

## Proposed move of Moorfields Eye Hospital's City Road services **Public consultation survey 24 May - 16 September 2019**

**Please complete and return this questionnaire by 16 September 2019**

### **What this consultation is about**

We are proposing to build a new centre of excellence over the next 5-6 years that would bring together Moorfields Eye Hospital and the UCL Institute of Ophthalmology (IoO) in a purpose-designed centre on the St Pancras Hospital site in Camden, north London. The aim is to enable world-leading eye care, research and education to attract the best clinical talent and provide the highest quality, efficient care for people.

**This consultation is focused on the proposal to move Moorfields' services and the IoO from their current site at City Road, Islington to the St Pancras Hospital site, Camden.** We are also seeking your views on whether you have ideas for alternative suitable solutions.

The full range of existing services would be available at the proposed new site, including the ophthalmic A&E service. The current proposal to relocate the hospital from City Road to St Pancras does not include changes to Moorfields' services at its 30 other sites, although over time these will be considered as part of a wider review of ophthalmology services across London by the North Central London Sustainability and Transformation Partnership.

You are welcome to make suggestions about what the buildings might look like, but that is not what we are consulting on at this stage. There will be opportunities in the future to give us your thoughts on these and other aspects, should the proposal be approved to proceed to the next stage.

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

Your views are important to us. If you prefer to complete this questionnaire online, please visit **<http://oakhamwarp.dinksurveys.com/Moorfields>**. If you prefer to fill in this printed copy by hand, please complete and return it to Freepost ORIEL. (No stamp needed and no other address details.)

The form is also available in large text and Easy Read format from our website at **[www.oriel-london.org.uk](http://www.oriel-london.org.uk)** or by emailing **[moorfields.oriel@nhs.net](mailto:moorfields.oriel@nhs.net)** or by calling **020 7521 4684**.

Please contact us to request this survey in another language or format such as braille, or if you need help filling out this survey. If you need more space for any of your answers, please include a separate piece of paper.

**DATA PROTECTION STATEMENT:** All information that you give in this survey will be processed on behalf of NHS Camden CCG, NHS England Specialised Commissioning and Moorfields Eye Hospital by an independent organisation called Participate Ltd. Your anonymous feedback will be used solely to inform future plans and service improvements. All data will be held securely and the information you provide will be treated as confidential. We request that no additional personal data is provided in this survey.

---

To find more details about the proposal or to download a full consultation document, please visit **[www.oriel-london.org.uk](http://www.oriel-london.org.uk)**

You do not have to answer every question, but it will inform our decisions better if you do.

**Q1 In what capacity are you responding to the consultation?**  
 (Please tick one box only. You may respond in more than one capacity but please use a separate survey form).

- |  |   |
|--|---|
| <input type="checkbox"/> Current or former patient/<br>service user  | <input type="checkbox"/> Student  |
| <input type="checkbox"/> Carer/family member                         | <input type="checkbox"/> Primary care provider (including<br>GP/GP practice, high street<br>optometrist, pharmacist etc). |
| <input type="checkbox"/> Member of the public                        | <input type="checkbox"/> Social worker  |
| <input type="checkbox"/> Councillor                                  | <input type="checkbox"/> NHS provider organisation  |
| <input type="checkbox"/> Voluntary organisation/<br>advocate         | <input type="checkbox"/> Private provider organisation  |
| <input type="checkbox"/> Moorfields Eye Hospital<br>and/or UCL staff | <input type="checkbox"/> NHS commissioner   |
| <input type="checkbox"/> Clinician                                   | <input type="checkbox"/> Other public body  |
|  | <input type="checkbox"/> Prefer not to say  |

**Q2 If you are responding on behalf of a team, group or organisation, please state the name of your team / group / organisation:**

**Q3 Do you currently use eye health (ophthalmology) services at Moorfields or have you used them in the past three years?**

- Yes     No     Prefer not to say

## Section 1 – Your views on the proposal

**Q4 The following set of questions seek your views on the proposal to build a new centre to bring together eye care, research and education.** Please select ONE of the following statements that most closely matches your view.

- (a)  **I think a new centre is needed.**
- (b)  **I don't think a new centre is needed.**
- (c)  **I don't have a view on whether a new centre is needed.**

**Q4(a) If you selected (a) I think a new centre is needed, how much do you agree/disagree with the following statements?** If you did NOT select (a), please go to Q4(b).

