

Executive Summary:

Proposal to relocate elective outpatient clinics from Lincoln County Hospital to Lincoln Community Diagnostic Centre

United Lincolnshire Teaching Hospitals NHS Trust (ULTH) is proposing to relocate its elective orthopaedic outpatient clinics from Lincoln County Hospital (LCH) to a new modular unit co-located at the Lincoln Community Diagnostic Centre (CDC). This unit will be managed by the Trust's Surgery Care Group.

To support decision-making, an engagement activity was conducted from 02 July to 26 August 2025, involving:

- 690 participants:
 - System-wide survey: 561 responses
 - On-site conversations: 57 participants
 - Experience monitoring data: 72 entries

Main Findings

- Majority support for relocation, citing:
 - Better parking
 - Modern facilities
 - Calmer, more accessible environment at CDC
 - Improved workflow and alignment with NHS policy

Key Benefits Identified

- Free and accessible parking
- Purpose-built consulting and waiting areas
- Quieter, easier-to-navigate site
- Faster appointments and better diagnostics integration
- Positive patient experience

Main Concerns Raised

- Transport and accessibility: CDC is harder to reach by public transport
- Continuity of care: Risk of losing access to emergency support and familiar staff
- Communication: Confusion around letters, signage, and referrals
- Staffing and integration: Concerns about split teams and service fragmentation

Accessibility and Inclusion

- Need for step-free access, disabled parking, accessible toilets, and clear communication options

- Support with physical transfers and emotional comfort

Top Priorities Identified

1. Car parking
2. Easy access to the building
3. Access to specialist staff

Key Recommendations

- Improve transport links and consider subsidised travel
 - Enhance signage and wayfinding
 - Design inclusively with input from users and clinicians
 - Maintain clear communication throughout transition
 - Retain some services at LCH for inpatient and vulnerable groups
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Overall Conclusion

The engagement exercise indicated that there is support for relocating the elective orthopaedic outpatient department to the CDC, especially due to improved parking, accessibility, and facilities.

However, this support is conditional. Key concerns—transport, staffing, continuity of care, and service integration—must be addressed to ensure equitable access and high-quality care.

The feedback encourages:

- Inclusive design and co-production
- Clear communication during transition
- Transport planning and improvement
- Retention of core services at LCH
- Ongoing engagement and evaluation