

# Shrewsbury Health and Wellbeing Hub

## Frequently Asked Questions (FAQs)

**Updated April 2022**

**Q: What is a Health and Wellbeing Hub?**

A: A Health and Wellbeing Hub provides joined up health and social care along with voluntary and community groups in a modern, state-of-the-art building. This means services working more closely together, under one roof. With the pressures faced in General Practice (GP) services, the overall ambition is to increase levels of care in the community and deliver a wider range of suitable services closer to people's homes.

Working in partnership with the local authority, community services and charity organisations, the Shrewsbury Health and Wellbeing Hub would pioneer a new way of working that would bring multiple services under one roof, reducing the need for patients to move to different places for different healthcare appointments.

The hub is part of a vision to ensure that future investment in the NHS is made in a clearer and more planned way. The investment would be made into a professionally-managed building that is purpose-built to deal with increased pressures, to improve General Practice services and other health services for patients.

**Q: What's wrong with General Practice buildings as they are, and why do we need a Health and Wellbeing Hub?**

A: The GP practices involved in the Shrewsbury Health and Wellbeing Hub have informed the CCG that their buildings are no longer fit for purpose, and surveys have identified that the buildings require a substantial amount of work.

The current buildings do not have sufficient space to meet future demand, which will ultimately impact on patient accessibility. There is not sufficient space to house the new staff roles that the NHS is employing. In addition, there are also other occupational and legal matters associated with the buildings which need to be addressed, such as disability access and safety.

Furthermore, in a 2019 review, approximately 25% of General Practice buildings in England were identified as not suitable for present or future service delivery needs. We are therefore looking at a new way of working that will help General Practice provide better services for our patients in the future.

Current General Practice buildings in England vary hugely and often do not allow for different health and care services to be housed under one roof or different services being available at different times. Some GP practices also aren't very modern, and they don't offer the latest facilities.

NHS commissioners can't influence this, so it means that in many parts of the country we are not making best use of our General Practice buildings or therefore of taxpayer's money.

**Q: Why do we need to change the way our GP services are running?**

A: We need to change the way we deliver some of our health services to make them easier for people to access and to make them more sustainable for the future. At least two practices involved in the Health and Wellbeing Hub project need to move from their existing locations due to lease issues - other practices have capacity issues.

There are also other challenges in General Practice; GP practices sometimes have difficulty recruiting enough GPs and they are therefore recruiting to different roles, such as Advanced Nurse Practitioners, Clinical Pharmacists and First Contact Physios, to help support patients. This means that they don't always have enough space in their existing buildings for their whole team. As the NHS invests in new staff to support GP practices, it is necessary to provide more accommodation for these new members which cannot currently be done at the existing locations.

Some GP practices also aren't very modern, and they don't offer the latest facilities for patients. We want to offer up-to-date facilities that are easy for patients to access, for example, people who have mobility issues. We also need to think about the future; we have a growing population and more demand for appointments and so we want to be able to expand to meet these needs.

The problems in General Practice are significant and we need to be able to change the way health and care services are delivered to make it better for patients. When

you consider that 90% of all patient contact in the NHS is within General Practice this gives you a good indication of the level of pressures experienced.

People are also living longer and often have long-term conditions such as diabetes, obesity and musculoskeletal diseases associated with an ageing population. We therefore need to offer General Practice services in a different way to help to support this need.

**Q: What is the long-term plan for General Practice services?**

A: A new model for General Practice building ownership is proposed by NHS England and NHS Improvement. The hub would be managed by the local Integrated Care System (ICS) which would enable flexibility, give better value to the taxpayer, and allow the co-location of NHS and non-NHS services to improve patient experience and population health. We are currently developing our plans with voluntary organisations on services that may be offered through the hub.

This model would also allow for rapid modernisation of General Practice buildings. It would make current complex payment processes easier and lower the annual cost of the buildings.

Another advantage would be removing building management responsibilities from GPs which would enable them to focus more on delivering medical care and promoting health and wellbeing for their patients. It would also help to improve the recruitment and retention of GPs and other clinical staff, which is a major threat to General Practice.

