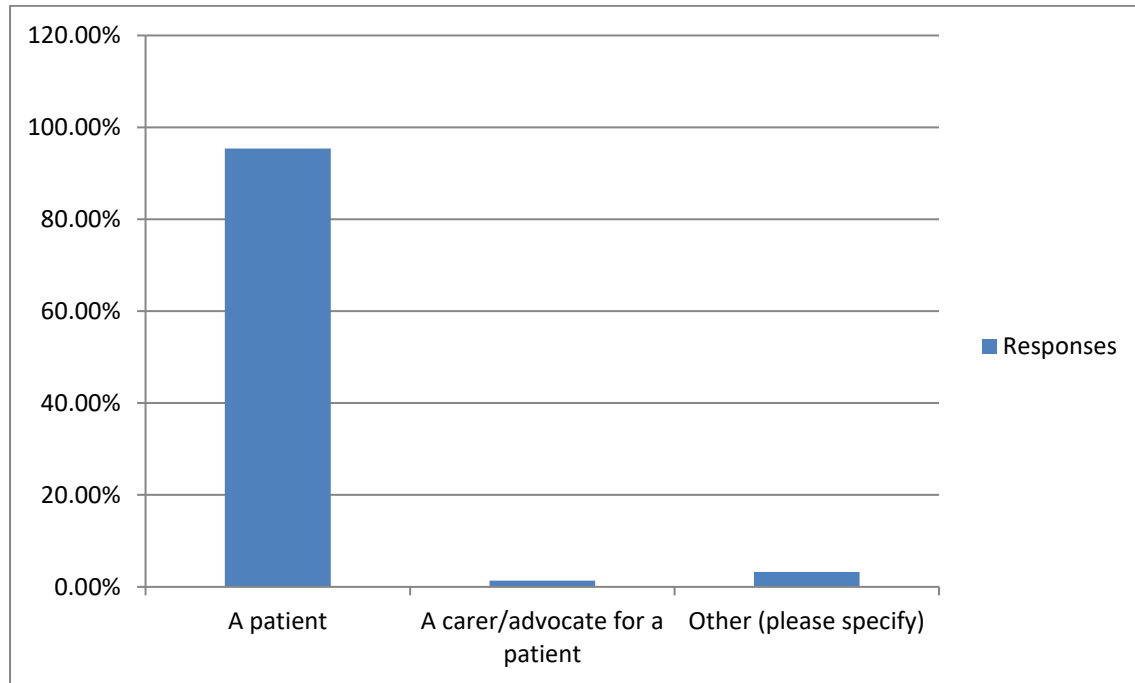
When discussing Option 3 NASS felt they would need more information about the suggested provision. NASS highlighted the need for the pool to be heated to 34°C, this would need to be a prerequisite of providing the service at other pools. BCCG confirmed that through the patient engagement the temperature and size of the pools had been raised and more information on the pools would be provided as part of the MSK Hydrotherapy Service Report.

NASS also raised the issue of what times the alternative pools would be available and their capacity and also what transport options are available to the alternative locations.

Full Survey Feedback Analysis

Question 1

Are you responding to this survey as?



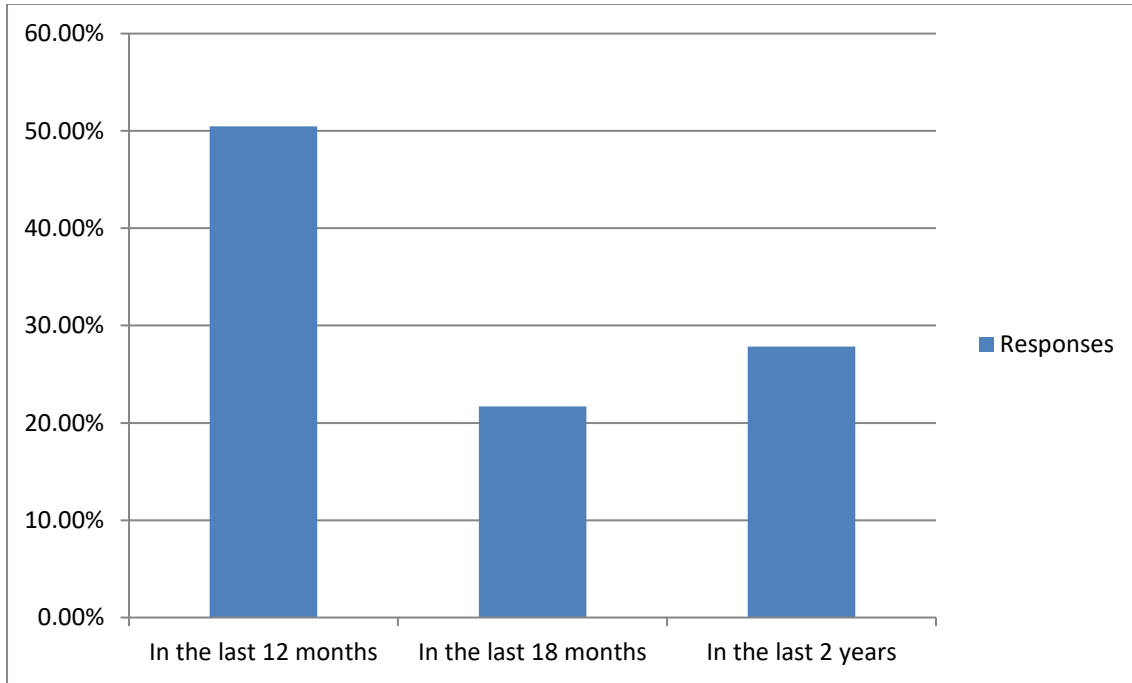
Answer Choices	Responses	
A patient	95.41%	208
A carer/advocate for a patient	1.38%	3
Other (please specify)	3.21%	7
	Answered	218

3 people skipped this question

The majority of respondents to the survey (208) were patients (95.41%), three respondents were carers or advocates responding on behalf of a patient. The seven respondents who completed the questionnaire as 'other' specified they were former patients of the service.

Question 2

The pool was temporarily closed in November 2018. When was the last time you used the Hydrotherapy Pool at Gilbert Hitchcock House?



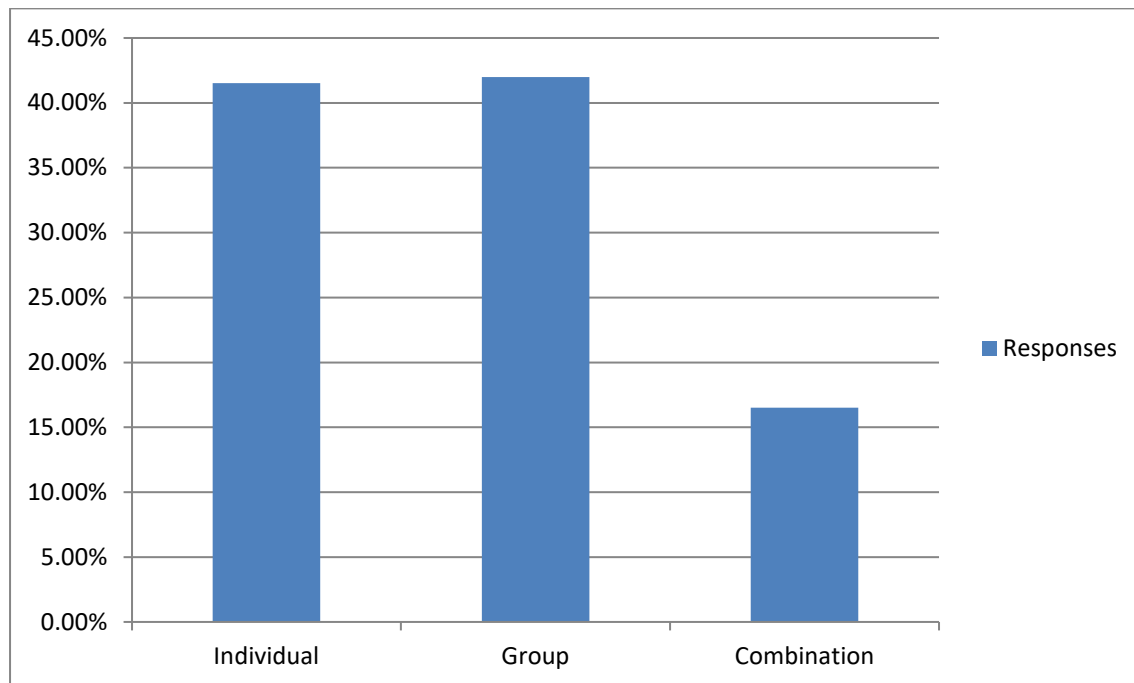
Answer Choices	Responses	
In the last 12 months	50.47%	107
In the last 18 months	21.70%	46
In the last 2 years	27.83%	59
	Answered	212

9 people skipped this question

Of the 212 respondents who completed the survey 107 (50.47%) had used the pool in the last 12 months, 46 respondents (21.70%) had used the pool in the last 18 months and 59 respondents (27.83%) had used the pool in the last 2 years.

Question 3

What format were your hydrotherapy sessions?



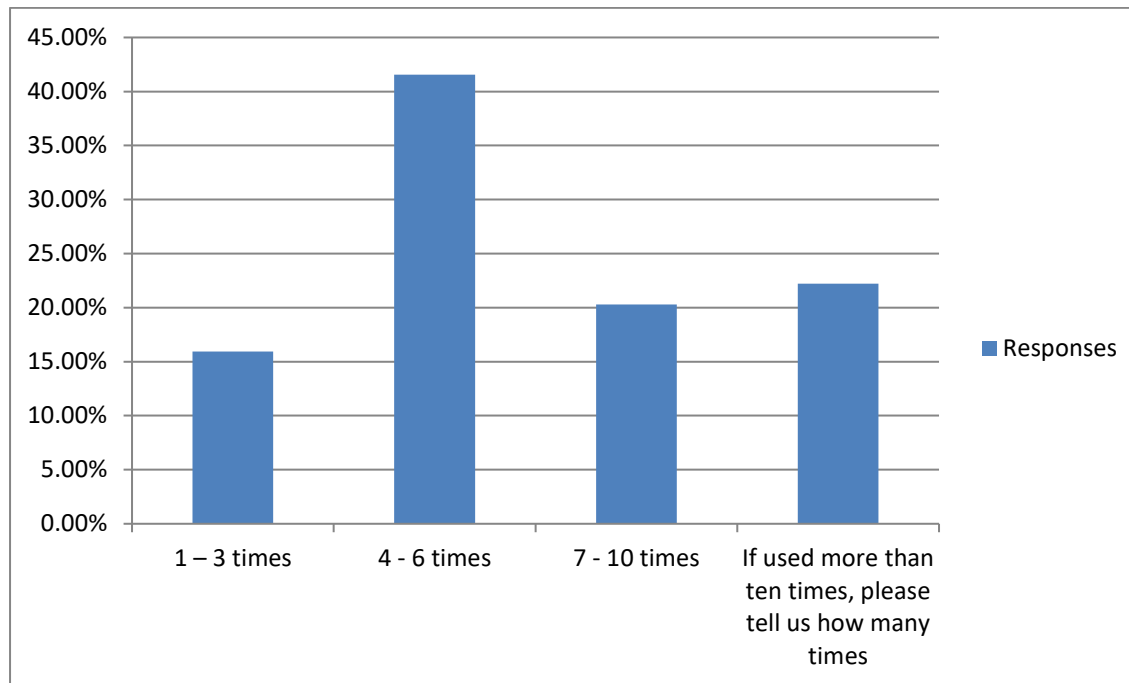
Answer Choices	Responses	
Individual	41.51%	88
Group	41.98%	89
Combination	16.51%	35
	Answered	212

9 people skipped this question

Of the 212 respondents to this question 88 respondents (41.51%) had accessed individual hydrotherapy sessions, 89 respondents (41.98%) had accessed group hydrotherapy sessions and 35 respondents (16.51%) had accessed a combination of both individual and group sessions.

