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19 July 2022

To: All Members of the Overview and Scrutiny Committee

Dear Member,

Overview and Scrutiny Committee - Monday 25th July 2022

I attach a copy of the following reports for the above-mentioned meeting which were not available at the time of collation of the agenda:

9. HARINGEY HEALTH HUB (PAGES 1 - 88)

Yours sincerely

Dominic O'Brien
Principal Scrutiny Officer

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Whittington Health
NHS Trust



Proposed Whittington Health Estate Changes in Haringey – July 2022

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Executive Summary

The proposal

In February 2022 Whittington Health NHS Trust started a 12-week consultation on the proposal the creation of a Haringey Integrated Health and Wellbeing Hub in The Mall within Wood Green. This hub is an opportunity to bring together some of our community services, a GP practice, services run by other NHS Trusts and Council services.

As part of an Integrated Care System, we are looking at new opportunities to work closely with our partners to bring improved services to people who live across north central London. We are looking to reduce the inequalities of access and outcomes for our residents, that show up in deprivation and ethnicity metrics. Often this is a result of where services are placed and the ease of access for these services. We believe that by making services more easily accessible by public transport for more people we will positively impact on these inequalities.

Partnership working

Healthwatch Haringey were commissioned by NCL CCG (now NCL Integrated Care Board) to engage with existing patients at Hornsey Wood Green GP Practice to seek their views on plans to move the practice to Wood Green Shopping Centre. In February and March 2022, they ran a survey which was shared online with existing patients at the practice.

The majority of patients were supportive of the proposed move to Wood Green Shopping City (75%). Patients saw the main benefits as being more space for the practice, modern facilities, and links to the Community Diagnostic Centre and tests. Most patients had no concerns about the move. For those who did, it was the busy location, and the new location being further away, involving extra travel. The vast majority of patients (89%) said they would stay with the practice if it moved.

The main themes captured from the engagement have been incorporated into this consultation report and shared with the practice to address. The report from Healthwatch Haringey is available in Annex one. The ICB has supported the practice to carry out its engagement with patients and produce an equality impact

assessment. It will give assurance to the ICB's Primary Care Contracting Committee on those points.

Haringey Council have held two workshops on the formation of the Integrated Health and Wellbeing Hub in Wood Green. This has brought together service leads from the Council with service leads from other partners — they have been centred around the resident's voice, which has been used to challenge the ways we currently work and ask how we can meet the needs of Haringey residents. The first workshop explored what Council services would work in the hub, the barriers people currently face and the opportunity that exists for us to work in a truly integrated way.

Engagement and consultation

Whittington Health conducted consultation between Wednesday 23 January and Monday 23 May 2022 on the proposed service location moves. This followed a consultation in 2021 on creating an Adults Health Hub in the east of the borough and a Children and Young People's Health Hub at Tynemouth Road Health Centre. This complemented the pre-engagement work carried out in early 2020 regarding a health hub in the centre, east and west of the borough.

Healthwatch Haringey were appointed as the Independent Evaluators for the consultation.

People who had used services between January 2019 and January 2022 were written to directly. The letter explained the proposals, invited them to attend online engagement sessions and to share their feedback online or by freepost. Each pack contained a longer document that detailed the proposals. In total 30,692 packs were sent.

Two hundred posters and leaflets were distributed by Haringey Council throughout their sports centres and libraries.

Invitations to participate in the consultation were shared with over 250 community stakeholders¹, all Haringey Councillors, 45 religious organisations and all primary,

¹ Found using the [Bridge Renewal Trust's Haringey directory](#).

secondary and SEN schools in the borough. Organisations were encouraged to share the consultation with their members.

Over 2000 responses to the surveys were received. We received 39 phone calls, which resulted in people being able to find out more information, complete the survey over the phone and request information in other formats or languages.

We hosted or attended 16 meetings that discussed the consultation, informing and listening to over 100 people. Feedback from the discussions has been recorded and each participant was invited to complete the general public survey.

Consultation outcomes

Patient and service user outcomes

We received 1969 responses from people who had used 2664 services. Most people were happy to access services in Wood Green, with a small minority not happy or unsure. Concerns were raised around accessibility, parking and safety.

People from Black (75%, 188 out of 251 people) and Asian ethnicities (72%, 115 out of 160 people) were more supportive of the proposals than white respondents (61%, 404 out of 663 people).

People aged over 85 were less supportive (54%, 107 out of 199 people) of the proposals compared to other age groups.

People who live in or close to Wood Green were the most supportive of the proposals. People who live in the west of the borough (N2 and N6 postcodes) were least supportive of the proposals. [Figure twenty-eight](#) in the appendices shows the support by postcode.

People told us what was important to them:

- accessible rooms
- car parking
- an accessible entrance
- buggy parking
- safe bike parking.

Patients and service users highlighted the need for a modern, fit-for-purpose building, which factors in:

- toilets
- the waiting area
- accessibility
- wayfinding and signage
- COVID-19 precautions and adaptability
- security
- a drop-off area
- privacy and a separate entrance.

Moving to Wood Green would result in an increase in people using public transport and driving. It would reduce the number of people getting a lift from a friend or family member. Fewer people would take patient transport, but an increased number of people would use Dial-A-Ride. The same number of people would cycle to the hub.

The hub is an opportunity for health and care organisations who operate in Haringey to work in a new and more joined-up way.

While some people wanted the hub to be focused solely on health care, several patients shared ideas on what services they would like to access in Wood Green.

Respondents said that they would like to see support and advice about:

- health and social care
- Council support services eg housing
- advice on other topics that affect your health and wellbeing.

Many people told us of other health care services that they would like to be able to access blood tests and x-ray services. Both will be available by GP referral in the new Community Diagnostic Centre that is also located within The Mall.

[Stakeholder, events and general public outcomes](#)

We received 193 responses to the general public survey, with 96% (185) from Haringey residents and 2% (4) responses from organisations. Overall, 32% (62) of

people supported the proposals, 48% (93) did not support the proposals and 20% (38) of people were not sure.

In the survey, people noted both the benefits and disadvantages of creating a central health and wellbeing hub — they commented on being able to pop into shops before an appointment and supported the close proximity of the Wood Green Community Diagnostic Centre. Conversely, they raised concerns about the new hub being located in a busy area and wanting to still be able to access the other hubs at Hornsey Central Neighbourhood and Lordship Lane health centres.

Overall people felt that Wood Green is a good location for a central hub, but people did raise concerns over the hub being located within The Mall. People were worried about privacy, accessibility and safety.

Quality, Access and Patient Experience Impact

The proposed location changes will not result in a reduction in the quality of service provided. The moves will result in several potential positive quality and patient experience benefits.

Public transport links to The Mall in Wood Green are better than most of our current sites and equal to Stuart Crescent Health Centre. The mapping analysis shows that the majority of Haringey residents can reach Wood Green within 30 minutes of travel on public transport.

Whittington Health believes that the changes will positively impact patient experience. We have met with service users and their families during the consultation to discuss the proposals. These meetings focused on listening to service users' lived experience to understand how we can better shape the renovations to improve patient experience for everyone. Feedback included that a one-stop-shop for service users is more convenient and will improve the experience they have in the service. Integrating the services will allow for greater multi-disciplinary team learning, which will produce better and more seamless care for patients.

Our adult health hubs at Hornsey Central Neighbourhood Health Centre and Lordship Lane Primary Care Centre also offer several of the same services as the central hub, giving people some choice in where they can access care.

Finance

Financially this proposal requires a capital investment of about £8million. This will be funded through the sale of Whittington Health owned property, hopefully to the Council or Greater London Authority. There are savings associated with reducing rent on other properties but also extra costs with the rent within The Mall². We are working up a business case to be taken via the Trust Board and Integrated Care Board for final approval.

Conclusions, recommendations and mitigations

From the feedback received through the consultation, Whittington Health NHS Trust believe that we should go ahead with the proposed moves. Whittington Health does however have number of recommendations to mitigate the concerns from the feedback.

The feedback and subsequent analysis show that only a small number of the service users of the services would be adversely affected by the moves.

This paper recommends that the benefits to most patients in terms of better-quality buildings, better transport access and more coordinated services outweigh the concerns raised by the minority of patients.

There are several points that have been raised in the consultation that we believe require a specific response these are outlined below.

² The Mall in Wood Green is owned by Capital and Regional

Table four: Comments, concerns, and actions proposed

Comment or Concern	Action proposed
Design	<ul style="list-style-type: none"> • We are committed to working with patients and Haringey residents to co-design the hub – their views will be used to shape and guide how the building works • We will ensure that feedback from the consultation will be used to influence the designs.
Design - Accessibility	<ul style="list-style-type: none"> • Consider accessibility at every stage of contact with a service and the hub • We will work with an accessibility consultant to ensure designs meet the needs of disabled people • Ensure if there is a lift available for people within the hub that is separate from lifts within The Mall.
Design - Environment	<ul style="list-style-type: none"> • We will ask the Design team to create a bright and airy space • We will ask the Design team to ensure the layout focuses on privacy • We will work with patients and Haringey residents to design the frontage of the hub • We will involve our Infection, Prevention and Control team into the early design stages to ensure the site is adaptable to measures that may be required for COVID-19 or other diseases in the future.
Design – Waiting rooms	<ul style="list-style-type: none"> • We will ask the Design team to create waiting spaces that are spacious • We will ensure that drinking water is available to hub visitors
Design – Toilets	<ul style="list-style-type: none"> • We will ensure that there are sufficient toilets within the hub, this will include disabled toilets and the provision of baby change facilities

	<ul style="list-style-type: none"> • We are committed to installing a Changing Places toilet³ within the hub.
Design – Entrance	<ul style="list-style-type: none"> • We will explore all possibilities to have an entrance available for patient use outside of The Mall.
Travel - Accessibility	<ul style="list-style-type: none"> • We will ask the Integrated Care Board and Haringey Council to speak with Transport for London to look into bringing step-free access to Haringey's tube stations.
Travel - Drop-off	<ul style="list-style-type: none"> • We will work with the Council's Highways team to explore drop-off options nearby • Work with Capital and Regional to explore drop-off points at the rear of the site • Work with the car park owners to see if the first 30 minutes can be free. • Encourage green methods of travel whenever possible.
Travel - Parking	<ul style="list-style-type: none"> • We will explore options for reduced parking charges for patients with the car park owners and Capital and Regional
Travel - Disabled parking	<ul style="list-style-type: none"> • We have worked with Capital and Regional and the car park owners to expand the disabled parking space allocation • We will work with Capital and Regional and the car park owners to monitor the usage of these bays and ask for extra provision if necessary • We will ask Capital and Regional and the car park owners if they are able to waive the car parking fee for disabled patients • We will work with the Councils and the Highway team to explore the possibility of more disabled parking provision in Wood Green.

³ Changing Places toilets are designed to a specific standard. They allow People with profound and multiple learning disabilities or with physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis often need extra equipment and space to allow them to use the toilets safely and comfortably. www.changing-places.org/

Travel - Signage within The Mall and in the hub	<ul style="list-style-type: none"> • We will work with a wayfinding expert to ensure signage is in the correct places.
Travel - Safe bike parking nearby	<ul style="list-style-type: none"> • Ask Haringey Council and their Highways team to prioritise this during the creation of the cycle lane along Mayes Road • Work with Capital and Regional to support green travel to The Mall.
Security	<ul style="list-style-type: none"> • Our patient's safety is always a priority. We will work with our Security leads to ensure the facility is safe for people to use • We will work with Capital and Regional's Security Team to ensure The Mall is a welcoming and safe space for people to visit • We will work with the Police and local Council to support any local safety campaigns • We will work with Capital and Regional, the Council and the car park owners to ensure entrances/exits are well lit and covered by CCTV • An increased footfall in the area will hopefully improve the feeling of safety.
Transparency around ownership	<ul style="list-style-type: none"> • We will share information about who runs the services at the hub in a clear and easily accessible way.
Raising public awareness about what the hub offers	<ul style="list-style-type: none"> • We will work with partners and the Voluntary Community Sector to raise awareness about the benefits of the hub • We are committed to sharing information in easily accessible ways both digitally and physically (in languages and formats people want) so that people are not excluded.
For people unable or unwilling to use Wood Green	<ul style="list-style-type: none"> • Most services will also be provided at East and West hubs, these will be offered when people can't go to Wood Green

	<ul style="list-style-type: none"> • For services that are only in Wood Green we will work with individual people to find a solution that works for them – this may include accessing services at the Whittington Hospital.
Carers' cover	<ul style="list-style-type: none"> • More efficient working should result in fewer cancellations – if more clinicians are working from the same site • We will work on a campaign to raise awareness of carer needs with colleagues • We will explore what carers support can be in the hub.

Introduction

Whittington Health works across Haringey and Islington delivering health and care services to the local community.

We are reviewing the locations that some of our children and adult services are provided from in Haringey.

Whittington Health wants to provide high quality, modern and appropriate environments that support our vision to help local people live longer and healthier lives.

As part of an Integrated Care System, we are looking at new opportunities to work closely with our partners to bring improved services to people who live across north central London. We are looking to reduce the inequalities of access and outcomes for our residents, that show up in deprivation and ethnicity metrics. Often this is a result of where services are placed and the ease of access for these services. We believe that by making services more easily accessible by public transport for more people we will positively impact on these inequalities.

Background

We currently provide services out of many locations across the borough. We have been working with Haringey Council as well as other local partners to think about health in a holistic way, considering what other support people may need to live longer healthier lives. We want to make this access simpler and more joined up for our patients and service users.

These proposals will create an Integrated Health and Wellbeing Health Hub in Wood Green, the heart of Haringey and would be in addition to the two health hubs in the east and west of borough and one specialist children and young people (CYP) hub that we currently provide services from.

Health hubs allow multi-disciplinary teams to work together and allow patients who have many appointments to be seen at the same time.

Currently we provide our central services from Bounds Green Health Centre, St Ann's Hospital and Stuart Crescent Health Centre. These include a mix of adult and CYP services, including community dental services, audiology and physiotherapy.

This move would involve relocating clinic and office space at these three sites to Wood Green. The Wood Green hub would be designed specifically to accommodate the services we provide but to also house services provided by other organisations within the Integrated Care System. As part of the proposals Hornsey Wood Green GP Practice would be located within the hub.

To finance this move, we would need to sell Bounds Green Health Centre⁴, if possible we will be looking to sell this to the Council or the Greater London Authority, to keep it in the public. This will allow us to reinvest in our services and create a modern hub that is fit-for-purpose.

People will be able to access one-stop-shop services eg, having two appointments for different services on the same day. Additionally, they would be able to access Council services and support, as well as information and direction from Community Connectors.

Table one: The current and proposed locations of services

Service	Current location	Children or adult service
Community dental	St Ann's Hospital	Both
Audiology	St Ann's Hospital	Both
Musculoskeletal physiotherapy	St Ann's Hospital	Adult
Improving Access to Psychological Therapies	Bounds Green Health Centre and Stuart Crescent Health Centre	Adult
Podiatry	Bounds Green Health Centre and Stuart Crescent Health Centre	Adult
Respiratory	Bounds Green Health Centre and Stuart Crescent Health Centre	Adult

⁴ This does not include the GP practice based on Gordon Road.

Heart Failure	Bounds Green Health Centre and Stuart Crescent Health Centre	Adult
Bladder and bowel	Bounds Green Health Centre and Stuart Crescent Health Centre	Adult
Nutrition and Dietetics	Bounds Green Health Centre and Stuart Crescent Health Centre	Adult
Health visiting	Bounds Green Health Centre and Stuart Crescent Health Centre	Both
Midwifery	Bounds Green Health Centre and Stuart Crescent Health Centre	Both

Teams that have a base at one of these sites, but who see people at their homes or other community sites include:

- District Nursing
- Urgent Response
- Anticipatory Care Team
- Integrated Community Therapy Team

The proposal

In February 2022 Whittington Health started a 12-week consultation on the proposal to create a central Haringey Integrated Health and Wellbeing Hub in Wood Green. The central hub would bring together some of our community services, a GP practice, services run by other NHS Trusts and Council services.

This followed a period of pre-engagement, which gathered views from local Haringey residents on the formation of adult hub health centres in the east, west and centre of the borough in January and February 2020 – this was then suspended due to the COVID-19 pandemic. In 2020, we consulted around the formation of an adult health hub in the east of Haringey, at Lordship Lane Health Centre and a children and young people health hub for the borough, at Tynemouth Road Health Centre.

Why now?

- The facilities at the current locations are not at the standard that we want and it would require a significant investment to upgrade them.
- This new central location has potential for further partnership working, bringing a more holistic approach to healthcare. People have told us that they would like to access information about other services and support at their healthcare appointments, as well as seek advice on mental health, drug and alcohol issues and peer-led support for long-term conditions.
- The COVID-19 pandemic and the cost-of-living-crisis are changing people's approach to health and care services. People recognise that health is affected by many other factors, including access to housing, food and money. This opportunity would allow us to integrate Haringey Council and health services in the same space.
- The Wood Green Community Diagnostic Centre (CDC) is opening in summer 2022 and is situated within The Mall. The CDC will be one of the first health centres within a shopping centre and will be the start of shaping The Mall to be a multi-purpose space that people use for their health care and entertainment.
- The potential space that is available within The Mall will not always be available. It has the possibility to be able to fit in services beyond the ones that Whittington Health run and the potential to become a place that people

can go to for support and advice on topics that we know affect health outcomes.

- Feedback from our pre-engagement events with Haringey residents told us that people would welcome a central Haringey hub in Wood Green.

