



Proposed Whittington Health Estate Changes in Haringey

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Executive summary

The proposal

Whittington Health 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. 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.

These proposals will create two health hubs, one specialist children and young people (CYP) hub and one for adults in the east of Haringey. Health hubs allow multi-disciplinary teams to work together and allow patients who have many appointments to be seen at the same time.

Most of our children's services are delivered in local settings including schools, children's centres, homes and community venues. This would not change; we would continue to work out of all our current locations.

Currently we provide some of our children's services from St Ann's Hospital and from Bounds Green Health Centre. We are proposing that we move services at the Child Development Centre and Paediatric Assessment Unit from St Ann's Hospital and the Children In Care Service from Bounds Green Health Centre to Tynemouth Road Health Centre.

Currently we run our adult services from Tynemouth Road Health Centre and from The Laurels Healthy Living Centre. We are proposing to co-locate many services including podiatry, diabetes and cardiology services in Lordship Lane Primary Care Centre and to move our Improving Access to Psychological Therapies (IAPT) service to The Laurels Healthy Living Centre.

Engagement and Consultation

Whittington Health NHS Trust has sought the views of the Haringey Joint Overview and Scrutiny Committee (OSC). They recommended that the proposals should go to consultation and we appointed Healthwatch Haringey in the role of Independent Evaluator. In January 2021 Whittington Health started an 11-week consultation process. 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.

People who had used the service between January 2020 and December 2020 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 4054 packs were sent.

Following feedback from stakeholders we sent the same pack to all families on Haringey's SEND list – a further 2465 packs were sent out, bringing the total to 6519 packs.

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

We held meetings or attended events that discussed the consultation, over 160 people attended these.

Over 700 responses to the survey were received. We received 22 phone calls, with six² directly related to the consultation.

Consultation outcomes

Adults: We received 366 responses from adult service users across all the different service areas affected. Only a minority of service users said that they would be negatively impacted by the proposed changes. Of those the largest number of responses came from the podiatry service users, the largest service included in the proposal. Given the service itself is remaining the same, the concerns raised were in relation to travel access. Further analysis showed that those who were negatively affected in the main considered themselves to have a disability.

Children: We received 381 responses from the carers and parents of children and young people service users. A minority of these would not be happy accessing services at Tynemouth Road Health Centre with a smaller minority saying that the new location would affect them a lot. Transport was an issue for a third of respondents.

Families were asked what they would like to see at Tynemouth Road Health Centre and their responses were as follows:

- 217 said that parking is very important.
- 120 people said they would like accessible rooms eg wide entrances.
- 113 said they would like an accessible ramp or lift.
- 63 people said safe bike parking would be important.

The respondents agree that the building is not currently fit for purpose and is run down. Most families that responded would not be affected a lot by the move, however they are concerned about whether parking at Tynemouth Road Health

¹ Found using the [Bridge Renewal Trust's Haringey directory](#) and the [full list](#) can be viewed on the Whittington Health at (bottom of the page).

² The other phone calls were related to wanting to book appointments for various services.

Centre will be sufficient and are keen that the renovations suit the needs of the service users. People from a Black African and Black Caribbean backgrounds would appear to benefit more than others from the move.

Stakeholders, events and groups

We received 43 responses, with 38 from Haringey residents and seven from people representing organisations. Eight stakeholders (19%) believed that the proposals would benefit Haringey residents, 16 (37%) were not sure and 19 (44%) people did not believe these proposals would be of benefit to Haringey residents.

Two stakeholders raised concerns about moving the Children In Care service from Bounds Green Health Centre to Tynemouth Road Health Centre. Both respondents felt that the separation away from the First Step team³ would be detrimental to children.

Stakeholders noted both the benefits and negatives of moving adult services to Lordship Lane Primary Care Centre, they commented on whether the service provision would be affected with some people liking the idea of a one-stop-shop for appointments and others believing this would be detrimental to service users. People were concerned with transport provision and car parking.

We received feedback regarding moving services away from the west of the borough, some people recognised that the east has more deprivation, but people noted concern regarding people living in the west not being able to access services, especially if they do not drive.

At the GP Federation meeting local GPs were able to share their thoughts on the proposals, general feedback was supportive, and no concerns were raised.

During two of the Whittington Health online engagement events there was attendance from families with children who have disabilities. In one meeting awareness of the children and young people's needs was emphasised and positive discussions were had around co-designing Tynemouth Road Health Centre with parents/carers and service users if the moves go ahead. Families mentioned the need for a safe and welcoming space, that is adapted to meet the needs of disabled and autistic children. The need for Changing Places⁴ toilets was raised.

Gang safety for children and young people accessing Tynemouth Road Health Centre was raised by Haringey Councillors but not by service users or other stakeholders.

³ [First Step service](#)

⁴ [Changing Places Toilets](#) provide the right equipment, enough space and a safe and clean environment.

We met with Haringey's Carers' Reference Group who agreed that St Ann's is not a great site for children and young people's health care. People were concerned about pollution levels in general across Haringey.

Quality, Access and Patient Experience Impact

Given the service size and model is not changing or reducing the quality impact is limited to accessibility changes due to the changing venues. Specifically travel times to Tynemouth Road Health Centre for children service users and to Lordship Lane Primary Care Centre for adult service users. The report conducts detailed travel analysis based on the number of people accessing the current service and where they live and travelling using public transport.

Adults: The analysis shows that for Lordship Lane all those currently accessing services at Tynemouth Road Health Centre can access Lordship Lane within 30 minutes by public transport.

Children: The analysis shows that a greater area of Haringey can access Tynemouth Road Health Centre within 30 minutes by public transport than can access St Ann's Hospital. Some areas in the west of the borough cannot access Tynemouth within 30 minutes, but some in North Tottenham cannot access St Ann's Hospital within 30 minutes.

The report concludes that for both services some people will benefit, and some will have further to travel. For adults this may disproportionately negatively affect podiatry patients. For children this may disproportionately benefit people from a Black African and a Black Caribbean background.

Finance

Financially this proposal requires an investment of about £1m. We believe that the benefits outlined above from a quality perspective make this investment worthwhile and positive. In addition the NHS system will save about £200k from not needing to upgrade the current Child Development Centre building, and Whittington Health will save £500k rent per annum from the Child Development Centre site.

Conclusions, recommendations, and mitigations

From the feedback received over the past 11 weeks, Whittington Health NHS Trust believe that the proposals should go ahead with the following caveats and mitigations.

The reasons for this are that the analysis shows that only a small number of the service users of the adult services would be adversely affected by the moves.

Similarly analysis from the children's services show, that the majority of service users would not be negatively affected by the Child Development Centre moving to Tynemouth Road Health Centre. The analysis has also shown that certain groups

will benefit from the Child Development Centre being at Tynemouth Road Health Centre.

This paper recommends that the benefits to the majority of 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:

Concern	Action proposed
Design of Tynemouth Road Health Centre	<ul style="list-style-type: none">• We agree with respondents that the design of Tynemouth Road Health Centre must be excellent for those young people and their carers using the service.• We will create a design group with service users to ensure that the waiting areas, clinic rooms, doors and access meet the needs of service users.• We commit to installing a 'changing places' toilet facility.• We also recognise the need for quiet areas that support autistic young people – we commit to exploring with our Charity what can be done with the green space in Tynemouth Road Health Centre to make it a positive peaceful environment for young people.
Access to Tynemouth Road Health Centre	<ul style="list-style-type: none">• We agree that the travel from the public transport access to Tynemouth Road Health Centre facility itself must be as good as possible. We commit to working with the council (and ask the council to help us) to ensure that pedestrian crossings and pavements are refurbished to ensure better access.• We recognise also that pollution is higher on the route to Tynemouth Road Health Centre than to St Ann's Hospital (although not in Tynemouth Road Health Centre itself) and ask the Council to explore opportunities to continually reduce this. Further to this as of October 2021 the ultra-low emission zone will be expanded to the North Circular. With how successful this has been in the inner city it is expected that the expansion of the zone will have considerable impact on air quality.• We will continue to raise awareness of Patient Transport options and the Healthcare Travel Costs Scheme⁵ for service users who will find transport an issue to access their appointments. And we will work with the Council to see if anything specific can

⁵ Healthcare Travel Costs Scheme

www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-https/

	be done at Tynemouth Road Health Centre with regard to this issue.
Parking at Tynemouth Road Health Centre	<ul style="list-style-type: none"> • We believe that parking at Tynemouth Road Health Centre will not be as much an issue as suggested by the consultation, because the adult patients currently going to Tynemouth will no longer be there. • We will work with the Council (and ask the Council to help us) to see what further parking can be secured. • We will explore opportunities within our current car park to use the space better.
Travel for Podiatry patients	<ul style="list-style-type: none"> • For most of the adult patients there was little impact from the proposals, however, for a small minority of podiatry patients there were some concerns. • We commit to maintaining a single clinic for Podiatry in the Laurels Healthy Living Centre to maintain a service in the south-east of the borough.
Signage at Lordship Lane Primary Care Centre	<ul style="list-style-type: none"> • Whittington Health is committed to working with the owners of Lordship Lane Primary Care Centre to improve the signage on the site. This is to ensure that patients feel comfortable navigating the site and remove any anxiety of being late or being in the wrong place.
Ethnic minorities' awareness of health centre locations and services	<ul style="list-style-type: none"> • If the proposals go ahead, we will ensure we inform all service users about the changes, we will take a particular focus on the groups who were unaware of the new proposed locations • We will look into sharing information through various communication channels and in the format, eg language, that people require it in.
Children and Young People's Services at Tynemouth Road Health Centre	<ul style="list-style-type: none"> • We will explore options of other Children and Young People's services run by other providers working at Tynemouth Road Health Centre. • We will continue to work closely with First Steps digitally as we currently do.

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.

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 where people access health services. We want to make this access simpler and more joined up for our patients and service users.

These proposals will create two health hubs, one specialist children and young people (CYP) hub and one for adults in the East of Haringey. 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 some of our children's services from St Ann's Hospital and from Bounds Green Health Centre. We are proposing that we move services at the Child Development Centre and Paediatric Assessment Unit from St Ann's Hospital and the Children In Care Service from Bounds Green Health Centre to Tynemouth Road Health Centre.

Most of our children's services are delivered in local settings including schools, children's centres, homes and community venues. This would not change; we would continue to work out of all our current locations. However, we are proposing that the appointments provided at the Child Development Centre at St Ann's Hospital and Bounds Green Health Centre move to Tynemouth Road Health Centre.

The move would involve relocating from St Ann's Hospital the set of clinic rooms used by therapy services and community paediatrics known as the Child Development Centre and the clinic space used by the Children in Care team at Bounds Green Health Centre. In addition the office space for teams from both sites would move. Tynemouth Road Health Centre is a better facility for children and families. The spaces would be specifically designed for children and young people – with service users being involved in the development stage. By moving to Tynemouth Road Health Centre we can invest the money we need to spend at St Ann's Hospital into a building that we own. In addition we will save rent on those buildings which we will be able to reinvest in our services.

Currently we run our adult services from Tynemouth Road Health Centre and from The Laurels Healthy Living Centre. We are proposing to co-locate many services including podiatry, diabetes and cardiology services in Lordship Lane Primary Care Centre and to move our IAPT services to The Laurels Healthy Living Centre. The centre would then become a hub in the East of the borough for adult health and care services. People will be able to access one-stop-shop services for podiatry, diabetes and leg ulcer clinics.

