

Alfred Barrow Health Centre - Frequently Asked Questions

Aim and Objectives

1. What changes will the Alfred Barrow Health Centre bring?

The Alfred Barrow Health Centre will bring together a wide range of primary and community care health services in one place, including three GP practices, community services, children's services, North West Ambulance Service (NWAS) and occupational health services from BAE systems.

The new centre will act as a 'one-stop shop' for patients, providing a wide range of services and treatments. Although the services will continue to operate independently, the different health and care professionals involved will be able to collaborate and share skills.

Overall, the development is a great opportunity for people to receive excellent standards of care in a fit for purpose, state-of-the-art facility.

2. What are the aims of the new building?

- To integrate GP and other primary and community care services on one site.
- Provide 'fit for purpose' accommodation to enable staff to deliver modern healthcare in line with national and local priorities.
- Improve recruitment and retention of staff by providing premises that are clinically safe and fit for purpose in which best practice, safe, modern, patient-focused healthcare can be delivered.
- Improve access to primary care services for patients by having services in one place in a central location.
- Enable patients to receive the right care, in the right place, at the right time.
- Provide easily accessible facilities within the Barrow-in-Furness town centre

Types of services provided

3. Which organisations will be moving into the Alfred Barrow Health Centre?

The building will be occupied by a number of services who will be able to work more closely with each other to help meet patients' needs. These are as follows:

- Three GP practices
- Morecambe Bay Clinical Commissioning Group
- Cumbria Partnership NHS Foundation Trust
- University Hospitals of Morecambe Bay NHS Foundation Trust
- North West Ambulance Service Foundation Trust
- BAE Systems
- Pharmacy provider

4. Which health and wellbeing services will be delivered from the new facility?

- General Practice services including GPs, nurses etc.

- Children's Services, including; Therapy Services, Children and Adolescent Mental Health Services (CAMHS), Community Paediatrics, School Nursing, Community Nursing, Primary Mental Health Services.
- Community Mental Health Services will run some clinics from the centre (please note the clinics will continue to be run in alternative locations as well).
- Community and specialist services, including Muscular Skeletal Physiotherapy (MSK), Podiatry, District Nursing and Specialist Nursing.
- Ambulance Response Base.
- Occupational Health (BAE Systems).
- Pharmacy dispensing (Third Party).
- Third Sector information point.

5. What are the benefits of community services relocating to share one site with other providers?

- Patients will be able to access a number of different services within one location.
- Services working closer together, improved team working, shared learning and making the best use of room space available.
- Centralising services also improves efficiency as travel between sites is reduced.

6. What are the benefits of mental health services relocating to share one site with other providers?

Having mental health services based at the same site as other services including the third sector information hub enables health professionals to easily direct patients to the most appropriate place.

7. What are the benefits of having a pharmacy within the Alfred Barrow Health Centre?

Having a pharmacy within the Alfred Barrow Health Centre will:

- Help to redirect some of the workload away from GPs, releasing time for GP practice staff (including administrative teams) to undertake other tasks.
- Improve patients' access to appropriate medication and advice.
- Provide a minor ailments service that reduces the need for patients to see a GP or attend hospital services.

8. What are the benefits of Integrated Children's Services relocating to share one site with other providers?

- Children will benefit from more timely, efficient and effective clinical decisions due to closer working between health professionals with a variety of knowledge, skills and expertise.
- All services being in one place will enable a single point of access to a range of services.
- Sharing the site with other services enables more streamlined administration processes therefore providing a more efficient service for patients.

9. Why are community and mental health services moving into the new centre?

Community and mental health services operate out of several sites across Barrow-in-Furness. The largest site is Furness General Hospital (FGH), which provides mainly inpatient services. The other sites are spread out throughout the town and provide outpatient services in a range of buildings, which are old and unsuitable to deliver modern NHS services. Relocating into the new health centre will enable patients to access safe, effective and sustainable care now and in future.

10. What if another service wants to move into the building once it's completed? Is there room for expansion?

The site allows for an extension should the need arise in the future. There is some capacity within the building for future growth and there is an opportunity to extend opening times to allow for additional services to be provided?

11. Do we know which Pharmacy will be moving into the health centre?

An agreement for the pharmacy lease will be completed imminently and following this the provider will be announced.

12. Do patients visiting the Alfred Barrow Health Centre have to use the onsite pharmacy?

No, it is down to the patient to choose which pharmacy they would like to use.

