



Bedford Hospital Musculoskeletal (MSK) Hydrotherapy Service

Patient survey

Bedford Hospital Trust (BHT) and Bedfordshire Clinical Commissioning Group (BCCG) are working together to consider the provision of hydrotherapy services for patients in Bedfordshire. We would like to understand how patients have been accessing MSK hydrotherapy services at Gilbert Hitchcock House in Bedford and to understand the views of patients on the options for future provision of the service. It is also important that we understand the impacts of the different options on patients and their ability to access services.

Please complete and return the questionnaire, details of where to send it and date to return it by can be found on the last page of this survey.

We will be holding patient focus groups the week commencing Monday 19 August 2019, which will give patients the opportunity to discuss their thoughts on hydrotherapy services with members of the CCG and Bedford Hospital Trust.

If you are interested in joining a focus group meeting, please contact Denise Faehndrich Planned Care Commissioning Support Office on **01525 624 292** or via email **denise.faehndrich@nhs.net** for further details.

1. Are you responding to this survey as

- A patient
- A carer/advocate for a patient
- Other (please specify)

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

- In the last 12 months
- In the last 18 months
- In the last 2 years

3. What format were your hydrotherapy sessions?

- Individual
- Group
- Combination

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

- 1 – 3 times
- 4 - 6 times
- 7 - 10 times
- If used more than ten times, please tell us how many times

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

- My treatment has finished (go to Qn 7)
- I am accessing on-going treatment which is funded by the NHS (go to Qn 7)
- My NHS funded treatment has finished but I access services privately (go to Qn 6)

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

7. How did you access your treatment at Gilbert Hitchcock House?

- I accessed treatment independently
- I accessed treatment with the support of a carer
- Other (please specify)

8. What condition/conditions do you access hydrotherapy services for?

Please tick all that apply

- Rheumatoid Arthritis
- Spondylo-arthropathy
- Chronic pain
- Joint Mobility
- Joint replacement rehabilitation
- Other (please specify)

9. On a scale of 1 to 10 how effective did you find hydrotherapy for your condition?

Please put a circle around the number on the scale to show how effective you found the hydrotherapy for your condition, when 1 is not effective and 10 is very effective



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

11 If you have also received land based physiotherapy for your condition, how effective did you find land based treatment for your condition?

Please put a circle around the number on the scale to show how effective you found the land based physiotherapy for your condition, when 1 is not effective and 10 is very effective



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

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

<input type="checkbox"/>	0 -2 miles
<input type="checkbox"/>	3-5 miles
<input type="checkbox"/>	6-10 miles
<input type="checkbox"/>	11-15 miles
<input type="checkbox"/>	16 miles +

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

<input type="checkbox"/>	0 -2 miles
<input type="checkbox"/>	3-5 miles
<input type="checkbox"/>	6-10 miles
<input type="checkbox"/>	11-15 miles
<input type="checkbox"/>	16 miles +

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

<input type="checkbox"/>	Walk
<input type="checkbox"/>	Car
<input type="checkbox"/>	Bus
<input type="checkbox"/>	Bike
<input type="checkbox"/>	Other (please specify)

<input type="checkbox"/>	Taxi
<input type="checkbox"/>	Community Transport
<input type="checkbox"/>	NHS Patient Transport

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)

<input type="checkbox"/>	Walk	<input type="checkbox"/>	Taxi
<input type="checkbox"/>	Car	<input type="checkbox"/>	Community Transport
<input type="checkbox"/>	Bus	<input type="checkbox"/>	NHS Patient Transport
<input type="checkbox"/>	Bike		
<input type="checkbox"/>	Other (please specify)		

17. 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

Option 1 – Refurbish the Hydrotherapy Pool and re-open at Gilbert Hitchcock House

Option 2 – Close the Hydrotherapy Pool at Gilbert Hitchcock House offering only land based therapies

Option 3 – provide hydrotherapy services at local facilities on a sessional basis

	Least preferred	Second preference	Most preferred

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'.

Convenience of accessing services

Ensures future provision of hydrotherapy services in Bedfordshire

Makes best use of local facilities

Cost to the NHS of delivering the service

Enables me to continue accessing hydrotherapy services

Other - please state reason below for selecting your preferred option

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

About you

Bedfordshire Clinical Commissioning Group is committed to delivering excellent services but we can only do this if we understand our patients and their needs. We would be grateful if you could please tell us a little more about yourself to help us understand whether we have heard from a mix of people and to help us consider any consistent feelings that may be expressed by different groups. **This section is not compulsory and your views will still be taken into account should you choose not to fill it in.** All information will be kept strictly confidential and in accordance with the Data Protection Act and GDPR guidance.

20. What is your age?

<input type="checkbox"/>	Under 18 years	<input type="checkbox"/>	55 to 64
<input type="checkbox"/>	18 to 24	<input type="checkbox"/>	65 to 74
<input type="checkbox"/>	25 to 34	<input type="checkbox"/>	75 to 84
<input type="checkbox"/>	35 to 44	<input type="checkbox"/>	85 or older
<input type="checkbox"/>	45 to 54	<input type="checkbox"/>	Prefer not to say

21. Do you consider yourself to have a disability?

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
<input type="checkbox"/>	Rather not say		

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

<input type="checkbox"/>	learning disability	<input type="checkbox"/>	blind/sight impairment
<input type="checkbox"/>	long-term mental health condition	<input type="checkbox"/>	Deaf or hearing impairment
<input type="checkbox"/>	physical impairment		
<input type="checkbox"/>	other long term condition		

23. What is your gender?

<input type="checkbox"/>
<input type="checkbox"/>

Male

Rather not say

<input type="checkbox"/>

Female

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

<input type="checkbox"/>
<input type="checkbox"/>

Yes

Rather not say / Not applicable

<input type="checkbox"/>

No

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

<input type="checkbox"/>
<input type="checkbox"/>

Yes

Rather not say / Not applicable

<input type="checkbox"/>

No

26. What is your sexual orientation?

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Bisexual

Gay woman

Gay man

Other (please specify)

<input type="checkbox"/>
<input type="checkbox"/>

Heterosexual/straight

Rather not say

27. Are you?

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Co-habiting

In a civil partnership

Married

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Single

Widowed

Rather not say/not applicable

28. What is your ethnic group?

White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy or Irish Traveller
- Any other White background

Mixed/multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed/multiple ethnic background

Asian/Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

Black/African/Caribbean/Black British

- African
- Caribbean
- Any other Black/African/Caribbean background.....

Other ethnic groups

- Arab
- Any other ethnic group.....

29. What is your religion?

- | | | | |
|--------------------------|---|--------------------------|--------|
| <input type="checkbox"/> | No religion | <input type="checkbox"/> | Hindu |
| <input type="checkbox"/> | Christian (including Church of England, Catholic, Protestant and all other Christian denominations) | <input type="checkbox"/> | Jewish |
| <input type="checkbox"/> | Buddhist | <input type="checkbox"/> | Muslim |
| <input type="checkbox"/> | Any other religion, please specify | <input type="checkbox"/> | Sikh |
-

Thank you for completing our survey.

If you would like to join Bedfordshire Clinical Commissioning Group's Public Membership Scheme and be invited to take part in other surveys, be updated on local services and attend events in relation to health services in Bedfordshire, please tick the box below.

If you DO NOT want to be contacted, please tick the appropriate box below or leave this section blank.

<input type="checkbox"/>	Please send me the results of this survey and details of how I can register to receive information about other surveys and events in relation to health services in Bedfordshire.
<input type="checkbox"/>	I do not wish to be contacted.

Your Name	
Your Email	

Please return completed survey by **Monday 2 September 2019** in the FREEPOST envelope to:

**Freepost RTHL-GRGS-ZGCH
Suite 1
Bedfordshire Clinical Commissioning Group
Capability House
31 Wrest Park, Silsoe
Bedford
MK45 4HR**



Bedford Hospital Musculoskeletal (MSK) Hydrotherapy Service

Patient Engagement

Introduction

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. Whilst the national evidence base for the use of hydrotherapy in MSK conditions on its own is limited, there is some evidence to support the use of hydrotherapy alongside land based therapies.

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.

About this patient engagement

Bedford Hospital Trust and Bedfordshire Clinical Commissioning Group (BCCG) would like your views on the hydrotherapy service provided by Bedford Hospital Trust (BHT) and the way services could be delivered in the future. BCCG and BHT have conducted an options appraisal for delivering hydrotherapy services and through this patient engagement we would like to understand which of the options put forward will best meet the needs of patients, both in the short and longer term. It is also important that we understand the impacts of the different options on patients and their ability to access services.

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

Issues with the current MSK Hydrotherapy Pool

Throughout 2018 the Bedford Hospital MSK Hydrotherapy Pool was repeatedly closed due to numerous maintenance issues. This was having an impact on service delivery with patients and external groups having their treatment cancelled, often with no notice, consequently having a negative impact on patient experience.

The decision was taken in November 2018 to temporarily suspend the service whilst options to deliver a reliable service for patients were reviewed. Bedford Hospital Trust and Bedfordshire CCG have been working in partnership to ensure patients continue to receive land based therapy during this time.

Numbers of patients using the Hydrotherapy Service

In 2017, 525 referrals were made for hydrotherapy by the Bedford Hospital Physiotherapy Team, resulting in 2,981 patient contacts with the pool. In 2018, due to the closure of the pool in November, this activity reduced to 476 referrals and 2,531 contacts.

When open, the pool was utilised by NHS patients for a total of 17 hours per week:

Tuesday 09:00 – 12:30 and 13:30 – 16:30 (6.5 hours)

Wednesday 09:00 – 12:30 (3.5 hours)

Thursday 09:00 -12:30 and 13:00 – 16:30 (7 hours)

It was also used by private patient groups as follows:

Monday 13:00-15:00 Waterwise Group (3 hours)

Friday 09:00 – 12:00 Infant Aquatics (3 hours)

Saturday 09:30 -12:30 Waterbabies Group (3 hours)

In addition there was 7.5 hours per week allocated for private patients for both group and individual sessions. In total the pool was in use for 33.5 hours per week.

Accessing the Hydrotherapy Pool at Gilbert Hitchcock House

MSK patients access the Bedford Hospital MSK Hydrotherapy Service from across Bedfordshire (Bedford Borough and Central Bedfordshire), but the main concentration is in central and west Bedford. This is to be expected, as hydrotherapy is currently only offered to patients accessing Bedford Hospital Physiotherapy.

In 2017, 25 patients (5%) required transport to be arranged by Bedford Hospital Trust to take them to the Gilbert Hitchcock House pool and in 2018, 9 patients (2%) required transport. Patient transport is provided by the East of England Ambulance Service NHS Trust (EEAST) who are contracted to transport patients to various NHS sites across the county.

Since the pool closure, patients previously accessing the Bedford Hospital MSK Hydrotherapy Service have subsequently been offered land based treatment as an alternative. As an interim solution, patients have been signposted to other hydrotherapy and swimming pools.

Options Appraisal

Bedford Hospital Trust (BHT) and Bedfordshire CCG have undertaken a full review of available options. These options are outlined below.

We have also reviewed the possibility of re-opening the Hydrotherapy Pool at Gilbert Hitchcock House with immediate effect, however in its current state the pool is unreliable with risks 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 is therefore not sustainable and is not considered to be a feasible option.

	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

Option 1:

Refurbish the Hydrotherapy pool and re-open at Gilbert Hitchcock House

In order to refurbish the Hydrotherapy Pool, BHT would need to invest in a new boiler plant specific to the pool and adapt the current system so that the heating in the building is not running all year round. To secure a longer-term sustainable service, the pool itself would require refurbishment with significant capital investment.

BHT is currently exploring local facilities as an interim measure. If this option is selected as the preferred approach, the interim engagement of local facilities would continue until refurbishment works have been completed.

The advantages of this option would be:

- a fully working and safe hydrotherapy facility for patients providing a longer-term sustainable service

The disadvantages to this option would be:

- the continuing inequity of service for those patients living in the south of the county as they would have to travel north for the service
- impact on other Bedford Hospital capital developments due to the investment requirement
- capital investment cost versus the quality and accessibility of care
- the cost of this option is estimated to be £120k in capital investment and £40k annual running costs.
- this work is estimated to take up to 9 months

Option 2:

Close the Hydrotherapy Pool at Gilbert Hitchcock House offering only land based therapies

This option provides no alternative MSK hydrotherapy provision, however patients would be offered land based therapies provided by Bedford Hospital Physiotherapy Team.

Patients currently receiving MSK hydrotherapy at alternative facilities will continue to receive this treatment until their management plan completes. New patients, however, will not have access to NHS funded hydrotherapy.

Alternative options are available to patients still wishing to proceed with water based therapy but on a privately funded basis. Hydrotherapy pools are available within a short travelling distance as long as the patients have transport and the funds to pay for their treatment sessions.

The advantages of this option would be:

- Bedford Hospital would save the cost of refurbishment (£120k) and the annual running costs (£40k) which could be utilised in other areas within the hospital

The disadvantages to this option would be:

- patients would have no NHS funded hydrotherapy
- patients would have to pay to use alternative pools which would give inequity of therapy for those without funding or transport
- physiotherapists would not be present to go through the exercises with the patients

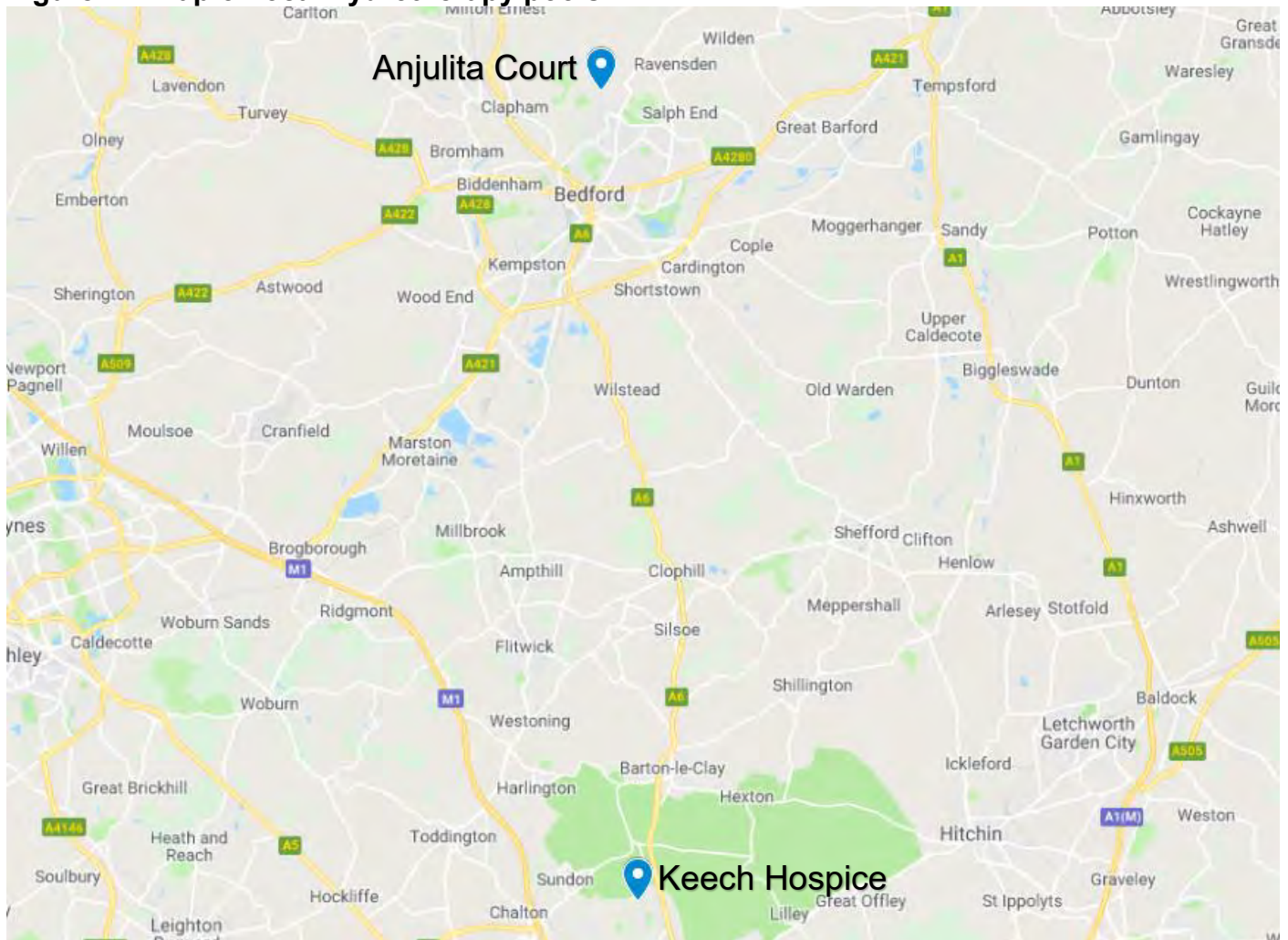
Option 3: Provide Hydrotherapy Services at local facilities on a sessional basis

This would involve Bedford Hospital Trust subcontracting with alternative pools to provide individual and group sessions with a Bedford Hospital physiotherapist.

Six pools have been identified in the local area as suitable to treat patients who would benefit from hydrotherapy. BHT is in discussion with these pools and two pools have confirmed they would have capacity to accommodate the BHT patients. These pools are Anjulita Court and Keech Hospice – see Figure 1 which shows the location of the pools. The addresses for the pools are:

- Anjulita Court, Bramley Way, Bedford, MK41 7GD
- Keech Hospice, Great Bramingham Lane, Streatley, Luton, LU3 3NT

Figure 1 – Map of local hydrotherapy pools



The advantages of this option would be:

- those patients that may benefit from hydrotherapy would still be able to access it in a reliable and safe pool
- depending on the location of the pools, patients may have to travel less distance to access the therapy
- access times may be different to current, which some patients may find more useful
- patient parking at the alternative pools is free (parking charges currently apply at the Gilbert Hitchcock site)
- The service could be more reliable and sustainable than current
- The cost of this option would be no more than the existing hydrotherapy running cost (£40k) at Gilbert Hitchcock House.

The disadvantages of this option would be:

- depending on the location of the pools, patients may have to travel further to access hydrotherapy services
- patients may experience transport difficulties to the alternative pools
- access times to the alternative pools may be different to the times that were previously offered.

Summary of costs

A summary of the costs for each option is included in the table below. Please note that the costs are for the Hydrotherapy pool facility only as the options appraisal assumes no additional costs associated with the Physiotherapy Team:

	Option 1: Refurbish the Hydrotherapy pool and re-open at Gilbert Hitchcock House	Option 2: Close the Hydrotherapy Pool at Gilbert Hitchcock House offering only land based therapies	Option 3: Provide Hydrotherapy Services at local facilities on a sessional basis
Annual running costs	£40,000	£0	£40,000
Refurbishment costs (one-time cost)	£120,000	£0	£0
TOTAL	£160,000 (£40,000 per annum thereafter)	£0	£40,000

What happens next?

We will be holding patient focus groups the week commencing **Monday 19 August**. Patients wishing to attend should contact Denise Faehndrich, Planned Care Commissioning Support Officer on 01525 624 292 or via email denise.faehndrich@nhs.net for further details and to register their interest.

The patient questionnaire is open until **Monday 2 September 2019**.

The outcome from the patient engagement and the review of the available options will be evaluated with a recommendation to both the Bedford Hospital Trust Board and Bedfordshire CCG Governing Body in September 2019.

Once complete, the results of this engagement will be available on the Bedfordshire Clinical Commissioning Group and Bedford Hospital Trust websites

What do you think of the proposed options?

We would like to hear your views on the proposed options for MSK Hydrotherapy Services in Bedfordshire via the questionnaire and focus groups. We would like to understand your experience of MSK Hydrotherapy Services and how you have accessed them in the past and any potential impacts of the proposed options on your ability to access services.

If you have any questions and would like to contact us please email bedsccg.enquiries@nhs.net or call 01525 624275.

END



29 July 2019

Bedfordshire Clinical Commissioning Group
Suite 1
Capability House
Wrest Park
Silsoe
Bedford
MK45 4HR

Tel: 01525 624275
Email: bedscg.enquiries@nhs.net
Website: www.bedfordshireccg.nhs.uk

Dear patient

Re: Bedford Hospital Musculoskeletal (MSK) Hydrotherapy Services

You are receiving this letter because you have received treatment in the last 2 years from The Bedford Hospital Trust, Physiotherapy Service, in particular Musculoskeletal (MSK) hydrotherapy services.

You may be aware that throughout 2018 the Bedford Hospital Hydrotherapy Pool was repeatedly closed due to numerous maintenance issues. This was having an impact on service delivery with patients and external groups having their treatment cancelled, often with no notice, consequently having a negative impact on patient experience.

The decision was taken in November 2018 to temporarily suspend the service whilst options to deliver a reliable service for patients were reviewed. Bedford Hospital Trust (BHT) and Bedfordshire Clinical Commissioning Group (CCG) have been working in partnership to ensure patients continue to receive land based therapy during this time.

BHT and Bedfordshire CCG have undertaken a full review of the available options for the delivery of MSK hydrotherapy services in Bedfordshire and would like to understand the views of patients who are currently receiving MSK hydrotherapy services or have done so in the past.

Enclosed is a patient questionnaire, we would be grateful if you could please complete it and return it to us using the freepost envelope enclosed. We have also enclosed a document outlining in full, the options for future services.

Continued overleaf

We would like to hear your views on the proposed options for MSK hydrotherapy services in Bedfordshire and to understand your experience of hydrotherapy services, including how you have accessed them in the past and any potential impacts of the proposed options on your ability to access services.

We will be holding patient focus groups which will be held the week commencing Monday 19 August. If you would like to attend a focus group, please contact Denise Faehndrich, Planned Care Commissioning Support Officer on 01525 624 292 or via email denise.faehndrich@nhs.net for further details.

Please return this patient questionnaire by **Monday 2 September 2019**.

