

Shrewsbury Health and Wellbeing Hub Frequently Asked Questions (FAQs)

Updated January 2023

General Questions

Q: What is a Health and Wellbeing Hub?

A: Health and Wellbeing Hub provides joined up health and social care along with voluntary and community groups in a modern, state-of-the-art building. This means services working more closely together, under one roof. With the pressures faced in General Practice (GP) services, the overall ambition is to increase levels of care in the community and deliver a wider range of suitable services closer to people's homes. Working in partnership with the local authority, community services and charity organisations, the Shrewsbury Health and Wellbeing Hub would pioneer a new way of working that would bring multiple services under one roof, reducing the need for patients to move to different places for different healthcare appointments. The hub is part of a vision to ensure that future investment in the NHS is made in a clearer and more planned way. The investment would be made into a professionally managed building that would be run by the Integrated Care System (ICS), is purpose-built to deal with increased pressures and to improve General Practice services and other health services for patients.

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

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

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

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

The problems in General Practice are significant and we need to be able to change the way health and care services are delivered to make it better for patients. When you consider that 90% of all patient contact in the NHS is within General Practice this gives you a good indication of the level of pressures experienced.

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

Q: What are the benefits to patients?

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

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

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

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

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

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

Q: How much will it cost?

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

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

Q: What will happen to Dorrington?

A: Dorrington Surgery will remain as it is because it is not facing issues like its sister practice at The Beeches. Dorrington can therefore continue to provide its services effectively and safely to its patients and does not need to consider moving to the hub.

Q: What happens to the buildings that move - will they be sold off for housing?

A: This would be a decision made by the owners of each building, either private landlords, GP partners or otherwise. It would not be a decision concerning NHS Shropshire, Telford and Wrekin.

Q: What is the plan for several open, face-to-face meetings with the wider patient population?

A: As part of our engagement plans over the coming months, we will be hosting face-to-face public meetings to share details on the hub and to allow attendees the chance to ask questions and input into the services and health and wellbeing offer available in the hub. This will be part of our consultation with the public and will be advertised widely to allow for as much involvement as possible.

Details will be updated and available via our website at:

www.shropshiretelfordandwrekin.nhs.uk/get-involved/current-conversations/shrewsbury-health-and-wellbeing-hub/

Q: This seems too large scale, with financial risks, why don't you do this on a smaller scale? Why six GP practices?

A: The reason there are six practices that would like to relocate is because each are facing issues that make their future uncertain. These include no space for expansion, facilities that are not fit for purpose, as well as high rent and maintenance rates from private landlords.

The hub would present a viable solution to these issues, plus it would enhance patient care in several different ways. Please see the Case for Change documents on our website for further information: www.shropshiretelfordandwrekin.nhs.uk/get-involved/current-conversations/shrewsbury-health-and-wellbeing-hub/

Q: Are patients' strong concerns being ignored?

A: We value our patients views and understand that concerns are felt by many in relation to these plans. Our engagement and involvement work aims to allay as many fears as possible and to provide patients with the chance to get their questions answered or to raise any issues they may have with the proposals and to input into the services offered by the hub. All feedback is then relayed to our programme team, working on developing the proposals, for consideration.

Q: Is this being pushed forward, regardless of effect on patient base?

A: No - the work we are currently undertaking is to scope out how the hub might work for patients and whether the proposals present a viable solution to the problems we are facing in general practice in Shrewsbury. Our options appraisal process will help us to determine possible scenarios for the development, a process that has been informed by our engagement activity. The scenarios will then form part of the consultation with the public which will be advertised widely and available at our website.

Q: Is this like Severn Fields? I would suggest mini hubs for the town.

A: The Severn Fields Medical Centre was based on a different model of care and saw the amalgamation of two GP practices which were facing an insecure future. Unlike

Severn Fields, the Shrewsbury Health and Wellbeing Hub would mean the co-location of GP practices alongside other health, social care and voluntary and community services.

