

The final stage of developing

Edenbridge Memorial Health Centre

Help us create a health
and wellbeing hub at the
heart of your community

Have your say
by 31 March 2023

Help us develop a vibrant health and wellbeing hub

It's been an incredible journey since we began plans to create the new Edenbridge Memorial Health Centre more than six years ago.

In that time, we have worked with the people of Edenbridge, our health and care partners and many people and organisations that all have an interest in making sure seamless care is at the heart of the community.

Together, you have celebrated with us as we broke ground on the Four Elms Road site, chosen a name for the centre and are helping us to design the memorial garden.

Since we consulted with you about the services available in 2017, the Covid-19 pandemic has had a profound effect on the way health and social care has been delivered, highlighting inequalities and the changing needs of our populations.

With the roof now going on our new centre, it is right that, as we enter the final leg of this project, we finalise the services and explore what else we can provide that will benefit the health and wellbeing of the Edenbridge community.

We want to create a health and wellbeing hub for people of all ages, with varying health and wellbeing

needs to come and receive care, close to home.

There are many factors which affect people's health and wellbeing, and healthcare accounts for only 25 per cent of them. A community hub needs to consider the wider causes that impact someone's wellbeing. We want a centre that brings people together, creates opportunities and helps people connect to their community.

We need your help to make this happen. During the next few weeks, there will be a variety of ways to find out more about additional services that could be added to the health and wellbeing centre and give your views on what matters to you most.

One thing you told us was most important to you was reducing your need to travel for care. So, we've looked at the services you often have to travel to an acute hospital for that we could provide safely in the centre and would like to talk to you about providing those closer to home. We want to provide increased diagnostics, including ultrasound scanning, a wider range of outpatient facilities and children's services, plus extend the opening of

the day centre from three days to six, to give just a couple of examples.

We also want to be honest about what we can't do. You will know the minor injury unit (MIU) at the hospital has not been as reliable as we would like it to be. We've been working hard to improve this, so we want to talk to you about how urgent care services might be set up differently, providing a minor injury service Monday to Friday at the new centre, but without x-ray.

You can get involved by reading this document and responding by post or online, by joining one of our events, or inviting us to one of your community groups. (See page 3 for details).

We look forward to hearing from you as we complete the final steps of this incredible project to create a health and wellbeing centre for you all.

Mairead McCormick,
Chief Executive, Kent Community Health NHS Foundation Trust.

Dr Kate Langford,
Chief Medical Officer,
NHS Kent and Medway.

Dr Anna-Louise Malan, GP,
Edenbridge Medical Practice.

Breaking ground: We celebrate the start of work on the £13.5million centre in May 2022.



Tell us what you think

Following a public consultation in 2017, the decision was made by West Kent Clinical Commissioning Group (now NHS Kent and Medway Integrated Care Board) for a new health and wellbeing facility to be built in Edenbridge.

During the next nine months, the plan is to close Edenbridge and District War Memorial Hospital and Edenbridge Medical Practice and open the new Edenbridge Memorial Health Centre. With a new GP surgery at its heart, this centre has been designed as a community hub to provide seamless services all under one roof.

It's more than six years since the public consultation to design the new Edenbridge health centre. While we have continued to engage with the public during this time, we now need to finalise what services are provided to make sure they meet the needs of the community.

We believe the new health and wellbeing centre will result in:

- **greater convenience** – a 'one stop shop' with local health services based in one place

- **better quality care** – especially for people with long-term health problems who need all relevant professionals working together as a single team

- **greater focus on you as a whole person** – looking at your mental health just as much as your physical health and putting you in contact with support that already exists locally, for example, befriending services, exercise groups, clubs and societies, benefits and money advice

- **better environment** – a modern centre which can meet all accessibility requirements and is a pleasant place for you to visit and for staff to work

- **better recruitment** – attracting doctors, nurses, specialists and other staff to work in Edenbridge
- **better technology** – speeding up diagnosis, referral and recovery

- **potential to provide care for people with some conditions without the need for an overnight stay in an acute (main) hospital**, for example, to have an urgent assessment to identify what they need to remain at home.



How to get involved

Post

fill in and return the feedback form by using the freepost address.