At Lordship Lane Primary Care Centre we will be able to work with Connected Communities, improving access to council and voluntary services, and support.

Table one: The current and proposed locations of services

Service	Current location	Proposed location
Children in Care Service (looked after children)	Bounds Green Health Centre	Tynemouth Road Health Centre
Child Development Centre (includes therapy for CYP and community paediatrics)	St Ann's Hospital	Tynemouth Road Health Centre
Child Protection Medicals provided at the Paediatric Assessment Unit	St Ann's Hospital	Tynemouth Road Health Centre

Service	Current location	Proposed location
Improving Access to Psychological Therapies (IAPT)	Tynemouth Road Health Centre	The Laurels Healthy Living Centre
Podiatry	Tynemouth Road Health Centre	Lordship Lane Primary Care Centre
Podiatry	The Laurels Healthy Living Centre	Lordship Lane Primary Care Centre
Diabetes	The Laurels Healthy Living Centre	Lordship Lane Primary Care Centre
Cardiology	The Laurels Healthy Living Centre	Lordship Lane Primary Care Centre
Bladder and Bowel	Tynemouth Road Health Centre	Lordship Lane Primary Care Centre
Nutrition and Dietetics	Tynemouth Road Health Centre	Lordship Lane Primary Care Centre
Respiratory	Tynemouth Road Health Centre	Lordship Lane Primary Care Centre

The proposal

In January 2021 Whittington Health started an 11-week engagement process on a proposal to create a specialist children and young people's health hub at Tynemouth Road Health Centre and an East of Haringey adult health hub at Lordship Lane Primary Care Centre. 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.

Why now?

- Since moving to an online or telephone format as a result of the COVID-19 pandemic, our Improving Access to Psychological Services (IAPT) service has received positive feedback. This means we need less clinic space going forward but will still be able to offer face-to-face appointments when they are needed.
- Barnet, Enfield and Haringey Mental Health NHS Trust (BEH) who own the St Ann's Hospital site is starting to redevelop it, however even once revamped the location will not be as suitable for children and young people as Tynemouth Road Health Centre will be. The St Ann's Hospital site is mainly for mental health patients, while Tynemouth Road Health Centre will be codesigned with parents/carers and service users to make it a modern children and young people-friendly health centre.
- If the proposals are approved later, it could result in renovations taking place at both St Ann's Hospital and Tynemouth Road Health Centre. This will be a duplication of costly planning and building works.
- Feedback from our pre-engagement events with Haringey residents told us that there needs to be more of a focus on healthcare services in the east of the borough. This area has a high proportion of under 18s, higher levels of deprivation and health inequalities.
- Patients, parents, staff and the Care Quality Commission have all raised concerns that the condition and positioning of the buildings at the St Ann's Hospital site are not of a high enough standard for the best standard of care.

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](#)⁶ 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. The OSC recommended that the proposals should go to consultation and we appointed Healthwatch Haringey in the role of Independent Evaluator.

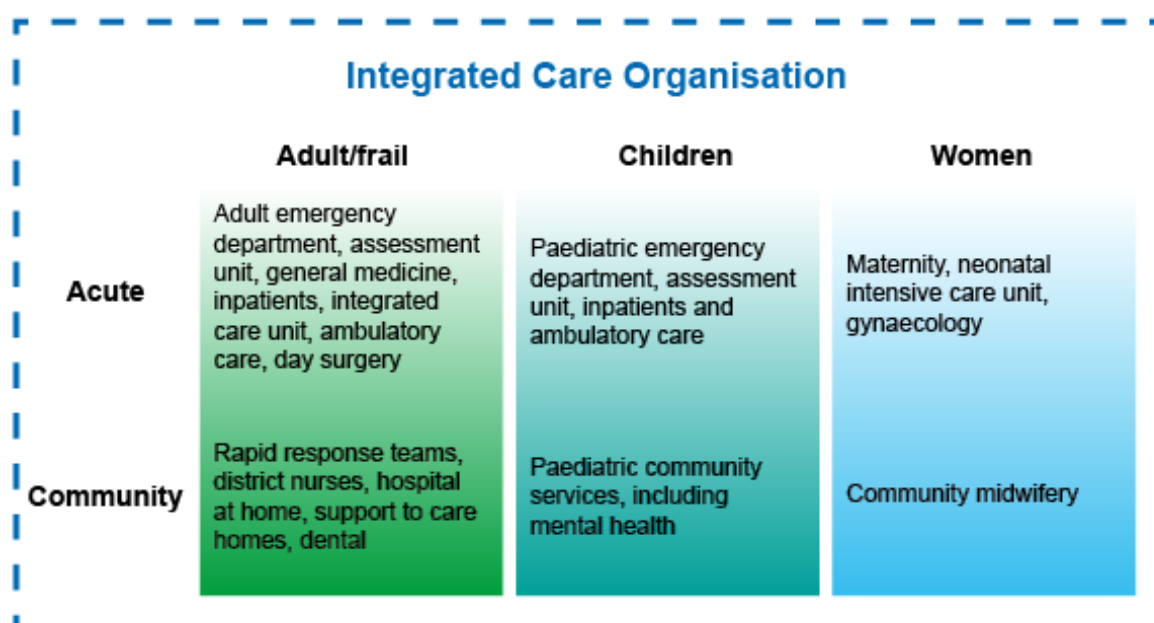
Strategic fit

Our 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.”

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
- 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:



⁶ 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

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 at Lordship Lane Primary Care Centre and a specialist children's for CYP services at Tynemouth Road Health Centre will offer an improved experience for patients, in modern facilities where healthcare professionals are able to work closer together.

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 home⁷". At Lordship Lane Primary Care Centre Haringey Council have already launched '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.

⁷ <https://www.england.nhs.uk/primary-care/primary-care-networks/>

Public and stakeholder engagement

Whittington Health NHS Trust conducted an 11-week consultation on the proposed service location moves.

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

The consultation opened on Wednesday 20 January and ran until Wednesday 7 April. This was extended from the initial proposed end date of Wednesday 17 March based upon feedback from stakeholders.

People who had used the service between January 2020 and December 2020 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 4054 packs were sent. All service users were sent a text message with a link to the survey three days after the packs were posted.

Following feedback from stakeholders we sent the same pack to all families on Haringey's SEND list – a further 2465 packs were sent out, bringing the total to 6519 packs.

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

Invitations to participate in the consultation were shared with over 250 community stakeholders⁸, all Haringey Councillors, 45 religious organisations and all primary, secondary and SEN schools in the borough.

We held meetings or attended events that discussed the consultation, over 160 people attended these. Feedback from the discussions has been recorded and each participant was invited to complete the stakeholder survey.

Carers First spoke with their carers about how they access health care appointments, what is important to them and how they felt about services they access in Haringey.

Over 700 responses to the survey were received. We received 22 phone calls, with six⁹ directly related to the consultation.

⁸ Found using the [Bridge Renewal Trust's Haringey directory](#) and the [full list](#) can be viewed on the Whittington Health at (bottom of the page).

⁹ The other phone calls were related to wanting to book appointments for various services.

COVID-19 has prevented face-to-face engagement events from taking place, as the UK was in lockdown for the entire period of the consultation.

Adult services engagement outcomes

Adult service user feedback

We wrote to people who had used the service between January and December 2020.

Table two: The response rates for adult services

Service	Responses received	Number of service users contacted	Response rate (%)
Adult services			
Improving Access to Psychological Therapies (IAPT)	33	344	10
Bladder and Bowel	3	20	15
Nutrition and Dietetics	7	99	7
Cardiology	13	97	13
Respiratory	23	172	13
Diabetes	55	366	15
Podiatry at Tynemouth Road Health Centre	149	528	28
Podiatry at The Laurels Healthy Living Centre	83	322	26

Response rates varied for each service, with podiatry (the largest service) having the highest response rates. 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](#).

Improving Access to Psychological Therapies

How would you like to access this service?

The IAPT service can be accessed face-to-face or by telephone/video calls. People selected the options that they would be happy to use. 78% (25) of people are happy to access the service face-to-face at the Laurels Healthy Living Centre, 47% (15) people are happy with telephone appointments and 41% (13) people are happy with video appointments.

- Over 63% (21 people) were happy to access the service digitally, either by telephone or video appointments.

How does the new location affect you?

59% (19) people had previously accessed services at the Laurels Healthy Living Centre. Everyone who said the new location would affect them a lot would be happy to access the IAPT service digitally.

Conclusion: the proposed moves will not adversely affect these service users. People who would be affected by the location move would be happy to access the service digitally.

Bladder and bowel service

The three respondents to this survey were all happy for the service to be relocated to Lordship Lane Primary Care Centre. One person would be affected a little and two not at all. They would use the same transport methods as they currently do to access Tynemouth Road Health Centre, bus and cycling.

Conclusion: the proposed moves will not adversely affect the service users who responded but the number of responses is too small to draw full conclusions.

Nutrition and dietetics

Two of the seven respondents were happy with accessing services at Lordship Lane Primary Care Centre, one was unsure and three would not be happy. Only two people had previously accessed Lordship Lane Primary Care Centre.

- All the respondents considered themselves to have a disability or long-term condition.

Conclusion: a very small number of service users who responded would be adversely impacted, but the number of responses is too small to draw full conclusions.

Cardiology service

Over half of the respondents (six people) are happy accessing the Cardiology service at Lordship Lane Primary Care Centre, two people were not happy and three were not sure. Similarly two people were not happy accessing the service at the Laurels Healthy Living Centre.

Conclusion: the impact for the service users who responded would be minimal, the number of responses is too small to draw full conclusions.

Respiratory service

Most of the respondents (18, 78%) are happy accessing the Respiratory service at Lordship Lane Primary Care Centre, two people are not sure, and three people are not happy. Most people won't be affected by the new location (17 people, 81%),

three people said they would be affected a lot, they raised concerns about public transport and distance from their home.

- The respondents who would be affected a lot (three people) all considered themselves to have a disability or long-term condition.

Conclusion: a very small number of service users would be adversely impacted.

Diabetes service

Most respondents (70%, 35 people) are happy to access the Diabetes service at Lordship Lane Primary Care Centre, six people (12%) were not sure, and nine people (18%) were not happy.

Overall, 61% (31) of people would not be affected by the move, 26% (13) would be affected a little and 14% (seven) a lot.

- Men were less likely (59%, six out of 22) to be happy accessing the service at Lordship Lane Primary Care Centre compared with women (75%, 18 out of 24).

Conclusion: only a small number of service users will be negatively impacted by the move.

Podiatry from Tynemouth Road Health Centre to Lordship Lane Primary Care Centre

How does the new location affect you?

52% (69) people would not be affected by the proposed move at all. 34% (45) would be affected a little and 14% (19) would be affected a lot.

Would you be happy accessing the Podiatry Service at Lordship Lane Primary Care Centre?

63% (89) would be happy to access the Podiatry Service at Lordship Lane, 15% (21) were not sure and 22% (31) would not be happy.

Conclusions: a minority of service users will be negatively impacted; however, this number is larger than in the other services.

Podiatry from The Laurels Healthy Living Centre to Lordship Lane Primary Care Centre

How does the new location affect you?

Most people said not at all 39% (28), 31% (22) people said a little and 31% (22) a lot.