Making the decision

Before making any decisions, Whittington Health NHS Trust will ensure:

- There is good [strategic fit](#), with considerations given for the provision of community health care services across Haringey, ensuring that they help us to help Haringey residents live longer, healthier lives.
- We have [listened to and understood our service users/patients, colleagues across the health, social care and voluntary sector and Haringey residents](#).
- The changes will not have a negative impact on the [quality of our services](#) offered to service users/patients.
- [People with protected characteristics](#)⁵ are not treated less favourably or put at a disadvantage because of the changes.

Whittington Health NHS Trust has sought the views of the Haringey Joint Overview and Scrutiny Committee (OSC) to ensure that these proposals are of benefit to Haringey residents. Whittington Health proposed to run a 12-week consultation on the community services that are affected. This was in addition to the engagement work that North Central London Integrated Care Board⁶ carried out on the move of the Hornsey Wood Green GP Practice⁷.

We have appointed Healthwatch Haringey in the role of Independent Evaluator.

⁵ Age, gender reassignment, being married or in a civil partnership, being pregnant, disability, race including colour, nationality, ethnic or national origin, religion or belief, sex, sexual orientation www.gov.uk/discrimination-your-rights

⁶ Formerly North Central London Clinical Commissioning Group

⁷ Full report available in Annex one

Strategic fit

It is important that this proposal fits with the strategic intent of Integrated Care Board, Council, Primary Care and our Community Health Services.

- The strategic priority of the **Integrated Care Board** is to positively impact on the health outcomes of the population and to reduce health inequalities. These health inequalities are evident in Haringey and specifically in Wood Green. By making community health, mental health, GP, and council services more accessible in the heart of Wood Green we hope to reduce those inequalities and positively impact on the health outcomes of our population
- The **Council**, through working with the rest of the health system, are aiming to organise services around localities. This proposal presents a perfect opportunity for Council services to sit side-by-side with health services creating a single front door in the heart of the community
- **Primary Care** is under constant pressure to manage increasing numbers of patients on their lists, within an aging and not fit-for-purpose estate. This proposal presents an opportunity to find more space for a central GP practice and fits well with the recent Fuller report⁸ arguing for greater coordination and co-location between health and care services.
- **Whittington Health's** strategy for our estate is, "to provide high quality, patient and staff focussed environments that support our vision to help local people live longer healthier lives." The Integrated Health and Wellbeing Hub in Wood Green would complete our Estates Strategy plan of having three adult and one specialised children and young people's health hubs in Haringey.

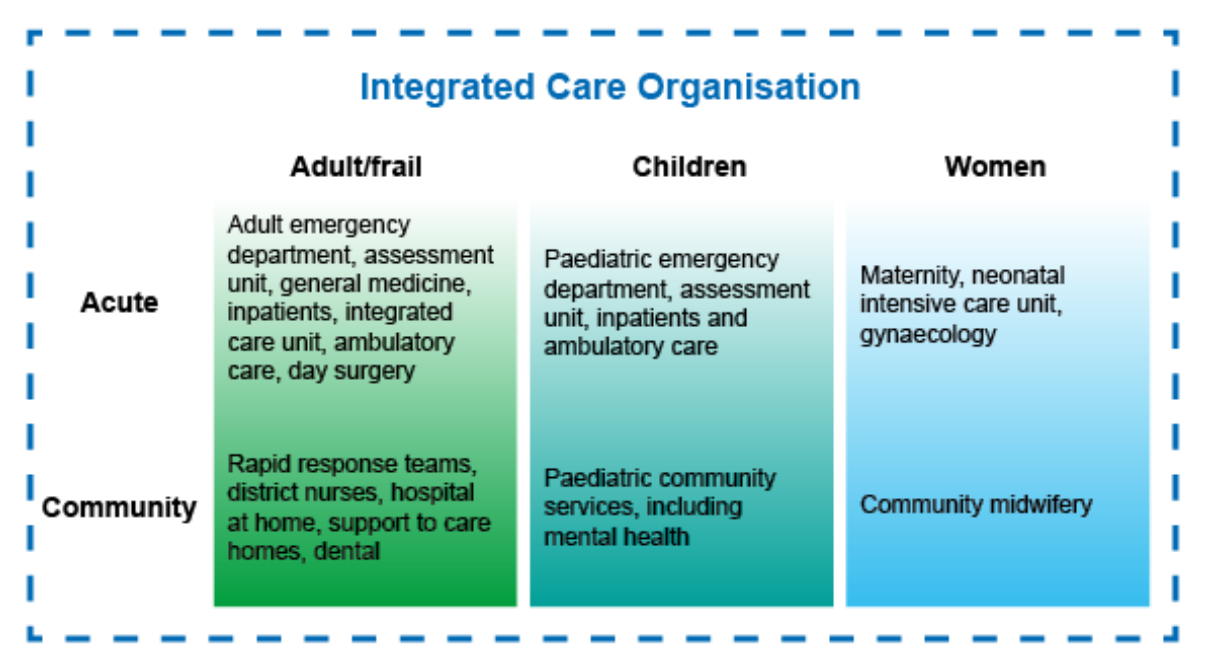
We believe that these proposals will make sure we have the right facilities to deliver our community services in Haringey and meet our four strategic objectives:

- deliver outstanding, safe compassionate care
- empower support and develop engaged staff
- integrate care with partners and promote health and wellbeing

⁸ Fuller Report is available at www.england.nhs.uk/publication/next-steps-for-integrating-primary-care-fuller-stocktake-report/

- transform and deliver innovative financially sustainable services.

Figure one: Clinical priorities — Whittington Health supports our population health needs by providing “outstanding community services” and integrating care in all settings across three core pillars:



As part of the NHS’s long-term plan care will be more joined-up and coordinated. The creation of locality based integrated community hub for adult services in Wood Green will offer an improved experience for patients, in modern facilities where healthcare professionals are able to work closer together.

Partnership working

NCL ICB, Whittington Health, North Middlesex University, Barnet, Enfield and Haringey Mental Health Trust and Haringey Council are working together on a proposal for an integrated health and wellbeing hub in Wood Green. The proposed centre would represent a necessary consolidation of Whittington Health’s community services in central Haringey and support additional primary care in an area of significant population growth. The proposal aligns conceptually with the new Cavell centre model but is not dependent on that national programme.

Primary Care Networks (PCNs) bring together primary and community health services to enable people to access healthcare, social care and other services within their local area, they “build on existing primary care services and enable greater

provision of proactive, personalised, coordinated and more integrated health and social care for people close to home⁹". The Haringey hub has an opportunity to bring these benefits and more, with organisations working in a more joined-up way.

Haringey Council are exploring what services they can offer in the hub and whether that could include Connected Communities, a service that includes support with housing, debt advice and voluntary sector information. These proposals help our service users to access this in addition to their healthcare appointments.

⁹ <https://www.england.nhs.uk/primary-care/primary-care-networks/>

Engagement

Whittington Health conducted a 12-week consultation between Wednesday 23 January and Monday 23 May 2022 on the proposed service location moves.

Healthwatch Haringey are the Independent Evaluators for the consultation. They have reviewed and had the opportunity to input on the engagement plans, consultation information, the responses that we have received and this report.

Responses that were received in the post after the consultation closed were still included¹⁰.

People who had used services between January 2019 and January 2022 were written to directly. This ensured we were able to hear from people who had used the services before the COVID-19 pandemic, which has changed the way that many health services are provided in community settings. The letter explained the proposals, invited them to attend online engagement sessions and to share their feedback online or by freepost. Each pack contained a longer document that detailed the proposals. In total 30,692 packs were sent.

The information booklet contained a sentence that explained how people could request the information in 12 languages¹¹ that are widely spoken in Haringey. Subsequently the survey and information booklet were translated into Easy Read, Polish and Tigrinya.

Information on the proposals and a link to the general public survey was available on the Whittington Health, North Central London CCG and Healthwatch Haringey websites. Further information was included in our regular stakeholder email and in the Haringey Council, North Central London CCG, Healthwatch Haringey and the Bridge Renewal Trust's newsletters.

Two hundred posters and leaflets were distributed by Haringey Council throughout their sports centres and libraries. The consultation was promoted on social media, and the events added to Eventbrite.

¹⁰ Up until Thursday 16 June 2022.

¹¹ Turkish, Akan, Somali, Kurmanji, Bahdini, Sorani, Greek, French, Polish, Bulgarian, Spanish and Bengali.

Invitations to participate in the consultation were shared with over 250 community stakeholders¹², all Haringey Councillors, 45 religious organisations and all primary, secondary and SEN schools in the borough. Organisations were encouraged to share the consultation with their members.

Over 2000 responses to the surveys were received. We received 39 phone calls, which resulted in people being able to find out more information, complete the survey over the phone and request information in other formats or languages.

We hosted or attended 16 meetings that discussed the consultation, informing and listening to over 100 people. Feedback from the discussions has been recorded and each participant was invited to complete the general public survey.

¹² Found using the [Bridge Renewal Trust's Haringey directory](#).

Service engagement outcomes

Below we have analysed and drawn conclusions for each service based on the feedback from those who responded. Where people have raised concerns, we have responded in the [conclusions, recommendations and mitigations section](#).

Patients and service users who had used one of the services between January 2019 and January 2022 were written to directly. This section of the report explores their views and feedback about the proposals.

People were able to self-select the services that they had used, this resulted in variable response rates for different services and so analysis has been carried out on the overall feedback as well as for individual services. We received 1969 responses from people who had used 2664 services, an average response rate of 8%.

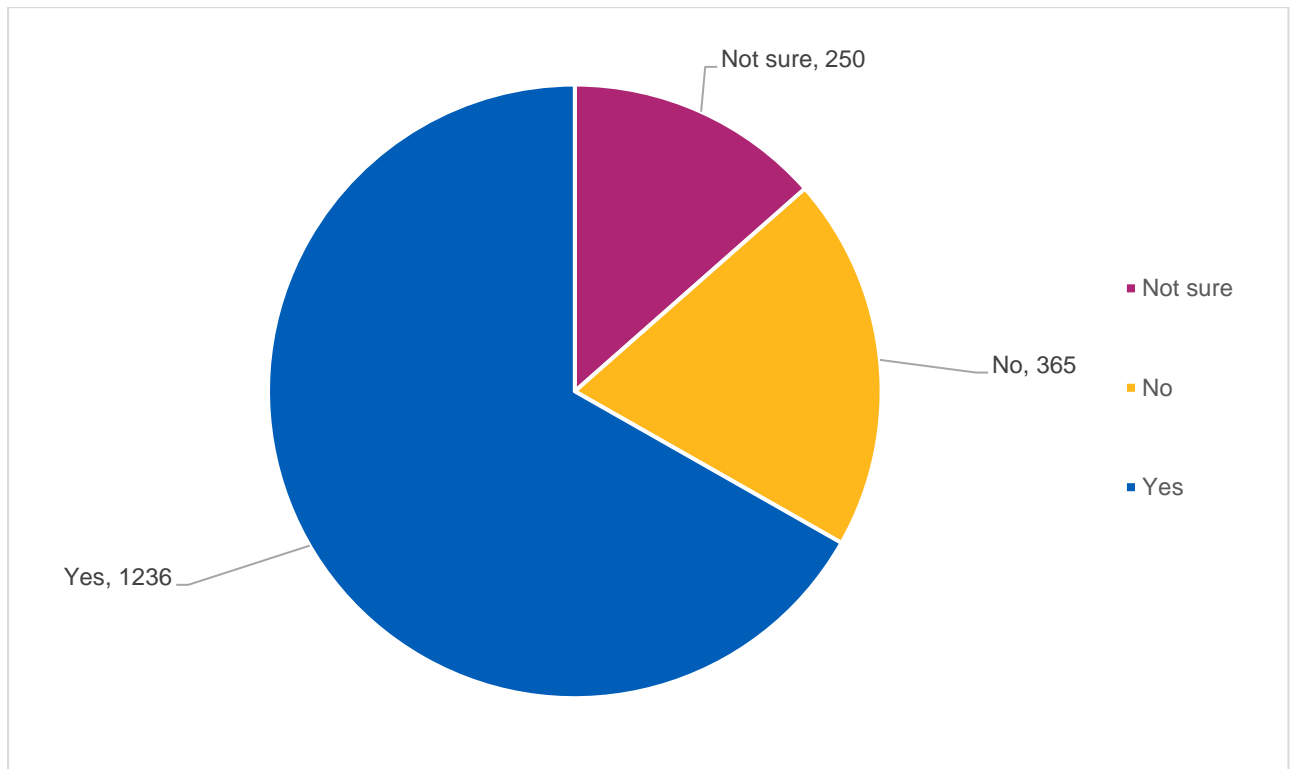
Table two: The response rate for services

Service	Number contacted	Responses	Response rate (%)
Audiology	8199	664	8
Dentistry	742	87	12
Health visiting	4682	432	9
Midwifery	436	112	26
Bladder and bowel	408	14	3
MSK physiotherapy	9816	275	3
Nutrition and dietetics	859	150	17
Podiatry	1835	457	25
IAPT	405	166	41

Would you be happy accessing the service in Wood Green?

- 66% (1236) would be happy
- 20% (365) would not be happy
- 13% (250) were not sure.

Figure two: Response rate to ‘would you be happy accessing the service in Wood Green?’



Of the respondents who supported the proposals:

- 90% (769) would not be affected at all
- 56% (279) would be affected a little
- 36% (188) would be affected a lot.

Of the respondents who did not support the proposals:

- 53% (272) would be affected a lot
- 13% (65) would be affected a little
- 3% (28) would not be affected at all.

People from Black (75%, 188 out of 251 people) and Asian ethnicities (72%, 115 out of 160 people) were more supportive of the proposals than white respondents (61%, 404 out of 663 people).

People aged over 85 were less supportive (54%, 107 out of 199 people) of the proposals compared to other age groups.

People who live in or close to Wood Green were the most supportive of the proposals. People who live in the west of the borough (N2 and N6 postcodes) were least supportive of the proposals. Figure XX in the appendices shows the support by postcode.

The space

People told us that accessible rooms and car parking are very important in a central Wood Green hub. This was followed by people wanting an accessible entrance, buggy parking and safe bike parking.

Patients and service users highlighted the need for sufficient toilets, that are regularly maintained, and which provide baby changing facilities.

People told us that they want to see a spacious waiting area, that is bright and airy. The space should be clean and quiet to minimise the stress of appointments. Some people requested the availability of water or refreshments.

To make the hub accessible, lifts should be available if services are spread across different floors – these should be separate and additional to ones currently in the shopping centre to allow patients to reach their appointments easily. Accessibility should be considered throughout the hub, including in waiting areas, at the reception desk and clear signage throughout the hub and from all entry points within the shopping centre.

Some respondents told us that they would like to see a security presence within the hub.

COVID-19 remains a concern for people when accessing health care appointments. The waiting room needs to be well ventilated and have space for social distancing¹³ when required.

Respondents told us that they would like access to free car parking or reduced car parking. They want to have a drop-off area, where there are no parking charges and a separate entrance to the hub that is not through the main shopping centre.

¹³ The consultation ran while some COVID-19 control measures were still in place.

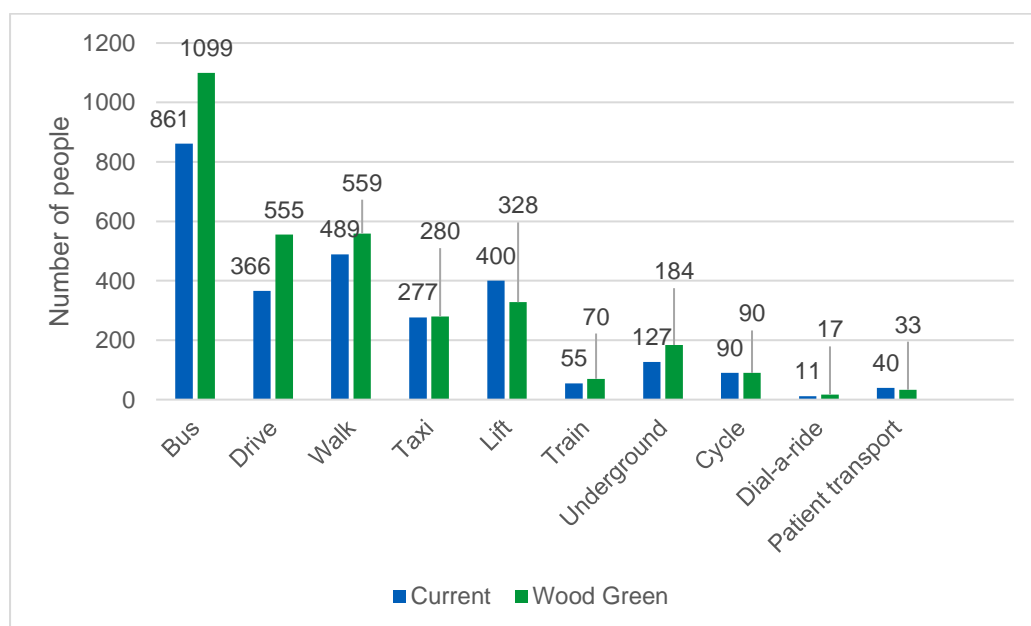
Access

Most respondents 43.73% (861) attend services¹⁴, in their current location, by taking the bus; this was followed by 24.83% (489) people walking and 20.31% (400) getting a lift from friend or family to the site. 18.59% people drove themselves to the site, 14.07% used a taxi, 6.45% used the underground and 4.57% used cycles. Usage of dial a ride, non-emergency patient transport, trains and virtual consultations were below 4%.

The majority of the respondents 55.82% (1099) said they would take the bus to Wood Green. This is followed with 28.39% (559) of people walking to the centre, 28.19% (555) driving, 16.66% (328) getting a lift from friend/family, 14.22% (280) taking a taxi, 9.34% (184) taking the underground and 4.57% (90) cycling to the centre. Dial a ride, non-emergency patient transport and trains were below 4%.

