



## **Hucknall In-Community Health and Wellbeing Community Hub**

### **Engagement Report October 2021**

Health and Social Care partners who deliver health and care services in Hucknall (GPs, local councils, voluntary organisations and other interested groups) carried out a survey earlier this month to obtain feedback from the local population to obtain their views and thoughts to help shape the future of health and social care provision locally.

We asked local residents, carers, communities and members of the public in Hucknall to share their feedback about the proposed Hucknall In-Community Health and Wellbeing Hub. The aim of the hub would be to host a range of services all under one roof helping to prevent illness and encourage people to live longer healthier lives.

The survey ran from Monday 20 September 2021 up to and including Monday 4 October 2021. It was shared far and wide with networks including local communities, patient participation groups, community and citizen leaders and our voluntary sector organisations.

The engagement activity was carried out to obtain insight and act on those views, especially from those who would use and run the services in the building, as an essential part of the development of the project.

The survey was completed by 201 respondents. An outline of the engagement survey findings were provided at the Programme Board Meeting in October 2021. A full breakdown of responses and results will be provided to the project's Programme Board for consideration. Further engagement activities will be planned in the future to ensure that we are considering the views, feedback and thoughts of local residents as this programme progresses.

If you haven't provided your contact details and you would like to receive further updates around this programme of work please contact [ncccg.team.engagement@nhs.net](mailto:ncccg.team.engagement@nhs.net) and we will ensure that your contacts details are included to receive our stakeholder briefings. Further updates will also be available on our website at [Current and previous engagement & consultations - NHS Nottingham and Nottinghamshire CCG \(nottsccg.nhs.uk\)](https://www.nottsccg.nhs.uk).

### **Key Themes and Trends from the Engagement Survey**

Within the survey we asked the participants several questions the responses to which have been themed below;

#### **Barriers faced in accessing NHS or other health and wellbeing services:**

- Lack of public transport – associated travelling expenses for taxis
- Lack of GP and dentist appointments, face to face or other
- Availability of Out of Hours GP appointments
- Busy phone lines at GP surgeries, unable to get through to book an appointment
- Accessing appointments due to mobility, deafness, anxiety, agoraphobia

#### **Preferred method of travelling to NHS to health and wellbeing services (listed from the most common response to the least)**

- Private car
- Walk
- Bus
- Taxi
- Tram
- Lift or car share

**Suggested services to support the wider determinants of health for the local community for the wellbeing hub (listed from the most common response to the least).**

- Physiotherapy
- Mental Health services
- District nursing
- Children's and Young People Service i.e. Paediatrics
- Occupational therapy
- Weight management
- Out-patient appointments
- Smoking cessation
- Community and volunteer support
- Social Services
- Drug and alcohol support
- Debt assistance and housing support
- Access to training and employment
- Library Services

**Preferred Out-patients services**

- Scans (MRI, CT, US, EEG, ECG) Xray and ultrasound
- Diabetes, audiology, respiratory, cardiology, gynaecology, asthma, podiatry, phlebotomy, eye clinic
- Any services which reduce travel time for Hucknall residents
- Pre and post operative follow up appointments
- Support services including eating disorders, autism assessments, LGBTQ support, pain management, dementia, arthritis and mental health drop in centre assessments and a place to relax

**Suggested community facilities to be included**

- Citizens advice, financial and housing support
- Teenage support, youth club, support groups
- Meeting room to be hired by various groups
- Small treatment centre
- Support for homeless people
- Community hub developed by volunteers and patients to reduce social isolation
- Social groups to include physical activities, hobbies, volunteering opportunities, self help groups, 50+ groups, carers support, mental health and wellbeing support and toddler groups.

- Café
- Foodbank donation zone

### **Suggestions of services to address health inequalities**

- Local mental health crisis team
- Location, on transport links, not on piggin croft, in the centre of the residential area. In the west of Hucknall near the new housing developments where older population live
- Accessible venue with car parking
- Involve community partnerships and develop a group that meet so people don't get missed
- Weight loss programme
- Modern building to enable staff to work jointly together
- Services accessible to housebound patients, home visits
- Clear and easy to understand information about what services are available
- Include more GP practices for increasing population
- More provision and education about diabetes, weight management and mental health services
- Educate young people to be able to feed themselves well and within budgets. Help to understand how to finance and manage their own income
- Adequately staff services
- Out of hours GP appointments
- Ensure all services are accessible to everyone, across all ages and social status
- Support for homeless people and people in the menopause, parenting classes and weight loss sessions ran by a nurse
- Provide an inclusive service. Engage inclusion health groups.

### **Additional comments received:**

- A number of responses stated that Piggins Croft may not be a suitable site. Reasons were, parking, transport links and increased traffic. Additional comments also included overstrain on the high street, size of the site to accommodate the proposal and that a multi storey car park could be an eyesore
- Suggested locations were, Sandcliffe site on Portland Road, the police station and the old fire station in Hucknall west
- The Wellbeing Hub needs accessible and adequate parking
- Staff GP practices with more health professionals instead of considering new projects
- More NHS dentists locally

For a full copy of the survey results, please email: [nccq.team.engagement@nhs.net](mailto:nccq.team.engagement@nhs.net).

*Please note: all information in this briefing is accurate at the time of cascade. The development of a health and wellbeing centre in Hucknall remains in the planning stage and subject to national funding.*

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**25 October 2021**