Question 4

How often have you used the Hydrotherapy Pool at Gilbert Hitchcock House in the past 2 years?



Answer Choices	Responses	
1 – 3 times	15.94%	33
4 - 6 times	41.55%	86
7 - 10 times	20.29%	42
If used more than ten times, please tell us how many times	22.22%	46
	Answered	207

14 people skipped this question

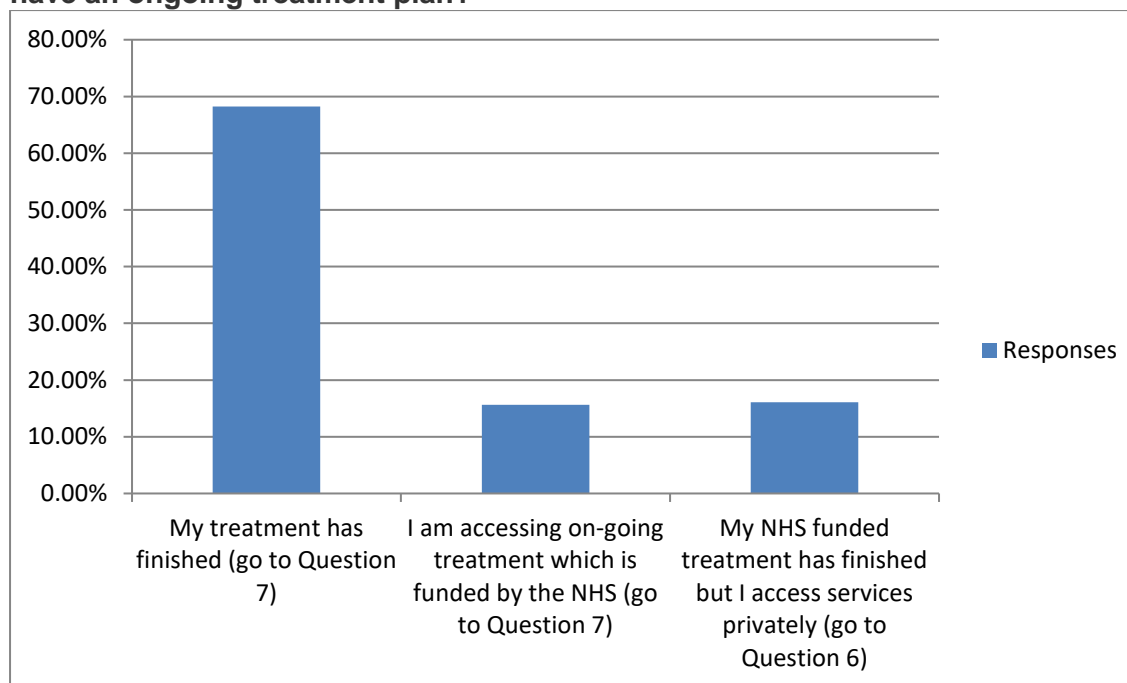
The largest percentage of respondents had accessed the hydrotherapy pool at Gilbert Hitchcock House 4-6 times in the last two years (86 respondents, 41.55%). 46 respondents (22.22%) had used the pool over 10 times in the last 2 years, 42 respondents (20.29%) had used the pool 7-10 times and 33 respondents (15.94%) had used the pool 1-3 times.

Of those that said they had used the pool more than 10 times the responses are summarised as follows, the full responses can be seen in appendix J

If used more than ten times, please tell us how many times	Responses
11 - 20 times	14
21 - 40 times	14
41 - 50 times	4
51 – 100 times	11
100+	2

Question 5

Has your course of physiotherapy treatment, including hydrotherapy finished or do you have an ongoing treatment plan?



Answer Choices	Responses	
My treatment has finished	68.25%	144
I am accessing on-going treatment which is funded by the NHS	15.64%	33
My NHS funded treatment has finished but I access services privately	16.11%	34
	Answered	211

10 people skipped this question

211 respondents answered this question, 144 respondents (68.25%) had finished their treatment, 33 respondents (15.64%) are accessing on-going treatment funded by the NHS, 34 respondents (16.11%) are accessing privately funded treatment.

Question 6

Please tell us how many sessions you have completed privately and where they were held?

74 respondents answered this question, 147 respondents skipped this question. Please note more respondents answered this question than had indicated in Question 5 that they accessed private treatment following completion of the NHS funded treatment.

Answers varied greatly to this question. A number of patients had accessed private sessions at the Gilbert Hitchcock House hydrotherapy pool following completion of their NHS sessions, the number of sessions has been summarised in the table below;

Number of private sessions accessed at Gilbert Hitchcock House			
0 times	14	16 – 30 times	11
1-5 times	4	31 – 50 times	4
6-15 times	9	50+ times	9

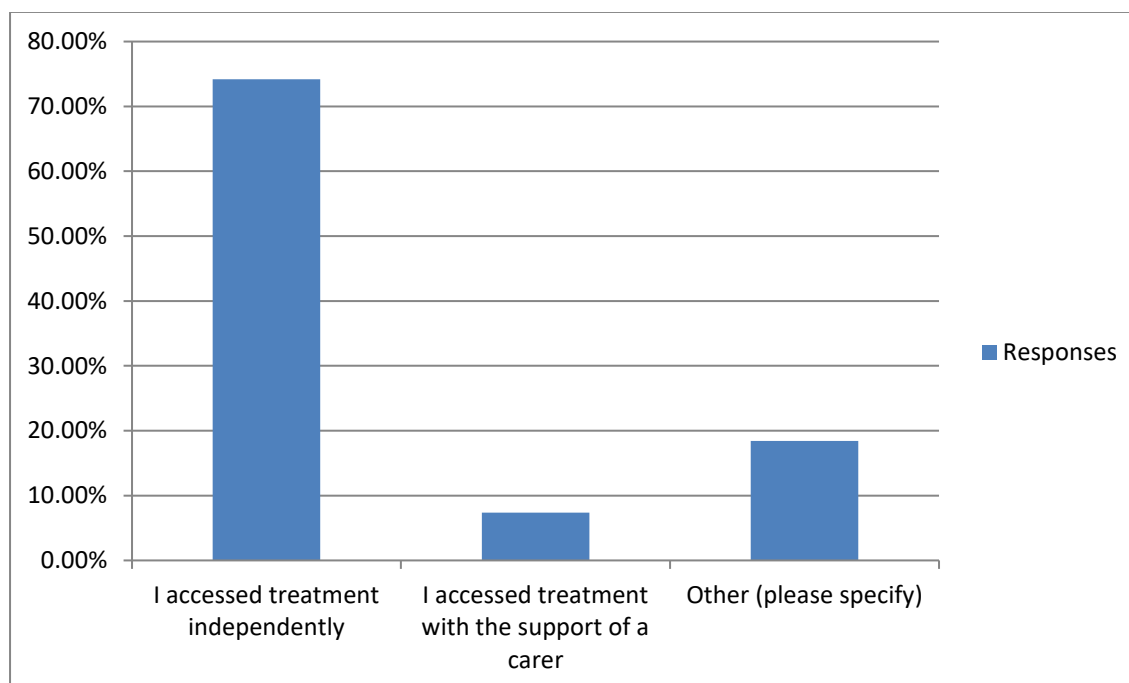
Of those that accessed private sessions at the Gilbert Hitchcock House there was a mix of one to one sessions, group sessions and sessions through Waterwise, a local adult support group.

Some patients had continued their hydrotherapy exercises at other pools including Towers Health Club, Kempston Pool, St John’s Pool, Atlas Centre in Bedford, Robinson Pool, Flitwick Swimming Pool and Hartwell Leisure Service in Cranfield. Patients commented that some of these pools did not aid their hydrotherapy exercises due to the colder temperatures of the water. Some patients had accessed private physiotherapy, exercise classes and chiropractor appointments in place of hydrotherapy following the closure of the pool at Gilbert Hitchcock House.

Full comments from this question can be found in appendix K.

Question 7

How did you access your treatment at Gilbert Hitchcock House?



Answer Choices	Responses	
I accessed treatment independently	74.19%	161
I accessed treatment with the support of a carer	7.37%	16
Other (please specify)	18.43%	40
	Answered	217

4 people skipped this question

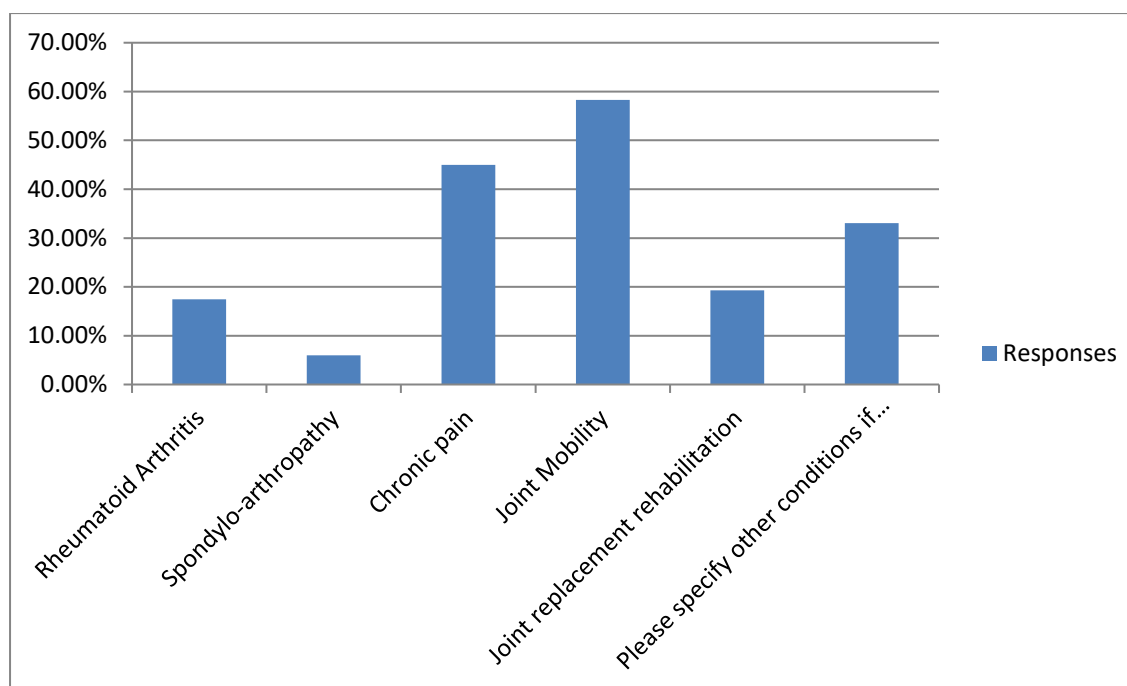
The majority of respondents (161, 74.19%) accessed treatment independently. 16 respondents (7.37%) accessed treatment with the support of a carer.

8 respondents selected 'other' as they sometimes accessed treatment independently and sometimes with the support of a family member or carer.

Some respondents misinterpreted this question and entered in the 'other' option who referred them for hydrotherapy treatment. 13 commented they were referred by their GP, 19 commented they were referred by MSK, a physiotherapist or via the hospital.

