



Centre for Integrative Care: Moving to Ambulatory Care

We proposed to move to an ambulatory model of care at the Centre for Integrative Care.

Background

The Centre for Integrative Care (CIC) had seven inpatient beds, open from Monday to Friday. The small number of patients admitted to inpatient beds received similar treatment to outpatients.

They received therapies, such as:

- Therapy sessions
- Nutrition and diet advice
- Massage and Acupuncture
- Physiotherapy
- Psychological support
- Counselling

All of these services were available to outpatients.

Why we proposed this change

We proposed to close the CIC inpatient beds for various reasons, including:

- 95% of 6000 attendances were outpatients
- The Centre had successfully made their services available on an ambulatory model of care
- Arrangements for admissions or overnight accommodation could be made when necessary.

What this change meant for patients

We were proposing to no longer provide inpatient beds at the CIC. Instead, we would deliver all therapies, counselling and treatments on an outpatient or day case basis.

Informing and Engaging Process

We informed and engaged with patients and the public from September to December 2016. Please see the [Communications and Engagement Plan](#).

Stakeholder Reference Group

We established a Stakeholder Reference Group to oversee how we engaged with patients, carers and the public. This included asking for feedback on how we:

- Shared information
- Advised on the development of information and events
- Utilised knowledge on interested groups and networks
- Provided feedback on the engagement

The group involved those with interest or experience of our services. We also welcomed people with a view on the engagement process and the information we shared.

The first Stakeholder Reference Meeting took place on the 27th September 2016. Please see the [presentation](#) and [minutes from the first meeting](#), as well as the [terms of reference for the group](#).

Patient Panel

To support the Stakeholder Reference Group, we set up a Patient's Panel for patients and carers who used the CIC.

The panel allowed patients to:

- Learn and ask questions about the proposed changes to the CIC
- Consider how best we inform and engage with others on the proposal
- Help us to develop information and events that kept people informed.

We would share what we heard from the panel with the Stakeholder Reference Group.

The first Patient Panel meeting was held on 30th September 2016. Please see the [first patient panel meeting report](#).

The second Patient Panel meeting was held on 21th November 2016. Please see the [second patient panel meeting report](#), and [presentation on the engagement progress and feedback we received](#).

Engagement Activities

- Letters to current patients – we sent out two letters to CIC patients. The first provided information about the proposal. The second explained how patients could share their views
- Telephone calls – patients and carers shared how they felt about the service and the proposal with the Patient Experience Public Involvement Manager
- Email and postal address – patients, relatives, organised groups and more contributed to the engagement process via letters and emails
- Patient Panel – a forum for patients and carers to be involved and have their say on the proposal
- Drop-in sessions – we hosted drop-in sessions at the CIC in October and November 2016.

Drop-in Sessions

These sessions enabled patients, carers and other interested parties to discuss the proposal with us.

Patients and carers used the sessions to:

- Ask questions about the proposal
- Clarify certain aspects of the proposal and what it would mean for them
- Give their views on the proposal.

Please see the [times and dates of our drop-in sessions](#).

Update – 20th December 2016

The NHSGGC Board agreed to progress the proposal to move the CIC to an ambulatory service.

This meant that the 7 overnight beds would no longer be provided. However, the full range of services would continue to be provided on an outpatient and day case basis.

Further Resources

- [Full Board Report on 20th December](#)
- [Press release on the decision](#)