The outcome from the patient engagement and the review of the available options will be evaluated with a recommendation to both the Bedford Hospital Trust Board and Bedfordshire CCG Governing Body in September 2019.

Once complete the results of the patient engagement will be available on the Bedfordshire Clinical Commissioning Group website.

If you have any questions you can contact us by emailing bedsccg.enquiries@nhs.net or calling 01525 624275.

Kind regards,



Mike Thompson
Chief Operating Officer
Bedfordshire Clinical Commissioning Group



Karen Ward
Chief Operating Officer
Bedford Hospital Trust



Bedfordshire Clinical Commissioning Group
Suite 1
Capability House
Wrest Park
Silsoe
Bedford
MK45 4HR

1 August 2019

Tel: 01525 624275
Email: bedscg.enquiries@nhs.net
Website: www.bedfordshireccg.nhs.uk

Dear Colleague,

Re: Bedford Hospital Hydrotherapy Services

You may be aware that throughout 2018 the Bedford Hospital Hydrotherapy pool was repeatedly closed due to numerous maintenance issues. This was having an impact on service delivery with patients and external groups having their treatment cancelled, often with no notice, consequently having a negative impact on patient experience.

The decision was taken in November 2018 to temporarily suspend the service whilst options to deliver a reliable service for patients were reviewed. Bedford Hospital Trust (BHT) and Bedfordshire CCG have been working in partnership to ensure patients continue to receive land based therapy during this time.

Bedford Hospital Trust (BHT) and Bedfordshire Clinical Commissioning Group (CCG) have undertaken a full review of the available options for the delivery of MSK hydrotherapy services in Bedfordshire and will conduct patient engagement from 29 July 2019 to 2 September 2019. We have identified three options on which we would like to understand patients' views and any potential impacts of access to services. We would like the opportunity to meet with you to discuss the options and discuss how you feel patients that your organisations represent will be affected.

The targeted patient engagement will include contacting patients who have accessed MSK Hydrotherapy Services with Bedford Hospital Trust in the past 2 years and meeting with the BHT Physiotherapy Team to capture their views.

We have published an engagement document outlining in full the options for future services and created a questionnaire to capture patient views. The document and questionnaire have been mailed directly to patients by Bedford Hospital Trust.

The patient questionnaire is open until 2 September 2019. We are also holding patient focus groups; patients have been asked to contact a member of Bedfordshire CCG's Programme Team if they would like to attend.

The outcome from the patient engagement and the review of the available options will be evaluated with a recommendation to both the Bedford Hospital Trust Board and Bedfordshire CCG Governing Body in September 2019.

Once complete the results of the patient engagement will be available on the Bedfordshire CCG website.

We would like to invite you to meet with the Bedfordshire CCG Commissioning Team and Bedford Hospital Trust to discuss the delivery of Hydrotherapy Services, please can you contact Denise Faehndrich, Planned care Commissioning Support Office on **01525 624 292** or via email **denise.faehndrich@nhs.net** .

Kind regards,

pp 

Mike Thompson
Chief Operating Officer
Bedfordshire Clinical Commissioning Group



Karen Ward
Chief Operating Officer
Bedford Hospital Trust

Appendix E - Hydrotherapy Support Groups

Hydrotherapy Support Groups	
Name of Group	Condition Supported
Arthritis Care Rushden and Higham branch	Arthritis (general) / Osteoarthritis
NASS (National Ankylosing Spondylitis Society)	Axial spondyloarthritis (axial SpA) / Ankylosing spondylitis (AS)
Fibromyalgia Association UK	Fibromyalgia
Fibro Friends Bedford	Fibromyalgia
Chartered Society of Physiotherapy	
Versus Arthritis	
ARM (Arthritis and Musculoskeletal Alliance)	
Arthritis Action	
NRAS (National Rheumatoid arthritis Society)	
EDS (Ehlers-Danlos Support UK)	
Groups previously using the pool	
Water Babies	
Waterwise	Contacted the Waterwise who confirmed the group has ceased.
Infant Aquatics	



Bedfordshire Clinical Commissioning Group
Suite 1
Capability House
Wrest Park
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Bedford
MK45 4HR

1 August 2019

Tel: 01525 624275
Email: bedscg.enquiries@nhs.net
Website: www.bedfordshireccg.nhs.uk

Dear Colleague,

Re: Bedford Hospital Hydrotherapy Services

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The decision was taken in November 2018 to temporarily suspend the service whilst options to deliver a reliable service for patients were reviewed. Bedford Hospital Trust (BHT) and Bedfordshire CCG have been working in partnership to ensure patients continue to receive land based therapy during this time.

Bedford Hospital Trust (BHT) and Bedfordshire Clinical Commissioning Group (CCG) have undertaken a full review of the available options for the delivery of MSK hydrotherapy services in Bedfordshire and will conduct patient engagement from 29 July 2019 to 2 September 2019. We have identified three options on which we would like to understand patients' views and any potential impacts of access to services.

The targeted engagement will include contacting patients who have accessed MSK hydrotherapy services with Bedford Hospital Trust in the past 2 years and meeting with the BHT Physiotherapy Team to capture their views and with local voluntary organisations.

We have published an engagement document outlining in full the options for future services and created a questionnaire to capture patient views. The document and questionnaire have been posted directly to patients by Bedford Hospital Trust.

**Bedfordshire Clinical Commissioning Group
Bedford Hospital NHS Trust**

The patient questionnaire is open until 2 September 2019. We are also holding patient focus groups; patients have been asked to contact a member of Bedfordshire CCG's Programme Team if they would like to attend.

The outcome from the patient engagement and the review of the available options will be evaluated with a recommendation to both the Bedford Hospital Trust Board and Bedfordshire CCG Governing Body in September 2019.

Once complete the results of the patient engagement will be available on the Bedfordshire Clinical Commissioning Group website.

Kind regards,

pp 

Mike Thompson
Chief Operating Officer
Bedfordshire Clinical Commissioning Group



Karen Ward
Chief Operating Officer
Bedford Hospital Trust

Stakeholder List Hydrotherapy Pool	
Stakeholder type	Organisation name
MP	MP for South West Bedfordshire
MP	MP for North East Bedfordshire
MP	MP for Bedford and Kempston
MP	MP for Mid Bedfordshire
Local Councillors	All CBC and BBC Councillors
OSC Members	Bedford Borough Council
OSC Members	Central Bedfordshire Council
Local Authority	
Bedford Borough Council	Portfolio holder - public health
Bedford Borough Council	Chief Executive Bedford Borough
Bedford Borough Council	Director of Adult Services
Bedford Borough Council	Director of Childrens Sevices
Bedford Borough Council	Director of Public Health
Bedford Borough Council	Dave Hodgson, Mayor
Central Bedfordshire Council	Chief Executive
Central Bedfordshire Council	Director Adult Social Care Svcs
Central Bedfordshire Council	Director Children's Services
Central Bedfordshire Council	Executive Member for Health & Wellbeing and Communities
Healthwatch	Healthwatch Bedford Borough
Healthwatch	Healthwatch Central Bedfordshire
Providers	
Circle MSK Bedfordshire	Director of Integrated Care Operations
Circle MSK Bedfordshire	Lead ESP / Clinical Lead Bedfordshire MSK Service
East of England Ambulance NHS Trust	Director of Communications & Engagement

Hydrotherapy Focus Group

Date: 19 August 2019

Attendees: 7 patients

General comments made about the current situation and the engagement documents.

Health and Safety Issues raised around pool at Gilbert Hitchcock House

- Vulnerability of clientele
- Balance of patients
- Lack of changing facilities/privacy
- Lack of falls prevention

When talking about £120 refurbishment – what does that look like?

What would the refurbished pool look like would there be improvements to the changing facilities?

How can costings of the refurbishment be offset?

Is it possible to extend the hours so the pool is used more?

Actual and potential income from private bookings, has this been considered in costings?

Is the payment from private physio sessions included in the 40k stated in the document? Or does the income get accounted for somewhere else?

What does the 40k cover in Option 1?

Engagement Documents – General comments

Feel that studies of land vs hydro identifying patient outcomes is missing from the document.

There is no mention of the impact of falls and falls prevention – has this patient group been considered?

The option of hydrotherapy is not well known within primary care so they are not promoting the facility to patients.

Those who have had joint replacement benefit greatly from hydro – has this patient group been considered?

Information and data is lacking from the engagement document

It was added that in 2016 – 157 patients paid 23,500k for private sessions (not including waterwise)

In the patient's opinion hydrotherapy has greater impact on patient's vs land based therapy.

When patients' access hydrotherapy at private pools there is no physio present and sometimes no hoists, when accessing NHS hydrotherapy session the physiotherapist wanted to know if you are well enough to get into pool. This patient has no particular issue with other pools but not felt there is not the staffing or appropriate physical facility to offer effective hydrotherapy sessions.

Need to go back further in the date to understand fully how many people have been referred.

What data is available over the long-term, how far back does the data go?

Patients experience of accessing Hydrotherapy since the pool at GHH has been closed.

Having to have to travel to London (Stanmore) for physio and hydro due to lack of availability of physios to work with patients at Keech Hospice and MS Centre.

At a local public pool, staff were not trained on use of hoist – so did not feel comfortable in using the pool.

Patients tried to use other hydro pools and have been having issues with access.

Consideration needs to be given to male/female sessions

Benefits reaped from hydro following knee replacement has been using hydro at Thurleigh.

Accessing public pools to do physio exercises can be difficult – mixing with other users/lane rage

For hydro a step within the pool is often required which is not always available in public pools.

Private access to Hydrotherapy following the NHS sessions

The group recognised that some physios do not promote hydro and value land based exercises equally

After 6 NHS sessions patients given a list of exercises and many go on to pay privately for further sessions and/or physio review (£45 per). Patients had been paying £8 per hour for group sessions with 5 max in the pool. During these sessions a physiotherapist was in the pool with them but were on site. The session is a group of people doing their own exercises but in pool at same time.

Referral System

When you have completed your hydro sessions you do then not have access to land based therapy without going back through the referral system. This needs to be reviewed so you do not have gaps in treatment which can delay recovery whilst you are waiting for referrals. Either for additional hydro or land based physio.

Service is not seamless and the gaps in service mean that patients can regress – i.e. 4 week gap from referral to being actioned.

If hospital physio say you need physio why is it reassessed by circle?

Systems need to be more integrated.

Option 1 - refurbish the Hydrotherapy pool and re-open at Gilbert Hitchcock House

The group identified issues with the current set-up at GHH but Option 1 is a preferred option to the group.

The pool at GHH is near to where many patients live and the group felt it was accessible.

The group felt that the hydrotherapy services fits into the system with other contracted services all be based at the same location.

The hydrotherapy service is visible to patients that are accessing MSK services in the shared waiting room

The service needs also to be something that patients can refer to once they have finished their NHS 6 sessions

The group were informed it could take 1-2yrs to refurbish the pool at GHH as the pool would have to go through designs/business case/procurement stages.

Thought hydrotherapy should be part of integrated wellbeing services

The group asked what is the cost of decommissioning the pool? And felt this cost would need to be factored into the costings to give a true reflection of the costs.

Currently willing to pay for services if not available would go back via the GP and would become NHS patient again.

Could the pool once refurbished not be advertised to private business for them to commercialise

Extended hours should be considered as an option of bringing more income to the pool to cover costs

A question was put to the group, If the pool could take up to 2yrs to refurbish, does it matter if it is GHH pool or Anjulita Court/Keech Hospice that provide hydrotherapy services?

The group commented that it is not such an issue if post-surgery patients have acute need, but if it is chronic and they need to access private sessions will it work at Anjulita court? What options are open? The group had concerns around availability/longevity of availability if the pool was not controlled by the NHS.

Option 2 – Close the Hydrotherapy Pool at Gilbert Hitchcock House offering only land based therapies

The group did not consider this to be an option.

This is what is currently available with the closure of the GGH pool, the group felt this was not in the patient's interest.

No one in the group has received hydro through the NHS whilst the pool has been temporarily closed.

Some of the group had accessed private sessions at Twinwoods and Flitwick Pool to continue exercises and one patient had joined a Nuffield Health Study.

The group mentioned it was hard to find physiotherapists to work with as they are all contracted to specific providers.

Members of the group had done extensive research into alternative hydrotherapy options and found a number of pools were available for animals and would have happily paid £25 if were allowed in the 'pet pool'

The group did not think that the cost of people who are paying for their own hydro and would re-enter the NHS system if it continued to not be available had been considered. This is in addition to the increased cost of medications to the NHS as the group commented that their use of pain relief would increase as a result of hydrotherapy not being an option for their treatment.

It was commented that the current situation is that Circle MSK operate a telephone triage to assess needs and describe exercises, how are patients expected to take instruction on exercises over the phone?

Option 3 - Provide Hydrotherapy Services at local facilities on a sessional basis

The group felt that they would need more information before feeling comfortable with this option for example how clean are the pools, what is the poolside access like, what will the changing room facilities be, will there be a physiotherapist available on site, what is the size/depth of the pools.

Need to be able to continue with hydro paid for option following the six free sessions in group sessions and individual sessions.

This option is an unknown – patients want to ensure there is space for individual and group sessions.

What is the size of pool? Will there be the same amount of sessions available?

What would the waiting time be to get sessions at Anjulita Court?

Why not work with local pools so they can offer hydro private or group sessions.

What would be the cost of private sessions at the pool – would this be similar to the price paid for private sessions at GHH?

Will go back to GP to get new referral whilst being willing and able to pay if hydrotherapy is not available privately at the pools as the NHS referral will be the only way to access sessions.

General comments regarding the closure of GHH

What has the cost of refurb over the last few years been at GHH?

Broken tile so closed, then reopened and then closed again, had previously been opened with broken tile, just cordoned off.

If the pool was unsafe because of the chemicals why were we allowed in a day before it was closed?

Not closed too many times so don't see why it has been closed since November 2018

If issues were known then why was pre-notice of closure not given?

The group felt that a range of options that have not been considered on how to make the facility work.

The group felt that the impact of hydrotherapy intervention and the long-term cost/benefit to the NHS needs to be analysed.

Hydrotherapy does not need be for just MSK patients, there is the opportunity to expand the facility for neurology patients and maternity patients.

Could BHT charity not fund the refurbishment and then review the business case

An option by a company called 'endless pools' was suggested who provide a hydrotherapy pool for 20k including maintenance

Would it be possible to partner with local leisure services?

Is there an opportunity to work with centre parks to use their facilities?

Additional Comments

More worried about time it will take to refurbish

Look at it as acute and palliative care worried that Long Term Conditions would be excluded from the criteria.

Without services those with Long Term Conditions cannot continue to work and contribute

Can see the refurbishment not going ahead.

Will not be able to go back to Anjulita Court as will not meet criteria

If it is decided that the GHH pool is not financially the way to go – what will it be used for?

One suggestion was that the BHT charities to raise funds and get it up and running and then get income from private sessions.

Need to look realistically at other options which is not the case at all trusts

Patients would like to see integrated solution, this seems to be beyond current services to achieve.

What about other large charities Masons/Harpur Trust to also help raise funds

Is it possible to have working party to look at this project that used could be part of and chaired by a local charity to do work with private providers

Patients were willing to visit Anjulita Court to consider its suitability for their needs.

Hydrotherapy Focus Group

Date: 21 August 2019

Attendees: 4 patients

Experience of Hydrotherapy at Gilbert Hitchcock House and conditions treated via hydrotherapy

Multiple conditions including arthritis fibromyalgia, was self-funding but since closure has gone back to NHS physiotherapy service.

Found Hydrotherapy very beneficial to health and mobility.

Would like it to continue perhaps this could be through a different funding model. Could private sessions help to fund the pool for all that need it.

After physiotherapy under NHS was put forward for the NHS hydrotherapy, following the completion of when NHS sessions complete paid to use it privately for over a year and went from strength to strength.

Found hydrotherapy to be a huge benefit physically and mentally.

Paid £8 paid with free parking for group sessions - would have been willing to pay more.

How many of the group used Gilbert Hitchcock House pool privately?

Since closure of Gilbert Hitchcock House pay for physio and yoga tailored but feel mobility has decreased to pain that I have been referred back into the MSK system.

Have been given a list of alternative pools but they are not suitable for the exercises and the temperature is not right for effective hydrotherapy

When Keech was contacted by patients they said the hospice pool was only available to hospice patients.

The group wanted to know if Anjulita Court accept private patients?

Patients with Ankylosing spondylitis (AS) had an unofficial group that tried to hire pool space, used to go to waterwise held at St Johns Pool.

Following an annual review was provided with NHS hydrotherapy sessions since then have been using the pool privately. Until closure and now have gone back into the MSK referral system.

Can do movements/ exercises in a hydrotherapy pool that are impossible on land.

An important part of the group exercises session was the Wellbeing/group element and the 'peer support' that was provided by the group who have a similar condition.

Another patient with Ankylosing Spondylitis (AS) completed the 6 NHS sessions and then went privately was paying between £45-50 (1/2 hr session) each month privately for a one to one session with a physiotherapist. Patient has had two hip replacements and used pool for rehab for 1st hip (pool was closed at the time of the 2nd replacement).

When accessing hydrotherapy you have a 30 minute session whereas land based therapy is 10 minutes.

Felt benefits to mental and physical health through hydrotherapy which are linked.

Hydrotherapy enabled floating relaxation exercises which provides the closest the patient can be to pain which has not been possible since closure of the Gilbert Hitchcock House Pool. There is no real hydrotherapy pool alternative due to the temperature, size of the facility and not being with a physiotherapist. Without a physiotherapist would be concerned that doing you may not be doing the exercises 'correctly' which is a safety issue.

Option 1 - refurbish the Hydrotherapy pool and re-open at Gilbert Hitchcock House

Need to consider other funding models ie) charity funding to cover refurb costs

NASS has said they would support.

How about Lottery funding

Advertise the pool as an option, as many not aware it is available.

Extend private sessions and re-invest the income into the facility.

Contact local sports clubs to see if they would use the pool rehabilitation treatment, exercises etc

Turn it into a revenue stream for the hospital.

Felt the document was weighted to the negatives of this option.

If the pool goes goes it will not come back.

NHS should not rely on charities / private organisation to provide services that NHS should provide.

Closing the pool is a false economy when you consider the return to land based/increase in pain relief required by those who benefit from hydrotherapy.

The hydrotherapy pool is preventative and stops patients going back into other services.

Gilbert Hitchcock House is in a good geographical position

Car parking is available and is convenient

Pool would be a good addition to a proposed hub, that has been talked about for the site.

Market the private facility more, was not promoted widely enough.

Charge more for private patients.

Gilbert Hitchcock House is a good location for bus transport.

Hydro has benefits for so many conditions

The Hydrotherapy pool keeps patients out of the NHS through self-management.

Option 2

To close it is a waste of resources and it would never be re-opened.

Hydrotherapy is recommended by physiotherapists, physical benefits reaped by everyone in the focus group.

Been able through hydro to stave off steroid injections and possible surgery

Land based doesn't work for all as it puts pressure on joints.

Exercise twice a day but does not reap the benefits of hydrotherapy for my condition.

Because rheumatology services / department has decreased at Bedford Hospital it is likely that not as many patients are being referred to hydrotherapy.

Why not refurbish the pool but also free up physiotherapists to work at other pools in the local area? This could be a possible Option 4.

Option 3

How much capacity do the alternative pools have?

We need to understand the number of private patients using hydro.

Nb. Services were never marketed so need to factor in that there may be a potential increase in private patients.

Need reassurance that the pools can meet the need of NHS and private patients

A risk that private pools will decide to close and then there is no provision. For this reason BHS services should not be reliant on charities or outside companies to provide NHS services.

Some private pools don't have the resistance jets that are a benefit of the hydro pool at Bedford Hospital.

Will Anjulita Court take private patients? Twinwoods pool is too small for a lot of hydrotherapy exercises.

General comments

Patients in the group had experiences very low incidence of cancellations of their hydrotherapy sessions.

How many documented closures have there been?

The attitude of Bedford Hospital has been close it, save money.

The operating model would need to be reviewed, to ensure full utilisation there could be group sessions in the evenings ie) AS group sessions.

Tried to access hydrotherapy since closure of the pool at Gilbert Hitchcock House and was not able to.

Showers did not always work at the pool, fix the water handling system, get it working and then gradually refurbish.

Need to think of the pool as a community facility and raise awareness of the facility.

How often do you feel you need to access Hydrotherapy to feel the benefits?

One session a week would reap the benefits for a week and enable other exercise like walking for ½ hr versus only being able to walk a short way. Hydrotherapy helped to maintain muscle strength.

One session a week is good, since the closure have had to increase pain relief and am now back in the NHS system in the pain clinic. Have experienced a gradual decline in mobility after recent hip operation was only offered land based physiotherapy.

Hydrotherapy Focus Group

Date: 22 August 2019

Attendees: 9 Bedford Hospital Physiotherapists

General Comments regarding lack of Hydrotherapy provision

There is a long term impact on the Ankylosing Spondylitis (AS) review service, the hydrotherapy pool is a good preventative measure and with the lack of hydrotherapy provision increases the number of patient's required additional interventions and medication.

Had been in discussion with Luton and Dunstable Hospital with their Rheumatology department to look at their patients accessing the pool for treatment.

The sudden closure of the pool has had a direct impact on patients and staff that work in the service and have had to field patient questions and concerns.

There has been an impact on the caseload and wait times for patients to receive physiotherapy treatment.

Hydrotherapy could be used initially with patients to help them to a point that they would then benefit from land based therapy. Without the initial hydrotherapy input it slows down their overall recovery.

We have had patients with mild / moderate osteoarthritis who are not suitable for surgery but benefit from hydrotherapy.

There is the possibility to develop rehabilitation services for fragility fractures.

Since the closure we have had patients back with referrals for many individual joint problems which would have been dealt with via hydrotherapy.

The cost of biologics needs to be considered especially for patients with AS, the cost of this increases massively without hydrotherapy.

Patients also benefit from peer group support in group sessions.