Question 8

What condition/conditions do you access hydrotherapy services for? Please tick all that apply



Answer Choices	Responses	
Rheumatoid Arthritis	17.43%	38
Spondylo-arthropathy	5.96%	13
Chronic pain	44.95%	98
Joint Mobility	58.26%	127
Joint replacement rehabilitation	19.27%	42
Please specify other conditions if not listed above	33.03%	72
	Answered	218

3 people skipped this question

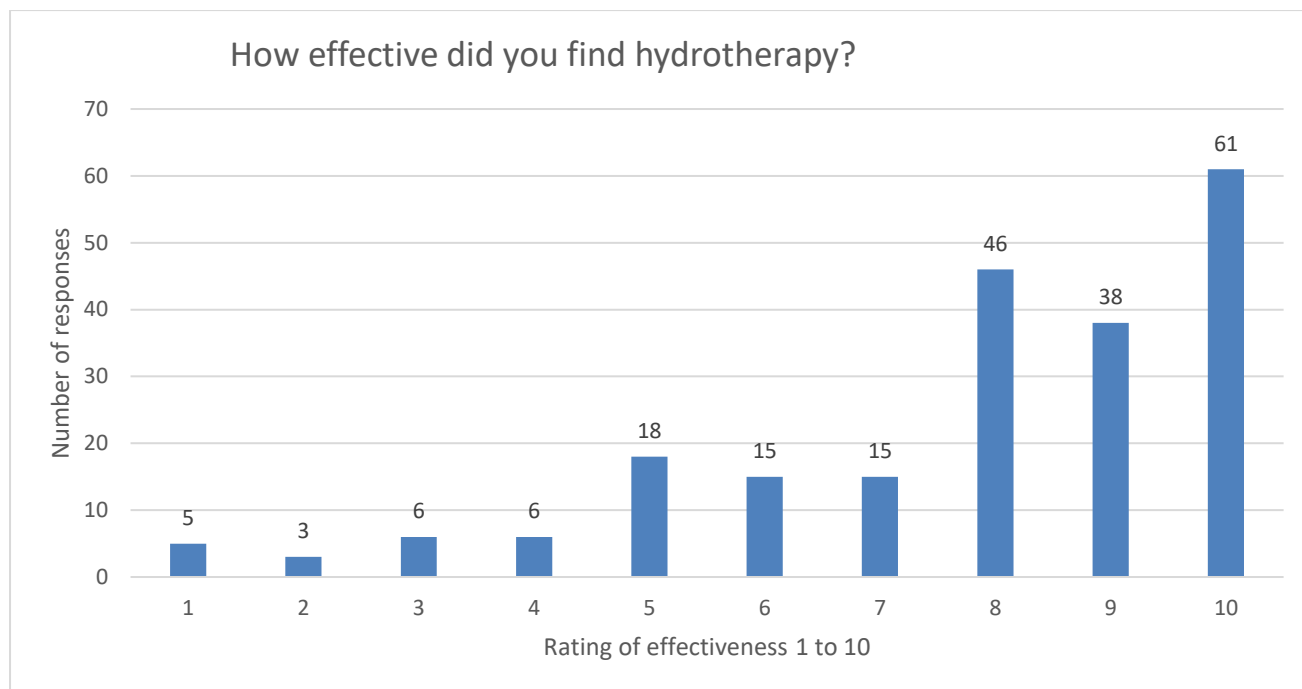
Of the 218 respondents who answered this question, 127 (58.26%) access hydrotherapy for Joint Mobility, 98 (44.95%) for Chronic Pain, 42 (19.27%) for joint replacement rehabilitation, 38 (17.43%) for Rheumatoid Arthritis and 13 respondents (5.96%) for Spondylo-arthropathy. Please note respondents could tick multiple options in this question.

72 respondents ticked other, of which 27 respondents accessed treatment for recovery after an accident or injury, 14 for osteoarthritis, 8 for fibromyalgia, 5 for rehabilitation after surgery and 4 arthritis/psoriatic arthritis. A number of respondents received treatment for multiple conditions.

A full list of conditions included in the 'other' section can be seen in appendix L

Question 9

On a scale of 1 to 10, how effective did you find hydrotherapy for your condition? When 1 is not very effective and 10 is very effective



Average Number	Total Number	Responses	
7.784037559	1658	100.00%	213
		Answered	213

8 people skipped this question

The average score taken from the responses of 213 people to this question is 7.78 out of 10.

Question 10

How would you describe the benefits of hydrotherapy for your condition?

Respondents commented that hydrotherapy benefitted their mobility, enabling them to complete exercises in the water that they felt unable to complete on land. Some respondents commented that the warmth of the water, the weight bearing qualities and buoyancy provided in the water, together with the resistance of the water provided an effective and safe environment to complete exercises.

“Hydrotherapy has made me physically stronger and I can do more in water than land physio as most of my joints have problems as well as my back and neck.”

“The warmth, weight bearing qualities and resistance of water, enabled me to exercise within a wider range of movement for longer, than is possible on land.”

“It has helped greatly, improving my mobility, physically (and mentally giving me hope that my pain levels were improving.) Working in the water is so different to being land based. I completely trusted the wonderful staff, for all their support and encouragement.”

Some patients found longer term benefits of hydrotherapy whereas for some respondents they felt the benefits lasted for a short while.

“Eased the pain for a short period but pain soon returned.”

“It was easier completing the exercises and reduced the pain I was in for several hours.”

“reduced pain in short term”

A number of patients felt hydrotherapy helped build their muscle strength helping them to maintain physical fitness and improving their overall general health and mental well-being. Some patients commented on the pain relief they felt being in the warm water, some to the level that it enabled them to reduce their pain medication. It was also commented that the warm water helped to loosen joints, reducing pain and enabling more movement during hydrotherapy.

“It enables me to exercise my knee without putting weight on it. The resistance of the water also made the exercises more effective.”

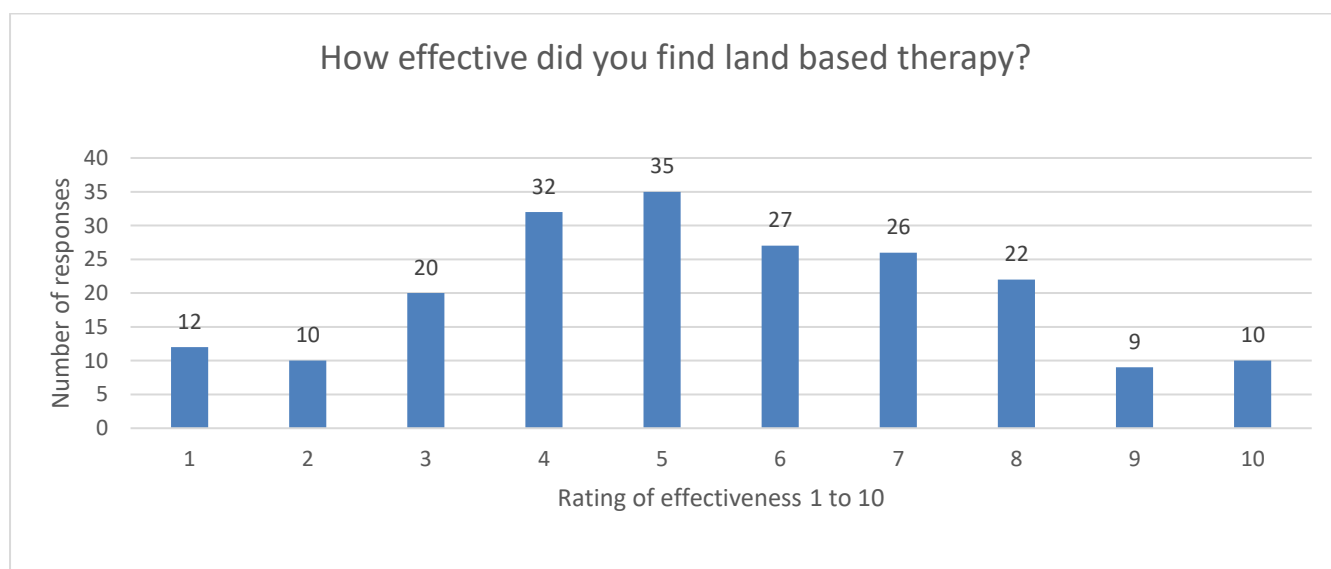
“Hydrotherapy helped me exercise pain-free and therefore built up my muscles”

“My condition is not curable, however, being able to get into a pool at the right temperature and with the right physiotherapy has improved my pain levels – when my therapy sessions finish, my pain increases.”

Full details of comments made are listed in appendix M.

Question 11

If you have also received land based physiotherapy for your condition, how effective did you find land based treatment for your condition? When 1 is not effective and 10 is very effective. If you did not receive land based therapy, please go to question 13



18 people skipped this question

The average score taken from the responses of 203 people to this question is 5.40 out of 10.

Average Number	Total Number	Responses	
5.399014778	1096	100.00%	203
		Answered	203

Question 12

How would you describe the benefits of land based physiotherapy for your condition?

A number of respondents commented that they found land based physiotherapy difficult or painful and felt that there was little or no benefit from the therapy they received.

“Was not as effective as hydrotherapy, much more difficult and painful to mobilise foot and left with pain after land physio too.”

“Painful, would probably be effective if my muscles didn’t cramp under pressure.”

Other patients found land based physiotherapy to be very beneficial to their condition and recovery.

“Physio following shoulder replacement v good”

“I cannot say highly enough how great the physio was and encouraged me to continue the exercises at home to push myself”

“Targeted to improve muscle tone and strength and joint mobility, physiotherapist was excellent in devising a plan that took me from being barely able to stand to walking with a single crutch”

Some respondents initially started with land based physiotherapy and moved to hydrotherapy or received a combination of both types of therapy. A number of patients commented that they found hydrotherapy more beneficial.

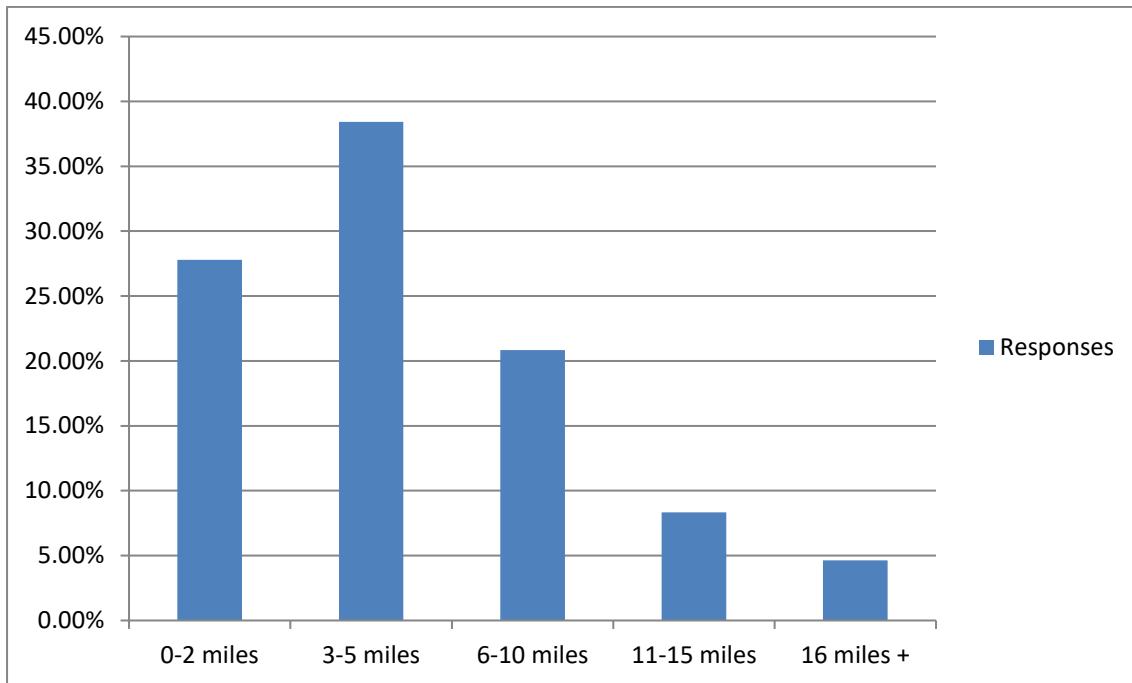
“I found very little benefit in land based physio so physiotherapist recommended hydrotherapy which for me was extremely beneficial”

“My treatment consisted of both but the hydrotherapy was most beneficial and progressed me quicker as I was able to walk properly in the water”

Full details of comments made are listed in appendix N.

