

Estates improvements for community health services in Haringey

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Tasks and timeframe

Task	Date	Who
Create survey	Draft 14/2	FO
Identify service managers and inform them about the upcoming engagement (adults)		SH, AK
Identify service managers and inform them about the upcoming engagement (children)		SH, VC
Equalities impact assessments	Sent to service leads – asked for them to be returned completed by Thurs 17 Feb	
Upload survey onto survey monkey		
Obtain patient lists from each service manager	Contacted Information team	
Organise printing of letters and surveys and mail merge		
Look into getting Easy Read resources		
Update website		
Write content for stakeholder email		
Create posters, leaflets for each site		
Display leaflets and posters at each site		
Keep partners and commissioners up to date		
Organise Q&A events for service users		
Organise Q&A events for Haringey residents		
Prompts or asking people to complete survey in appointments		

Timeline for consultation

Consultation preparation 1/2/22 until 21/2/22

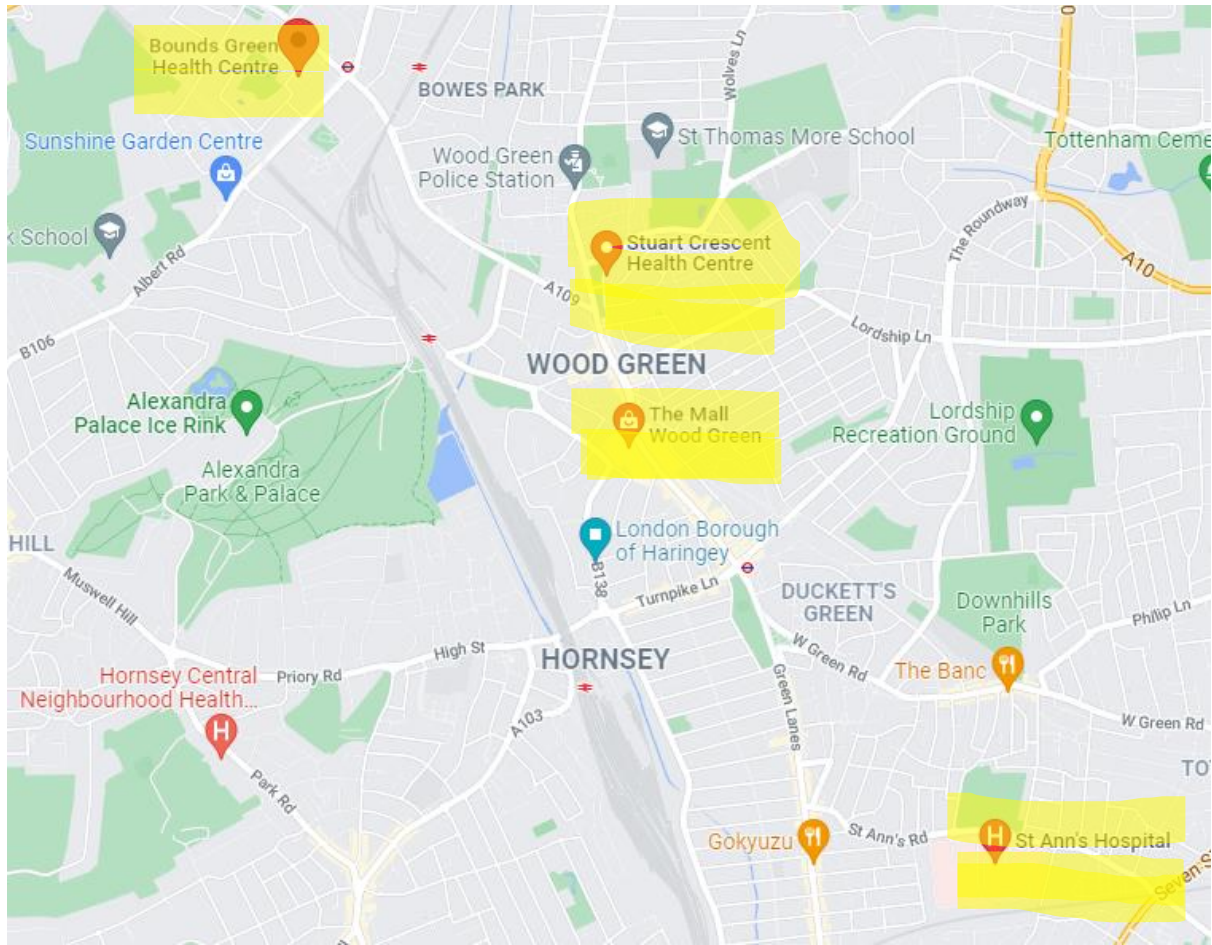
Meeting with the OSC 21/2/22

Start consultation 23/2/22

31 Jan – Sun 6 Feb	
Mon 7 Feb – Sun 13 Feb	
Mon 14 Feb – Sun 21 Feb	
Week one – Mon 21 Feb – Sun 27 Feb	Meeting with OSC on Monday 21 February Consultation starting Wednesday 23 February
Week two – Mon 28 Feb – Sun 6 Mar	
Week three – Mon 7 Mar – Sun 13 Mar	
Week four – Mon 14 Mar – Sun 20 Mar	
Week five – Mon 21 Mar – Sun 28 Mar	Pre-election period begins
Week six – Mon 28 Mar – Sun 3 Apr	
Week seven – Mon 4 Apr – Sun 10 Apr	
Week eight – Mon 11 Apr – Sun 17 Apr	
Week nine – Mon 18 Apr – Sun 24 Apr	
Week ten – Mon 25 Apr – Sun 1 May	
Week eleven – Mon 2 May – Sun 8 May	Election
Week twelve – Mon 9 May – Sun 15 May	
Week thirteen – Mon 16 May – Sun 22 May	Consultation ending Wednesday 18 May
Mon 23 May – Sun 29 May	Data analysis
Mon 30 May – Sun 5 June	Data analysis and report writing
Mon 6 June – Sun 12 June	Healthwatch evaluation
Mon 13 June – Sun 19 June	Healthwatch evaluation
Mon 20 June – Sun 26 June	OSC
Mon 27 June – Sun 3 July	

Mon 4 July – Sun 10 July	Decision made
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Map of all locations



Background

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.

The CCG and Council have been exploring options for a new centre in Wood Green for many years. This proposal focuses on available space in Wood Green Shopping City. The landlords Capital-Regional are working with the NHS on a similar scheme in Ilford. NCL CCG has already designated The Mall as a new Community Diagnostic Centre with services opening as early as summer 2022. The integrated health and wellbeing hub would complement the diagnostic centre.

Establishing an integrated health and wellbeing hub in Wood Green links closely to the Haringey strategic estates agenda, which adopts a One Public Estate approach across public sector estates. The CCG, Haringey Council, Whittington Health, North Middlesex, Barnet, Enfield and Haringey Mental Health Trust and voluntary sector partners are working together through an Integrated Borough Partnership. The shared direction is to work together in localities, providing localised, integrated and joined up health and care to residents to improve their health and wellbeing. We are working to three broad locality areas, east, central and west, which links to the arterial transport links that run through Haringey as well as local communities.

Whittington Health Approach

