

Hampshire County Council Health and Adult Social Care Select Committee Update June 2023 on progress of the Whitehill and Bordon Health Hub

Background

Hampshire & Isle of Wight Integrated Care Board (ICB) is working with the Whitehill & Bordon Regeneration Company (WBRC), East Hampshire District Council, NHS providers and other partners on the creation of a new Health Hub at Whitehill & Bordon.

The purpose-built health hub will combine primary care (provided by Badgerswood and Forest GP Surgery) and community health services currently delivered from the Chase Community Hospital onto a single site, located in the new town centre providing a vital part of the wider regeneration plans for the area.

Latest position

Since our last update in January 2023 to HASC partners in the development have made progress on their organisations deliverables to progress the health hub facility. These include:

- Planning Application public consultation has been held over 6 days in late May 23 to understand the views and expectations of local residents
- Patient engagement with the Forest Surgery patient population held to run concurrently with the planning application consultation to capture views and concerns of patients registered with the surgery which will relocate to the new health hub once complete. The engagement report is attached to this paper.
- Progression of the detailed design for the facility which includes securing a facility which meets NHS Design Codes and BREEAM Excellent standards.
- Preparation of the planning application documentation ahead of the planned submission in early July 2023
- Southern Health NHS Foundation Trust (SHFT) have approved their internal business case reaffirming the Trusts commitment to the relocation of their services and operational teams when the health hub is available.
- Southern Health Foundation trust are engaging with Everyone Active to agree how they will deliver the future physiotherapy model within the leisure centre gym space.
- Southern Health Foundation Trust have begun to operationalise plans for the health hub with service managers, to ensure the service delivery teams remain engaged in future service planning.
- It has been agreed that the lease arrangements with Solent NHS Trust will be brought into the scope of the project Fusion workstream – the merging of the community Trusts programme

All partners in the health hub remain committed to the delivery of the facility the current status of which is provided below:

Milestone	Who	Date
EHDC approved £991k funding from s.106 and Eco-town grant as capital contribution for Health Hub	EHDC / DIO	Complete
Primary Care Commissioning Committee approve Health Hub GMS space and associated costs subject to application from GP practice	HIOW ICB	Complete
Funding agreement between EHDC & DIO signed.	EHDC / DIO	Target completion June 23
SHFT decision to re-locate community services to health hub	SHFT	Complete
Legal agreements with tenants signed (Heads of Terms and agreement to lease)	WBRC / B&FS / SHFT	Target completion June 23
Detailed design complete	WBRC / B&FS / SHFT	Target Completion June 23
Engagement with patient groups (formal consultation not required) And Planning Application consultation	HIOW ICB / SHFT	Complete
Planning application submission	WBRC	<i>Revised early July</i>
Planning application determination	WBRC	October 23
Construction – early 24 if planning consent granted October 23.	WBRC	spring/summer 24 to autumn 25
Tenant fit out, familiarisation and Operationalisation	WBRC / B&FS / SHFT	Autumn 25
Occupation	B&FS / SHFT / WBRC	From late 25

Next steps

Plans for early delivery of a pharmacy within the new town centre are underway and are being co-ordinated with the delivery of the new supermarket.

Submission of the planning application for the health hub is the next critical milestone in the development of the health hub. The timeframes for this have slipped slightly from our original plans, which was due to ensuring the engagement process was planned around other key activities.

The financial appraisal is to be revisited in light of recent escalating inflation and construction costs. Though partners are confident that the costs of the development can be contained, the District Valuation Service will be required to review the costs of delivery from a value for money perspective. Affordability of the facility is the greatest for the health service in the delivery of the development.

Hampshire and Isle of Wight ICB remain committed to the delivery of the health hub and recognise our responsibility to keep stakeholders and public updated on the process. We will continue to engage with Patients and Service users on delivery plans and continue to meet regularly to ensure that all partners maintain traction on development milestones.

In the meantime, we will continue to update key stakeholders including East Hampshire District councillors, HealthWatch and individuals as requested.

Whitehill and Bordon Health Hub

Engagement Report

Executive Summary

Hampshire and Isle of Wight Integrated Care Board (ICB) carried out a period of engagement to support Whitehill and Bordon Regeneration Company (WBRC) with their proposed planning application for the new development of the Health Hub at Whitehill & Bordon.

This piece of engagement sought to build on earlier engagement with Whitehill and Bordon residents on the Health Hub proposal to inform and reduce fear of change, clarify any misunderstandings, and build confidence and trust in the community.