The size of the pool and depth of the water together with the temperature is important as it allows for a full range of exercises to be undertaken, using all possible methods to help patients.

There was demand for the pool up until the closure indeed, the communication of the closure came whilst there were patients in the pool.

There are a number of examples across the country where different models are being used to run hydrotherapy pools to ensure they are full utilised and it is possible to make them self funding.

The Pool at Gilbert Hitchcock House could be standalone unit, with a separate entrance and could be self-sufficient.

Providing 17 hours of capacity is an issue at Anjulita Court.

Consideration of Option 3 – Provide hydrotherapy services at local facilities on a sessional basis

All staff would need to receive evacuation training for the off-site pools.

At Gilbert Hitchcock, because of the co-location with the wider physiotherapy team staffing can be more flexible across the two services.

Physiotherapists would need to arrive 15/20 minutes early at an off-site pool to deliver a patient session to ensure temperature and chemical levels to ensure patient safety. Realistically if using Keech Hospice it would take a therapist 4 hours to deliver 2hrs of treatment in the pool when taking into account the set-up and travel time.

The size / capacity of the alternative pools reduces the number of patients that would be referred into receive hydrotherapy. Anjulita court would not be large enough for group sessions.

Not having hydrotherapy available has increased the waiting list for land based therapy.

THE FUTURE

We had great plans!

With the prevention and management of Fragility Fractures being identified by the government as an area needing to be addressed, we were planning a rehabilitation group for Osteoporotic patients. It had been designed and was about to be implemented with the support of the fracture liaison service at the hospital.

With the merger with Luton and Dunstable we had created links with their rheumatology service. Marian Chan (consultant rheumatologist) at the L and D had expressed a huge interest in transferring patients over from Luton to use our pool. The effective use of hydrotherapy has been reported on at many of the East of England Rheumatology conferences with huge support and demand.

Our pool, as it stands is a fantastic service and could be run as a separate unit should a decision regarding the future of the building at GHH be made. The pool could be rented out to many private providers both within the physiotherapy sector and 'baby' aquatic sector.

The running of the pool could be carried out by the physiotherapy department itself and not involve a maintenance contract. Many hydrotherapy pools are run this way, with the physiotherapists maintaining the chemical levels themselves following the attendance of a pool maintenance course.

Refurbishment – When you compare our pool to those offering NHS hydrotherapy, it far outshone many pools. The plant room was running very well, the tiles had JUST been replaced and we were able to offer separate shower and changing facilities.

Things that could be improved –

A deep clean of the tiles and a purchase of a professional electric tile cleaner

A freshen up of the paint on the walls.

New showers for the patients

Repair of the hoist system – one part needs to be purchased in order for the hoist to run again.

Other than that our service was amazing. Milton Keynes had a multi million pound refurbishment and our opinion is that Bedford's pool still outshines a newly refurbished pool.

WE had a very unique service – with a little support we could turn our service into something very special.

Where we were

We had a very unique, well run, effective service which was treating hundreds of patients with many different musculoskeletal issues.

These included Rheumatology, hip and knee pain, back pain, post operative rehabilitation and some amputee rehab.

We were the only pool accepting NHS referrals in the county.

As far as we were aware the only issues relating to the pool 'needing to be closed' were relatively easy to rectify and can occur with any Hydrotherapy pool, not necessarily related to the age of the pool.

Issue1: a 'bug' in the pool water – a normal issue. Needing the pool to be shock chlorinated, back washed and retested a number of times for clear results.

Issue2: Altered chlorine levels - shock chlorination to be carried out

Issue 3: Hydrotech altering a probe which turned out to be faulty – giving false readings. AS the pool is self chlorinated this is an essential probe that when faulty would see the pool out of action for some time as technicians need to be called back to correct.

Our private service was developing extremely well. We had gone from 2 sessions a week to 10 sessions a week. And offered up to 5 hours of private 1:1 sessions a week. We had great plans to progress the service further but never got the chance !

One issue that seems to have been missed is that we have 'specialist' physiotherapist trained in hydrotherapy rehab at Masters Level. WE were able to offer a very specialised service.

With the early diagnosis of Rheumatology conditions we were able to treat rheumatology patients early and prevent/ delay the need for them to go onto very expensive medication. One of the physiotherapists was carrying out a piece of research looking into the effectiveness of hydrotherapy with rheumatology patients. Bath indices scores were looked at pre and post hydrotherapy and showing very positive results. Patient satisfaction was extremely high, Vas scores were reducing and patients function improving. Thus over time would lead to a HUGE cost saving for the NHS with Rheumatology medication (biologics) costing between £5-10,000 a year per patient. The results were proving that hydrotherapy was able to prevent/delay the need for costly medication.

We were treating patients in groups and on a 1:1 basis.

Karen Ward
Chief Operating Officer
Bedford Hospital NHS Trust
South Wing
Kempston Road
BEDFORD
MK42 9DJ

24 July 2019

Dear Ms Ward

I am writing on behalf of the National Ankylosing Spondylitis Society (NASS) regarding the closure of the hydrotherapy pool at Gilbert Hitchcock House, Bedford Hospital. As you will probably be aware, NASS has been actively opposed to the closure since we were first informed by our members in December 2018.

Jill Hamilton, Professional Engagement Manager at NASS, attended the Bedford Council Health Overview Scrutiny Committee meeting on 8 July and has reported back to me that several points from the report produced by Bedford CCG and Bedford NHS Trusts were strongly disputed. It was also reported that a consultation period will be taking place from 22 July to 30 August 2019.

I would be grateful if you could confirm that NASS will be one of the stakeholders invited to the focus groups and stakeholder meetings as listed in the engagement plan.

I also seek assurance on the following points

1. All potential service users will be regarded as stakeholders and the general public will be given the opportunity to respond to the consultation as is best practice.
2. All service users from the past two years will be contacted to attend a focus group. The report states this but at the Scrutiny committee meeting, patients from the last 6 – 8 months were mentioned. As the pool has been closed for 8 months that would mean nobody is invited.
3. In the interests of inclusion participants should not be 'hand-picked' by the trust. Participants should include those who have paid to use the pool privately.
4. The costs of refurbishing the pool versus the costs of using private facilities is made publicly available.

5. The private pools in the area have been properly vetted and that they have availability to treat the 400+ patients who potentially use the pool at Gilbert Hitchcock House on an annual basis.
6. That staffing resources are sufficient to move hydrotherapy services, and the physiotherapists that provide this, off site to treat the 400+ potential patients.

I look forward to your early reply and to receiving an invite to meet with you during the course of the consultation. You may respond to this letter via email to dalewebb@nass.co.uk and jill@nass.co.uk.

Yours sincerely



Dr Dale Webb
CEO

CC Mike Thompson, Chief Operating Officer, Bedfordshire CCG
Jane Meggitt, Director of Communications, Patient and Public Engagement, Bedfordshire CCG



Bedfordshire Clinical Commissioning Group
Suite 1
Capability House
Wrest Park
Silsoe
Bedford
MK45 4HR

08 August 2019

Tel: 01525 624275
Email: bedscg.enquiries@nhs.net
Website: www.bedfordshireccg.nhs.uk

Dear Dr Dale Webb,

Re: Bedford Hospital Hydrotherapy Services

Thank you for your letter dated 24 July 2019. As you will be aware, throughout 2018 the Bedford Hospital Hydrotherapy Pool was repeatedly closed due to numerous maintenance issues. This was having an impact on service delivery with patients and external groups having their treatment cancelled, often with no notice, consequently having a negative impact on patient experience.

The decision was taken in November 2018 to temporarily suspend the service whilst options to deliver a reliable service for patients were reviewed. Bedford Hospital Trust (BHT) and Bedfordshire CCG have been working in partnership to ensure patients continue to receive land based therapy during this time.

Bedford Hospital Trust (BHT) and Bedfordshire Clinical Commissioning Group (CCG) have undertaken a full review of the available options for the delivery of MSK hydrotherapy services in Bedfordshire and have identified three options on which we would like to understand patients' and stakeholder views and any potential impacts of access to services.

The targeted engagement, the scope of which we agreed with the local councils' Overview and Scrutiny Committees in public meetings, will include contacting patients who have accessed MSK hydrotherapy services with Bedford Hospital Trust in the past 2 years. In addition we will be meeting with the BHT Physiotherapy Team to capture their views and with local voluntary and support organisations. The dates of the patient and stakeholder engagement activity has been amended to run from 29 July 2019 to 2 September 2019.

We would like to invite you to meet with us as part of the engagement on Bedford Hospital Hydrotherapy Services. At the meeting we can discuss in detail your thoughts on the proposed options however I would like to provide some initial feedback on some of the points you have raised in your letter.

**Bedfordshire Clinical Commissioning Group
Bedford Hospital NHS Trust**

All those that have used the hydrotherapy service in the past 2 years have been written to asking them to complete a patient survey and have been given the opportunity to attend a focus group session. We anticipate that the focus groups will be made up of a mixture of those who have received NHS funded treatment and those that have paid for private sessions. The attendance at the focus groups will not be influenced by either the Trust or the CCG.

The costs of the three options have been made clear in the engagement document shared with patients. I enclose copies of the engagement document, patient letter and patient questionnaire for your information.

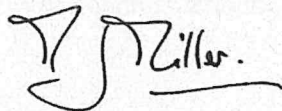
The two pools identified as alternative provision have confirmed that there is capacity to provide the same level of service and there is sufficient staffing to move hydrotherapy services, if this is the chosen option.

Please can we ask you to contact Denise Faehndrich, Planned Care Commissioning Support Office on **01525 624 292** or via email **denise.faehndrich@nhs.net** to agree a convenient time to meet with the Bedfordshire CCG Commissioning Team and Bedford Hospital Trust.

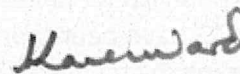
The outcome from the patient and stakeholder engagement and the review of the available options will be evaluated with a recommendation to both the Bedford Hospital Trust Board and Bedfordshire CCG Governing Body in September 2019.

Kind regards,

pp



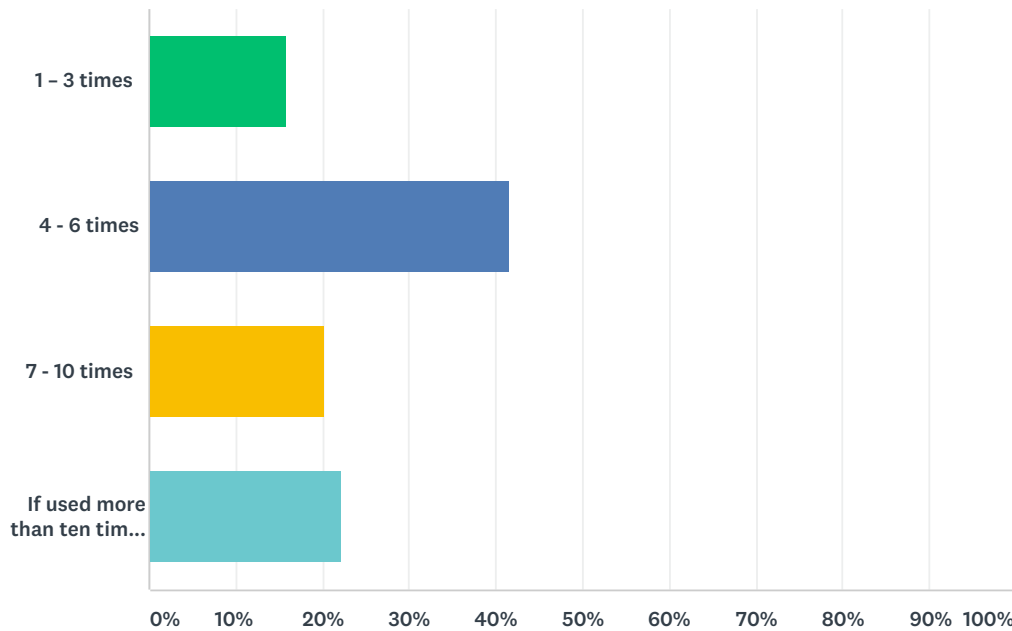
Mike Thompson
Chief Operating Officer
Bedfordshire Clinical Commissioning Group



Karen Ward
Chief Operating Officer
Bedford Hospital Trust

Q4 How often have you used the Hydrotherapy Pool at Gilbert Hitchcock House in the past 2 years?

Answered: 207 Skipped: 14



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
TOTAL	207

#	IF USED MORE THAN TEN TIMES, PLEASE TELL US HOW MANY TIMES	DATE
1	24	9/2/2019 3:32 PM
2	50 in 1 yr	8/30/2019 12:36 PM
3	every week (when available) for 12 months prior to closure, so difficult to say how many times.	8/30/2019 12:03 PM
4	57	8/30/2019 11:14 AM
5	6 referred approx 20 paid for	8/29/2019 5:54 PM
6	16	8/29/2019 11:56 AM
7	every week for 18 months	8/29/2019 11:25 AM
8	25+	8/28/2019 4:06 PM
9	12	8/23/2019 11:09 AM
10	40	8/19/2019 1:01 PM
11	50+	8/16/2019 5:49 PM
12	12	8/16/2019 5:13 PM

13	weekly from about late summer/autumn 2017 until closure	8/16/2019 1:18 PM
14	100 times	8/16/2019 11:40 AM
15	20+	8/13/2019 6:07 PM
16	50+	8/13/2019 5:41 PM
17	15	8/13/2019 5:30 PM
18	weekly sessions for past 4 years approximately	8/13/2019 10:29 AM
19	14, 10 paid for privately	8/12/2019 5:40 PM
20	10+	8/12/2019 5:35 PM
21	30	8/12/2019 3:32 PM
22	100+	8/12/2019 3:26 PM
23	weekly over past 2 years	8/12/2019 2:51 PM
24	70	8/12/2019 12:26 PM
25	12	8/12/2019 10:40 AM
26	30	8/12/2019 10:34 AM
27	12	8/9/2019 5:38 PM
28	60	8/9/2019 5:16 PM
29	50	8/9/2019 4:51 PM
30	NONE	8/8/2019 5:42 PM
31	Twice a week since Aug 18	8/8/2019 5:33 PM
32	20	8/8/2019 5:25 PM
33	30+	8/8/2019 4:38 PM
34	20	8/8/2019 3:26 PM
35	72	8/8/2019 3:18 PM
36	60	8/8/2019 3:16 PM
37	35	8/8/2019 3:10 PM
38	30	8/8/2019 2:49 PM
39	12	8/8/2019 1:49 PM
40	12	8/8/2019 1:46 PM
41	weekly	8/8/2019 1:42 PM
42	28	8/8/2019 1:00 PM
43	15 ish	8/8/2019 12:58 PM
44	14 I think	8/8/2019 12:36 PM
45	Weekly (approx) from spring-autumn 2018	8/8/2019 12:05 PM
46	18	8/8/2019 11:52 AM

Q6 Please tell us how many sessions you have completed privately and where they were held

Answered: 74 Skipped: 147

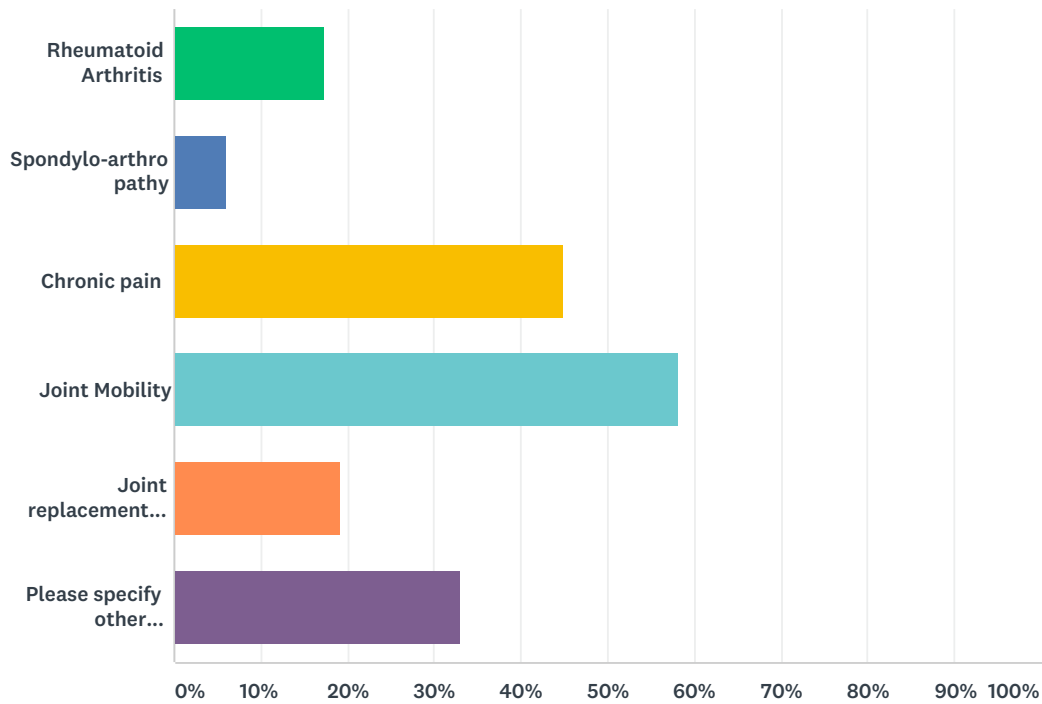
#	RESPONSES	DATE
1	I have been attending since May 2017 initially as an NHS patient, then privately including a private 1:1 assessment with the physio. Only missed weeks the pool was closed or if I had an acute infection. Total attendances >100 @ 1 week or 2 week. Would have used it more often if extended opening hours/slots were available	9/9/2019 3:49 PM
2	treatment finished as the pool closed.used the pool 4-6 times but then my treatment was stopped which is unfortunate as it was helping me greatly.	9/3/2019 2:46 PM
3	N/A	9/3/2019 2:25 PM
4	N/A I have not used it as I have incontinence	9/2/2019 5:50 PM
5	I have completed 23 sessions privately. Bedford Hospital Gilbert Hitchcock House	9/2/2019 3:45 PM
6	19 privately, North Wing Bedford	9/2/2019 3:32 PM
7	I used the hydrotherapy pool about 3 times following NHS sessions	8/30/2019 1:21 PM
8	Pool was closed therefore treatment discontinued.	8/30/2019 12:42 PM
9	Forced to use Kempston pool (due to closure of Bedford Hospital Hydrotherapy pool) twice a week in cold water to try to do my physio exercises. I am at risk of being pushed or touched and my muscles tense up straight away. chiropractor once a fortnight - Bromham. Last used the pool in November 2018 the day before it closed.	8/30/2019 12:36 PM
10	I now attend Chi Kung classes on a Thursday and have done since the closure of hydrotherapy, held at Gilbert Hitchcock House. This was suggested as an alternative. Although very enjoyable and somewhat helpful and will continue to go indefinitely does not have the same benefits as hydrotherapy.	8/30/2019 12:03 PM
11	never used the pool	8/30/2019 11:23 AM
12	Last used pool on Thurs 13th April 2017	8/30/2019 11:18 AM
13	Head to Toe Physio, Arlesey x 2 sessions as of 12/8/19 additional physiotherapy. Tried to access the pool at Gilbert Hitchcock for private sessions but was repeatedly cancelled.	8/30/2019 10:46 AM
14	NONE	8/29/2019 5:52 PM
15	I never had NHS funded and was told I had to pay privately. Can't remember but quite a few over a year I think at Gilbert Hitchcock.	8/29/2019 5:03 PM
16	Should have been more than 1-3 times but the pool closed. Couldn't finish treatment, pool closed!	8/29/2019 4:29 PM
17	My treatment was stopped due to closure of the pool.	8/29/2019 12:21 PM
18	after individual sessions + 6 sessions with therapy	8/29/2019 11:56 AM
19	none	8/29/2019 11:48 AM
20	None	8/29/2019 11:18 AM
21	N/A	8/29/2019 11:13 AM
22	Towers Health Club [REDACTED]	8/23/2019 11:05 AM
23	I was having private hydrotherapy. I have As i was having a hydrotherapy session every 4-6 weeks. I had been recovery treatment for 3 years.	8/19/2019 1:34 PM
24	approx 32 sessions of group hydro at Gilbert Hitchcock House	8/19/2019 1:01 PM
25	I see a chiropractor every 6 weeks.	8/19/2019 12:44 PM
26	one to one sessions. Had around 12	8/19/2019 10:50 AM