Question 13

How far do you currently travel to access services at Gilbert Hitchcock House?



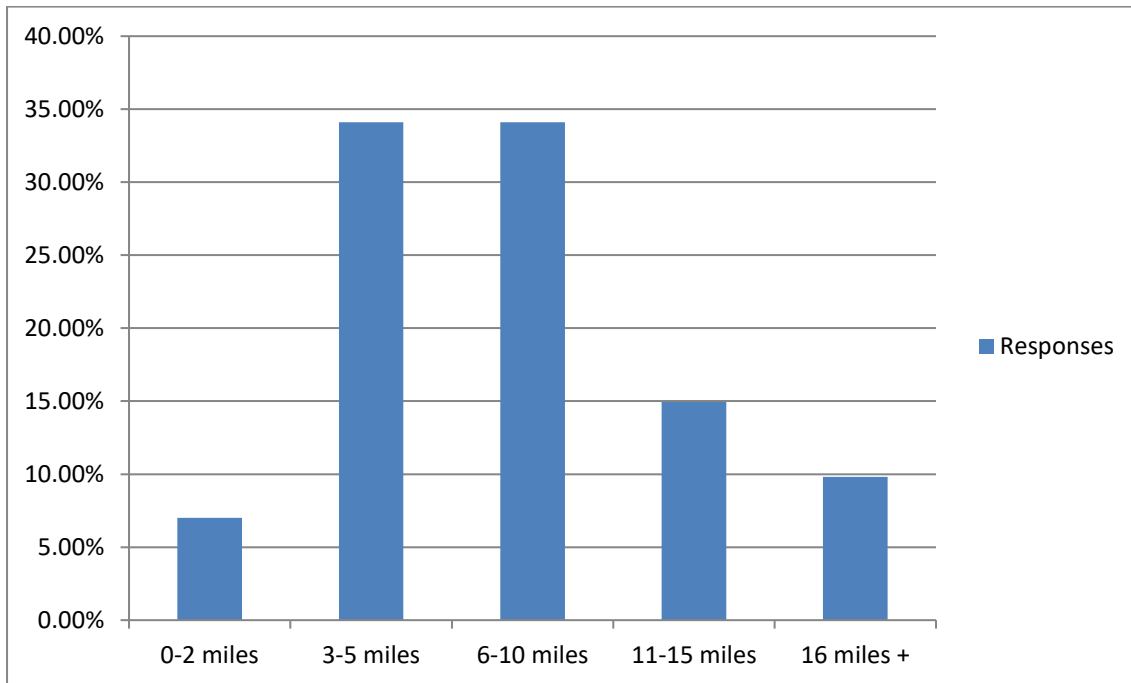
Answer Choices	Responses	
0-2 miles	27.78%	60
3-5 miles	38.43%	83
6-10 miles	20.83%	45
11-15 miles	8.33%	18
16 miles +	4.63%	10
	Answered	216

5 people skipped this question

The majority of respondents (188, 87.04%) travelled between 0 – 10 miles to access services at Gilbert Hitchcock House, with 28 respondents (12.96% travelling 11-16+ miles).

Question 14

How far would you be prepared to travel to access hydrotherapy services?



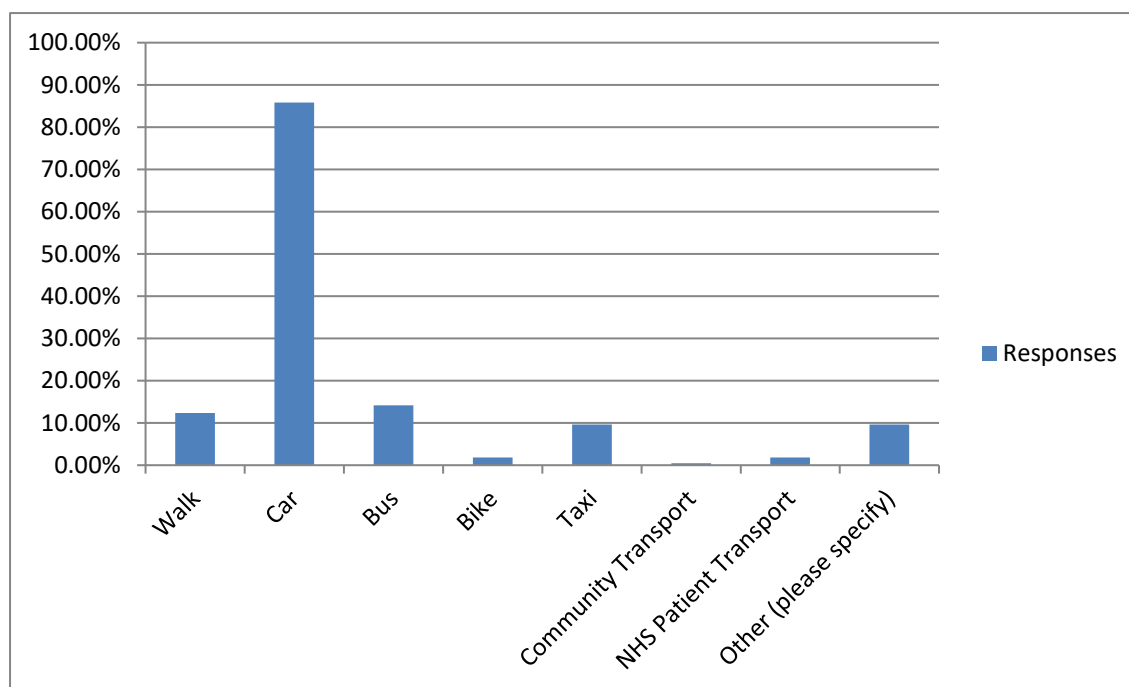
Answer Choices	Responses	
0-2 miles	7.01%	15
3-5 miles	34.11%	73
6-10 miles	34.11%	73
11-15 miles	14.95%	32
16 miles +	9.81%	21
	Answered	214

7 people skipped this question

The majority of respondents (161, 75.23%) would be prepared to travel between 0 – 10 miles to access hydrotherapy services and 53 respondents (24.76%) would be prepared to travel between 11- 16+ miles to access hydrotherapy services.

Question 15

How did you travel to Gilbert Hitchcock House for hydrotherapy services? (tick all that apply)



Answer Choices	Responses	
Walk	12.33%	27
Car	85.84%	188
Bus	14.16%	31
Bike	1.83%	4
Taxi	9.59%	21
Community Transport	0.46%	1
NHS Patient Transport	1.83%	4
Other (please specify)	9.59%	21
	Answered	219

2 people skipped this question

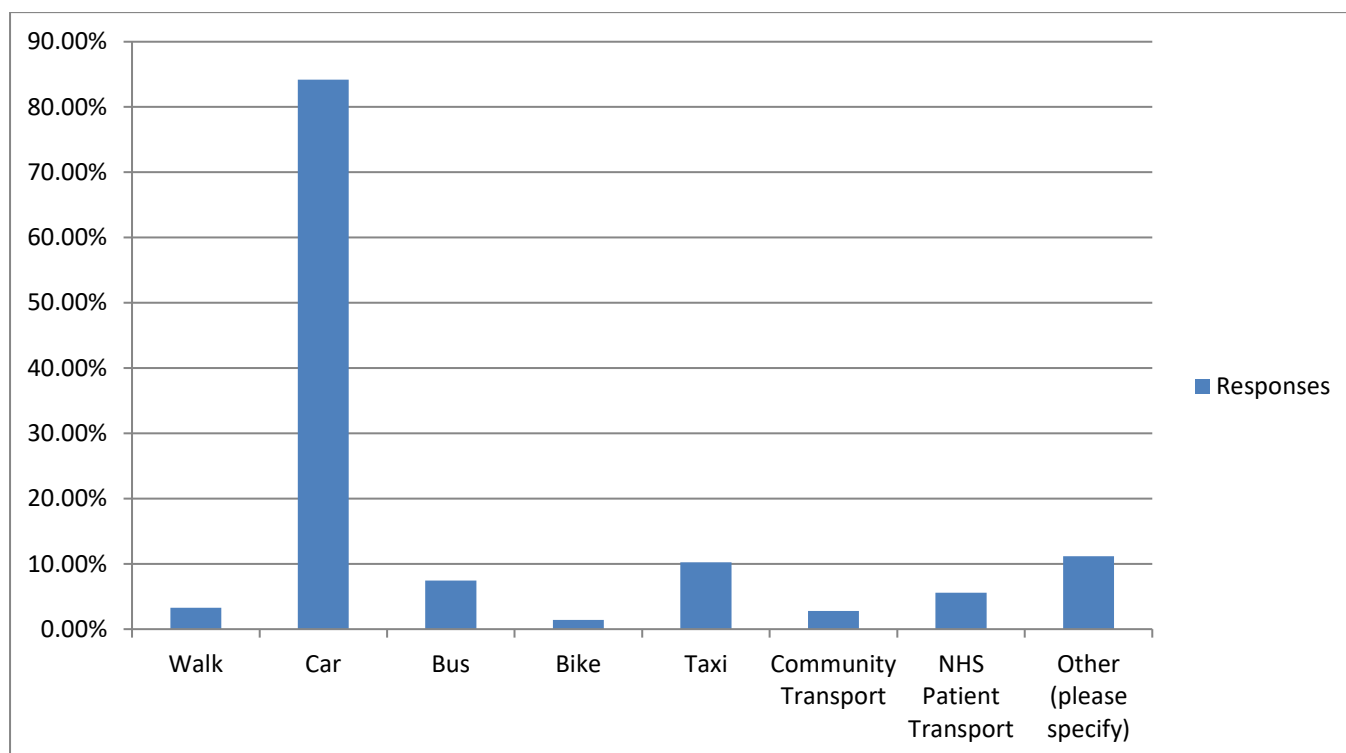
The majority of respondents accessed Gilbert Hitchcock House by car (188, 85.84%) with 31 respondents (14.16%) traveling by bus and 12.33% walking to access services, 9.59% travelled by taxi, 1.83% by NHS Patient Transport and 0.46% by Community Transport.

Of those that ticked 'other' the majority of respondents were given a lift, accessed services by foot or by mobility scooter.

Respondents could tick multiple options in this question.

Question 16

When considering the location of the two pools named in Option 3 (Anjulita Court and Keech Hospice) how would you travel to these pools? (tick all that apply)



Answer Choices	Responses	
Walk	3.26%	7
Car	84.19%	181
Bus	7.44%	16
Bike	1.40%	3
Taxi	10.23%	22
Community Transport	2.79%	6
NHS Patient Transport	5.58%	12
Other (please specify)	11.16%	24
	Answered	215

6 people skipped this question

The majority of respondents would access the pools by car (181, 84.19%), 22 by taxi (10.23%), with 16 respondents (7.44%) travelling by bus, 12 (5.58%) by NHS Patient Transport, 7 (3.26%) would walk, 6 (2.79%) by Community Transport and 3 (1.40%) by bike.