This report details the engagement process undertaken and provides a detailed overview of engagement activities and results, including key themes and what we heard via survey participation and the public exhibitions.

In summary, the key findings were as follows:

- **GP appointment availability**
Many respondents spoke of difficulties experienced in obtaining an GP appointment within a timescale they felt was acceptable.
- **Accessibility**
Traveling to and from the new proposed site was highlighted as an issue, respondents referring to transport issues related to both transport within the town and transport beyond the town to neighbouring towns such as Petersfield and Alton in order to access medical services.
- **Make use of existing facilities**
A number of respondents expressed a viewpoint that rather than develop a new facility it would be preferable to improve the existing facilities, most notably Chase Community Hospital. In some cases, this was related to accessibility and the ability of the facility to serve the part of the town in which it is located. There was also present in the comments a perception that developing the existing facilities represented better financial value.
- **More services available locally/increased capacity**
This theme concerned the desire for more services available locally and a feeling that these should be included in plans for the physical healthcare infrastructure in the area.
Xray was the service which was most mentioned as a service respondents would like to see delivered locally, or delivered in the hub, along with a Minor Injuries Unit as a service people would like to see available locally.

Introduction

Hampshire and Isle of Wight Integrated Care Board (ICB) is working with the Whitehill and Bordon Regeneration Company (WBRC), East Hampshire District Council, NHS providers and other partners on the creation of a new Health Hub at Whitehill and Bordon.

The purpose-built health hub will combine primary care (Forest Surgery) and community health services onto a single site, together with services currently provided at Chase Community Hospital. It will be a vital part of the wider regeneration plans for the area.

The proposal for a new health hub development will provide general primary medical care and community services and comprise two tenants: a local GP (Forest Surgery) and Southern Health NHS Foundation Trust. It would be built on a new, town centre site, as part of a residential development, providing appropriate clinical space for the proposed tenants, and other users of the Chase Community Hospital, Bordon. There are no plans for any change to the current service provision at both Chase Community Hospital and Forest Surgery. These services will continue to operate until the construction of the new site is complete, when they will move into the new facility.

Hampshire and Isle of Wight Integrated Care Board carried out a period of engagement to support Whitehill and Bordon Regeneration Company (WBRC) with their proposed planning application for the new development.

The public planning consultation included two exhibitions over six days, explaining the scheme with the project team and representatives of the organisations above on hand to provide information and answer questions, as well as a website source where the information was available online. The events were attended by approximately 390 people. We created a survey which was intended for patients of Forest Surgery, or those who were carers for a family member who was a patient of the surgery. The survey was hosted online and ran from Monday 8 May until Friday 2 June. Paper copies of the survey were made available at the engagement events and responses received from these have been included in this report.

There were 561 respondents in total. Of this number 25 were ineligible for the survey as they were not a patient, or caring for a relative who was. This left a response total of 536.

A full breakdown of the demographics of the respondents can be found in Appendix One and full survey responses in Appendix Two.

Engagement Objectives

The objectives for the engagement were:

- To promote the existing healthcare services available to local people.
- For the engagement to inform and reduce fear of change, clarify any misunderstandings, and build confidence and trust in the community
- To find out how people currently travel to receive their health care
- To find out how frequently patients use existing health services
- To find out what is important to patients when accessing services ie travel time, frequency of appointments
- To understand patients' views and experience using existing services
- To offer reassurance that services will remain in operation and will not change once the new Health Hub is operational

- To ensure patients and stakeholders are fully informed and able to express concerns, show support and make comments

Methodology

An online survey for patients registered with Forest Surgery was developed to gain feedback on current services provided. This was promoted electronically to patients by the practice and was also available in paper form at the two exhibitions. The public planning consultation included two exhibitions over six days, which was also attended by representatives of the Integrated Care Board.

Southern Health NHS Foundation Trust were also present at the exhibitions to talk to patients and members of the public about the services provided at Chase Community Hospital. This feedback was collated by the Trust.

The Patient Participation Group at Forest Surgery were also spoken to as part of the engagement process.

Audience

The audience included, but was not limited to:

Forest Surgery General Practice staff, patients and members of the surgeries Patient Participation Group

Staff, patients and service users from Southern Health NHS Foundation Trust

Local residents/residents groups - with a focus on patients registered with The Forest Surgery and those currently accessing services provided by Southern Health NHS Foundation Trust

Demographics

Below is a breakdown of the demographics of those residents who took part in the online survey.