In 2020 Whittington Health launched our new Estates Strategy, setting out our aims to have a modern estate, which enables us to provide care where and when people need it. 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 people 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 Haringey residents and working in partnership with the Council and voluntary sector.

We are reviewing the locations that some of our adult and children services are provided from in Haringey. Health hubs allow multi-disciplinary teams to work together and allow patients who have many appointments to be seen at the same time. We currently have two adult health hubs in the east and west of the borough. In addition to this we will shortly be opening a Children and Young People health hub at Tynemouth Road Health Centre. These changes have happened [after thorough consultation with Haringey residents](#), listening to concerns and addressing them to ensure that people are able to access services where they need them.

Whittington Health wants to provide high quality, modern and appropriate environments that support our vision to help local people live longer and healthier lives. We want to make changes that are supported by the people who use our

services, recognising that when people are involved in service design that it will often work better for them.

The Changes

We are proposing the creation of a new central Haringey health 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.

In these proposals the only change is the location – the number of appointments, the clinicians that people see, and level of service will remain the same.

As part of these proposals, we would move adult long-term condition services currently based at Bounds Green Health Centre and Stuart Crescent Health Centre to Wood Green and Musculoskeletal Services based at Bounds Green and St Ann's Hospital to Wood Green. Additionally, we propose to move the Community Dental service and Audiology service currently based at St Ann's hospital to Wood Green.

A new central location would offer opportunities for partnership working as part of North Central London Integrated Care System. We would look to explore options for potentially sharing the space with other health and social care organisations, as well as with VCS organisations. The new central location will have the additional benefit of being located close to the Wood Green Community Diagnostic Centre, situated in The Mall, which offers blood tests, x-ray, ultrasound and ophthalmology appointments.

Pre-Engagement

As part of our pre-engagement work, we have asked Haringey residents their opinions on attending healthcare appointments in Wood Green, 94% (113 out of 120 people) of people said that they would attend a healthcare appointment in central Wood Green. Of the people who said no (6%, seven people), only one person wouldn't attend as they don't like Wood Green, the rest lived closer to other health centres.

People noted the convenient location, with good public transport and car parking options, which would mean they were happy to attend.

“It removes the accessibility barriers.”

“Ideal for elderly patients who like to have services near where they live.”

“It has great transport links, would be easy to get to.”

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 signposting and connecting services at their healthcare appointments, as well as seek advice on mental health, drug and alcohol issues and peer-led support for long-term conditions.