**Q: What are the benefits to patients?**

A: The primary aim of the Shrewsbury Health and Wellbeing Hub is for patients to be able to access a range of services under one roof, helping to prevent illness and encourage people to lead longer, healthier lives.

The hub has the potential to bring health and social care professionals, as well as the voluntary sector, into a single state-of-the-art centre to provide a combination of services for people with the greatest health needs and lowest life expectancy in the area.

Patients would be able to access different services, in addition to GP services, in one location, in modern facilities, and would provide easy access and parking for patients. Furthermore, and depending on the services within the hub, it may mean that patients don't have to travel to a hospital site for some appointments or to different locations for other services.

A modern centre with up-to-date facilities would provide a safer and more attractive working environment for both professionals and patients, which would help with the recruitment and retention of staff including GPs. This would improve access to appointments for patients and would also provide the capacity to extend GP services in the future.

For further details on the benefits the hub could bring to our patients, please read our [case for change document](#).

**Q: Does this mean that my GP practice is going to close?**

A: Six practices have chosen to move fully into the Health and Wellbeing Hub and others have chosen only to move certain services into the hub.

The practices that continue their involvement in the Shrewsbury Health and Wellbeing Hub project are:

- The Beeches Medical Practice
- Belvidere Medical Practice
- Claremont Bank Surgery
- Marden Medical Practice
- Marysville Medical Practice
- South Hermitage Surgery

Mytton Oak Surgery and Radbrook Green Surgery remain involved in the project and may wish to deliver some of their services from the hub.

This doesn't mean that your practice is going to close - even if it has decided to offer all its services from the hub. It just means that its services will be available from a different building, along with a wider range of services.

Based on the feedback we received through our first phase of engagement in September 2021 with the public and practice staff, and by looking at which services patients use most and are likely to need in the future, we continue to develop our proposals about which services might be included in the new hub.

**Q: Will this affect my GP practice if it's not one of the practices involved in this project?**

A: For the proposed Health and Wellbeing Hub, the six practices who remain fully involved are:

- The Beeches Medical Practice
- Belvidere Medical Practice
- Claremont Bank Surgery
- Marden Medical Practice
- Marysville Medical Practice
- South Hermitage Surgery

Mytton Oak Surgery and Radbrook Green Surgery remain involved in the project and may wish to deliver some of their services from the hub.

**Q: How can I give my feedback?**

A: Our second phase of engagement for the project provides numerous opportunities for patients and members of the public to feedback on different aspects of our proposals.

This will involve dedicated face-to-face and online focus groups, which will run throughout May, as well as a reference group which will act as a 'critical friend' and a steering group for the project.

Details of how you can get involved in our engagement activity can be found [here](#). It will also be advertised locally in the media, on social media and via those GP practices involved in the project and other local organisations.

In August and September 2021, we ran our initial public engagement 'listening exercise' which aimed to gauge the views of the local population on the proposals and help to identify which services would most benefit our local patients. Feedback gathered from this exercise have fed into service design proposals, currently in development, and we plan to share these as soon as we are able.

**Q. How will my feedback influence the project?**

A. To ensure we co-design the service model around the needs of our patients and the public, extensive engagement activities have and will continue to take place to help us shape our plans. This will place patients in the very centre of the development, planning and delivery of the hub. A public consultation will also take place in due course.

As with any engagement and consultation activity, all feedback will be compiled into a comprehensive report and will feed into the work of our project team. Information about how people can share their views will be widely circulated, for both engagement activity and consultation, and will be shared via the local media and across digital platforms.

To stay up to date on our engagement for hub, please visit the [CCG website](#).

**Q. Has the decision already been made?**

A: No decision has been made yet about the location, as well as which services might be included in the Health and Wellbeing Hub. The decision will be made through the business case process which will begin following consultation.

We are currently in discussions with landowners concerning the location, as well as all health service providers, the Council and the voluntary sector about the services that may be offered.

Extensive engagement activity, as well as a formal consultation, will ensure that we are frequently listening and gathering the views of local people, all of which will feed into our work and help us to develop our proposals. As part of our engagement, focus groups will help us to develop the service model.