Q: Are Social Services, the Local Authority and MPs involved?

A: Yes - our programme team is working closely with partners and key stakeholders in the development of the proposals. We are also ensuring that relevant updates are shared on any progress.

Q: Those most affected may not be free to contribute to a focus or working group - how will you work around this?

A: We will aim to engage with as many people as possible throughout our engagement exercises and will also take into account those people who do not have access to digital means or those members of the community that we rarely hear from.

We have lots more engagement work to do and we hope to speak with as many people as possible in a number of different and assessable ways. This will include face-to-face meetings, online meetings, attendance at relevant groups within the community as well as over social media platforms.

Q: Are patients being penalised to provide a service to Meole Brace?

A: No, this is not the case. We understand that patients are concerned by our plans to change the way they access their GP practice currently, however these proposals are being considered because of the huge issues faced by these practices (and many others) as well as the NHS as a whole. Plans are never to the detriment of our patients, however if we do not take action now bigger and more serious problems will be faced in the future.

Q: What are the benefits/advantages vs disadvantages e.g., will excellent service be diluted?

A: We believe there are a number of great benefits to the way in which the hub will operate. These are outlined in the Case for Change documents that can be found here: www.shropshiretelfordandwrekin.nhs.uk/get-involved/current-conversations/shrewsbury-health-and-wellbeing-hub/

Q: Can we have a local referendum?

A: A local referendum would not be appropriate as a number of factors need to be considered ahead of the final proposal. It is standard practice when making changes to public service to hold a public consultation to consider views and undertake engagement in the lead up to the consultation to inform the final proposals.

Travel and access to the hub

Q: Will patients be able to access the hub during normal GP opening times?

A: Yes

Q: As a patient of Westbury Medical Practice, will I be required to join the new health hub? I'm concerned about the impact the hub will have on practices on the outskirts of Shrewsbury.

A: We don't see patients who are registered at other GP practices as needing to join the new hub unless they wish to do so. The hub will be available to all patients/residents in the area to access the wellbeing and community services within the building.

Q: Will there be a dedicated phoneline to your practice when you call up?

A: Yes, phonelines will remain the same for individual GP practices relocating to the hub.

Q: This needs to be about the overall service, how will you improve access if practices work together?

A: We believe the hub would support the health and wellbeing of our residents and their own self-care. We also believe the hub would free up our GPs' time to concentrate on patient care rather than the maintenance of their practice buildings. Plus, our other healthcare professionals would be working as multi-disciplinary teams, thus potentially improving access.

Q: Travel for the blind and the elderly would be difficult as it's further to go. Will the bus service change?

A: Alongside our work on the location for the hub, an Integrated Impact Assessment (IIA) will be produced to determine the impact the hub's location could have on patients, residents, and particularly vulnerable groups such as the blind. The assessment will help us to ensure we lessen any negative impact as much as possible.

Q: The principles of the hub are great, but access is a concern for rural areas and residents - is this sustainable?

A: Following extensive engagement with our patients and members of the public it has become apparent that travel issues are a major concern for many people.

We understand this anxiety and would like to reassure people that we will be doing everything in our power to ensure that transport links are one of the top priorities.

An impact assessment will highlight the areas which will experience the greatest impact from this change.

The assessment will give our programme team the understanding necessary to put in place all relevant infrastructure and processes to ensure these people are not negatively impacted. Our work to make the hub a reality is driven by wanting to improve services for our population and not to make them worse.

Q: How will the hub reduce appointment waiting times?

A: There are several different factors to this - we see the hub as supporting health and wellbeing in addition to treating illness.

We also believe the hub would free up our GPs' time to concentrate on patient care rather than the maintenance of their practice buildings, plus our healthcare professionals would be working more efficiently as multi-disciplinary teams, thus potentially creating more appointments.