27	1 session per week via waterwise group	8/16/2019 5:49 PM
28	sessions went on for 6 months	8/16/2019 5:36 PM
29	None.	8/16/2019 5:34 PM
30	Nat sure about ie times in Gilbert Hitchcock House	8/16/2019 3:39 PM
31	Difficult to feedback. Following 4/6 weeks NHS hydrotherapy & continued private group sessions - weekly for approximately 1 year	8/16/2019 1:18 PM
32	24 + Gilbert Hitchcock House	8/16/2019 1:01 PM
33	Gilbert Hitchcock House. I attended weekly for at least 2yrs	8/16/2019 11:40 AM
34	St. John's School	8/16/2019 10:45 AM
35	Atlas Centre Bedford	8/16/2019 10:41 AM
36	none	8/16/2019 10:27 AM
37	Gilbert Hitchcock see answer to 4	8/13/2019 6:07 PM
38	I had several treatment on a 1:1 basis + paid for them. I would have been happy to continue with them once a month as I found them very helpful + worthwhile	8/13/2019 5:54 PM
39	When NHS funded treatment ended I carried on paying myself till it closed. Have not been since closure.	8/13/2019 5:41 PM
40	Went for private physio at colmworth but paid for hydro privately until it was sadly closed, then had to resort to private physio	8/13/2019 5:30 PM
41	I have attended regular weekly sessions since being refered by podiatrist approximately 4 years ago usually on Wednesday pm	8/13/2019 10:29 AM
42	In the Bedford hospital pool I paid privately 10	8/13/2019 9:50 AM
43	Various therapists ongoing sessions. At least 50+	8/12/2019 5:35 PM
44	20 sessions	8/12/2019 5:06 PM
45	about 10 Gilbert Hitchcock pool	8/12/2019 4:05 PM
46	My sessions are ongoing. I am on the list for hydro @ Keech Hospice	8/12/2019 3:32 PM
47	Ongoing treatment plan as planned by Addenbrookes Hospital following spinal surgery 25/8/19	8/12/2019 3:26 PM
48	I have been using the hydro pool on a weekly basis privately since my NHS session came to an end. This has been over the last 3 years at Gilbert Hitchcock House.	8/12/2019 2:51 PM
49	I only had 3 sessions of hydrotherapy before it closed just starting private physiotherapy with out transport too far to travel to other hydrotherapy pools.	8/12/2019 1:46 PM
50	approx. 24-30 Bedford hospital Kimbolton Road	8/12/2019 1:30 PM
51	Robinson pool about twice per week.	8/12/2019 1:12 PM
52	I can't remember exactly, but it would be in the region of 70 at Gilbert Hitchcock house	8/12/2019 12:26 PM
53	25 sessions Gilbert Hitchcock Hydrotherapy Pool	8/12/2019 10:34 AM
54	none	8/9/2019 5:25 PM
55	NONE	8/9/2019 5:10 PM
56	Hydrotherapy was continued on a self-funding basis at Gilbert Hitchcock. This has been over a period of probably 2-3 years.	8/9/2019 4:51 PM
57	Flitwick swimming pool non supervised, 5 7 7 days a week	8/9/2019 4:49 PM
58	NONE	8/9/2019 4:42 PM
59	I had five NHS sessions (2018) followed by five sessions privately at Hydrotherapy Pool, Gilbert Hitchcock House. My problems were improving and decided to use Hartwell Leisure Service in Cranfield to continue with exercise. The water was the same temperature and it cost the same.	8/9/2019 4:38 PM
60	NONE	8/9/2019 3:48 PM

61	None - had I been able to go + pay at the hydro pool I would have kept going as it helped my mobility - as now my pain has got worse	8/8/2019 5:52 PM
62	I am currently waiting for sessions to start in Moulton, Northampton	8/8/2019 5:33 PM
63	15 Gilbert Hitchcock. I paid for the treatments myself.	8/8/2019 5:25 PM
64	I have completed many sessions (20+) of private lessons to help me walk again after dislocating both kneecaps. These were held at Gilbert Hitchcock House	8/8/2019 4:38 PM
65	It was cancelled when Pool was shut and not afford anything else!	8/8/2019 3:41 PM
66	private sessions at Gilbert Hitchcock House approx. 71 1x weekly session which I started after NHS sessions came to an end. Advised to do ongoing sessions by doctor at spinal clinic [REDACTED]	8/8/2019 3:18 PM
67	over 80 at Bedford Hospital	8/8/2019 3:16 PM
68	NONE	8/8/2019 3:14 PM
69	Gilbert Hitchcock House 1/2hr private sessions 30 approx	8/8/2019 2:49 PM
70	N/A	8/8/2019 1:49 PM
71	None	8/8/2019 1:39 PM
72	4 private sessions. one to one. Hydrotherapy pool. Gilbert Hitchcock 14 private group sessions without physiotherapy. Gilbert Hitchcock 4 sessions with "Waterwise" at Gilbert Hitchcock	8/8/2019 1:00 PM
73	10-15 ish	8/8/2019 12:58 PM
74	NONE	8/8/2019 12:13 PM

Q8 What condition/conditions do you access hydrotherapy services for? Please tick all that apply

Answered: 218 Skipped: 3



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
Total Respondents: 218		

#	PLEASE SPECIFY OTHER CONDITIONS IF NOT LISTED ABOVE	DATE
1	Profoundly damaged back, I would have used it if I was not incontinent!	9/2/2019 5:50 PM
2	Subtle Osteophytes?	9/2/2019 4:01 PM
3	Arthritis in knees	9/2/2019 3:53 PM
4	hypermobility / cartilage damage	9/2/2019 3:37 PM
5	osteoarthritis	9/2/2019 3:32 PM
6	Broken ankle, referred by Hospital	8/30/2019 12:42 PM
7	Severe osteoarthritis in knees, feet and whole of spine. Cervical spondylosis in neck / bone spurs Pressure on spinal cord lower back L3.L4 Fibromyalgia Neuropathy in feet	8/30/2019 12:36 PM
8	Rehabilitation following knee arthroscopy.	8/30/2019 11:14 AM

9	Fibromyalgia	8/30/2019 10:57 AM
10	Broken leg (trauma)	8/29/2019 5:44 PM
11	Joint Pain	8/29/2019 5:39 PM
12	Lumber discs operated on in Old Radcliffe Infirmary 1980	8/29/2019 5:35 PM
13	Osteoarthritis of both knees	8/29/2019 5:03 PM
14	psoriatio Arthritis - mainly affecting tendons and ligaments	8/29/2019 4:29 PM
15	went there before having hip replacement - due to see MSK 23 August for knees	8/29/2019 11:56 AM
16	Osteo-arthritis	8/29/2019 11:39 AM
17	Osteoarthritis	8/29/2019 11:18 AM
18	polymyalgia rheumatica	8/21/2019 11:57 AM
19	due to broken ankle	8/21/2019 11:51 AM
20	fractured hip	8/20/2019 2:39 PM
21	Slipped disc in my lower back	8/19/2019 1:50 PM
22	spinal fusion x2	8/19/2019 1:09 PM
23	recovery from ligament break which resulted in knee cap broken in 3 places and broken arm	8/19/2019 1:01 PM
24	Unsure at time pain in knee	8/19/2019 10:50 AM
25	Herniated disc	8/16/2019 5:17 PM
26	background osteoarthritis	8/16/2019 1:18 PM
27	Badly broken leg in 20 places after a fall down the stairs	8/16/2019 12:20 PM
28	To exercise my knee after an accident.	8/16/2019 12:00 PM
29	exercise (the only possible)	8/16/2019 11:40 AM
30	Causa Equina	8/16/2019 11:18 AM
31	Osteoarthritis	8/13/2019 6:14 PM
32	Hip fracture	8/13/2019 5:30 PM
33	fibromyalgia, degenerative spine, osteo arthrtitis in hips + knees - fasciitis in L foot, sacroiliac joint dysfunction + ankle issues + asthma + left shoulder pain	8/13/2019 10:29 AM
34	broken femur	8/12/2019 5:40 PM
35	injury rehabilitation	8/12/2019 5:35 PM
36	Following operation for fractured shoulder	8/12/2019 5:17 PM
37	neurological disorders	8/12/2019 5:00 PM
38	illioipoasis tendonitis, oestoacthcitus, fibromyalgia, joint hypermobility	8/12/2019 4:47 PM
39	spinal cord injury + foot drop	8/12/2019 4:21 PM
40	post op	8/12/2019 3:32 PM
41	I have had a left hip replacement and trying hard to put off having the right hip replaced.	8/12/2019 2:51 PM
42	Fibromilagia	8/12/2019 1:30 PM
43	osteoarthritis	8/12/2019 1:17 PM
44	Fibromyalgia/back pain	8/12/2019 11:45 AM
45	osteoarthritis, psoriatic arthritis	8/12/2019 10:40 AM
46	Osteo Arthritis	8/12/2019 10:17 AM
47	in 1990s hip cartelege that came away	8/9/2019 5:59 PM
48	a) post RTA & fractures (pelvic and leg) b) back pain c) fibromyalsia	8/9/2019 5:58 PM

49	RECOVERY FROM QUADRICEPS TENDON RUPTURE	8/9/2019 5:23 PM
50	neck & shoulder nerve pain - pain & stiffness of leg muscles	8/9/2019 5:16 PM
51	Serious car accident, bruises up all over body, airbag injuries	8/9/2019 5:02 PM
52	ankle RG-HAB	8/9/2019 4:49 PM
53	BACK PAIN - CRUSHED VETERBRY AFTER FALLING OFF LADDER	8/9/2019 4:42 PM
54	ANKLE INJURY	8/9/2019 3:48 PM
55	RTA accident, break of femur	8/8/2019 5:33 PM
56	FIBROMAIALGIA	8/8/2019 5:25 PM
57	Trochula Dysplaxia	8/8/2019 4:38 PM
58	Osteoarthritis stage 4 in hip, rest moderate, Ankylosing Spondylitis, Fibromyalgia, Pulmonary necrosis	8/8/2019 3:41 PM
59	plated shattered sacrum due to falling down stairs	8/8/2019 3:35 PM
60	Back operation	8/8/2019 3:28 PM
61	problems associated with fractured spine	8/8/2019 3:18 PM
62	BACK PAIN	8/8/2019 2:54 PM
63	arthritis in knee	8/8/2019 1:42 PM
64	Broken pelvis and shoulder	8/8/2019 1:26 PM
65	Osteoarthritis	8/8/2019 1:04 PM
66	cauda equina syndrome nerve damage (muscle weakness & poor balance)	8/8/2019 1:02 PM
67	polymyalgia, arthritis fibramyalga astma	8/8/2019 12:58 PM
68	Scleroderma (systemic sclerosis)	8/8/2019 12:36 PM
69	Broken Ankle	8/8/2019 12:19 PM
70	OSTEOARTHRITIS	8/8/2019 12:10 PM
71	A.S. (Ankylosing Spondylitis)	8/8/2019 12:05 PM
72	Trimalleolar fracture of the ankle	8/8/2019 11:52 AM

Q10 How would you describe the benefits of hydrotherapy for your condition?

Answered: 208 Skipped: 13

#	RESPONSES	DATE
1	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. Why has the service been withdrawn?	9/3/2019 2:46 PM
2	Allowed supported movement.	9/3/2019 2:25 PM
3	N/A	9/2/2019 5:50 PM
4	eased the pain moderately, for a short while	9/2/2019 4:01 PM
5	enabling exercise by reducing stress on my knees	9/2/2019 3:53 PM
6	It helped with mobility and strengthened muscles. I felt I was able to move better after each session.	9/2/2019 3:45 PM
7	It provided me not only with a small amount of progress in reducing my pain but also gave me the techniques and tools to improve going forward.	9/2/2019 3:37 PM
8	Exercising safely, it maintained my physical fitness and overall general health. Felt stronger and I would say it improved my wellbeing.	9/2/2019 3:32 PM
9	Hydrotherapy has made me physically stronger and I can do more in the water than land physio as most of my joints have problems as well as my back and neck.	8/30/2019 1:21 PM
10	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.	8/30/2019 1:15 PM
11	Hydrotherapy was only effective for a few hours.	8/30/2019 1:12 PM
12	I was initially unable to walk on my left foot, hydrotherapy helped me to walk on it again.	8/30/2019 12:42 PM
13	The warm and buoyancy of the still water and the help of the physio session occasionally as well as my group session once a week helped to relax my muscles (fibromyalgia) which in turn helped me to strengthen my muscles which helped to support my back. My health has deteriorated drastically since it closed.	8/30/2019 12:36 PM
14	Was much easier to exercise in very warm water than land based. With the help of added equipment my joint pain was greatly reduced with no need for pain relief. Since stopping those particular exercises I now am having to take pain relief and am much less mobile.	8/30/2019 12:03 PM
15	N/A never used	8/30/2019 11:23 AM
16	Eased the pain for a short period but pain soon returned.	8/30/2019 11:18 AM
17	Individual sessions were particularly beneficial at the beginning of treatment. they gave me more confidence and I was able to complete some exercises I wasn't able to do in normal physiotherapy. The heat relieved pain allowing me to work harder without realising. However when moved to group sessions, no physio is present to guide you and move you on further with more challenging exercises.	8/30/2019 11:14 AM
18	It helped with joint mobility and pain	8/30/2019 10:57 AM
19	It was easier completing the exercises and reduced the pain I was in for several hours.	8/30/2019 10:51 AM
20	It has been the only treatment option to provide ongoing relief (long term) for my back pain. Land based physiotherapy and associated treatments (acupuncture, private) have had little to no effect.	8/30/2019 10:46 AM
21	It relaxed some of the pain. I needed more sessions to fully benefit from the treatment. The pool was closed 2 weeks into my treatment commencing.	8/29/2019 5:57 PM

22	My mobility was poor and I hadn't the confidence to go to a normal swimming pool using crutches. In the water I was able to exercise with ease. Being able to walk and jog on the spot in the water had huge benefits for my mental health as well. I was so happy that I could move more freely.	8/29/2019 5:54 PM
23	LOOSENS ALL JOINTS & HELPS MOBILITY	8/29/2019 5:52 PM
24	While I was not allowed to weight bear on land, I could weight bear in the water and it helped me to progress my rehabilitation after a badly broken leg and surgery.	8/29/2019 5:44 PM
25	I found the use of the hydrotherapy pool very helpful as it helped control my knee pain + this has lasted for nearly 2 years. If it was available now I would asked to be referred for more sessions.	8/29/2019 5:39 PM
26	Since 1980 at intervals of a few years I access the pool. Due to chronic pain I find difficulty in walking. The therapy in the pool strenghtens the muscles which enable me to continue for 5-6 years then i need it again. After my op at Oxford I went to Park Hospital where I went into the pool twice daily mon-friday for 6 weeks. It was a life saver.	8/29/2019 5:35 PM
27	Really helped, the exercises and the heat helped my knees.	8/29/2019 5:03 PM
28	Exercise without weight bearing enables much great range of movement, less pain, more likely to continue treatment. When tendons flare up, cramping and tetany are relieved much more effectively in the water. Land based therapy virtually impossible due to cramping.	8/29/2019 4:29 PM
29	I didn't notice any change because I only had 3 sessions.	8/29/2019 12:21 PM
30	Very good help alot but still needed hip replacement.	8/29/2019 11:56 AM
31	If I had more hours probably my condition would be better, however I had only 6 therapy treatment so I presume it was not enough to improve my health fully.	8/29/2019 11:48 AM
32	Excellent, it helped me move more easily with less pain	8/29/2019 11:39 AM
33	Helped with mobility and to strengthen muscles.	8/29/2019 11:25 AM
34	Whilst the use of hydrotherapy course it eased my difficulties and soothed my pains.	8/29/2019 11:13 AM
35	I have more confidence exercising in water less fear of hurting myself, in a short space of time 4-5 sessions, I was stronger and more flexible.	8/28/2019 4:45 PM
36	Being in water enabled me to do exercises I could not do otherwise. Also the warmth is essential. Other pools are not warm enough - I have tried.	8/28/2019 4:06 PM
37	I found that receiving appropriate exercises for my joint mobility in 'warm' water, on a regular weekly basis, was effective for my recovery.	8/28/2019 3:59 PM
38	Containing the exercises helped immensely	8/23/2019 11:52 AM
39	Very good, it was the only time I was pain free	8/23/2019 11:09 AM
40	Not enough to derive benefit	8/23/2019 11:05 AM
41	less pain better mobility	8/21/2019 12:23 PM
42	good	8/21/2019 11:51 AM
43	Helped with muscle and hip recovery	8/20/2019 2:39 PM
44	I was able to do the exercises provided by the land physio's better after having five sessions in the hydrotherapy pool, my movement was better in the water and i was able to move forward quicker than on land	8/19/2019 1:50 PM
45	very very effective it helps a lot	8/19/2019 1:40 PM
46	Hydrotherapy helped me improve my BASDAI and BASMI score. Lower pain levels meant i could decrease medication. Since the pool has closed there has been a noticeable decline, i have needed more pain management medication.	8/19/2019 1:34 PM
47	The warn water & physio advice together with exercise plan was a great benefit to me & I also felt that I wasn't just being left to manage my pain on my own. Was good to speak to others who through hydrotherapy had reduced their pain - warm water reduces pain	8/19/2019 1:20 PM
48	Increased mobility following knee replacement.	8/19/2019 1:14 PM
49	Range of mobility improve greatly after hydrotherapy found this to work well alongside land based physio	8/19/2019 1:09 PM

50	A freedom of movement to enable better exercises, a confidence builder to walk unaided - A consistent strengthening of muscles and encouragement to get back to full health and well being	8/19/2019 1:01 PM
51	relaxing, but 6 sessions not sufficient	8/19/2019 12:44 PM
52	reduced pain in short term	8/19/2019 12:34 PM
53	The warmth of the water helped to relax my muscles and was able to do the exercises without pain. Also group sessions helped me both mentally & physically and made it fun.	8/19/2019 12:30 PM
54	I found it very good and continued some of the exercises in a swimming pool, also the staff were very focused + helpful.	8/19/2019 12:25 PM
55	Helped me get my balance back and certainly was a great benefit to me.	8/19/2019 11:00 AM
56	I felt it wasn't working	8/19/2019 10:50 AM
57	I am still here & will continue to exercise	8/16/2019 5:49 PM
58	Fair	8/16/2019 5:40 PM
59	I have used hydrotherapy privately as this was not available at Gilbert Hitchcock. Helped ease conditions, ability to do more in water than on land when condition very bad	8/16/2019 5:36 PM
60	I benefited very well and was sorry when treatment ended.	8/16/2019 5:34 PM
61	Relaxing eased pain	8/16/2019 5:26 PM
62	Enjoyed the pool but how effective it was - not sure had hip replaced which was ok	8/16/2019 5:21 PM
63	It helped me regain movement in my back & the thigh + knee that were affected by my injury, working against the resistance of the water & skilled help of the physio	8/16/2019 5:17 PM
64	very effective whilst in the pool	8/16/2019 5:16 PM
65	My back was hurting for 3 years prior to hydrotherapy. Now it hardly hurt at all.	8/16/2019 5:13 PM
66	very effective would have liked more No local pool warm enough for exercises	8/16/2019 5:07 PM
67	Being able to immerse in water. Very relaxing, relieving (temporarily) pain and assisted greatly in my mobility.	8/16/2019 5:01 PM
68	I had pain in my neck and back and using the pool I found it help a great deal. It would be a great shame to lose it altogether.	8/16/2019 5:00 PM
69	OK wanted more time	8/16/2019 3:39 PM
70	No real benefits gain as only a short course of treatments	8/16/2019 3:30 PM
71	AS MY DAUGHTER HAS HEDS IT HELPED WITH HER FLEXIBILITY AND MOVEMENT BUT AS IT WAS ONLY A SIX WEEK COURSE SHE NO LONGER GOES. SHE WAS BEGINNING TO FIND IT REALLY HELPFUL WHEN IT STOPPED. YOU COULD GO ON CERTAIN DAYS AND TIMES BUT THE TIMES WERE UNSUITABLE FOR HER, AS SHE'S 23 AND NOT RETIRED.	8/16/2019 3:25 PM
72	novelty value in an ongoing painful rehab after hip replacement (still not better)	8/16/2019 2:39 PM
73	very high. greatly assisted land-based exercise + general well-being	8/16/2019 1:18 PM
74	it helped a lot in relief from pain	8/16/2019 1:01 PM
75	Excellent care and follow up to help restore mobility to my knee, joint and walking.	8/16/2019 12:55 PM
76	I found that I was able to do all sorts of things in the warm water of the hydrotherapy pool that I was not able to do on dry land. It was amazing and it gave me a lot of my confidence back after having spent almost a year in a wheelchair.	8/16/2019 12:20 PM
77	Excellent	8/16/2019 12:06 PM
78	It enabled me to exercise my knee without putting weight on it. The resistance of the water also made the exercises more effective.	8/16/2019 12:00 PM
79	It gave me more mobility to my left leg and hip	8/16/2019 11:51 AM
80	Having had multiple knee replacements in my left leg, I refused amputation on several occasions. I am unable to exercise effectively out of water. I was able to increase the bend in my leg and was able to walk without crutches in the water and eventually up & down the steps	8/16/2019 11:40 AM

81	with hydrotherapy i was pain free for 2-3 day first time used by the end (before it shut) i was pain free for 4-5 days after each session	8/16/2019 11:24 AM
82	Gave me physical support to move legs without the fear of falling	8/16/2019 11:18 AM
83	I could do most of the excercises given to me, but needed surgery on my ankle (left)	8/16/2019 10:48 AM
84	Very good	8/16/2019 10:45 AM
85	Not sure after only 4 sessions	8/16/2019 10:41 AM
86	More relaxed. Improved my back pain.	8/16/2019 10:27 AM
87	my pain decreased and swelling reduced. The physios help and guidance and knowledge were invaluable. They explained how the body worked and everything affected one another. My body felt a lot stronger and lighter. The heat in the pool eased my condition alot	8/13/2019 6:33 PM
88	I was able to do intense exercise without pain on my knee joint. Found almost immediate benefit.	8/13/2019 6:21 PM
89	it was counter productive as I have a fused back with metal & was only being treated for knees although hips were a problem also. My joints & back hurt more after.	8/13/2019 6:14 PM
90	warmth to joints + better exercise in the water. Good plan which was updated for me. The group sessions were encouraging as able to chat with others.	8/13/2019 6:07 PM
91	joint movement enhanced pain reduced. mobility better	8/13/2019 5:54 PM
92	very effective for my pain in back + legs	8/13/2019 5:41 PM
93	movement + pain decreased until other circumstances made my condition worse or it no longer helped	8/13/2019 5:35 PM
94	made exercising so much easier and was able to do much more repetitions in the pool.	8/13/2019 5:30 PM
95	I attended on a weekly basis - after my treatment I was more mobile and virtually pain free and this would last probably up to 1 or 2 days before my next treatment - I certainly knew when it was due again! This service seemed to work very well for me - albeit I was only allowed a certain number of sessions.	8/13/2019 5:24 PM
96	Helped mobility	8/13/2019 5:07 PM
97	Help relieve pain of joint muscles	8/13/2019 3:13 PM
98	it has improved my mobility and helped me maintain improved mobility - manage pain without prolonged use of painkillers and increased y stamina - my athsma was more controlled as well. I have not had to resort to surgery for my knees.	8/13/2019 10:29 AM
99	Easier movement. Elevated mood. Feel good.	8/13/2019 10:02 AM
100	It was ok whilst in pool, so as have pain came back	8/13/2019 9:53 AM
101	I was able to move around a little easier after treatment	8/13/2019 9:50 AM
102	it helped a lot ease the pain I didn't want to get out. It relaxed me and did not hurt so much.	8/13/2019 9:39 AM
103	Improved strength of muscles in buttocks + further sessions in private pool (using techniques learnt at Gilbert H. House) were beneficial	8/12/2019 5:50 PM
104	- increased mobility - less pain - confidence in using limb and hope that my knees would eventually improve - LAND BASED TREATMENT WAS UNSUITABLE - CAUSED MORE HARM THAN GOOD	8/12/2019 5:45 PM
105	Hydrotherapy helped me exercise pain-free & therefore built up my muscles	8/12/2019 5:40 PM
106	I cannot explain how important hydro was in rehabilitating my injury. From inability to walk/weight bear to full recovery (just maintenance physio now)	8/12/2019 5:35 PM
107	more able to walk/sit and bend	8/12/2019 5:26 PM
108	Enabled greater pain free mobility which speeded up my recovery, alongside land based physio	8/12/2019 5:17 PM
109	it speeded my recovery	8/12/2019 5:11 PM
110	great for me	8/12/2019 5:06 PM
111	not completely satisfactory	8/12/2019 4:57 PM

