

# The Marlowes Health and Wellbeing Centre

## Answers to questions from Service Users, Carers and Stakeholders

October 2017

The following questions have all been asked by service users, patients and carers who receive services currently (or are carers of people who receive services) at St Paul's, Grove Hill, Pat Lewis Centre, Churchill Ward and Martinlea Day Hospital.

You Asked	We Answered
1. What is public transport like to the new building?	The service is located in the centre of Hemel Hempstead town and there are numerous bus routes passing the service as well as bike stands for cyclists.
2. What parking is available?	We have parking on site for people with accessibility needs. Other parking is available in numerous nearby town centre car parks.
3. Will the new service be big enough for all services?	We have taken account of the existing numbers of people as well as a possible increase in service user to ensure plenty of space for everyone.
4. Can I book my next appointment after my visit?	There may be some differences between which services can offer this but our aim is to make your care as joined up as possible. As this has been raised it will be looked at as we finalise all of the operational guidelines for the service.
5. Will I get a reminder of my appointment?	We confirm appointments in writing and also provide the opportunity for an SMS text reminder.
6. What training will staff have about the new service?	We will ensure all staff have appropriate training, as well as a recap of working in a values based way to ensure you are well supported when visiting or contacting the service.
7. How can I raise any concerns that I might have?	You can raise concerns through the PALS services for both organisations. However there will also be reception points on every floor and volunteers who can help provide information of who to contact to raise concerns.
8. Will waiting times be longer if there are more services in the same place?	There is no reason to expect waiting times to increase. We would not expect people to wait long to see someone once they have arrived. If there are unforeseen issues, on the day of appointments, that cause long waits the reception staff will be able to provide information about these delays
9. Will there still be some personal touches such as retaining the same staff?	There are no planned staff changes. Whilst there will be one main reception on the ground floor, each floor will also have its own reception area.
10. If I need to see multiple services, can this happen on the same day?	It's an aspiration for the service to make this more feasible. Having services based together and working in a more integrated way will help us to do this where possible and appropriate.

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11. How can I keep up to date on developments?	<p>There are a number of ways to do this. You can check for social media updates at:</p> <ul style="list-style-type: none"> <li>• HPFT Twitter @HPFT_NHS or</li> <li>• HPFT Facebook - HPFT.NHS</li> <li>• HCT Twitter @HCTNHS</li> <li>• HCT Facebook - HCNHSTrust</li> </ul> <p>Check organisational websites or get involved in feeding back your thoughts to <a href="mailto:engagement@hct.nhs.uk">engagement@hct.nhs.uk</a> or 01707 388160</p>
12. Will the new service be air conditioned?	Yes, there is adjustable air conditioning provided in the new service.
13. What choice is there if I don't want to have my appointment in the new building?	There may be some differences between which services can see people outside of the building where it's essential for this to happen. As this has been raised it will be looked at as we finalise all of the operational guidelines for the service.
14. What if I need to be seen on the ground floor but that's not where my service is located?	The building can be used flexibly by staff. If there are specific accessibility needs where people are not able to use lifts or stairs we can accommodate this
15. Is this a long term service or temporary?	The intention is to provide services from this new building for a considerable amount of time.
16. Are their toilets and changing facilities suitable for young children?	There are baby change tables located in all disabled toilets throughout the building and a room on the Children's floor that contains a hoist, wash hand basin and changing bench. It does not contain a shower.
17. Who manages the on-site car parking?	The site manager is responsible for delegating this to their support staff to ensure people receive the support they need for parking.
18. Is there somewhere for refreshments?	There are water dispensers throughout the building and numerous town centre shops/cafes close by.
19. What if I don't have a phone, how do I get appointment reminders?	Generally, services will send out a letter to people to clarify their appointments if this hasn't been booked in person. However SMS appointment reminders will also be available for people where they have consented to us using their mobile phone number.
20. If a patient was coming to Hemel by train, could they book a bus to drop them off at the Hub and pick them up again?	We are not providing buses for this however there are public transport bus routes that connect the station and the town centre, passing the new service. These are bus numbers 3,500 and 730.
21. Will there be refreshments available for The Carer Group that currently meets at St Paul's?	There are kitchen facilities in the building where staff can support the group with refreshments for meetings held within the hub.
22. Will there be CCTV in and around the hub?	There will be CCTV in public thoroughways, corridors and waiting spaces but not in clinic rooms and toilets.
23. Can an engagement event be held at the weekend in the town centre?	We are holding an engagement event on 25 <sup>th</sup> November in the Forum and we will also have a market stall in the town. This will provide information about the new service and an opportunity to ask questions.

Working together

**Hertfordshire Partnership University NHS Foundation Trust**

**Hertfordshire Community NHS Trust**

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24. How will harder to reach groups be informed and engaged?	We will be working with local community groups and community leaders to ensure that we engage under-represented groups to ensure their views are heard.
25. Could posters or flyers be put in all the GP practices?	This is a great idea and we will therefore be consulting with GP practices to look into this as well as use of technology such as information screens in GP practices.
26. Can information be added to Hemel Facebook pages?	We will look into what suitable local Facebook pages there are where we can advertise updates.
27. Can open days be arranged for service users to visit the new building prior to their appointment?	We will be looking to organise opportunities for service users where possible prior to first appointment in new building. However we will also have support when visiting for your appointment to ensure you are welcomed and understand the service.
28. Can volunteers be recruited to meet and greet when the new centre opens?	Yes, that's our plan. If you are interested in becoming a volunteer for the new service please email <a href="mailto:volunteering@hpft.nhs.uk">volunteering@hpft.nhs.uk</a>
29. Can there be children's toilets?	There are toilets on the Children's & Young People's floor. Doors for toilets are child friendly and facilities will be suitable for children to use. However these will not be specifically for children and will also be for parents/family members where they are accompanying a child or young person to an appointment. People using adult services will not be allowed to use toilet facilities on the children and young people's floor.
30. What do you do if an appointment gets changed?	If an appointment needs to be changed, we will write to people to advise of this. In terms of services moving we will clarify with people using services what this looks like and what to expect prior to the move.

For more information or to have your say on how this new service develops please contact us at:  
[engagement@hct.nhs.uk](mailto:engagement@hct.nhs.uk) or call 01707 388160