We believe that practices having the space they need in a new purpose-built, modern building will increase job satisfaction and aid recruitment and retention - increasing available capacity and access to appointments.

Q: What's the confirmed plan for public transport to and from: will there be a cost to individuals?

A: We do not have a confirmed plan but will share this as soon as we are able. We are still in the early stages of development but are working closely with our local authority colleagues to ensure that adequate travel arrangements are in place for our residents.

Q: Have peak travelling times and traffic flow problems and delays on this busy route been considered?

A: This has and will continue to be a consideration within our plans.

Q: What about non-driving families, elderly and carers of people with physical disabilities?

A: Our Integrated Impact Assessment, once the location has been confirmed, will highlight to us the potential impact to patients and how we can plan to lessen any negative impact as much as possible.

Q: Would it be feasible for people walk and what would the average walking time be each way?

A: There are already good walking/cycle routes throughout Shrewsbury, and we envisage that this would be the same for the location of the hub.

Q: What of the cost and lack of available taxis particularly at peak and school times?

A: We are working on solutions for those patients who would benefit from a dedicated service that provides travel to and from the hub. We are in the very early stages of development but plans for this are being considered.

Q: Will patients continue to have their 'own' chosen practice doctor?

A: Yes - patients will continue to see their GP once relocated to the hub if they wish.

Q: How will people get there?

A: We are currently working with Shropshire Council on transport options and are looking at a whole range of options including sustainable electric transport systems.

Q: Has research been done on what distances people will need to commute to access the hub?

A: Alongside our work on the location for the hub, an Integrated Impact Assessment (IIA) will look at the impact that any new proposals or changes to services will have on local population and communities, and what we can do to ensure we lessen this impact as much as possible.

Q: How will patients who rely on public transport get to Meole Brace - especially considering bus cuts and traffic issues?

A: We are currently working with Shropshire Council on transport options and are looking at a whole range of options including sustainable electric transport systems.

Q: Practices are pressed for appointments now; will this pressure increase along with new housing?

A: One of the reasons why these proposals are being considered is due to the increase in population both presently and in the future. We see the hub as a means of supporting this population growth, as well as the changing needs of our patients. Future population growth is being factored into the design of the building as well. The hub would support health and wellbeing in addition to treating illness, it would free up our GPs' time to concentrate on patient care rather than the maintenance of their practice buildings, plus our healthcare professionals would be working as multi-disciplinary teams, thus potentially creating more appointments.

Q: With the new housing infrastructure - will current patients be prioritised?

A: The size of the development would mean that practices would be better equipped to deal with any increases to their patient lists from new housing developments. Current patients would remain as patients of their GP practice and would continue to see the same GP if they wished.

Q: Given the amount of housing being built, will there be enough face-to-face appointments for everyone?

A: Face-to-face appointments at GP practices will remain available for all those who need them, plus the additional capacity provided by the hub also means our practices would be able to manage an influx of patients from new housing developments, should this happen.

Q: Will parking be free as it is now?

A: Yes, free parking will be available.

Q: What would the hub's opening hours be?

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

Services/ Model of Care

Q: What will be provided in the new hub?

A: We are still working on the clinical model for the hub, which means the kinds of services that will be provided within the facility. These will be selected as part of extensive work into the health needs of the population, which services are most likely to

benefit our patients in this area, as well as what people have told us during our engagement exercises. Once we have confirmed which services will be going into the hub, we will be sharing these details with patients and the public.

Q: What will the physical space look like - such as the waiting room?

A: Plans are still in progress on how the hub will look, and where the practices will be housed, but we will share these as soon as we are able.

Q: There is a need for more information and what is happening/what's in place?

A: All the information has been provided within the Case for Change document we have produced for the second phase of engagement as well as within the presentation slides used during the focus groups. These can both be found at the following address:

www.shropshiretelfordandwrekin.nhs.uk/get-involved/current-conversations/shrewsbury-health-and-wellbeing-hub

Q: Hubs are a good idea to reduce health inequalities, access and so on, but how will services be delivered?

