



Wellbeing Hub @Penarth July 2019



YOU SAID, WE LISTENED FEEDBACK FROM COMMUNITY ENGAGEMENT

During February - April 2019 we talked to the local community about our proposals for a Wellbeing Hub@Penarth, the reasons for change and how we can create a good experience for those using our services and encourage people to get involved in health and wellbeing activities and groups.

We had many positive comments about the proposals but also people raised a number of concerns. We have listened to your comments and will take these into account as we work through the design and development of the project. See below for answers to questions asked by the public:-

What is a wellbeing hub?

A wellbeing hub is a facility where services from different organisations such as health, local authority and the third sector will work together to support the physical, mental and social wellbeing of local people. Services will promote 'prevention' and 'wellness' rather than 'illness'.

Where will the Wellbeing Hub@Penarth be located?

The wellbeing hub will be built next to the Penarth Leisure Centre. It will be accessed through the leisure centre entrance, where the reception for the wellbeing hub will be clearly visible to visitors. The wellbeing hub will serve local residents of Penarth, Llandough, Dinas Powis and Sully.

What services will be delivered from the Wellbeing Hub@Penarth?

We plan to deliver a range of services, some of which will relocate from other sites in Penarth, while others will be new to the area:-

- GP services;
- community health clinics such as child health, district nursing, podiatry, dietetics, physiotherapy, midwifery, primary mental health, screening clinics;
- outpatient clinics such as pain management, heart failure, mental health;
- local authority social care services for children, young people and adults;
- an information and advice area where people can find out how to look after their health and wellbeing, manage health conditions and local services and organisations that can help them;
- the current range of activities available at the leisure centre will be enhanced with health and wellbeing group sessions such as 'eating for life', diabetes management and mindfulness; and
- bookable rooms for community groups to hold their own meetings and classes.

Which GP Practices will relocate to the wellbeing hub?

In addition to Redlands Surgery, Albert Road Surgery has recently confirmed their intention to relocate to the wellbeing hub. Both surgeries are in the position where the landlords who own the premises want to sell the buildings. The GPs are confident that the move will provide good facilities from which to look after their patients and enable them to work with other services to support people's physical, mental and social wellbeing.

Drop-in sessions at Albert Road Surgery are planned for early August for patients wanting to find out more about the proposed Wellbeing Hub@Penarth.

Why have you chosen to build the wellbeing hub on the Penarth Leisure Centre site?

A suitable site has been sought for a long time, but the sites considered were either unsuitable or were later found to be unavailable for development. The Penarth Leisure Centre site was identified as the only viable site. This location also provides an excellent opportunity for GPs, Cardiff and Vale UHB, Vale of Glamorgan Council and third sector organisations to work together to deliver more joined up care for people, that is focused not just on people's physical health, but also their mental health and social wellbeing.

Will the proposal to have a single shared entrance increase the chance of cross infection for well people using the leisure centre?

No more than the risk of picking up infections in other public places. Many people attend their GP surgery for reasons other than an infection. There will be separate receptions for the Leisure Centre and the GP/community clinics.

Will the changes make it easier to get a GP appointment?

Delivering GP services alongside other health, social, third sector and leisure services will help people to access services that are more appropriate. If people are aware of other services that can meet their needs then this will, free up GP time to see other patients who can only be helped through the skills of a GP. This will complement recently introduced new services such as physiotherapy and mental health liaison services.

How will I get to the wellbeing hub?

We recognise that the development will mean some patients will have further to travel, while for others their journey will be more convenient. We will develop a travel plan and look at ways to promote active travel for visitors to the wellbeing hub. Where required, we will undertake improvements to the local highways, pedestrian and cycle routes.

Did you know that:-

- For those living in the town centre, there are 6 buses an hour running along Windsor Road in each direction every weekday;
- There are 4 trains an hour (8am – 7pm) from Penarth to Cogan via a single change at Grangetown. The journey takes 16 minutes;

How will the elderly, disabled and those without cars travel to the wellbeing hub?

We appreciate that access to the wellbeing hub may present difficulties for some patients. As part of the travel plan, we will explore the potential for community transport to support people with reduced mobility to access the wellbeing hub.

How will you reduce any traffic impact on Windsor Road as a result of the wellbeing hub?

We will work with the Vale of Glamorgan Council through the planning application process to identify any works to improve the road layout. We will also support the promotion of active travel such as walking and cycling to the wellbeing hub and the use of public transport.

I am concerned that extra traffic on Windsor Road will make me late for my GP appointment

We will look to offer urgent appointments outside of peak traffic times. Patients with scheduled appointments will be able to plan their journey in advance to ensure they arrive on time.

Will the number of car parking spaces on the site be increased?

The number of car parking spaces at the Leisure Centre site will be reviewed as part of the planning process to ensure they comply with the Vale of Glamorgan Council's standards. Consideration will be given to the current car parking area and whether this could be better used. If expansion is required we will consider how this can be achieved with least impact on the local environment.

What are the key timescales for the development?

We expect construction to begin summer 2020 and the facility will open by the end of 2021.

Will facilities at the Leisure Centre be improved?

The leisure centre is currently undergoing a programme of improvement to the wet and dry changing areas. The creation of the wellbeing hub will include the opportunity to improve the reception area.

What people said about the proposals for the wellbeing hub and the range of services proposed:-



Suggestions for creating a good experience at the wellbeing hub:-



How people thought we could encourage people to participate in the health, wellbeing and social activities on offer:-



Would you like to find out more?

Regular updates will be available on the Cardiff and Vale UHB website
<http://www.cardiffandvaleuhb.wales.nhs.uk/our-mission-and-vision>
and in the Library, GP Surgeries, Health Centre and Leisure Centre in Penarth.
Comments and queries can be sent to us via the contacts below:-

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