Further details can be found in Appendix 1

Gender

Option	Total	Percent
Male	132	32.27%
Female	266	65.04%
Prefer not to say	11	2.69%

Age

Option	Total	Percent
--------	-------	---------

55 to 64	81	19.66%
25 to 54	187	45.39%
65 to 74	86	20.87%
75 to 84	38	9.22%
Prefer not to say	9	2.18%
18 to 24	5	1.21%
Over 85	6	1.46%

Ethnicity

Option	Total	Percent
White: English, Welsh, Scottish, Northern Irish	357	86.44%
Other White	28	6.78%
Other ethnic group	4	0.97%
Black, Black British, Caribbean or African	4	0.97%
Mixed or multiple ethnic groups	5	1.21%
Asian or Asian British	10	2.42%
other	5	1.21%

Disability

Option	Total	Percent
No	318	77.18%
Yes	68	16.50%
Prefer not to say	26	6.31%

Religious Belief

Option	Total	Percent
No religion	152	36.89%
Christian	208	50.49%
Prefer not to say	34	8.25%

Other religion or belief	10	2.43%
Muslim	5	1.21%
Buddhist	2	0.49%
Jewish	1	0.24%

Sexuality

Option	Total	Percent
Straight / Heterosexual	398	89.64%
Prefer not to say	37	8.33%
Gay or Lesbian	7	1.58%
Bisexual	2	0.45%

Key findings

Questionnaire

- GP appointment availability**
 This was the single largest theme and was present in 32 responses. Many respondents spoke of difficulties experienced in obtaining an GP appointment within a timescale they felt was acceptable.
- Accessibility**
 Many respondents emphasised accessibility as a factor which was important to them with the theme present in 73 comments. A large proportion of these related accessibility to the geographic proximity of the existing facilities with a significant number commenting that they valued that these were within walking distance. Some respondents pointed out that the proposed new location would mean that they would have to change how they access the surgery traveling by either public transport, or cars.
 In total 22 comments contained a theme relating to transport. 18 respondents referred specifically to parking as something they felt was important with a number of these pointing to the need for free parking. A smaller sub-theme was the importance of a building which is accessible to those with mobility issues.
- More services available locally/increased capacity**
 Another popular theme was around maintaining and increasing services in the town. This included several references to a minor injury treatment unit. Xray and physiotherapy were also mentioned. An increase in the number of GPs was also raised as well as mental health services and coil fitting. This theme could be seen as in part related to the theme about the growing population which some respondents link to the need to have more locally available services and greater capacity.
- Make use of existing facilities**
 A number of respondents chose this section to express a viewpoint that rather than develop a new facility it would be preferable to improve the existing facilities, most notably Chase Community Hospital. In some cases, this was related to accessibility and the ability of the facility to serve the part of the town in which it is located. There

was also present in the comments a perception that developing the existing facilities represented better financial value.

- **Continuity of care**

This theme was for a number related principally to continuity of care around GP services and being able to see the same doctor.

- **Quality**

This theme referred to the feeling that the quality of services being received was important. This included better telephone systems, quicker referrals and friendly staff.

- **Other**

This theme consisted of all other comments which did not fit in the categories.

Growing population: This theme referenced the population growth in the area. The community has experienced considerable population growth which has impacted on residents and their views around services. Positive about the health hub

Seven comments expressed support for the new hub.

Co-location

This theme concerned the importance of co-locating services. In particular the co-location of the pharmacy and the surgery.

Support for staff

Four comments mentioned the need for medical staff to be supported.

Events

At the six events visitors were invited to leave additional comments on a form. These were then posted into a secure box to ensure anonymity. Following the events the forms were collated and inputted onto Microsoft Word. These were then analysed for unique themes. In total 45 unique comments were recorded with 9 themes identified among these.

More services available locally/increased capacity

This was the largest theme present in the comments being present in 13 comments. This represents just over a quarter of all comments. This theme concerned the desire for more services available locally and a feeling that these should be included in plans for the physical healthcare infrastructure in the area.

Xray was the service which was most mentioned as a service respondents would like to see delivered locally or delivered in the hub. This was followed by four mentions of a Minor Injuries Unit as a service people would like to see available locally. Two comments referred to a need for increased levels of staffing at the pharmacy. A range of areas received one single mention.