Engagement Plan

- Personalised letter sent directly to service users who access the services currently/previously
- Paper survey with free post envelopes
- Text messages to patients/service users
- Contact email address and telephone number set up
- Posters in all of the health centres/locations in the proposals and in local community settings eg libraries
- Prompting and support to fill in survey after appointments for current patients/service users
- Content available in Easy Read and in other languages upon request
- Online Zoom meetings with dial in functionality for people unable to access via internet
- Face-to-face small group meetings (complying with any COVID-19 restrictions)
- Pop-up stall events in central Wood Green locations
- Content on partners' websites eg CCG, Healthwatch Haringey and Bridge Renewal Trust
- Content in partners' newsletters
- Regular posts on our Facebook and Twitter accounts
- Paid for social media on Facebook
- Social media posts from us and from partners eg CCG
- GP federation meeting
- Our stakeholder newsletter
- Offer to stakeholders to have a meeting with them or their members to explain the process and hear feedback
- Paper surveys and stakeholder surveys available in GP surgeries and health centres.

Ongoing Community Services Review

North Central London Clinical Commissioning Group are looking into the way services are commissioned and delivered across north central London. The key themes that have arisen through the engagement align with a more joined up way of working, where services are located close to people's homes and with more focus on support.

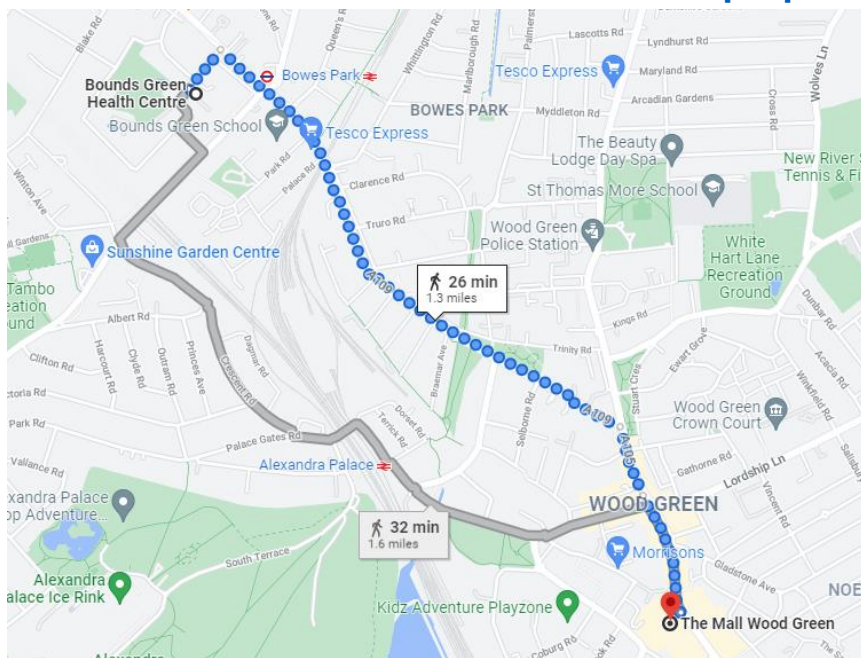
Moves

	Current location	Responsible	Number of patients/service users affected	Responsible
Hornsey Wood Green GP	114 Turnpike Lane, Hornsey, N8 0PH	CCG	7319	
Community dental	St Ann's Hospital	WH	2018/19 1378 2019/20 1214 2020/21 773	
IAPT	Bounds Green	WH		JB/AK and Evi Aresti
Audiology	St Ann's Hospital	WH		Gilian Seiles VC
Respiratory	Bounds Green/ Stuart Crescent	WH		AK/JB
ICTT	Bounds Green/ Stuart Crescent	WH		AK/JB
Heart failure	Bounds Green/ Stuart Crescent	WH		AK/JB
Bladder and bowel	Bounds Green/ Stuart Crescent	WH		AK/JB
Nutrition and dietetics	Bounds Green/ Stuart Crescent	WH		AK/JB
Podiatry	Bounds Green/ Stuart Crescent	WH		AK/JB

