



Horwich Health & Wellbeing Hub

Report by Consultation & Research Team

April 2021

1. Background

The consultation period ran for a two-week duration between Monday 15th March 2021 until Sunday 28th March 2021 and aimed to build upon previous consultations that took place prior to the Covid 19 pandemic. The consultation set out to seek the views of residents and stakeholders for a new multi-purpose primary care Health and Wellbeing Hub, to be located in Horwich town centre (vacant land next to the New Horwich Leisure Centre). The proposal outlined the co-location of two of the three GP practices based in Horwich, (Pikes View Medical Centre and Bolton Community Practice), with additional services to be provided from the Royal Bolton Hospital Foundation Trust Community Services and the Integrated Neighbourhood Teams.

The proposal also outlined that the remainder of the site be used for a car park, containing 178 parking spaces, to serve both the Health & Wellbeing Hub, the Leisure Centre and the rest of the Town Centre. Please refer to Appendix A to view the full proposal.

2. Methodology

The consultation process was a public consultation, enabling any Bolton resident or stakeholder the opportunity to comment on the Health & Wellbeing Hub proposals.

A comprehensive communication plan was implemented to raise awareness of the proposal across the borough, with a strong emphasis of engaging residents and stakeholders within the Horwich community. This included the use of social media and requests to strategic partners, including the Community and Voluntary Sector, to encourage their members/representees to complete the consultation questionnaire. Engagement was also sought from schools within the vicinity, as well as with the business community. The three General Practices in Horwich and the Leisure Centre were also encouraged to share the consultation with their service users. 'E-View', the council's consultation panel, comprising 671 members, was also engaged.

Participants were surveyed using a questionnaire tool made up of open and closed questions, over a period of two weeks, providing respondents the opportunity to reflect and share their thoughts on the proposal. The questionnaire was made available both digitally and offline, with the questionnaire being accessible on the council's consultation web page, as well as in hard copy format, on request.

*A copy of the questionnaire is included at the end of this document, located in Appendix B.

3. Consultation responses

A number of open-ended questions were included in the questionnaire to give respondents the opportunity to comment on the proposal, to suggest an alternative location if they disagreed with the proposed site, and to say how they would be affected if the Hub was built on the proposed site.

Comments have been categorised where appropriate. Unless otherwise stated, only categories with 10 or more responses are shown.

Sample quotes are given verbatim.

Base: unless otherwise stated, the base is the number of respondents to a particular question.

Data has been cleansed where appropriate and comments moved into existing response options.

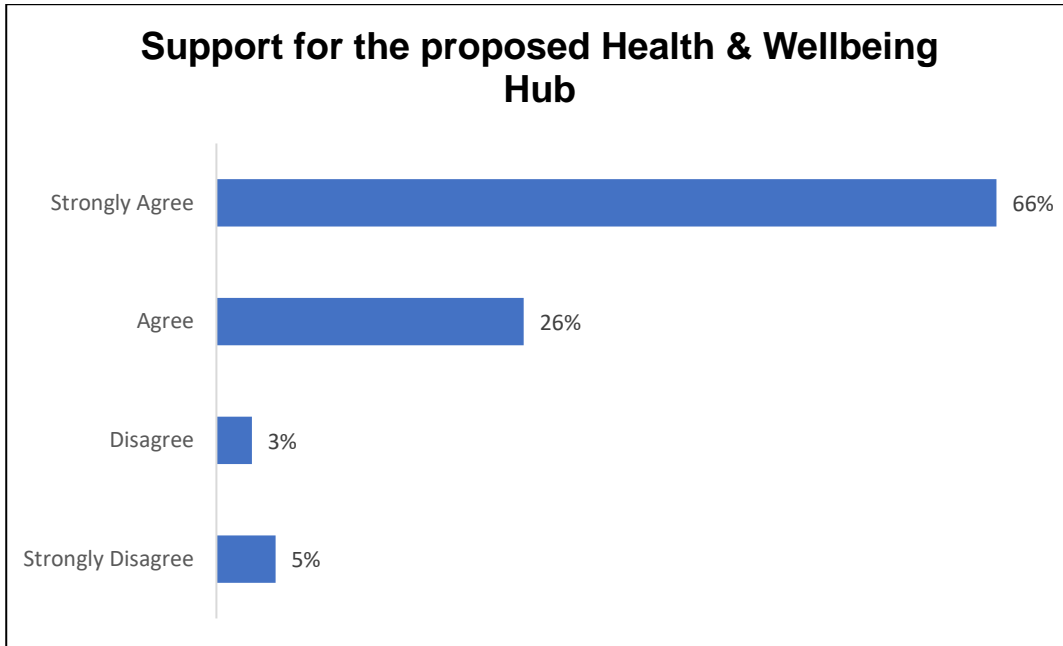
4. Number of respondents

352 valid responses were received.

In addition, details of an email response from Winter Hill Insights, a group based in Horwich for residents across Bolton with visual impairments, is given in Appendix C. Further to points raised by others in the consultation, outlined below, the group liked that “*there will be no vehicle access to the openings from the leisure centre and the medical centre.*” They suggested that there should be “*tactile markings on the floor which will greatly assist our white cane users.*”

5a Support for the proposal

Respondents were encouraged to read the full proposal before submitting comments to the consultation, after which they were asked how strongly they agreed or disagreed with the implementation of a new health and wellbeing hub, situated on the vacant grounds next to Horwich Leisure Centre. 92% of respondents were in favour of the proposal outlined.



5b. Comments

Over 300 comments were received outlining reflections on the proposal.

Rank	Comment category	Number of respondents
1	Good range of accessible services	262
2	Won't have to travel to hospitals / clinic elsewhere	67
3	Limitations of current surgeries	38
4	Growing population	36
5	Harder to get to / parking / congestion concerns	34
6	Like link to wellbeing	22
7	Beneficial for elderly / those with limited mobility / disabilities	17
8	Better physical access / parking	14
9	Will improve site	12

Verbatim sample quotes

1. Good range of accessible services

The majority of respondents who commented felt that the proposed Hub would offer a range of much needed services in a modern, accessible setting.

- *We need more local services.*
- *Horwich has been crying out for a facility like this for decades.*
- *This is a much needed facility.*
- *A modern Hub is befitting of a town like Horwich and brings accessible services to more people.*
- *Joined up services will be cost effective and efficient.*
- *Fantastic facility for the community.*
- *One custom built site with all facilities based there will allow more seamless and convenient care to local residents as well as facilitating better communications between all medical professionals.*
- *Horwich is desperate for a good well run health centre with a good selection of doctors and medical support.*
- *It will be really beneficial to Horwich to have so many services in one place.*
- *An excellent idea to combine devolved NHS services and a drs surgery.*
- *Horwich needs a central medical centre.*
- *Accessing facilities at a more local level is far more beneficial and effective.*
- *More cost effective, all under one roof, sharing expertise.*

2. Won't have to travel to hospitals / clinics elsewhere

This category includes respondents who made specific mention of not having to travel to other places, primarily Bolton and Farnworth, or to specific hospitals or clinics.

- *For my last appointments and vaccinations I have had to travel to Watersmeeting Road*
- *Will enable residents to access such services more locally instead of having to travel further afield to access them.*
- *Accessible treatment instead of going to either Royal Bolton hospital or Salford royal hospital.*
- *Hopefully this can help avoid long bus journeys to either watersmeeting centre and Bolton hospital.*
- *The services currently only on offer at Royal Bolton Hospital will be so much more accessible for all.*

- *Will mean not trailing to farnworth for every little thing.*
- *Both Bolton One and Bolton Hospital are a long distance to travel for the people of Horwich and Blackrod*
- *Save having to travel to Waters Meeting or Breightmet which are difficult to access by public transport.*
- *People in Horwich currently have to travel to several different sites across bolton (or in neighbouring Chorley or further into Lancashire)*
- *Feed up having to travel to bolton to see a doctor i live in horwich not bolton.*

3. Limitations of current surgeries

Existing facilities – GP surgeries in the main – were considered as dated, cramped and had surgeries upstairs which were difficult to access.

