



North East London
Clinical Commissioning Group

Engagement on proposals for a Health and Wellbeing Hub at St George's Hospital

Meeting name: Barking and Dagenham Health Scrutiny Committee

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CCG

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St George's Health and Wellbeing Hub

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We have a clear clinical vision – to make the very best quality care available to people living in Havering and neighbouring areas. At the heart of our vision is keeping local people well and providing as much care as possible close to people’s homes.

We are seeking views from patients, carers, representatives from community and voluntary sector organisations, parents and guardians, children and young people, elderly people, health and social care professionals, regulators and the public in Havering and the neighbouring areas.

Under our proposals:

- We would bring together a range of services under one roof, in a brand-new fit-for-purpose Integrated Health and Wellbeing Hub in the community
- Renal dialysis would move from Queen's Hospital to the new Hub
- Some local GP practices within a 2-mile radius of the Hub would relocate there.
- Some frailty, outpatient, wellbeing, mental health and early diagnostic services for cancer would be provided and the local authority would provide some adult and children services. Some space would be made available for wellbeing services and for local voluntary sector services.

2013

- **St George's closes**
- Consultation found:
 - 95% of respondents supported building a new health centre on the site for a range of integrated services including primary care; and to have diagnostic tests on site.
 - Respondents felt it was important that local people should not have to travel out of the borough for outpatient services and believed the increasing and ageing population meant the need for services would grow rather than reduce
 - 93% thought services for older people on site was important
 - 55% of respondents supported the preferred option of having GP primary care services and a range of integrated care services with no inpatient beds. The main reason given for not supporting this option was that some people wanted beds on the site, but there was no real agreement as to which of the consultation options that included beds was most preferred.

2019
2020/21

- 2019 Prime Minister announces £17 million funding for the site
- 2020 developed a programme of pre-planning application meetings and presentations with London Borough of Havering (LBH) Planning, Policy, Design and Highways Officers. For example presentations: by Secure by Design Officers; to LBH's Design Quality Review Panel (December 2020); to LBH's Strategic Planning Committee Members
- 2021 An online public exhibition held in April
 - **86% of respondents (81% strongly support and 5% mildly support) support the provision of the proposed new Health and Wellbeing Hub at the St George's site**

Why the health and wellbeing hub makes sense

Better patient care...

- The hub would enable a range of services to operate from one building, supporting the provision of more patient-centred integrated care. Patients would be able to access more services at the same time, in a purpose-built, convenient location. Resulting in increased independence for patients; and better patient outcomes

... in a high quality, flexible space...

- The hub space would be flexible, so different health and care services will be able to be provided from the same space, and used by different organisations. Some weeks we might need more of one outpatient clinic, another week we might need an extra mental health session.
- The hub would have the space to train new clinical staff
- The extensive landscaping would provide a relaxing environment for our patients and visitors and support people with memory loss.

... using taxpayers money wisely.

- A new, economical-to-run building, built to net zero carbon standards (ensuring it does minimum harm to the environment) with no backlog maintenance costs is good for taxpayers.
- Better management of patients' conditions in the community would result in fewer emergency unplanned visits and admissions – which reduces pressure on A&E, is better for patients and reduces **costs**

More detail on services

Outpatient services could include...

- Vascular; Diabetes; Podiatry; Orthopaedics; Urology (prostate cancer); Maternity; Gastroenterology (physiology and bowel clinics); Phlebotomy; Psychology

Diagnostic services

- New mobile CT and MRI scanners planned; and a space for a Community Diagnostic Hub so we can detect cancers sooner. We listened to concerns during the planning consultation about the noise of scanners and will make sure they are installed in sound proof pods so they make less noise.

Frailty, mental health and community services

- Mental health and community services are in a variety of locations across, and sometimes out of the borough. Patients have to travel longer than necessary and teams are scattered across different sites. We plan to bring these services back to the hub location where they are best placed.

GP Services

- We want to relocate some local GP practices to the hub, especially those that are in buildings that are too small for the growing local population. This would make for a more pleasant experience; and the GP practices would be able to offer a wider range of services; more clinics; better access and better training facilities.

Renal services

- Renal dialysis does not always need to be delivered from a major hospital. The hub would provide an improved healing setting for patients who spend up to 12 hours each week for months or years receiving treatment and would provide the space for training for self-dialysis which means patients can dialyse at their convenience without nursing supervision.

Our engagement plan on a page

Materials and distribution

- ✓ Outline Business Case, engagement document and questionnaire, Equalities Impact Assessment
- ✓ Available online (on the NEL Health and Care Partnership website – where documents can be converted into 100 languages, into high contrast, Easy Read, large print, text to spoken word etc); and in print (with different formats available on request)
- ✓ Engagement document and questionnaire sent to e.g. GP practices, Citizen's Advice centres, dentists, libraries, pharmacies, hospitals, councils and voluntary sector

Engagement

We will engage with key stakeholders such as Health Overview and Scrutiny Committees and the local Health and Wellbeing Boards in Havering, Redbridge and Barking and Dagenham.

- **Online public listening events**
- **Pop-ups**
- **Community outreach events**

We will work with community groups to ensure the engagement is as accessible and inclusive as possible. All events will be promoted through social media, local media and other mail-outs. We will seek support from our council, Healthwatch and other voluntary and community sector colleagues in sharing information



Stakeholders, the public and patients will be able to have their say between 22 November 2021 (to be agreed) and 13 February 2022