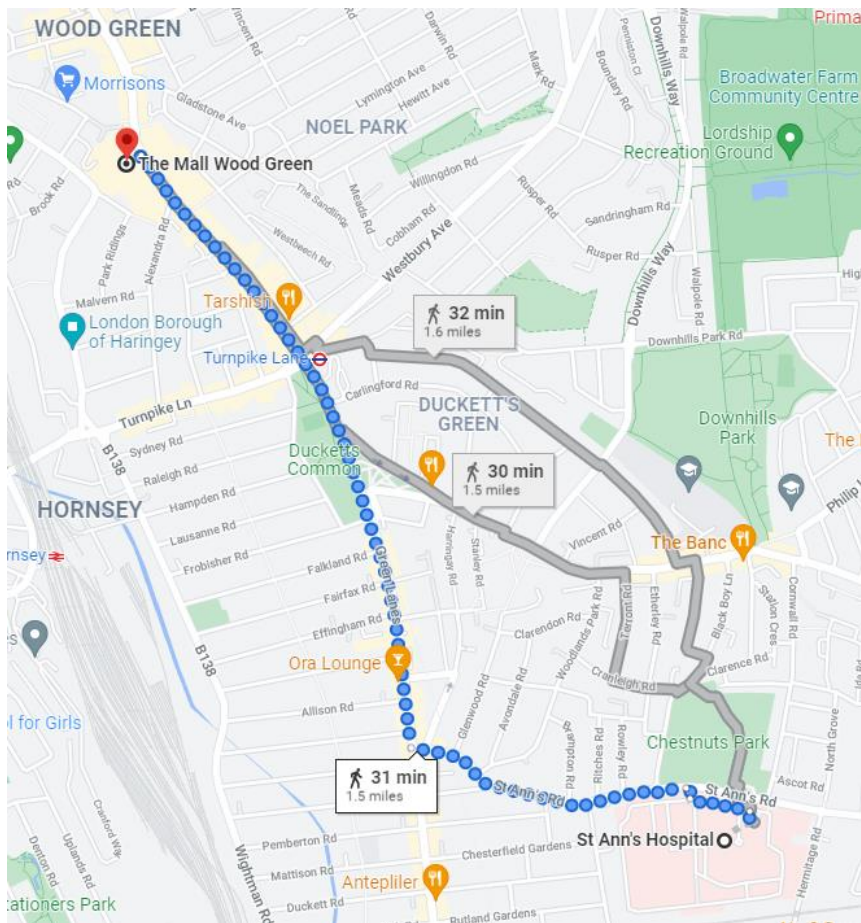
Leg ulcer clinic	Bounds Green/ Stuart Crescent	WH		AK/JB
Health visiting	Bounds Green/ Stuart Crescent	WH		VC
Midwifery	Bounds Green/ Stuart Crescent	WH		YR
General clinic spaces/group rooms		WH		
MSK	St Ann's Hospital/ Bounds Green	WH		AK/JB/ Alison Martyn
SLT		WH		VC
Agile working space		WH		
District nurses		WH		AK/JB
Community based locality teams		WH		AK/JB
Urgent response		WH		AK/JB
Anticipatory care team		WH		AK/JB
Mental health		BEH		
Diabetic eye screening services		North Mid	This is a new offer	
Council services		London Borough of Haringey	This is a new offer	
Pre-operative assessment	Whittington Hospital North Mid Hospital	WH and North Mid	This is a new offer	
Long COVID service		WH and North Mid	This is a new offer	Antony Rafferty AK/JB

Therapy education/ group classes/ health education spaces		WH and North Mid	This is a new offer	AK/JB
Digital booths		All	This is a new offer	
PALS/appointment booking	Whittington Hospital North Mid Hospital	WH/ North Mid	This is a new offer	

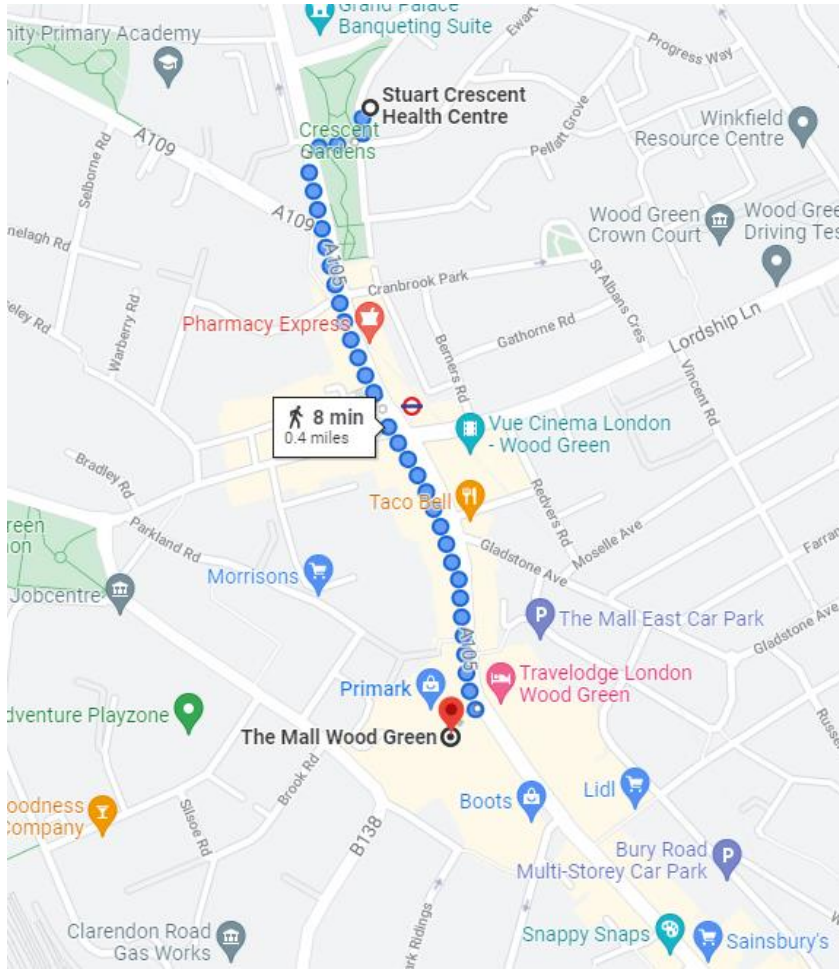
Distance between current locations and proposed location



