



Leeds Community
Healthcare
NHS Trust

The Child Development Centre is moving...



Information
leaflet



This leaflet includes information about our plans to move the Child Development Centre (CDC) from St James's Hospital Site, Beckett Street, LS9 7TF to the Reginald Centre, 263 Chapeltown Road, LS7 3EX.

You may have already been invited to provide feedback about our proposal to move the Child Development Centre to the Reginald Centre. We received comments from 78 people including patients, carers, referrers (such as a GP), and members of the public. The 12 week engagement period ended 14 September 2017. Thank you to those who took the time to listen to our proposal and give feedback.

Overall, engagement has shown that the move has been positively received. We have considered all your feedback in detail and sought to address your concerns. This leaflet sets out our plans to go ahead with the move to the Reginald Centre and includes some of the comments people raised, both positive and negative, and how we plan to address them.

Why we need to move the Child Development Centre

We want our services to be provided in the very best facilities. Over time it has become apparent that the current building, which houses the Child Development Centre, is no longer suitable. There are limitations to the improvements we can make to the current building and environment. Our aim is to deliver Child Development services from a modern, fit for purpose building.

As such, the St James's site will no longer be used as a base for the Child Development Centre. Considering what patients and carers have said, working with our estates team, clinical staff and health and social care partners, we believe the best facility to provide the Child Development Centre from is the Reginald Centre.



We firmly believe that you and your child will see a number of benefits due to this service move. Your child will have access to the same high quality services, and be supported by the same staff. Moving to the Reginald Centre will mean your child will be seen in a modern, fit for purpose community environment.

We will move all the following services from the CDC at St James's Hospital site:

- Neurodisability clinics (known as PND)
- Paediatric clinics including Dietetics support and Continence services
- Complex communication assessments and programmes (including Speech Therapy and Psychology)
- Complex developmental assessments
- Audiology and Aetiology (discovering why a child has a hearing impairment)
- Children's therapies
- Children's community eye service



Why the Reginald Centre?

- It is a modern community centre which will provide an improved care environment and facilities for patients and staff.
- It is already a base for children's health in North Leeds including Health Visiting and Child and Adolescent Mental Health Services (CAMHS).
- 76.6% of people said the Reginald Centre would be easy/very easy or wouldn't disadvantage them as a new location.
- It is only 1.5 miles away from the current St James's base.
- Free parking is available at the rear of the centre and surrounding residential streets.
- It has the capacity to accommodate all the services from the Child Development Centre.
- It is a community hub with other services for families to access, including a library.
- Local amenities, including a park, are close by.

Travel information

Distance from St James's Hospital to the Reginald Centre

By car (via Chapeltown Road): approximately 7 minutes
(source AA Route Finder)



Free parking is available at the rear of the centre. Additional parking is available on Reginald Terrace, Reginald Street and surrounding residential streets including the Mexboroughs. Please see map below.

By bus: approximately 23 minutes (source Metro)