A: We're not able to answer this question in any detail right now, however we are currently working on the model of care we would like to see at the hub. Once this has been determined, the feasibility of the services will be taken into account. We will be then able to share our plans in more detail.

Q: We need to emphasise the positives of the hub; how will the Shrewsbury and Telford Hospitals (SaTH) be involved? E.g., what services will be available?

A: We appreciate feedback on our communications and engagement activity and always endeavour to do our best with the resources and information we have access to.

We have always shared as much information as we are able in all our communications to be as transparent and open as we can, but we take on board that this needs to be improved.

The Shrewsbury and Telford Hospitals Trust (SaTH) are a key stakeholder partner on the Programme Board, and we are currently working with them and other providers to determine what services they would wish to be delivered from the hub.

Q: How many consulting and/or treatment rooms would exist ~ at least as many overall, as currently?

A: We're still in the early stages of plans so the number of consulting rooms is yet to be confirmed. These plans will be shared, as well as an artist's impression of the building when we are able.

Q: Will it be like Teldoc?

A: It will be like Teldoc in that there will be a number of GP practices housed in a single building. The difference will be that health, social care, voluntary and community

services will also be included in the hub which will provide a number of different services to enhance both the health and wellbeing of patients and the local community.

We have heard a strong message from the focus groups and from the practices themselves that it is important to maintain their individual identity and personal feel for patients. This is being taken into consideration in the design and layout of the hub.

Q: What else will be at a hub - will there be social care, diagnostics, social prescribing?

A: The hub provides an opportunity to shape the development around the health and wellbeing needs of the local population. Feedback received from patients and members of the public so far indicates that the following services may be beneficial to the local community: phlebotomy (blood-taking); diagnostics assessment and access to rehabilitation and treatment; community diagnostics and imaging; and pharmacy services. We are currently in discussions with all healthcare providers, the Council and the voluntary sector about the services that may be offered in the hub.

Q: What does a Health and Wellbeing Hub mean? What is the plan?

A: The proposal for a hub involves the co-location of six GP practices in Shrewsbury alongside other health, social care and voluntary and community services. It would enable individual practices to work with other services to help to improve access, promote coordinated care, and enable healthcare professionals to work more closely together. To read more please click here:

www.shropshiretelfordandwrekin.nhs.uk/get-involved/current-conversations/shrewsbury-health-and-wellbeing-hub

Q: What services will stay and what services will move?

A: As we are still at the very early stages of our proposals, and we have a lot of work left to do, some technicalities such as which services will move from Radbrook Green and Mytton Oak are difficult to answer. However, our current thinking is around phlebotomy (blood-taking); diagnostics assessment and access to rehabilitation and treatment; community diagnostics and imaging; and pharmacy services.

Q: How will you ensure the continuity of care? For people with long-term conditions seeing the same GP is better and preferred.

A: The six practices which may relocate to the hub would remain as six separate practices and would retain their independence. This means that they would continue to handle the same patient lists/records and would know their patients' history. Your GP would stay the same.

Q: Will pharmacies also move, and will there be sufficient patient cover?

A: We are currently developing this provision for the hub, but we envisage the inclusion of a pharmacy within the facility.

Q: Will there be any loyalty to the local pharmacy, and can we still choose to have prescriptions sent there?

A: Most prescriptions are now signed, sent, and processed electronically. You will continue to be able to choose the pharmacy or dispenser where a prescription is sent. This includes being able to talk to your GP practice or pharmacist to discuss and update this.

Q: What is the long-term plan for general practice services?

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

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

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

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

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

Q: What's the difference between a Health and Wellbeing hub and a community Diagnostic Centre?

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

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

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

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

Q: What are the benefits/advantages vs disadvantages e.g., will excellent service be diluted?