**Q: Why has a Health and Wellbeing Hub been chosen for Shrewsbury?**

A: A Health and Wellbeing Hub is being proposed for Shrewsbury to meet current and future patient and practice needs. This is a pilot project and there may be scope to extend it in the future based on patient and practice needs in other areas.

**Q: How much will it cost?**

A: Due diligence is currently being undertaken to establish costings and benchmark costs against market competitors to ensure value for money for the taxpayer. Value for money will be a key part of the business case.

Costs will also be offset by not having to continue to invest in poor quality buildings and instead transferring existing funds to a new modern fit for purpose building. In addition, the new building will be eco-friendly and significant savings will be made in energy costs.

**Q: When will it open?**

A: Clarity on delivery timelines will come through the business case development process but the hub could open in summer 2025.

**Q: What services will be available in the Hub?**

A: The proposed Health and Wellbeing Hub would be owned, managed and maintained by the local Integrated Care System (ICS) – the local NHS health system. This presents an opportunity to establish more varied services in response to local population health and wellbeing needs and it would include a range of NHS

and non-NHS services. These could include outpatient, community and charity activities – in addition to the traditional GP-led, primary healthcare offer. We are currently in discussions with all healthcare providers, the Council and the voluntary sector about the services that may be offered through the hub.

**Q. You mentioned the inclusion of non-NHS services; could this include private health providers?**

A. Any non-NHS services would be commissioned by local commissioners and will depend on local population needs. Our public engagement will help identify which services would be most beneficial.

**Q: Who will own the building?**

A: The building will be owned, managed and maintained by the NHS in the form of the local Integrated Care System (ICS).

**Q: Where is the chosen location?**

A: We are currently in negotiations with landowners over the potential location of the hub. Our exploratory work is focused in the Meole Brace area of Shrewsbury at present, and we are seeking to pursue options that provide good access and value for money for the taxpayer. Due to the commercial nature of this work, we are unable to provide further information at this time but will share details when we are able.

Alongside the scoping work that involves looking at potential locations, an Integrated Impact Assessment (IIA) will be produced in the next phase of the project to determine the impact the hub's potential location could have on patients, residents, and particularly vulnerable groups, and what we as a CCG can do to mitigate any negative impact.

**Q: Who makes the decision about the location of the Health and Wellbeing Hub and the services provided from it?**

A: The Governing Body of NHS Shropshire, Telford and Wrekin Clinical Commissioning Group (CCG) will make the decision about the location of the hub and the services it includes. It will take all the feedback given, as part of the engagement exercises, into account when making its decision.

**Q: What's the difference between a Health and Wellbeing Hub and a Community Diagnostic Centre?**

A: A Health and Wellbeing Hub's focus is on providing General Practice (GP) services, but it can also provide a wide range of other health and care services like physiotherapy, social prescribing and sexual health services, for example, as well as possibly some diagnostic services.

The focus of a Community Diagnostic Centre is much more on services like tests and scans to diagnose illnesses and conditions including CT/MRI and ultrasound scans, X-rays, ECGs, phlebotomy and endoscopy services.

**Q. Would I be able to see a clinician from my own practice in the new hub?**

A. Practices that are planning to move into the new hub will occupy their own area of the building and will retain their own identity. For those practices moving into the hub, this presents an opportunity to expand their services to meet the needs of their patients without substantial change to the makeup of their teams.

It is planned that patients will be able to see their GP to ensure continuity of care and to maintain community ties.

**Q. How many appointments would be available, and would they be face-to-face, by telephone or video?**

A. With the changes to GP practices during and following the pandemic, appointments will remain a mix of face-to-face, telephone and video consultations depending on the patients' needs.

**Q. What would the hub's opening hours be?**

A. Core GP opening hours will remain from 8am till 6:30pm, however provision of extended hours and delivery of other services will be considered as part of the hub's development.

**Q. Would parking at the hub be free?**

A. We anticipate that free parking will be offered at the hub's location and that a bus route will be available for all patients needing to use public transport.