Of those that ticked 'other' the majority of respondents would access by a lift from a family member, a number commented that it would be too far to access and that it would be difficult to get to the suggested locations by public transport.

Respondents could tick multiple options in this question.

Question 17

When considering the three options in the proposal, which options are you most or least in favour of?

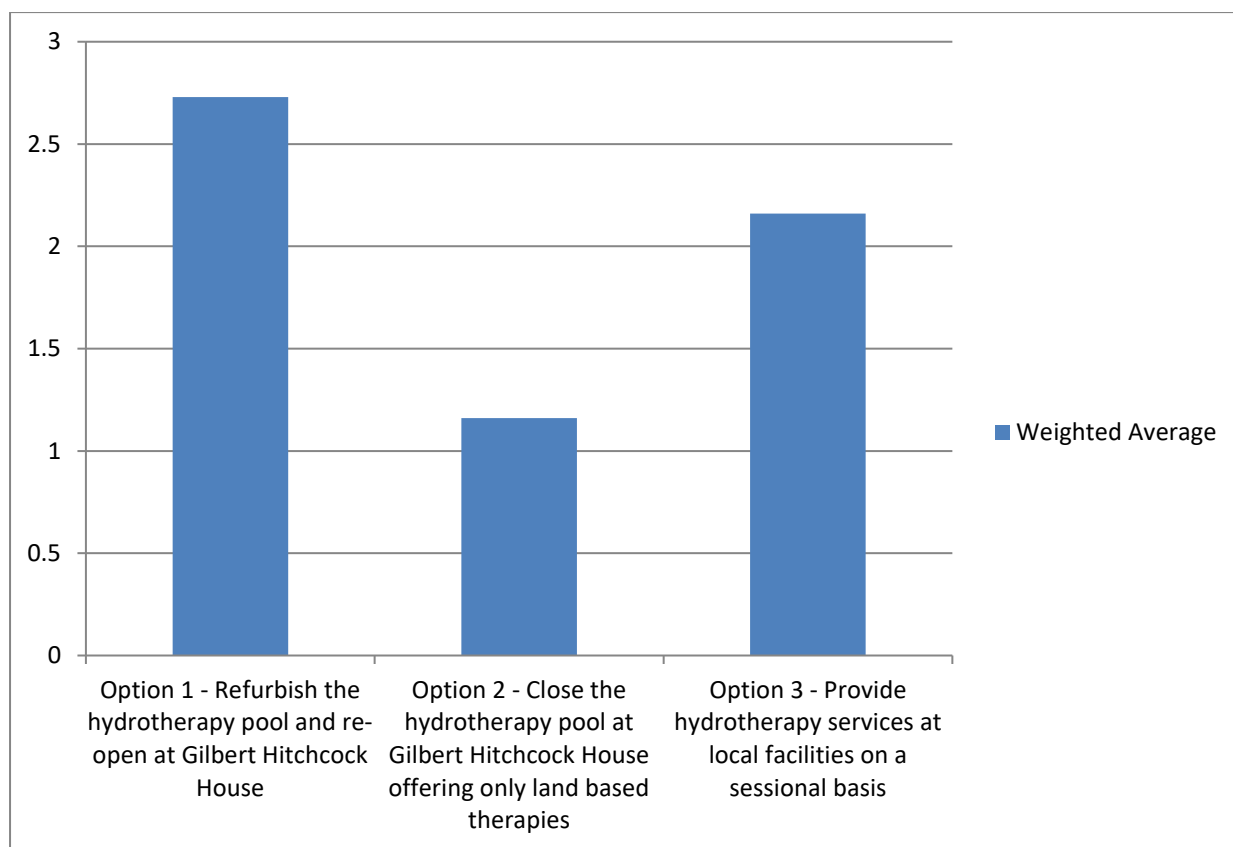
Of the 221 responses received 25 responses misinterpreted Q17. The question was;

Q17 When considering the three options in the proposal, which options are you most or least in favour of? Please only tick one box in each column, to show your least preferred, second preference and most preferred options.

These 25 respondents placed one or more ticks in the box for their least or most preferred options and some instances only ticked their most preferred.

To ensure that the overall results are not altered by the misinterpretation of the question, the answers to this question have been segmented and shown as two graphs. The first shows those that selected one option for their least preferred, second preferred and most preferred options (192 respondents) and the second graph shows those that selected multiple options or no options as their least preferred, second preferred and most preferred options (25 respondents).

Those selecting one option for each category;



	Least preferred		Second preference		Most preferred		Total	Weighted Average
Option 1 - Refurbish the hydrotherapy pool and re-open at Gilbert Hitchcock House	6.95%	13	13.37%	25	79.68%	149	187	2.73
Option 2 - Close the hydrotherapy pool at Gilbert Hitchcock House offering only land based therapies	84.09%	148	15.91%	28	0.00%	0	176	1.16
Option 3 - Provide hydrotherapy services at local facilities on a sessional basis	7.87%	14	68.54%	122	23.60%	42	178	2.16
							Answered	192

3 people skipped this question

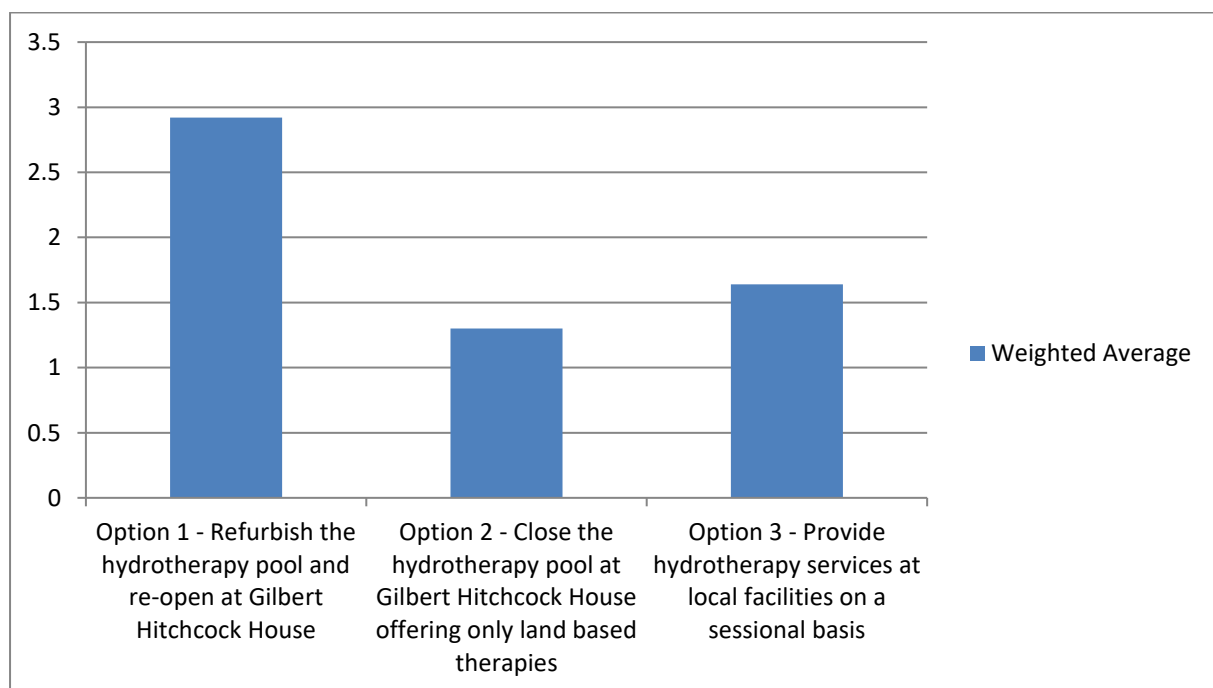
When considering their most preferred option, 149 (79.68%) respondents selected Option 1, 42 respondents (23.60%) selected Option 3 and 0 respondents selected Option 2.

When considering their second preferred option 122 (68.54%) chose Option 3, 28 (15.91%) chose Option 2 and 25 (13.37%) chose Option 1.

When considering their least preferred option 148 (84.09%) chose Option 2, 14 (7.87%) chose Option 3 and 13 (6.95%) chose Option 1.

The weighted average for Option 1 is 2.73 the weighted average for Option 3 is 2.16 and the weighted average for Option 2 is 1.16.

Those selecting multiple options for each category;



	Least preferred		Second preference		Most preferred		Total	Weighted Average
Option 1 - Refurbish the hydrotherapy pool and re-open at Gilbert Hitchcock House	0.00%	0	8.33%	2	91.67%	22	24	2.92
Option 2 - Close the hydrotherapy pool at Gilbert Hitchcock House offering only land based therapies	80.00%	16	10.00%	2	10.00%	2	20	1.3
Option 3 - Provide hydrotherapy services at local facilities on a sessional basis	63.64%	14	9.09%	2	27.27%	6	22	1.64
							Answered	25

1 person skipped this question

When considering their most preferred option 22 (91.67%) respondents selected Option 1, 6 respondents (27.27%) selected Option 3 and 2 respondents (10.00%) selected Option 2.

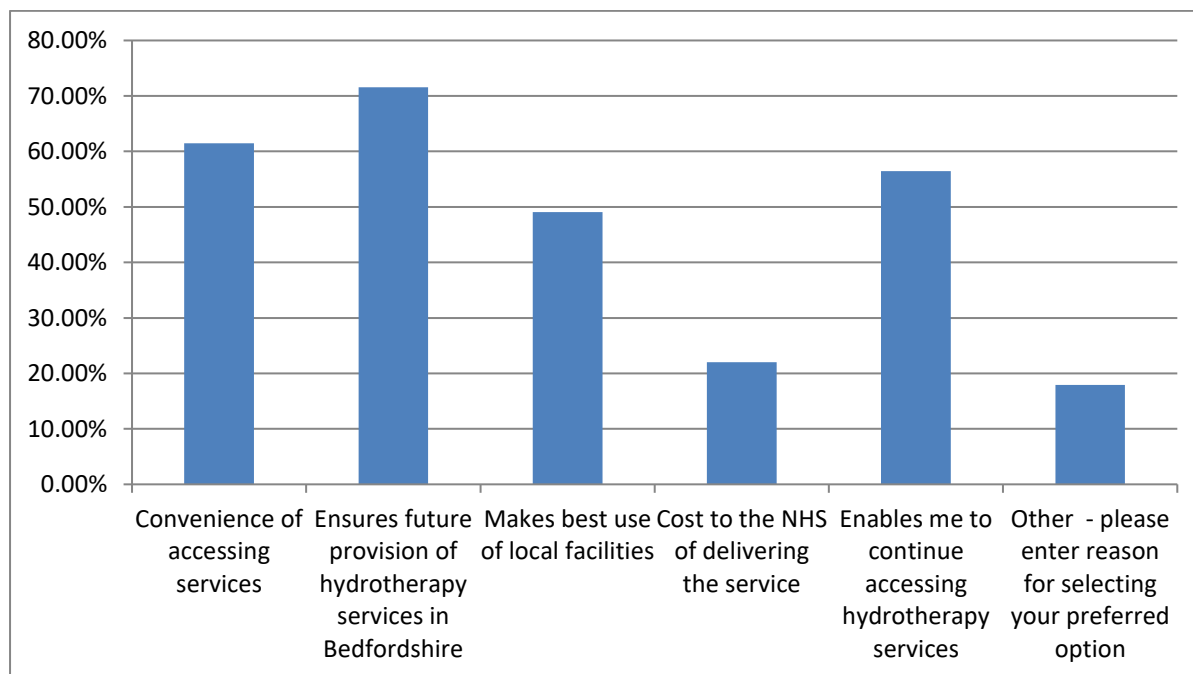
When considering their second preferred option, 2 (10.00%) chose Option 2, 2 (9.09%) chose Option 3 and 2 (8.33%) chose Option 1.