A: We believe there are a number of great benefits to the way in which the hub will operate. These are outlined in the Case for Change documents that can be found here: www.shropshiretelfordandwrekin.nhs.uk/get-involved/current-conversations/shrewsbury-health-and-wellbeing-hub/

Location of the Hub

Q: Patients don't want to travel too far, they want continuity of care, see the same GP, GPs have suffered from shortages of cash; funding is a problem; is Meole Brace the location?

A: A site has now been identified as the best option for the development. This is located next to the Shrewsbury Town Football Club and Lidl supermarket, just off the Oteley Road in Meole Brace, Shrewsbury.

Work continues on an Integrated Impact Assessment (IIA) to review the access and services in place for people using the hub. Plus, we are exploring transport solutions which will ensure the hub would be linked into the transport system, is environmentally friendly, and easily accessible to patients.

Q: After the closure of Shirehall (Shropshire Council offices), could the overflow carpark be a possible location for the hub?

A: For the scale of this development, the overflow car park by Shirehall would not be a viable option.

Q: Has a town centre location been considered?

A: The programme team has considered a number of different options for the site location of the hub; however, the town centre has limited space for the potential size of this development, plus the town centre area has also recently benefitted from the construction of the brand-new Riverside Practice on Barker Street.

Q: There is the empty Riverside shopping area in the town centre – can that be an option for the hub's location?

A: As above, and for the scale of this development, the Riverside shopping area is not a viable option.

New Facility

Q: Who will own the new facility i.e., the NHS, the GPs relocating to the facility, or Darwin Health Ltd?

A: The NHS will own the new facility.

Q: If the NHS owns the property, what contractual devices will be inserted into the lease for this new facility which will prevent the current owners of the GP contracts selling on

their respective businesses to a commercial organisation with a business model like the one in the Panorama report?

A: A property lease cannot prevent an owner from selling their business.

Q: Where will the revenue from the sale of the existing practice sites go?

A: Four of the existing practice sites are owned by the GP partners. In the event of a sale of these properties, whatever commercial arrangements the GP partners have in place will dictate where the proceeds of the sale would go. The other two properties are leased.

Q: Will any of the sale revenue from property owned by the practices be ploughed into the cost of building the proposed health hub?

A: It is unlikely that this will happen in relation to the cost of the building.

Q: What's the predicted total patient base for the building?

A: Of the patient lists combined from our six GP practices, as well as the increase in patients due to population growth we anticipate in the future, the hub will be developed on the basis of a total practice patient list of circa. 55,000.

Q: What's wrong with General Practice buildings as they are, and why do we need a health and wellbeing hub?

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

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

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

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

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

Q: What happens to the buildings that move – will they be sold off for housing?

A: This would be a decision made by the owners of each building, either private landlords, GP partners or otherwise. It would not be a decision concerning NHS Shropshire, Telford and Wrekin.

Q: How much is the capital investment in the hub proposal?

A: Subject to approval of a business case, the expected capital amount required will be between £40m-£60m.

Q: How long is the money for the hub available?

A: There is no set time limit, NHSE are monitoring our progress closely and are fully briefed on progress and any delays such as the delay whilst we revisit the site options appraisal.

Q: What happens if we do not go ahead with this proposal?

A: We will continue to make the case for general practice investment in our locality and in attempts to secure funding for this. If we do not go ahead with the proposal, practices may face challenges with future sustainability.

GP Practices

Q: Could the national funding be used to extend and enhance current practice buildings?

A: This funding cannot be used to extend and enhance current GP buildings. The national funding is solely available for the development of an integrated hub providing joined-up health and social care along with voluntary and community groups. This investment has been made available by NHS England and NHS Improvement because of the pressures faced in General Practice both nationally and locally, as outlined in the Case for Change document which can be found on our website at:

www.shropshiretelfordandwrekin.nhs.uk/get-involved/current-conversations/shrewsbury-health-and-wellbeing-hub/

The proposed hub would bring multiple services under one roof and the size and scale of this would be too large to extend an existing practice building. There is currently no alternative source of funding available to the Integrated Care Board (ICB) to significantly extend or rebuild current practice buildings.