Visit

www.kentcht.nhs.uk/EdenbridgeFuture where you can give your feedback online

Tweet

@nhskentchft

Email

kchft.edenbridge@nhs.net

Meet

You can find out more by joining us on:

Saturday, 4 March

Eden Centre, TN8 6BY
10am to 12noon

Wednesday, 8 March

Online meeting
6.30 to 8pm

Friday, 17 March

Online meeting
11am to 12.30pm

To book your space at these meetings or invite us to join one of our community events to chat to you, visit www.kentcht.nhs.uk/EdenbridgeFuture or phone 07939 801569.

You can also drop in and give us your views on the KCHFT bus. Check our website for details of where and when the bus will be in town.

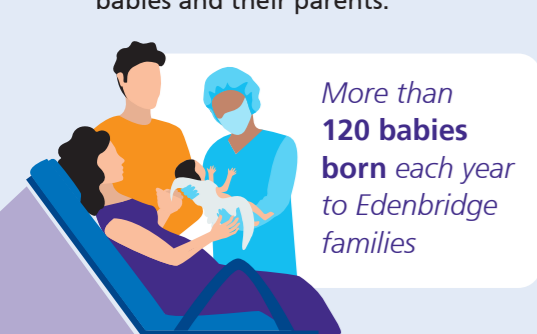
How the new centre will support you

For families, there will be services to support your children from birth to adulthood

We are expanding the children's therapies and community paediatrics services we provide. By delivering these at the health centre, families will no longer have to travel to Tunbridge Wells and their children can be supported closer to home.

A counselling group could be provided for young people by our School Health Service and children who are under the care of the local authority will receive the extra support they need at the centre.

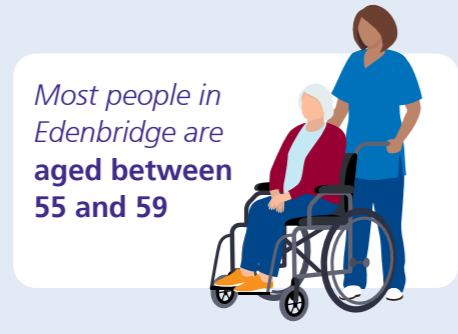
In our last round of engagement, you told us you would like to see an increase in maternity and ante-natal care. Our health visitors will run clinics at the centre for newborn babies and their parents.



For older people, we will support you to stay independent and well at home

The town has a population that is getting older, with a high percentage of people aged between 55 and 64 years-old. We know as people age they become frail and need extra support. Falls prevention clinics at the centre will help vulnerable people stay on their feet and safely in their own homes. Wound care clinics will be delivered on the same site as the many outpatient services provided, such as rheumatology and dermatology.

Not all care will need to be delivered in person. The GP practice and some clinics will be able to offer, virtual and phone appointments for those who are able to receive support from home.



For people with long-term conditions, we will help you to manage them

With more than a third of the population living with one or more long-term conditions, the new health centre will be a one-stop shop for support to manage these effectively and stay well as you age. Whether it is a medication review or advice on how to live a healthy lifestyle, the community hub will provide services to support you to live well, for longer.

If you need support to be healthier, a team of health improvement specialists will be on hand

Maintaining a healthy weight, being active, quitting smoking and reducing alcohol intake are key to people living longer, fuller lives. Whether you live with a long-term condition or have a lifestyle goal you would like to achieve, health improvement experts will be able to work at the new centre supporting services to improve the wellbeing of everyone in the community.

For people who need support and connection to their community...

The health centre will support more than just your physical wellbeing. The day unit, which provides support to people with dementia and respite for their carers, is going to be expanded to six days-a-week.

The centre will also be able to offer social prescribing – to help members of the community with loneliness, depression, anxiety and housing issues.

When not being used for clinics, there will be bookable space for the community to use, the largest room is 80m², for social and voluntary groups to meet.

There will be a kitchen on site, able to prepare hot food and drinks to support people to come together and the centre will be surrounded by a beautiful memorial garden, designed with your feedback.



For Mary Whitaker and her husband Richard, the dementia day service at Edenbridge hospital has been a lifeline.