**I think a new centre is needed to treat more people who may need eye care in the future.**

- Agree strongly     Agree     Neither agree nor disagree     Disagree     Disagree strongly

**I think a new centre is needed to create more space for patients and improve their experience of receiving care.**

- Agree strongly     Agree     Neither agree nor disagree     Disagree     Disagree strongly

**I think a new centre is needed to bring together eye care with research and education.**

- Agree strongly     Agree     Neither agree nor disagree     Disagree     Disagree strongly

**I think a new centre is needed to offer opportunity for excellent education for students.**

- Agree strongly     Agree     Neither agree nor disagree     Disagree     Disagree strongly

Please explain your reasons or provide any further comments you have:

**Q4(b) If you selected (b) I don't think a new centre is needed, how much do you agree/disagree with the following statements?** If you did NOT select (b), please go to Q5.

**I think nothing should be done to the current Moorfields hospital at City Road.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly

**I think the buildings at the current site on City Road should be refurbished.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly

**I think moving would cause too much disruption to my treatment and/or current services.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly

**I am concerned moving the hospital from City Road to a new site may make my journey to the hospital more difficult.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly

Please explain your reasons or provide any further comments you have:

Land that has become available just north of King's Cross and St Pancras stations is our preferred location for the proposed new centre.

As explained in the consultation document, this allows services to continue as they are while we build the new centre. We think it offers us the best chance to design a flexible space for the future and improve patient experience, as well as giving greater value for public money compared with other options to build at, or refurbish, the current City Road site.

**Q5 Having read the consultation document, to what extent do you agree/disagree with our proposal that the new centre should be located at the St Pancras Hospital site?**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree strongly

Please explain your reasons or provide any further comments you have:

**Q6 We have explained how we considered other possible sites for the new centre. While we have a preference to move services from the City Road site to the St Pancras Hospital site, we remain open to other suggested locations. Please state any other solutions you feel we should consider.**

## Section 2 – Your views on accessibility

In discussions with people so far, accessibility is the most common theme of feedback on the proposed move of Moorfields' City Road services.

**Q7 Please read each of the statements about accessibility below and tell us (by ticking one box for each) how important they are to you.**

**Interior design and signage to help find your way around the hospital.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Technology to guide you through the hospital to your appointment.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**People to provide you with assistance in the hospital building.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Locating the hospital close to public transport.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Ease of journey from public transport hubs (e.g. the train or underground station) to the St Pancras Hospital site.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Support with transport from the nearest underground station to the St Pancras Hospital site.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

Please explain your reasons or provide any further comments:

**Q8 Travelling to the proposed St Pancras Hospital site will involve a different journey for most patients, carers and staff from the one they currently make. In the list below please tell us whether or not travel to the proposed new site could be an issue for you or your family.**

**It would cost me more to travel to the St Pancras site than to the existing site.**

Yes  No  Don't know

**I would have to walk further to the St Pancras site.**

Yes  No  Don't know

**I don't know the journey to the St Pancras site and am worried I might get lost or confused.**

Yes  No  Don't know

**It would take me longer to travel to the St Pancras site.**

Yes  No  Don't know

**My family would have to travel further to get to the St Pancras site.**

Yes  No  Don't know

**The journey to the St Pancras site would be more complicated.**

Yes  No  Don't know

**There won't be any/enough parking at the St Pancras site.**

Yes  No  Don't know

**I am not concerned about travel to the St Pancras site.**

Yes  No  Don't know

Please provide any further comments including anything we should put in place to help you get to the proposed site at St Pancras.

## Section 3 – Improving the patient experience

In discussions with people so far, there have been many views on improving patients' experience of care.

**Q9 Please read each of the statements about patient experience below and tell us (by ticking one box for each) how important they are to you.**

**High quality clinical expertise.**

Very important  
  Important  
  Neither important nor not important  
  Not very important  
  Not important at all  
  I don't have a view about it

**Smooth journey from first appointment to after-care and support.**

Very important  
  Important  
  Neither important nor not important  
  Not very important  
  Not important at all  
  I don't have a view about it

**Getting to the hospital, including in an emergency.**

Very important  
  Important  
  Neither important nor not important  
  Not very important  
  Not important at all  
  I don't have a view about it

**Shorter waiting times at the hospital.**

Very important  
  Important  
  Neither important nor not important  
  Not very important  
  Not important at all  
  I don't have a view about it

**A caring experience at the hospital.**

Very important  
  Important  
  Neither important nor not important  
  Not very important  
  Not important at all  
  I don't have a view about it

**Good communication and information.**

Very important  
  Important  
  Neither important nor not important  
  Not very important  
  Not important at all  
  I don't have a view about it

**Person-to-person support when needed.**

Very important  
  Important  
  Neither important nor not important  
  Not very important  
  Not important at all  
  I don't have a view about it

Please provide any other comments on improving the patient experience in the space below.

**More staff and volunteers trained in visual impairment awareness.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

Please provide any other comments on developing our staff in the space below.