13. Will any voluntary organisations work from the Alfred Barrow Health Centre?

There will be noticeboards in the foyer of the Alfred Barrow Health Centre to advertise services offered by community support groups. Additionally, a third sector information point will be situated within the building along with available rooms which can be used for community and voluntary services.

14. What diagnostics will be carried out at the Alfred Barrow Health Centre? Simple, near-patient diagnostics for example ECGs, an anticoagulation clinic and ultrasounds will be undertaken in the Alfred Barrow Health Centre. More complex diagnostics will continue to be provided at Furness General Hospital.

15. Where will the ambulance service be situated in the new building?

The North West Ambulance Service will be located on the lower ground floor.

16. Will having an ambulance station on site pose any risks to patients visiting the centre for standard appointments?

All ambulance trusts have a statutory obligation to ensure that the health and safety of its employees and the public is paramount at all times - particularly when staff are engaged in 'high risk' activities such as emergency driving. The use of visual and audible warning devices, whilst ambulance vehicles are being driven at speeds above the normally recognised limits, protects our staff but also all other road users and pedestrians.

17. Could the ambulance station cause any disruption to local residents?

As a 999 service, NWAS are legally bound to use lights and sirens on vehicles during an emergency response as they are claiming exemption to speed restrictions and road restrictions including travelling through traffic lights whilst they are on red. The legal position on emergency driving is that, in order for the drivers of ambulance vehicles to claim their legal road traffic law exemptions, *“Emergency Warning Equipment (visual and audible) must be activated for the duration of the journey except when progress is temporarily hindered. Once passage can be resumed the audible warnings will be reactivated”*.

Please note that these road traffic law exemptions do not only apply to warning other road users when driving in excess of the recognised speed limits or travelling through traffic lights, but also include the negotiation of other hazards within the road configuration such as roundabouts, corners, junctions, bends and roads narrowing.

18. Will the Alfred Barrow Health Centre help reduce the number of people attending A&E?

The reason for building the Alfred Barrow Health Centre is primarily to make General Practice more resilient rather than a planned approach to perceived A&E pressure. A stronger general practice should be able to cope better with the demands now being put on them so indirectly this may benefit A&E.

Benefits

19. How will the Alfred Barrow Health Centre benefit patients?

Patients will benefit from the new building and the co-location of services in several ways including:

- Access to the most appropriate health professional, in the right place and at the right time.
- Increased availability of advice from a variety of different health professionals onsite.
- The new building will bring together community-based clinical teams to provide holistic, joined-up services.
- Access to fast and effective diagnostics on site, thereby increasing patient satisfaction with a one-stop visit.
- Access to services within a modern, fit-for-purpose building.

20. How will the Alfred Barrow Health Centre improve the recruitment and retention of GPs and other healthcare professionals?

Primary Care in Barrow-in-Furness is suffering significantly due to problems with recruitment and retention of healthcare professionals. This is a national issue but is particularly acute in Barrow-in-Furness and Millom due to the geographical position. We believe the opportunity to work in a new state of the art building, alongside other health and care professionals, will be more attractive to GPs and other healthcare professionals and will boost our efforts to recruit and retain staff in the area.

Relocation of GP surgeries

21. Which GP practices are moving into the Alfred Barrow Health Centre?

- Abbey Road Surgery
- Atkinson Health Centre
- Risedale Surgery

22. Where will be GP practices be situated in the building?

Risedale GP practice will be located on the ground floor and Atkinson Health Centre and Abbey Road will be on the first floor. There will be access to the first floor via a lift and staircase.

23. Are the GP practices that are moving into the centre merging?

There is no plan for the practices to merge at this time. It cannot yet be determined what will happen in the future. It is Government policy for practices to work more closely together in what are known as Primary Care Networks and this is already happening in Barrow to benefit patients. Being in one building will enhance the opportunities for the GP practices to work more closely together.

24. Will patients be seeing doctors from all of the GP surgeries moving into the Alfred Barrow Health Centre?

Patients will see the same GPs that they currently see within their own practices. The practices are not merging, they are just moving into the same building. They are all remaining as independent practices, but they will share a building with more space and better facilities.

25. Will the existing reception staff be moving into the Alfred Barrow Health Centre?

There will be no changes to the GP practice staff as a direct result of the move to the new health centre, so patients will see the same doctors and reception staff as usual.

26. How will patients make a GP appointment once the surgeries have moved into the Alfred Barrow Health Centre?

There will be no changes to the appointment systems currently used at the three affected GP practices. Patients can make appointments in the same way they currently do, by calling the GP reception desk.