Mary, who is his full-time carer, said: "Richard loves going to the dementia day service at the hospital. The team is really kind and helpful and he gets so much out of his time spent there. It means I get to have some time to myself, doing errands or going out for a run or a walk, knowing he is being looked after by a really caring team."



Richard, 63, has early onset Alzheimer's.

"I had to leave my job as Richard needs around the clock support and he can only go to the service one day a week. If the service was to expand in the new health centre, it would be a great opportunity for me to be able to return to work."

Mary Whitaker, Edenbridge resident

"The new Edenbridge Memorial Health Centre is getting closer to opening and I am so pleased we will have our new GP surgery as part of the community hub. The new facilities and equipment will allow us to deliver health and wellbeing services in a joined-up way that meets the needs of people living here. The centre will be a shining example of supporting people to manage their long-term conditions, stay well and be part of their community, while delivering quality care, closer to home."



Dr Anna-Louise Malan, GP at Edenbridge Medical Practice



If you need same day care, our clinics will save you travelling to hospital

When we first engaged with you, almost 80 per cent of people we spoke to agreed the centre would not include inpatient beds. For some people who need specific hospital care that does not require an overnight stay, we will be able to provide specialist clinics offering same day care.

This would include complex assessments, complex blood tests and other support and treatment, which people would otherwise have to travel to hospitals in Tunbridge Wells and Maidstone for. It could also support older people who are frail, after a fall or if they have continence issues, support better diagnosis and management.

What we can provide at this centre, combined with our community services, will help keep people out of hospital and get them home earlier. Same day care clinics would

not just help more people, they would also do more to keep people well and at home.

Long stays, even in community hospitals, are not good for older people. Ten days in hospital (acute or community) causes the equivalent of 10 years' muscle ageing in people over 80.

If you need urgent care, there will be a minor injuries service

You will know the minor injury unit (MIU) at the hospital has not been reliable, so we plan to set up the service differently to make it more robust. Complementing GP services at the surgery, KCHFT nurses will be trained to deliver a minor injuries service at the centre from Monday to Friday, 8am to 6pm.

The service will offer booked and walk-in appointments. They will treat minor cuts, bites and stings, foreign bodies in wounds, ears and noses and minor burns. Minor illness and minor ailments, such as coughs, colds, ear, nose and throat infections and urinary tract infections will also

be treated with support from the GP surgery.

This will not include x-ray as this is not a viable service for the new centre. For people who need x-ray, there are eight NHS x-ray services within 15 miles of Edenbridge.

We explain more in the *Your questions answered* section on page 10.

Below: NHS x-ray services, near Edenbridge, distance calculated using RAC route planner

Location	Distance (miles)
Queen Victoria Hospital	7.7
Sevenoaks Hospital	10.5
Caterham Dene Hospital	11.4
Orpington Hospital	12.5
Princess Royal University Hospital	13.9
Crowborough War Memorial Hospital	14.2
East Surrey Hospital	14.6
Tunbridge Wells Hospital	15.1



What will be provided in the new health centre

Existing Expanding New

A new, purpose-built health centre, providing general practice services and:

- Dermatology ✓
- Ear, nose and throat ✓
- Midwifery – pre-natal clinics ✓
- Minor injuries service, Monday to Friday ✓
- Orthopaedics ✓
- Parkinson’s assessments and reviews ✓
- Rheumatology ✓
- Psychiatry ✓

Community services for children and families, including:

- Children’s therapies – such as speech and language and physiotherapy ✓
- Community paediatrics – support for children with ADHD, autism, cerebral palsy and muscular dystrophy ✓
- Looked after children’s services ✓
- School health – a counselling support group for young people ✓
- Children’s assessments – such as newborn checks ✓

Community services for adults, including:

- Community neuro rehabilitation – support for people after suffering a stroke or traumatic brain injury, multiple sclerosis (MS), Parkinson’s or motor neurone disease ✓
- Community nursing ✓
- Community rehabilitation – supporting people to stay independent ✓
- Continence service ✓
- Dementia day centre ✓
- Dietetics ✓
- Falls prevention service ✓
- Frailty – a rapid assessment and care planning service for vulnerable, older people ✓
- Heart failure clinic ✓
- Learning disabilities – counselling, education and family support services ✓
- Other diagnostics, including ECGs and blood tests ✓
- Podiatry ✓
- Physiotherapy ✓
- Wound care clinics ✓
- Ultrasound ✓
- Health and wellbeing support, including health checks and other One You services ✓