- For people who consider themselves to have a disability or long-term condition this changes to

- 26% (12) a little
- 36% (17) a lot
- 38% (18) not at all
- People living in N15 and N4 are likely to be affected a lot.

Would you be happy accessing the Podiatry Service at Lordship Lane Primary Care Centre?

55% (43) of people would be happy to access the Podiatry Service at Lordship Lane Primary Care Centre. 17% (13) of people were not sure and 28% (22) would not be happy. People living in N15 and N4 are more likely to not be happy.

When asked how people could be supported to attend their appointments transport was the most frequently mentioned comment.

Conclusions: A minority of patients will be negatively impacted; however, this number is larger than in the other services.

How people feel about accessing services at Lordship Lane Primary Care Centre

Most of the Adult services moves would relocate in Lordship Lane Primary Care Centre, we have analysed some of this data together to get a better picture of how it would affect those service users.

- Most people have previously accessed a service at Lordship Lane Primary Care Centre and were familiar with the location and site, this is likely to have increased recently as the centre is a hub for COVID-19 vaccinations.
 - 78% (236) have previously accessed services at Lordship Lane Primary Care Centre. 22% (67) have not accessed services at Lordship Lane Primary Care Centre in the past.
 - Older people and people who live in N22 and N17 were most likely to previously have attended.
 - People from an Asian background and younger people were less likely to have been there before.
- Of the people who had previously been to Lordship Lane Primary Care Centre, 70% (160) of people rate the facilities as excellent or good, 19% (44) rate them as okay and 2% (5) rate them as poor.
- Over half of (51%, 146) service users said the new location would have no effect on them, they would be able to easily attend their appointments at Lordship Lane Primary Care Centre. 30% (85) people said that the new location at Lordship Lane would affect them a little. 19% (55) said that the new location would affect them a lot, they would not be able to attend their appointments there.
- For people who would not be able to attend their appointments, they were likely to live in N15, N17 or N4 and have a long-term condition or disability.

- Transport would not be an issue for 62% (187) of service users, 8% (25) were not sure and 30% (90) said transport would be an issue.
 - People who live in N15 and N4 were more likely to face transport issues.
 - People aged between 46-60 were more likely to face transport issues compared to older age groups.
- When asked a multiple-choice question around what they would like to see at Lordship Lane Primary Care Centre people selected:
 - Car parking (35%, 114 people) and accessible rooms (28%, 90 people) were selected the most. Buggy parking, safe bike parking, hospital transport, accessible toilets, clear signage inside and outside of the health centre, more disabled parking and a canteen were also mentioned.

Conclusion: most people are familiar with Lordship Lane Primary Care Centre and 78% (236) people have previously accessed a service there, of these people most thought that the facilities are excellent or good. Transport was raised as a concern for some of the service users with most people travelling to the site by bus (39%, 115 people) or being driven by someone else (24%, 72 people).

Children's services engagement outcomes

Table three: response rates for children's services

Service	Responses received	Number of service users contacted	Response rate (%)
Children and young people's services			
Paediatric Assessment Unit	14	255	5
Child Development Centre	188	1872	10
Children in Care Service	3	143	2
Haringey SEND family list	176	2465	7

Response rates varied for each service, with the Child Development Centre service user survey having the highest response rate. 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](#).

Child Development Centre

Most of the service users who responded are happy to attend the Child Development Centre at Tynemouth Road Health Centre.

Would you be happy accessing the Child Development services at Tynemouth Road Health Centre?

Yes - 53% (99 people)

No - 20% (36 people)

Not sure - 27% (51 people)

Would transport be an issue for you going to Tynemouth Road Health Centre?

No – 54% (100 people)

Yes - 30% (55 people)

Not sure – 16% - (30 people)

How would the new location affect you?

Not at all – 51% (91 people)

A lot – 17% (30 people)

A little 33% (59 people)

Similarly to the feedback received from Haringey SEND families, the analysis shows that respondents from Black African and Black Caribbean backgrounds would benefit from the Child Development Centre moving to Tynemouth Road Health Centre.

The main comments that were raised when it came to being affected by the move are distance and parking. The main concern from respondents is whether the parking at Tynemouth Road Health Centre will be sufficient.

When asked a multiple-choice question around what they would like to see at Tynemouth Road Health Centre, people selected:

- 115 chose car parking
- 65 people chose accessible rooms eg wide entrances, no stairs etc
- 56 people chose accessible entrance eg ramp or lift
- 28 people chose safe bike parking.

Conclusion:

- There is a recognition that the building at St Ann's Hospital is run down and needs to be updated.
- Most service users (57%, 103) have not been to Tynemouth Road Health Centre. This is reflected in the fact that 56% (104) of the respondents recorded that they do not know what the facilities are like.
- Despite this, 53% (99) of people said they would be happy to access the Child Development Centre at Tynemouth Road Health Centre.

- Black African and Black Caribbean respondents would appear to benefit more than others from the move, with 75% (47) not being affected by the move at all.
- Most people who access the Child Development Centre do so by driving themselves 36% (74).
- All services users of a Black African and Black Caribbean background felt that they would not be affected at all by the service moving to Tynemouth Road Health Centre.
- We recognise that parking is an issue and are endeavouring to work with Haringey Council to see how parking can be expanded to mitigate this concern.

Families of Children with Special Educational Needs and Disabilities

Most respondents do not have an issue with the Child Development Centre moving to Tynemouth Road Health Centre.

Would you be happy accessing the Child Development Centre at Tynemouth Road Health Centre?

Yes – 55% (93 people)

No – 20% (34 people)

Not sure – 24% (41 people)

Many people said they have not previously accessed Tynemouth Road Health Centre and were unsure what the facilities at the site are like.

- People from a Bangladeshi, Chinese, Pakistani, or other mixed Asian background were less likely to have used Tynemouth Road Health Centre.
- Other groups had much higher awareness — 82% (32) of people from a Black African, Black Caribbean and any other Black background, have previously attended Tynemouth Road Health Centre before.

There are several service users who feel the facilities at St Ann's Hospital are good or okay, however, a lot of the comments suggested the current facilities are run down and need updating.

Would the new location affect you?

Not at all – 46% (77 people)

A lot – 16% (26 people)

A little 38% (63 people)

- 70% (26) of Black African and Black Caribbean respondents said they would not be affected at all, with only 14% (5) saying they would be affected a lot.

- The main concerns from the comments on this question related to parking at Tynemouth Road Health Centre and ensuring this is sufficient. There were also comments that stated it would be more difficult for people to get there as it is further away from them.

Would transport be an issue for you going to Tynemouth Road Health Centre?

No – 56% (94 people)

Yes – 32% (54 people)

Not sure – 12% (21 people)

- Most respondents (70%, 26) from a Black African and Black Caribbean background, would not be affected by the travel to Tynemouth Road Health Centre. The surveys also showed that 78% of service users from these backgrounds would be happy to attend the Child Development Centre at Tynemouth Road Health Centre.
- People living in N15,17,18 of which 72% (48) also said no. However this is to be expected as Tynemouth Road Health Centre is located within N15.
- Most people (55%, 24) who live in N2,4,6,8 said that it would also not be an issue accessing Tynemouth Road Health Centre.

When asked a multiple-choice question around what they would like to see at Tynemouth Road Health Centre, people selected:

- 112 chose parking
- 64 people chose they would like accessible rooms eg wide entrances
- 57 chose accessible ramps or lifts
- 35 people chose safe bike parking.

Conclusion: the Haringey SEND families agree that the Child Development Centre at St Ann's Hospital is not currently fit for purpose. The majority of Haringey SEND families would not be affected a lot by the move. However, they are concerned about parking at Tynemouth Road Health Centre and are keen that the renovations suit the needs of the service users. Black African and Black Caribbean respondents would appear to benefit more than others from the move. The data shows the majority of Haringey SEND families will not be negatively impacted by the move to Tynemouth Road Health Centre.

Paediatric Assessment Unit

The Paediatric Assessment Unit (PAU) is a specialist service that often has highly emotive appointments. A high number of responses were not expected. We received 15 responses to the consultation from service users.

Would you be happy accessing the Paediatric Assessment unit at Tynemouth Road Health Centre?

Yes – four people

No – six people

Not sure – four people

Would transport be an issue for you going to Tynemouth Road Health Centre

No – eight people

Yes – five people

How would the new location affect you?

Not at all – five people

A lot – six people

A little – three people

Conclusion: the results from the feedback are mixed and due to the small numbers, it is difficult to draw a conclusion.

Children in Care

Unfortunately there were only three Children in Care surveys returned. Due to the number of responses it is not possible to discern any conclusions either for or against the proposed move from Bounds Green to Tynemouth Road Health Centre. However, throughout the consultation feedback was received from stakeholders about this service, which is discussed further below.

Stakeholder engagement outcomes

We received 43 responses, with 38 from Haringey residents and seven from people representing organisations, three of these were from Whittington Health staff. Eight stakeholders (19%) believed that the proposals would benefit Haringey residents, 16 (37%) were not sure and 19 (44%) people did not believe these proposals would be of benefit to Haringey residents.

Two Stakeholders raised concerns about moving the Children In Care service from Bounds Green Health Centre to Tynemouth Road Health Centre. Both respondents felt that the separation away from the First Step team¹⁰ would be detrimental to children. First Step, run by The Tavistock and Portman NHS Foundation Trust, is a service that provides psychological health screening and assessment for all looked after children and young people in Haringey, they are based at Bounds Green Health Centre.

¹⁰ [First Step service](#)

Stakeholders noted both the benefits and negatives of moving adult services to Lordship Lane Primary Care Centre, they commented on whether the service provision would be affected with some people liking the idea of a one-stop-shop for appointments and others believing this would be detrimental to service users. People were concerned with transport provision and car parking.

We received feedback regarding moving services away from the West of the borough, some people recognised that the East has more deprivation, but people noted concern regarding people living in the West not being able to access services, especially if they do not drive.

People wanted to know what a new Child Development Centre would look like and how it would take into account the needs of disabled and autistic children, especially their sensory needs. One person noted that although public transport links are better at Tynemouth Road Health Centre that this won't mean much to disabled people who are unable to walk from bus stops or stations.

Some stakeholders commented that they believe the changes will improve services, but they felt that the change could unsettle people initially.

Carers' feedback

Some carers were happy to travel to whatever location and were more concerned about the service being provided — one person commented that they believe changes are just for saving money and could be detrimental to service provision. People noted that one-stop-shops could be very helpful and that if there are to be links with other community services then the information needs to be kept up to date. One carer was concerned about accessing their podiatry appointment and hoped they would be able to access a service close to their home.

Meeting and event feedback

The engagement team attended 14 meetings with over 160 people.

At the GP Federation meeting local GPs were able to share their thoughts on the proposals, general feedback was supportive, and no concerns were raised. The GPs were keen that a central adult hub was an option in the future in Wood Green.