## Section 4 – Developing our staff

**Q10 In discussions so far, people are keen to know how we are supporting and developing our staff to create our proposed centre of excellence for the future. Please read each of the statements about developing our staff below and tell us (by ticking one box for each) how important they are in your view.**

**A better working and learning environment.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Support for research and innovation.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Improving training opportunities and career progression.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

## Section 5 – Planning for change

Building and moving into a brand new centre is a complex change that is likely to take several years. In discussions with some of our patients and their family members, they have suggested some ideas that could be considered to ensure a smooth transition to the proposed new centre.

**Q11 Please read each of the statements about planning for change below and tell us (by ticking one box for each) how important they are in your view.**

**Well-planned information to let people know about the move in advance.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Emergency services at both sites for a period of transition.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Transportation provided between the current site and the new site for a period of transition.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Support for staff leading up to and during the transition period.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Clear information about how to get to the new site.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Additional support for those who need to learn how to access the new site.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Involving patients and staff in planning the new hospital.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very important	Important	Neither important nor not important	Not very important	Not important at all	I don't have a view about it

**Other (please state)**

**Q12 Do you have any further comments on the future of eye care?**  
(Please use the space below to give your views.)

## About you

We recognise and actively promote the benefits of diversity and we are committed to treating everyone with dignity and respect regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

To ensure that our services are designed for the population we serve, we would like you to complete the short section below. The information provided will be used only for the purpose it has been collected for (e.g. to provide information to us about the suitability of our proposal) and will not be passed on to any third parties.

You are not obliged to answer the questions in this section but if you are able to do so it would help us to understand the impact of any potential service changes upon different groups of people.

**Q13 To help us address any other issues of accessibility, please could you give us the first part of your postcode? For example, if your postcode is EC1V 2PD, enter "EC1V".**

**Q14 Please tell us which age group are you in:**

<input type="checkbox"/> 16-18	<input type="checkbox"/> 19-34	<input type="checkbox"/> 35-49	<input type="checkbox"/> 50-64	<input type="checkbox"/> 65-79
<input type="checkbox"/> 80+	<input type="checkbox"/> Prefer not to say			

**Q15 Which of the following options best describes how you think of yourself?**

Female  Male  In another way  Prefer not to say

**Q16 Is your gender identity the same as the gender you were given at birth?**

Yes  No  Prefer not to say

**Q17 Are you married or in a civil partnership?**

Yes  No  Prefer not to say

**Q18 Do you consider yourself to have a disability or health condition?**

Definition of disability under the Equality Act 2010: if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

Yes  No  Prefer not to say

If Yes, please provide further information about your condition below, if you wish to do so.

**Q19 Are you registered blind or partially sighted?**

Yes  No  Prefer not to say

**Q20 Please indicate which option best describes your religion or belief:**

<input type="checkbox"/> No religion	<input type="checkbox"/> Muslim
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Sikh
<input type="checkbox"/> Christian	<input type="checkbox"/> Atheist
<input type="checkbox"/> Hindu	<input type="checkbox"/> Any other religion
<input type="checkbox"/> Jewish	<input type="checkbox"/> Prefer not to say

**Q21 Please indicate which option which best describes your sexual orientation:**

<input type="checkbox"/> Heterosexual	<input type="checkbox"/> Bisexual
<input type="checkbox"/> Gay	<input type="checkbox"/> Other
<input type="checkbox"/> Lesbian	<input type="checkbox"/> Prefer not to say

**Q22 Please select what you consider your ethnic origin to be:**

**Asian:**

Asian/Asian British: Indian  
 Asian/Asian British: Pakistani  
 Asian/Asian British: Bangladeshi  
 Asian/Asian British: Any other Asian background

**Black or Black British:**

Black or Black British: Black – Caribbean  
 Black or Black British: Black – African  
 Black or Black British: Any other Black background

**Mixed:**

Mixed: White and Black Caribbean  
 Mixed: White and Black African  
 Mixed: White and Asian  
 Mixed: Any other mixed background

**White:**

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

**Other:**

Other ethnic background: Chinese  
 Other ethnic background: Any other ethnic group

**Prefer not to say:**

Prefer not to say

## **Thank you for completing the survey.**

The public consultation runs from 24 May to 16 September 2019.

Your comments and responses will be analysed by Participate Ltd. This analysis will be written into a report, which will be considered as part of the decision-making process. The final report will be published on our website: **[www.oriel-london.org.uk](http://www.oriel-london.org.uk)**.

If you have any questions, please either email **[moorfields.oriel@nhs.net](mailto:moorfields.oriel@nhs.net)** or telephone **020 7521 4684**