Xray	8
Minor injuries unit	4
More pharmacy staff	2
Cancer clinic	1
Podiatry	1
Audiology	1
Physiotherapy	1
Childrens clinics	1
Visiting consultants	1
More GPs	1
Mental health services	1

Clinics (not specified)	1
Extended surgery hours	1

Make use of existing facilities

This was a theme which was present in nine comments. For these respondents there was a clear preference to make either continued, or greater use of existing facilities, most notably Chase Community Hospital. Comments included that the existing sites are fit for purpose and in the case of Chase relatively the building is new. Others expressed that their preference was for Chase to be modernised with one comment suggesting building the hub on the Chase site.

Accessibility

Within nine comments a theme around accessibility of the hub and the accessibility of health services for those living in the town was present. Seven comments referred to transport issues related to both transport within the town and transport beyond the town to neighbouring towns such as Petersfield and Alton in order to access medical services. Two comments were site specific in terms of issues accessing the location of the health hub site, with one referencing the gradient of an access ramp at The Shed, a building adjacent to the proposed site, and another referring to potential difficulty crossing the new high street.

Community feeling

This theme, present in eight comments, represents the voicing within the comments of community feeling and sentiment, particularly community tensions. A number of comments mentioned the feeling that the town was being 'left behind', or of tensions between the old town, in which Chase and Forest Surgery are located, and the new part of the town which is the location of the proposed new health hub. One comment referred to the history of Xray facilities at Chase, stating that these had been funded from charitable donations which had been part of the community's response to the loss of several children.

Questioning rationale

Four comments were received in which the rationale for the development was questioned. In two cases this was a broad question as to why the development was needed. In the other two cases the comments put forward a view that the rationale was informed by financial gain.

Growing population

Four comments referred to the growing population of the town. There was a close correlation between this theme and the theme concerning the need for increased levels of service. The feeling which these comments reflected was that with a growing population there was a need for an increased local capacity for healthcare services.

General questions

Four of the comments contained a number of questions about the health hub development. These were:

What will the parking facilities be at the hub? Will these be free and how do they relate to the other elements of the town centre development?

Will any podiatry, dental, or optometry services being offered at the new hub be NHS, or will these be private?

What will the impact on the overall development be if Morrisons do not take up their unit. Has this risk been considered?

Have any issues arising from mixing healthcare and residential use been considered?

Can there be greater transparency around the business case for the hub?

What are the security considerations around the health hub?

Positive

Three comments received viewed the proposals for the new health hub positively.

Feelings about the engagement

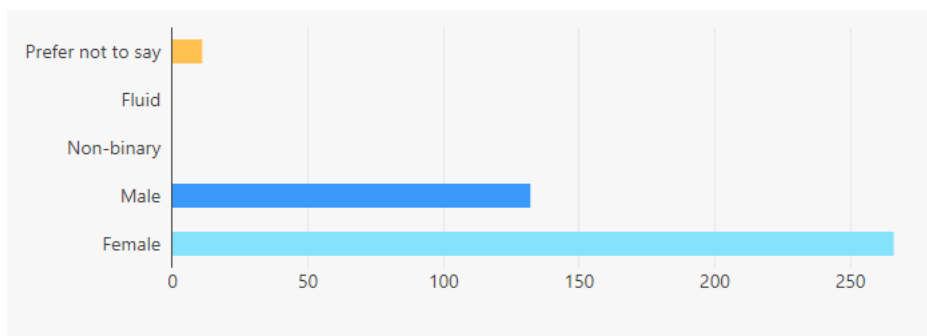
Two comments related to feeling about the engagement itself. These both expressed a view that the engagement activity would have a limited impact on the outcome.

Appendix 1

Engagement Demographics: Questionnaire Respondents

Your gender

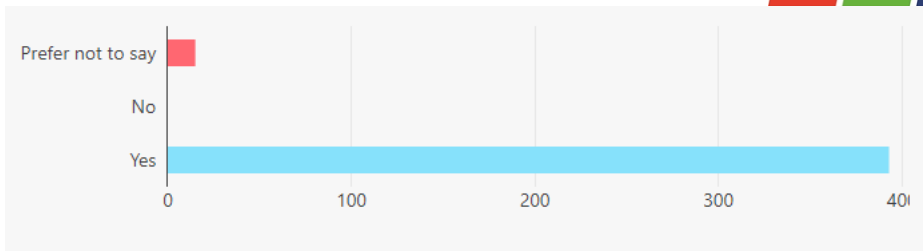
There are 409 responses to this question.



Option	Total	Percent
Male	132	32.27%
Female	266	65.04%
Prefer not to say	11	2.69%

Is the gender you identify with the same as your sex registered at birth?