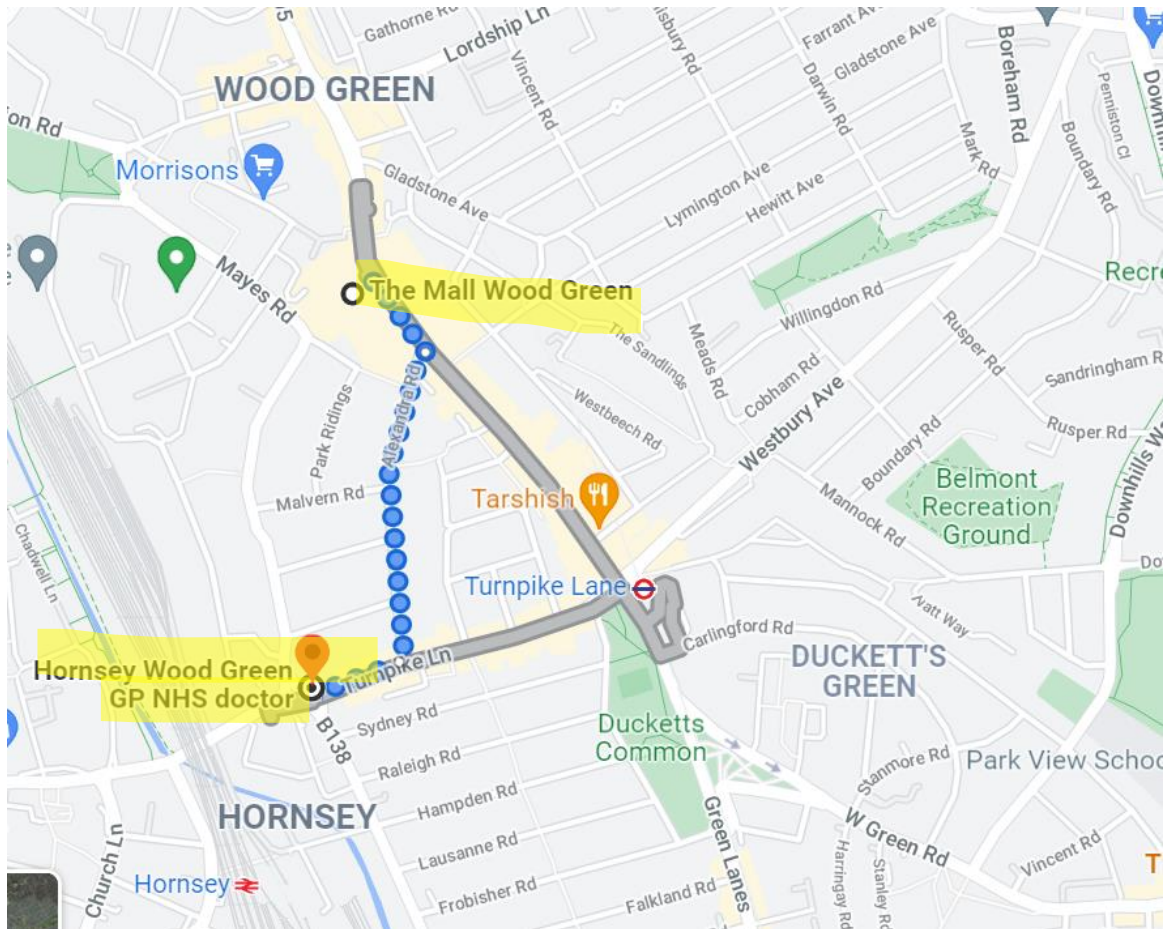
Bounds Green Health Centre is 1.3miles from The Mall in Wood Green.



St Ann's Hospital is 1.5 miles from The Mall in Wood Green.



Stuart Crescent Health Centre is 0.4 miles from The Mall in Wood Green.



Hornsey and Wood Green practice is located at 114 Turnpike Lane, Hornsey, N8 0PH. The proposal is to relocate the practice to Wood Green Shopping Centre (159 High Road, Wood Green, London N22 6YQ). This proposal would relocate the practice by 0.5 miles.

Consultation narrative

About this consultation

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 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.

Why now?

- Barnet, Enfield and Haringey Mental Health NHS Trust (BEH) who own the St Ann's Hospital site are redeveloping it. However, even once revamped the location will not be as suitable as a central Wood Green location for our Dentistry and Audiology services.
- The central Wood Green site will be developed using patient feedback, to make it a modern, friendly and accessible health centre.
- At the end of March, Whittington Health Trust will need to decide where our services will be located to prevent costly planning and building works being duplicated.
- Haringey residents have told us that they want to be able to access health and care services in Wood Green.
- The hub will allow healthcare professionals to work closely together as part of a multi-disciplinary team.
- The move will save Whittington Health money in the long run as we will pay rent for less locations.