112	mixed thoughts, sessions were good but limited	8/12/2019 4:53 PM
113	From walking with sticks I was able to return to gentle ballroom.	8/12/2019 4:42 PM
114	I found exercising in warm water to be much more beneficial than exercises on land alone. I can attempt movements in the water that I can't do at all when out of it.	8/12/2019 4:34 PM
115	question 9 was difficult to answer I only went once and then it closed.	8/12/2019 4:26 PM
116	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	8/12/2019 4:21 PM
117	it didn't seem to have any effect	8/12/2019 4:12 PM
118	made me feel looser, temporary	8/12/2019 4:05 PM
119	Great assistance in mobilising a broken ankle.	8/12/2019 3:57 PM
120	ok, not completely helpful. Too many gaps due to pool being out of order	8/12/2019 3:48 PM
121	Unfortunately I only received one group session as the pool was closed the next day. I did feel some benefit from the one session I received, and was hoping that further sessions planned would continue to improve my mobility and pain	8/12/2019 3:43 PM
122	Being able to complete exercises without pain and really work while supported by the water. Joints much freer	8/12/2019 3:32 PM
123	I was using crutches but in the pool I could do all the exercises I was given, plus I could run on the spot for 5 minutes!!!	8/12/2019 3:26 PM
124	The hydrotherapy was very good, but unfortunately it didn't help with the osteoporosis arthritis in my hips. In 2010 I had severe back pain and I had the hydrotherapy and that helped to ease my pain and I recovered enough with the help of this.	8/12/2019 3:17 PM
125	hydrotherapy had allowed me to keep more mobile and in far less pain. it allowed me to change the different equipment ie swimming aid size as to how my condition was at each session. The warm water warms up the muscles and allowed me to relax easily.	8/12/2019 2:51 PM
126	I had a lot more movement in my knee and less pain. Would be happy to pay for private treatment if a pool local to me.	8/12/2019 1:46 PM
127	very helpful exercising in water no impact	8/12/2019 1:30 PM
128	very good	8/12/2019 1:24 PM
129	very comfortable way of exercise	8/12/2019 1:17 PM
130	The pain has lowered slightly and I feel a bit more comfortable	8/12/2019 1:12 PM
131	ease of walking pain relief (temporary)	8/12/2019 1:06 PM
132	The warm water and buoyancy eased my pain and improved my mobility, with helpful guidance from the physio. I would have benefitted from more than one session a week.	8/12/2019 1:01 PM
133	ease of joints. Makes me feel good for a while.	8/12/2019 12:47 PM
134	Huge relief of all pain from gentle exercise in the warm, supporting water.	8/12/2019 12:26 PM
135	in that pool negligible. Pool too small. I used to swim for a club and the group session was awful. Only attended once.	8/12/2019 11:45 AM
136	enables me to exercise joints without exacerbating psoriatic arthritis	8/12/2019 10:40 AM
137	enabled me to exercise safely without pressure on my hip joints. Since it has stopped my pain has increased dramatically and mobility is very poor.	8/12/2019 10:34 AM
138	Pain relief also helped get joints moving exercise	8/12/2019 10:23 AM
139	I found the heat too overwhelming. Also I was anxious and needed more attention than I was given.	8/12/2019 10:17 AM
140	Reduced pain Improved mobility	8/12/2019 10:11 AM
141	when it is done regularly - very good Even better on a one to one basis	8/9/2019 5:59 PM

142	Relaxed my total body Supported/enhanced my capability to manage land based exercises Improved mobility Strengthened muscles Reduced pain - made my life bearable	8/9/2019 5:58 PM
143	in the water I could move freely so I could exercise. Without the support of water it was/is too painful to walk/exercise	8/9/2019 5:45 PM
144	Because it was my 1st session and it closed down so didn't see any type of benefits.	8/9/2019 5:44 PM
145	helped my balance in warm pool	8/9/2019 5:38 PM
146	Improved mobility and reduced pain, helped strengthen muscles to support joints.	8/9/2019 5:36 PM
147	Brilliant, I could force my joint to a point which on land was too painful. Helped my recovery 100%.	8/9/2019 5:30 PM
148	increased mobility, decreased pain	8/9/2019 5:25 PM
149	The water takes weight off the legs, and removes the fear of falling over. The resistance of the water to movement makes certain exercises more beneficial. The high temperature of the water helps with stretching the muscles and tendons.	8/9/2019 5:23 PM
150	it gave ne better movement - less pain in my neck & legs	8/9/2019 5:16 PM
151	Being in the water made physio easier	8/9/2019 5:10 PM
152	The gentle excercise did improve mobility in the short term. Held the taking of painkillers at bay until recently	8/9/2019 5:08 PM
153	Reduction in pain Fluidity of movement Confidence in movement Ideas for me to carry out alone	8/9/2019 5:02 PM
154	more mobility achieved	8/9/2019 5:02 PM
155	I had several physio sessions for a prolapsed disk problem. The physio was not effective. I had 6 sessions of hydrotherapy and this really helped to alleviate my back pain and improve my mobility.	8/9/2019 4:55 PM
156	Having been unable to put any weight on one leg, with the benefit of hydrotherapy I was able to exercise in the pool without pain. Months later I was able to participate fully in a family holiday, cycling, walking, etc.	8/9/2019 4:51 PM
157	it was v helpful however I would push myself more at the local pool, the first times the feeling of freedom in the water was amazing & gave me a mental lift	8/9/2019 4:49 PM
158	it loosened joints and made movement easier	8/9/2019 4:47 PM
159	HELPED BUT ONLY HAD 3 SESSIONS OUT OF 5. DUE TO POOL PROBLEMS.	8/9/2019 4:42 PM
160	Almost from the time I first used Hydrotherapy I found the problems improved. After struggling with pain and immobility and being unable to walk very far I was able to walk without limping and this has steadily improved so almost unnoticeable.	8/9/2019 4:38 PM
161	IT HELPED A LOT	8/9/2019 3:48 PM
162	The Benefits: Strengthening without noticing as in water More enjoyable than land based exercises With people in similar positions Doesn't make you feel initimated You can work at your own pace	8/8/2019 5:52 PM
163	Pain eased during sessions. Helped with my mobility.	8/8/2019 5:46 PM
164	None - made it worse	8/8/2019 5:39 PM
165	Very good but could have done with a few more sessions	8/8/2019 5:35 PM
166	I felt hydro made me feel in less pain whilst I was in the water + I was able to walk + exercise, I am unable to weight bare on land. It really was useful.	8/8/2019 5:33 PM
167	It helped me at the time but soon after finishing my course my condition worsened	8/8/2019 5:28 PM
168	gave me a day pain free weekly	8/8/2019 5:25 PM
169	It was helpful in showing me the exercises that I needed to do and that I could do them myself at the local pool.	8/8/2019 5:18 PM
170	Really helpful with mobility	8/8/2019 5:16 PM
171	reduced pain and improved strength of knees improved balance improved mobility reduced swelling improved my gait when walking	8/8/2019 4:38 PM
172	VERY GOOD + LAND BASED	8/8/2019 4:33 PM

173	It WAS the only exercise I could access. I can't use a pool as I am single and need assistance at times.	8/8/2019 3:41 PM
174	Gave me exercise and helped mobility	8/8/2019 3:35 PM
175	Helped to 'unstiffen' joints and get mobilised.	8/8/2019 3:28 PM
176	it helped to ease the aching. Could move better.	8/8/2019 3:26 PM
177	RELIEVED THE PAIN GAVE MORE SCOPE FOR MOVEMENT	8/8/2019 3:23 PM
178	Regular sessions enabled me to carry out excercises recommended. The sessions helped me to help myself. They helped with pain control and mobility. They also helped with my wellbeing and mental health. I felt more in control in of my condition and took less pain medication. Since the pool closes in December 2018 I have experienced increased pain and am less mobile but do continue to excersise.	8/8/2019 3:18 PM
179	I can move my legs & hips better in water which relaxes muscles & means I move much better with less pain	8/8/2019 3:16 PM
180	Helped a little	8/8/2019 3:14 PM
181	WARM WATER MADE IT BETTER TO MOVE JOINTS KNEE-LEG.	8/8/2019 3:10 PM
182	The warm water was wonderful, it really helped me move my limbs in the water when land based could not	8/8/2019 3:05 PM
183	It helped me to move around better	8/8/2019 2:54 PM
184	Loosened joints and increased mobility	8/8/2019 2:49 PM
185	very beneficial it has helped me so that I can continue my career as a plumber as my knees were very painful	8/8/2019 2:19 PM
186	improved muscle strength and mobility	8/8/2019 2:14 PM
187	helped knee muscles relax	8/8/2019 2:10 PM
188	movement in the water was more than dry land. Minimal pain when exercising support from physio was encouraging and positive	8/8/2019 2:05 PM
189	EASES PAIN, IMPROVES MOBILITY.	8/8/2019 1:49 PM
190	INCREASED MOVEMENT, PAIN RELIEF, RELAXATION, STRENGTH IMPROVEMENT, ANKLE SUPPORT	8/8/2019 1:46 PM
191	made knee more flexible, less painful	8/8/2019 1:42 PM
192	Partial weight bearing anaendsic exercise	8/8/2019 1:39 PM
193	I found non load bearing exercise exreemly beneficial to the rehab of both my injuries	8/8/2019 1:26 PM
194	I was preparing for knee replacement which I still haven't had. I found the warmth of the water the muscle strengthening exercises within the group really helped my condition I find its the only thing that I could manage as I really struggle with land exercise. it also motivated me to lose weight.	8/8/2019 1:05 PM
195	more movement, I am able to deal with pain more efficiently	8/8/2019 1:04 PM
196	non weight bearing exercise in a warm pool.	8/8/2019 1:03 PM
197	Able to exercise without putting additional strain on joints especially knees	8/8/2019 1:03 PM
198	there are exercises that I can only do in the water as they are not physically possible for me otherwise due to nerve damage & muscle weakness	8/8/2019 1:02 PM
199	very good while I was in the warm water. Acute pain started a I came up the steps out the water.	8/8/2019 1:00 PM
200	After knee replacement I could not bend my knee. Without the use of the pool I would not have been able to walk properly again. On the advice of my surgeon I used the pool as often as I could and as a result I can walk normally.	8/8/2019 1:00 PM
201	I felt so much better after having hydrotherapy	8/8/2019 12:58 PM
202	EASED PAIN, HELPED WITH FLEXIBILITY	8/8/2019 12:46 PM

203	After a few sessions that at first I found very difficult it did become easier and I felt that joints became looser and the exercise helped feel better, it was easier in the pool and more beneficial than land	8/8/2019 12:36 PM
204	Very good to aid recovery + mobility	8/8/2019 12:19 PM
205	AFTER EACH SESSION I USED TO FEEL MUCH BETTER.	8/8/2019 12:13 PM
206	UNFORTUNATLY IT DID NOT HELP MY CONDITION AT ALL	8/8/2019 12:10 PM
207	I am able to exercise more effectively, easily + pain free when in the hydropool. Also it helps my feeling of well being + I have some control over the disease then.	8/8/2019 12:05 PM
208	It provided a noticeable improvement in building strength following muscle wastage as a result of no weight bearing for 8 to 10 weeks, plus improved mobility of the ankle	8/8/2019 11:52 AM

Q12 How would you describe the benefits of land based physiotherapy for your condition?

Answered: 190 Skipped: 31

#	RESPONSES	DATE
1	Water-based exercise is my only option.	9/3/2019 2:46 PM
2	It was not beneficial and the acupuncture was painful and hit a nerve!	9/2/2019 5:50 PM
3	Same as above, no long term changes.	9/2/2019 4:01 PM
4	Temporary improved mobility	9/2/2019 3:53 PM
5	Found physiotherapy difficult due to pain and balance problems.	9/2/2019 3:45 PM
6	It is ongoing progress however it has given me tools to improve my condition.	9/2/2019 3:37 PM
7	Keeping joints mobile, reduce stiffness	9/2/2019 3:32 PM
8	as I have several conditions some of them benefit from the hydrotherapy more and some benefit from the land physio so I benefit from both.	8/30/2019 1:21 PM
9	I have had APOS therapy unfortunately it was not very effective.	8/30/2019 1:12 PM
10	Was not as effective as hydrotherapy, much more difficult and painful to mobilize foot and left with pain after land physio too.	8/30/2019 12:42 PM
11	Cervical Spondylosis Land based physio for neck was very good (6 sessions) then I paid private to do the exercises in the hydrotherapy pool very helpful. Bone Spurs L3-L4 Lower Back Only one 20 session of land based physio given paid for private one to one physio to get exercises for lower back in hydro pool. Then it was closed. I need land based exercises and more to do in warm hydro pool to get benefit.	8/30/2019 12:36 PM
12	I found very little benefit in land based physio so physiotherapist recommended hydrotherapy which for me was extremely beneficial.	8/30/2019 12:03 PM
13	Physio following shoulder replacement v good.	8/30/2019 11:23 AM
14	Quite Good	8/30/2019 11:18 AM
15	Depends on what type of physio you receive. Although initial first sessions got me mobile, only received exercises and not hands on deep tissue massage. After struggling for a further 12-18 months. Have since transferred my treatment from Gilbert Hitchcock House to another NHS clinic which have only provided massage during sessions and exercises at home which saw significant improvement within a couple of sessions.	8/30/2019 11:14 AM
16	Not as beneficial as hydrotherapy.	8/30/2019 10:57 AM
17	There wasn't much improvement, But was able to understand the best exercises to help my condition.	8/30/2019 10:51 AM
18	Only saw a physiotherapist twice, she gave me one exercise to do repeatedly which wasn't helpful. No manual therapy given, just instructed me to do exercise at home and keep up the hydro as it was helpful. (Prior to this I had 20 sessions physiotherapy / acupuncture privately+ relief was minimal and temporary (1 day).	8/30/2019 10:46 AM
19	The therapist just gave me exercises to do.	8/29/2019 5:57 PM
20	When I was more mobile I found it very beneficial. But on bad weeks (when I had to use crutches) it wasn't so beneficial. Later my doctor diagnosed PMR as my inflammation levels went & down.	8/29/2019 5:54 PM
21	NOT AS GOOD AS HYDROTHERAPY BUT STILL BENEFICIAL	8/29/2019 5:52 PM
22	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.	8/29/2019 5:44 PM

23	Helped at times, does not compare with the hydrotherapy pool. This therapy at intervals of a few years has helped me keep my independence.	8/29/2019 5:35 PM
24	Quite good with an excellent team of physiotherapists but could only offer once session because MSK 'cocked up!' my referral, they were useless!	8/29/2019 5:03 PM
25	Painful, would probably be effective if my muscles didn't cramp under pressure.	8/29/2019 4:29 PM
26	Didn't make much difference.	8/29/2019 12:15 PM
27	Not as good as hydrotherapy found it harder	8/29/2019 11:56 AM
28	Some exercise worsen my condition but some improved. I would like to implement more massages and it will have much more effectiveness for our health.	8/29/2019 11:48 AM
29	I was unable to perform any exercises which is why the hydrotherapy was suggested.	8/29/2019 11:39 AM
30	Score of 2 as land based physiotherapy too painful too administer.	8/29/2019 11:13 AM
31	I think you need more physiotherapy land based than you do hydrotherapy for the same outcome not as easy on land as it is in water.	8/28/2019 4:45 PM
32	Whilst regular exercises are of limited use I am having APOS therapy which is helping.	8/28/2019 4:06 PM
33	It was a good starter, but movement, under individual instruction, was key to complete recovery.	8/28/2019 3:59 PM
34	The physiotherapist was wonderful and as above also continuing with the exercises as best I can.	8/23/2019 11:52 AM
35	Not as effective as hydrotherapy	8/23/2019 11:09 AM
36	Not enough to make judgement	8/23/2019 11:05 AM
37	less pain better mobility temporary	8/21/2019 12:23 PM
38	good	8/21/2019 11:51 AM
39	Helped to get more mobile & learned how to exercise effectively	8/20/2019 2:39 PM
40	Increased movement in neck	8/19/2019 2:35 PM
41	I wasn't progressing as fast on land and this is frustrating because with out the exercises, i can't get better, but if i'm in to much pain to do the exercises than i have a problem progress was slow	8/19/2019 1:50 PM
42	very effective	8/19/2019 1:40 PM
43	Hydrotherapy is far more relaxing. Hydro gave me a close to a break from being in pain as i get. land based therapy doesn't come close. As hydro sessions are longer than land sessions it gives you time to discuss your condition with the physio resulting in better care and mental health benefit.	8/19/2019 1:34 PM
44	The exercises I learnt I was able to carry on at home	8/19/2019 1:20 PM
45	Improved muscle strength and movement of knee	8/19/2019 1:14 PM
46	worked to a point but is always more successfull alongside hydrotherapy	8/19/2019 1:09 PM
47	Following my accident i was nervous, apprehensive and worried about bending my leg, walking upstairs etc etc. Physio gave me confidence and showed me how to achieve movement again. Although it was very painful at times, I am so grateful for the help and support i recieved.	8/19/2019 1:01 PM
48	therapists very young and did not appear what its like being older. Some exercises not suitable + did more damage. Now on apos therapy this is ongoing, gentle & far more effective so far.	8/19/2019 12:44 PM
49	not very effective	8/19/2019 12:34 PM
50	The excercise sheets given were helpful only if prepared to carry out them at home and alone. There was no 'hands on' contact.	8/19/2019 12:30 PM
51	I cannot say highly enough how great the physio was + encoraged me to continue the exercises at home to push myself.	8/19/2019 12:25 PM
52	Both good but think the hydropool was better	8/19/2019 11:00 AM
53	didn't really work	8/19/2019 10:50 AM
54	as above	8/16/2019 5:40 PM

55	manage and ultrasound good, but at different times from hydrotherapy hydrotherapy excellent to start off with	8/16/2019 5:36 PM
56	The exercises I was given I found very beneficial.	8/16/2019 5:34 PM
57	Exercise does help I now attend movement to music classes which are on going and i pay for privately every week.	8/16/2019 5:26 PM
58	Again not sure how efective landbased physio was	8/16/2019 5:21 PM
59	Most of my land physio was diagnosis & planning exercises for me to do at home	8/16/2019 5:17 PM
60	exercise to increase heart rate	8/16/2019 5:16 PM
61	I used one of them electric machines, with the stick on things did not help at all	8/16/2019 5:13 PM
62	not very effective	8/16/2019 5:07 PM
63	Helpful but did not relieve the pain. Always felt a bit rushed - like a cattle market.	8/16/2019 5:01 PM
64	This helped to keep me moving and not going stiff	8/16/2019 5:00 PM
65	OK wanted more time in the water	8/16/2019 3:39 PM
66	Able to do this physio at home.	8/16/2019 3:30 PM
67	HELPFUL BUT WAS LEFT WITH A SHEET OF PAPER AND TOLD TO GET ON WITH IT BASICALLY. I KNOW THERE'S ONLY SO MUCH THEY CAN DO BUT FEEL AS IF YOUR NOT THAT IMPORTANT. HYDROTHERAPY WAS MUCH BETTER FOR HER.	8/16/2019 3:25 PM
68	gave ideas of things to do	8/16/2019 2:39 PM
69	poor in absence of hydrotherapy	8/16/2019 1:18 PM
70	Physio did help also learning new exercises from a qualified physio	8/16/2019 1:01 PM
71	Land based physiotherapy did have its benefits, but nowhere near as many as hydrotherapy!	8/16/2019 12:20 PM
72	I found the whole hydrotherapy treatment far better at moving my condition forward rather then the land based physio.	8/16/2019 12:06 PM
73	it helped my knee to move after the repair	8/16/2019 12:00 PM
74	I found them very difficult to do but slightly beneficial	8/16/2019 11:51 AM
75	Because I need aids on the land it was very difficult to carry out any exercise to any helpful level, I have tried to join many classes such as pilates which i did for years before the 'accident', so i need to be able to access a warm pool.	8/16/2019 11:40 AM
76	very minimal benefit	8/16/2019 11:24 AM
77	Again could only do certain excercises	8/16/2019 10:48 AM
78	Not.	8/16/2019 10:41 AM
79	Improved my painful shoulder. I could use it without experiencing pain	8/16/2019 10:27 AM
80	The impact is not the same as in the water. But the physio's knowledge and help were invaluable. But the effects are limited in a different way.	8/13/2019 6:33 PM
81	I found the excercises difficult to do and therefor did not always complete them.	8/13/2019 6:21 PM
82	Good to have comments from the physio who was able to measure progress/improvement but also recommended hydro to be more helpful which it was	8/13/2019 6:07 PM
83	I have had 4 joint replacements (2hips, 1 shoulder, 1 knee) currently waiting another knee. Post op physio rehab good but hydro is so much more effective for me	8/13/2019 5:54 PM
84	ok but more painful and harder to achieve	8/13/2019 5:30 PM
85	Certainly not as healing as the hydrotherapy. A lot of excercise to do at home which I used to do also when receiving the hydrotherapy - but found it more difficult as the joints etc were not as mobile	8/13/2019 5:24 PM
86	Not very effective	8/13/2019 5:07 PM