27. Will it be easier for patients to get a GP appointment when the surgeries move into the building?

Once the surgeries have moved into the new centre they will have the opportunity to look at new ways of working to improve services. Alongside this it is expected that recruitment of healthcare professionals will be enhanced which would in turn improve appointment availability.

28. How will patients check in once they arrive at the new centre for their GP appointment?

Patients can choose whether to go to the practice reception or use one of the self-check-in machines. These machines will help relieve pressure from the desk.

29. How will patient privacy be maintained during discussions with reception staff in the new larger building?

The reception within the building will operate on a personal level in a similar way to it does now. Patients will have an option to speak to reception staff in a quiet room where required.

30. Why are only three of the GP practices in Barrow moving into the new centre?

All of the GP surgeries in Barrow were offered the opportunity to move into the new centre. The project has been in the pipeline for over eight years which is a lengthy process and may have deterred some practices.

31. Will other GP practices in Barrow be moving into the new centre eventually?

There are currently no plans for any other GP surgeries to move into the Alfred Barrow Health Centre, however over time other practices may want to join and there is space and opportunity for expansion.

32. What are the benefits to having so many GPs in the same building?

There are many talented GPs located in the Furness area and being located together in the Alfred Barrow Health Centre will enable them to work closely together.

This type of working arrangement will better enable the GPs to share knowledge and expertise which means specialist advice will be more readily available to patients.

33. What are the benefits of the three GP practices relocating to share one site with other providers?

Relocating into the Alfred Barrow Health Centre enables GPs to work alongside a number of different health professionals and services, such as a pharmacy provider and the North West Ambulance Service. This increases the support available to GPs, which enables patients to receive the most appropriate care to meet their needs.

34. How will patients get repeat prescriptions?

Patients will be able to bring prescriptions into the health centre as there will be a pharmacy on site. However patients can also use any other pharmacy of their choice..

35. What is wrong with the GP surgeries as they are now?

The GP practices that have decided to move into the new health centre are currently delivering services from buildings which are not suitable to deliver modern models of

health care. If nothing is done to improve the buildings, significant resources will be needed to maintain the premises. In addition, remaining in their current premises will leave GP practices working in isolation, away from each other and away from community teams. The practices and their patients will benefit from being located together, with access to wider expertise and services under one roof.

36. Are the GP surgeries going to be based in the old part of the building or the new extension?

All clinical services are moving into the new part of the building. The old building will be retained for all administration services.

Transport, traffic and parking arrangements

37. What parking will be available for patients?

A new public car park providing 57 spaces will be created on the opposite side of Duke Street including 9 disabled car parking spaces and two parent and child spaces. The car park will be a pay on exit system controlled by barriers to prevent unauthorised use. However, patients using the centre will be able to park free of charge.

38. Will patients have to pay for parking?

There will be a fixed amount of time for patients to park for free, however this hasn't been finalised yet. If a patient's appointment lasts longer than the allocated time, the receptionist will validate their ticket, so they won't need to pay.

39. How will the patient car park be monitored?

A barrier system will be used to prevent people from using the car park to go into town. Patients will be issued a ticket on arrival and following their appointment they will have their ticket validated at a machine next to the reception desk so they can leave through the barrier. It will be free for a certain amount of time for those using the health centre. The amount of time it will be free for hasn't been decided yet.

40. What are the parking arrangements for staff at the new centre?

A new staff car parking area providing 100 spaces will be situated at the back of the new centre along Church Street with access to the car park from Ramsden Street to the South East, thereby limiting congestion on the relatively narrow nearby residential streets. 10 accessible car parking spaces are included in the staff car park.

41. Why is the staff car park at the back of the building?

The staff car park is situated at the back of the building as this is where the staff entrance will be situated. Additionally there is allocated space for deliveries to be made.

42. How can you ensure patients can safely access the centre from the public car park?

A new public crossing will be in place enabling patients to safely cross the road from the car park to the main entrance of the health centre. The road will be narrowed to slow traffic down and there will be a patient drop-off area near the main entrance.

43. What disabled parking/ access is in place at the new centre?

There are several disabled car parking spaces and a 'drop-off' facility next to the entrance of the new centre. The building and all travel distances are fully compliant with British Standards and Building Regulations.

44. Can patients access the new centre using local bus services?

There is an existing bus route that passes the Alfred Barrow Health Centre which stops directly outside the building.

45. Can patients cycle to the centre?

Yes, there is a cycle shelter and bike racks next to the main entrance of the building.