What we are proposing

Currently we have 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. We do not currently 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 co-locate services that are currently based at these three sites in Wood Green. We are looking at a central location, potentially within The Mall shopping centre.

Benefits

- People will be able to access one-stop-shop services for podiatry, diabetes and leg ulcer clinics.
- The innovative health hub will provide easier access to services offered by partners including other NHS organisations, the Council and potentially voluntary community organisations.
- The central health hub will be located close to the new Wood Green Community Diagnostic Centre, which offers blood tests, x-rays, ultrasound and ophthalmology appointments.

Challenges

- Some people may have to travel further to have their appointments
- Patients and service users may not want to be seen in a different location.
- Parking at The Mall requires payment.

We are proposing the creation of a new central Haringey health 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.

As part of the proposals North Central London CCG are consulting on the move of Hornsey Wood Green GP Practice, which would be co-located with community services provided by WH, NMUH and BEH.

Hornsey Wood Green GP practice proposed move

Hornsey Wood Green practice is located at 114 Turnpike Lane, Hornsey, N8 0PH. The practice has a list size of 7,380 patients at January 2022. The practice has been under new management since June 2020. Between October 2020 and October 2021, the practice's list size grew from 4,894 patients to 7,319 patients; an increase of 49%.

The practice operates from a converted house with three clinical rooms, and the ratio of patients to clinical rooms (2,460) is now significantly larger than we would normally expect (typically 1,200). The practice will be even more stretched with the projected population growth in the area.

It is proposed that Hornsey and Wood Green General Practice moves to this new location as part of the hub.

Why

The CCG carried out an open process to identify which practice would move into the proposed Wood Green Shopping City development.

Other services at the new Hub will include Whittington Health's community health services, dental services, audiology (hearing) and maternity. The new Community Diagnostic Centre (CDC) at the Wood Green Shopping City will also give patients easy access to diagnostic tests including blood tests, eye tests, x-rays, and ultrasound.

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 much better public transport links. While the move may cause inconvenience to patients who live very close to the existing premises and have been patients there for many years, the current premises are too small and this poses concerns about the quality of care moving forward.

The Practice is currently engaging with its patients about the proposed move, supported by Healthwatch Haringey.

Transport accessibility at proposed new site

Wood Green Shopping City is well served by public transport. Over 75 different buses run through Wood Green and stop directly outside the shopping centre. The main bus routes into Wood Green are: 29, 67, 121, 123,141, 144, 184, 221, 230, 232, 243, 329, W3 and W4.

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).

Further information on how to get to the shopping city can be found here: [Car parking and travel information for The Mall Wood Green](#)

Letter for children and young people

Dear Parent or Carer of X Patient's name X

As the parent or carer of a patient treated by Whittington Health, we would like to ask you to share your views about some potential changes to the location of some of our services.

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.

XX Patient's NameXX has previously received XXX treatment at St Ann's Hospital.

As part of our proposals these clinics would move to a new central health hub within Wood Green. We are currently looking at a location within The Mall.

We want to reassure you that the only thing potentially changing is the location of the clinic. The number of appointments, the clinicians that you see, and level of service will remain the same.

We want to know how this might affect you. **Please complete our online survey.** Or you can complete the copy attached with this letter and return it in the freepost envelope enclosed.

Join our online meeting where you will be able to hear from us and ask any questions:

www.whittington.nhs.uk/estates

DATES

ACCESS INFO

Letter for adults

Dear X Patient's name X

As a patient treated by Whittington Health we would like to ask you to share your views about some potential changes to the location of some of our services.

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.

You have previously received XXX treatment at Bounds Green Health Centre OR Stuart Crescent Health Centre OR St Ann's Hospital.

As part of our proposals these clinics would move to a new central health hub in Wood Green. We are currently looking at a location within The Mall.

We want to reassure you that the only thing potentially changing is the location of the clinic. The number of appointments, the clinicians that you see, and level of service will remain the same.

We want to know how this might affect you. **Please complete our online survey.** Or you can complete the copy attached with this letter and return it in the freepost envelope enclosed.