Moving to Wood Green would result in an increase in people using public transport and driving. It would reduce the number of people getting a lift from a friend or family member. Fewer people would take patient transport but an increased number of people would use Dial-A-Ride. The same number of people would cycle to the hub.

Figure three: How people travel to the current location and how they would travel to Wood Green by different methods



¹⁴ People were able to select multiple travel methods.

There is overlap in the data as respondents were able to choose more than one option for transport.

New ways of working

The hub is an opportunity for health and care organisations who operate in Haringey to work in a new and more joined-up way. People told us that about the other support that they would like to see. North Middlesex University Hospital Trust, Barnet, Enfield and Haringey Mental Health Trust and Haringey Council are all looking to see what services they could provide from the hub.

While some people wanted the hub to be focused solely on health care, several patients shared ideas on what services they would like to access in Wood Green.

Most respondents 56.73% (1117) and just over 60% (625) respondents with disability and long-term conditions said that they would like to see support and advice about health and social care, 31.08% (612) would like to see council support services eg social services, housing, 27.48% (541) support and advice about “other topics” where the topic weren’t specified, 19.50% (384) would like to have a space for group meetings.

Several respondents wanted to see mental health support or be able to access mental health support groups at the hub and others mentioned health education and health classes. Others suggested that sexual health services would be welcomed.

Many people told us of other health care services that they would like to be able to access blood tests and x-ray services. Both of these will be available by GP referral in the new Community Diagnostic Centre that is also located within The Mall.

Audiology

Would you be happy accessing the service in Wood Green?

- 66% (438) of people said that they would be happy
- 19% (129) of people said they would not be happy
- 14% (91) of people were not sure.

60% (38) of carers and 60% (221) of people with a long-term condition or disability would be happy with the move. Black, Turkish and Asian people were more likely to be happier to access the service in Wood Green compared to white people. People aged under 85 were more supportive of the proposal. For people aged over 85, 51% (44) of people were supportive of the service being provided in Wood Green.

Community Dentistry

Would you be happy accessing the service in Wood Green?

- 67% (58) of people said that they would be happy
- 21% (18) of people said they would not be happy
- 13% (11) of people were not sure

People aged between 55 – 84 were most supportive of the plans, with older and younger people less in favour of the proposals.

Respondents from a Black background were more likely (95%, 18 people) to be happy with the move, compared to people from a white (56%, 10 people) or Asian (5 people supported, out of 8) background.

Sixteen carers responded to the survey, with 75% (12) of people supporting the move.

Health Visiting

Would you be happy accessing the service in Wood Green?

- 74% (321) of people said that they would be happy
- 13% (54) of people said they would not be happy
- 12% (52) of people were not sure

For people with a disability or long-term condition support of the proposals increased to 76% (169 of 222 people) and of the 58 carers who used this service, 86% (48) were happy to access community dentistry in Wood Green.

People aged between 18 – 34 and between 55 – 84 were more supportive of the proposals than people aged 85+ and between 35 – 54.

People living in N4, N11 and N18 were less supportive of the proposals compared with people living in the rest of the borough.

Respondents from a Black (82%, 60 people) or Asian (79%, 30 people) background were more supportive than white (68%, 71 people) respondents.

Midwifery

Would you be happy accessing the service in Wood Green?

- 66% (74) of people said that they would be happy
- 13% (15) of people said they would not be happy
- 20% (22) of people were not sure.

People who are carers were more supportive of the plans, with 80% (12 out of 15) of carers using this service supporting the move.

People from white (35 out of 50, 70%) and Black ethnicities (9 out of 9) were more supportive of the proposals compared to people from Asian ethnicities (5 out of 12)

Bladder and Bowel

Would you be happy accessing the service in Wood Green?

- 6 people said that they would be happy
- 6 people said they would not be happy
- 2 people were not sure

We did not receive enough responses to draw service specific conclusions.

MSK Physiotherapy

Would you be happy accessing the service in Wood Green?

- 59% (163) of people said that they would be happy
- 17% (47) of people said they would not be happy
- 23% (63) of people were not sure

44% (16 out of 35) of people who are carers supported the proposals. From the 10 respondents who are aged over 85, seven supported the plans and three were unsure.

Respondents aged 64 and older supported the plans more than those aged 55-64. People aged between 35 and 54 were also supportive of the plans.

People living in N10 were less supportive of the proposals, while people living in N22, N15 and N17 were all more supportive.

Nutrition and Dietetics

Would you be happy accessing the service in Wood Green?

- 65% (98) of people said that they would be happy
- 10% (15) of people said they would not be happy
- 24% (36) of people were not sure

Disabled people were less supportive of the proposals, with 57% (55 out of 97) of responses happy.

People from a Black ethnicity were more supportive of the hub, 92% (22 out of 24) were happy. People from Asian ethnicities were also more supportive than average (69%, 9 out of 13 people were happy). People from a white ethnicity were less supportive of the move, with 54% (24 out of 44) of respondents supporting the proposals.

People who lived in N11 were less supportive of the move compared to people who lived in N22.

Podiatry

Would you be happy accessing the service in Wood Green?

- 61% (280) of people said that they would be happy
- 24% (111) of people said they would not be happy
- 13% (61) of people were not sure

People aged 85 and over were less supportive of the proposals compared with other age groups, with 46% (36 out of 78) supporting the proposals. Younger age groups were more supportive of the plans.

People from Black and Asian ethnicities were more supportive of the plans compared to people from white ethnicities.

People who live in N22, N18, N17 and N15 were more in favour of the Wood Green hub compared to people living in N6, N11 and N13.

Improving Access to Psychological Therapies

Would you be happy accessing the service in Wood Green?

- 66% (110) of people said that they would be happy
- 15% (25) of people said they would not be happy
- 19% (31) of people were not sure

Carers were supportive of the move, with 79% (19 out of 24 people) supporting the move.

People from Black ethnicities were more supportive (74%, 20 out of 27 people) than people from white ethnicities (57%, 33 out of 58).

Respondents living in N15 and N17 were more in favour of the proposals than people in N11.

General public engagement outcomes

We received 193 responses to the general public survey, with 96% (185) from Haringey residents and 2% (4) responses from organisations. Overall, 32% (62) of people supported the proposals, 48% (93) did not support the proposals and 20% (38) of people were not sure.

In the survey, people noted both the benefits and disadvantages of creating a central health and wellbeing hub — they commented on being able to pop into shops before an appointment and supported the close proximity of the Wood Green Community Diagnostic Centre. Conversely, they raised concerns about the new hub being located in a busy area and wanting to still be able to access the other hubs at Hornsey Central and Lordship Lane health centres.

17% (33) of respondents did not want their GP practice to move from Bounds Green or Stuart Crescent Health Centre – respondents who mentioned these GP practices were not supportive or unsure about the proposals. These GP practices are not included in this consultation. This was stated on all consultation materials and changes were made to make it clearer for residents.

Using The Mall as the location for the hub concerned residents, including those who supported a move to the Wood Green area. People raised concerns around traffic, safety, and pollution in Wood Green.

People with a disability or long-term condition were more likely to be unsure of the move than those without. Granting easy access through a drop-off facility and parking nearby would help this. Concerns about a long distance from bus stops and that Wood Green tube station does not provide step-free access were raised.

- Younger respondents tended to be more supportive of the move.
- People who do not have English as their first language (46% of 43 people) were more supportive of the move than people who do (27% of 111 people).
- People who are carers were more supportive of the move than people who are not.
- People from Black and white backgrounds tended to be more in favour of the move than other people.

Some people commented on the condition of the current facilities, they welcomed a modern facility and would support the hub if it was designed to meet the needs of the people who use it.

People raised concerns that the quality-of-service provision and about privacy if the hub is located in The Mall. People recognised that a shopping centre is not a familiar location to access health care.

Additionally, people raised concerns about privatisation of the NHS and services. They wanted to understand the ownership of the hub and who would be providing the services.

Meeting and event feedback

The Engagement team attended 16 meetings that were attended by over 100 people. These were a mix of face-to-face and online events. Ten of the events were organised by Whittington Health and six were attended after receiving an invitation. The Whittington Health events were advertised on our website, with posters, letters and social media directing people to the events.

At each of the events the proposals were talked through in detail and then the team listened to feedback and answered questions.

Overall people felt that Wood Green is a good location for a central hub, but people did raise concerns over the hub being located within The Mall. People were worried about privacy, accessibility and safety.

Members of the Haringey Black and Minority Ethnic Carers Group were positive about the proposed Wood Green location, they felt that this would offer improved accessibility to the majority of Haringey residents. The group were particularly interested in the available group space and what this could be used for — it was suggested that self-management information or groups would be valuable to members of the group. People asked about the possibility to have carers cover for their appointments – this is particularly a problem when appointments are changed or cancelled at the last minute, it often results in the carer having spent money on cover and then not having the funds to cover future appointments.

The Haringey Physical Disability Reference Group raised concerns over parking and lifts within The Mall. People felt that the Wood Green site could work but that an accessibility audit should be considered to ensure that the space meets the needs of people any type of disability. As part of our work at the Wood Green CDC, we have worked with Capital and Regional (the owners of The Mall) to ensure that there are automatic doors between The Mall and the disabled car parking spaces.

The Haringey Older People's Reference Group raised concerns over accessibility for people with mobility issues and for access for people using public transport. Appointments before 9am would cause issues for people with an Older Person's Freedom Pass¹⁵, which is only valid from that time. Members of this group were concerned about access for people in the east and west of the borough.

¹⁵ Disabled Freedom Pass is only valid from 9:30am - <https://www.londoncouncils.gov.uk/services/freedom-pass/using-pass/bus>

Quality impact assessment and patient experience

Service Quality

The proposed location changes will not result in a reduction in the quality of service provided. The moves will result in several potential positive quality and patient experience benefits:

- the opportunity to invest around £8million to create a Wood Green hub that is modern, efficient and designed with and for patients and service users
- teams working closer together
- better coordinated services
- organisations working better together to increase the service offer for Haringey residents.

Whittington Health believes that the changes will positively impact patient experience. We have met with service users and their families during the consultation to discuss the proposals. These meetings focused on listening to service users' lived experience to understand how we can better shape the renovations to improve patient experience for everyone. Feedback included that a one-stop-shop for service users is more convenient and will improve the experience they have in the service. Co-locating the services will allow for greater multi-disciplinary team learning, which will produce better and more seamless care for patients.

Access Quality

Concerns around moving to Wood Green have been raised in the consultation, with people worried it could have an impact on patient experience.

Public transport links to The Mall in Wood Green are better than most of our current sites and equal to Stuart Crescent Health Centre.

Public Transport Access Level (PTAL) scores of locations:

St Ann's Hospital – 1B

Bounds Green Health Centre – 5

Stuart Crescent Health Centre – 6a

The Mall, Wood Green – 6a

PTAL rates a location on, “how close it is to public transport and how frequent services are in the area”¹⁶. The scale runs from 0 (the worst) to 6b (the best). The Mall in Wood Green offers better public transport options compared to St Ann’s Hospital and Bounds Green Health Centre.

The mapping analysis shows that the majority of Haringey residents can reach Wood Green within 30 minutes of travel on public transport. Maps showing the journeys from the furthest corners of the borough showed that people can reach Wood Green from N17 and from N15, while for those in N2 it would take 35 minutes and 40 minutes for those who live in N6¹⁷.

Whittington Health recognise that some of our service users are not able to access public transport for different reasons, this has been exacerbated by the COVID-19 pandemic.

People who live closest were most likely to support the proposals, [figure twenty-eight](#) shows the support by postcode. Our adult health hubs at Hornsey Central Neighbourhood Health Centre and Lordship Lane Primary Care Centre also offer several of the same services as the central hub, giving people some choice in where they are able to access care. Hornsey Central Neighbourhood Centre would be an option for those who live in N2 and N6 postcodes.

Equalities Impact Assessment

An Equality Impact Assessment was carried out ahead of the consultation, it indicated that for most services there would be a positive impact for disabled people and for older and younger people. The improved public transport links, modern facilities and opportunity for services to work in a joined-up way all contributed to this. However, accessibility and drop-off locations were noted as potential negative risks.

¹⁶ PTAL is a measure of connectivity by public transport. It does not cover trips by car.

<https://content.tfl.gov.uk/connectivity-assessment-guide.pdf>

¹⁷ Shown in [appendices](#).

Some services noted a small positive impact for race and religion or belief, this was due to Wood Green being a more diverse location than both St Ann's and Bounds Green. This was seen in the consultation responses, with Black and Asian people generally more supportive of the proposals than other groups.

For the Audiology service people over 85 were less supportive of the move. For adult patients this service is also available at the Whittington Hospital

We believe that the mitigations listed below will ensure that people are able to access an improved service offer with the formation for the Integrated Health and Wellbeing Hub.

Finance

Financially this proposal requires a capital investment of about £8m. This will be funded through the sale of Whittington owned property, hopefully to the Council or Greater London Authority. There are savings associated with reducing rent on other properties but also extra costs with the rent at the shopping city. We are working up a business case to be taken via the Trust Board and Integrated Care Board for final approval.

Conclusions, recommendations and mitigations

From the feedback received through the consultation, Whittington Health NHS Trust believe that we should go ahead with the proposed moves. Whittington Health does however have number of recommendations to mitigate the concerns from the feedback.

The feedback and subsequent analysis show that only a small number of the service users of the services would be adversely affected by the moves.

This paper recommends that the benefits to most patients in terms of better-quality buildings, better transport access and more coordinated services outweigh the concerns of the minority of patients with regard to transport issues.

There are several points that have been raised in the consultation that we believe require a specific response these are outlined below.

Table three: Comments, concerns, and actions proposed

Comment or Concern	Action proposed
Design	<ul style="list-style-type: none"> • We are committed to working with patients and Haringey residents to co-design the hub – their views will be used to shape and guide how the building works • We will ensure that feedback from the consultation will be used to influence the designs.
Design - Accessibility	<ul style="list-style-type: none"> • Consider accessibility at every stage of contact with a service and the hub • Work will work with an accessibility consultant to ensure designs meet the needs of disabled people • Ensure if there is a lift available for people within the hub that is separate from lifts within The Mall.
Design - Environment	<ul style="list-style-type: none"> • We will ask the Design team to create a bright and airy space • We will ask the Design team to ensure the layout focuses on privacy • We will work with patients and Haringey residents to design the frontage of the hub • We will involve our Infection, Prevention and Control team into the early design stages to ensure the site is adaptable to measures that may be required for COVID-19 or other diseases in the future.
Design – Waiting rooms	<ul style="list-style-type: none"> • We will ask the Design team to create waiting spaces that are spacious • We will ensure that drinking water is available to hub visitors
Design – toilets	<ul style="list-style-type: none"> • We will ensure that there are sufficient toilets within the hub, this will include disabled toilets and the provision of baby change facilities

	<ul style="list-style-type: none"> • We are committed to installing a Changing Places toilet¹⁸ within the hub.
Design – Entrance	<ul style="list-style-type: none"> • We will explore all possibilities to have an entrance available for patient use outside of The Mall.
Travel - Accessibility	<ul style="list-style-type: none"> • We will ask the Integrated Care Board and Haringey Council to speak with Transport for London to look into bringing step-free access to Haringey's tube stations.
Travel - Drop-off	<ul style="list-style-type: none"> • We will work with the Council's Highways team to explore drop-off options nearby • Work with Capital and Regional to explore drop-off points at the rear of the site • Work with the car park owners to see if the first 30 minutes can be free. • Encourage green methods of travel whenever possible.
Travel - Parking	<ul style="list-style-type: none"> • We will explore options for reduced parking charges for patients with the car park owners and Capital and Regional
Travel - Disabled parking	<ul style="list-style-type: none"> • We have worked with Capital and Regional and the car park owners to expand the disabled parking space allocation • We will work with Capital and Regional and the car park owners to monitor the usage of these bays and ask for extra provision if necessary • We will ask Capital and Regional and the car park owners if they are able to waive the car parking fee for disabled patients • We will work with the Councils and the Highway team to explore the possibility of more disabled parking provision in Wood Green.

¹⁸ Changing Places toilets are designed to a specific standard. They allow People with profound and multiple learning disabilities or with physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis often need extra equipment and space to allow them to use the toilets safely and comfortably. www.changing-places.org/

Travel - Signage within The Mall and in the hub	<ul style="list-style-type: none"> • We will work with a wayfinding expert to ensure signage is in the correct places.
Travel - Safe bike parking nearby	<ul style="list-style-type: none"> • Ask Haringey Council and their Highways team to prioritise this during the creation of the cycle lane along Mayes Road • Work with Capital and Regional to support green travel to The Mall.
Security	<ul style="list-style-type: none"> • Our patient's safety is always a priority. We will work with our Security leads to ensure the facility is safe for people to use • We will work with Capital and Regional's Security Team to ensure The Mall is a welcoming and safe space for people to visit • We will work with the Police and local Council to support any local safety campaigns • We will work with Capital and Regional, the Council and the car park owners to ensure entrances/exits are well lit and covered by CCTV • An increased footfall in the area will hopefully improve the feeling of safety.
Transparency around ownership	<ul style="list-style-type: none"> • We will share information about who runs the services at the hub in a clear and easily accessible way.
Raising public awareness about what the hub offers	<ul style="list-style-type: none"> • We will work with partners and the Voluntary Community Sector to raise awareness about the benefits of the hub • We are committed to sharing information in easily accessible ways both digitally and physically (in languages and formats people want) so that people are not excluded.
For people unable or unwilling to use Wood Green	<ul style="list-style-type: none"> • Most services will also be provided at East and West hubs, these will be offered when people can't go to Wood Green

	<ul style="list-style-type: none"> • For services that are only in Wood Green we will work with individual people to find a solution that works for them – this may include accessing services at the Whittington Hospital.
Carers' cover	<ul style="list-style-type: none"> • More efficient working should result in fewer cancellations – if more clinicians are working from the same site • We will work on a campaign to raise awareness of carer needs with colleagues • We will explore what carers support can be in the hub.