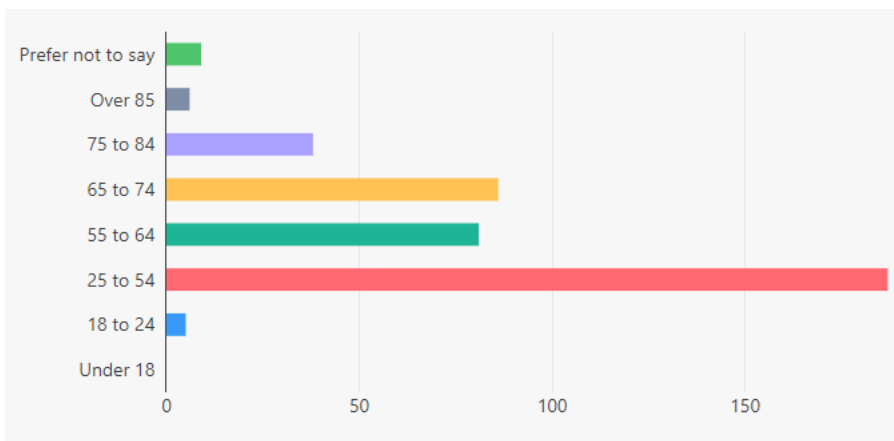
There are 408 responses to this question.



Option	Total	Percent
Yes	393	96.32%
Prefer not to say	15	3.68%

Your age group

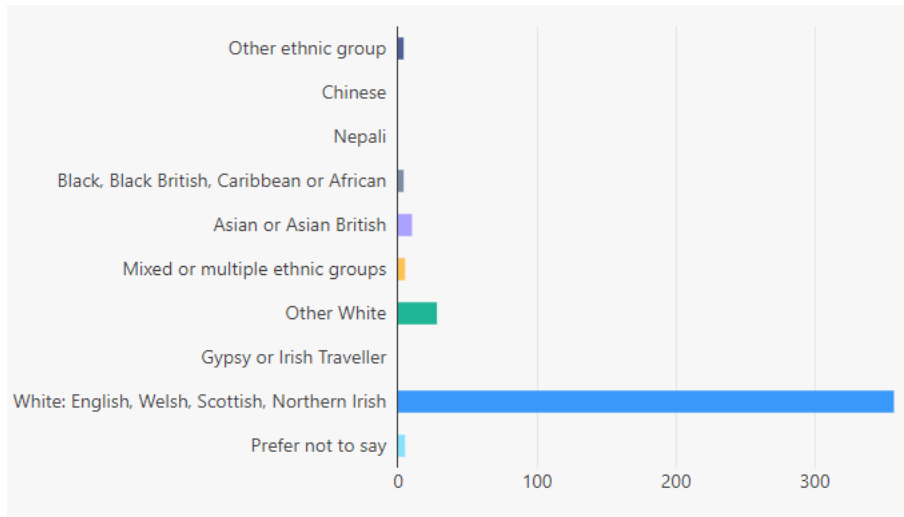
There are 412 responses to this question.



Option	Total	Percent
55 to 64	81	19.66%
25 to 54	187	45.39%
65 to 74	86	20.87%
75 to 84	38	9.22%
Prefer not to say	9	2.18%
18 to 24	5	1.21%
Over 85	6	1.46%

Your ethnic background

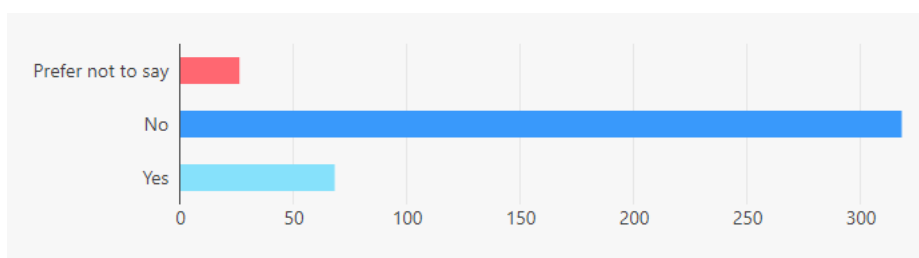
There are 413 responses to this question.



Option	Total	Percent
White: English, Welsh, Scottish, Northern Irish	357	86.44%
Other White	28	6.78%
Other ethnic group	4	0.97%
Black, Black British, Caribbean or African	4	0.97%
Mixed or multiple ethnic groups	5	1.21%
Asian or Asian British	10	2.42%
other	5	1.21%

Do you consider yourself to have a disability?