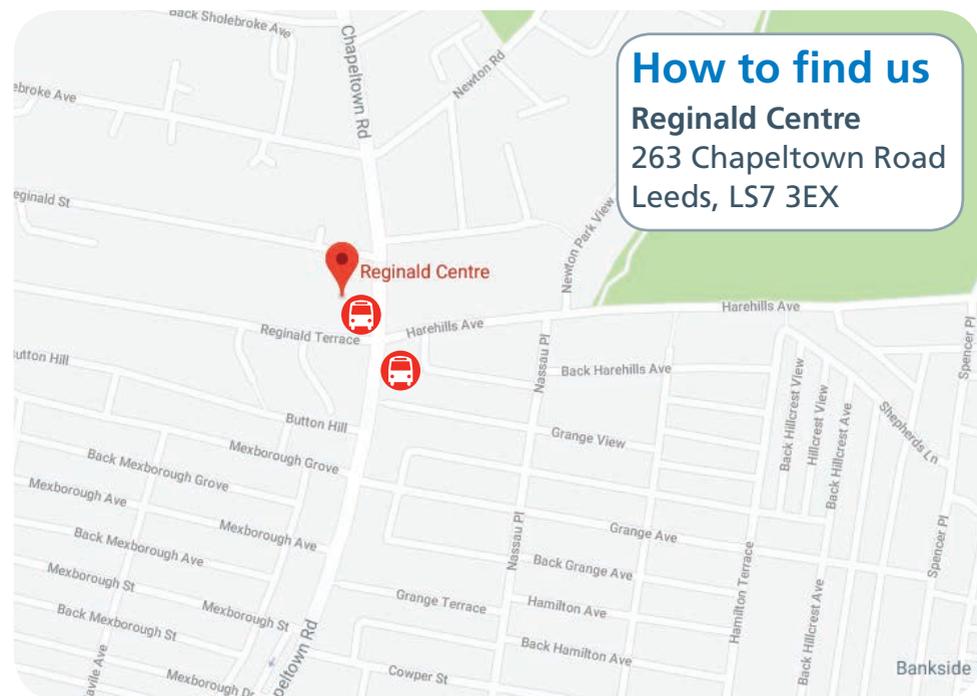
- There is a bus stop directly outside the Reginald Centre main entrance.
- Bus numbers 2, 3, 3A and 36 operate approximately every 15 minutes. Bus number 48 also has a regular service.



**2, 3, 3A
36, 48**

For further information on bus routes please visit:

www.wymetro.com/howtogetto
or call MetroLine on **0113 245 7676**



How to find us
Reginald Centre
263 Chapeltown Road
Leeds, LS7 3EX

What people thought about the relocation to the Reginald Centre

We greatly value the feedback people give us. 78 responses were received through online and paper questionnaires and feedback people gave us directly. We asked what was important to people about the service and location they receive from Child Development Services. Here is a summary of what people told us:

What people said... What we would like to offer...

Most people said travelling to the Reginald Centre would be easy or very easy for them.

Those who would be travelling by car said that car parking is important to them.

Some people did say it would be difficult for them to get to the Reginald Centre. Quite often patients travel on public transport and this can be difficult if travelling across Leeds. Patients and carers wanted information on bus routes.

We are aware that there is limited public parking on the Reginald Centre site. There are 15 free visitor parking spaces including 2 disabled bays and bays for electric charging which can be used by non-electric cars if not in use. There is a security guard on site and the car park has CCTV monitoring.

There is free street parking in close proximity to the Reginald Centre on Reginald Street, Reginald Terrace and on surrounding residential areas including the Mexboroughs.

We know that travelling to appointments is an important factor in a person's care. The Reginald Centre is the closest alternative venue to house all the Child Development Centre services.

The Reginald Centre is on a number of bus routes and there is a bus stop directly outside. **See travel information section opposite.**

For those individuals who will experience difficulties in getting to their appointment at the Reginald Centre we are happy to talk to people to discuss their options.

You may be able to get financial help from the Hospital Travel Costs Scheme if you're on a low income, need Health Service treatment at a hospital, Health Service centre or private clinic and have been referred by a Doctor, Dentist or health professional. You can find out more about this by phoning the Low Income Scheme helpline on **0300 330 1343** or going to the NHS Choices website www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx

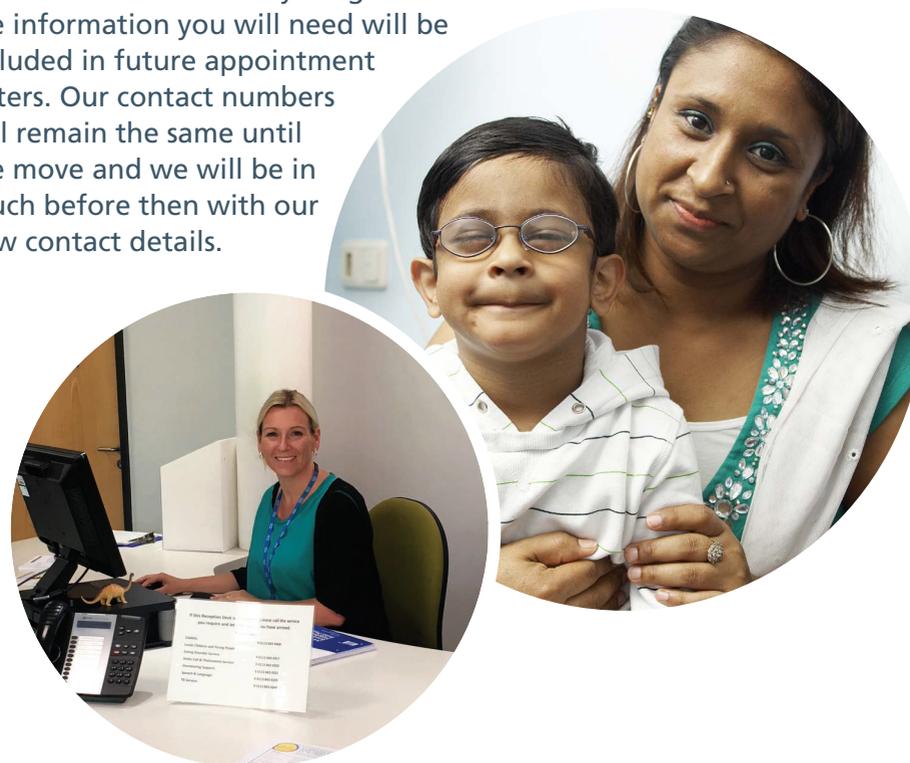
What people said...	What we would like to offer...
Seeing the same staff and team was important.	<p>Your child will still have access to the same high quality services, delivered by the same members of staff they are used to.</p> <p>Moving to this new centre will mean that your child will be seen in a modern, fit for purpose environment.</p>
Some people raised concerns over feeling safe attending the Reginald Centre making reference to crime levels in the area.	<p>It's important to us that people feel safe attending appointments at all the sites we deliver services from.</p> <p>The Reginald Centre opened in 2010 and is home to NHS services and Council services, as well as a library and café.</p> <p>There is a security guard based at the Reginald Centre site and the car park also has CCTV surveillance.</p> <p>The average crime rate* for LS7 is marginally lower than neighbouring areas in Leeds.</p> <p>*Figures taken from www.ukcrimestats.com</p>
It was important to you in moving to a community setting, where there are also other services from different organisations, that there was clear information about where to go for appointments.	<p>To make sure patients know where they need to go to their appointments we will:</p> <ul style="list-style-type: none"> • Include information in appointment letters, asking people to report to level 1 reception. Level 1 is accessible by both lift and stairs. • Add additional signage to the Reginald Centre ground floor to make it clear that our NHS services are delivered from level 1. • Have a dedicated Receptionist based on level 1 to help support Child Development Centre patients attending appointments. • There are also Receptionists based on the ground floor that can help direct you to your appointment.
It was important to you that we had a suitable waiting area	We are creating a new child friendly waiting area on level 1 at the Reginald Centre.

Some people raised concerns that the Reginald Centre is already a busy building and asked if it could accommodate the additional services.	Working together we have made sure we are making the best use of the building. Our Estates Team is continuing to work closely with services already located at the Reginald Centre and the Child Development Centre to make sure all services have access to admin space, clinical and non-clinical rooms.
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When would services start to be provided from the Reginald Centre?

The relocation of services will take place in August 2018.

You don't need to do anything now - all the information you will need will be included in future appointment letters. Our contact numbers will remain the same until the move and we will be in touch before then with our new contact details.



Any questions?

If you have any questions about the information in this leaflet please either speak to a member of the service or contact the **Patient Experience Team** at Leeds Community Healthcare on tel: **0113 220 8585** email **lch.pet@nhs.net**