Outline mobilisation plan if decision is made to go ahead with the proposed moves

- Approval sought from the Overview and Scrutiny panel 25 July
- Co-design work with patients, residents, and partner organisations
- Business case submitted to relevant organisation in Autumn 2022
- Agreement to lease in November 2022
- Building works being in 2023
- Opening late 2023 – early 2024.

Risk register

If the proposal is successful, the risks are:

- Patients who are unable to travel may be unable to attend the services.
However, it is believed that this number is low and that these people could access services at other locations in Haringey or at The Whittington Hospital.
- This may not be affordable in which case the business case will not be approved.

If the proposal does not go ahead the risks are:

- All the people who would be positively impacted by the move will no longer benefit from the move.

- Lose the opportunity to create a central Haringey hub.
- Lose the opportunity for our community services to be co-located with services run by other organisations. This will result in a less joined-up service offering, reduce multi-disciplinary team working and also have a potential negative impact on patient care.
- Whittington Health NHS Trust community services would continue to run from current sites, which are not up to the standard we want.

Statement of support

Beverley Tarka, Director of Adults, Health and Community, Haringey Council,

“The Council is working closely with Whittington Health NHS Trust on the Wood Green Integrated Health and Wellbeing Hub. This is a real opportunity for Council and health services to align, improving the offer for Haringey residents. The consultation shows that there is support for bringing the services that we offer together, and we are pleased to see residents’ views being listened to. The hub is our chance to not just co-locate but to develop from the outset, a more holistic approach to supporting residents’ wider needs at an earlier stage; and also re-think the way we work to minimise the need to direct people elsewhere. We look forward to working with partners and residents to develop a hub that does this.”

North Central London, Integrated Care Board,

“The ICB, and the clinical commissioning group before it, are very supportive of these proposals. They fit with our ambitions to reduce inequalities and work in a joined-up way with all parts of the health and care sector. The ICB has been working with Whittington Health, Haringey Council and other stakeholders on ideas for an integrated hub in Wood Green for a number of years. The ICB (as a CCG) has invested in the development of this proposal, noting the synergy with the Community Diagnostic Centre which will open in the Shopping City this year. Its Executive Management Team has approved a Strategic Outline Case. The proposal is now being taken forward as a more formal business case.

“As part of the development of the proposal, the NCL Primary Care Commissioning Committee has approved the re-location of Hornsey and Wood Green practice into

the integrated hub. Hornsey and Wood Green practice has been under new leadership since June 2020. Between October 2020 and October 2021 the practice's list size went up from 4,894 to 7,319 patients, an increase of 50%. The practice's current building is now too small, particularly reflecting the planned population growth in the area. The CCG commissioned Healthwatch to carry out patient research on the move. 75% of patients interviewed were in favour of the move. In a parallel internet survey, 61% of patients were in favour of the move."

Thank you

We would like to thank all the patients, service users, and people who have responded to this consultation.

Appendix

The consultation was publicised widely, the information in the following figures shows the various communication methods used.

Posters

Posters were distributed and displayed in all Haringey sports centres and libraries.


Figure four: Posters about the consultation



The information booklet:


The information booklet was posted to 30,692 patients and service users. It was available to download from the Whittington Health website and was given out at face-to-face events. The leaflets were distributed by the Council to local libraries.

Figure five: Information booklet on the consultation


Whittington Health
NHS Trust

Have your say on the future locations of Whittington Health's services in Haringey

This consultation will take place between
Wednesday 23 January and Wednesday 18 May



Introduction

Whittington Health works across Haringey and Islington delivering health and care services to the local community.

We are reviewing the locations that some of our children and adult services are provided from in Haringey.

Whittington Health wants to provide high quality, modern and appropriate environments that support our vision to help local people live longer and healthier lives. To make improvements we will need to make some changes and we would like to hear from you about the proposed moves.

We currently provide services from many locations across the borough. We have been working with Haringey Council as well as other local partners to think about where you access health services. We want to make this access simpler and more joined up for our patients and service users and we will achieve this by listening to you and working in partnership with the Council and voluntary sector.

With these proposals, the only change is the location – the number of appointments, the clinicians that you see, and level of service will remain the same. We are also proposing to offer some new services in the community, including a group space and digital booths

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What we are proposing

We are proposing the creation of a new central Haringey health and wellbeing hub. This would be based in a central Wood Green location and would include primary care and other NHS services, as well as some Council services.

Currently we have two adult community health service hubs in the east and west of the borough, at Homsey Central Neighbourhood Health Centre and Lordship Lane Primary Care Centre. We do not have a central Haringey health hub.

We run services for people who live centrally from:

- Bounds Green Health Centre
- Stuart Crescent Health Centre
- St Ann's Hospital.

We are proposing to move services based at these sites together. We are looking at a central location, potentially within The Mall shopping centre.

As part of the proposals, North Central London Clinical Commissioning Group (NCL CCG) are consulting on the move of Homsey Wood Green GP Practice, which would be co-located with our community services.

We want to know how these proposed changes would affect you and welcome you to take part in the consultation.

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Service	Current location
Community Dental	St Ann's Hospital
Audiology	St Ann's Hospital
Musculoskeletal physiotherapy (MSK)	St Ann's Hospital and Bounds Green Health Centre
Improving Access to Psychological Therapies (IAPT)	Bounds Green Health Centre
Respiratory	Bounds Green Health Centre and Stuart Crescent Health Centre
Podiatry	Bounds Green Health Centre and Stuart Crescent Health Centre
Integrated Community Therapy Team	Bounds Green Health Centre and Stuart Crescent Health Centre
Heart failure	Bounds Green Health Centre and Stuart Crescent Health Centre
Bladder and bowel	Bounds Green Health Centre and Stuart Crescent Health Centre
Nutrition and dietetics	Bounds Green Health Centre and Stuart Crescent Health Centre
Leg ulcer clinic	Bounds Green Health Centre and Stuart Crescent Health Centre
Health visiting	Bounds Green Health Centre and Stuart Crescent Health Centre
Midwifery	Bounds Green Health Centre and Stuart Crescent Health Centre

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Service	Current location
District nursing	Bounds Green Health Centre and Stuart Crescent Health Centre
Urgent response	Bounds Green Health Centre and Stuart Crescent Health Centre
Anticipatory care team	Bounds Green Health Centre and Stuart Crescent Health Centre



5

Why Wood Green?

This new central location has potential for further partnership working, bringing a more holistic approach to healthcare. People have told us that they would like to access information about other services and support at their healthcare appointments, as well as seek advice on mental health, drug and alcohol issues and peer-led support for long-term conditions.

Wood Green Shopping City is well served by public transport. Several different buses run through Wood Green and stop directly outside the shopping centre.

The shopping centre is 0.2 miles from Wood Green underground station and 0.4 miles from Turnpike Lane station, both on the Piccadilly line.

The shopping centre has 1200 car park spaces, although there is a fee for parking (£2 for up to 2 hours).

Benefits

- A new, modern health and wellbeing facility would be located in the heart of Haringey.
- People will be able to access one-stop-shop services for podiatry, diabetes and leg ulcer clinics.
- A modern building that meets the needs of patients, service users and staff.
- The innovative health hub will provide easier access to services offered by partners including other NHS

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French

Si vous avez besoin de ces informations dans une autre langue, veuillez envoyer un e-mail à engagement.whitthealth@nhs.net en précisant votre adresse et votre langue.

Polish

Jeśli potrzebujesz tych informacji w innym języku, wyślij wiadomość e-mail na adres engagement.whitthealth@nhs.net, podając swój adres i język.

Bulgarian

Ако имате нужда от тази информация на друг език, моля, изпратете ни имейл на engagement.whitthealth@nhs.net като посочите адреса и езика си.

Spanish

Si necesita esta información en otro idioma, por favor mande un correo electrónico a engagement.whitthealth@nhs.net con su dirección y especificando qué idioma.

Bengali

আপনার যদি এই তথ্য অন্য কোন ভাষায় পাওয়ার দরকার থাকে, তাহলে আপনার ঠিকানা ও ভাষা জানিয়ে দয়া করে engagement.whitthealth@nhs.net ঠিকানায় ইমেইল করবেন।

Have
your
say

Further information:
www.whittington.nhs.uk/estates

If you require this information in another format eg large font, please email communications.whitthealth@nhs.net

Whittington Health NHS Trust
Communications and Engagement Office
Jenner Building
Magdala Avenue
London
N19 5NF

Patient Advice and Liaison Service (PALS)
whh-tr.whitthealthPALS@nhs.net
020 7288 5551

11

Newspaper advert:

A paid for newspaper advert was taken out in the Ham and High in February.

Figure six: Consultation advert placed in local newspaper

NHS
Whittington Health
NHS Trust

Have your say on the future locations of our Haringey services

We are reviewing the locations that some of our children and adult services are provided in Haringey.

To make improvements we will need to make some changes and we would like to hear from you about the proposed moves.

The consultation is open until Wednesday 18 May.

Scan the code to have your say

engagement.whitthealth@nhs.net

020 7288 5674 Leave your name and number and we will get back to you

www.whittington.nhs.uk/estates



Figure seven: Article in Ham and High on the consultation

Ham&High

[Hampstead Highgate Express](#) > [News](#) > [Health](#)

Proposals to close NHS sites and create central 'hub'



Ben Lynch



Published: 11:15 AM February 23, 2022



Whittington Health presented plans to develop a "new, modern facility" in Wood Green to Haringey Council's overview and scrutiny committee on February 21 - Credit: Steve Parsons/PA Archive/PA Images

Haringey residents are now able to comment on plans to centralise Whittington Health's services in a new health hub, located in Wood Green.

Web posts

Information about the proposals was featured on our website, NCL CCG's website and Healthwatch Haringey's website for the duration of the consultation.

Figure eight: Whittington Health information

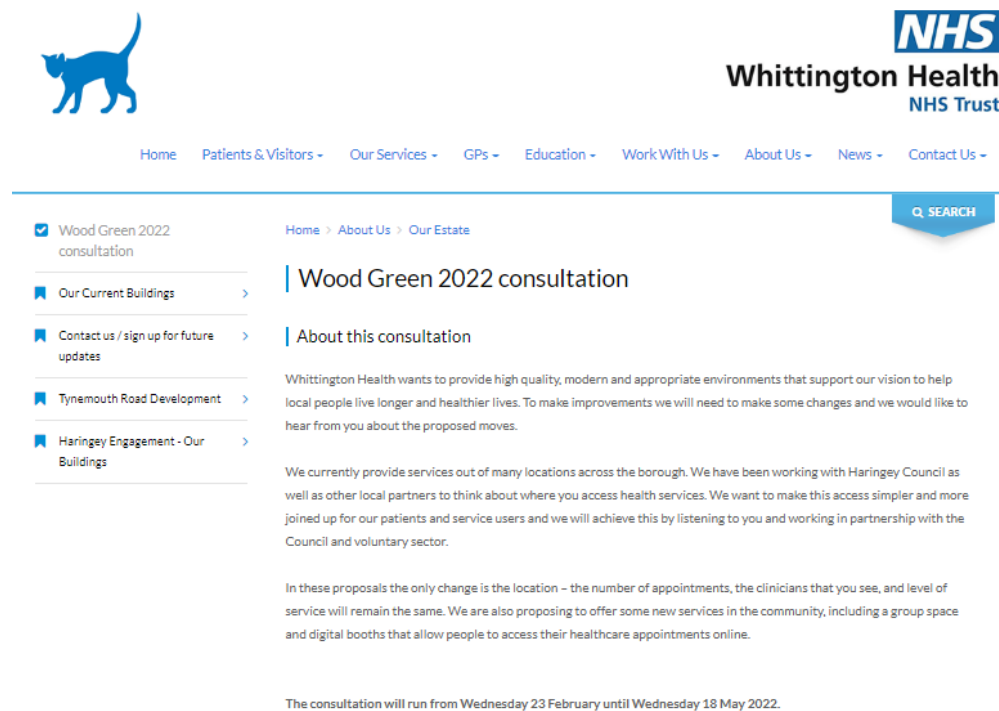


Figure nine: Haringey Healthwatch website story

Whittington Health proposes moving services to Wood Green - Consultation

News – 22 March 2022

Whittington Health NHS Trust is running a consultation until 18 May 2022 on the location of health services in central Haringey. Patients, service users and interested people are invited to share their views.



Whittington Health has two adult community health service hubs in the east and west of the borough, at Hornsey Central Neighbourhood Health Centre and Lordship Lane Primary Care Centre. But there is currently no central Haringey health hub.

Figure ten: NCL CCG website story

Wood Green Health Hub Consultation launches

We have launched a new consultation into the creation of a health hub in central Haringey.

North Central London Clinical Commissioning Group (NCL CCG), Whittington Health NHS Trust, North Middlesex University Hospital NHS Trust, Barnet, Enfield and Haringey Mental Health NHS Trust and Haringey Council are working together on a proposal for an integrated health and wellbeing hub in Wood Green. The proposed centre would support additional primary care in an area of significant population growth, offer the chance for integrated service delivery and represent a necessary consolidation of Whittington Health's community services in central Haringey.

We want to provide high quality, modern and appropriate environments that support our vision to help local people live longer and healthier lives. To make improvements we will need to make some changes and we would like to hear from you about the proposed moves.

We currently provide services out of many locations across the borough. We have been working with Haringey Council as well as other local partners to think about where you access health services. We want to make this access simpler and more joined up for our patients and service users and we will achieve this by listening to you and working in partnership with the Council and voluntary sector.

In these proposals the only change is the location – the number of appointments, the clinicians that you see, and level of service will remain the same. We are also proposing to offer some new services in the community, including a group space and digital booths that allow people to access their healthcare appointments online.

[Read more details about the consultation and find out how you can get involved.](#)

We will be hosting several engagement events throughout the consultation. All details will be available at <http://www.whittington.nhs.uk/estates>. Book your space at our Wood Green library events here <https://www.eventbrite.co.uk/e/wood-green-health-centre-consultation-event-tickets-289460463037>

Figure eleven: Patient and service user survey

NHS
Whittington Health
NHS Trust

Have your say on the future locations of Whittington Health's services in Haringey

Whittington Health works across Haringey and Islington delivering health and care services to the local community.

We are reviewing the locations that some of our children and adult services are provided from in Haringey.

We are proposing the creation of a new central Haringey health and wellbeing hub. This would be based in a central Wood Green location and would include primary care and other NHS services, as well as some Council services. This would be in addition to our current health hubs based at Hornsey Neighbourhood Central Health Centre and Lordship Lane Health Centre, as well as our children and young people health hub based at Tynemouth Road Health Centre.

This consultation closes on Wednesday 23 May 2022.

If you would like to be kept informed on the outcomes of this consultation please leave your email address

We have previously seen you as a patient/service user at one of these sites:

- St Ann's Hospital
- Bounds Green Health Centre
- Stuart Crescent Health Centre

Or, we may have seen you virtually when services were disrupted by the COVID-19 pandemic.

1. Please choose the community Whittington Health service that you used in the last three years (since January 2019).

Podiatry ☐

Health visiting ☐

Audiology ☐

Nutrition and Dietetics ☐

Community dentistry ☐

Leg ulcer clinic ☐

Respiratory ☐

Heart failure ☐

Midwifery ☐

Improving Access to Psychological Therapies (IAPT) ☐ (continues on next page)

2. How did we see you?

Face-to-face ☐

Virtual (online, eg Zoom) ☐

Telephone ☐

Clinician (eg nurse) visited my home ☐

3. What is your experience of the appointment(s)?

Excellent ☐

Good ☐

Okay ☐

Poor ☐

4. What do you think about the facilities where your appointment took place (please skip if your appointment was on the telephone or virtual).

Excellent ☐

Good ☐

Okay ☐

Poor ☐

Why?

5. Are you happy accessing the service at this location?

Yes ☐

No ☐

Not sure ☐

6. How do you travel to the service? (choose as many as applicable)

Drive myself ☐

Taxi ☐

Get a lift from friend/family ☐

Walk ☐

Train ☐

Underground ☐

Bus ☐

Cycle ☐

Other (please specify)

The proposed location within central Wood Green (potentially within The Mall) will bring together a GP surgery, community health services like the one you used.

The service you accessed will remain the same, with the same clinicians and number of appointments.

7. Would you be happy accessing the service in central Wood Green?

Yes ☐

No ☐

Not sure ☐

Why?

8. How would the new location affect you?

Not at all ☐

A little ☐

A lot ☐

Other (please specify)

9. What would you like to see in the location where you access the service? (please choose as many as applicable)

Buggy parking ☐

Accessible rooms eg wide entrances, no stairs ☐

Accessible entrance eg ramp or lifts ☐

Car parking ☐

Safe bike parking ☐

Other (please specify)

10. How would you get to centre if it was based in central Wood Green (or in The Mall)? (please choose as many as applicable)

Car ☐

Taxi ☐

Get a lift from friend/family ☐

Train ☐

Bus ☐

Underground ☐

Cycle ☐

Walk ☐

Other (please specify)

11. How can we help you get to the new location?**12. What other services/facilities would you like to see as part of the Wood Green Central Health Hub? (please choose as many as applicable)**

Support and advice about health and social care ☐

Support and advice about other topics ☐

A space for group meetings ☐

Council support services eg social services, housing ☐

Other (please specify)

Please tell us a little about yourself — this information helps us to know that we are hearing from all sections of the community.