- *Primary care premises in Horwich are inadequate, e.g. lack of space, stairs, limited car parking.*
- *Present 3 surgeries are too small and are outdated.*
- *As a patient of Pike view which is very tired as a building and limited in facilities this new offering looks amazing and definitely overdue.*
- *Premises are outdated and inefficient (especially regarding energy, ventilation etc.)*
- *Hope that getting appointments with GPs will be more quicker than the present systems.*
- *Market surgery is no longer fit purpose and pike view is fraying at the edges.*
- *My GP presently has a surgery in a terraced house which is nowhere near large enough to accommodate patients, staff and additional services.*
- *Our surgeries have outgrown their current sites with adaptations made to meet demands that are like sticking plasters on gaping wounds that do not serve patients well.*
- *The facilities at Pike View are limited.*
- *Lack of availability of doctors appointments.*

4. Growing population

It was suggested that Horwich needed extended health services to cater for its growing population.

- *The size and growing population of Horwich require this local provision.*
- *Horwich is growing at such a rate as the current practices are struggling to keep up with demand for their services.*

- *As Horwich is growing in population a larger centralised health centre makes sense*
- *Horwich is an ever expanding town and needs more than basic gp surgeries.*
- *More families moving to the location means more facilities will be required.*
- *Horwich is growing and needs to meet the demand.*
- *With the increasing number of houses and therefore residents in Horwich likely to include many young families this building should allow for the necessary increase in general practice provision.*

5. Harder to get to / parking / congestion concerns

Concerns were expressed that the proposed site would be difficult to get to, with insufficient parking.

- *Inadequate parking and too much traffic*
- *Not enough capacity for car parking*
- *Not enough parking. It will create an overspill of parked cars on neighbouring streets that are already having parking issues.*
- *Traffic Getting to and from no public transport from home*
- *I doubt if the car park is large enough for Leisure centre and Health hub*
- *Parking provision is totally inadequate if parking is also for the leisure center and Horwich Staff parking alone could be 70, 30 consulting rooms all used with another patient waiting could be another 60 cars.*
- *Grossly inadequate car parking provision given it needs to cover the leisure centre also*
- *Because there is inadequate pedestrian /disabled as required by the 1995 Disability Discrimination Act. Eg.: How could a wheel chair user access the leisure centre or the health hub from Church Street?*

6. Positive wellbeing

The proposal, that the Hub would promote good health and co-ordinate social care services, was welcomed.

- *Makes sense to make a clear link between exercise and well-being provision at the Leisure Centre and the health and wellbeing services in the new Hub.*
- *Healthy people are happier people and less likely to need other services.*
- *To have a full wellness and health centre*
- *So many services in one place (including Speech and Language Therapy, Occupational Therapy and physio.*

- *Up to date approach to the health and wellbeing of local residents.*
- *Local community will benefit from having co-located access to a wide range of medical and social provision*

7. Beneficial for elderly / those with limited mobility / disabilities

The provision of services in one place would particularly benefit those who had limited mobility due to age or disability.

- *I am a non driving pensioner and would value having these facilities nearby*
- *My GP is Market Surgery. The building is inadequate, especially for elderly people as sometimes you need to climb stairs to your appointment with the GP.*
- *During my pregnancy my midwife had to move locations mid pregnancy due to struggling to get a consistent room at Kildonan house*
- *I am physically disabled and I struggle to access any GP surgery in Horwich in my wheelchair.*
- *There is high aging population who can't be expected to travel all over the place to fulfil their medical needs. It was long time needed.*

8. Better physical access / parking

Some respondents specifically mentioned that physical access and parking would be better catered for at the proposed Hub.

- *Parking is a bonus*
- *Convenient and parking*
- *For people who don't have access to a vehicle, it would be far more convenient*
- *The current doctors surgery has no parking*

9. Improved site

Building the Hub on the proposed site would improve the appearance of the brownfield site.

- *The site needs to be dealt with*
- *Good use of a dead space*
- *The site in Horwich is an eyesore.*

Other comments

A number of other comments were received, including those from respondents who thought that the proposed Hub would benefit the wider community, including Westhoughton and Blackrod, and Horwich residents who were registered Kildonan House or other GP practices. However, there were questions as to why Kildonan House had withdrawn from the proposal.

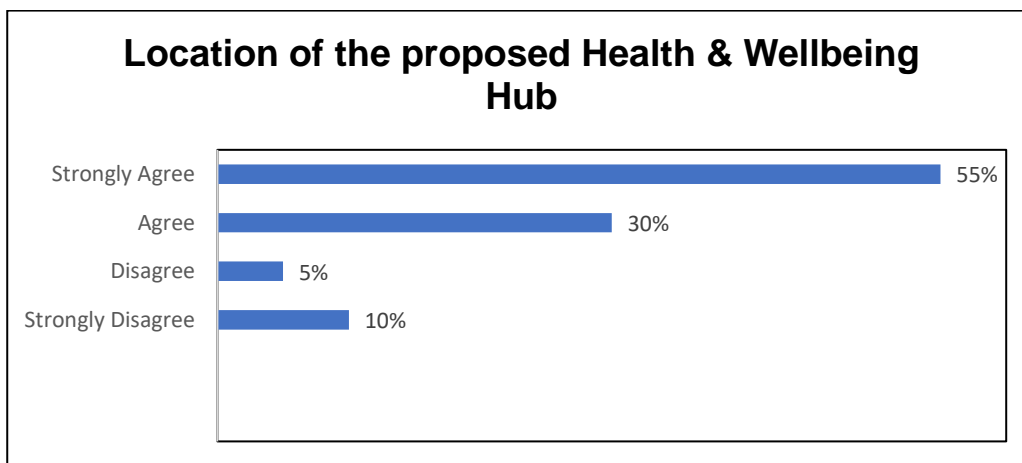
There were concerns that local residents would be adversely affected, particularly by parking issues and congestion, and that the Hub would adversely affect those with mobility issues, such as the elderly and those with disabilities.

Respondents, who had experienced similar hubs elsewhere, liked for the proposal to offer extended hours.

There were also comments about numerous consultations, but little action.

6a Location of proposed Health & Wellbeing Hub

Respondents were asked, in principle, to comment on the location of the proposed Health and Wellbeing Hub being situated on the vacant land, adjacent to the new leisure centre. 85% of respondents agreed with the location proposed. (It should be noted that further consultation will be required on the final proposals, as part of the planning process).



Base: 346

6b Comments

Nearly 300 comments were received on the location of the proposed Health and Wellbeing Hub.

Rank	Comment category	Number of respondents
1	Central / accessible	196
2	Will utilise / improve brownfield site	79
3	Congestion / parking concerns	75
4	Good parking provision	41
5	Like links to leisure centre	40
6	No viable alternative	11
7	Not central / not accessible	10

Verbatim sample quotes

1. Central / accessible

The majority of respondents who commented felt that the site was a good, centrally located site which would be easily accessible for residents by car, on foot or by public transport.

- *A central and well known location*
- *Great central location*
- *It is fairly central, on a current bus route from all sides of the borough.*
- *Well positioned in being accessible from the town centre*
- *Its central position in Horwich means easy access to the Hub.*
- *Perfectly located in the centre of Horwich*
- *On main bus route*
- *It's a big centre close to the town centre.*
- *Ideal location for access by bus, car or foot.*
- *Convenient for public transport*
- *Close to main roads and bus routes*
- *Its the perfect place for a health centre as it is easily accessible.*
- *On the edge of the town centre and readily accessible by foot, cycle, bus and car.*
- *It's easy to travel to and it's been earmarked for several years and we are all desperate for the talking to stop and the building to start. Don't dare to begin to think about another*

site now.

- *Horwich lacks in places like these and the community will benefit from this as a lot of people I know have to travel out of town for appointments like these.*
- *Medical access which otherwise would mean a journey to Bolton Royal.*
- *Not in town centre therefore making it easier to access.*
- *Good position in town. On a bus route, and convenient for most Horwich people.*
- *Easy access.*
- *Fairly central ...Also on a good bus route*

2. Will utilise / improve brownfield site

The site was seen as ripe for development and the Hub as a good use of the land.