When considering their least preferred option, 16 (80.00%) chose Option 2, 14 (63.64%) chose Option 3 and 0 chose Option 1.

The weighted average for Option 1 is 2.92 for Option 3 the weighted average is 1.64 and Option 2 the weighted average is 1.3.

Question 18

We want to understand why you have chosen your preferred option. If any of the reasons are listed below, please tick them. If there are any other reasons please list them under 'other reasons'.



Answer Choices	Responses	
Convenience of accessing services	61.47%	134
Ensures future provision of hydrotherapy services in Bedfordshire	71.56%	156
Makes best use of local facilities	49.08%	107
Cost to the NHS of delivering the service	22.02%	48
Enables me to continue accessing hydrotherapy services	56.42%	123
Other - please enter reason for selecting your preferred option	17.89%	39
	Answered	218
	Skipped	3

3 people skipped this question.

Respondents could tick multiple responses to this question.

Respondents were asked why they had chosen their preferred option 71.56% (156 respondents) selected 'ensures future provision of hydrotherapy services in Bedfordshire' 61.47% (134 respondents) selected 'convenience of accessing services' and 56.42% (123 respondents) chose 'enables me to continue accessing hydrotherapy services'.

The comments made as 'other' by 39 respondents are varied and can be seen in appendix O.

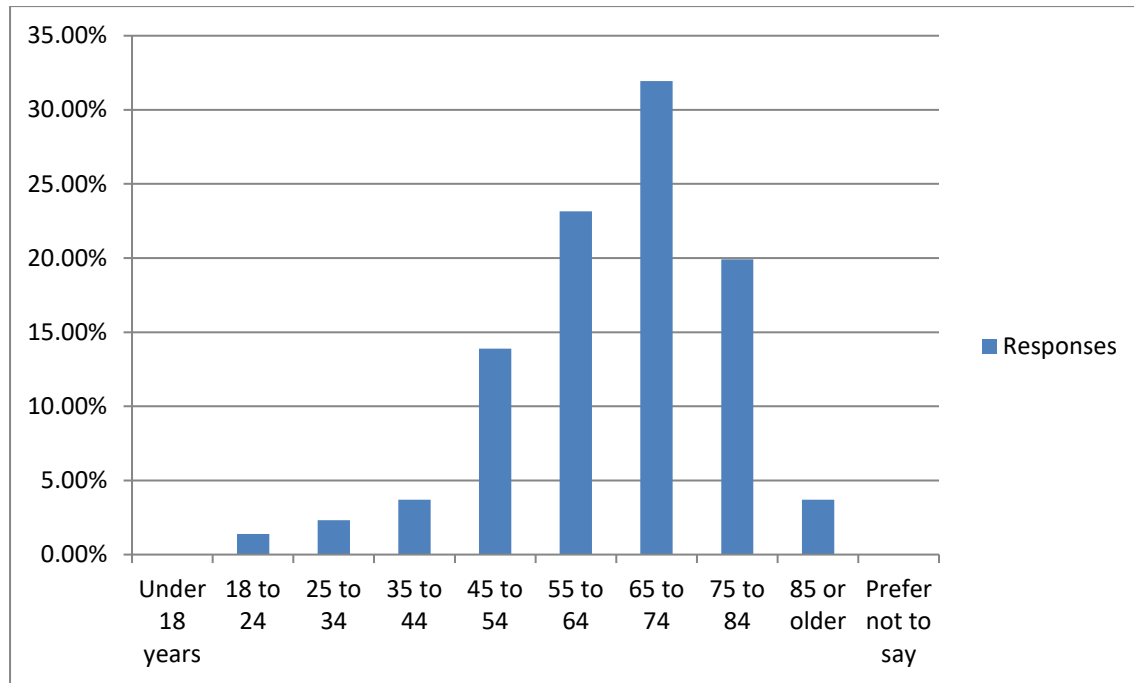
Question 19

What else do you feel that we should consider when reviewing the options for delivering hydrotherapy services in Bedfordshire?

148 responses were received to this question, the full responses can be seen in appendix P. 73 people skipped this question

Demographic Questions

Question 20
What is your age?

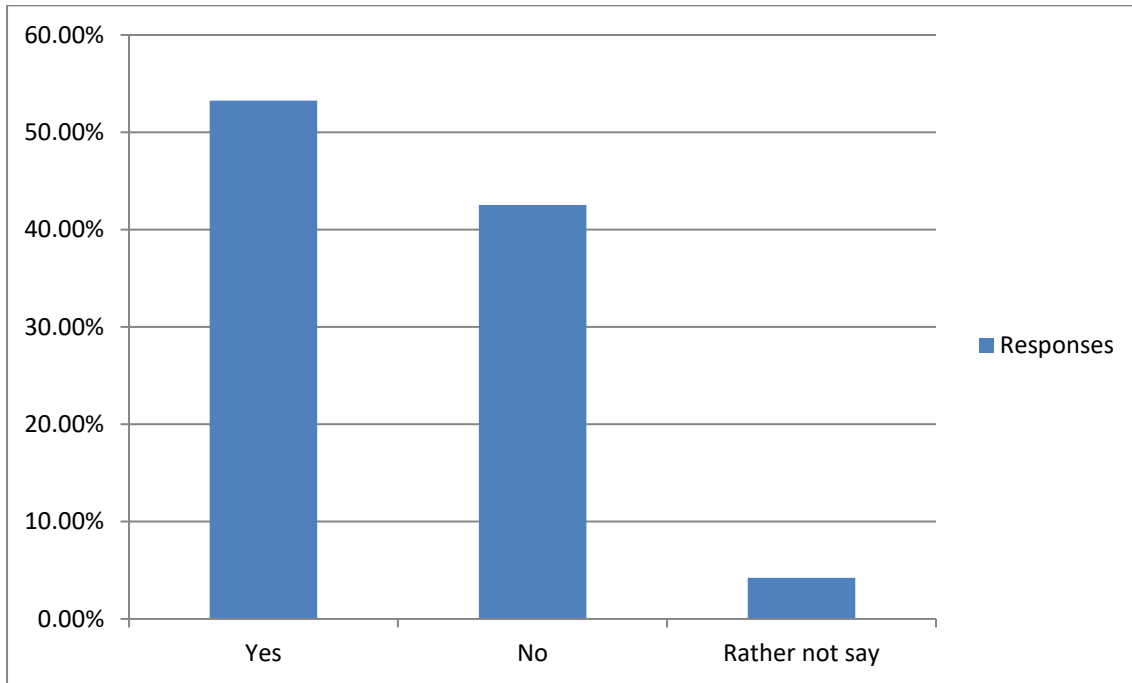


Answer Choices	Responses	
Under 18 years	0.00%	0
18 to 24	1.39%	3
25 to 34	2.31%	5
35 to 44	3.70%	8
45 to 54	13.89%	30
55 to 64	23.15%	50
65 to 74	31.94%	69
75 to 84	19.91%	43
85 or older	3.70%	8
Prefer not to say	0.00%	0
	Answered	216

5 people skipped this question

Question 21

Do you consider yourself to have a disability?

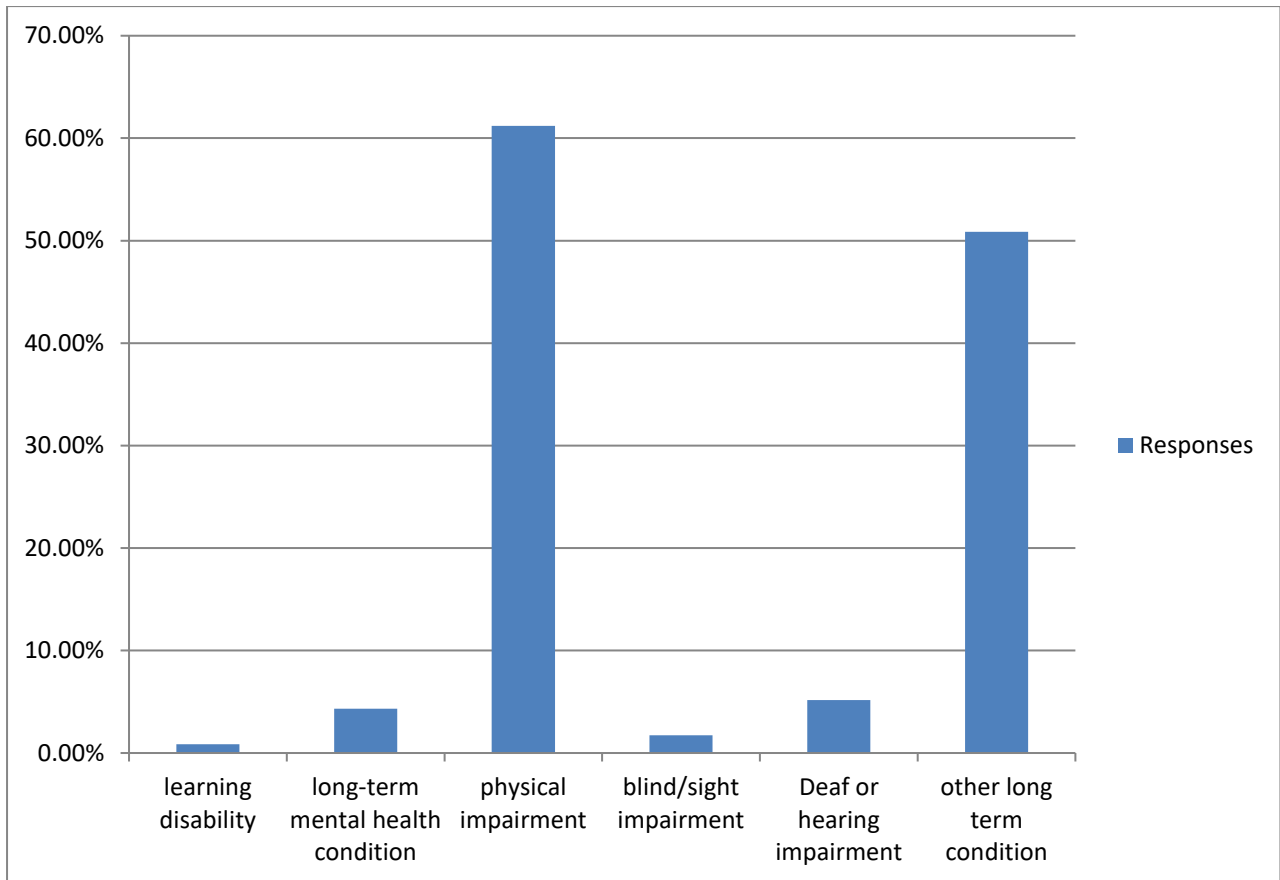


Answer Choices	Responses	
Yes	53.27%	114
No	42.52%	91
Rather not say	4.21%	9
	Answered	214

7 people skipped this question

Question 22

If you answered yes to Question 21, please specify the nature of disability (if you answered no, please leave this question blank).