During two of the Whittington Health online engagement events there was attendance from families with children who have disabilities. At these events we were encouraged to access the Haringey Council SEND register to directly contact more families. Subsequently we contacted a further 2465 families and extended the consultation by three weeks. In this meeting awareness of the children and young people's needs was emphasised and positive discussions were had around co-designing Tynemouth Road Health Centre with parents/carers and service users if the moves go ahead. Families mentioned the need for a safe and welcoming space, that is adapted to meet the needs of disabled and autistic children. They recognised this would be challenging as the needs will differ for each child. The need for

Changing Places¹¹ toilets was raised, to offer a dignified space for children to access the bathroom and be changed. Families commented that although St Ann's is dilapidated that they have had a positive experience of accessing services there due to the quiet and peaceful environment. People were intrigued at the possibility of being involved in co-designing Tynemouth Road Health Centre to meet the need of their children and for themselves as parents and carers.

Gang safety for children and young people accessing Tynemouth Road Health Centre was raised by Haringey Councillors but not by service users or other stakeholders. For children and young people who are unable to cross boundaries within Haringey we will offer services in a safe and close to home location.

We met with Haringey's Carers' Reference Group who agreed that St Ann's is not a great site for children and young people's health care. People were concerned about pollution levels in general across Haringey. Members of the group felt passionately that service users should be involved in the design of new services at Tynemouth Road Health Centre and that the outcomes of this report should be shared widely.

¹¹ [Changing Places Toilets](#) provide the right equipment, enough space and a safe and clean environment.

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 £1m to refurbish Tynemouth Road Health Centre to create a much better building
- teams working closer together
- better coordinated services.

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.

Analysis into the travel implications of the move from St Ann's Hospital to Tynemouth Road Health Centre showed that there are no considerable disadvantages resulting from the move, and it will actually benefit a group of patients in an area that has previously been disadvantaged from the CDC and PAU being at St Ann's.

Access Quality

Concerns around travelling to appointments has been raised in the consultation, with people worried it could have an impact on patient experience.

Although Tynemouth Road Health Centre has a greater Public Transport Access Level¹² (PTAL) score than St Ann's Hospital, Lordship Lane Primary Care Centre's PTAL score is slightly lower than Tynemouth Road Health Centre's. Therefore [further mapping and analysis](#) was conducted to better understand the potential impact.

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. However, this analysis shows how far a person could travel on public transport within 30 minutes.

¹² 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>

Children's Services

To better understand service users' concern, mapping of travel time in relation to the service users' home address was conducted. The immediate concern from service users and stakeholders is that Tynemouth Road Health Centre is further away from St Ann's Hospital and therefore will take longer and cost more to travel too. This was a shared concern as the proposed move to Tynemouth Road Health Centre should not exclude service users from accessing any service. The [mapping analysis](#) shows that 30 minutes of travel on public transport from St Ann's Hospital and Tynemouth Road Health Centre overlap considerably, and each has an area the other does not reach. The concern raised throughout the feedback is that service users in the west of Haringey will be impacted more by this move as Tynemouth Road Health Centre is farther east. The mapping analysis has confirmed this and service users who live in the west of the borough could be disadvantaged by the move.

However, what the map also shows us is that Tynemouth Road Health Centre is within 30 minutes for the north of Tottenham, whereas St Ann's Hospital is not. This is important for two reasons. Firstly, as shown in the plot map, there is a large population of service users in that area who are currently unable to access St Ann's within 30 minutes on public transport. Secondly, the further east you go in Haringey there are higher levels of deprivation and lower income families¹³ than the west. Access or car ownership levels are higher in the west of the borough¹⁴ meaning that service users in east are more likely to rely on public transport. Therefore, it can be argued that the move to Tynemouth Road Health Centre will have a positive impact on quality for a substantial amount of service users in the Northumberland Park and east areas of the borough.

Although the move to Tynemouth Road Health Centre is easier to access for some service users, it is recognised that others would have to travel further. We will continue to run our community children's services from over 90 community sites in Haringey. It is expected that these will be utilised to provide easier access for patients in the west of borough to receive the care they need.

Adult Service Moves

Feedback shows that there are concerns regarding how the move to Lordship Lane Primary Care Centre would impact on travel time. From the [mapping analysis](#) the move to Lordship Lane Primary Care Centre is more inclusive for most of the service users in Haringey.

Lordship Lane Primary Care Centre is within 30 minutes (by public transport) for parts of north Tottenham that are not within 30 minutes to the Laurels Healthy Living Centre. Tynemouth Road Health Centre is not as accessible as far west as Lordship

¹³ www.haringey.gov.uk/sites/haringeygovuk/files/state_of_the_borough_final_master_version.pdf

¹⁴ Data from the 2001 census showed that 80% of households in the west of the borough have access or own a car compared to 40% in the east of Haringey
https://www.haringey.gov.uk/sites/haringeygovuk/files/environmental_sustainable_future.pdf

Lane Primary Care Centre is. Although Lordship Lane Primary Care Centre does not reach as far south-west as the Laurels Healthy Living Centre. However, very few service users who attend access the Laurels Healthy Living Centre or Tynemouth Road Health Centre live in that area. This suggests a minimal impact, an impact that is outweighed by the advantages of the large cohort of patients in the north-east of the borough.

Although there some travel implications related to the adult and children's service moves. The analysis conducted shows that for most services, the new proposed locations will be more accessible by public transport. This is particularly true for service users in the north-east of the borough.

Equalities impact assessment

The Equality Impact Assessment¹⁵ indicated that for most services there will be a low to neutral effect on service users. However for Children in Care there could be a positive effect and for podiatry there could be a negative effect.

The feedback from the consultation has shown that service users from a Black African and Black Caribbean background will benefit from the Child Development Centre moving to Tynemouth Road Health Centre.

The concern that the Podiatry service moving from the Laurels Healthy Living Centre to Lordship Lane Primary Care Centre having negative impact on elderly patients was also raised by stakeholders in the consultation. Analysis of responses from service users has shown that age is not a factor in affecting people attending Podiatry appointments at Lordship Lane Primary Care Centre.

Finance

Financially this proposal requires an investment of about £1m. We believe that the benefits outlined above from a quality perspective make this investment worthwhile and positive. In addition, the NHS system will save about £200k from not needing to upgrade the current Child Development Centre building, and Whittington Health will save £500k rent per annum from the Child Development Centre site.

Conclusions, recommendations and mitigations

From the feedback received over the past 11 weeks, 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.

¹⁵ The full initial Equality Impact Assessment can be accessed www.whittington.nhs.uk/default.asp?c=42612

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

Similarly the feedback and analysis from the children's services show, that most service users would not be negatively affected by the Child Development Centre moving to Tynemouth Road Health Centre. The analysis has also shown that certain groups will benefit from the Child Development Centre being at Tynemouth Road Health Centre. The responses from service users of the Paediatric Assessment Unit and the Children in Care Service were only a very small percentage of the surveys sent out. Of those only a minority will be affected by the changes, these two factors suggest that the negative impact overall will be minimal.

The Children in Care team will continue working closely with the First Steps service. The teams have both worked differently during the COVID-19 pandemic when it has not been possible for all services to be delivered face-to-face and from the same site. There are some benefits for the Children In Care team about being co-located with other Whittington Health Children and Young People's services at Tynemouth Road Health Centre as it will support closer working with other services.

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 four: concerns and actions proposed

Concern	Action proposed
Design of Tynemouth Road Health Centre	<ul style="list-style-type: none">• We agree with respondents that the design of Tynemouth Road Health Centre must be excellent for those young people and their carers using the service.• We will create a design group with service users to ensure that the waiting areas, clinic rooms, doors and access meet the needs of service users.• We commit to installing a 'changing places' toilet facility.• We also recognise the need for quiet areas that support autistic young people – we commit to exploring with our Charity what can be done with the green space in Tynemouth Road Health Centre to make it a positive peaceful environment for young people.
Access to Tynemouth Road Health Centre	<ul style="list-style-type: none">• We agree that the travel from the public transport access to Tynemouth Road Health Centre facility itself must be as good as possible. We commit to working with the council (and ask the council to help

	<p>us) to ensure that pedestrian crossings and pavements are refurbished to ensure better access.</p> <ul style="list-style-type: none"> • We recognise also that pollution is higher on the route to Tynemouth Road Health Centre than to St Ann's Hospital (although not in Tynemouth Road Health Centre itself) and ask the Council to explore opportunities to continually reduce this. Further to this as of October 2021 the ultra-low emission zone will be expanded to the North Circular. With how successful this has been in the inner city it is expected that the expansion of the zone will have considerable impact on air quality. • We will continue to raise awareness of Patient Transport options and the Healthcare Travel Costs Scheme¹⁶ for service users who will find transport an issue to access their appointments. And we will work with the Council to see if anything specific can be done at Tynemouth Road Health Centre with regard to this issue.
Parking at Tynemouth Road Health Centre	<ul style="list-style-type: none"> • We believe that parking at Tynemouth Road Health Centre will not be as much an issue as suggested by the consultation, because the adult patients currently going to Tynemouth will no longer be there. • We will work with the Council (and ask the Council to help us) to see what further parking can be secured. • We will explore opportunities within our current car park to use the space better.
Travel for Podiatry patients	<ul style="list-style-type: none"> • For most of the adult patients there was little impact from the proposals, however, for a small minority of podiatry patients there were some concerns. • We commit to maintaining a single clinic for Podiatry in the Laurels Healthy Living Centre to maintain a service in the south-east of the borough.
Signage at Lordship Lane Primary Care Centre	<ul style="list-style-type: none"> • Whittington Health is committed to working with the owners of Lordship Lane Primary Care Centre to improve the signage on the site. This is to ensure that patients feel comfortable navigating the site and remove any anxiety of being late or being in the wrong place.
Ethnic minorities' awareness of health centre locations and services	<ul style="list-style-type: none"> • If the proposals go ahead, we will ensure we inform all service users about the changes, we will take a particular focus on the groups who were unaware of the new proposed locations

¹⁶ Healthcare Travel Costs Scheme

www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-https/

	<ul style="list-style-type: none"> • We will look into sharing information through various communication channels and in the format, eg language, that people require it in.
Children and Young People's Services at Tynemouth Road Health Centre	<ul style="list-style-type: none"> • We will explore options of other Children and Young People's services run by other providers working at Tynemouth Road Health Centre • We will continue to work closely with First Steps digitally as we currently do.

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

- Approval sort from the Overview and Scrutiny panel 11 May
- Co-design group to commence during May and June
- The design work is to take place throughout summer
- Design finalisation and approval to be agreed by the end of summer
- Renovation and improvement work to be completed by 2022
- The service moves to take place in 2022

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 of service users is very small and limited to mainly the podiatry patients. Therefore we are exploring keeping a satellite site at the Laurels Healthy Living Centre.
- That the £1m allocated for investment in Tynemouth Road Health Centre is not sufficient to match the expectations of the site. In order to mitigate this Whittington Health is currently exploring charitable funding options and ensuring the setting of realistic goals for when the design meetings happen.

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 ability to develop a hub model of care in Haringey. 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.

Statement of support

North Central London Clinical Commissioning Group said,

“The CCG has reviewed the proposals for co-locating children's services at Tynemouth Road. This change has been proposed and led by Whittington Health rather than commissioner-driven. However, having reviewed feedback from the consultation, the CCG's perspective is that, overall, this move represents a positive opportunity to develop a co-designed and fit-for-purpose space in Haringey for children's community services. We note that the site has some drawbacks - travel time will be increased for some residents. Some of the benefits of St Ann's, particularly in terms of parking and quiet space, will be lost. Whittington Health does need to continue to look to maximise parking available for service users and to deliver on proposals to maximise calm space; to improve wheelchair accessibility and to offer 'changing places' facilities. However, overall, the consultation process has been thorough and meaningful. We welcome flexibility in maintaining podiatry on its current site. This represents an opportunity for investment and co-design to create a better environment for service users and for staff in the long term.”