87	low impact exercises (hydro) have been more beneficial. I introduced yoga into my exercise regime which caused stress to my left shoulder - land based physio cause pain and did not improve my muscle strength it agravated my joint condition rather than improve them.	8/13/2019 10:29 AM
88	Its okay - difficult on land - easier in pool	8/13/2019 10:02 AM
89	I did not get any comfort from the land based physio	8/13/2019 9:50 AM
90	it was good. but hurt a lot more but was good it did help a lot	8/13/2019 9:39 AM
91	Needs dedication to do exercises on ones own but persevering would bring some beneficial results	8/12/2019 5:50 PM
92	Too painful - actually caused additional damage in my other knee.	8/12/2019 5:45 PM
93	Not as effective as hydro as painful	8/12/2019 5:40 PM
94	NHS land-based was not effective. I could not do any of the exercises without pain until I got in the water. Only reason I didn't 1 was due to the private NKT therapist who was helpful.	8/12/2019 5:35 PM
95	was of some help - need to continue with exercises.	8/12/2019 5:26 PM
96	essential to mobilise my shoulder and my elbow, wrist & fingers which had been affected by prolonged period in a sling following my operation	8/12/2019 5:17 PM
97	I had both treatment	8/12/2019 5:11 PM
98	Brills for me [REDACTED]	8/12/2019 5:06 PM
99	not very satisfactory	8/12/2019 4:57 PM
100	zero	8/12/2019 4:53 PM
101	not useful at all, hence trying hydrotherapy	8/12/2019 4:47 PM
102	I find it beneficial for improving certain problems such as a shoulder problem I currently have, but not for overall body conditioning.	8/12/2019 4:34 PM
103	I found my hip was more flexable	8/12/2019 4:26 PM
104	land based physiotherapy is not as effective because without the support that the warm water provides, my compensating muscles go into spasm and its harder for me to balance to do the exercises.	8/12/2019 4:21 PM
105	helped a little, not very much effect.	8/12/2019 4:12 PM
106	not much improvement	8/12/2019 4:05 PM
107	Land based physiotherapy was greatly enhanced with the hydrotherapy sessions and also the gym based lower limb rehabilitation sessions. I received 6 hydrotherapy and 6 gym sessions which helped me to regain normal use.	8/12/2019 3:57 PM
108	Not as beneficial as the pool	8/12/2019 3:48 PM
109	This was helpful in the beginning to start my mobility, but there was no further assistance available and this was why I was refered to the hydrotherapy sessions.	8/12/2019 3:43 PM
110	non existent	8/12/2019 3:32 PM
111	not effective	8/12/2019 3:26 PM
112	the physiotherapist helped me to do the exercises, but these just made it hurt more. So it was decided that I would go to MSK Circle to seek further medical advice.	8/12/2019 3:17 PM
113	I only had three land based sessions when the physiotherapist said the benefit was so small she suggested the hydrotherapy. I would ache much more after a land based session.	8/12/2019 2:51 PM
114	not as good as hydrotherapy but trying again.	8/12/2019 1:46 PM
115	physiotherapy doesn't seem to help alot	8/12/2019 1:30 PM
116	very good	8/12/2019 1:24 PM
117	Has been very helpful but hip has now deteriorated beyond improvement - awaiting hip replacement	8/12/2019 1:17 PM
118	My leg pain has lowered little bit. Not too affective but can do.	8/12/2019 1:12 PM

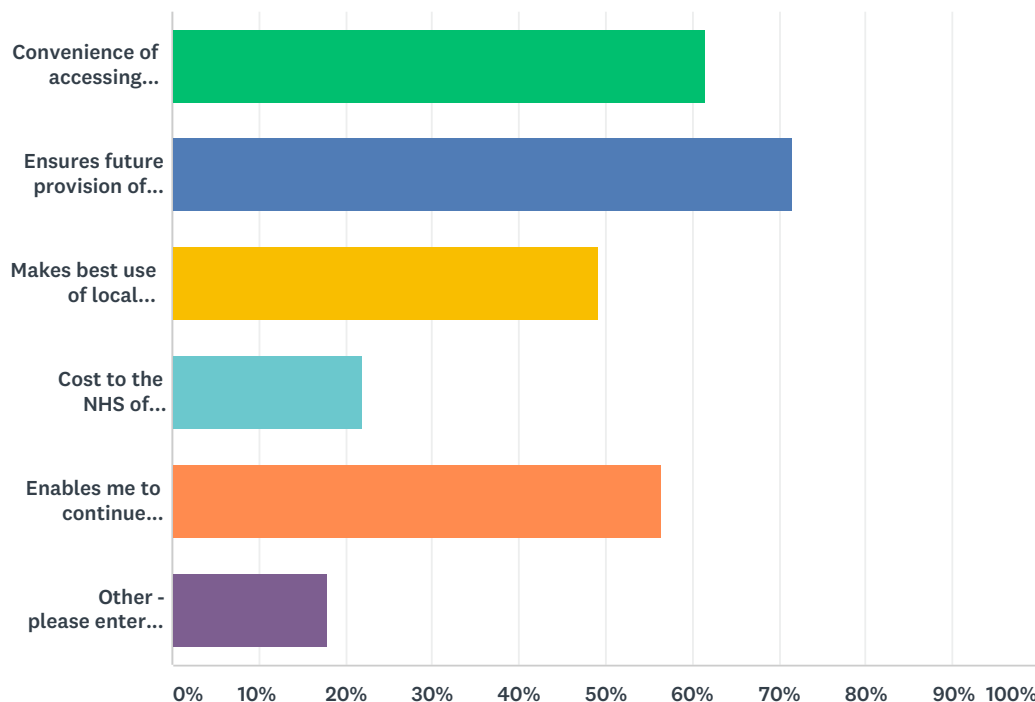
119	never worked for me	8/12/2019 1:06 PM
120	hopeless. my pain was so intense that the physio would only do an assessment before and after hydrotherapy course. Eventually referred for spinal surgery.	8/12/2019 1:01 PM
121	not so good	8/12/2019 12:47 PM
122	Any physio led exercise was helpful to keep joints "free" but not as effective as hydro therapy	8/12/2019 12:26 PM
123	back pain - same to worse pain for last 24 years feet issue - have worsened	8/12/2019 11:45 AM
124	Not as effective as it often exacerbates my psoriatic arthritis causing more pain	8/12/2019 10:40 AM
125	attended chi Keung classes at Gilbert Hitchcock. Since closure of the Hydrotherapy pool, it has helped a little with movement, but pain levels have increased and mobility effected	8/12/2019 10:34 AM
126	Hurts more.	8/12/2019 10:23 AM
127	I had massage of my back and this eased my pain.	8/12/2019 10:17 AM
128	This is done very well & the patient works on their own too - so the individual must do the exercises. I also went (in the 1990's) to a swimpool on my own & did exercises as I was told to do this	8/9/2019 5:59 PM
129	Targetted to improve muscle tone and strength and joint mobility [REDACTED] was excellent in devising a plan that took me from being barely able to stand to walking with a single crutch	8/9/2019 5:58 PM
130	none	8/9/2019 5:45 PM
131	Need to work more with patient not just hand exercises and saying I'll see you in 2 weeks	8/9/2019 5:44 PM
132	Did improve mobility to an extent.	8/9/2019 5:36 PM
133	Limited due to pain restrictions	8/9/2019 5:30 PM
134	only slight improvement in mobility	8/9/2019 5:25 PM
135	I am following a programme of exercises at home that is aiding my recovery. Doing this in a heated pool (without the supervision of a physiotherapist) would be even better.	8/9/2019 5:23 PM
136	I needed treatment on neck, spine & legs but was only able to receive treatment on one area	8/9/2019 5:16 PM
137	As above - better in water.	8/9/2019 5:10 PM
138	These excerscises were more intense, but done regularly every morning made a marked improvement at the time	8/9/2019 5:08 PM
139	The land based was more beneficial when acupuncture was also included then it rose to a 9	8/9/2019 5:02 PM
140	again good advice and ongoing exercises very helpful	8/9/2019 5:02 PM
141	not as effective as hydrotherapy	8/9/2019 4:55 PM
142	There were some exercises which were painful on land, but having been able to do them in water, I gradually was enabled to do them. The combination was excellent.	8/9/2019 4:51 PM
143	was v helpful but I would push myself more than the physio's once I knew what to do	8/9/2019 4:49 PM
144	DIDN'T HAVE ANY.	8/9/2019 4:42 PM
145	Not very successful. I was in a lot of pain so physiotherapist was unable to help me perform the exercises I needed. This advice was to use hydrotherapy pool which I did and was astonished at how soon problems improved	8/9/2019 4:38 PM
146	HELP TO GET MY FOOT MOVING AGAIN	8/9/2019 3:48 PM
147	Some benefits of land based physio were helpful but need more motivation. Whereas if you go to the pool you have to do it + its a greater overall effect.	8/8/2019 5:52 PM
148	Good for shoulder/neck but poor for lower back/hips & legs	8/8/2019 5:46 PM
149	None - made it worse	8/8/2019 5:39 PM
150	Good but not 100% cured	8/8/2019 5:35 PM
151	I have a physio coming to my home, I also do physio daily.	8/8/2019 5:33 PM
152	very painfull	8/8/2019 5:25 PM

153	Helped to keep joints moving	8/8/2019 5:18 PM
154	improved strength of quads improved balance & mobility (not as effective for me as hydrotherapy)	8/8/2019 4:38 PM
155	STEADILY IMPROVING.	8/8/2019 4:33 PM
156	It is not possible to do so - Advised by physio as my condition is too severe and I can't move without pain	8/8/2019 3:41 PM
157	As answered in question 10	8/8/2019 3:35 PM
158	Gave me ideas of exercises to do.	8/8/2019 3:28 PM
159	home exercises not with a professional	8/8/2019 3:26 PM
160	GAVE MORE STRENGTH & FLEXIBILITY TO THE JOINT TEMPORARILY	8/8/2019 3:23 PM
161	I benefitted from being taught what exercises to do. I found them effective to some extent. However hydrotherapy was a revelation which improved my condition far more than land based therapy.	8/8/2019 3:18 PM
162	The exercises with land based physio were much more difficult & painful because the water seems to take pressure off	8/8/2019 3:16 PM
163	Not much help to date!	8/8/2019 3:14 PM
164	very painful, only had one session and was switched to hydrotherapy.	8/8/2019 3:05 PM
165	I didn't find it helpful	8/8/2019 2:54 PM
166	Helps movement and instructs exercises to do	8/8/2019 2:49 PM
167	local to home did not impede on my work schedule clean very well organised	8/8/2019 2:19 PM
168	helped improve muscle strength	8/8/2019 2:14 PM
169	helped but not as long lasting	8/8/2019 2:10 PM
170	very minimal, pain very limiting with movement. very, very slow progress	8/8/2019 2:05 PM
171	VERY GOOD.	8/8/2019 1:49 PM
172	MORE DIFFICULT, LESS IMPROVEMENT, NOT AS BENEFICIAL	8/8/2019 1:46 PM
173	not that effective	8/8/2019 1:42 PM
174	Medium	8/8/2019 1:39 PM
175	v good & caring However I believe combination of land + water therapy worked best for my rehabilitation	8/8/2019 1:26 PM
176	I found it made my condition worse not better.	8/8/2019 1:05 PM
177	land based therapy is a great way of continuing treatment after hydro. it provides an alternative which is better than nothing at all.	8/8/2019 1:04 PM
178	good	8/8/2019 1:03 PM
179	none	8/8/2019 1:03 PM
180	concentrated specific exercises increased mobility	8/8/2019 1:02 PM
181	not asked to receive physiotherapy as I was assessed as being in too much pain.	8/8/2019 1:00 PM
182	it was very painful and not successful	8/8/2019 1:00 PM
183	I did learn some exercises	8/8/2019 12:58 PM
184	LAND BASED PHYSIO ON ITS OWN, NOT VERY BENEFICIAL	8/8/2019 12:46 PM
185	It does help but slower and more painful + stiff to do than in water you can't bend or balance as easy so you stretch less. But still better than nothing	8/8/2019 12:36 PM
186	Exercises given were relevant + helpful in recovery + mobility	8/8/2019 12:19 PM
187	NOT SUITABLE	8/8/2019 12:13 PM
188	IT GAVE ME A BIT MORE MOVEMENT AND MOBILITY	8/8/2019 12:10 PM

189	They do help but in recent times I have less mobility so that limits what I can do at home eg I no longer can access the floor level for some of the exercises that used to help, set by the physio.	8/8/2019 12:05 PM
190	Gradual improvement in mobility but at a slower rate than provided by hydrotherapy	8/8/2019 11:52 AM

Q18 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'.

Answered: 218 Skipped: 3



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
Total Respondents: 218		

#	OTHER - PLEASE ENTER REASON FOR SELECTING YOUR PREFERRED OPTION	DATE
1	Because it is manned by physios DV is always 34oc warmth is essential	9/10/2019 1:19 PM
2	1. The explicit connection with the physiotherapy dept per se 2. Ability to organise a review with physios who have experience of hydrotherapy services and their potential	9/9/2019 3:49 PM
3	At GHH the staff are fully trained in the type of help I need and understand my problems. Couldn't see the need for refurbishment - A strange decision!	9/3/2019 2:46 PM
4	provides security of employment for the excellent staff	9/2/2019 3:53 PM
5	I found the hydro benefits my knee replacements and arthritis and helps my mobility. I find the hydro works better for me than physiotherapy.	9/2/2019 3:45 PM

6	Hospital based hydrotherapy is vitally important for patients who have had hip, knee , shoulder replacements etc and also people like me with server osteoarthritis in all joints and fybromyalgia my body feels like world war 3	8/30/2019 12:36 PM
7	I chose this option because I desperately want to be more mobile again with as least pain as possible.	8/30/2019 12:03 PM
8	The two hydro pools given are too far for me to travel to in my day for therapy. Bedford was a perfect location - others will be the same!	8/30/2019 10:57 AM
9	Open 2 + 3 will deskill NHS staff and take money out of the NHS and put it into the private sector.	8/29/2019 5:57 PM
10	Worried that if using an alternative pool, permission for its use by BHT could be denied in the future?	8/29/2019 5:54 PM
11	The availability of other facilities other than an NHS owned & run service leaves the provision of hydrotherapy vulnerable in the future & not secure.	8/29/2019 5:44 PM
12	none, was quite a way to drive there not only the distance but the traffic too and trying to park!!	8/29/2019 5:03 PM
13	I work full time with children (some special needs) I need either out of working hours (before 8 / after 6) or v. short journey to be able to arrange cover.	8/29/2019 4:29 PM
14	this site is better suited for elderly	8/29/2019 11:56 AM
15	Not interested	8/29/2019 11:18 AM
16	The NHS should be maintaining capability not losing it. If outside pools are used the NHS is at the mercy of the provider.	8/19/2019 1:34 PM
17	It is an excellent service - very under-used. Bedford MSK needs this pool. The pool could be used for a lot more activities.	8/16/2019 5:01 PM
18	Since hydro pool was closed my condition has required further physio to shoulder and ankle and a marked deterioration to my athsma + increased pain - more referrals to physiotherapy were as before there had not been the need for it.	8/13/2019 10:29 AM
19	The staff at G. H. House (physios) were very professional & dedicated & formed a very happy & efficient team	8/12/2019 5:50 PM
20	Hydro is so important for so many people and the more provision the better.	8/12/2019 5:35 PM
21	I would expect it would be easier for communication between the different physiotherapists providing the different services	8/12/2019 5:17 PM
22	ready made pool save NHS money	8/12/2019 4:42 PM
23	cost of parking at G.H.H is prohibative	8/12/2019 4:34 PM
24	hydrotherapy gives relief from a restricted lifestyle since becomes elderly (scoliosis)	8/12/2019 4:05 PM
25	It is based in Bedford where I live and is going to be sorely missed. The Keech hospice is just too far to travel. Anjulita I have no idea where that is.	8/12/2019 3:17 PM
26	parking at Gilbert Hitchcock is very expensive & I am unable to walk. Better changing facilities?	8/12/2019 1:17 PM
27	I need hydro for ease of joints pains/ect with out it not sure how I get on.	8/12/2019 12:47 PM
28	This is a purpose built pool. Alternative pools may not provide dedicated equipment	8/12/2019 12:26 PM
29	This service given close to Bedfordshire people when they are seriously injured is so important	8/9/2019 5:59 PM
30	because its a valuable service	8/9/2019 5:08 PM
31	Because GBH is the hub, one has access to other forms of therapy/chance to discuss adjustments	8/9/2019 5:02 PM
32	Option 3 is preferred - I would rather have a Hydrotherapy Pool than not have. This would save the NHS money too.	8/8/2019 5:52 PM
33	Its the only thing that helps my pain is chronic its not possible to have land based physio	8/8/2019 5:25 PM
34	enables me to access hydrotherapy as a fee paying patient.	8/8/2019 3:18 PM
35	Bedford hospital needs funds for children's wards, maternity, A+E	8/8/2019 3:05 PM

36	This is an incredible service with such good benefits and having received five sessions instead of six I continue to sing the praises of hydro and would want others to reap the benefits aswell in having better quality of life following treatment.	8/8/2019 2:05 PM
37	Seems a waste to close as it is there and should be used, it has had previous money spent on it, good facilities, lots of staff on hand and nearby. Plus other places could close in future then nothing.	8/8/2019 12:36 PM
38	Good facilities at pool	8/8/2019 12:05 PM
39	Physiotherapy Team on site. Empathy by NHS staff and other users of the service when feeling vulnerable. Feeling that I was in a 'safe environment'.	8/8/2019 11:52 AM

Q19 What else do you feel that we should consider when reviewing the options for delivering hydrotherapy services in Bedfordshire?

Answered: 148 Skipped: 73

#	RESPONSES	DATE
1	I have contacted Keech in the past and they do not accept NHS patients and it is too far to travel - expense! Why change what works? Why waste more of NHS money? You have the proper facilities, you have the proper staff. (We were very blessed) now many of us are left not knowing where to turn. I rarely fill in these forms but feel very strongly about this!	9/3/2019 2:46 PM
2	Couldn't you run sessions at local council pools?	9/3/2019 2:25 PM
3	As I have unfortunately never accesses Hydrotherapy because of incontinence. I am not eligible to give a response.	9/2/2019 5:50 PM
4	We have paid a lot in taxes and national insurance and deserve a first class service.	9/2/2019 3:53 PM
5	I find it easier to do exercises in the pool and I feel I have more movement after the sessions. I feel my joints are less stiff. I have recently undergone physio for my back but it has not helped and it was suggested hydro might help. It was suggested I could do exercises at a swimming pool but unfortunately I get severe cramps due to the coldness of the pool. If the hydro pool was open again I would attend 1/2 times a week.	9/2/2019 3:45 PM
6	The hydro pool is a place you can go with a disability and feel comfortable to exercise safely. The benefits of hydrotherapy are well known, I feel it is a great loss to the town.	9/2/2019 3:32 PM
7	This service has been a lifeline for me. I don't know what I would have done without it.	8/30/2019 12:42 PM
8	I am sure a private patient like myself would be willing to pay a bit more. I never had hydrotherapy in the NHS. Conditions like mine are chronic and need forever treatment just to maintain a little mobility - Arthritis takes away any quality of life. By becoming immobile my mental health will decline as well resulting in severe depression needing NHS treatment, drugs therapy etc. People becoming more immobile and more prone to falls and broken bones costing NHS more money as well.	8/30/2019 12:36 PM
9	The service is very much needed by a large number of people to help with all manner of problems. As you have indicated only two other options at Anjulita Court and Keech Hospice are available so very little. As a contributor all my working life to the NHS, I feel when I need it most I am being let down. I will eventually need surgery on my knee and hip and the hydrotherapy was extremely helpful in helping me to be as mobile as possible until then. And of course was happy to pay for this service.	8/30/2019 12:03 PM
10	Transport Links	8/30/2019 11:23 AM
11	less cancellations	8/30/2019 11:18 AM
12	Ensure patients are able to access a service that may improve their condition and quality of life.	8/30/2019 10:51 AM
13	Patient accessibility and transport provision for those who don't / can't drive or get to the pool themselves. A free service should be free for all. I was repeatedly inconvenienced (and my husband) and lost time / money for a service that was really the only thing that has helped me after my car accident. I don't think closing down the service is a good idea at all, as there is nothing within reach for me to access and I'm sure others are in the same boat as me. In the 18 months - 2 years I was using the MSK service, hydrotherapy was the only thing that helped, and I had to either pay (either transport costs or private group sessions) to access it. Now I don't even have that, it is really difficult.	8/30/2019 10:46 AM
14	The long term impact of your plans, 5 yrs + The service could be a long term income stream for the Hospital, because you could charge for additional usage.	8/29/2019 5:57 PM
15	It was very convenient using the pool at Kimbolton Road at a charge after the sessions provided by the NHS has finished. Would this be possible at an alternative pool?	8/29/2019 5:54 PM
16	AVAILABILITY EASE OF ACCESS	8/29/2019 5:52 PM