13. What is your ethnic group?

14. Do you consider yourself to have a disability or long-term condition?

Yes ☐

No ☐

Prefer not to say ☐

15. To which gender identity do you most identify?

Female ☐

Male ☐

Non-binary ☐

Prefer not to say ☐

Prefer to self-describe:

16. Does this match the sex assigned at birth?

Yes ☐

No ☐

Prefer not to say ☐

17. How old are you?**18. Which of the following best describes your sexuality?**

Heterosexual or straight ☐

Gay or lesbian ☐

Bisexual ☐

Prefer not to say ☐

Prefer to self-describe ☐

19. Which of the following best describes your religion?

No religion ☐

Buddhist ☐

Hindu ☐

Jewish ☐

Muslim ☐

Christian (including Catholic, Church of England, Protestant and other Christian denominations) ☐

Not listed, please specify:

20. What is the first part of your postcode (eg N17)**21. Are you a carer?**

Yes ☐

No ☐

Prefer not to say ☐

Figure twelve: General public survey

Haringey Wood Green stakeholder consultation 2022

Whittington Health works across Haringey and Islington delivering health and care services to the local community.

We are reviewing the locations that some of our children and adult services are provided from in Haringey.

We are proposing the creation of a new central Haringey health and wellbeing hub. This would be based in a central Wood Green location (potentially within The Mall) and would include primary care and other NHS services, as well as some Council services. This is in addition to the adult health hubs in the east and west of the borough, as well as the children's health hub at Tynemouth Road Health Centre.

You can read full details about the proposals at www.whittington.nhs.uk/estates

This consultation closes on Wednesday 18 May 2022. If you have any questions please email engagement.whitthealth@nhs.net

1. Are you a Haringey resident?

- ☐ Yes
☐ No

2. Are you answering on behalf of yourself or an organisation/group?

- ☐ Myself
☐ Organisation (please name)

3. Overall, do you support the proposals?

- ☐ Yes
☐ No
☐ Not sure

9. Will you, your service users or your community use the health hub?

- ☐ Yes
☐ No

10. Do you have any other comments?

Please tell us a little about yourself – this information helps us to know that we are hearing from all sections of the community.

11. What is your ethnic group?

12. To which gender identity do you most identify?

- ☐ Female
☐ Male
☐ Non-binary
☐ Prefer not to say

Prefer to self-describe:

13. Does this match the sex assigned at birth?

- ☐ Yes
☐ No
☐ Prefer not to say

17. Do you consider yourself to have a disability or long-term condition?

- ☐ Yes
☐ No
☐ Prefer not to say

18. What is the first part of your postcode (eg N17)?

19. Are you a carer?

- ☐ No
☐ Yes

20. Is English your first language?

- ☐ Yes
☐ No

21. If you would like to be kept informed on the outcomes of this consultation please leave your email address

Why?

4. What do you think are the key benefits of the central health hub?

- What is good?
- What are the improvements you are most looking forward to?

5. Do you have any worries about the new health hub?

- ☐ No

Yes, please share your concerns

6. How can these worries or concerns be overcome?

7. What other services would you like to see in a central Wood Green health hub?

8. How can we make sure the health hub is accessible for the whole community?

14. How old are you?

- ☐ Under 18
☐ 18-24
☐ 25-34
☐ 35-44
☐ 45-54
☐ 55-64
☐ 65-74
☐ 75-84
☐ 85+

15. Which of the following best describes your sexuality?

- ☐ Heterosexual or straight
☐ Gay or lesbian
☐ Bisexual
☐ Prefer not to say

16. Which of the following best describes your religion?

- ☐ No religion
☐ Buddhist
☐ Hindu
☐ Jewish
☐ Muslim
☐ Christian (including Catholic, Church of England, Protestant and other Christian denominations)
☐ Not listed, please specify:

Demographic information of respondents who completed a survey

This data corresponds to responses from both the patient/service user and the public surveys.

Table four: Ethnicity of respondents

What is your ethnic group?	
Arab	10
Bangladeshi	23
Black African	83
Black British	73
Black Caribbean	81
Chinese	25
Greek or Greek Cypriot	63
Indian	70
Not listed Black background	11
Not listed mixed/Asian background	40
Not listed mixed/multiple ethnic background	24
Not listed white background	165
Pakistani	5
Turkish or Turkish Cypriot	63
White and Asian	22
White and Black African	7
White and Black British	5
White and Black Caribbean	7
White English/Scottish/Welsh/Northern Irish	556
White Irish	50
Total	1383

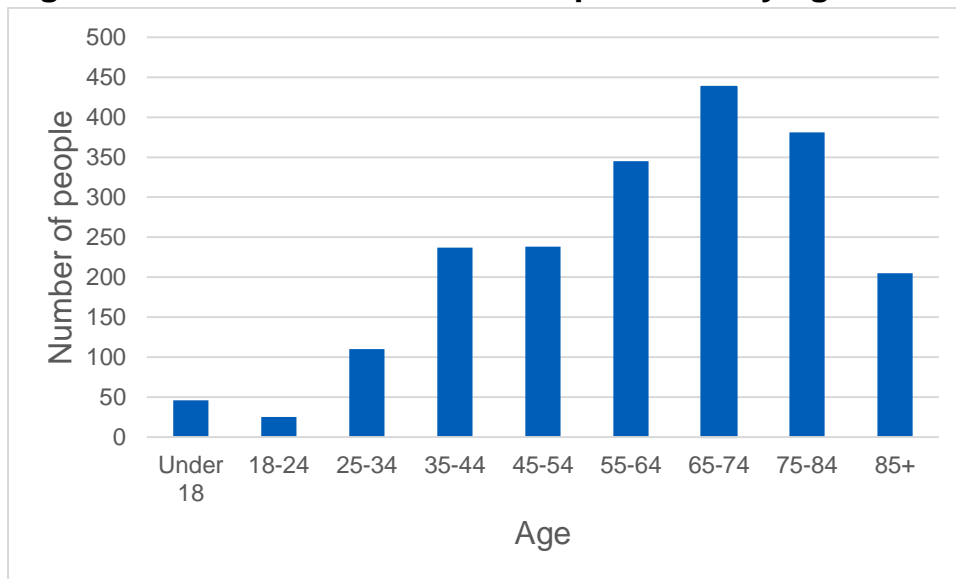
Of respondents who shared their ethnicity:

- 56% of respondents are from a white background.
- 19% of respondents are from a Black background.
- 12% of respondents are from an Asian background.

- 9% of respondents are from a Turkish/Turkish Cypriot or Greek/Greek Cypriot background.

Table five: Age of respondents

How old are you?		
Age	Grand Total	Percentage
18-24	25	1
25-34	110	5
35-44	237	12
45-54	238	12
55-64	345	17
65-74	438	22
75-84	381	19
85+	205	10
Under 18	46	2
(blank)		
Grand Total	2025	

Figure thirteen: The number of respondents by age

- The majority of respondents who shared their age were 55 or older. 19% (381) of respondents are aged between 65-74. The lowest number of responses was received from 18-24 year olds, which is expected due to the services involved in the consultation.
- 54% (1120) of respondents considered themselves to have a disability or long-term condition.
- 14% (243) of respondents are carers.
- 64% (1362) of respondents are female.
- 33% (707) of respondents are male.
- 0.28% (6) of respondents are non-binary or chose to self-describe.

26% (539) of respondents live within N22. This postcode covers Wood Green, including The Mall.

16% (320) and 15% (308) of respondents live in N15 and N17.

Locations and travel

Services included in this consultation are provided from Bounds Green Health Centre, Stuart Crescent Health Centre and St Ann's Hospital. The figures below show their location and full address, public transport analysis, and how supportive patients and service users are of the proposals.

Figure fourteen: Bounds Green Health Centre
Gordon Rd, London N11 2PA

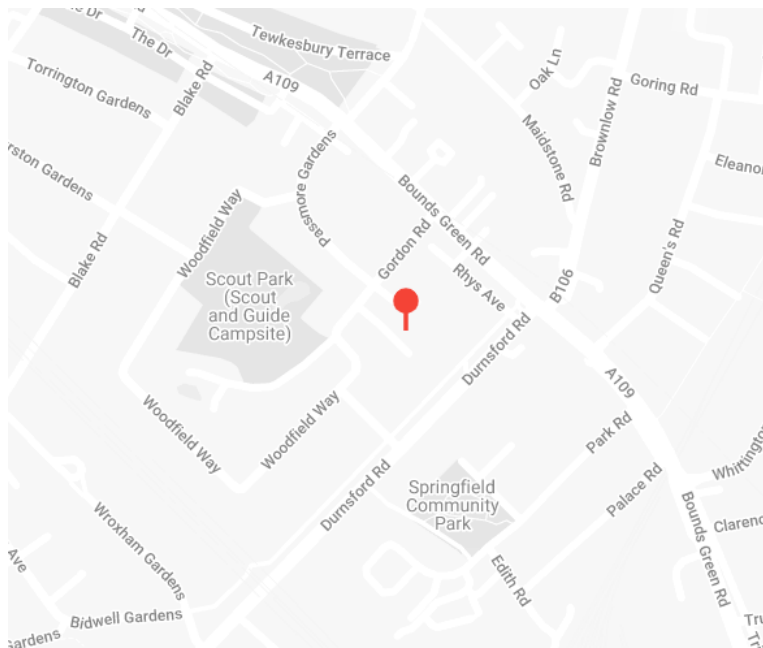


Figure fifteen: Stuart Crescent Health Centre

8 Stuart Cres, London N22 5NJ

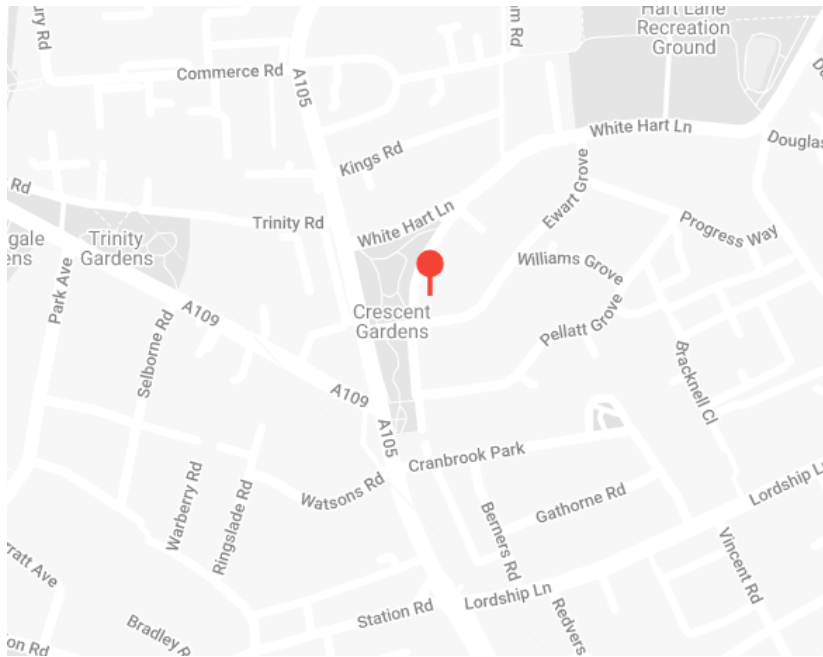


Figure sixteen: Hornsey and Wood Green GP Practice

114 Turnpike Ln, London N8 0PH

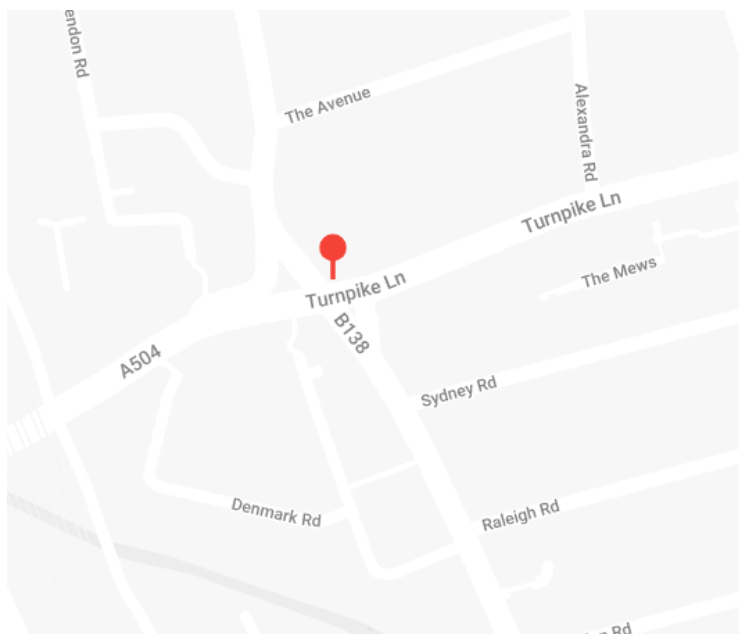


Figure seventeen: St Ann's Hospital

St Ann's Rd, London N15 3TH

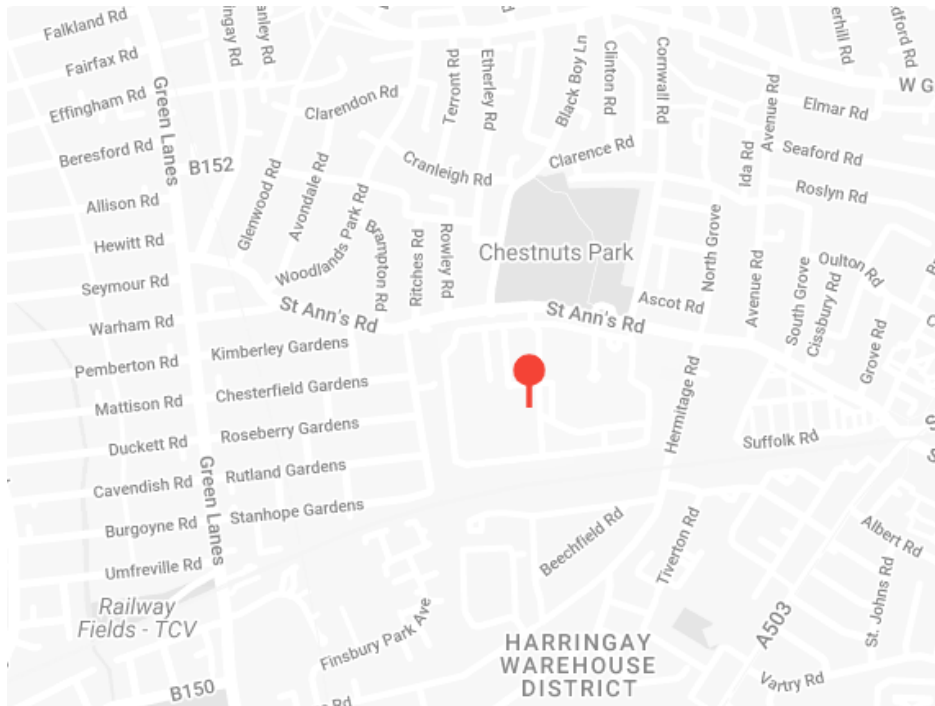
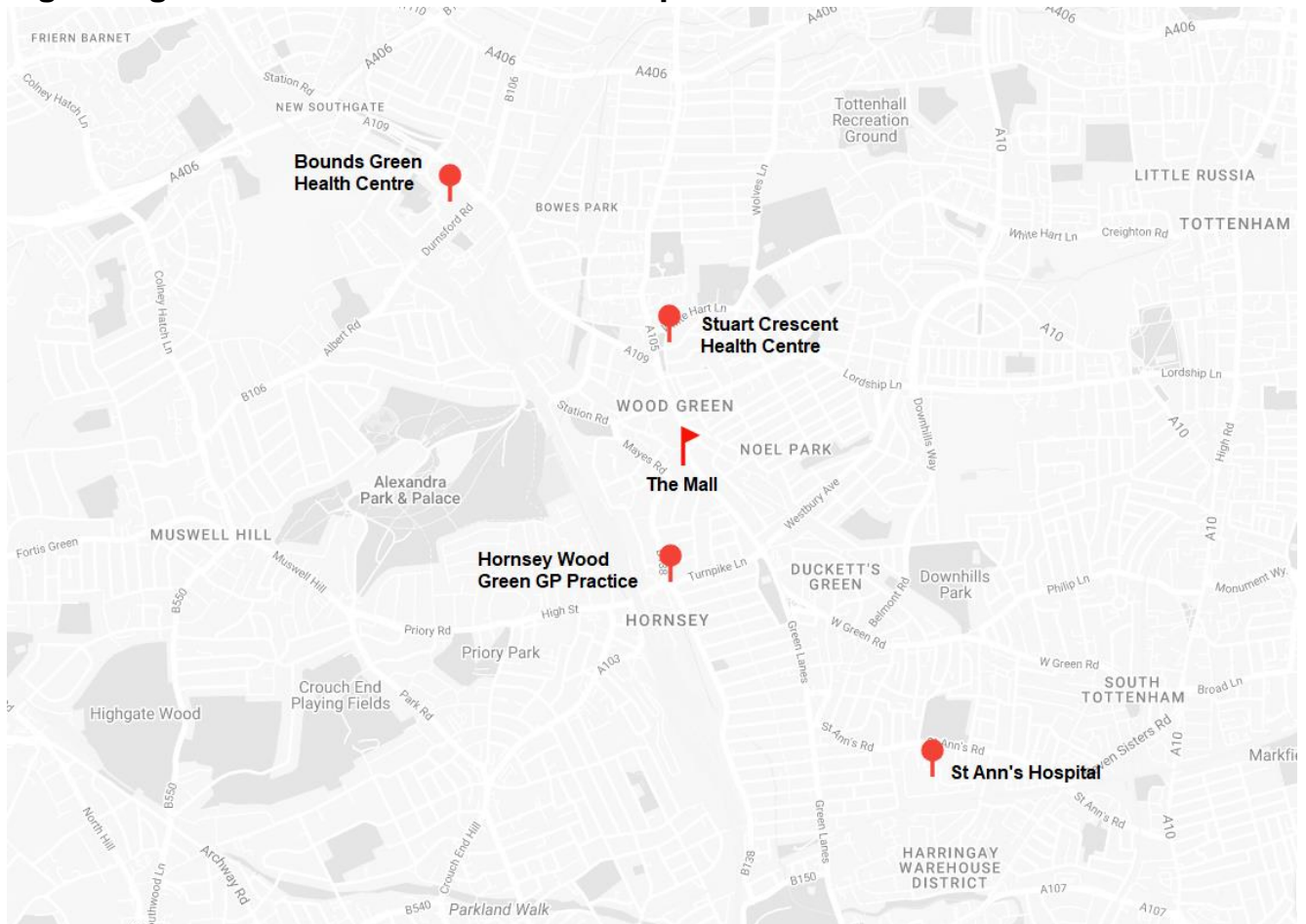


Figure eighteen: All locations on one map



The Mall

We are exploring location options with Capital and Regional for the Integrated Health and Wellbeing Hub within The Mall in Wood Green. These conversations are commercially confidential at the moment and no contracts have been signed.

