

A proposed new health and wellbeing hub in Shrewsbury



We want to
hear the views
of local people

**23rd August 2021 -
26th September 2021**



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About us

NHS Shropshire, Telford and Wrekin Clinical Commissioning Group (CCG) is responsible for planning and buying health and care services from a range of providers for the people of Shropshire, Telford and Wrekin.

The CCG is an organisation led by clinicians with 51 GP practices and it provides healthcare services for patients registered with a local GP. The CCG buys a wide range of services and these include primary care (e.g. GP, pharmacy and dental services); hospital care, community services (e.g. adult community nursing, specialist long-term condition nursing, therapy services and preventative services such as sexual health, services to help people stop smoking and child health services) and mental health services.

The CCG works in partnership with a range of other organisations across the health and care system to ensure we deliver the best care which meets the current and future needs of both people living in towns and in the country.

For this project, we are working in partnership with Shropshire Council, NHS organisations from across the area and the Shropshire Voluntary and Community Sector Assembly.



Background

One of the key priorities of the NHS and its partners, both nationally and locally, is to provide local health and wellbeing services that work together to offer high quality care for the population.

The aim is that people receive the right care at the right time, in the right place, delivered by the right person.

Shropshire, Telford and Wrekin CCG wants to pilot a new approach to providing more 'joined-up' care, by bringing together health and wellbeing services into one location in Shrewsbury. This hub will bring together GP services with a range of other health and wellbeing services in a new state-of-the-art building.

The new facility, which could open in Autumn 2024, will be a fantastic resource with a range of health and wellbeing services provided by the NHS, local council and voluntary sector organisations that can work together under one roof.



A fantastic opportunity which needs your views

We really hope that the Shrewsbury health and wellbeing hub will be a local facility to be proud of, delivering fantastic health and wellbeing support at the heart of the community we serve.

We want to be sure that changes to our services are informed by public opinion, so we would now like to hear your views.

We are undertaking a listening exercise so we can understand what is important to local people when they are accessing GP services and their views on whether they think a health and wellbeing hub would be beneficial for themselves and their local community.



GP services

There are eight local GP practices in Shrewsbury which could possibly benefit from being part of this new health and wellbeing hub as their existing premises either require modernisation or do not have enough space to expand to meet likely future demand on services. Some of the GP practices, or some of their services, would potentially move into the new building.

The eight GP practices involved in this project are:

- **The Beeches Medical Practice**, Beeches Road, Bayston Hill, Shrewsbury, SY3 0PF
- **Claremont Bank Surgery**, Claremont Bank, Shrewsbury, SY1 1RL
- **Mytton Oak Surgery**, Mytton Oak Surgery, Racecourse Lane, Shrewsbury, SY3 5LZ
- **Radbrook Green Surgery**, Bank Farm Road, Radbrook Green, Shrewsbury, SY3 6DU
- **Belvidere Medical Practice**, 23 Belvidere Road, Shrewsbury, SY2 5LS
- **Marden Medical Practice**, 25 Sutton Road, Shrewsbury, SY2 6DL
- **Marysville Medical Practice**, Brook Street, Belle Vue, Shrewsbury, SY3 7QR
- **South Hermitage Surgery**, 16 South Hermitage, Belle Vue, Shrewsbury, SY3 7JS

The development of the health and wellbeing hub does not rely on all of these GP practices moving to the new facility and some may choose to use the facilities for certain services on certain days only. However, the primary care services provided by local GP practices are vital to the centre being a community health and wellbeing hub so some would need to move some GP services for this project to go ahead.



Other possible services in the hub

Whilst GP services will be at the heart of the health and wellbeing hub, it could offer a range of other services for local people. A list of possible services that are being considered is below:

Community dental services
Community diagnostics and imaging (such as x-ray, MRI and CT scans)
Community nursing
Diabetes specialist nurses
Diagnostics, Assessment and Access to Rehabilitation and Treatment – tests to find the cause of patient symptoms like blood tests and rehabilitation and treatments to aid recovery, for example, physiotherapy and speech therapy
Health visiting
Hearing services
Integrated Community Services – offering care and support to those newly discharged from hospital
Mental health services including, for example, psychological therapies, support for people with an eating disorder and bereavement support
Midwives
Other primary care services offered by GP practices such as clinical pharmacists, social prescribing, care coordination, occupational therapy, mental health support.
Outpatient clinics from the Shrewsbury and Telford Hospital NHS Trust
Pharmacy services
Phlebotomy (blood tests)
Physiotherapy
Podiatry - foot health services
Post-operative care and rehabilitation
Rheumatology – services for people with conditions that affect their joints and bones.
Tissue viability services – for people with complex wounds, skin problems and vascular (vein) problems including ulcers and pressure sores.
Sexual health clinic
Voluntary services – local charity and community services.

There is also the possibility of including a café and small retail units/market stalls in the new centre.

What will happen next?

Input and involvement from the local community is incredibly important to us as we develop this exciting new facility so we can make sure that local health and wellbeing services meet the needs of our local population.

We will review everything that local people and our partners tell us about what's important to them when they access local health and wellbeing services and their initial ideas on a health and wellbeing hub - we will then use this to inform our plans for the new centre.

We will talk to people again later in the year when we have developed our proposals further and we have a clearer idea of the possible location for the new health and wellbeing hub.

How can I give my views?

We are running this listening exercise between **23rd August and 26th September 2021**.

Local people will be able to feedback their views by filling in our online survey at:
Shrewsbury Health and Wellbeing Hub - Shropshire, Telford and Wrekin CCG
([shropshiretelfordandwrekingccg](https://shropshiretelfordandwrekingccg.nhs.uk))

You can also find more information about the proposed health and wellbeing hub on the Shropshire, Telford and Wrekin CCG website via the above link.

For people without internet access, you can request a telephone interview by calling **0121 611 0611**. You can also ask us any questions you might have by calling this number or by emailing: agem.communications@nhs.net.

We are also contacting local voluntary and community organisations to find out if we can attend any meetings they are holding. If you work for a local charity or community organisation and you have members who would be interested in being involved in a focus group, please let us know by emailing: agem.communications@nhs.net or by calling **0121 611 0611**.

This document can be made available in other languages and formats upon request by emailing: agem.communications@nhs.net or by calling **0121 611 0611**.

Unfortunately, we won't be able to respond to individual emails or letters giving us your views but feedback from these will be included in the report we produce at the end of the listening exercise.