- *The site needs dealing with*
- *It's a vacant brownfield site that looks ideal for this sort of development.*
- *Site at the moment is an eyesore.*
- *Would utilise a currently very unattractive site and ensure it doesn't start to attract unsavoury visitors/ASB groups.*
- *The site was originally earmarked for this.*
- *Will improve the appearance of the empty site.*
- *The land and site is already available without having to clear a site elsewhere within the town.*
- *It's a valuable piece of land that needs to be used. It's a brown field site so ideal for further development for the purpose set out.*
- *A good use of this land*
- *Will use the waste land next to the sports centre.*

3. Congestion / parking concerns

There were concerns that the allocated parking spaces would prove inadequate for the numbers of staff and patients. Concerns were raised that this would cause congestion and additional problems for those living in the vicinity.

- *Concerned about extra traffic in already congested area.*
- *Already a high volume of traffic in this area.*
- *The present area is usually filled with cars when the leisure centre is open. There will not be enough carparking space for both facilities.*
- *More than 170 parking spaces should be provided.*

- *The lack of parking makes life difficult for people on Victoria Road.*
- *Every centre I have seen, which is a fair number, has had massive parking issues with the car parks being full with staff cars leaving insufficient room for patients who have a time deadline to park and attend putting them under pressure. This leads to cars being 'dumped' anywhere they can find including across/on driveways of nearby homes. Access is bad from busy roads and exiting is potentially dangerous on a road with bends.*
- *70 staff members of the health centre alone would exceed capacity and that figure is woefully underestimated by the time you factor in students etc. The car park at the leisure centre is already too small and as neighbour's of the development the lack of parking already causes unrelenting misery. An 8-8 service is unacceptable for a residential area the over spill is chronic when the leisure centre is fully operational never mind a health centre too.*
- *The parking is not sufficient as the space was will be for the leisure and medical centre. The local school also uses these facilities for parents collecting and dropping off. The local roads were used when building the leisure centre and had an impact on residents. The roads are narrow and the mini round about is backed up during busy times. The lights at the bottom of church street/Lee Lane is a bottle neck, causing significant delay.*

4. Good parking provision

Respondents in this category felt that the parking provision would be sufficient.

- *Good parking is essential and there seems to be plenty of space available.*
- *Good parking facilities*
- *Scope to address car parking.*
- *Parking available*
- *Room for some parking*
- *Access to a large car park*
- *Plenty of room to park cars*

5. Links to Horwich Leisure Centre

Respondents liked the proximity to the leisure centre and felt that patients would be encouraged to use their facilities.

- *A holistic view to health and wellbeing is a good thing.*
- *Makes the link between fitness and health.*
- *Able to promote the use of the sports centre's facilities.*

- *Very appropriate to be next to a centre that offers health benefits as well.*
- *It would encourage the integration of Health, Wellbeing and Leisure services*
- *Will fit in well with the leisure, offer opportunities for patients to access leisure services on the door step of the health Centre, maybe the team could look at introducing specific classes for the Health Centre.*

6. No viable alternative

The proposed site was felt to be the only suitable one in Horwich as there were no viable alternative sites.

- *I cannot think of a suitable alternative site in the town.*
- *There is nowhere else for it to be situated.*
- *It's the only large space in Horwich that does not involve losing even more green space.*

7. Not central / not accessible

Respondents felt that the proposed site was difficult to access, particularly for pedestrians or individuals using public transport.

- *Site is not easy for pedestrian access particularly semi-ambulant and wheelchair users.*
- *Uphill away from residents*
- *Not accessible for the elderly and need to be more central.*

Other comments

Negative concerns were raised including the adverse impact on young people, those with disabilities or who were elderly not seeing the benefit of a Hub or feeling it was in the wrong place. Concerns were also raised about the effect of extended hours on residents, and poor design.

Positives included the improvements for those who were pregnant, elderly or disabled, and the site being provided at low cost.

6c. Comments based on an alternative site location within Horwich

Over 40 comments were received, although not all gave alternative locations. Many that did suggest that the Hub should be in a more central location, which would be easier to access, or on a site which would cause less congestion.

Rank	Location	Number of respondents
1	Horwich loco works	23
2	Middlebrook	5
3	Horwich RMI	4
4=	Clinic site	3
4=	Former college site	3

Table shows locations suggested by 3 or more respondents.

Verbatim sample quotes

1. Horwich Loco works

The majority of respondents who suggested an alternative location felt that the old Loco works would be suitable. It was suggested that this central site could accommodate the necessary facilities and would be easily accessible to the majority of people within Horwich.

- *Perhaps the loco works which would have more land available for parking & safer access roads.*
- *The new locoworks development would be an ideal position it will effectively be the centre of Horwich once developed*
- *Horwich Loco Works is an ideal place for this with masses of room.*
- *Put it on the Loco Works site. Plan it in so it has adequate access roads, further away from houses and school children.*
- *The loco works development would be a more logical site, if as suggested a future link road is to be constructed to alleviate traffic around Horwich and provide better access to the motorway and other major routes. This would also provide this proposed huge development with access to amenities, as well as being accessible to the present population.*
- *The Loco works is a new development with lots of land. The roads can be expanded to put in link roads from the A6, the middle brook and a link road from the motorway. This land is extensive.*

2. Middlebrook

Middlebrook was the second most popular alternative, with respondents citing good transport links and space to build.

- *Further away from residential areas...The roads around Middlebrook retail park were built wider and for modern usage, are near a dual carriage way and the M61 and has been touted and sold for development.*
- *Land over by middlebrook and Bolton arena. More accessible, more space and away from the town centre but with transport links.*

3. Horwich RMI

The RMI site was suggested as another alternative for the Hub development, as it was central with good public transport links.

- *The site of the current RMI club could be a good possibility with good access by bus.*
- *Horwich R.M.I is a better alternative that falls with the town centre boundary.*

4. Clinic site

Respondents also suggested that the clinic site was ideal for the Hub.

- *To the rear of and as an extension to Horwich District Office I.e. junction of Jones Street and Peter Martin Street and in conjunction with the existing clinic. The current bowling green could be relocated to a local area designated as green space/recreation.*

5. Former college site

The former college site was also suggested.

- *It should have been put on the college site on Victoria road.*

Other suggestions [by one respondent each] included the land opposite the fire station, the cultural quarter, Station Park, the other side of the leisure centre, and sites of the Job Centre, Resource Centre or Gordon's Garage.

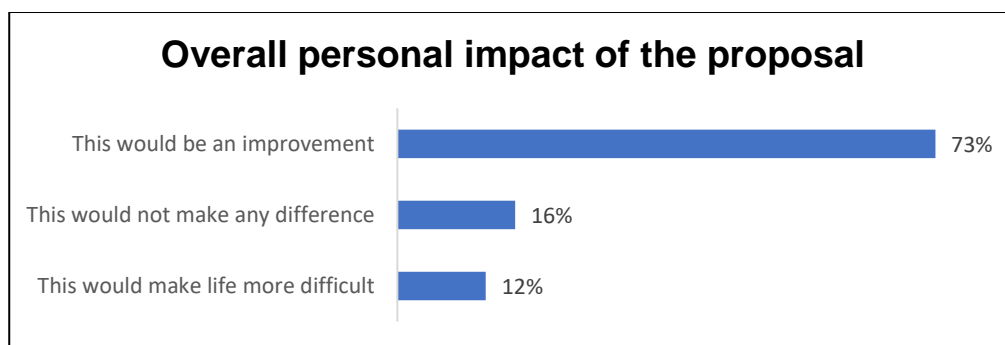
Four respondents questioned the need for a new Hub, and some felt that potential sites had recently been allocated for housing or other development.

Five respondents felt other sites that were suitable had now been developed. *"Don't take away all reasonable options and request answers knowing there are is no site or land available now that can practically accommodate this proposal. I am so angry."* *"Unfortunately*

I cant think of any other site nearer to Horwich centre they have all had houses built on. A good example would have been where Horwich market was a more accessible site.”

7a. Personal impact of the proposal

The proposal will see the co-location of two of the three GP practices in Horwich, with additional services provided from the Royal Bolton Hospital Foundation Trust Community Services and the Integrated Neighbourhood Teams. As a result, it was imperative that respondents were provided the opportunity to reflect upon the impact the relocation and wider offer would directly have on them, their families and wider circle of support. 241 respondents stated the proposal would offer an improved impact. 39 individuals stated that the implementation of the proposal would make life more difficult.



Base: 332

7b. Comments

Further insights on personal impact have been collated in over 250 comments.