Q: Are GP practices in Shrewsbury being forced to move into the hub?

A: No, GP practices are not being forced to move into the hub. All GP practices are independent businesses who can decide individually where they deliver their services from.

The opportunity to deliver services from the hub was offered to all eight of the practices that operate in the south of Shrewsbury. Six of those practices have taken the decision to move to the hub to overcome issues that they are experiencing at their existing locations.

The GP practices can choose whether to move fully into the hub, offer extended services within the hub, or not to be part of the programme in any way, it is entirely up to them. Six GP practices have taken the decision themselves to move fully into the proposed hub and two have chosen to offer extended services?

Please see the following questions for further information about the practices moving fully into the hub and those extending services:

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

Would GPs at Mytton Oak be moving to the hub

Q: Is the plan for the surgeries to move from current locations?

A: That is correct - if plans go ahead the six practices would relocate to the hub and would work alongside other health and wellbeing services.

Q: What would be the reasoning for practices to move, if funds were available for expansion, in location?

A: Each practice has its own reason for wanting to relocate to the hub, but the main issues are around lack of space to expand, facilities that are no longer fit for purpose for their patients, as well as rent and maintenance charges from private landlords.

Q: Will practices have separate identities at the new hub and not just in the short term?

A: The six practices would retain their independence and their identity within the hub and as such would continue to look after the patients registered within their practice. Patients can also see the same GP should they wish.

Q: Would GPs at Mytton Oak be moving to the hub?

A: At present, Mytton Oak surgery has expressed their desire to extend their services into the hub to support their current patients. This will not include the GPs moving to the hub.

Q: If the six practices are operating independently, how will we get the benefits of co-location?

A: We believe the hub would support the health and wellbeing of our residents in addition to treating illness. We also believe the hub would free up our GPs time to concentrate on patient care rather than the maintenance of their practice buildings.

The benefits of co-location would also include healthcare professionals being able to work multi-disciplinary teams, learning from each other and offering more joined-up, holistic care to patients, as well as a nicer place to work and visit for our workforce, patients and the local community.

Q: Will there be a specific 'catchment' area for each of the six practices? Or will all patients have equal call on joining any of the practices housed in the hub?

A: The catchment area for the hub will encompass the catchment areas presently occupied by the GP practices involved in the programme. Residents will be able to choose which practice they wish to be registered at.

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

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

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

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

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

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

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

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

A: There are currently 322 GPs (the figure is 247 for whole time equivalents taking into account full and part time staff).

This figure is correct to 31 August 2022 and includes partners, salaried GPs, and locums.

Staffing

Q: Are all GPs, clinical and admin staff likely to move to the new location?

A: Of the six practices that will move fully into the hub, all staff would move too. For Radbrook Green and Mytton Oak surgeries, their staff would remain at their current location but may decide to extend some of their services into the hub.

Q: How many GPs, clinicians and admin staff would be available overall in new hub?

A: At these early stages of development, we are not able to answer this question yet - however, once able we will share information relating to the workforce that will be available to our patients in the hub.

Q: How many receptions/receptionists would be at the hub ~ will practices have separate reception areas?

A: Presently, we see our practices occupying independent spaces within the hub and as such having their own reception and waiting area for patients. We may also have a main reception, by the entrance of the building, where people can go to ask for directions or advice.

Q: Is it realistic to assume this will attract staff? What do we have planned in terms of recruitment and retention?

A: As part of the national funding, we would receive for the development, we would also have access to the Additional Roles Reimbursement Scheme (ARRS) which supports the recruitment of additional staff into general practice and help to create bespoke multi-disciplinary teams, working together in the hub. We also believe the hub would build a more resilient workforce, due to a better working environment and shared learning.