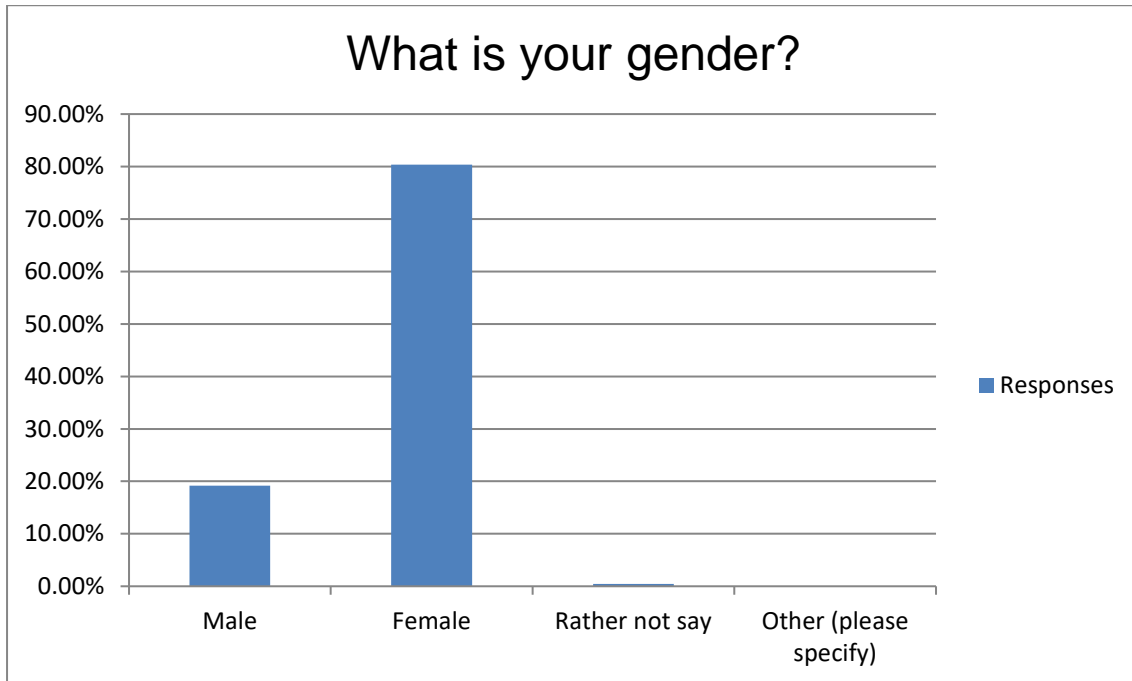


Answer Choices	Responses	
learning disability	0.86%	1
long-term mental health condition	4.31%	5
physical impairment	61.21%	71
blind/sight impairment	1.72%	2
Deaf or hearing impairment	5.17%	6
other long term condition	50.86%	59
	Answered	116

105 people skipped this question

Question 23

What is your gender?

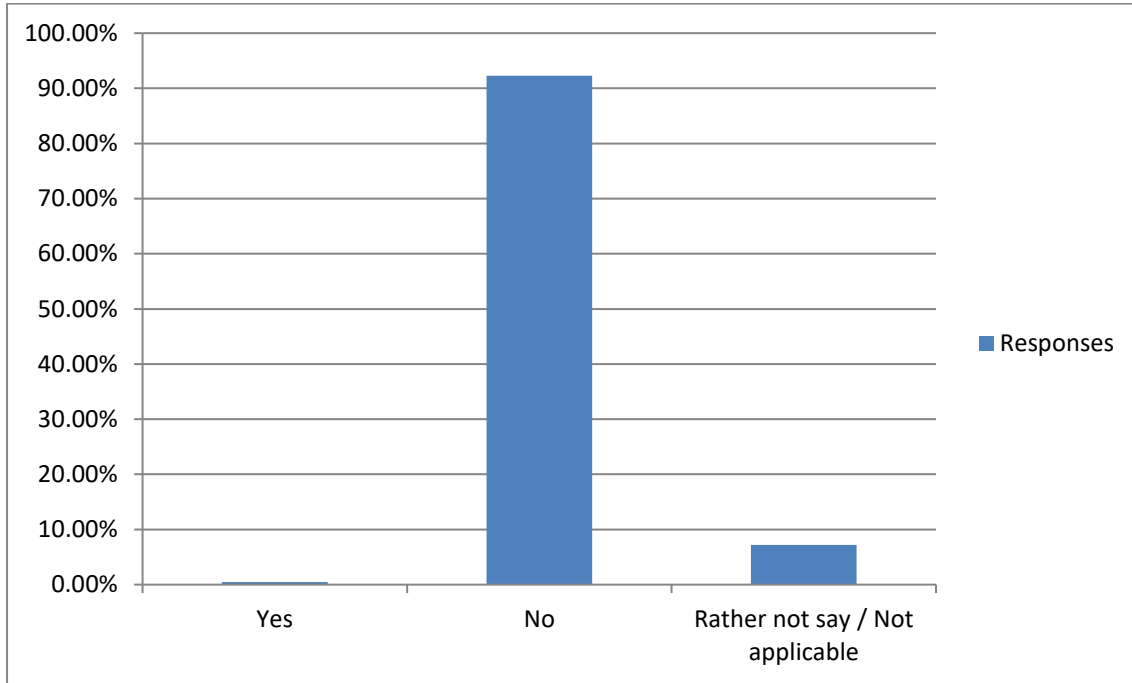


Answer Choices	Responses	
Male	19.16%	41
Female	80.37%	172
Rather not say	0.47%	1
Other (please specify)	0.00%	0
	Answered	214

7 people skipped this question

Question 24

Are you currently pregnant, have given birth within the last two weeks, or on maternity leave?

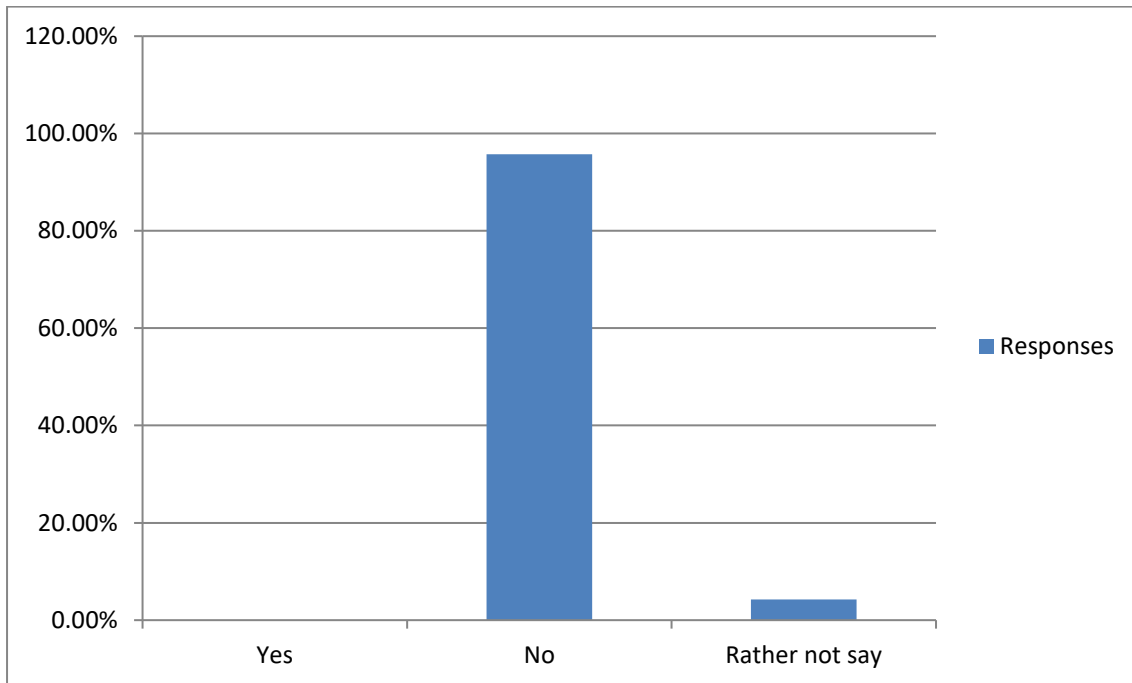


Answer Choices	Responses	
Yes	0.48%	1
No	92.31%	192
Rather not say / Not applicable	7.21%	15
	Answered	208

13 people skipped this question

Question 25

Have you been through the process, or are considering, gender reassignment?

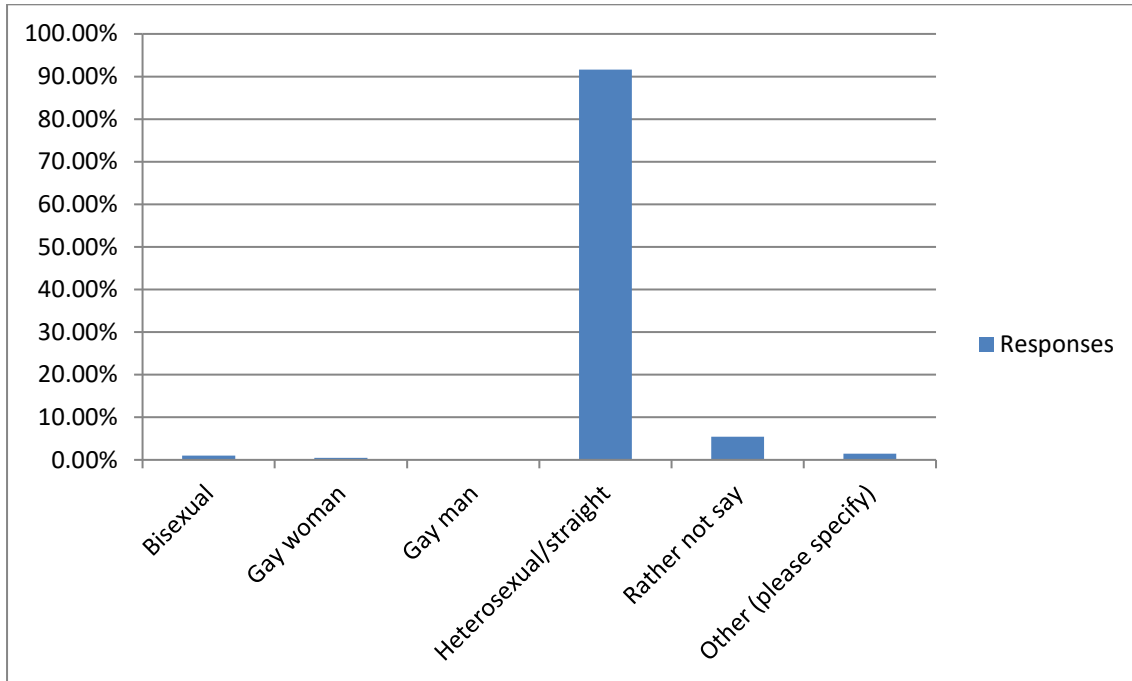


Answer Choices	Responses	
Yes	0.00%	0
No	95.73%	202
Rather not say	4.27%	9
	Answered	211

10 people skipped this question

Question 26

What is your sexual orientation?