Rank	Comment category	Number of respondents
1	Good range of easily accessible services	180
2	Harder to get to / parking concerns / congestion	45
3	Good parking / can walk to / on bus route	29
4	No change as GP not involved	18
5	Concerns about impact on local residents	16
6	Will improve site	14

Verbatim sample quotes

1. Good range of easily accessible services

The majority of respondents who commented felt that the proposal would improve accessibility to a range of health services in one convenient location in Horwich.

- *Less trips to Bolton One or Royal Bolton Hospital*
- *If it negates the need to travel out of Horwich for any treatment then it's a good thing*
- *Good range of health services in one building*
- *My family would benefit from the services being local, as well as being united into one location.*
- *Would have more facilities instead of having to go into Bolton.*
- *Easy access to facilities and all in one place*
- *Although the new centre is further away than my current practice the extra facilities make up for this*
- *As I live on Stocks Park estate it is perfectly situated*
- *It would make a huge difference to be able to access services locally in Horwich, rather than having to go to the hospital or Bolton one. It would be great to have integrated services in the same building, I think this would create better channels of communication between my GP and services they are referring to, and this would be more supportive to me and my family getting the best care.*
- *[We] are all patients at Pike view and find the building and facilities to be extremely jaded and tired.*
- *Existing medical facilities are limited in quantity and quality.*
- *My family is at two different practices.*
- *Because we don't have a doctor at my present doctors surgery.*
- *As one of the nearest residents who is also disabled, it would bring services nearer to our family home.*
- *Would provide additional clinic services which are currently not available at the local GP practices and a pharmacy on site.*
- *I have a child with a rare genetic disorder and we always have to travel to other places for her care. This puts a great strain on our family.*
 - *My doctors is always sending us to bolton as they dont do a surgery every day.*

2. Harder to get to / parking concerns / congestion

Respondents in this category felt that the proposed location would be more difficult to get to. There were concerns that parking was inadequate, that the site was not served by a convenient bus route and it was further to walk to. Parking was also seen as inadequate, and congestion would increase in the area.

- *Will have to drive there.*
- *The doctors are currently in the town centre and within walking distance.*
- *Parking!! Parking!! - It's all about parking ...and access.*
- *Public transport facilities from the claypool area are not good enough.*
- *You mention that mri scans may be carried out on the site. If no permanent mri scan is built into the plans of the building then you are considering a mobile mri scanner parking up. Sadly this takes up approx 15 spaces or more in the car park when they turn up!*
- *Can't get to it. Will struggle.*
- *My only concern is the increase in traffic to that area and the lack of parking - 170 spaces will not go very far for staff & patients and users of the gym.*
- *When open, the leisure Centre cars fill the empty ground, try and imagine what chaos there will be when there is less parking available.*
- *170 spaces for staff, patients, and people coming to the leisure centre will not be enough. I will object when it comes to Planning if parking is not improved considerably.*

3. Good parking / can walk to / on bus route

Respondents felt that the site would be situated in a convenient location, which could easily be accessed on foot, by bus or by car, and that sufficient parking would be available.

- *Multiple reasons including car parking near to GP surgery.*
- *My family could walk to any appointments rather than having to drive to Bolton.*
- *Parking would be better than at current doctors.*
- *Not everyone can use public transport or drive.*
- *No transport needed Walking distance so less traffic.*
- *If I have to give up my car, the site is on a bus route.*

4. No impact – GP surgery not involved

Respondents in this category stated that they would not be impacted, as their GP was not included in the proposal.

This category does not include those who felt that they would still be able to use services at the Hub, nor those who were considering changing GP to one at the Hub.

- *Use Kildonan House which is not included.*
- *I am with Kildonan House and they are not mentioned.*
- *My present GP at Kildonan House are not part of the project. this practice is very much over subscribed so it is a mystery as to why they have chosen to not be part of this scheme.*
- *Well served -for my health needs - by Kildonan House. I am interested as to why Kildonan House decided to opt out.*
- *Good alternative but use waters meeting clinic.*
- *Not currently a patient at the practices moving.*

5. Concerns about impact on local residents

This category included respondents who were concerned that difficulties in other categories, especially lack of parking and congestion, would adversely impact those who lived in the vicinity and that difficulties caused by the leisure centre would be magnified.

- *I have reservations re parking as living on Brooklands and backing onto the leisure centre we have previously had problems with people parking outside our home to go to the leisure centre.*
- *As I live on Victoria Road, the extra traffic will have a massive impact with regards parking and noise, especially evenings and weekends.*
- *I live across from the proposed site and the traffic flow is already bad.*
- *Residential areas will be exposed to significant raise in traffic and residents parking is already compromised substantially.*
- *I am disabled and wouldn't be able to go out in my car as I wouldn't have anywhere to park until after 10pm when the leisure centre closes...there is a battle to park as the leisure centre car park doesn't meet the demand for spaces and the local residential areas are used to make up for the shortfall in parking provision.*

6. Improved site

Respondents felt that a new Hub would improve the site both for passers-by and those living nearby.

- *Less of an eyesore*
- *This is a derelict piece of land at the moment and would improve the landscape for the people who live nearby.*
- *It's currently a mess.*
- *Unused land looks terrible.*

Other comments

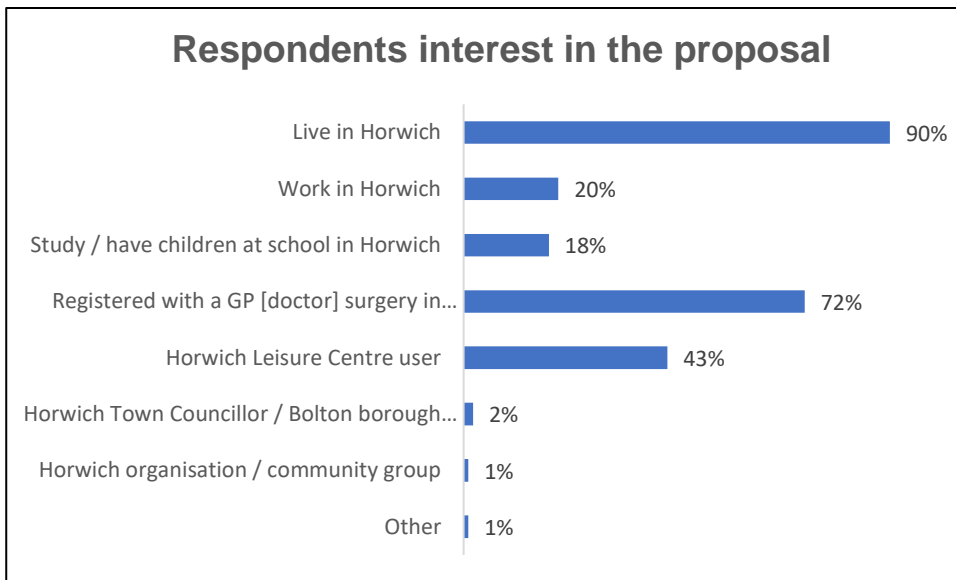
Nine respondents said that although their GP wasn't involved, they hoped to benefit from some of the other services, and some were considering changing their GP. There were questions as to why Kildonan House were not engaged with the initiative.

The amalgamation of services in one location was seen as beneficial to the elderly / disabled population and to young children, although some respondents felt it would be more difficult for these groups. A request was also made for a changing places facility.

In addition, while some like the idea of extended hours, there were concerns about this, especially for local residents. As in previous questions, other locations were suggested although some liked the link to the leisure centre.