17	The merger between L + D and BH. Income generic opportunities for an NHS owned & run service.	8/29/2019 5:44 PM
18	The hydrotherapy is centralised in Bedford + the majority of the local population are able to get there. Its a fabulous service + its a great shame that the information sheet accompanying this survey was so biased against re-opening the pool.	8/29/2019 5:39 PM
19	Essential, needed in order to keep people mobile. It has strengthened my bones and muscles to the extent I can still go into town on the bus and do my own shopping.	8/29/2019 5:35 PM
20	Sorry but the whole place needs gutting and starting again! Its very old and run down with inadequate changing facilities, broken tiles in the pool, dirt in the pool, scum on the water, surface walking to the pool greasy very slippery, no adequate ventilation, showers very inadequate, needs gutting!	8/29/2019 5:03 PM
21	Once the initial cost of the refurbishment has been met, the option has the same running costs as offering elsewhere. With presumably the ability for far more people to access this vital service, and offer out of work hours appointments (ie extending operation in line with other NHS options) Plus allowing private use to outside therapists / groups may even bring in revenue (like MRI or CAT hire) to cover costs of running. No - hydrotherapy is a regressive step in a growing town.	8/29/2019 4:29 PM
22	I would be willing to pay a reasonable cost for treatment. I have been told by previous patients that this treatment is very effective. I can access the pool by bus if I am unable to drive.	8/29/2019 12:21 PM
23	More sessions easy access for local.	8/29/2019 12:07 PM
24	Comparing the distance for people to travel - some can get a bus and then if able to walk to Hitchcock, if you have already attended this site its friendly and you feel confident there if to go often to get used to the layout etc.	8/29/2019 11:56 AM
25	More Sessions	8/29/2019 11:48 AM
26	Gilbert Hitchcock House is easily accessible. The other two sites mentioned would be difficult for most patients to get to. I attended my sessions privately. (from question 13 current distance to travel I work in Bedford 0-2 miles & I live in Cranfield 11-15 miles)	8/29/2019 11:25 AM
27	Didn't do any good for me.	8/29/2019 11:18 AM
28	1) Reducing amount paid to circle MSK services and invest it into the hydrotherapy pool. 2) Ask recipients of hydrotherapy to pay a small amount eg £1.00 towards every session. 3) Allow recipients of hydrotherapy smaller parking fees, the parking company to donate part of their astronomical parking ticket fees.	8/29/2019 11:13 AM
29	If the hydrotherapy at Gilbert Hitchcock was reliable, many more people would pay to use it regularly myself included which would help towards funding of it.	8/28/2019 4:45 PM
30	I only had 5 NHS sessions but continued paying for private sessions. Investigating if more private sessions can be made available when pool is not used by NHS. This brings in additional funding.	8/28/2019 4:06 PM
31	Your information enclosed with the survey states there is evidence to support the use of hydrotherapy alongside land based therapies. I conclude any negative decision made would be based on financial matters. I therefore submit the following:- Refurbishment £120,000 Amortised over 5 years is £24,000 per year Annual running costs £40,000 Total annual running costs £64,000 Your information states 50% usage for private hire (NHS patients 17 hrs, Private patients groups 16.5 hours) Assuming private hire is nil cost to NHS (Approximately £42 per hour based on a 46 week year) Therefore actual costs to NHS is £32,000 Based on 2017 figures £32,000 divided by 2981 contacts = £10.74 per contact I would say good value for Money!	8/28/2019 3:59 PM
32	Obviously cost is paramount with limited budgets. But the treatment and care i received at Gilbert Hitchcock House is second to none and as I said earlier helped immensley. Also the venue is very easily accessed by public transport from a very wide are around Bedford	8/23/2019 11:52 AM
33	Keep Bedford open	8/23/2019 11:09 AM
34	Value for money	8/23/2019 11:05 AM
35	Time, travel, ease of axis do people in pain wont travel big distances	8/21/2019 12:23 PM

36	So many people need these facilities and without them will really suffer and be in great need. These facilities benefit so many people, alot being older and less likely to be able to access these in another location. I have greatly benefited and i only had five sessions, just before it closed. I was very fortunate!! Not everyone is and the need to be helped as best as possible. So please reconsider!! I'm young and have access to a car and could go else where if necessary not everyone can and that's not fair!!	8/19/2019 1:50 PM
37	you have to consider patient safety and convenient hydrotherapy helps a lot.	8/19/2019 1:40 PM
38	Funding methods should be investigated. I'm sure charities such as NASS would donate towards the cost of refurbishment. The private use of the pool can be used to help fund the running of the pool. Clinical outcomes should go beyond the physical and also look at the mental health benefits. The future capability of the trust providing hydro, if it is effectively out sourced what happens when or if those pools close?	8/19/2019 1:34 PM
39	Look at other options for referbishment like the endless pools hydro pools which are modular and would be more cost effective and be able to use existing site at a fraction of the quoted £120,000!! I have tried to access other hydro in Bedford and all options given were unable to help provide hydrotherapy!!! I have to travel to Stanmore which is over 1 hour away and painful to travel!	8/19/2019 1:09 PM
40	Hydrotherapy is a really valuable service to enable a safe environment for exercise and recovery for many conditions - including accidents, joint operations and replacements, and other health conditions which prevent people partaking in regular exercise. I feel this facility helped me personally recover much quicker therefore saving on long term need for hospital treatment. I cannot say strongly enough how grateful i have been to the amazing staff at 'Hydro' - with their encouragement it gave me back my life! Keeping the hydrotherapy pool will provide assistance for many people, and the long term benefits would mean less of a drain on NHS resources. Encouraging private sessions would also ensure more revenue and continuous use of this amazing facility.	8/19/2019 1:01 PM
41	parking + cost viable for the staff mindful of distances patients travel privacy in changing room	8/19/2019 12:44 PM
42	Stated options seem to cover this	8/19/2019 12:34 PM
43	I benefited so much having the hydro exercises and would recommend it to anybody with limp issues	8/19/2019 12:25 PM
44	A huge benefit to patients, perhaps a reasonable charge to patients	8/19/2019 11:00 AM
45	Not everyone can travel long distance I know i couldn't so it should stay at Gilbert Hitchcock	8/19/2019 10:37 AM
46	I have recived hydro over a long time the first of witch was at the 'maner hospital' after disc opp. I am amazed that you are talking of scraping this facility	8/16/2019 5:49 PM
47	The vast aray of clientele and disabilities and accessibility	8/16/2019 5:36 PM
48	It is a very valuable service and I should be sorry to see it go	8/16/2019 5:34 PM
49	found service excellent	8/16/2019 5:21 PM
50	It makes sense to keep the hydrotherapy pool under the physio service at Gilbert Hitchcock House and circle it seems ridiculous splitting the land physio & hydrotherapy sites. The pool is already there, so why spend yet more NHS money creating a new one! The service of the existing pool is perfect other than when it's closed for repair. The physio's are brilliant & it makes sense to keep the complete service under one roof.	8/16/2019 5:17 PM
51	Instead of once a week maybe twice a week would be better maybe twice a week would be better	8/16/2019 5:13 PM
52	A great many people - especially from ethnic groups - can't swim. This therapy - if explained properly would reassure those less secure in water to take advantage. Travelling distances and time for carers - ie they would have to be paid to wait adding an extra financial burden on the recipient.	8/16/2019 5:01 PM
53	I feel that Gilber Hitchcock House is part of the Beds Hospital Trust and this facilitie should be kept open. Also the therapist that looked after in the pool were very good at their job. I felt better after I got out pool.	8/16/2019 5:00 PM
54	NOT EVERYONE CAN MANAGE BUSES AND DON'T POSSESS A CAR. LOCAL PEOPLE NEED TO HAVE THIS FACILITY AT HAND THEY ARE THE MOST VULNERABLE AND MOSTLY IN PAIN WHY SHOULD THEY HAVE TO TRAVEL FURTHER THAN THE MOST ABLE PERSON.	8/16/2019 3:25 PM

55	Perhaps check into the progress in USA ATRI aquatic therapy + rehab INST. remarkable progress in water immersion. Also Aqua Yoga therapy. Athletes to rehab + HP + boyancy	8/16/2019 2:39 PM
56	Increasing hydrotherapy to multiple patients beyond usual physiotherapy remit. Ensure benefits of hydrotherapy are not minimized in service or costs.	8/16/2019 1:18 PM
57	The benefits of having the use of the hydrotherapy pool at Gilbert Hitchcock house was excellent.	8/16/2019 1:01 PM
58	option 1&2 Tried and tested Option 3 More information required: 1 Locations confirmation that Anjulita Court and Keech Hospice will be venue. 2 Entrance change to local facility entry - increased annually 3 Outsourced? 4 NHS lose overall control? 5 staffing existing or employed new?	8/16/2019 12:55 PM
59	I just want to say that my hydrotherapy took place from February 2017- August 2017 so only 2 of my sessions took place within the 2 year time bracket. Until i received this survey, i had no idea of the problems with the hydrotherapy pool throughout 2018. After completing my initial 6 sessions, I then paid for a course of 10 sessions from May-August 2017 where i worked through the given exercises myself. This helped me tremendously and the only reason I didn't continue was because I had a 23 mile journey from Leighton Buzzard each way. Before coming to hydrotherapy, i had never been confident in water and it made such a difference to my life. It led me to join an aquatic class at my local leisure centre which i still attend due to my ongoing mobility issues. I think the hydrotherapy pool at Bedford Hospital plays a very important part in the community and i strongly believe it should stay open!	8/16/2019 12:20 PM
60	Deployment of staff may be more difficult at other sites.	8/16/2019 12:00 PM
61	With all services stretched to the limit, we are all encouraged to take of ourselves in as many ways as possible. I attended (and paid for) gym sessions for the last 15 years before the operations which me unable to walk unaided and for any distance. My OT searched far and wide for hydrotherapy facilities and eventually came up with the private facility. It is impossible to find any other facility paid or unpaid. Please consider the people who try to help themselves.	8/16/2019 11:40 AM
62	Most people using hydrotherapy have mobility problems, car parking must be available adjacent to facility	8/16/2019 11:18 AM
63	I have chosen option 3 based on the cost saving while still providing the facility. This would be pointless however if "additional costs associated with the physiotherapy team" are at some point in the future deemed to be too expensive and the service is terminated. The trust must make a commitment to fund the physiotherapy team. As well as the pool.	8/13/2019 6:21 PM
64	Please clean the pool. The hydro pool was absolutely filthy. Dirt in all the corners. filthy grab rails & lots of hair including pubic hair in the pool.	8/13/2019 6:14 PM
65	Ideally the services are the priority, but to help pay for them maybe other groups could fill the time slots? It is such a good facility it is a shame to not use it. I would be happy to pay up to £10 more a session for 1:1	8/13/2019 5:54 PM
66	The cost of taxi services to further afield centre might be prohibitive as a pensioner	8/13/2019 5:30 PM
67	My concern on providing hydrotherapy at local facilities is that although the cost is the least at the moment it will of course rise probably on a yearly basis - also the local facility will always have "1st choice" - hence would the actual number of NHS people be reduced, and what about timings - presumably the local facilities would want the most use during the day? hence NHS may be offered a few daily appt - but would the bulk be reduced to out of hours - ie very early morning or evening	8/13/2019 5:24 PM
68	Access for pensioners + disabled	8/13/2019 5:07 PM
69	Ensure that this service is available for other service users who need it for post operative recovery I feel that using self funding patients in conjunction with NHS referrals will also help to fund the cost of maintaining the service for all, it would be cost effective as self funding would alleviate further drain on NHS - resources Bedfordshire is a growing community and the need for this service will only increase in the future - I have noticed marked deterioration with my mobility and other health issues which has caused me to rely on NHS resources	8/13/2019 10:29 AM
70	local to Bedford for patients with no transport except mobility scooters/escort. Rotate patients who pay for services of hydro to make sure all patients get to use facilities - previously long waiting list & patients attended weekly - for along time not giving other users opportunity should limit sessions to at least 6 & put on rotational basis - this way everyone who wants to pay for group sessions can access fairly (for waterwise hydrotherapy)	8/13/2019 10:02 AM

71	Cost would have to be considered. The NHS is strapped for cash. Transport to Luton provided by the NHS would cost a fortune	8/13/2019 9:50 AM
72	I found it easy to get to it was very worth why. it would be a shame to close it down. I say keep it open.	8/13/2019 9:39 AM
73	Being in water when exercising gives you a 'feel good' factor of exercising against water pressure is definitely better than exercising on dry land. You can feel the difference.	8/12/2019 5:50 PM
74	Currently the NHS provided me with 6 sessions of hydrotherapy. This was nowhere near enough. I was therefore very grateful to be able to pay extra and become a private patient so that I could continue as and when my knees needed it.	8/12/2019 5:45 PM
75	Hydro was a lifesaver for me. As a young, fit, "healthy" person who sustained a major injury rendering me unable to walk/work/etc. Hydro was the thing to completely change my recovery. please don't take this service away; please invest in keeping the pool and helping others in pain.	8/12/2019 5:35 PM
76	This pool is extremely valuable to the county it helps patients to get mobile following accidents age related trouble with movement of limbs etc. Especially back trouble. exercise in the pool is so much easier so treatment does not take as long	8/12/2019 5:26 PM
77	I accept that the cost has to be taken into account, which may make my first choice difficult to deliver.	8/12/2019 5:17 PM
78	yes get the pool open again.	8/12/2019 5:06 PM
79	I was shown excercises which I can put into use in any pool and this has helped maintain my mobility and flexibility.	8/12/2019 4:42 PM
80	Those of us with chronic long term conditions get very little in the way of ongoing support. it would be a shame to lose a service which is beneficial to many. I would be prepared to pay for additional group sessions if offered.	8/12/2019 4:34 PM
81	having hydrotherapy at Gilbert Hitchcock House means there are more places where people can access hydrotherapy - The option for patients to use the pool at Gilbert Hitchcock House during times when other appointments aren't scheduled, makes it even more effective resource. because I don't have access to any other hydrotherapy pool, I'm unable to continue the goof work and my pain and mobility issues increase until I need more land based therapy, which isn't anywhere near as effective	8/12/2019 4:21 PM
82	As it didn't benefit myself I feel the money would be better spent elsewhere. If people have received treatment and it was of considerable benefit, this should be considered.	8/12/2019 4:12 PM
83	you must balance the cost to the NHS against the benefit/pleasure/encouragement to exercise of patients	8/12/2019 4:05 PM
84	If patients were referred for hydrotherapy from Milton Keynes hospital, this could assist with additional funding.	8/12/2019 3:57 PM
85	The seasonal option of accessing this service does not explain how often, would there be weekly, monthly or only when these pools are not being used regularly. How long would it be before the decision was made to stop this service again due to further cost cutting. If Gilbert Hitchcock's pool was available for more sessions including weekends. Then further funding could be made through private appointments.	8/12/2019 3:43 PM
86	Land based physio can support hydro @ Gilbert Hitchcock & physio's are available to consult. Not available with other options	8/12/2019 3:32 PM
87	A hydrotherapy pool is so essential to help mobility. I feel very lost without it. Please reinstate our pool	8/12/2019 3:26 PM
88	Hydrotherapy is an excellent service to the NHS services physio. The staff are excellent and they really help to make people feel part of the physio treatment. The exercises in the pool are great. I do hope that this facility will re-open at Gilbert Hitchcock as it is a really useful part of the physio treatment work. Please don't close.	8/12/2019 3:17 PM

89	The benefit of hydrotherapy was allowing all the patients to at least keep their condition from getting to the point of having to have surgery. The cost of having to do replacement surgery on patients must be balanced up with the cost of running the hydrotherapy pool. When the decision was made to close the Gilbert Hitchcock House pool there was nothing wrong with it because I was in it the day before it was closed. I can see that it possibly needs a separate boiler but there was nothing else wrong with it. On the very rare occasions that patients turned up to find it was closed they were upset that they couldn't use the pool it was the fact that they couldn't have the exercise and nothing else. If you are going to use this as the reason not to open the pool again every swimming pool in Britain needs to be closed in case I turn up to use it and somebody has pooped in the pool and it was closed for use that day!!	8/12/2019 2:51 PM
90	it help's alot of people and price was acceptable	8/12/2019 1:30 PM
91	Time schedules should be flexible for people that want to come in as early as 5am and as late as 11pm	8/12/2019 1:12 PM
92	Distance for patients accessing hydrotherapy services. In my case due to chronic pain a car journey of 6 miles was difficult to manage. also access into the pool needs to be thought of carefully.	8/12/2019 1:01 PM
93	I think its about time Bedford had top of the range services like hydro pool. With so much money going into the NHS I sometimes wonder where its all going. We have not got a local pool that disabled people like my self can use	8/12/2019 12:47 PM
94	where the pool is only used for 33.5hrs per week, It could have the hours increased by offering it for other groups such as mums + babies, maybe antenatal use, and I'm sure "private" patients such as me would use it more, as the private section had only just got off the ground it may be of use in trying to tackle obesity, by doing dedicated exercises.	8/12/2019 12:26 PM
95	Look at outcomes of treatment more. One size does not fit all.	8/12/2019 11:45 AM
96	Although refurbishing the hydrotherapy pool at Gilbert Hitchcock House has a large initial cost, surely a long term advantage is that the patients are benefiting from good quality care, physically, emotionally and socially, which must impact on other areas of your services and helping people to have a more heuristic approach towards their health with support from qualified professionals that are in the same building. From a personal perspective my condition has nose dived since the hydrotherapy pool has shut.	8/12/2019 10:34 AM
97	There aren't any hydrotherapy options in the private sector, or if there are most people can't afford it.	8/12/2019 10:17 AM
98	The less people have to travel when they are in serious trouble/injury the better	8/9/2019 5:59 PM
99	1. Extending opening hours to increase usage 2. " " to include the week end 3. Improvement needed to changing areas - essential 4. Increase number of showers 5. Allowing on line bookings facility linked to online payment of fees 6. Access to the hydrotherapy pool side could be independent of the main building 7. Regular deep cleaning of pool so that the black mould mark on steps and pool walls are removed I found my local swimming pool does not meet my needs: a. temperature is not high enough b. accessing the pool is difficult in the absence of a walk-in area/steps without handrails c. I was lowered into & out of a pool (training pool) in a chair hoist - an experience that felt unsafe due to jerky movement I phones around alternative pools (Keech, M.S centre) to be told that unless a physio was to accompany me I couldn't be considered. My hydrotherapy needs are longterm & therefore ongoing.	8/9/2019 5:58 PM
100	One to one service for people suffering with anxiety etc. Prefer to keep Gilbert Hitchcock House open for convenience (local) but keeping cost down etc	8/9/2019 5:44 PM
101	The proven benefit to the patients!	8/9/2019 5:30 PM
102	Even with Gilbert Hitchcock open, I was on a waiting list. Hydrotherapy was by far the most effective treatment which I would have liked to continue for longer than the 6 week course, but could not afford to pay privately.	8/9/2019 5:25 PM
103	One of Bedford's public pools ought to have a dedicated heated rehabilitation pool (not NHS funded) where individuals could follow their own hydrotherapy exercise plans without the supervision of a physiotherapist. Swimming would not be permitted in such a pool, but it could be used for group aquarobics classes for seniors.	8/9/2019 5:23 PM

104	By providing hydrotherapy at Gilbert Hitchcock it gives you access to the equipment you may need to help you. It also gives you access to a physiotherapist who can give you help and advice in the pool to help with your problems. Sessions are paid for as well as one to one sessions in the pool with a trained physiotherapist which I am happy to pay for.	8/9/2019 5:16 PM
105	?	8/9/2019 5:10 PM
106	see 18	8/9/2019 5:08 PM
107	1. Each person benefits in different ways, physically and emotionally from different forms of therapy so should be afforded the opportunity to discover which is the most beneficial. 2. It's important to have the variation of therapies at one hub. 3. GBH is more central for access by most forms of transport. 4. Staff are already available at the desk (ii) to show the way (iii) to ask is of saving costs	8/9/2019 5:02 PM
108	try to obtain more funds from NHS	8/9/2019 5:02 PM
109	Many of the people using the hydrotherapy services whom I encountered were doing so in order to keep themselves mobile; to avoid further (intrusive) treatment; to enable them to lead a fuller life outside the need for care. Keeping people mobile has got to benefit the NHS overall as it will reduce the need for further treatment, including care costs. It also enabled many of my contacts to continue working, or volunteering. Quality of life is very important! I have phoned to register my concern that the patient focus group will be meeting during the peak summer holiday season, and with very short notice.	8/9/2019 4:51 PM
110	once people know the exercises they should be encouraged to access local pools to practice with family/friends if possible. Some won't be able to obviously but some would like me for example.	8/9/2019 4:49 PM
111	Your options are all Beds based. There might be opportunities in Herts or Cambs which might be more convenient for south Beds patients. But GH House would still be my choice	8/9/2019 4:47 PM
112	Based on my own experience I think it is extremely essential that hydrotherapy services are available in and around Bedford. There is a piece of land which has been picked out in Cranfield to build a new NHS doctors surgery, which is badly needed in the village, and this should include a hydrotherapy unit within the building. I know its always down to shortage of money, but surely in the long run it would save some money by having this service available for patients to access, gaining their mobility to prevent Diabetes, Heart Attacks and strokes.	8/9/2019 4:38 PM
113	More pools - it seems a great demand if you go to normal pools its either cold or crowded + you cannot do hydrotherapy exercises the same	8/8/2019 5:52 PM
114	Known benefit to Ankylosing Spondylitis patients. Safe for patients in the hospital environment. Staff expertise in supervising sessions and detailing the correct therapeutic exercises for different conditions. Convenience for access to facility for patients.	8/8/2019 5:46 PM
115	Gilbert Hitchcock was very well used, appointments were fairly hard to obtain.	8/8/2019 5:35 PM
116	Accessibility for patients who are unable to travel far. Would enable patients to potentially get better, quicker, if services are more local, therefore putting less strain on other services within the local NHS trust.	8/8/2019 5:28 PM
117	Long term availability not just a 5 week course and then left in pain again	8/8/2019 5:25 PM
118	Very important to have Hydrotherapy in Bedford. Physio staff were really friendly & helped me.	8/8/2019 5:16 PM
119	convenience. When people are disabled due to operations or injuries - the centre for recovery needs to be central and there needs to be excellent transport services to this site. Many patients are unable to drive.	8/8/2019 4:38 PM
120	Being local helps	8/8/2019 4:33 PM
121	Hydrotherapy is my only therapy option as my condition is too severe to do my things also. It is the only exercise I can do. To be able to access where there are trained physio's and other people who can help me is wonderful. Since my last visit last year my health has got worse. I believe this is connected with the closure with no notice. Please!! Please!! Reopen the Hydro!!	8/8/2019 3:41 PM
122	As no longer using hydrotherapy in Bedfordshire or else where I feel I am not in a position to pass judgement. when I was attending Bedford was 20miles away and it was the nearest, I would not want to travel further for a short session, but did find it beneficial	8/8/2019 3:35 PM
123	Bedford (Gilbert Hitchcock) is central to local people & easiest to access. Surely it would cost less to refurbish than to start a new pool up elsewhere.	8/8/2019 3:28 PM