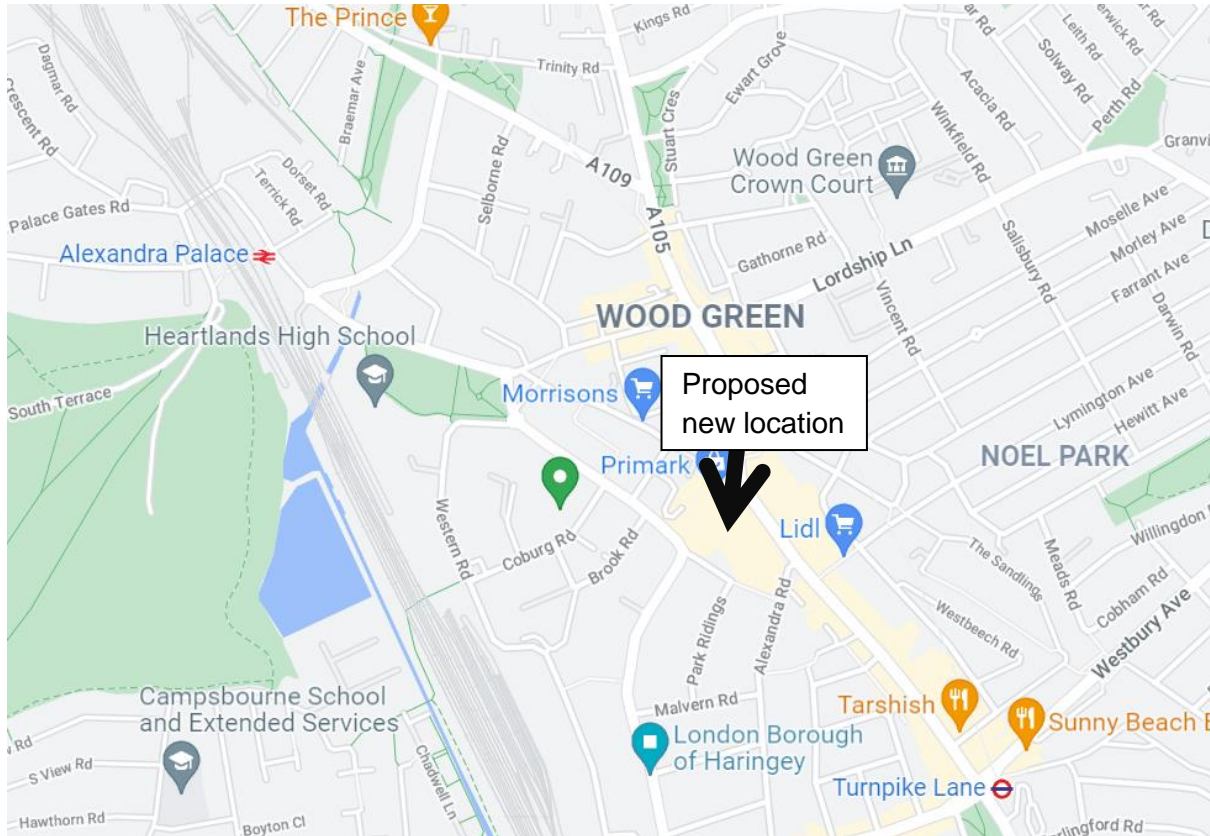
Join our online meeting where you will be able to hear from us and ask any questions:

DATES

ACCESS INFO

Travel information to new sites

If you have previously used services at XXX then in the future you may need to travel to the new proposed location in The Mall Wood Green.



The Mall Wood Green, 159 High Rd, London N22 6YQ

Public transport links for

Underground:

Wood Green and Turnpike Lane

Overground:

Alexandra Palace and Hornsey

Bus routes:

121, 141, 144, 184, 221, 232, 329, N29, N91 and W4.

Questions for patient survey

For current and previous service users:

Current location

You currently access XX service XX at XX current location XX. We want to find out about your experience there.

1. What is your experience of XX service at XXcurrent locationXX?

Poor, Okay, Good, Excellent

Why (free text)

2. What do you think about the facilities at XX current locationXX?

Poor, Okay, Good, Excellent

Why (free text)

3. Are you happy accessing the service at XX?

Yes, no, not sure, why (free text)

4. How do you access the service at xx?

Car, walk, train, underground, cycle, other (free text)

Proposed location

The proposed location within The Mall will bring together a GP surgery, community health services like XX service that they already attend XX. The service you currently access will remain the same, with the same clinicians and number of appointments.

1. Would you be happy accessing the service in The Mall, Wood Green?

Yes, no, not sure, why (free text)

2. How would the new location affect you?

Not at all, a little, a lot

Why (free text)

3. Would you have any transport issues in The Mall, Wood Green?

Yes, no, not sure, why (free text)

4. What would you like to see in the location where you access the service?

Buggy parking

Accessible rooms e.g. wide entrances, no stairs

Accessible entrance e.g. ramp or lift

Car parking

Safe bike parking

Other, free text

5. How would you get to centre if it was based in The Mall?

Car, walk, train, underground, cycle, other (free text)

5. Are you currently a patient at XX GP surgery in proposed move XX?

Yes / No

7. What other services/facilities would you like to see as part of the Wood Green Central Health Hub?

Council services

Support and advice about health and social care

Support and advice about other topics (what?)

A space for group meetings

Other please specify

8. How can we support you to access the new sites?

9. Please tell us more:

Equalities monitoring form will be attached.