Thank you

We would like to thank all the service users, SEND families and stakeholders who have responded to this consultation. In addition, Carers First kindly helped to collect data from carers based in Haringey.

A special thank you to the Whittington Health volunteers who helped with the large task of inputting the data.

Appendix

Posters

Posters were displayed at Bounds Green Health Centre, St Ann's Hospital, Tynemouth Road Health Centre, The Laurels Healthy Living Centre and at Lordship Lane Primary Care Centre.



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.

Scan the code to have your say



 engagement.whitthealth@nhs.net

 020 7288 5674

 www.whittington.nhs.uk/estates

The information booklet:

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

This consultation will take place between 20 January and 7 April 2021.



Service	Current location	Moving to
Children in Care Service (looked after children)	Bounds Green Health Centre	Tynemouth Road Health Centre
Child Development Centre (includes therapy for CYP and community paediatrics)	St Ann's Hospital	Tynemouth Road Health Centre
Child Protection Medicals provided at the Paediatric Assessment Unit	St Ann's Hospital	Tynemouth Road Health Centre
Improving Access to Psychological Therapies (IAPT)	Tynemouth Road Health Centre	The Laurels Healthy Living Centre
Podiatry	Tynemouth Road Health Centre	Lordship Lane Health Centre
Podiatry	The Laurels Healthy Living Centre	Lordship Lane Health Centre
Diabetes	The Laurels Healthy Living Centre	Lordship Lane Health Centre
Cardiology	The Laurels Healthy Living Centre	Lordship Lane Health Centre
Bladder and bowel	Tynemouth Road Health Centre	Lordship Lane Health Centre
Nutrition and dietetics	The Laurels Healthy Living Centre	Lordship Lane Health Centre
Respiratory	The Laurels Healthy Living Centre	Lordship Lane Health Centre

3

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 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 all of 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.

These proposals will create two health hubs, one for children and young people (CYP) and one for adults in the East of Haringey. Health hubs allow multi-disciplinary teams to work together and allow patients who have many appointments to be seen at the same time.

2

Why now?

- Since moving to an online or telephone format as a result of the COVID-19 pandemic, our Improving Access to Psychological Services (IAPT) service has received positive feedback. This means we need less clinic space going forward but will still be able to offer face-to-face appointments when they are needed.
- Barnet, Enfield and Haringey Mental Health NHS Trust (BEH) who own the St Ann's Hospital site is starting to redevelop it, however even once revamped the location will not be as suitable for children and young people as Tynemouth Road Health Centre currently is. The St Ann's Hospital site is mainly for mental health patients, while Tynemouth Road Health Centre will be developed, using patient feedback, to make it a modern children and young people-friendly 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 health and care services should focus on the east of the borough where there is a high proportion of under 18s, higher levels of deprivation and health inequalities.
- Patients, parents, staff and the CQC have all raised concerns that the condition and positioning of the buildings at the St Ann's Hospital site are not of a high enough standard for the best standard of care.

4



Children and Young People's Services

Currently we provide some of our children's services from St Ann's Hospital and from Bounds Green Health Centre. We are proposing that we move services at the Child Development Centre and Paediatric Assessment Unit from St Ann's Hospital and the Children In Care Service from Bounds Green Health Centre to Tynemouth Road Health Centre.

The majority of our children's services are delivered in local settings including schools, children's centres, homes and community venues. This would not change and you should not expect where you have your appointments to change. However, we are proposing that the appointments provided at the Child Development Centre at St Ann's Hospital move to Tynemouth Road Health Centre.

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Service	Current location	Moving to
Children in Care Service (looked after children)	Bounds Green Health Centre	Tynemouth Road Health Centre
Services based at the Child Development Centre (includes therapy for children and young people (CYP) and community paediatrics)	St Ann's Hospital	Tynemouth Road Health Centre
Child Protection Medicals provided at the Paediatric Assessment Unit	St Ann's Hospital	Tynemouth Road Health Centre

The move would involve relocating from St Ann's Hospital the set of clinic rooms used by therapy services and community paediatrics known as the Child Development Centre and the clinic space used by the Children in Care team at Bounds Green Health Centre. In addition the office space for teams from both sites would move.

Advantages for these proposals

- Tynemouth Road Health Centre would become the hub for children and young people's health services in Haringey. Tynemouth Road Health Centre is a better facility for children and families. The spaces would be specifically designed for children and young people – with service users being involved in the development stage.
- Tynemouth Road Health Centre has more than transport links than the other two sites (highest rating by TfL).

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- Tynemouth Road Health Centre is in the East of Haringey, which is an area of increased deprivation and where the highest proportion of under 18s live.
- A children and young people's hub will improve communication and allow healthcare professionals to easily work together as part of a multi-disciplinary team.
- By moving to Tynemouth Road Health Centre we can invest the money we need to spend at St Ann's Hospital into a building that we own. In addition we will save rent on those buildings which we will be able to reinvest in our services.

Challenges

- Some people may have to travel further to have their appointments.
- The air quality around Tynemouth Road Health Centre and St Ann's Hospital regularly breaches EU standards.
- Patients and service users may not want to be seen in a different location.



Adults Community Services

Currently we run our adult services from Tynemouth Road Health Centre and from The Laurels Healthy Living Centre. We are proposing to co-locate many services including podiatry, diabetes and cardiology services in Lordship Lane Health Centre and to move our IAPT services to The Laurels Healthy Living Centre. The centre could potentially become a hub in the East of the borough for adult health and care services.

Service	Current location	Moving to
Improving Access to Psychological Therapies (IAPT)	Tynemouth Road Health Centre	The Laurels Healthy Living Centre
Podiatry	Tynemouth Road Health Centre	Lordship Lane Health Centre
Podiatry	The Laurels Healthy Living Centre	Lordship Lane Health Centre
Diabetes	The Laurels Healthy Living Centre	Lordship Lane Health Centre
Cardiology	The Laurels Healthy Living Centre	Lordship Lane Health Centre
Bladder and bowel	Tynemouth Road Health Centre	Lordship Lane Health Centre
Nutrition and dietetics	The Laurels Healthy Living Centre	Lordship Lane Health Centre
Respiratory	The Laurels Healthy Living Centre	Lordship Lane Health Centre

8



Advantages of these proposals

- People will be able to access one-stop-shop services for podiatry, diabetes and leg ulcer clinics.
- At Lordship Lane Health Centre we will be able to work with Connected Communities, improving access to council and voluntary services, and support.
- The children's services moves above will not be possible without these adult moves

Challenges

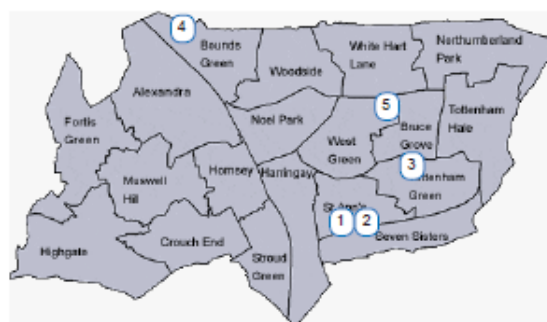
- Some people may have to travel further to have their appointments.
- Patients and service users may not want to be seen in a different location.

9

Health centre locations

	Health Centre	Full address details
1	St Ann's Hospital	St Ann's Road, London, N15 3TH
2	The Laurels Healthy Living Centre	256 St Ann's Road, London, N15 5AZ
3	Tynemouth Road Health Centre	Tynemouth Road, Tottenham, London, N15 4RH
4	Bounds Green Health Centre	Gordon Road, London, N11 2PA
5	Lordship Lane Health Centre	239 Lordship Lane, London, N17 6AA

Numbers on the map correspond to the the health centre location



10

How to get involved

We would like to know the views of service users and carers, staff, representative groups, community organisations and local residents.

All comments must be received by Wednesday 7 April.

Current and previous patients and service users will receive the consultation pack directly through the post.

Other local residents, partners and stakeholders can complete the questionnaire online at:
www.surveymonkey.com/r/HaringeyEstates

This leaflet, posters and paper surveys will be available at all of the sites. If you would like to request one please contact us below.

Email: engagement.whitthealth@nhs.net

Call and leave a voicemail on 020 7228 5674. Please leave your number and we will respond within five working days.

Attend one of our online engagement events in February. More details available at www.whittington.nhs.uk/estates

This consultation will take place between 20 January and 7 April 2021.

Have
your
say

11

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

Social media posts

Whittington Health NHS Trust @WhitHealth · Feb 24

Haringey residents are invited to join us on Saturday morning to hear about our proposals and to share your views.

📅 Saturday 27 February
🕒 10 - 11am
📍 Zoom details whittington.nhs.uk/default.asp?c=...



Healthwatch Haringey and 6 others

4 1

Whittington Health NHS Trust @WhitHealth · Feb 5

We are consulting on the location of some of our services in Haringey. We have written to our patients and service users directly and now we want to hear from Haringey residents.

Find out more and have your say whittington.nhs.uk/estates



3 6

Paid for adverts on Facebook, targeting Haringey residents.



Whittington Health NHS Trust

31 January · 🌐

...

We have launched a consultation around the location of some of our children and adult services in Haringey.

You can find full details of each proposed move at www.whittington.nhs.uk/estates and clicking on 'Haringey Engagement'

If you use one of the services affected we will write to you directly. Carers, community groups and all Haringey residents are invited share their feedback here <https://www.surveymonkey.com/r/HaringeyEstates>

For more information please contact us, details are provided below.



NHS
Whittington Health
NHS Trust

Share your views on the proposed changes to locations of some Whittington Health services in Haringey.

The consultation is open until Wednesday 17 March

✉ engagement.whitthealth@nhs.net
☎ 020 7288 5674
🌐 www.whittington.nhs.uk/estates

Whittington Health NHS Trust
Hospital

[Learn More](#)

👍❤️😄 29

5 comments 10 shares

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.



- [Our Current Buildings](#)
- [Contact us / sign up for future updates](#)
- ☒ [Haringey Engagement - Our Buildings](#)

[Home](#) > [About Us](#) > [Our Buildings](#)

Q SEARCH

Haringey Engagement - Our Buildings

About This Engagement

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.

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.

We are proposing to create a children and young people's health centre at Tynemouth Road Health Centre. Renovations at the hub, using feedback from service users, will modernise this facility and make it a welcoming space for the children and young people who will use it.

Currently several adult services are based at Tynemouth Road Health Centre and in these proposals most of them will move to Lordship Lane Health Centre, with our Improving Access to Psychological Therapies (IAPT) service moving to the Laurels Health Living Centre. This will allow people with co-morbidities to access one-stop-shops eg people with diabetes will be able to access leg ulcer and podiatry clinics at the same time.

[Read the Easy Read information about the consultation.](#)

Information on the proposals

About this consultation	+
Why now?	+
What are the proposals?	+

Haringey residents: Share your views on the future of local Whittington Health services

Whittington Health is reviewing the locations of some of its health services in Haringey and want to hear the views of their patients and local people.