Additional services that will be at the health and wellbeing centre:

- Bookable space to be used by the public and community groups ✓
- Kitchen facility for hot food and drinks ✓

Your Edenbridge Memorial Health Centre

Ground floor plan

Lots of thought has gone into making your Edenbridge Memorial Health Centre a place which connects the community. Not only does it have the health services you need all under one roof, but a gorgeous courtyard space to

provide light to the treatment rooms, a memorial garden, kitchen/ cafe, plus community space to hire. There are also the essentials like a baby feeding quiet space, four waiting areas, seven toilets and 100 parking spaces.

Key

- Frailty, minor injuries service, same day care clinics and outpatient services
- GP surgery and consulting rooms
- Storage and staff area
- Community space



Community space

When these rooms are not being used as clinics, they will be available as community space for hire.

Tell us how you would like this space to be used in our survey.



Your questions answered

Will we get a say on what is provided at Edenbridge Memorial Health Centre?

We have looked carefully at what services the people of Edenbridge need and would like your thoughts on the plans.

There are rooms in the centre for the community to use. We want to know how you would like to use this space to improve the health and wellbeing of the local community, for example, for yoga, Tai Chi, knitting groups, parent or art classes, for example.

During the next few weeks, there will be a variety of ways to find out more about additional services that could be added to the health and wellbeing centre and give your views on what matters to you most.

We will be attending community groups and if you would like us to come to yours let us know, you can respond via our online service, or take part in one of our face-to-face or digital drop-in sessions. You can find more information about these on our website: www.kentcht.nhs.uk/EdenbridgeFuture

Can I hire the community rooms at the health centre during the evenings or at weekends?

Yes, community groups or voluntary sector organisations that support health and wellbeing activities will be able to hire space at the centre. We want to know how you would like to use it, so we can plan how this might work. We want the building to be used as much as possible by the whole community and in use throughout the day, evenings and weekends.

How will the new health centre affect the Eden Centre?

This is about enhancing what is available to the local community and we want to complement the services at the Eden Centre, not be in competition with them. We will be working with them to provide space for the community to use.

Will there be a dental service at the health centre?

There will be NHS dentistry in Edenbridge but it will not be based at the health centre.

Will the minor injury unit (MIU), with x-ray, still be in the new health and wellbeing centre?

You will know the MIU at the hospital has not been as reliable as we would like it, due to ongoing staff challenges.

On an average day Edenbridge MIU will see and treat around nine to 15 patients, while the urgent treatment centre (UTC) at Sevenoaks will see 60 to 100 patients.

Therefore, we have looked at how we might deliver urgent care services differently in Edenbridge. Instead of an MIU with x-ray, our emergency nurse practitioners will provide a minor injury and illness service complementing the GP services, from Monday to Friday, 8am until 6pm.

As it stands, NHS Kent and Medway does not support the delivery of an x-ray service as there is not sufficient demand and new diagnostic centres have been established. We need to use every penny of NHS funding in the best possible way and x-ray at Edenbridge is not financially viable. During the past four years, we have seen 27 people on average per month.

However, people living in Edenbridge could use the nearby services at Sevenoaks UTC or the MIU and x-ray service at the Queen Victoria Hospital in East Grinstead.

There are eight NHS x-ray services within 15 miles of Edenbridge (see table on page 6). While the number of Edenbridge residents who have access to a car is high, we are working with the local council to look at how public transport or voluntary transport might be improved to these for those people who need it.

What have you done to attract new staff to support the MIU?

Like many NHS trusts across the UK, we are constantly trying to recruit more teams and review the skill mix of our existing staff so we can run safe services.

Unfortunately, given the remote location of Edenbridge, and the high cost of accommodation in the area, we experience significant challenges with attracting qualified nurse practitioners to work in the town. They also need to see a high volume

of patients to make sure their clinical skills stay up-to-date.