124	Many patients who require hydrotherapy treatment have limited movement and therefore local treatment is much more beneficial to them as they don't have to ensure discomfort during prolonged travel to access treatment.	8/8/2019 3:23 PM
125	please consider fee paying patients who want to access the service.	8/8/2019 3:18 PM
126	I feel the chance of being able to have the benefits of hydrotherapy are essential for the elderly & those younger who need the exercise it is much easier to do these in water & I fear that being unable to have hydro in Bedford means I will not get the exercise I need. I am now nearly 85 & thoroughly looked forward to my hydro sometimes 3 times weekly I do not smoke or drink so consider it money well spent. There are so many people dependent on keeping fit & hydro works wonders.	8/8/2019 3:16 PM
127	NIL	8/8/2019 3:14 PM
128	A LOT OF VERY ELDERLY PEOPLE BENIFIT FROM THIS SERVICE IN OUR LOCAL AREA - EASY TO GET TO.	8/8/2019 3:10 PM
129	Its easy for me as a pensioner to get to Gilbert Hitchcock House	8/8/2019 2:54 PM
130	Relief and improved movement for so many people	8/8/2019 2:49 PM
131	cost of car parking	8/8/2019 2:10 PM
132	The cost saving having hydro is limited need to use mental health services due to great value in positivity of hydro. patients sharing pool said of the speed of recovery from accidents, rheumatology movement being beneficial and less time off sick from work due to pressure off joints and good results. physio expertise - don't loose them! it is costly but for patients in pain, low mood limited mobility it is priceless when quality of life improves and life feels a little easier.	8/8/2019 2:05 PM
133	IT HELPS ME WITH MY MOBILITY, ALSO IT REDUCES CHRONIC PAIN IN MY BACK.	8/8/2019 1:49 PM
134	It, is RIDICULOUS to close such a fantastic asset to PATIENT CARE. The facility should be upgraded, and used more often. It offers such a good outcome to all who use it. The staff were also excellent. Use your common sense for once, think of the patient not the fiscal.	8/8/2019 1:46 PM
135	ease of access	8/8/2019 1:42 PM
136	Accessibility for all at a reasonable cost	8/8/2019 1:39 PM
137	If option 1 is taken, based on past usage, there is plenty of scope to raise additional funds by rental of facilities. I strongly believe Hydrotherapy was pivitol in my rehabilitation. Additionally, I believe centralising physio care in one local locations to be best practice. Additional - 9 months to refurb? Really? Only because its an authority project. Private enterprise would never tolerate that & look elsewhere.	8/8/2019 1:26 PM
138	I feel it would be used more if it was open more frequently for private use which would accommodate small groups at a small cost. I wanted to continue privately but it was approx. £7.50 + £2.50 parking for a half hour slot which I felt was a bit too much. Aquacise classes would be beneficial to over 60s on a regular basis. My daughter suffers chronic pain with fibromyalgia so would also find it beneficial. If the pool could be made a little bigger it would be better.	8/8/2019 1:05 PM
139	Transport out of Bedford is difficult, restricted regarding the timetable for public Transport more patients will rely on NHS transport services.	8/8/2019 1:04 PM
140	Advertise the service more & get people to pay. I only found out about it when I went for physio due to knee pain. I would be happy to pay for the ability to use the service. I stopped going due to cancellations due to issues & also due to my own work commitments. Having it available for longer hours for those who work would be great. If people pay you will obviously be able to recoup some of the refurb costs.	8/8/2019 1:02 PM
141	without it I wouldn't be able to walk properly. The warm water made my physio work where land based exercises didn't. Everyone should have hydrotherapy available in Bedfordshire.	8/8/2019 1:00 PM
142	For me it is first class at Gilbert Hitchcock House. I do feel better afterwards. I would love to go back I miss it.	8/8/2019 12:58 PM
143	ALL OF THE ABOVE IN QUESTION 18 AND AS I FOUND MYSELF AS A PATIENT HYDROTHERAPY WAS MORE EFFECTIVE THAN LAND BASED PHYSIO, WHICH MANY MORE PATIENTS PROBABLY FIND THEMSELVES	8/8/2019 12:46 PM

144	Can sessions run during school hours so easily accessed without requiring child minding services? Are there medical staff on hand other than the 1 phsio looking after you in case of emergency? Phsio wasting time travelling between sites loosing hours of therapy time, and would you attend 2 places if land + hydro therapies needed?	8/8/2019 12:36 PM
145	It is an important service for recovery and should be available without enduring travel problems.	8/8/2019 12:19 PM
146	KEEP IT OPEN NOT EVERYONE HAS TRANSPORT & TAXIS ARE TOO EXPENSIVE	8/8/2019 12:13 PM
147	Apart from the NHS sessions, (paid for by NHS) I was also very happy to pay £8 for a weekly session (inc. free parking) to do the exercises that had been set by my physiotherapist previously. This seemed a good use of the facility with some remuneration for the hospital too. (I also used the A.S. group when it was in existence + we also paid a few pounds per session.) I am sure other patients would be happy to continue with the benefits for a small price, for maintenance sessions of hydro. When other local hospitals have closed their pools (eg Stevenage) I think we should do everything in our power to keep Bedford's valuable asset open.	8/8/2019 12:05 PM
148	Following my allocation of NHS sessions, I continued using the facility as a private individual. If access for private sessions was expanded this would provide additional funding which could contribute towards the running costs.	8/8/2019 11:52 AM



Bedford Hospital Musculoskeletal (MSK) Hydrotherapy Service

Patient survey

Bedford Hospital Trust (BHT) and Bedfordshire Clinical Commissioning Group (BCCG) are working together to consider the provision of hydrotherapy services for patients in Bedfordshire. We would like to understand how patients have been accessing MSK hydrotherapy services at Gilbert Hitchcock House in Bedford and to understand the views of patients on the options for future provision of the service. It is also important that we understand the impacts of the different options on patients and their ability to access services.

Please complete and return the questionnaire, details of where to send it and date to return it by can be found on the last page of this survey.

We will be holding patient focus groups the week commencing Monday 19 August 2019, which will give patients the opportunity to discuss their thoughts on hydrotherapy services with members of the CCG and Bedford Hospital Trust.

If you are interested in joining a focus group meeting, please contact Denise Faehndrich Planned Care Commissioning Support Office on **01525 624 292** or via email **denise.faehndrich@nhs.net** for further details.

1. Are you responding to this survey as

- A patient
- A carer/advocate for a patient
- Other (please specify)

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

- In the last 12 months
- In the last 18 months
- In the last 2 years

3. What format were your hydrotherapy sessions?

- Individual
- Group
- Combination

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

- 1 - 3 times
- 4 - 6 times
- 7 - 10 times
- 15 If used more than ten times, please tell us how many times

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

My treatment has finished (go to Qn 7)

I am accessing on-going treatment which is funded by the NHS (go to Qn 7)

My NHS funded treatment has finished but I access services privately (go to Qn 6)

6. **Please tell us how many sessions you have completed privately and where they were held**

7. **How did you access your treatment at Gilbert Hitchcock House?**

I accessed treatment independently

I accessed treatment with the support of a carer

Other (please specify)

8. **What condition/conditions do you access hydrotherapy services for?**

Please tick all that apply

Rheumatoid Arthritis

Spondylo-arthropathy

Chronic pain

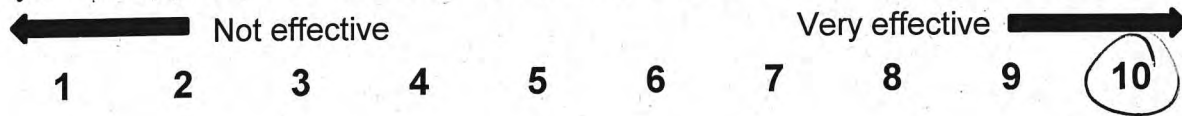
Joint Mobility

Joint replacement rehabilitation

Other (please specify)

9. On a scale of 1 to 10 how effective did you find hydrotherapy for your condition?

Please put a circle around the number on the scale to show how effective you found the hydrotherapy for your condition, when 1 is not effective and 10 is very effective

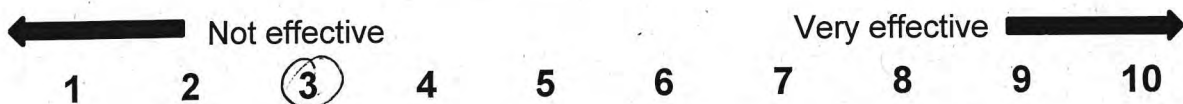


- 10 How would you describe the benefits of hydrotherapy for your condition?

Helped keeping my joints flexible - therefore less pain + more movement.

- 11 If you have also received land based physiotherapy for your condition, how effective did you find land based treatment for your condition?

Please put a circle around the number on the scale to show how effective you found the land based physiotherapy for your condition, when 1 is not effective and 10 is very effective



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

Having the warm pool - benefits the joints together with the special exercises from the physio - makes a great difference.

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

<input type="checkbox"/>	0 -2 miles
<input type="checkbox"/>	3-5 miles
<input checked="" type="checkbox"/>	6-10 miles
<input type="checkbox"/>	11-15 miles
<input type="checkbox"/>	16 miles +

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

<input type="checkbox"/>	0 -2 miles
<input type="checkbox"/>	3-5 miles
<input type="checkbox"/>	6-10 miles
<input checked="" type="checkbox"/>	11-15 miles
<input type="checkbox"/>	16 miles +

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

<input type="checkbox"/>	Walk
<input checked="" type="checkbox"/>	Car
<input type="checkbox"/>	Bus
<input type="checkbox"/>	Bike
<input type="checkbox"/>	Other (please specify)

<input type="checkbox"/>	Taxi
<input type="checkbox"/>	Community Transport
<input type="checkbox"/>	NHS Patient Transport

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)

<input type="checkbox"/>	Walk	<input type="checkbox"/>	Taxi
<input checked="" type="checkbox"/>	Car	<input type="checkbox"/>	Community Transport
<input type="checkbox"/>	Bus	<input type="checkbox"/>	NHS Patient Transport
<input type="checkbox"/>	Bike		
<input type="checkbox"/>	Other (please specify)		

17. 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

Option 1 – Refurbish the Hydrotherapy Pool and re-open at Gilbert Hitchcock House

Option 2 – Close the Hydrotherapy Pool at Gilbert Hitchcock House offering only land based therapies

Option 3 – provide hydrotherapy services at local facilities on a sessional basis

	Least preferred	Second preference	Most preferred
Option 1			<input checked="" type="checkbox"/>
Option 2			<input type="checkbox"/>
Option 3			<input type="checkbox"/>

1

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'.

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> | Convenience of accessing services |
| <input checked="" type="checkbox"/> | Ensures future provision of hydrotherapy services in Bedfordshire |
| <input type="checkbox"/> | Makes best use of local facilities |
| <input type="checkbox"/> | Cost to the NHS of delivering the service |
| <input type="checkbox"/> | Enables me to continue accessing hydrotherapy services |
| <input type="checkbox"/> | Other - please state reason below for selecting your preferred option |
-
-

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

Bedford Hospital is ~~located~~ in the middle of town + people who do not or cannot drive can catch a bus easily (ie. elderly).

2



Bedford Hospital Musculoskeletal (MSK) Hydrotherapy Service

Patient survey

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- In the last 2 years

3. What format were your hydrotherapy sessions?

- Individual
- Group
- Combination

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

- 1 - 3 times
- 4 - 6 times
- 7 - 10 times
- If used more than ten times, please tell us how many times

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

- My treatment has finished (go to Qn 7)
- I am accessing on-going treatment which is funded by the NHS (go to Qn 7)
- My NHS funded treatment has finished but I access services privately (go to Qn 6)

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

7. How did you access your treatment at Gilbert Hitchcock House?

- I accessed treatment independently
- I accessed treatment with the support of a carer
- Other (please specify)

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

- Rheumatoid Arthritis
- Spondylo-arthropathy
- Chronic pain
- Joint Mobility
- Joint replacement rehabilitation
- Other (please specify) *Acute Sciatica*

9. On a scale of 1 to 10 how effective did you find hydrotherapy for your condition?

Please put a circle around the number on the scale to show how effective you found the hydrotherapy for your condition, when 1 is not effective and 10 is very effective

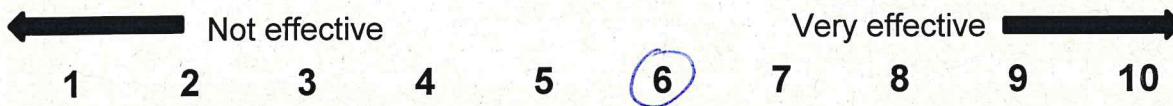


10 How would you describe the benefits of hydrotherapy for your condition?

Helped me to regain movement

11 If you have also received land based physiotherapy for your condition, how effective did you find land based treatment for your condition?

Please put a circle around the number on the scale to show how effective you found the land based physiotherapy for your condition, when 1 is not effective and 10 is very effective



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

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<input type="checkbox"/>	11-15 miles
<input type="checkbox"/>	16 miles +

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<input checked="" type="checkbox"/>	Car
<input type="checkbox"/>	Bus
<input type="checkbox"/>	Bike
<input type="checkbox"/>	Other (please specify)

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<input type="checkbox"/>	Bike		
<input type="checkbox"/>	Other (please specify)		

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	Least preferred	Second preference	Most preferred
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Option 2	<input checked="" type="checkbox"/>		
Option 3			<input checked="" type="checkbox"/>

2

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'.

- Convenience of accessing services
- Ensures future provision of hydrotherapy services in Bedfordshire
- Makes best use of local facilities
- Cost to the NHS of delivering the service
- Enables me to continue accessing hydrotherapy services
- Other - please state reason below for selecting your preferred option

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

3

Many apologies for the late
return of this form. I hope
I am not too late to have
my views considered.
MT



Bedford Hospital Musculoskeletal (MSK) Hydrotherapy Service

Patient survey

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- Other (please specify)

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- In the last 12 months
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- In the last 2 years

3. What format were your hydrotherapy sessions?

- Individual
- Group
- Combination

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

- 1 – 3 times
- 4 - 6 times
- 7 - 10 times
- If used more than ten times, please tell us how many times

29

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

- My treatment has finished (go to Qn 7)
- I am accessing on-going treatment which is funded by the NHS (go to Qn 7)
- My NHS funded treatment has finished but I access services privately (go to Qn 6)

6. **Please tell us how many sessions you have completed privately and where they were held**

24 sessions following 5 NHS session
All at Gilbert Hitchcock House

7. **How did you access your treatment at Gilbert Hitchcock House?**

- I accessed treatment independently
- I accessed treatment with the support of a carer
- Other (please specify)

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

- Rheumatoid Arthritis
- Spondylo-arthropathy
- Chronic pain
- Joint Mobility
- Joint replacement rehabilitation
- Other (please specify)

9. On a scale of 1 to 10 how effective did you find hydrotherapy for your condition?

Please put a circle around the number on the scale to show how effective you found the hydrotherapy for your condition, when 1 is not effective and 10 is very effective



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

Limb/joint movement are much easier in the water
Results in a feel good factor

11 If you have also received land based physiotherapy for your condition, how effective did you find land based treatment for your condition?

Please put a circle around the number on the scale to show how effective you found the land based physiotherapy for your condition, when 1 is not effective and 10 is very effective



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

Left arm is gradually regaining strength and mobility.
Right arm very little mobility following stress fracture to acromion after a total shoulder replacement in May 2018

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

- 0 -2 miles
- 3-5 miles
- 6-10 miles
- 11-15 miles
- 16 miles +

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

- 0 -2 miles
- 3-5 miles
- 6-10 miles
- 11-15 miles
- 16 miles +

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

- Walk
- Car
- Bus
- Bike
- Other (please specify)

- Taxi
 - Community Transport
 - NHS Patient Transport
-

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)

<input type="checkbox"/>	Walk	<input type="checkbox"/>	Taxi
<input checked="" type="checkbox"/>	Car	<input type="checkbox"/>	Community Transport
<input type="checkbox"/>	Bus	<input type="checkbox"/>	NHS Patient Transport
<input type="checkbox"/>	Bike		
<input type="checkbox"/>	Other (please specify)		

17. 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

Option 1 – Refurbish the Hydrotherapy Pool and re-open at Gilbert Hitchcock House

Option 2 – Close the Hydrotherapy Pool at Gilbert Hitchcock House offering only land based therapies

Option 3 – provide hydrotherapy services at local facilities on a sessional basis

	Least preferred	Second preference	Most preferred
Option 1			<input checked="" type="checkbox"/>
Option 2	<input checked="" type="checkbox"/>		
Option 3		<input checked="" type="checkbox"/>	

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'.

- | | |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Convenience of accessing services |
| <input checked="" type="checkbox"/> | Ensures future provision of hydrotherapy services in Bedfordshire |
| <input checked="" type="checkbox"/> | Makes best use of local facilities |
| <input type="checkbox"/> | Cost to the NHS of delivering the service |
| <input checked="" type="checkbox"/> | Enables me to continue accessing hydrotherapy services |
| <input type="checkbox"/> | Other - please state reason below for selecting your preferred option |

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

Physiotherapists should be present at all sessions



Bedford Hospital Musculoskeletal (MSK) Hydrotherapy Service

Patient survey

Bedford Hospital Trust (BHT) and Bedfordshire Clinical Commissioning Group (BCCG) are working together to consider the provision of hydrotherapy services for patients in Bedfordshire. We would like to understand how patients have been accessing MSK hydrotherapy services at Gilbert Hitchcock House in Bedford and to understand the views of patients on the options for future provision of the service. It is also important that we understand the impacts of the different options on patients and their ability to access services.

Please complete and return the questionnaire, details of where to send it and date to return it by can be found on the last page of this survey.

We will be holding patient focus groups the week commencing Monday 19 August 2019, which will give patients the opportunity to discuss their thoughts on hydrotherapy services with members of the CCG and Bedford Hospital Trust.

If you are interested in joining a focus group meeting, please contact Denise Faehndrich Planned Care Commissioning Support Office on **01525 624 292** or via email **denise.faehndrich@nhs.net** for further details.

1. Are you responding to this survey as

- A patient
- A carer/advocate for a patient
- Other (please specify)

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

- In the last 12 months
- In the last 18 months
- In the last 2 years

3. What format were your hydrotherapy sessions?

- Individual
- Group
- Combination

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

- 1 – 3 times
- 4 - 6 times
- 7 - 10 times
- If used more than ten times, please tell us how many times

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

- My treatment has finished (go to Qn 7)
- I am accessing on-going treatment which is funded by the NHS (go to Qn 7)
- My NHS funded treatment has finished but I access services privately (go to Qn 6)

6. **Please tell us how many sessions you have completed privately and where they were held**

7. **How did you access your treatment at Gilbert Hitchcock House?**

- I accessed treatment independently
- I accessed treatment with the support of a carer
- Other (please specify)

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

- Rheumatoid Arthritis
- Spondylo-arthropathy
- Chronic pain
- Joint Mobility
- Joint replacement rehabilitation
- Other (please specify)

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

<input type="checkbox"/>	0 -2 miles
<input type="checkbox"/>	3-5 miles
<input checked="" type="checkbox"/>	6-10 miles
<input type="checkbox"/>	11-15 miles
<input type="checkbox"/>	16 miles +

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

<input type="checkbox"/>	0 -2 miles
<input type="checkbox"/>	3-5 miles
<input type="checkbox"/>	6-10 miles
<input checked="" type="checkbox"/>	11-15 miles
<input type="checkbox"/>	16 miles +

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

<input type="checkbox"/>	Walk
<input checked="" type="checkbox"/>	Car
<input type="checkbox"/>	Bus
<input type="checkbox"/>	Bike
<input type="checkbox"/>	Other (please specify)

<input type="checkbox"/>	Taxi
<input type="checkbox"/>	Community Transport
<input type="checkbox"/>	NHS Patient Transport

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)

<input type="checkbox"/>	Walk	<input type="checkbox"/>	Taxi
<input checked="" type="checkbox"/>	Car	<input type="checkbox"/>	Community Transport
<input type="checkbox"/>	Bus	<input type="checkbox"/>	NHS Patient Transport
<input type="checkbox"/>	Bike		
<input type="checkbox"/>	Other (please specify)		

17. 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

Option 1 – Refurbish the Hydrotherapy Pool and re-open at Gilbert Hitchcock House

Option 2 – Close the Hydrotherapy Pool at Gilbert Hitchcock House offering only land based therapies

Option 3 – provide hydrotherapy services at local facilities on a sessional basis

	Least preferred	Second preference	Most preferred
Option 1		<input checked="" type="checkbox"/>	
Option 2	<input checked="" type="checkbox"/>		
Option 3			<input checked="" type="checkbox"/>

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'.

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> | Convenience of accessing services |
| <input checked="" type="checkbox"/> | Ensures future provision of hydrotherapy services in Bedfordshire |
| <input checked="" type="checkbox"/> | Makes best use of local facilities |
| <input checked="" type="checkbox"/> | Cost to the NHS of delivering the service |
| <input checked="" type="checkbox"/> | Enables me to continue accessing hydrotherapy services |
| <input type="checkbox"/> | Other - please state reason below for selecting your preferred option |
-
-

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

I apologise for completing this questionnaire beyond the date requested. Circumstances slowed me down.
We need to look to the future and continue to deliver helpful services NOT close them down