Figure nineteen: The Mall, Wood Green

159 High Rd, London N22 6YQ

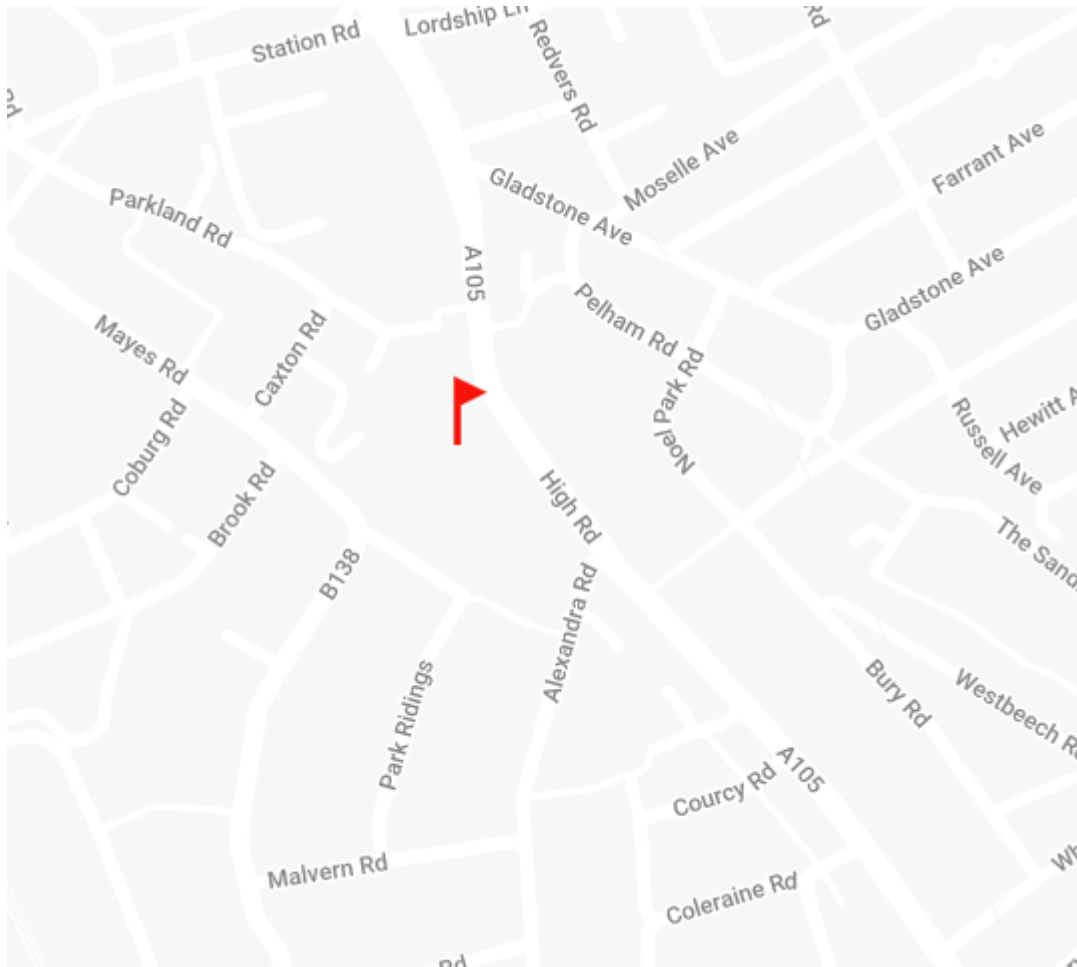


Figure twenty: Ground floor plan of The Mall

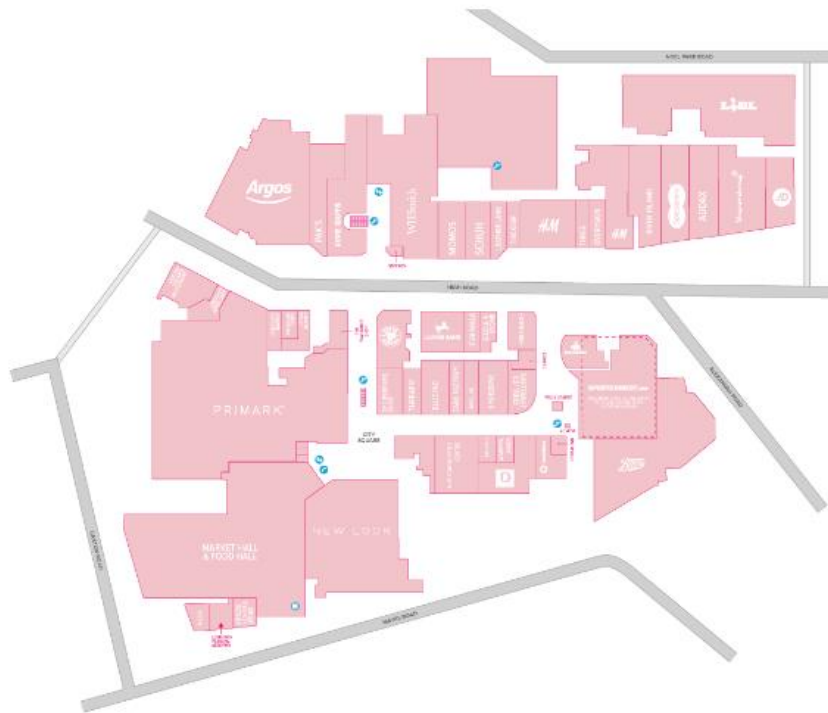
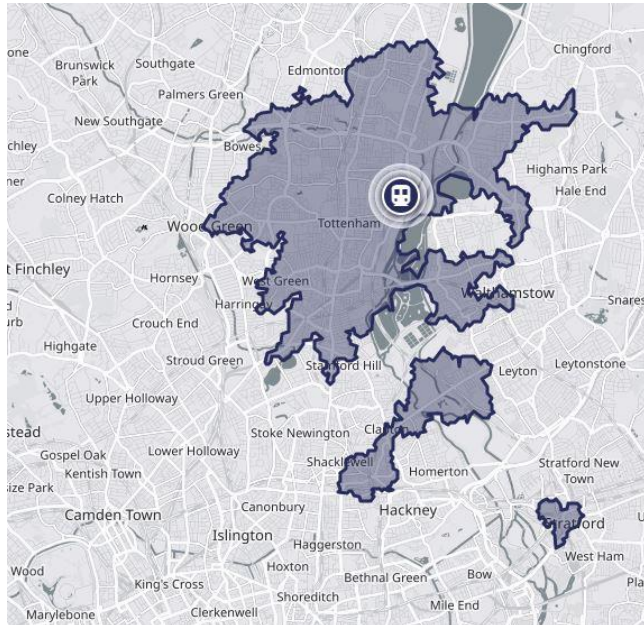


Figure twenty-one: First floor plan of The Mall



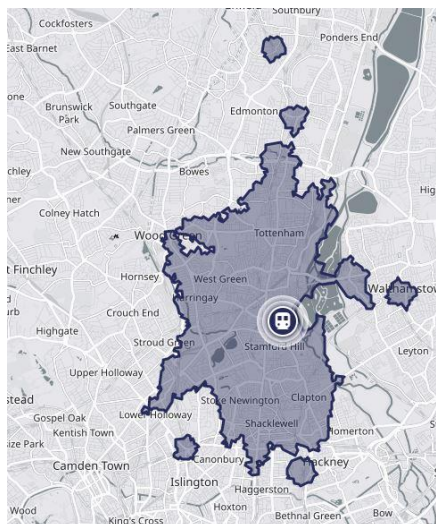
Analysis of public transport journeys from the four furthest corners of the borough was undertaken using TravelTime¹⁹, which allowed us to look at journeys taking place at 9am on a Monday – a time when traffic is generally busy.

Figure twenty-two: Possible public transport journeys within 30 minutes from N17



Journeys from N17 would reach The Mall within the 30 minute period.

Figure twenty-three: Possible public transport journeys within 30 minutes from N15



Journeys from this location would reach The Mall within the 30 minute period.

¹⁹ <https://app.traveltime.com/>

Figure twenty-four: Possible public transport journeys within 30 minutes from N2

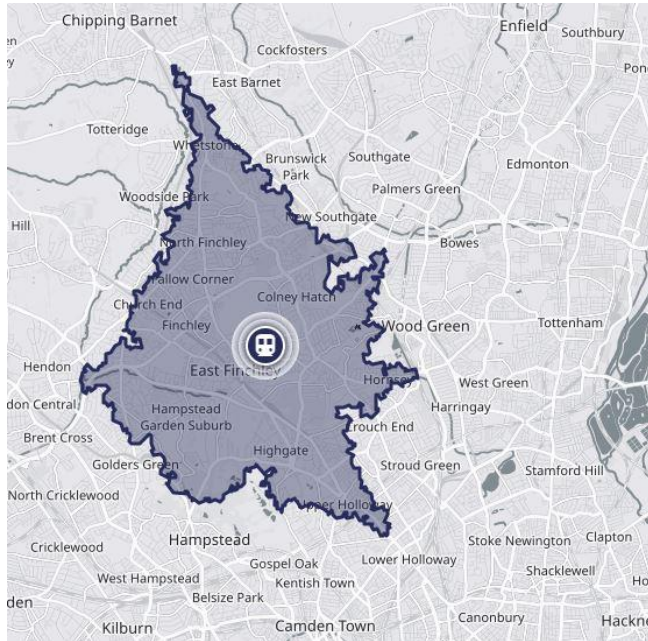
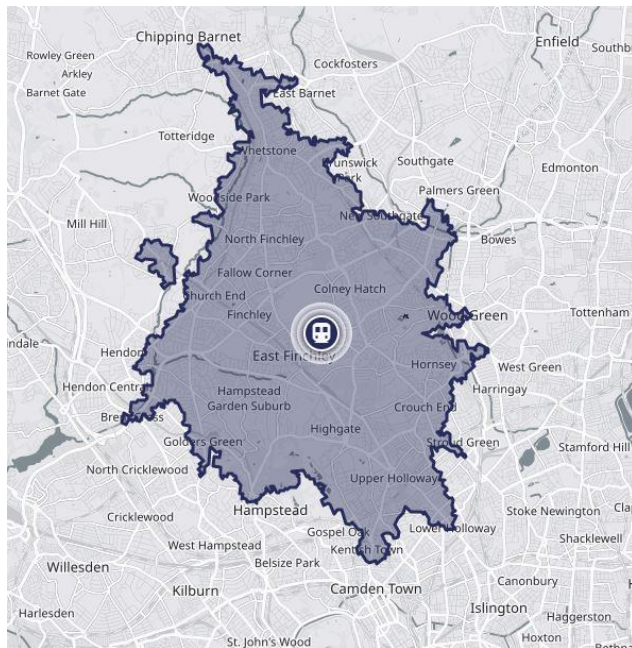


Figure twenty-five: Possible public transport journeys within 35 minutes from N2



Journeys from N2 would take 35 minutes to reach The Mall.

Figure twenty-six: Possible public transport journeys within 30 minutes from N6

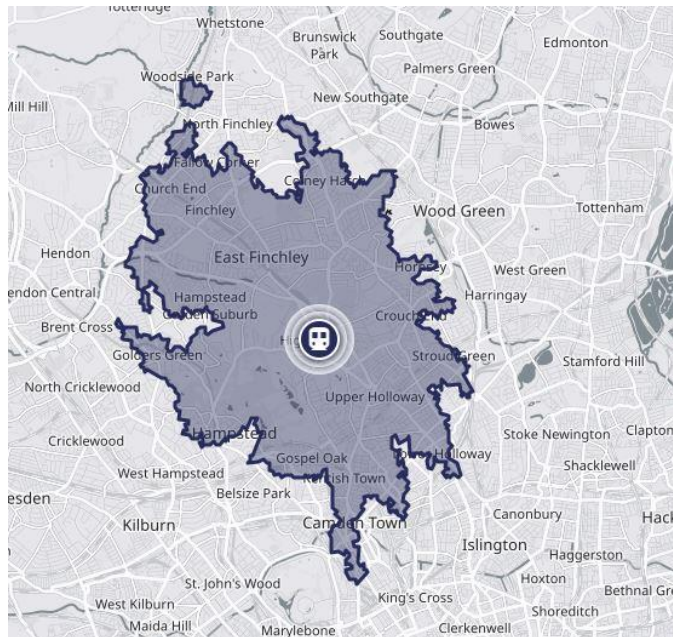
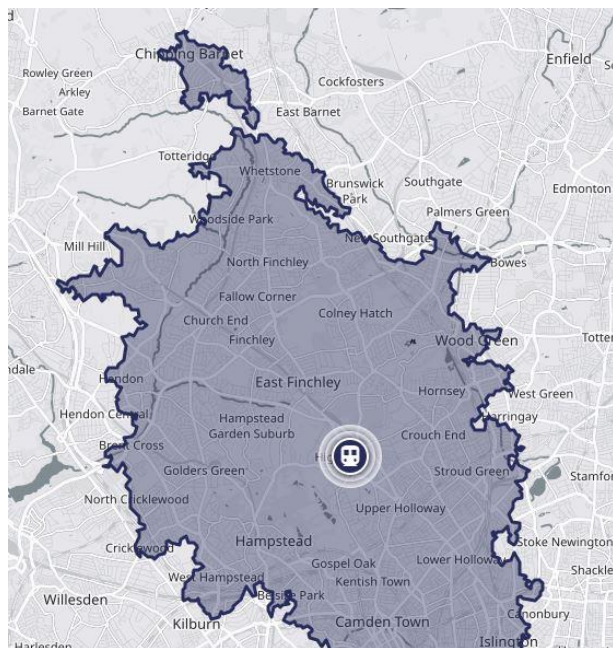


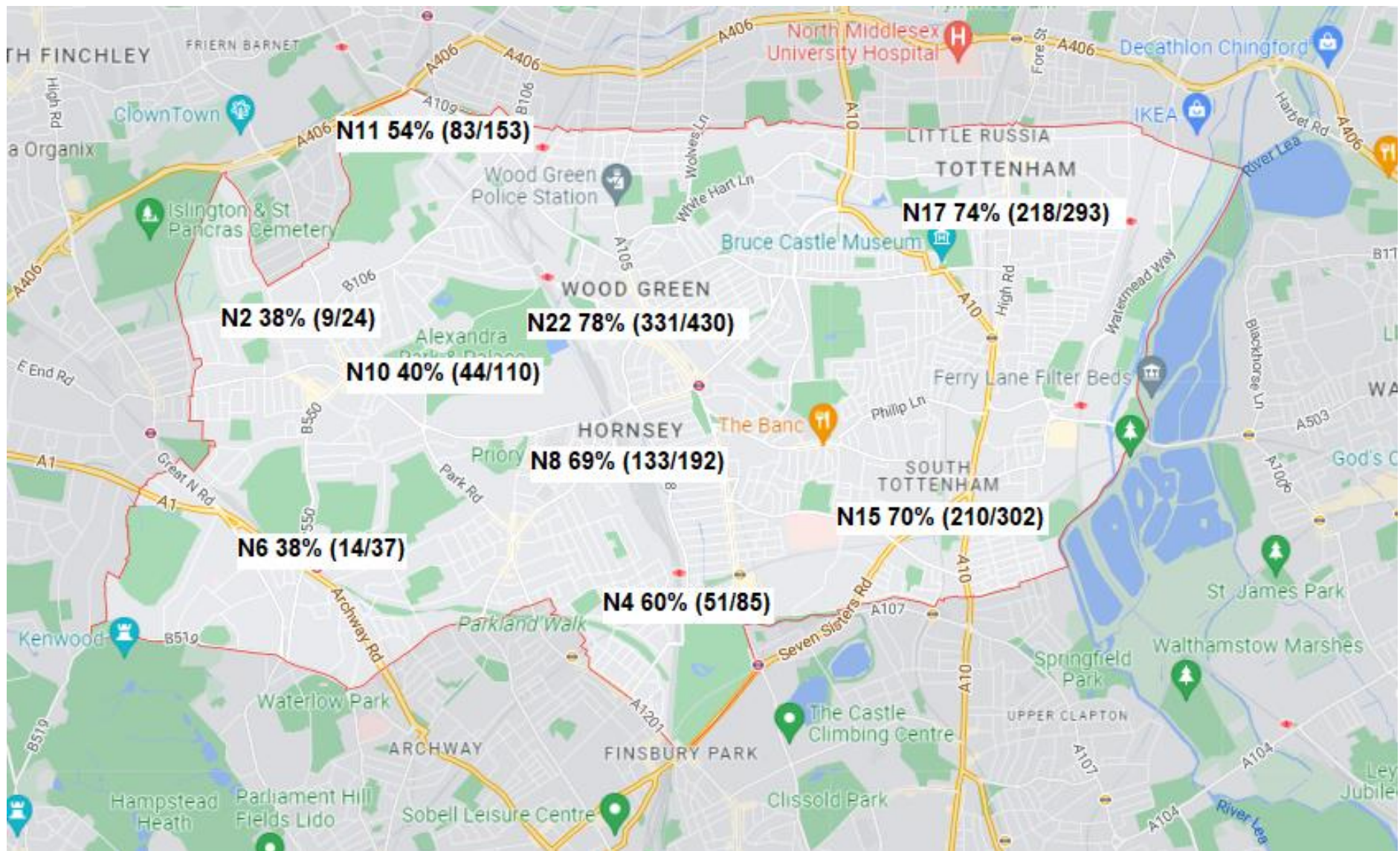
Figure twenty-seven: Possible public transport journeys within 40 minutes from N6



Journeys from N6 would take 40 minutes to reach The Mall.