We have recently recruited a number of internationally-trained nurses to our ward and district teams, some of whom we hope to train as emergency nurse practitioners during the next 12 to 18 months and we also have a staff bank, which we can draw from. Our plan to work more closely with the GPs and a new proactive frailty team will help keep clinicians' skills up-to-date and make the roles more attractive to recruit to.

Are the numbers for the Edenbridge MIU low because it has been closed? Would making it an urgent treatment centre increase the usage?

We appreciate that unreliability may affect people using it, but usage has always been lower than other MIUs we run, which, for example, will see between 30 to 60 patients a day.

We have been in discussions with NHS Kent and Medway and local GPs and we do not believe it would be financially viable to upgrade the MIU to a UTC when there is another urgent treatment centre in Sevenoaks, which has around 2,000 visits a month and has capacity to see more people.

You can find more frequently asked questions on our website: www.kentcht.nhs.uk/EdenbridgeFuture

What happens next?

All of the feedback we receive during this engagement will be considered along with more detailed information about how best to accommodate the services needed by the local community into the building.

The plan for how this will work and what this will look like, will be shared with you in the summer.

Please send your completed questionnaires to the freepost address by Friday, 31 March. Alternatively, you can complete the form online at www.kentcht.nhs.uk/EdenbridgeFuture

Please tear along the perforation

Share your views

We really want Edenbridge Memorial Health Centre to be a health and wellbeing hub that supports communities for generations to come.

You have been helping us every step of the way, we would now like your views again as we finalise the services available to make sure it meets the needs of the Edenbridge community.

Please complete this survey and return to us using the freepost address by Friday, 31 March.

About you

Please tell us which of the following applies to you (tick as many boxes as apply)

- I am a patient/carer at the Edenbridge Medical Practice
- I live in Edenbridge or the surrounding villages
- I work for Kent Community Health NHS Foundation Trust
- I work for Edenbridge Medical Practice.

Using the Edenbridge Memorial Health Centre

1. In our engagement document, we've set out the health and wellbeing services you can expect at our new Edenbridge Memorial Health Centre. We would like to know what you think?

You can find out more at www.kentcht.nhs.uk/EdenbridgeFuture.

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2. There will be rooms in the centre for the community to use, with the largest room about 80m². How best should this space be used to improve the health and wellbeing of the local community?

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3. Edenbridge Memorial Health Centre will be fully compliant with the Equality Act. There will be an induction loop for people with hearing impairments, all clinic rooms are on the ground floor and there will be 100 free car parking spaces. Is there anything else we should consider to make sure the centre is accessible for everyone?

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4. Do you have any other comments you would like to share about the plans for the new health centre?

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If you would rather complete the survey online, scan the QR code.

More about you

5. Please tell us your gender Male Female I prefer to not say

I prefer to self-describe

6. Please tick your age group

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

7. Are you Heterosexual (Straight) Gay or lesbian Bisexual Prefer not to say

Other (Please specify)

8. Do you have a disability? Yes No Prefer not to say

9. Do you care for someone else? Yes, a child/children Yes, an adult/s No

10. Please tick your ethnicity or ethnic group.

White British

White Irish

White Eastern European

Gypsy or Traveller

Black African

Black Caribbean

Black British

Asian

British Asian

Nepalese

Bangladeshi

Mixed Race

Arab

Somali

Chinese

Staying in touch

If you are interested in volunteer opportunities with Kent Community Health NHS Foundation Trust or would like to stay involved by becoming a member, please email: kentchft.engagement@nhs.net

Thank you for taking the time to fill in this survey.

Freeport RSYZ-CKAR-BGAA
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Kent Community Health NHS Foundation Trust
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Hermitage Lane
Barming
MAIDSTONE
Kent
ME16 9NT



**Thank you for telling us what you think.
Your views will help the NHS in Edenbridge
improve care for you and your family.**

**Kent Community Health NHS Foundation Trust
NHS Kent and Medway
Edenbridge Medical Practice**

Alternative versions

If you would like this information in another language, audio, Braille, Easy Read or large print, please email kchft.involveme@nhs.net