Information for other stakeholders

We are asking our current and previous service users about their experiences of using our services in Haringey and how these proposed moves will affect them. We are also keen to hear from other local residents, especially those who are carers who might be impacted by these changes.

These proposals are the second phase in our estates proposals for the borough of Haringey.

They involve the creation of a central health hub in Wood Green. To do this we would need to move our adult community services from Bounds Green Health Centre, Stuart Crescent Health Centre and St Ann's Hospital to this new central location. We would also move our Audiology service, which caters to children and adults.

We recognise the great benefit of working in partnership with other NHS health care providers and Council and Voluntary sector to provide a more holistic approach to health. In these proposals we are suggesting a new more joined-up approach to delivering health care, with Whittington Health, NMUH, BEH and the Council sharing the same space to meet the needs of Haringey residents.

The proposals are an opportunity for Wood Green to have a modern health hub at the heart of its community.

Our staff have been informed of these proposed changes and will be involved in workshops to discuss how they would work for them and for our patients.

Stakeholder letter

Dear XXX

In 2020 we launched our new [Estates Strategy](#), setting out our aims to have a modern estate, which enables us to provide care where and when people need it.

Before developing these proposals we have listened to our patients, our staff and Haringey residents. We believe that these proposals will benefit these groups. In this consultation we are asking our current and previous service users about their experiences of using our services in Haringey and how these proposed moves will affect them. We are also keen to hear from other local residents, especially those who are carers who might be impacted by these changes.

What are the proposals:

We are proposing the creation of a new central Haringey health 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.

In all of these proposals the only change is the location – the number of appointments, the clinicians seen, and level of service will remain the same.

How you can get involved:

- Read about the proposals at www.whittington.nhs.uk/estates
- Attend one of our online or face-to-face events, an opportunity to find out more information and ask questions.
- Email or call us with your questions engagement.whitthealth@nhs.net or leave a message at 020 7288 5674, someone will get back to you within five working days. Please note we are unable to answer personal medical questions or arrange appointments for you through these methods.
- Complete the stakeholder survey.

The consultation will run between Wednesday 23 February and Wednesday 18 May 2022.

Stakeholder survey

We welcome the views from Haringey residents, local community groups and spokespeople. If you have used a service in the last 12 months please fill in the specific survey.

- 1. Are you a Haringey resident?**
- 2. Are you answering on behalf of yourself or an organisation/group?
If an organisation/group please name**
- 3. Do you think these proposals will benefit Haringey residents?**

Yes, no, not sure, why (free text)

- 4. What other services would you like to see in a central Wood Green health hub?**
 - Council services
 - Support and advice about health and social care
 - Support and advice about other topics (what?)
 - A space for group meetings
 - Other please specify

- 5. Do you have concerns about these proposals?**

Yes, no, not sure, why (free text)

- 6. Do you have any other comments?**

Yes, no, why (free text)

Equalities monitoring form will be attached.

Stakeholders

- NHS partners

- Haringey Council
- Healthwatch Haringey
- The Bridge Renewal Trust
- Local politicians
- Community and voluntary groups
- Religious organisations within the borough
- Schools and colleges
- GPs

Please see attached list – this has been created using The Bridge Renewal’s directory

Frequently asked questions

Will I still be able to see the same clinician as I normally do?

How do I find out how to get to the new location?

Are you only doing this to save money?

Are you cutting services?

How do your staff feel about this?

How do I share my feedback on this?

I want to speak to someone about these proposed changes, how do I do it?

Engagement logistics

To inform our decisions, we’d like feedback from anyone with an interest in these services:

- Anyone who is currently having or has had experience of using them.
- Anyone who might use the services in the future
- Families and carers of people who use, have used or might use these services
- Residents of Haringey who might use these services
- Staff and professional representative bodies such as trade unions, Local Medical Committees and Royal Colleges
- Community representatives
- Whittington Health colleagues and
- Haringey Borough Council

We will be holding this consultation between Wednesday 23 February and Wednesday 18 May 2022.

How to share your views

We want to hear from as many people as possible. This will help us to inform our plans.

Commissioners will decide whether these proposals will proceed to the next stage of planning based on your feedback other evidence for service change and value for public money.

There are several ways for you to share your views on this. By:

- Completing the questionnaire
- Attending one of the online meetings where your views will be captured and fed into the evaluation
- Writing to us with your own feedback or proposals (Freepost address to be added)
- Email engagement.whitthealth@nhs.net

Dates of meetings:

To be decided

Info for stakeholders and media

Whittington Health are presenting an engagement plan to the Haringey Health Overview and Scrutiny Committee regarding proposed estate improvements for community health services in Haringey. The proposals draw on our estates strategy that looks to develop the last of three locality health hubs for adults. The proposed central hub puts people at its focus through innovative partnership working across the NHS, Council and voluntary sector. The proposals create a new, modern, quality space in central Haringey. They will improve the quality of the spaces our services are provided from and offer a more joined up approach to health, council and voluntary services.