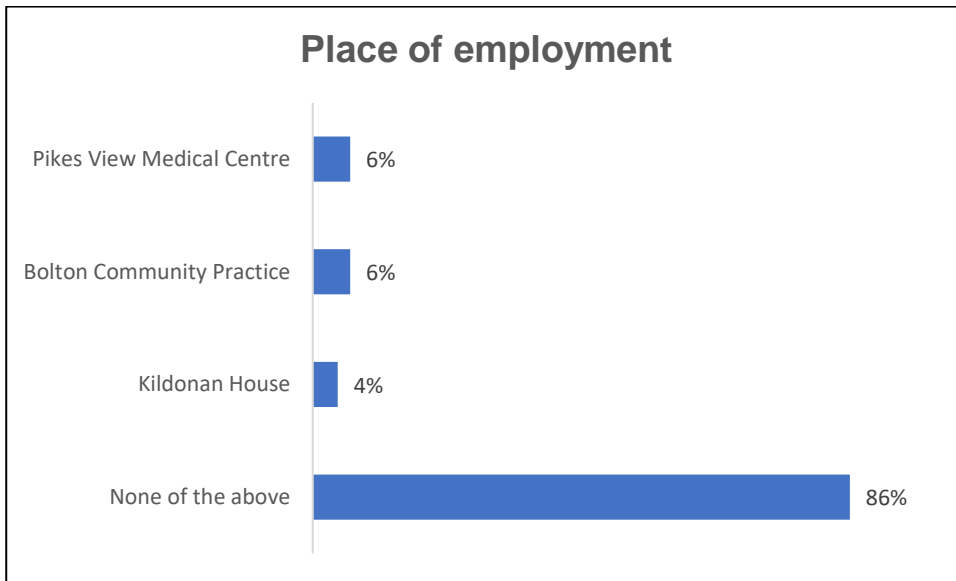
8. Respondents interest in the development

The consultation sought to gather what interest the respondents had in the proposal, from ascertaining whether they were a resident of the area, a service user in Horwich or had other connections to the area. 350 respondents replied to this question, with responses spanning more than one category. 90% of respondents have an interest in the proposal as they stated are a resident in Horwich. 72% of respondents are registered with a GP in the Horwich area. 43% use the leisure centre facilities and 38% study or work in Horwich. Those respondents that stated 'other', use other medical facilities in Horwich, have extended family members that will be impacted by the proposal or live in the West of the borough and would become service users of the proposed centre.



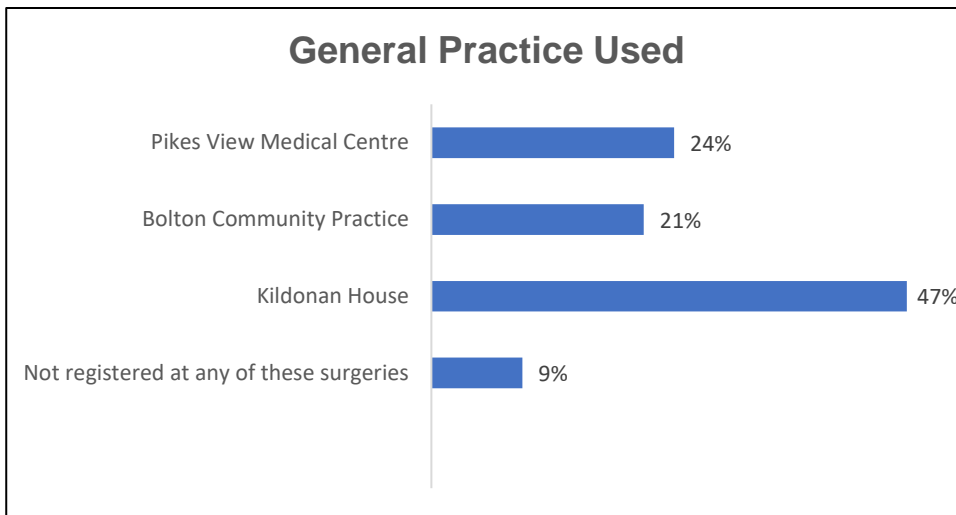
9. Stakeholder employment

The consultation process sought to engage stakeholders employed by the surgeries directly impacted by the proposal. 70 individuals answered this question, of which 16% are employed by the three Horwich GP surgeries.



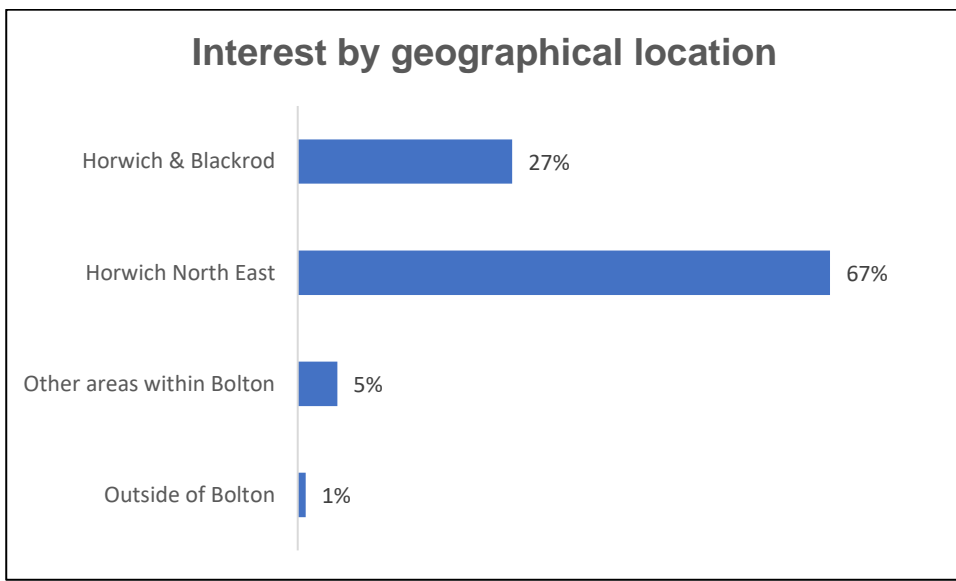
10. Engagement by GP Surgery

The consultation process sought to engage service users that attend the GP surgeries directly impacted by the proposal. 340 individuals answered this question, of which 45% are patients at the two Horwich GP surgeries directly impacted by the relocation within proposal. 47% of respondents attend Kildonan House, which is not currently part of the proposed relocation.



11. Demographics (postcode)

The table below outlines the demographics of respondents by geographical ward. A total of 293 respondents provided their full postcode; 94% were located in the Horwich area. Of the 5% of respondents located elsewhere in the borough, 4% were located in the west of Bolton.

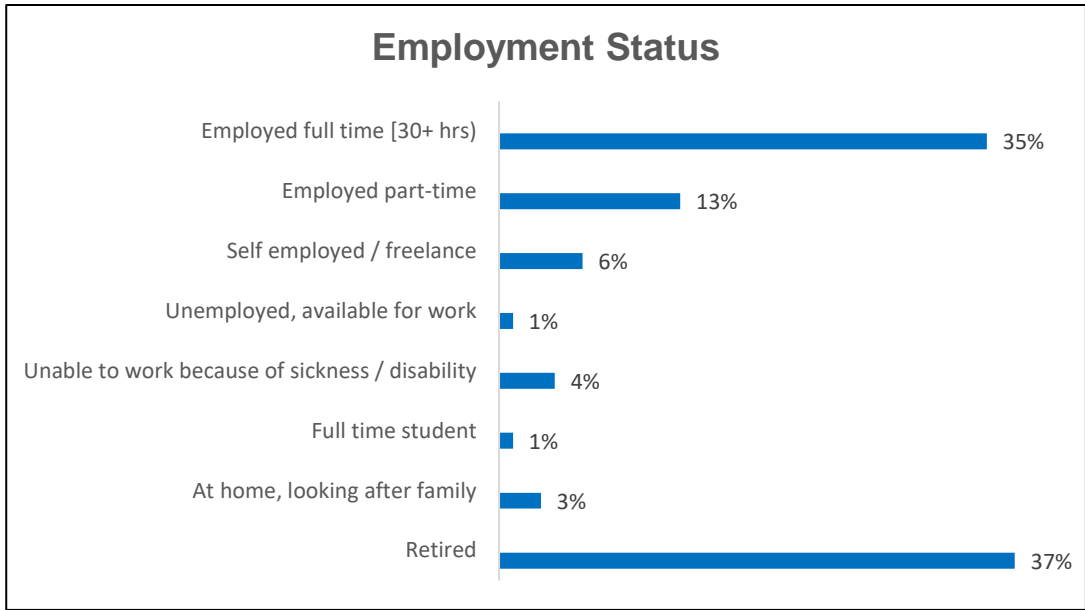


11a. Gender

335 responses were received providing the respondent's gender. 70% of respondents identify as being female and 30% male.