Figure twenty-eight shows the support of the proposals by postcode. People who live closest were most likely to support the move to Wood Green, while those in N2 and N6, where the public transport journey is longest, supported the move least.

Figure twenty-eight : Percentage of people who would be happy for services to move to Wood Green by postcode



Relocating Hornsey Wood Green GP Practice

Patient engagement on plans to move the practice to Wood Green Shopping Centre

May 2022



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Introduction

North Central London Clinical Commissioning Group (NCL CCG) and Haringey Council are working to improve health services in the local area. They are planning an Integrated Health and Wellbeing Hub in Wood Green, bringing a range of health services together in one central place in Haringey.

The plan is for Hornsey Wood Green GP Practice to move to The Mall, Wood Green Shopping Centre (159 High Road, Wood Green, N22 6YQ) during Autumn/Winter 2023.

Other services at the Hub will include:

- A new Community Diagnostic Centre (CDC), giving patients easy access to diagnostic tests, including blood tests, eye tests, x-rays and ultrasound.
- Whittington Health's community health services, dental services, audiology, and maternity.

Currently, Hornsey Wood Green GP Practice only has three rooms, and the number of patients at the practice is growing fast.

In the new location the GP practice would have more space and room to grow and expand further.

The benefits for patients include larger premises for the Practice (more space), modern facilities, and excellent links to community health services and tests. The new location also has very good public transport links (buses and tube).

Methodology

Healthwatch Haringey engaged with existing patients at Hornsey Wood Green GP Practice to seek their views on plans to move the practice to Wood Green Shopping Centre.

- We ran an online survey which was shared with existing patients at the practice. The survey was also promoted on the practice website, the Healthwatch Haringey website, and through the Healthwatch Haringey newsletter. We had 215 responses in total.
- Hard copies of the survey were given to patients visiting the practice for appointments, and they were encouraged to complete them onsite whilst waiting for their appointment. 37 hard copy surveys were returned to us.
- We spoke to 31 patients visiting the practice in person over a three day period. This enabled us to reach a broader and more diverse set of patients.
- We attended the Patient Participation Group (PPG) meeting on 8 February 2022, where NCL CCG outlined the plans for the move and the reasons for it. PPG members shared their initial views on the proposed move and we captured their feedback.

Executive Summary

Summary of survey findings

How do you feel about the plans for your GP practice to move to Wood Green Shopping Centre?

- 61% were in favour of the move (35% very happy, 26% happy).
- 27% were opposed to the move (17% very unhappy, 10% unhappy).
- 13% were not sure.

What do you see as being good about the move?

Patients saw the top four benefits of the move as:

- More space for the practice (62%).
- Modern facilities (60%).
- Links to Community Diagnostic Centre and tests (46%).
- Space for the practice to grow (41%).

15% did not see any benefits to the move.

What improvements are you most looking forward to?

Patients were most looking forward to:

- Modern facilities (55%).
- More space for the practice (45%).
- Links to Community Diagnostic Centre and tests (43%).

17% were not looking forward to any improvements.

Do you have any worries about the move?

- Many patients had no worries about the move (46%).
- The biggest worry about the move was the busy location (40%).

Will you stay with the practice if it moves to Wood Green Shopping Centre?

- 72% of patients said they would stay with the practice if it moves.
- 13% said they would not.

Considerations and challenges flagged by patients in the survey:

- Wood Green as a busy location.
- Longer journey times because of traffic/congestion around Wood Green.
- Car parking and parking costs, especially if GP was running late.
- Worry that being part of a bigger Hub/busier practice would make it harder to get an appointment, with longer waiting times, and less face to face appointments.
- Worry that a bigger and busier practice would be more noisy, crowded and dirty.
- Worry about personal safety, especially for those who are more vulnerable, e.g. older people.
- Worry about getting to, and walking through, a busy shopping centre when you/a child is unwell.
- Disabled access.

Executive Summary

Summary of in-person interview findings

- We visited the practice and spoke to 31 patients in person as they were waiting for their appointments. We reached a more diverse set of patients through these in-person interviews, than we did through the online and hard copy surveys.
- Three out of four patients (75%) were in favour of the proposed move.
- Patients saw the main benefits as being more space for the practice, modern facilities, and links to the Community Diagnostic Centre and tests.
- Most patients had no concerns about the move. For those who did, it was the busy location, and the new location being further away, involving extra travel.
- The vast majority of patients (89%) said they would stay with the practice if it moved.

Summary of PPG findings

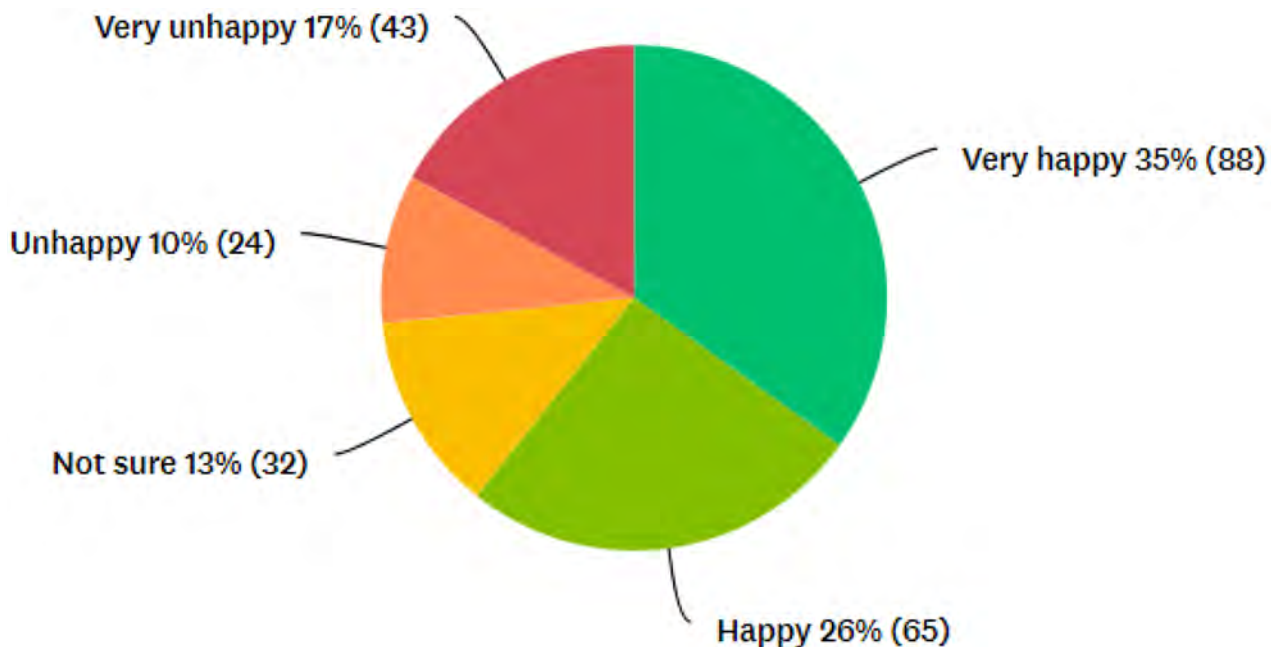
- We attended the PPG meeting on 8 February 2022 and all patients in attendance at the meeting were in favour of the proposed move, as there would be more space at the new location.

Survey Findings

Completed online and in person at the practice

How do you feel about the plans for your practice to move to Wood Green Shopping Centre?

- 61% were in favour of the move (35% very happy and 26% happy).
- 27% were opposed to the move (17% very unhappy and 10% unhappy).
- 13% were not sure.

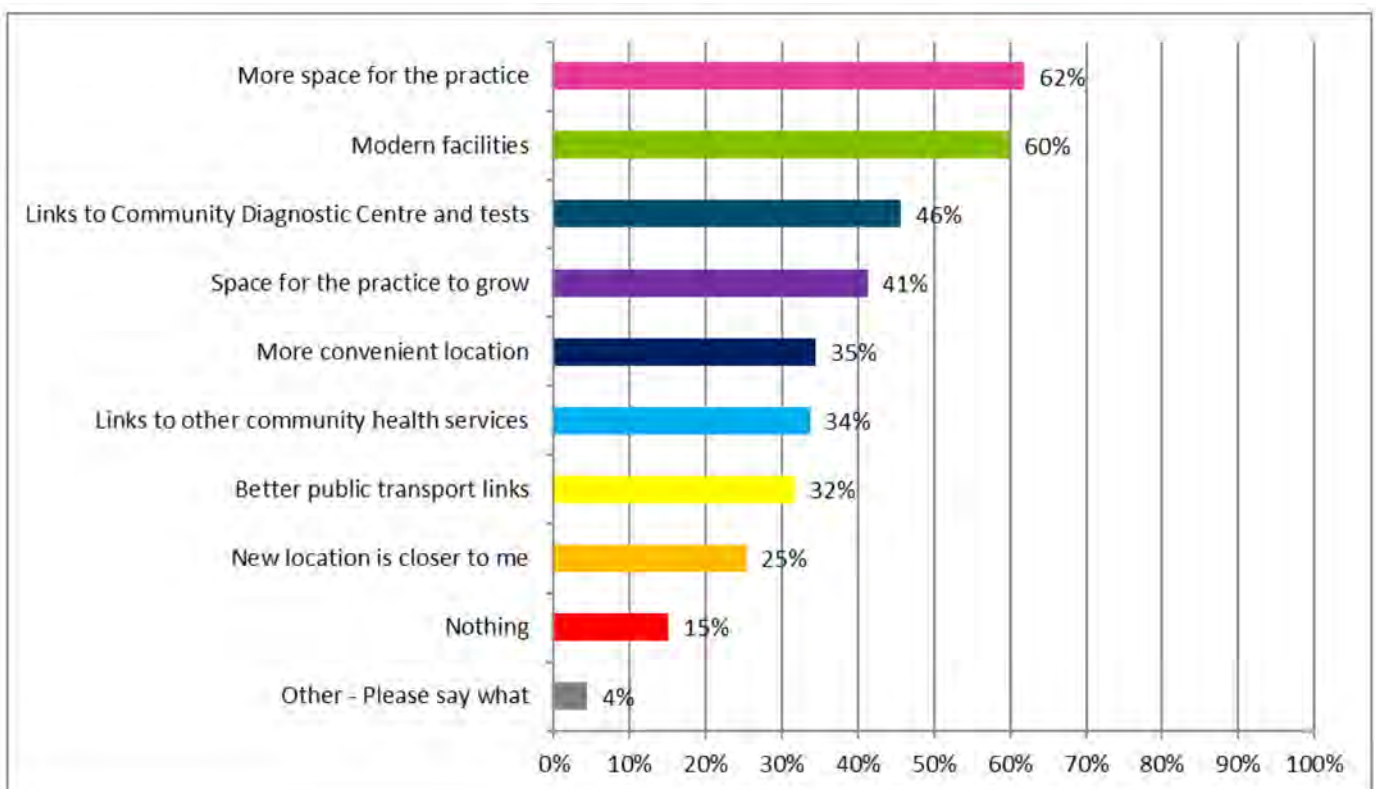


What do you see as being good about the move?

Patients saw the top four benefits of the move as:

- More space for the practice (62%).
- Modern facilities (60%).
- Links to Community Diagnostic Centre and tests (46%).
- Space for the practice to grow (41%).

15% did not see any benefits of the move.



Other feedback:

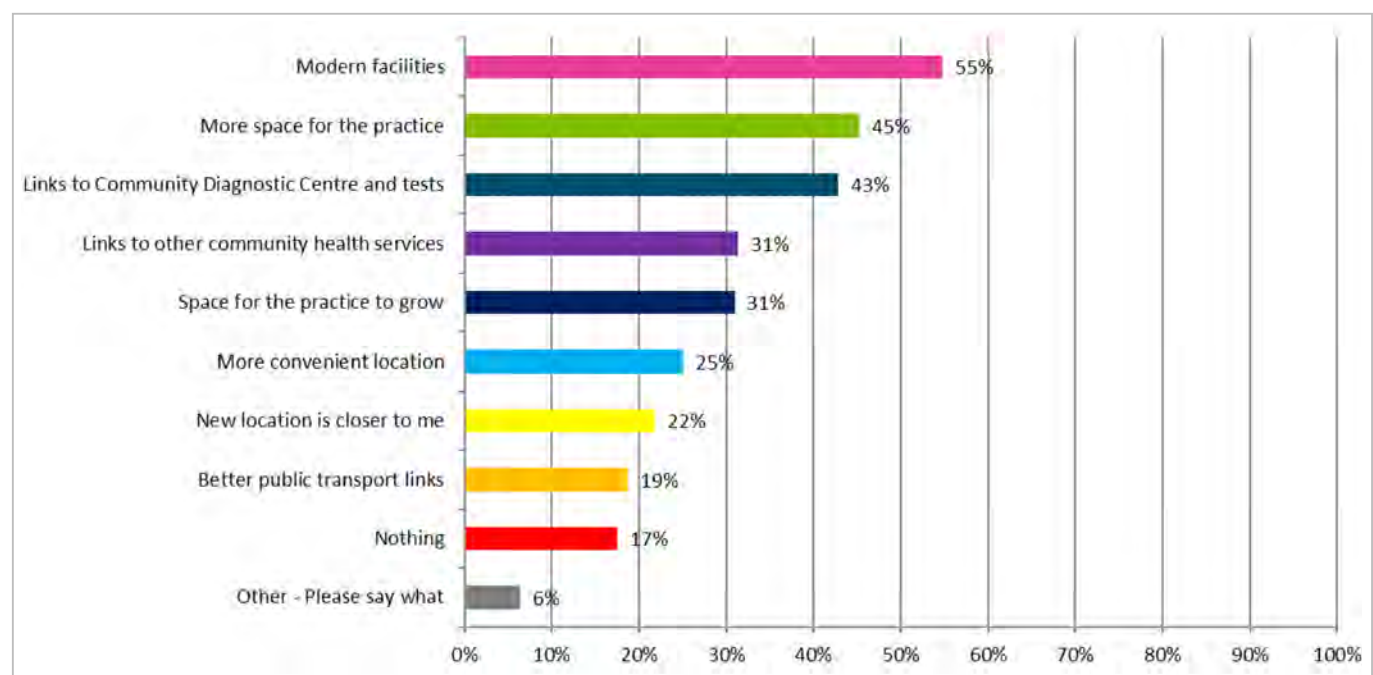
- There were winners and losers in terms of location – for some people the new location was closer to where they lived and for others further away – and this influenced how they viewed the proposed move.
- Wood Green being a busy location would mean longer journey times for some because of traffic/congestion and getting into/out of Wood Green.
- Car parking was raised as something that would need consideration.
- One person commented that super clinics are more saleable to US based healthcare providers.

What improvements are you most looking forward to?

Patients were most looking forward to:

- Modern facilities (55%).
- More space for the practice (45%).
- Links to Community Diagnostic Centre and tests (43%).

17% were not looking forward to any improvements.