About the proposals

Whittington Health is proposing to create a children and young people's health centre at Tynemouth Road Health Centre. Planned renovations at the hub, based on feedback from service users, will modernise the facility and make it a welcoming space for the children and young people who will use it.

Currently several adult services are based at Tynemouth Road Health Centre and in these proposals most of them will move to Lordship Lane Health Centre, with the Improving Access to Psychological Therapies (IAPT) service moving to the Laurels Healthy Living Centre. This will allow people with co-morbidities to access services in one place. For example, people with diabetes will be able to access leg ulcer and podiatry clinics at the same time. This should be an improvement in the experience of patients.

To read the proposals and find out how you can have your say, visit this [dedicated page](#) on their website.

You can share your views until Wednesday 17 March.

Barnet: North London Business Park, Oakleigh Road South N11 1NP
Camden: 4th Floor, 250 Euston Road NW1 2PG
Enfield: Holbrook House, 116 Cockfosters Road EN4 0DR
Haringey: River Park House, 225 High Road N22 8HQ
Islington: Laycock PDC, Laycock Street N1 1TH

[Privacy of your information](#) | [Cookie Policy](#)

Surveys:

Equalities monitoring form:

The following questions will help us to see how opinions vary between different groups of the population. We will keep your answers confidential.

1. To which gender identity do you most identify
☐ Male ☐ Female ☐ Non-binary ☐ Other ☐ Prefer not to say

2. How old are you?
☐ 0-16 ☐ 17-30 ☐ 31-45 ☐ 46-60 ☐ 61-70 ☐ 71-80 ☐ 81+

3. What is your ethnic group
☐ White English/Welsh/Scottish/Northern Irish
☐ Irish ☐ Gypsy or Irish Traveller ☐ Other White background

Mixed/multiple ethnic groups
☐ White and Black Caribbean ☐ White and Black African
☐ White and Asian ☐ Other mixed/multiple ethnic background

Asian/Asian British
☐ Indian ☐ Pakistani ☐ Bangladeshi ☐ Chinese
☐ Other mixed/Asian background

Black/African/Caribbean/Black British
☐ African ☐ Caribbean ☐ Any other Black background

Other ethnic group
☐ Arab ☐ Any other ethnic group ☐ Prefer not to say

4. Which of the following best describes your sexuality?
☐ Heterosexual or straight ☐ Gay or lesbian ☐ Other
☐ Bisexual ☐ Prefer not to say

5. Which if any of the following best describes your religion
☐ No religion ☐ Buddhist ☐ Hindu ☐ Jewish ☐ Muslim ☐ Sikh ☐
☐ Other ☐ Prefer not to say
☐ Christian (including Church of England, Catholic, Protestant and other Christian denominations)

6. Do you consider yourself to have a disability or long term condition?
☐ Yes ☐ No ☐ Prefer not to say

7. What is your full postcode

Stakeholder survey:

|

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

If you would like to find out more information before you complete the survey please visit www.whittington.nhs.uk/estates or email engagement.whitthealth@nhs.net.

Please put the survey in the freepost envelope and post or return to a member of staff.

1. Are you a Haringey resident?

- ☐ Yes
- ☐ No

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

- ☐ Myself as a Haringey resident
- ☐ From an organisation or group

Please name the organisation or group

3. Do you think these proposals will benefit Haringey residents?

- ☐ Yes
- ☐ No
- ☐ Not sure

Why?

4. Do you have concerns about these proposals?

- ☐ Yes
- ☐ No

What are they?

5. Do you have any other comments?

Service user survey (adjusted for each service and location):



Bladder and Bowel Service move from Tynemouth Road Health Centre to Lordship Lane Health Centre

1. What is your experience of the Bladder and Bowel service at Tynemouth Road Health Centre?

- ☐ Poor
- ☐ Okay
- ☐ Good
- ☐ Excellent

Why?

2. What do you think about the facilities at Tynemouth Road Health Centre?

- ☐ Poor
- ☐ Okay
- ☐ Good
- ☐ Excellent

Why?

3. Are you happy accessing the service at Tynemouth Road Health Centre?

- ☐ Yes
- ☐ No
- ☐ Not sure

Why?

4. How do you access the service at Tynemouth Road Health Centre?

- ☐ Walk
- ☐ Cycle
- ☐ Drive myself
- ☐ Driven by someone else ~~eg~~ friend or taxi
- ☐ Bus
- ☐ Train
- ☐ Underground
- Other (please specify)

If these proposals go ahead then the Bladder and Bowel Service will move to Lordship Lane Health Centre. The next questions are related to that health centre.

5. Have you previously accessed any services at Lordship Lane Health Centre?

- ☐ Yes
- ☐ No

6. What do you think about the facilities at Lordship Lane Health Centre?

- ☐ Poor
- ☐ Okay
- ☐ Good
- ☐ Excellent
- ☐ I don't know

Why?

7. Would you be happy accessing the Bladder and Bowel Service at Lordship Lane Health Centre?

- ☐ Yes
- ☐ No
- ☐ Not sure

Why?

8. How would the new location affect you?

- ☐ Not at all (eg I could attend my appointments there easily)
- ☐ A little
- ☐ A lot (eg I would not be able to attend appointments there)

Why?

9. Would transport be an issue for you going to Lordship Lane Health Centre?

- ☐ Yes
- ☐ No
- ☐ Not sure

Why?

2

10. What would you like to see at Lordship Lane? Tick as many as appropriate.

- ☐ Buggy parking
- ☐ Accessible rooms eg wide entrances, no stairs
- ☐ Accessible entrance eg ramp or lift
- ☐ Car parking
- ☐ Safe bike parking
- ☐ Other (please specify)

11. How would you access the service at Lordship Lane Health Centre?

- ☐ Walk
- ☐ Cycle
- ☐ Drive myself
- ☐ Driven by someone else eg friend or taxi
- ☐ Bus
- ☐ Train
- ☐ Underground
- ☐ Other (please specify)

12. How can we support you to access the Bladder and Bowel Service at Lordship Lane Health Centre?

13. Please share any other feedback.

Response rate to the service user survey

Service	Responses received	Number of service users contacted	Response rate (%)
Adult services			
Improving Access to Psychological Therapies (IAPT)	33	344	10
Podiatry at Tynemouth Road Health Centre	149	528	28
Podiatry at The Laurels Healthy Living Centre	83	322	26
Diabetes	55	366	15
Cardiology	13	97	13
Bladder and Bowel	3	20	15
Nutrition and Dietetics	7	99	7
Respiratory	23	172	13
Children and young people's services			
Paediatric Assessment Unit	14	255	5
Child Development Centre	188	1872	10
Children in Care Service	3	143	2
Haringey SEND family list	176	2465	7

Demographic information of service users who completed the survey

Adult services

Respondent		Total
Gender	Female	60
	Male	45
	Non-binary	2
Age	0-16	1
	17-30	7
	31-45	11
	45-60	29
	61-70	27
	71-80	22
	81+	9
Ethnic background	Any other Black background	2
	Sri Lankan	1
	Bangladeshi	2
	Black African	8
	Black Caribbean	10
	Chinese	1
	Indian	8
	Other mixed/Asian background	5

	Other mixed/ multiple ethnic background	2
	Other white background	20
	Prefer not to say	3
	White and Asian	3
	White and Black African	2
	White and Black Caribbean	5
	White English/Scottish/Welsh/Northern Irish/	27
	White Gypsy or Irish Traveller	1
	White Irish	3
Sexual orientation	Bisexual	2
	Gay or lesbian	1
	Heterosexual	83
	Other	1
	Prefer not to say	8
Disability/ long-term condition	No	41
	Prefer not to say	7
	Yes	58
Religion	Buddhist	3
	Christian	56
	Hindu	5
	Jewish	3
	Muslim	12
	No religion	11
	Other	3
	Prefer not to say	8
	Sikh	1
Postcode	N10	2
	N11	2
	N13	2
	N14	1
	N15	29
	N16	1
	N17	30
	N18	1
	N2	1
	N22	15
	N4	7
	N6	2
	N8	7
	RM9	1

Children and young people's services

Respondent		Total
Gender	Female	132
	Male	51
	Non-binary	1
	Prefer not to say	6
Age	0-16	15
	17-30	9
	31-45	79
	45-60	81
	61-70	8
Ethnic background	Any other Black background	1
	Bulgarian	1
	Bangladeshi	2
	Kurdish	1
	Latino	1
	Turkish	1
	Black African	31
	Black Caribbean	12
	Chinese	6
	Indian	4
	Other mixed/Asian background	3
	Other mixed/ multiple ethnic background	6
	Other white background	45
	Prefer not to say	10
	Pakistani	3
	White and Asian	3
	White and Black African	5
	White and Black Caribbean	6
	White English/Scottish/Welsh/Northern Irish/	42
	White Gypsy or Irish Traveller	2
	White Irish	5
Sexual orientation	Bisexual	2
	Gay or lesbian	2
	Heterosexual	147
	Other	4
	Prefer not to say	20
Disability/ long-term condition	No	135
	Prefer not to say	15
	Yes	37
Religion	Buddhist	1
	Christian	82
	Hindu	3
	Jewish	7
	Muslim	19

for protected characteristics and analysed whether the proposed move would have different effects on different populations. Where a difference was seen we have explained it in the [engagement outcomes](#) above, for services where no difference was seen we have not.

For adult services that are proposed to move to Lordship Lane Primary Care Centre we have combined some of the data for further analysis, this was required as the number of respondents for some services was very low.

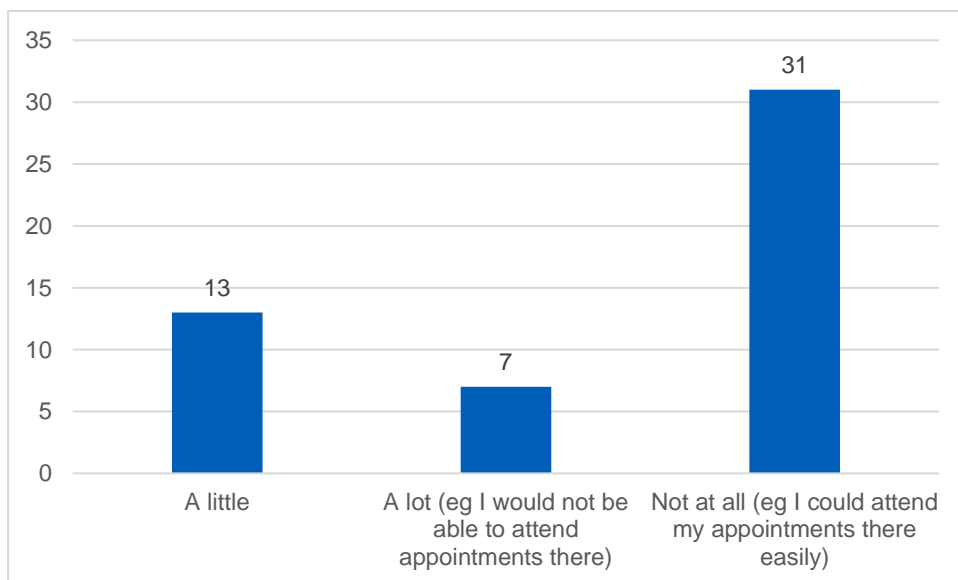
Percentages were rounded and so may not add up to 100.

Adult service user feedback

Diabetes

55 out of 366 (15%) of service users responded to the survey.