Building accessibility, lifts, disability facilities

46. What disabled access will the building have?

- There will be 9 disabled car parking spaces and a 'drop-off' facility next to the entrance of the new centre.
- The building has been designed to provide an accessible and inclusive environment in accordance with British Standards and Building Regulations.
- There is an internal wheelchair store area in the entrance lobby available for patients should they require a wheelchair when using the new facility.
- The design of the new facility minimises travel distances to all clinical departments by having a central reception and waiting area on two floors.
- An Equality Impact Assessment was undertaken during the design process to ensure that patient groups were consulted on the design of the building to ensure that any specific questions/queries were addressed.
- Disabled toilet facilities will be available at the health centre.
- Reception staff will be available and trained to assist people who cannot self-check in.
- There will be lifts to cater for wheelchairs and carers in accordance with technical standards.
- Fixed induction hearing loops have been provided within the reception areas of the health centre for those with hearing impairments. Additionally, mobile induction loops will be made available to public and staff throughout the building.

47. Will there be facilities for those who are hard of hearing?

Yes, there will be induction loops in the reception areas and in the meeting rooms.

The building

48. When will the Alfred Barrow Health Centre be complete?

The building is expected to be ready to open in summer 2019.

49. Where will the main entrance be located?

The main entrance to the Alfred Barrow Health Centre will be at the front of the building on Duke Street.

50. Where is the Alfred Barrow Health Centre?

The new Alfred Barrow Health Centre is based on the site of the former Alfred Barrow School located on Duke Street, close to Barrow town centre.

51. Will the health centre retain some sections of the old school building?

Yes the existing listed building will be retained; however patient's facilities will be in the new build extension. Administrative staff will be based in the existing sections of the old school building.

52. Will the health centre have access to WIFI?

Wi-Fi will be provided throughout the building for public and staff use.

53. Will refreshments be available at the new centre?

Water dispensers will be provided in public areas at the health centre.

54. Which existing buildings will services transfer from?

Services will no longer be provided from the following buildings as a consequence of the new facilities:

- Risedale Surgery
- Abbey Road Surgery
- Atkinson Health Centre
- Abbey Road Clinic
- Stafford House
- College House

55. How many lifts will be in the new centre?

There will be two lifts based in the main entrance lobby area. These can hold 8-10 people.

56. Where will the waiting rooms be situated within the new building?

There will be various waiting room areas around the building and each GP surgery and all services will be signposted appropriately. For the first few weeks there will be floor walkers showing people around the building and helping patients with equipment such as the self-check in machines.

57. What toilet facilities will be in the new centre?

On each floor there will be male and female toilets by the reception desk. There will also be disabled toilets and a separate room for baby changing. There will also be a room available for those who need to feed their babies.

58. How will patients know how to find their way around the building?

The building will be signposted to show patients and staff where to access different services. For the first few weeks there will also be floorwalkers to help patients find their way around the building.

59. Will the Alfred Barrow Health Centre have a café?

There will not be a café in the new centre. This was looked into but was decided against due to the proximity to the town centre. There will be water machines and vending machines in the building.

60. Have local companies been used to build the new centre?

A combination of companies have been used, some local and some from further afield. The main contractor is North East based and a lot of their team have been lodging in Barrow.

Patient involvement

61. How are patients being informed about the relocation of GP practices into the Alfred Barrow Health Centre?

Communication has been on-going with patients registered with the three affected GP practices. Communications and engagement activities include:

- Two public exhibitions held at the Forum in Barrow to publicise the plans for the new centre. Representatives from the project board and Dr Geoff Jolliffe, the lead GP, were there to answer any questions and concerns and explain the thinking behind the plans.
- A series of tours were organised to allow, in particular, former pupils from the school to have a final look around the building before internal work began. This attracted more than a hundred people.
- Plans for the practices to move into the Alfred Barrow Health Centre were discussed at Patient Participation Group meetings for the three affected practices.
- Visual display boards were placed in each of the affected GP surgeries showing floorplans and other information about the centre and how it came about.
- An FAQ document has been developed for patients registered at the three GP practices and GP practice staff.
- A patient information flyer and survey were developed to inform patients about the progress of the relocation of the three identified GP practices and ensure they have the opportunity raise any concerns and share their views.

- Each of the affected GP surgeries held two drop-in sessions to update patients, staff and stakeholders about the relocation of the three identified GP practices and ensure they can ask questions, raise any concerns and share their views.