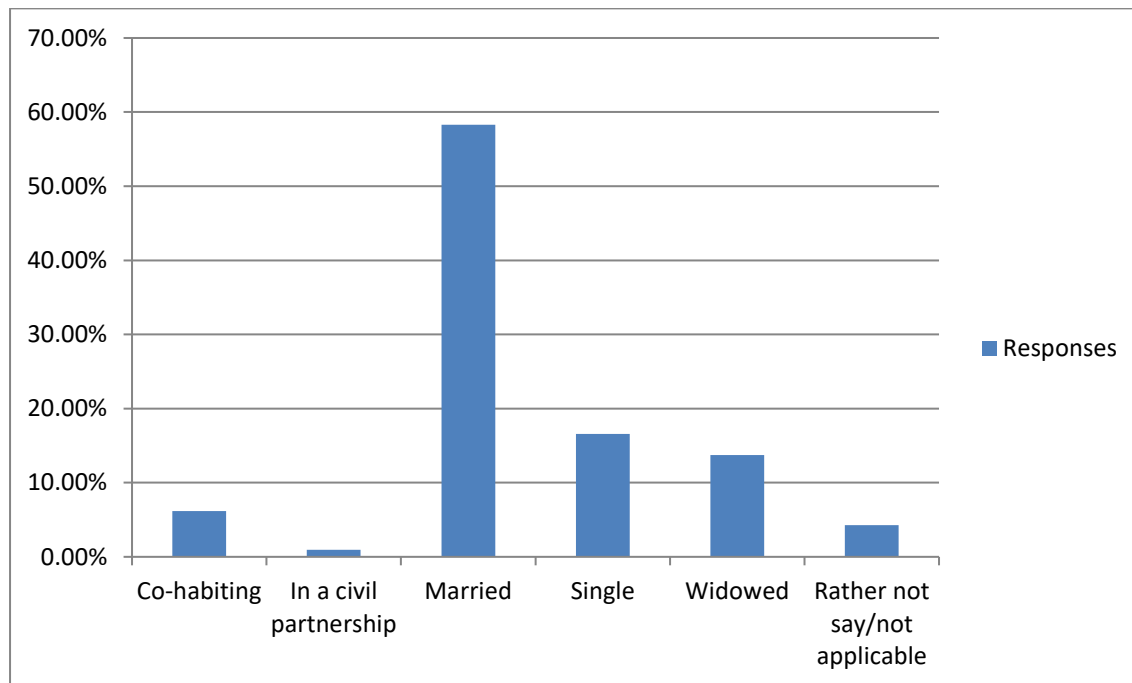


Answer Choices	Responses	
Bisexual	0.99%	2
Gay woman	0.49%	1
Gay man	0.00%	0
Heterosexual/straight	91.63%	186
Rather not say	5.42%	11
Other (please specify)	1.48%	3
	Answered	203

18 people skipped this question

Question 27

Are you?



Answer Choices	Responses	
Co-habiting	6.16%	13
In a civil partnership	0.95%	2
Married	58.29%	123
Single	16.59%	35
Widowed	13.74%	29
Rather not say/not applicable	4.27%	9
	Answered	211

10 people skipped this question

Question 28

What is your ethnic group? Please scroll across for all groups and use the drop down boxes.

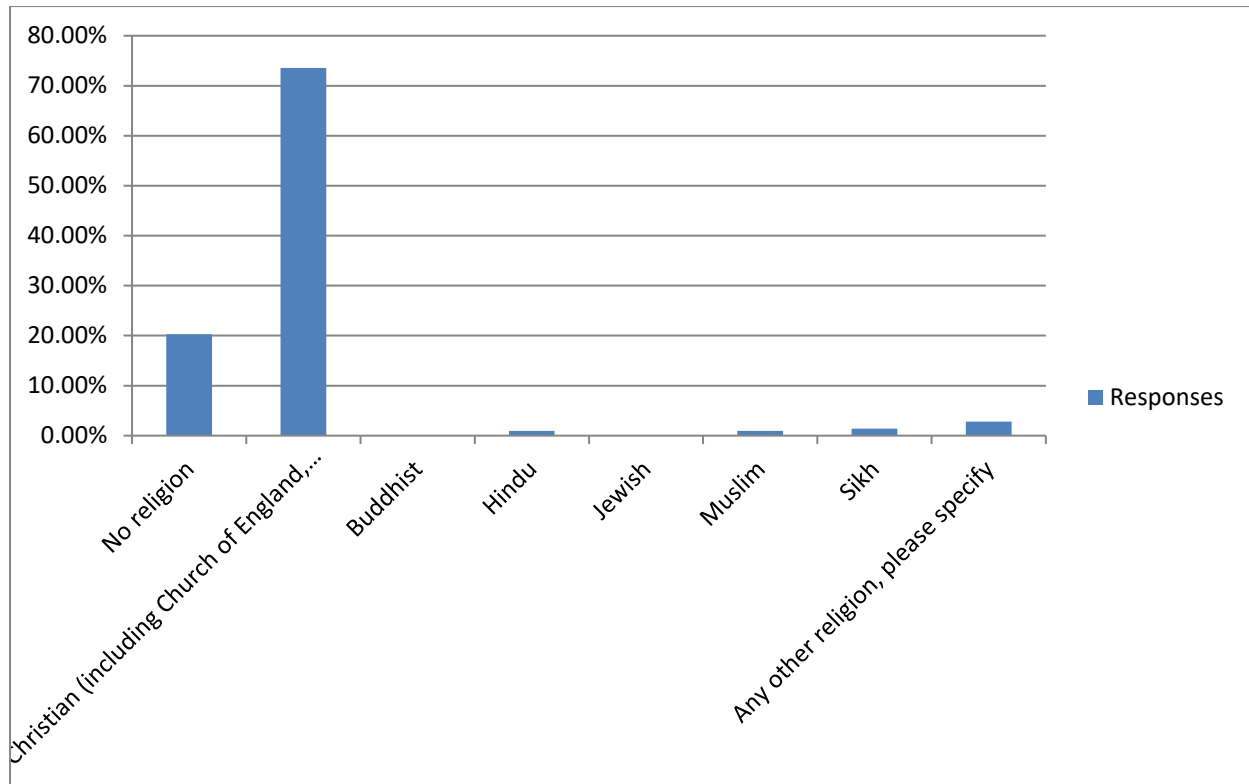
Ethnicity	Responses
English/Welsh/Scottish/Northern Irish/British	184
Irish	7
Gypsy or Irish Traveller	0
Any other White background	9
White and Black Caribbean	1
White and Black African	0
White and Asian	1
Any other Mixed/multiple ethnic background	1
Indian	5
Pakistani	2
Bangladeshi	0
Chinese	0
Any other Asian background	0
African	1
Caribbean	2
Any other Black/African/Caribbean background	1
Arab	1
Any other ethnic group	0
Answered	242

9 people skipped this question

Some respondents selected more than one ethnic group.

Question 29

What is your religion?



Answer Choices	Responses	
No religion	20.28%	43
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	73.58%	156
Buddhist	0.00%	0
Hindu	0.94%	2
Jewish	0.00%	0
Muslim	0.94%	2
Sikh	1.42%	3
Any other religion, please specify	2.83%	6
	Answered	212

9 people skipped this question

Key Findings

Use of the Hydrotherapy Pool at GHH

Of the total respondents 50.47% had used the pool in the last 12 months, as the pool closed in November 2018 these respondents had used the pool between August 2018 and November 2018. Another 21.70% had used the pool in the last 18 months.

When looking at the type of hydrotherapy sessions patients took part in, the results were equally divided between individual (41.51%) and group (41.98%) sessions, with 16.51% taking part in a combination of both individual and group sessions.

Respondents were asked how frequently they had used the hydrotherapy pool. The highest percentage 41.55% (86 respondents) had used the pool 4-6 times, when patients are referred through the NHS for hydrotherapy they will be referred for 6 sessions. When looking at patients who had used the pool more than 6 times 88 (42.51%) respondents had used the pool either 7-10 times or more than 10 times. Of those respondents that had used the pool more than 10 times, 17 reported using the pool on a weekly basis.

Of those that responded to Question 6 asking how many private sessions they had accessed and where were they held, 37 respondents had accessed private hydrotherapy sessions at Gilbert Hitchcock House, the number of times they had used the pool privately ranged greatly with 9 patients having used the pool more than 50 times.

74.19% of respondents accessed hydrotherapy services independently with 7.37% accessing services with the support of a carer.

When considering the conditions that patients accessed hydrotherapy for a number of patients had multiple conditions, 58.26% sought treatment for joint mobility, 44.95% for Chronic pain, 19.27% for joint replacement rehabilitation, 17.43% for Rheumatoid Arthritis and 5.96% for Spondylo-arthropathy. 72 respondents ticked 'other' and the main conditions mentioned were treatment for recovery after an accident or injury, osteoarthritis, fibromyalgia, rehabilitation following surgery and arthritis / psoriatic arthritis.

Accessing the Hydrotherapy Pool at GHH

The majority of respondents (66.21%, 143 respondents) travelled between 0 – 5 miles to access services at Gilbert Hitchcock House, with a further 20.83% travelling 6-10 miles and 12.96% travelled between 11-16+ miles.

When considering how far they would be willing to travel to access hydrotherapy services in the future 41.12%, 88 respondents indicated they would travel between 0 – 5 miles, with a further 34.11% willing to travel 6-10 miles, and 24.76%, 53 respondents willing to travel between 11-16+ miles. An increase in the distance patients are willing to travel to access services is noted in this question.

In the main, patients accessed Gilbert Hitchcock House by car (85.84%, 188 respondents), with 14.16% accessing by Bus, 12.33% walking, 9.59% by taxi and 1.83% by bike. 4 respondents used NHS patient transport and 1 respondent community transport.

When considering the way in which they would access the alternative pools detailed in Option 3, (Anjulita Court and Keech Hospice) the majority of respondents would access services by car (84.19%, 181 respondents) 10.23% taxi, 7.44% by bus, 5.58% (12) NHS Patient Transport, 3.26% walking, 2.79% community transport and 1.40% by bike. An increased reliance on the use of NHS Patient transport and community transport is noted in the answers to this question in comparison to the current modes of access to Gilbert Hitchcock House.

Benefits of Hydrotherapy

Patients were asked to rate the effectiveness of hydrotherapy on their condition on a scale of one to ten, when one is not effective and 10 is very effective. The Average score of the 213 respondents was 7.78 out of 10.

Benefits of land based Physiotherapy

Patients were asked to rate the effectiveness of land based physiotherapy on their condition on a scale of one to ten, when one is not effective and 10 is very effective. The Average score of the 203 respondents was 5.40 out of 10.

Options Appraisal

Respondents were asked to select one option for the delivery of hydrotherapy services as their least preferred, second preferred and most preferred options, as stated in the report, 25 responses were received that did not follow the convention so this question has been reported by the use of two charts under Q17, the below table shows the combination of all 217 responses.

	Least preferred		Second preference		Most preferred		Total	Weighted Average
Option 1 - Refurbish the hydrotherapy pool and re-open at Gilbert Hitchcock House	6.16%	13	12.80%	27	81.04%	171	211	2.75
Option 2 - Close the hydrotherapy pool at Gilbert Hitchcock House offering only land based therapies	83.67%	164	15.31%	30	1.02%	2	196	1.17
Option 3 - Provide hydrotherapy services at local facilities on a sessional basis	14.00%	28	62.00%	124	24.00%	48	200	2.1
							Answered	217

4 people skipped this question

Using the combined responses when considering their most preferred option, 171 (81.04%) of respondents selected Option 1, 48 respondents (27.27%) selected Option 3 and 2 (1.02%) respondents selected Option 2.

When considering their second preferred option, 124 (62.00%) chose Option 3, 30 (15.31%) chose Option 2 and 27 (12.80%) chose Option 1.

When considering their least preferred option, 164 (83.67%) chose Option 2, 28 (14.00%) chose Option 3 and 13 (6.16%) chose Option 1.

The weighted average, when pooling all 217 responses to this question, for Option 1 is 2.75 for Option 3 2.10 and Option 2 1.17.

Respondents were asked to give their reasons for choosing their preferred options, of the 218 responses to this question 71.56% said because it ensures future provision of hydrotherapy services in Bedfordshire, 61.47% because of the convenience of accessing services, 56.42% because it enables them to continue accessing hydrotherapy services.

Next steps

The results of this engagement will now be considered by Bedfordshire Clinical Commissioning Group and Bedford Hospital Trust, to ensure that patient feedback is fully considered before a decision is made regarding the delivery of the hydrotherapy service.