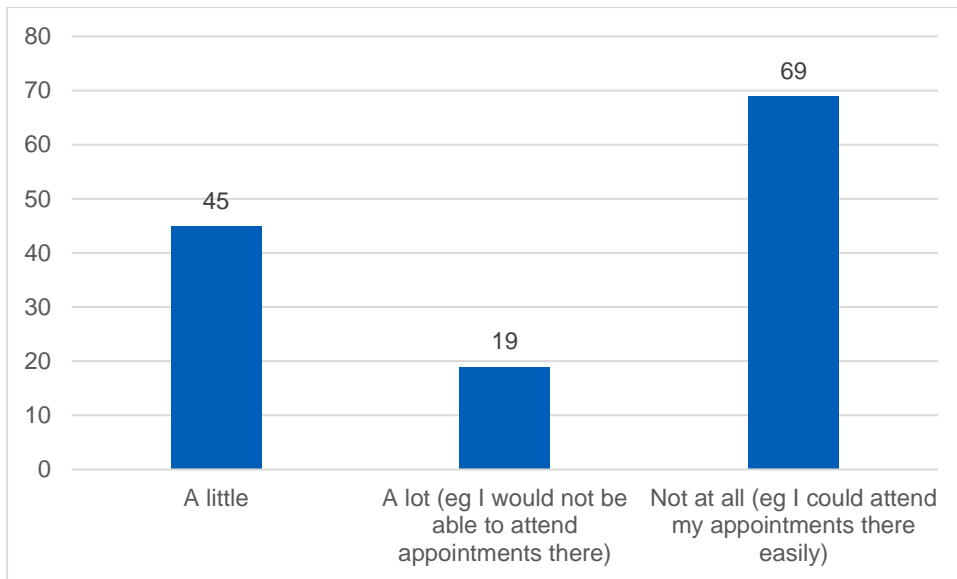
How people would be affected if the Diabetes Service moves from The Laurels Healthy Living Centre to Lordship Lane Primary Care Centre.



Podiatry from Tynemouth Road Health Centre

149 out of 528 (28%) service users responded to the survey.

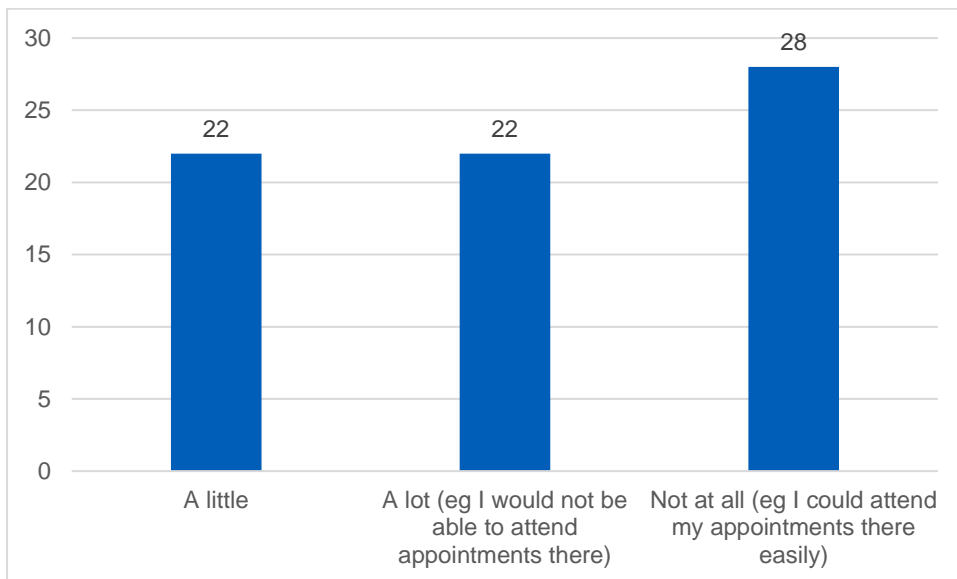
How people would be affected if the Podiatry Service moves from Tynemouth Road Health Centre to Lordship Lane Primary Care Centre.



Podiatry service from The Laurels Healthy Living Centre

83 out of 322 (26%) of service users responded.

How people would be affected if the Podiatry Service moves from The Laurels Healthy Living Centre to Lordship Lane Primary Care Centre.



Adult services moving to Lordship Lane Primary Care Centre

A word cloud created¹⁸ from the answers to 'How can we support you to access the service at Lordship Lane Primary Care Centre'. The larger words are mentioned most frequently. This clearly shows that transport, parking and the service are mentioned frequently by our service users.

¹⁸ Created on <https://worditout.com/word-cloud/create>



Children's services feedback

Haringey SEND families analysis

Summary of feedback regarding St Ann's

Families on Haringey Council's SEND list were sent a survey directly. From the [feedback received](#) the CDC at St Ann's provides good care for service users attending and the majority 77% (133) of service users who replied to the survey are happy attending St Ann's for the appointments.

The feedback received about Tynemouth Road Health Centre suggests that the majority 55% (93) of the service users who returned the survey would be happy to access the Child Development Centre at Tynemouth Road Health Centre. Some respondents have not previously attended and are unsure what the facilities at the site are like were. A small number of respondents from Bangladeshi, Chinese, Pakistani, and other mixed Asian backgrounds (9) said that they were unfamiliar, this was higher than in other ethnic groups.

Most people attending St Ann's Hospital and Tynemouth Road Health Centre attend by driving themselves; this is followed by people using a bus to travel.

The [feedback received around transport](#) shows that when asked "would transport be an issue when accessing Tynemouth Road Health Centre" 56% (94) said no, 32% (54) said yes and 12% (21) said not sure.

- Most people (55%, 24) who live in N2,4,6,8 said that it would also not be an issue accessing Tynemouth Road Health Centre.

Concerning how the new location (Tynemouth Road Health Centre) would affect service users, feedback showed that the 46% (77) say not at all, 38% (63) said a little and 16% said a lot. However there is a useful positive variation as 70% (26) of black African and Black Caribbean respondents said they would not be affected at all, with only 14% (5) saying they would be affected a lot.

The main concerns from the comments on this question are again to do with parking at Tynemouth Road Health Centre and ensuring this is sufficient. There were also comments that stated it would be more difficult for people to get there as it is further away from them.

When asked whether or not service users are happy at St Ann's most people said yes, with 77% (133) respondents saying so. 11% (19) said no and 12% (21) said they were not sure.

When asked whether or not service users have previously been to Tynemouth Road Health Centre 60% (100) said they have whereas 40% (67) said they have not.

When asked whether service users would be happy to access the Child Development Centre at Tynemouth Road Health Centre 55% (93) said yes, while 20% (34) and 24% (41) said no and not sure respectively. Although there was generally little variation there was a large percentage of the Black African, Black Caribbean and any other Black background who said they would be happy to attend. 78% (29) surveys said yes with no and not sure have 11% (4) each marked against them.

When asked about the facilities at Tynemouth Road Health Centre the majority of service users 36% (60) stated that they did not know, 22% (37) and 21% (34) though they were good and okay respectively. 15% (25) thought the facilities were excellent while 5% (9) thought they were poor. People from Bangladeshi, Chinese, Pakistani and other mixed Asian backgrounds appear to have a lower prior knowledge of the facilities.

Most respondents 36% (74) attend St Ann's Hospital by driving themselves; this was followed by 29% (59) people taking the bus and 21% (34) walking to the site. The biggest variation from the total tally is that 67% (14) of people from N10,11,13 drive to St Ann's.

The majority of the respondents 34% (73) said they would drive themselves to Tynemouth Road Health Centre. This again was closely followed by choosing to take the bus of which 30% (63) people said they would use.

When asked would transport be an issue when accessing Tynemouth Road Health Centre 56% (94) said no, 32% (54) said yes and 12% (21) said not sure. There are two groups that showed positive variance when asked these questions they are people who have a Black African and Black Caribbean background with 70% (26) saying no and people living in N15,17,18 of which 72% (48) also said no. However this is to be expected as Tynemouth Road Health Centre itself is within N15.

Child Development Centre Service User Analysis

The [feedback regarding St Ann's](#) shows that overall people are happy accessing the Child Development Centre at St Ann's, most people have had a good and excellent experience of the Child Development Centre at St Ann's Hospital. The data also shows that no specific group is disadvantaged by the Child Development Centre being at St Ann's Hospital. However there is a recognition that the building at St Ann's Hospital is run down and needs to be updated. The main comments were that people are happy at St Ann's Hospital because it is convenient and familiar for people who have accessed it and that it has good parking overall.

[The feedback regarding Tynemouth Road Health Centre](#) shows that 43% (80) of the current users of the Child Development Centre at St Ann's Hospital have been to Tynemouth Road Health Centre and therefore are aware of the site and its surroundings. This is reflected in the fact that 56% of the respondents recorded that they do not know what the facilities are like.

53% of people said they would be happy to access the Child Development Centre at Tynemouth Road Health Centre.

It has been noted throughout the feedback and the consultation that parking is a concern. When asked if transport would be an issue the majority (54%) said it would not.

The feedback relating to shows that most respondents stated that the new location would not affect them at all 51% (91). 33% (59) said it would affect them a little and 17% (30) said it would affect them a lot. The data also shows that all services users of a Black African and Black Caribbean background overwhelmingly felt that they would not be affected at all by the service moving to Tynemouth Road Health Centre.

When asked what their experience of St Ann's Hospital 45% (83) said it was good, 34% (64) said it was excellent. Then for okay and poor the responses were 17% (33) and 3% (6) respectively.

When asked what you think about the facilities at St Ann's Hospital the majority (40%, 71) of responses thought the facilities were okay, 37% (67) thought they were good. For excellent there were 16% (29) and poor 8% (14). There was an increase of 32% (18) increase for the good rating for people from a Black African and Black Caribbean background.

Most people (38%, 76) accessing the Child Development Centre at St Ann's Hospital drive themselves, 24% (48) use the bus, and then 16% (31) and 15% (30) are driven by someone else and walk respectively.

Most people who would access Tynemouth Road Health Centre would do so by driving themselves 38% (76), by bus is the second most common option 24% (48). The respondents then said that 16% (31) and 15% (30) would be driven by someone else and walk respectively. The biggest variation is that 51% (19) of people from N4-N9 would drive.

When asked if transport would be an issue, 54% (100) of people said no 30% (55) said yes and 16% (30) said not sure.

Impact Analysis (Travel)

Throughout the consultation the issue of transport to the new site has been raised.

We analysed travel across Haringey to understand the travel implications of using public transport to attend healthcare appointments. To understand the location that service users travelled from, their post codes were plotted on a map of Haringey. An interactive travel map was used called, Travel Time Map. This was used to map which areas of Haringey could reach Lordship Lane Primary Care Centre and Tynemouth Road Health Centre within 30 minutes when using public transport. The same exercise was then conducted for St Ann's Hospital. This map allowed us to overlay the current site with proposed site to see the variance within the 30-minute net of travel. This was done for 9am, 12pm, 3pm and 5pm on a Tuesday.