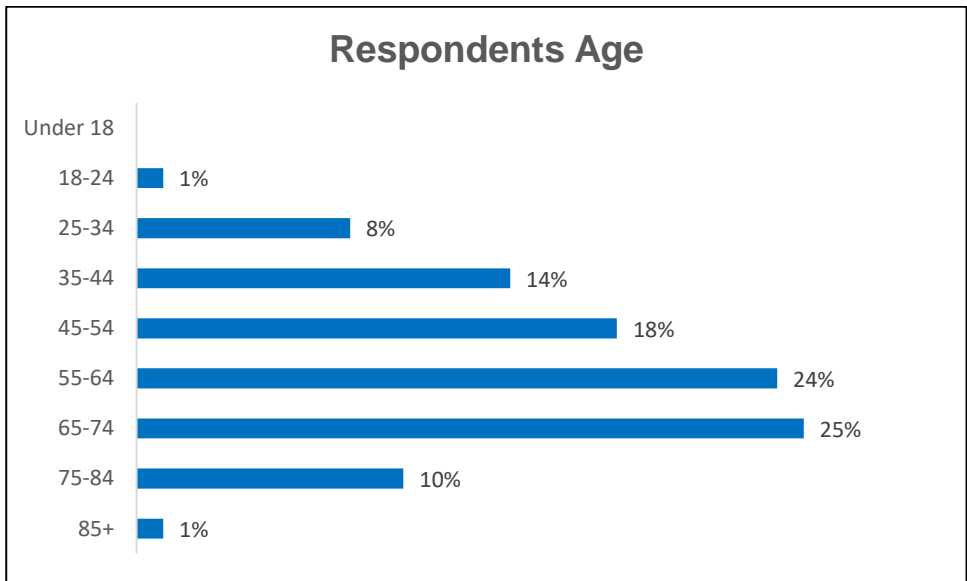
11b. Employment Status

Over half of the responses received were from individuals in some form of employment (54%). Just over one-third of respondents were retirees.



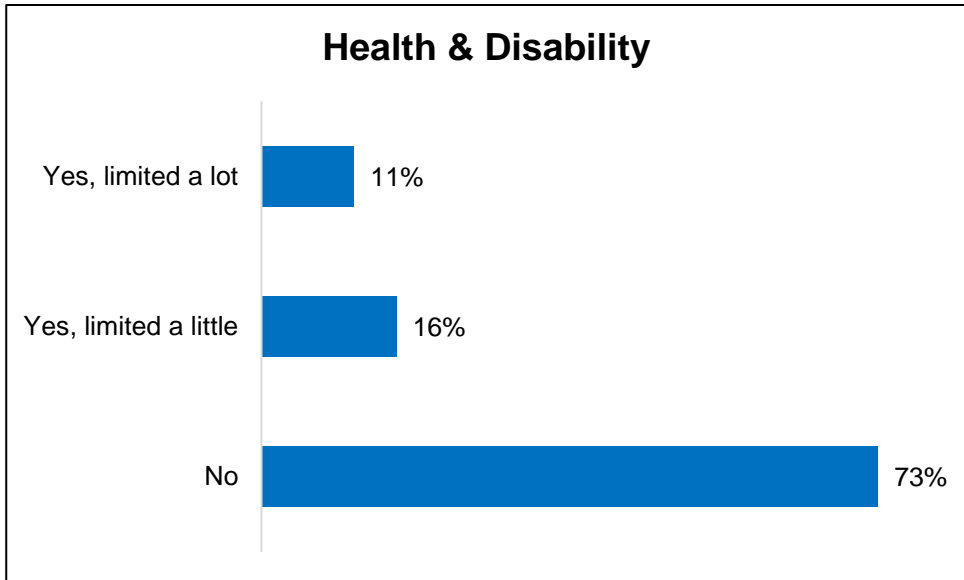
11c. Age

Responses were received from individuals in all age categories. 9% of responses were under the age of 34 years. 56% of responses were aged between 35 – 64 years. 36% of responses were above the age of 65 years.



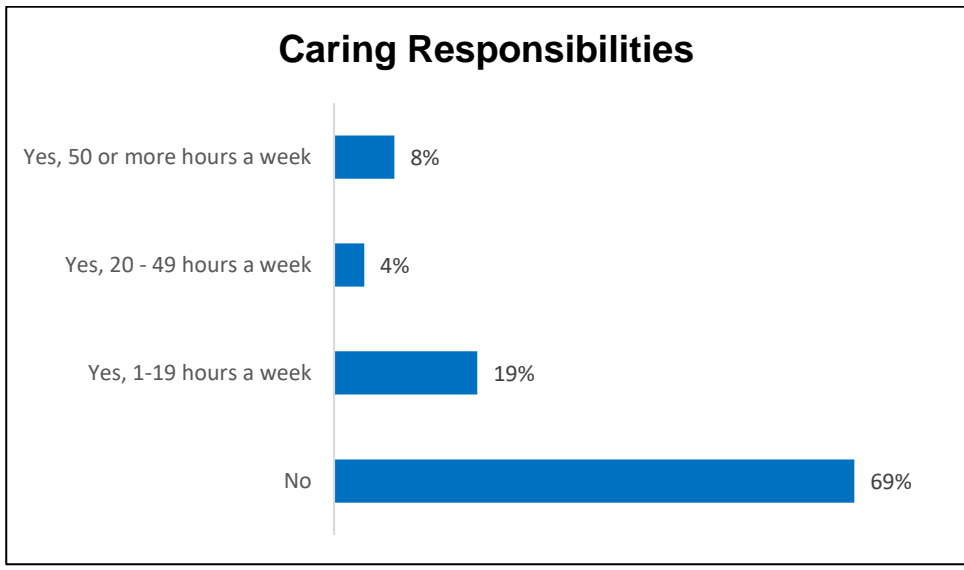
11d. Disability Status

Just over one-quarter of responses were received from individuals experiencing a health or disability problem within the last twelve months.



11e. Caring Status

Just under one-third of responses were received from individuals which undertake caring responsibilities for others with a long term physical, mental ill health or disability, or provide care relating to old age (not forming part of paid employment).



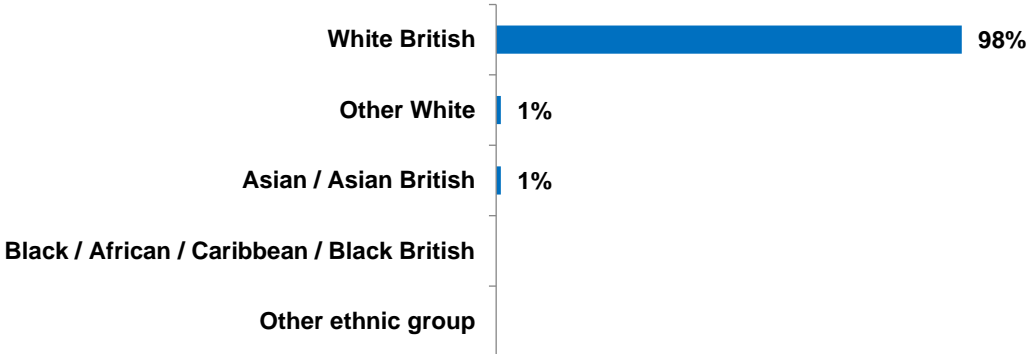
11f. Ethnicity

The majority of responses (98%) were received from individuals identifying as white British. This is reflective of the Horwich ethnicity demographics, where according to the Office of National Statistics Parish data, gathered from the 2011 census, there are approximately 4% of other ethnically diverse communities¹ within the area.

¹ Office of National Statistics (2011) Horwich Parish Local Area Report. Available at: [Local Area Report for areas in England and Wales - Nomis \(nomisweb.co.uk\)](https://www.nomisweb.co.uk) (Accessed: 8th April 2021).



Ethnicity



Base: 333

Appendix A

Horwich Health and Wellbeing Hub Proposal

What is the project?

The proposal is for a new multi-purpose primary care Health and Wellbeing Hub to be located in Horwich town centre.

The plans would see the co-location of two of the three GP practices in Horwich, Pikes View Medical Centre and Bolton Community Practice, with additional services to be provided from the Royal Bolton Hospital Foundation Trust Community Services and the Integrated Neighbourhood Teams.