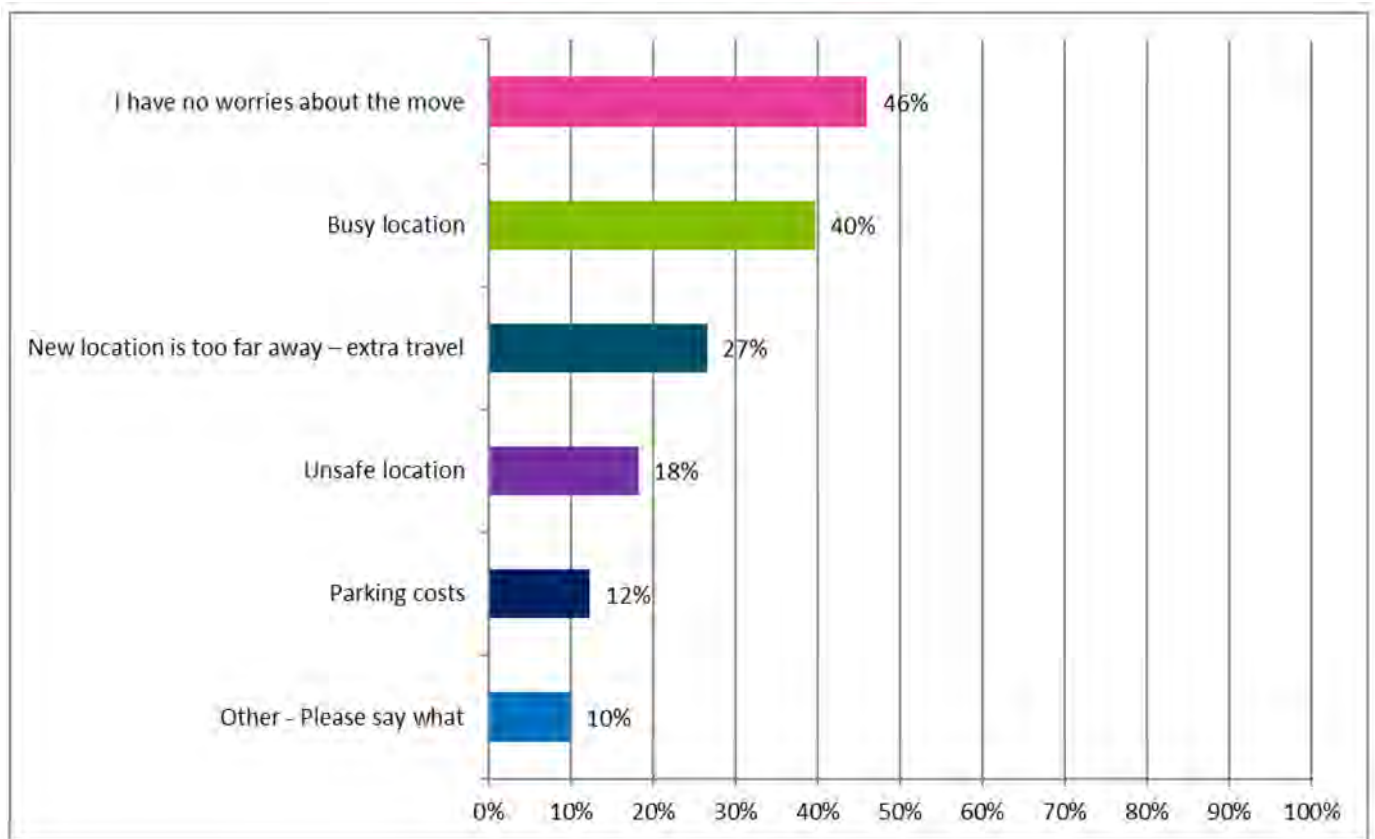


Other feedback:

- Patients commented they would like more GP appointments available – With the practice growing rapidly, they felt it would be harder to get an appointment.
- Patients also wanted more face to face appointments.
- People liked the Wood Green location as they would be able to run errands/do some shopping whilst they were there.
- People liked the Wood Green location as they would be able to get drinks and food there whilst waiting if needed.
- Patients appreciated the easier access to tests and the wider range of services available close by.
- One person commented that this facilitates Government policy to sell NHS assets to private healthcare providers.

Do you have any worries about the move?

- Many patients had no worries about the move (46%).
- The biggest worry was the busy location (40%).

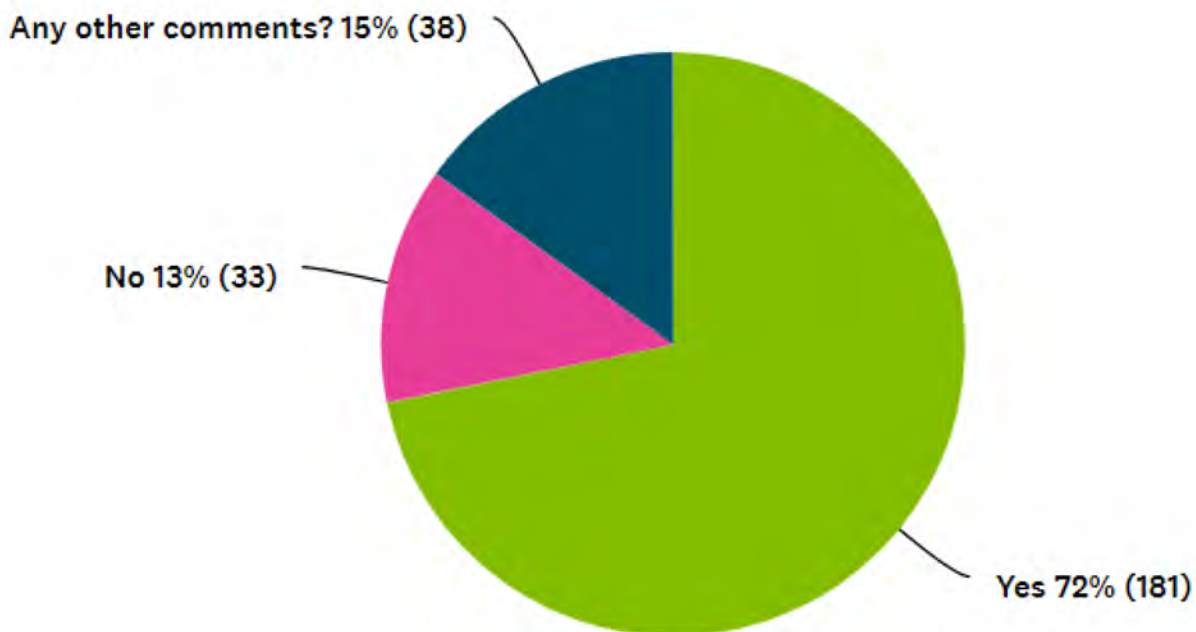


Other feedback:

- Patients were worried about how safe they would feel, especially those who were vulnerable, e.g. older people.
- Walking through a busy shopping centre when a patient/child may have health issues was a concern for some.
- Having to go to a busy shopping centre when you are unwell, where people are shopping, eating, meeting up with others, was a real concern for some people.
- Patients were worried that being part of a bigger Hub/busier practice would make it harder to get an appointment, with longer waiting times, and less face to face appointments.
- Some patients were concerned that a bigger practice in the shopping centre would be more crowded, dirtier, and unsafe.
- Commuting into/out of Wood Green would add to journey times.
- Car parking was raised as an issue, especially if the GP was delayed, as this would increase car parking costs.
- Patients were also worried about disabled access.

Will you stay with the practice if it moves to Wood Green Shopping Centre?

- 72% of patients said they would stay with the practice if it moves.
- 13% said they would not stay with the practice.



Other feedback:

- Many patients were unsure.
- For those who were undecided, many would like to consider their options first before making a decision.
- For those who were undecided, they would look to see if there were practices closer to where they lived before choosing to stay with the practice.
- Some people mentioned Wood Green Shopping Centre was too busy and felt unsafe.
- The practice becoming too busy was a real concern.
- There were winners and losers in terms of location – for some people the new location was closer to where they lived and for others further away – and this influenced how they viewed the proposed move.

In-Person Interview Findings

We visited the practice and spoke to patients in person as they were waiting to go in for their appointments. We visited on Monday 21 March, Tuesday 29 March and Thursday 31 March 2022 at different times and spoke to 31 people. This enabled us to reach a broader and more diverse set of patients than those completing the survey.

As we had limited time with the patients we only asked the key questions to focus our discussions:

How do you feel about the plans for your practice to move to Wood Green Shopping Centre?

- Three out of four patients we spoke to (75%) were in favour of the proposed move.

What do you see as being good about the move?

- More space for the practice (36%).
- Modern facilities (36%).
- Links to the Community Diagnostic Centre and Tests (36%).

Do you have any worries about the move?

Most patients had no worries about the move (71%). Amongst the patients who did, the top two concerns were:

- Busy location (7%).
- New location is too far away – extra travel (7%).

Other feedback given included:

- Concern over moving to a busy location while being unwell, e.g. having a headache and walking through the mall.
- Concern over finding the practice.
- Having the practice on ground floor is important for access.
- Feeling comfortable at the current location.
- Having more patients, and a busier bigger practice, will make it harder to get an appointment and to be seen face to face.

Will you stay with the practice if it moves to Wood Green Shopping Centre?

The vast majority of patients (89%) said they would stay with the practice. Some patients were unsure, and would want to learn more and explore other options. A few said they would prefer for the practice not to be in a busy location in a shopping centre.

Patient Participation Group (PPG) Findings

We attended the PPG meeting on 8 February 2022, where NCL CCG outlined the plans for the move and the reasons for it. The proposed move was strongly backed by the GPs, the Practice Manager, and the practice staff member attending the meeting.

People attending the PPG meeting were strongly in favour of the proposed move. The 'mood' of the room was very much in favour of the proposal, with patients, GPs, the Practice Manager, and Practice staff all on board

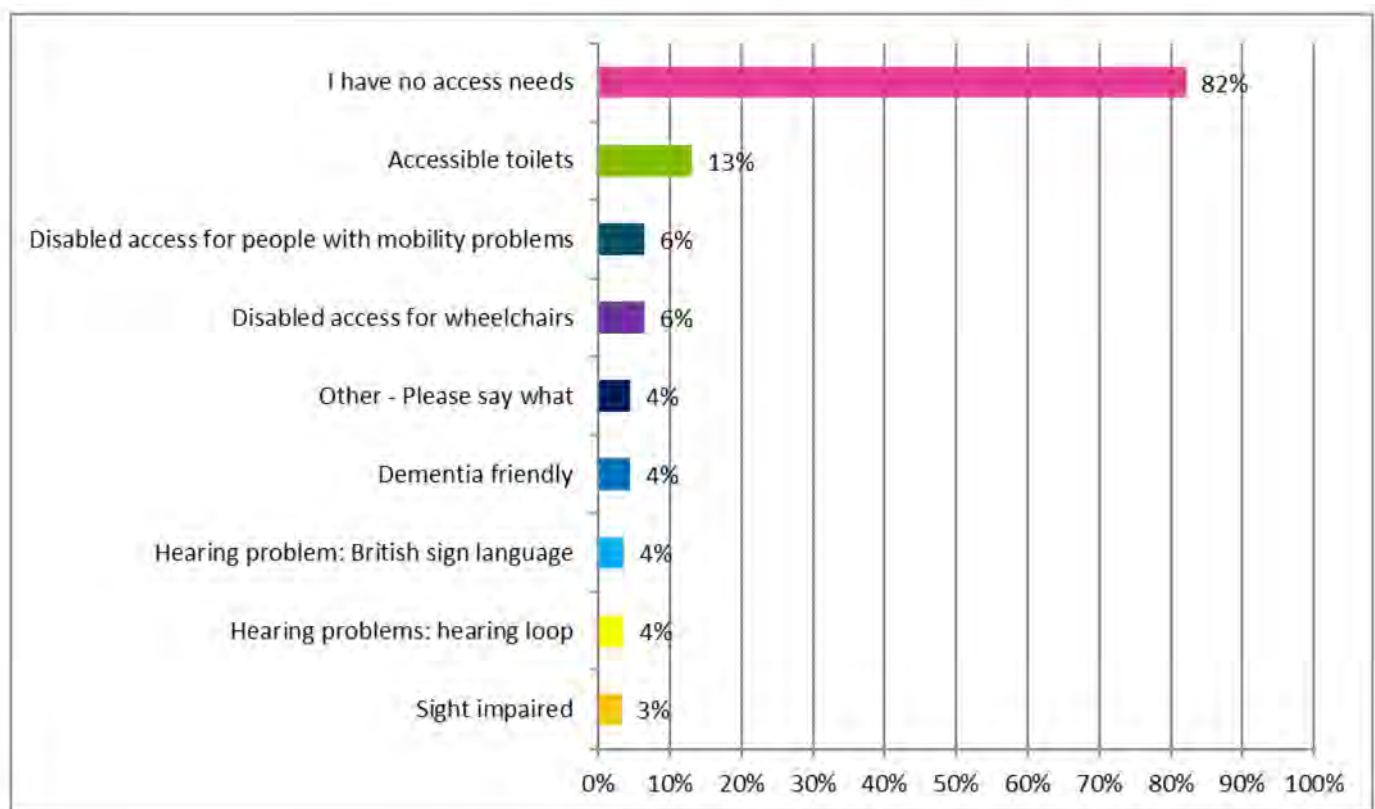
Patients at the meeting highlighted the limitations with the current building:

- Limited space throughout the building – this was an issue in terms of spreading infections like flu and COVID-19 as there was no room for social distancing.
- Very small waiting room – very limited space for prams, buggies and wheelchairs etc.
- Lack of space throughout the building was challenging for patients and practice staff.
- There are only three clinical rooms, which limited the number of patients who could be seen in person at any given time.
- There is only one small office for the whole of the staff team.

Appendix A: Access Needs

Do you have any access needs? What would you like to see in the new practice to help you more?

- The majority of our survey respondents had no access needs (82%).
- Accessible toilets are a key priority for patients in the new surgery.



Other feedback:

- Other access needs mentioned by patients were baby friendly, step-free, and for the practice to be easily accessible to those using buggies and prams.

Appendix B: Language Needs

For people with English as a second language: Do you need to use an interpreter, if so which language?

ANSWER CHOICES	RESPONSES	
▼ Polish	1%	3
▼ Hungarian	1%	3
▼ Romanian	1%	3
▼ Albanian	0%	1
▼ Spanish	2%	5
▼ Turkish	0%	1
▼ Kurdish	1%	2
▼ Arabic	2%	4
▼ Not applicable	88%	221
▼ Other - Please say what	Responses 4%	9
TOTAL		252

For people with English as a second language: Would you find translated material, such as leaflets or posters useful?

ANSWER CHOICES	RESPONSES	
▼ Polish	1%	2
▼ Hungarian	2%	4
▼ Romanian	1%	2
▼ Albanian	0%	1
▼ Spanish	4%	9
▼ Turkish	1%	3
▼ Kurdish	1%	2
▼ Arabic	2%	6
▼ Not applicable	83%	209
▼ Other - Please say what	Responses 6%	14
TOTAL		252

Appendix C: Demographic Data

How old are you?

ANSWER CHOICES	RESPONSES	
▼ 18 to 24 years	10.48%	26
▼ 25 to 34 years	37.10%	92
▼ 35 to 44 years	26.61%	66
▼ 45 to 54 years	10.48%	26
▼ 55 to 64 years	7.26%	18
▼ 65 to 74 years	3.23%	8
▼ 75 to 84 years	2.02%	5
▼ 85 years and over	0.81%	2
▼ Prefer not to say	2.02%	5
TOTAL		248

Which gender do you identify with?

ANSWER CHOICES	RESPONSES	
▼ Male	33.47%	83
▼ Female	61.69%	153
▼ Trans	0.81%	2
▼ Non-binary	1.21%	3
▼ Prefer not to say	2.42%	6
▼ Other (please specify)	Responses 0.40%	1
TOTAL		248

Is your gender identify the same as you were assigned at birth?

ANSWER CHOICES	RESPONSES	
▼ Yes	94.76%	235
▼ No	2.02%	5
▼ Prefer not to say	3.23%	8
TOTAL		248

What is your ethnicity?

ANSWER CHOICES	RESPONSES	
▼ Arab	1.62%	4
▼ Asian / Asian British - Indian	2.83%	7
▼ Asian / Asian British - Pakistani	0.40%	1
▼ Asian / Asian British - Bangladeshi	2.43%	6
▼ Asian / Asian British - Any other Asian / Asian British background	4.05%	10
▼ Chinese	2.02%	5
▼ Black / Black British - African	7.29%	18
▼ Black / Black British - Caribbean	4.05%	10
▼ Black / Black British - Any other Black / Black British background	0.00%	0
▼ Gypsy, Roma or Traveller	0.40%	1
▼ White British / English / Northern Irish / Scottish / Welsh	30.36%	75
▼ White Irish	2.02%	5
▼ White - Any other White background	23.48%	58
▼ Polish	1.62%	4
▼ Romanian	1.21%	3
▼ Hungarian	0.40%	1
▼ Latvian	0.40%	1
▼ Lithuanian	0.00%	0
▼ Turkish	0.81%	2
▼ Kurdish	0.40%	1
▼ Mixed / Multiple ethnic groups: Asian and White	0.00%	0
▼ Mixed / Multiple ethnic groups: Black African and White	0.40%	1
▼ Mixed / Multiple ethnic groups: Black Caribbean and White	0.40%	1
▼ Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic background	2.02%	5
▼ Prefer not to say	6.48%	16
▼ Other (please specify)	Responses 4.86%	12
TOTAL		247

Other answers:

- Latina
- Latin American
- Bulgarian
- Latin
- Algerian
- English
- Middle Eastern
- British-Irish
- Asia-Taiwanese
- Bulgarian
- Greek Cypriot
- Colombian

What is your religion?

ANSWER CHOICES	RESPONSES
▼ Buddhist	1.21% 3
▼ Christian	33.06% 82
▼ Hindu	1.61% 4
▼ Jewish	0.40% 1
▼ Muslim	10.08% 25
▼ Sikh	1.21% 3
▼ Atheist	3.63% 9
▼ Humanist	0.40% 1
▼ No religion	35.08% 87
▼ Prefer not to say	10.08% 25
▼ Other (please specify) Responses	3.23% 8

Other answers:

- Catholic Christian
- Orthodox
- Orthodox
- Agnostic
- Catholic
- Not specified

What is your sexual orientation?

ANSWER CHOICES	RESPONSES
▼ Asexual	0.81% 2
▼ Bisexual	6.10% 15
▼ Gay	5.28% 13
▼ Heterosexual / Straight	74.39% 183
▼ Lesbian	1.22% 3
▼ Pansexual	1.22% 3
▼ Prefer not to say	9.76% 24
▼ Other (please specify) Responses	1.22% 3
TOTAL	246

Other answers:

- Queer

Do you consider yourself to be disabled?

ANSWER CHOICES	RESPONSES	
Yes	7.66%	19
No	85.48%	212
Prefer not to say	6.85%	17
TOTAL		248

Do you have a long-term health condition?

ANSWER CHOICES	RESPONSES	
Yes	29.03%	72
No	62.90%	156
Prefer not to say	8.06%	20
TOTAL		248

Are you a Carer?

ANSWER CHOICES	RESPONSES	
Yes	8.47%	21
No	88.71%	220
Prefer not to say	2.82%	7
TOTAL		248

Is English your first language?

ANSWER CHOICES	RESPONSES	
Yes	60.73%	150
No	36.03%	89
Prefer not to say	3.24%	8
TOTAL		247



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