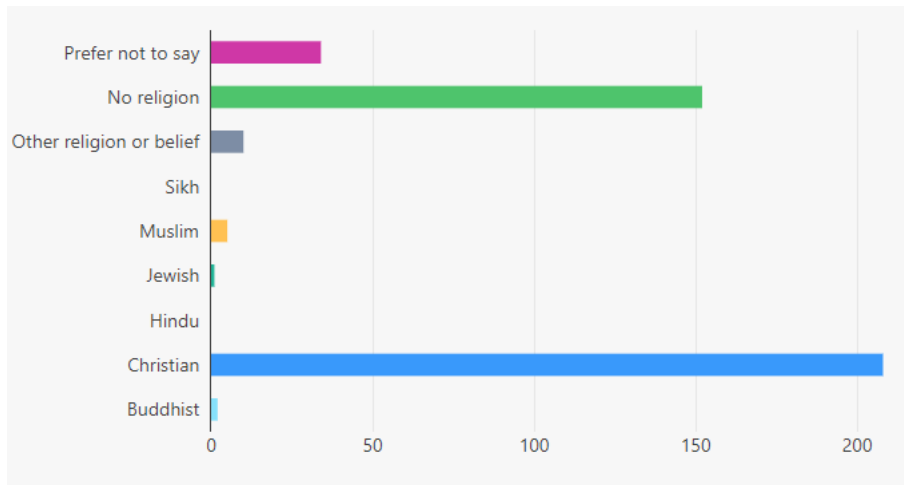
There are 412 responses to this question.



Option	Total	Percent
No	318	77.18%
Yes	68	16.50%
Prefer not to say	26	6.31%

Your religion or belief

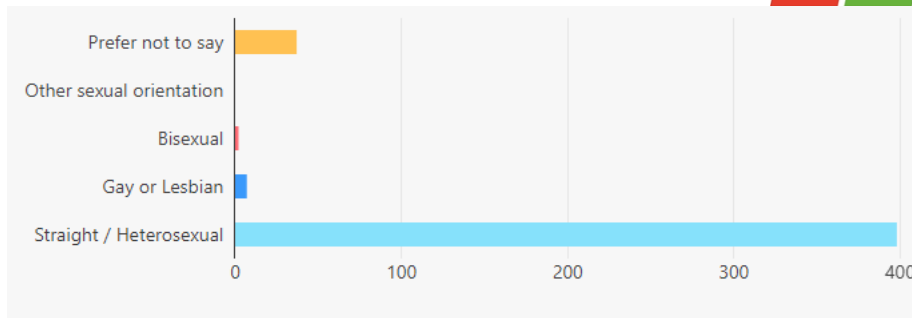
There are 412 responses to this question.



Option	Total	Percent
No religion	152	36.89%
Christian	208	50.49%
Prefer not to say	34	8.25%
Other religion or belief	10	2.43%
Muslim	5	1.21%
Buddhist	2	0.49%
Jewish	1	0.24%

Your sexuality

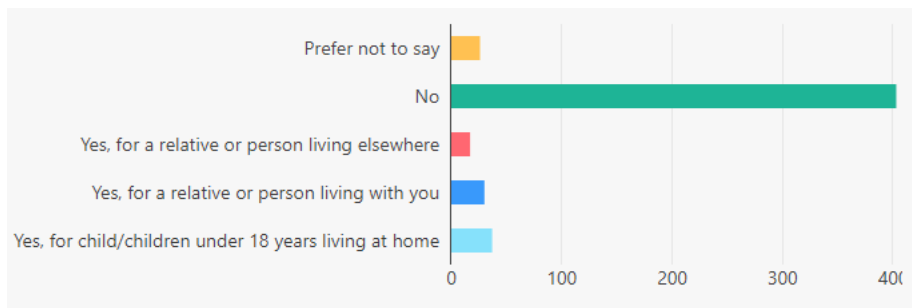
There are 444 responses to this question.



Option	Total	Percent
Straight / Heterosexual	398	89.64%
Prefer not to say	37	8.33%
Gay or Lesbian	7	1.58%
Bisexual	2	0.45%

Are you an unpaid carer? (You care, unpaid, for a friend or family member)

There are 513 responses to this question.



Option	Total	Percent
No	403	78.56%
Yes, for a relative or person living elsewhere	17	3.31%
Yes, for child/children under 18 years living at home	37	7.21%
Prefer not to say	26	5.07%
Yes, for a relative or person living with you	30	5.85%