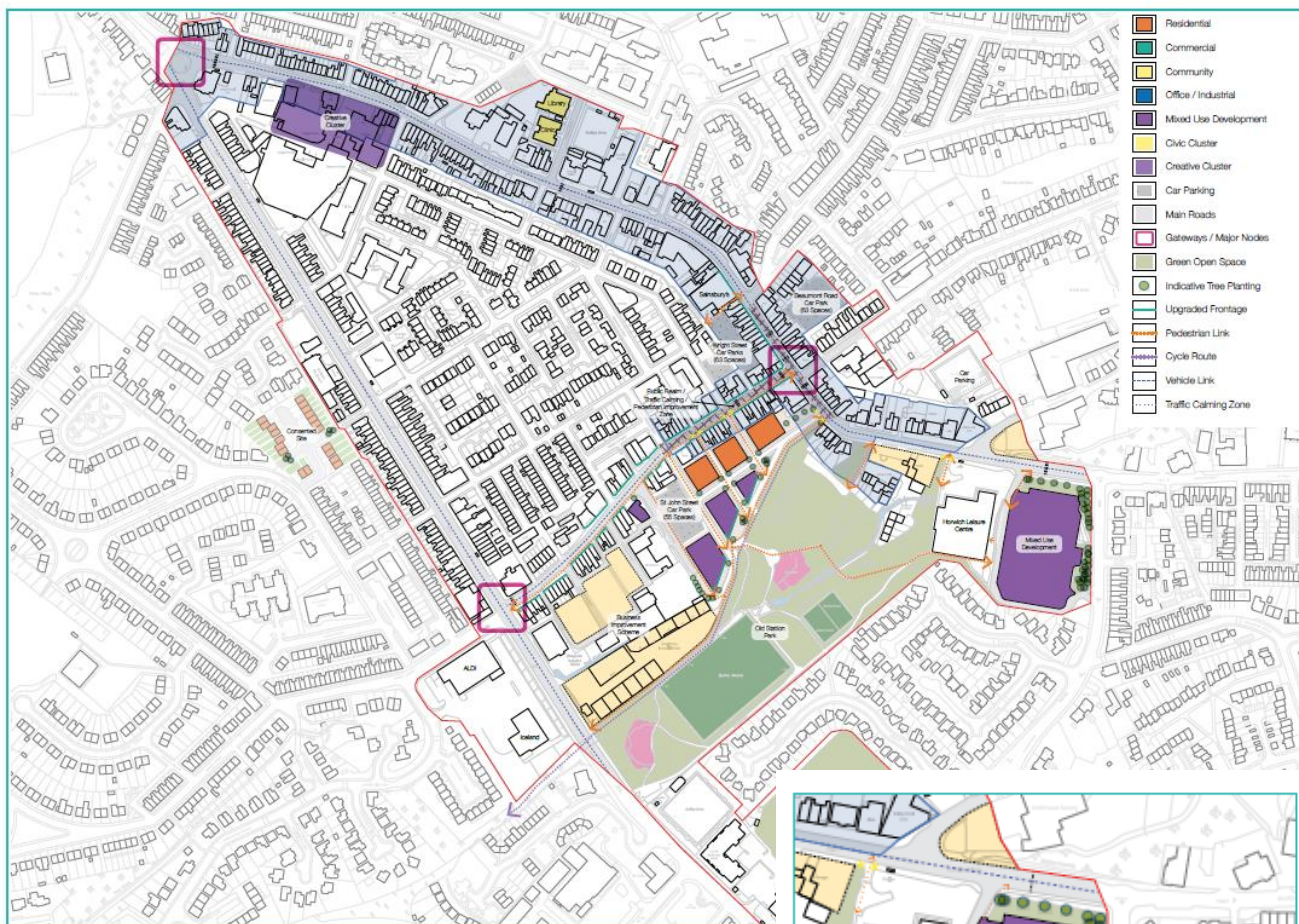


View 1



View 2

The preferred location for the Hub is on the vacant site, next to the New Horwich Leisure Centre and provides a huge opportunity to enable practices and services to work together with community, mental health, social care, pharmacy, hospital and voluntary services alongside wellness and leisure services for the benefit of the local community.



Proposed location of the site

The proposals for a new Health & Wellbeing Hub in Horwich town centre will require planning approval and, therefore, residents will have another chance to be consulted on the final proposals as part of the planning process.

What will the buildings be used for?

The new Hub would provide the flexibility for multiple services to operate within the same space combining innovative IT with practical working spaces and clinical space for the treatment of patients.

Patients will receive improved and responsive care closer to home from a combined medical team. The increased capacity and size will allow the seven-day provision of services from primary care, community services and volunteer agencies all on one site. The co-location of the practices will enable the delivery of a much wider range of integrated services delivered by a wider range of healthcare professionals including, but not limited to:

- Health Visiting;
- Mental Health Services;
- Occupational Therapy;
- Midwifery;
- Podiatry;
- Speech and Language Therapy;
- Physiotherapy;
- Specialist Nursing;
- Immunisations;
- Dietetics;
- Sexual Health; and
- Social Prescribing.

The new space would also allow the medical team to offer clinic-based services to the community that are currently only available in hospital. Plans also include a pharmacy on site.

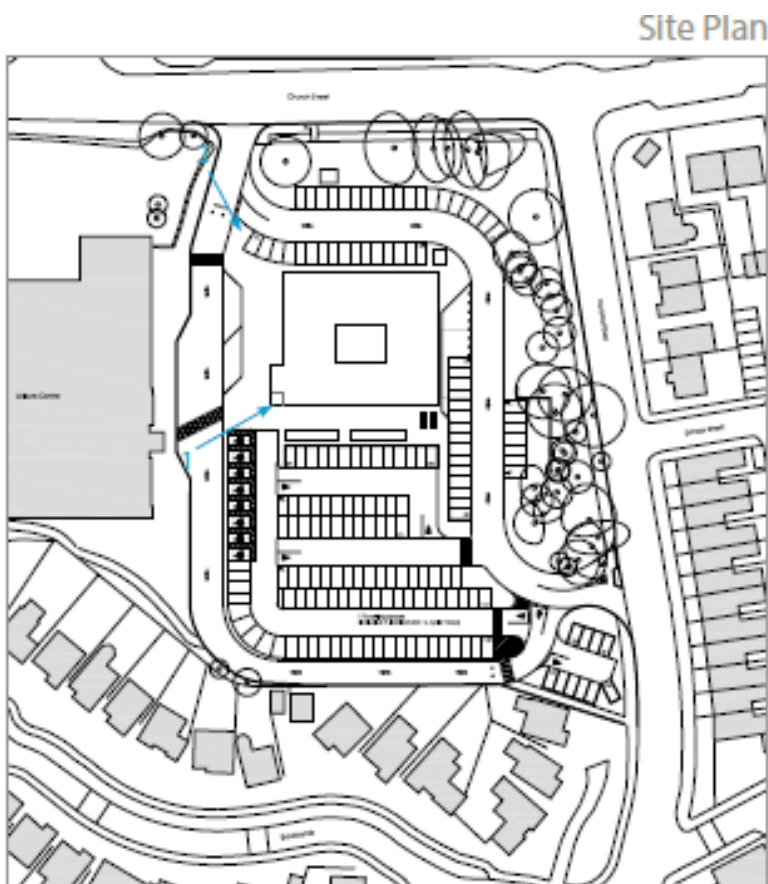
The plans have taken into consideration the current challenges faced by the Coronavirus pandemic ensuring that the services provided will be safe and still offer flexibility and the ability for Bolton CCG to respond to future demand.

In summary, the main benefits of the proposed centre are:

- It will provide efficient and high quality, safe clinical services within the neighbourhood that help to improve the health and well-being of patients;
- It allows fully accessible disabled and dementia friendly facilities with improved car-parking for up to 178 vehicles;
- Improved and appropriate facilities for the frail elderly and those with complex needs, providing safer care closer to home which could reduce the need for patients to be admitted to hospital or go to A&E Departments;
- It will provide an improved range of clinical services within the community – e.g., facilities for MR scanning, with flexible capacity to accommodate transfer of hospital outpatient services;
- Wider access to clinical services, 7 days a week and outside traditional hours;
- Seamless treatment for patients for primary and community healthcare, which can be developed and co-ordinated in line with the needs of the community;

- The space for a full team including pharmacists, physician associates and mental health practitioners with the space to hold group consultations and wellbeing sessions;
- A space for the community where care and support are the top priority, and that focuses on 'wellness' as well as 'illness' due to its nearness to the leisure centre;
- Patients will get an enhanced facility using technology which would improve the efficiency of medical professionals and their teams but also allow patients who wish to access services online to improve their ability to self-care and self-manage their health; and
- Facilities which will support the training and development of the primary care team to the benefit of the community who will receive high quality care.