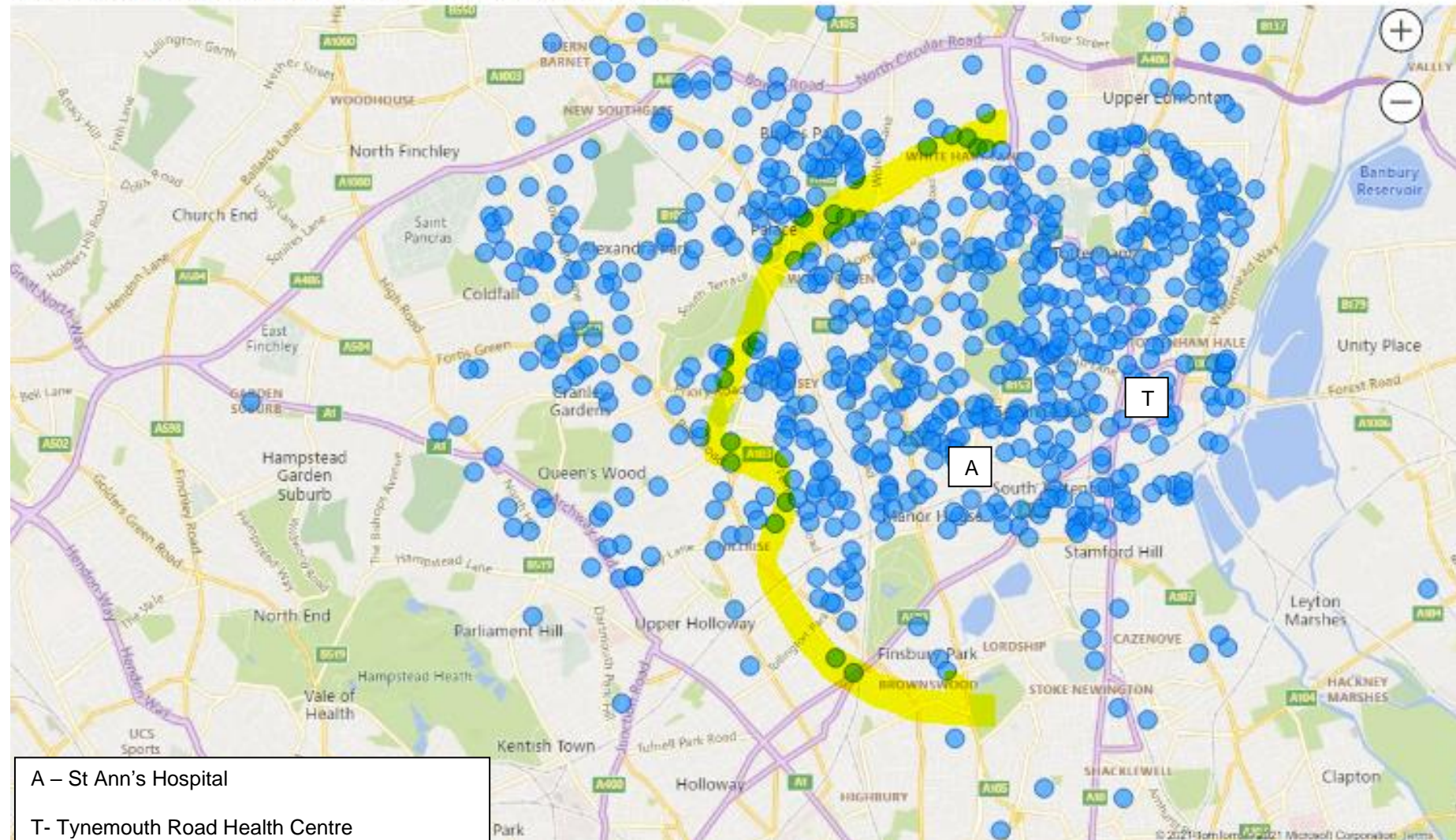
An aggregate line was taken from the different times and placed onto the postcode map. This allowed us to know how many patients would be within the 30-minute travel area. This analysis does not mitigate against factors that will affect journey times, including the weather to road works to busyness of transport.

Children's services

Below is a plot of the service users who access the Child Development Centre (excluding Therapies) and the Paediatric Assessment Unit. The yellow line is an aggregate taken from 9am, 12pm, 3pm, and 5pm that shows who lives within 30 minutes travelling distance by public transport to Tynemouth Road Health Centre.

COM Paeds

Postcode Type ● Patient ● St Anns (Current Location) ● Tynemouth Road (New Location)





Black is Tynemouth Road Health Centre



Red is St Ann's Hospital.

The shaded area is any area that you can leave within 30 minutes and get to either Tynemouth Road Health Centre or Lordship Lane Primary Care Centre by public transport.

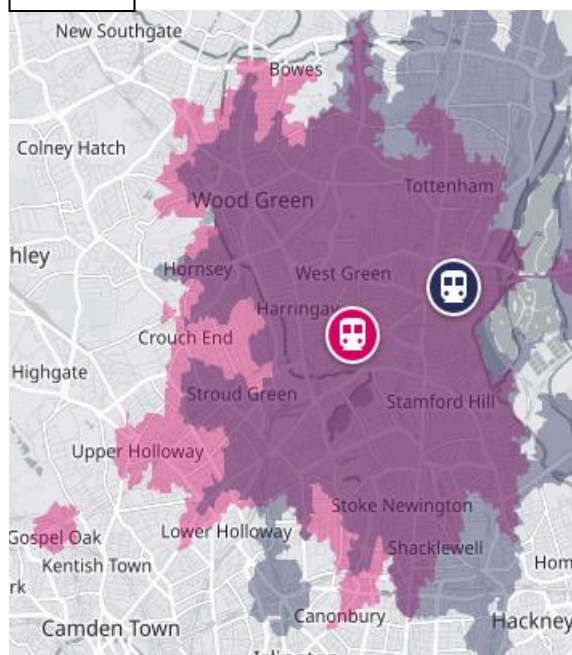
9am



12pm



3pm



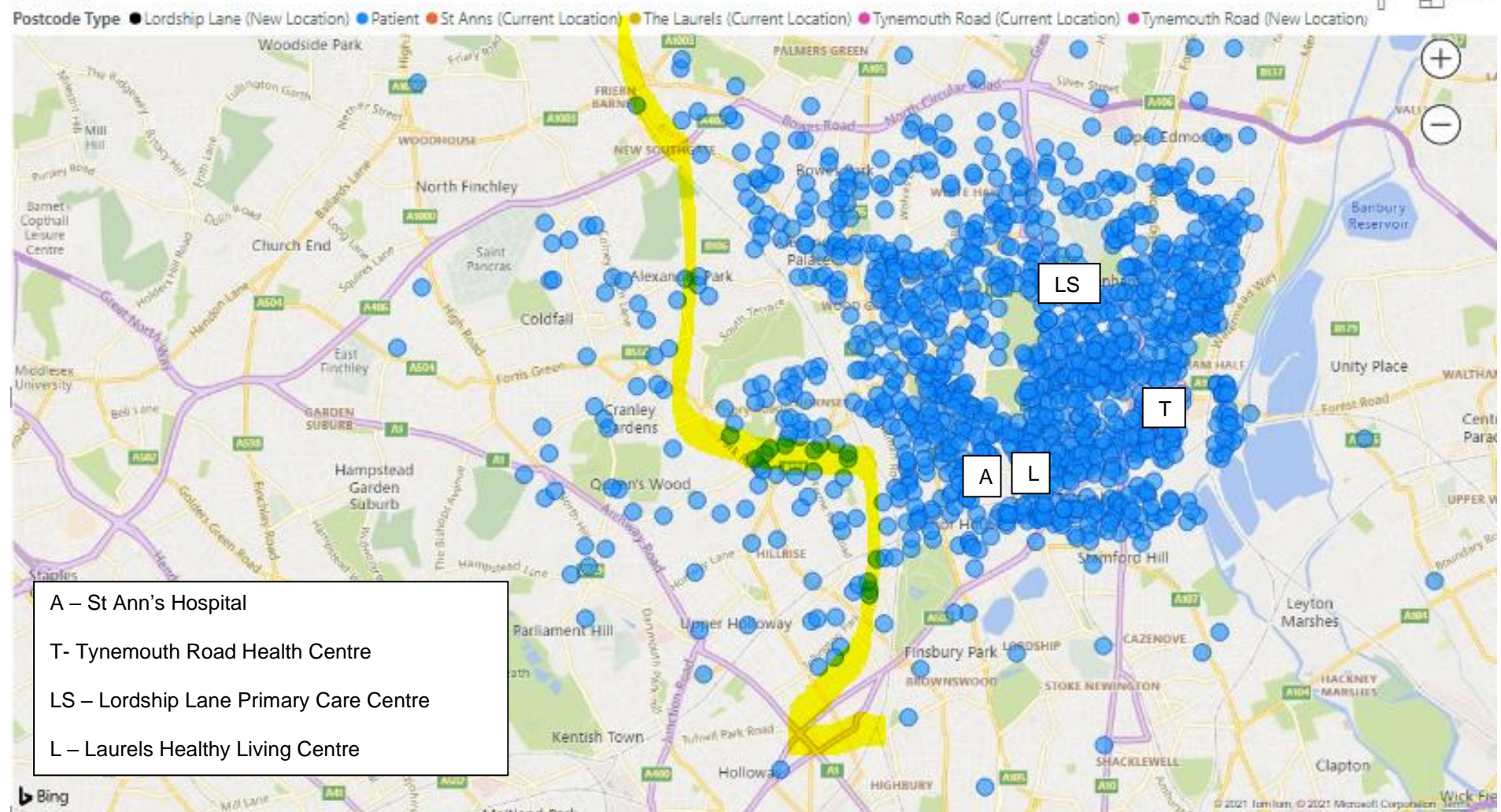
5pm



Adult services

Below is a plot of the service users we have contacted who access the adult services at both Tynemouth Road Health Centre and the Laurels Healthy Living Centre. The yellow line is an aggregate taken from 9am, 12pm, 3pm, and 5pm. Maps that show who is within 30 minutes travelling distance by public transport to Lordship Lane Primary Care Centre.

All Adults





Black is the Laurels Healthy Living Centre



Red is Lordship Lane Primary Care Centre.

The shaded area is any area that you can leave within 30 minutes and get to either Tynemouth Road Health Centre or Lordship Lane Primary Care Centre by public transport.

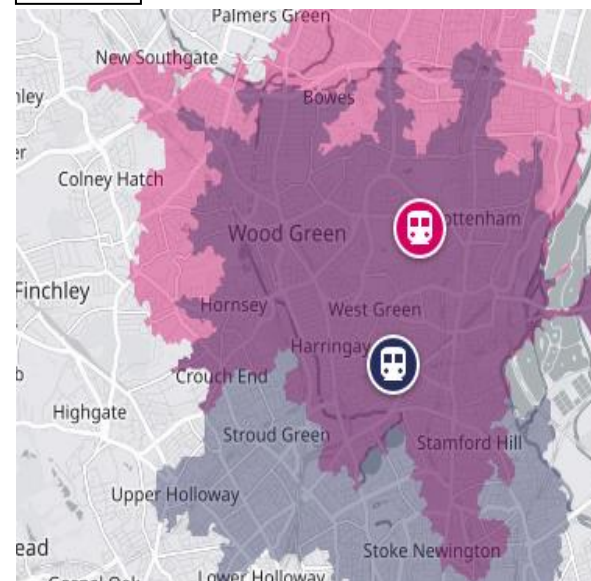
9am



12pm



3pm



5pm