Where will the buildings be located on the site?



The current proposal locates the building adjacent to the leisure centre building in the middle of the site, however this will be subject to planning and could change.

What will the remainder of the site be used for?

It is proposed that the remainder of the site is used for a car park containing 178 parking spaces to serve both the Health & Wellbeing Hub, the Leisure Centre and the rest of the Town Centre.

How many people will be employed within the buildings?

The proposed building has 30 clinical rooms and accommodation for a range of clinical support and administrative staff. It is estimated that when at full capacity, there would be approximately 70 staff working within the building at any one time.

How many people, on average, will be using the services within the building on a day to day basis?

It is estimated that with 30 clinical rooms there may be between 500-600 patients using the services within the building each day, excluding pharmacy services.

Some services are currently being delivered by General Practice virtually, as a result of the pandemic, and it is likely that this approach will continue in some form post-pandemic which will result in a reduced actual footfall to the Hub, whilst still requiring appropriate facility for video consultation.

When will the buildings be open/closed?

The Hub's proposed opening hours are 8am to 8pm, 7 days per week

When will the buildings be constructed?

It is anticipated construction would commence in January 2022 with practical completion in March 2023.

What is the purpose of the consultation exercise?

The purpose of the consultation exercise is firstly, to establish whether the Community of Horwich agree or disagree with the proposals for a new Health and Wellbeing Hub in Horwich town centre and secondly, to ascertain whether the land next to the Leisure Centre is the best location for the new facility.

Further consultation will be undertaken, by the NHS, with the public as part of the planning application process on the proposals in due course,

How can I participate in the consultation process?

To tell us what you think, please go online at www.investinbolton.com/horwich-healthhub and complete the survey to have your say on the plans.

If you would like a printed copy of the questionnaire, please call 01204 334875.

Community Engagement will start on Monday, March 15 and ends, Sunday March 28.

Horwich Health & Wellbeing Hub - consultation 2021

We would like your views on a new Health & Wellbeing Hub that's proposed for Horwich.

If approved, the new Hub would be a centre where local people could get medical treatment, and support to help them stay healthy.

A wide range of services - some of which are currently only available in hospitals - would be offered seven days a week, with space for health & wellbeing community groups to meet.

Pike's View Medical Centre and Bolton Community Practice would move into the Hub and close their current sites. There would also be a pharmacy [chemist].

Royal Bolton Hospital Foundation Trust Community Services would move some services into the Hub as well, such as District Nursing, facilities for clinical tests like MRIs, and mental health support.

In addition, social care, and services that helped to prevent the need to go into hospital could also be provided.

The area next to the new leisure centre has been put forward as a suitable place to build the Hub. Ample car parking would be provided and the site is served by a bus route, making it a convenient location for the people of Horwich.

Your responses

If possible, please complete this survey online, by putting <https://bit.ly/3rLXbEg> into the search bar of a computer, tablet or smartphone, or searching for the Active consultations page of Bolton Council's website [www.bolton.gov.uk].

Responses from individuals will be grouped together in any report and anonymised so that you cannot be identified. If you are responding in an official capacity your response may be published.

Any personal data you provide will be held securely in line with our retention schedule and privacy policy, which can be found at www.bolton.gov.uk/data-protection-freedom-information/privacy-notice

All questions are optional, so please feel free to skip any that you prefer not to answer.

Proposed Health & Wellbeing Hub

Q1 **Do you agree or disagree with the proposals for a Health and Wellbeing Hub, based on the information you have been given?** You will be asked for your views on the proposed location later, this question is just asking what you think of the proposal to have a Health & Wellbeing Hub in Horwich.

- Strongly agree Agree Disagree Strongly disagree No opinion

Q2 **Please say why you think this**

Location of proposed Health & Wellbeing Hub

Q3 **How strongly do you agree / disagree that land next to the new leisure centre would be a suitable location for a Health and Wellbeing Hub?**

- Strongly agree Agree Disagree Strongly disagree No opinion

Q4 **Please say why you think this**

Q5 **If you don't believe the proposed site is suitable, can you suggest an alternative location within Horwich?**

Please provide enough details to identify the site, such as the road its on / site name, and say why you think this would be a more suitable place to build the Health & Wellbeing Hub.

Overall

Q6 **How would you / your family be affected if the proposal went ahead and a new Health & Wellbeing Hub opened on site next to the new leisure centre?**

- This would be an improvement
- This would not make any difference
- This would make life more difficult
- Don't know / no opinion

Q7 **Please say why you think this**

Your interest

Q8 **Which of the following describes your / your family's interest in this matter?**

- Live in Horwich
- Work in Horwich
- Study / have children at school in Horwich
- Registered with a GP [doctor] surgery in Horwich
- Horwich Leisure Centre user
- Responding in an official capacity as a Horwich Town Councillor / Bolton borough Councillor for Horwich
- Responding in an official capacity on behalf of a Horwich organisation / community group
- Other - please explain below

If you are responding in an official capacity, please say which ward, organisation or community group you represent.

If you have answered 'other, please explain.

Q9 **If you work in Horwich... Do you work at any of the following places?** Please leave blank if you don't work in Horwich.

- | | |
|--|---|
| <input type="checkbox"/> Pikes View Medical Centre | <input type="checkbox"/> Horwich leisure centre |
| <input type="checkbox"/> Bolton Community Practice | <input type="checkbox"/> Horwich Clinic |
| <input type="checkbox"/> Kildonan House | <input type="checkbox"/> None of the above |

About you

Your responses in this section help us to make sure that we are getting views from different types of people. They will not be used to contact you.

Please do not complete this section if you are responding as an Elected Member, or as an official representative of a group or organisation.

Q10 Which General Practitioner [doctor] surgery in Horwich are you registered with?

- Pikes View Medical Centre
- Bolton Community Practice
- Kildonan House
- Not registered at any of these surgeries

Q11 What is your postcode ?

Q12 Are you ...?

- Female
- Male
- Other

Q13 Which most closely describes you?

- Employed full time [30 hours or more a week]
- Employed part-time [up to 30 hours a week]
- Self employed / freelance
- Unemployed, available for work
- Unable to work because of sickness / disability
- Full time student
- At home, looking after family
- Retired
- Other

If 'other' please explain

Q14 Which age group are you in?

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- 85 or over

Q15 Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes, limited a lot
- Yes, limited a little
- No

Q16 Do you look after, or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill-health / disability, or problems relating to old age?

Please don't count anything you do as part of your paid employment.

- No Yes, 20 - 49 hours a week
 Yes, 1-19 hours a week Yes, 50 or more hours a week

Q17 What is your ethnic group?

- White British Asian or Asian British
 White other Black, Black British, Caribbean or African
 Mixed or Multiple ethnic group Other ethnic group

Thanks for your views. Please post to FREEPOST RTTT-YTEL-YSXS, Consultation & Research Team, 2nd Floor, Town Hall, Victoria Square, Bolton, BL1 1RU.

Appendix C

Additional submissions

In addition to survey submissions, an email response was received from Winter Hill Insight, whose membership all have visual impairments.

Sent: 21 March 2021 19:34

To: consultation <consultation@bolton.gov.uk>

Subject: Consultation document for Horwich well-being and medical Centre

After discussing the new medical and well-being centre in Horwich your proposal look as if they would be a big improvement for Horwich town centre. We particularly agree with the extra car parking though also would encourage people to walk if they live nearby as they are going to a medical and well-being centre in Jim!

If the proposals are similar to the ones that we looked at last year we particularly like the fact that it opens into the same space as the leisure centre and there will be no vehicle access to the openings from the leisure centre and the medical centre.

We particularly like that there will be mainly the services on the ground floor for easy access. We would also ask if you do some tactile markings on the floor which will greatly assist our white cane users.