



**How people would like
to access services at
Devizes Health Centre**

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Report summary

What is this report about?

This report highlights the findings from a survey that aimed to gather the views of people on their preferred opening hours and access requirements for the new Devizes Health Centre (DHC) which is due to open in late summer 2022. It was carried out in early 2022.

What did we do?

We designed a survey with the Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group (BSW CCG), Wiltshire Health & Care and their other clinical partners to seek feedback from the local community about the new Devizes Health Centre. The survey ran for about 6 weeks, closing on 20 March 2022. Due to the pandemic, we did not meet people face to face but made the survey available to be completed online, as paper copies or over the telephone.

What were the key findings?

- There was a positive response to the new health centre, recognising that a lot of time and work had gone into realising the project.
- Having multiple services under one roof was welcomed, avoiding long journeys to hospital centres or clinics for treatment.
- There was some concern and confusion expressed about the ongoing role of people's existing surgeries and whether these would be relocated to the DHC.
- The opportunity for more flexible opening hours including weekends was welcomed by parents and working people.
- The need for ample car parking, preferably free, was frequently mentioned to minimise stress to patients as most will travel by car and also to avoid unwanted parking on Marshall Road.
- A fast, frequent bus service to and from the town centre, every half hour at least, throughout the day needs to be provided so people without access to a car can get to the DHC efficiently.
- Many people were disappointed by the lack of a Minor Injury Unit (MIU) which they were either expecting to be provided or felt was needed.
- Provision of x-ray/scanning facilities and an on-site pharmacy was a key theme.
- There were requests for more women's services such as breast care, gynaecology, menopause clinic and increased children's services.

Conclusions and recommendations

This report makes several recommendations for increasing and widening communications with the local community and those who are already using existing services to provide a better understanding of the role of the new Devizes Health Centre and its relationship with other local health facilities.

Introduction

Healthwatch Wiltshire is the independent champion for people using health and care services in Wiltshire. We listen to what people like about services and what they think could be improved and share their views with those who have the power to make change happen.

This report focuses on the findings of a survey which gathered the views of people on their preferred opening hours and access requirements for the new Devizes Health Centre (DHC) due to open in summer 2022.

What we did

We designed a survey with the Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group (BSW CCG), Wiltshire Health & Care and their other clinical partners to ask the local community for their feedback on the DHC. The survey ran for about 6 weeks, closing on 20 March 2022. Due to the pandemic, we did not meet people face to face but made the survey available to be completed online, as paper copies or over the telephone.

The questions in this survey were designed to obtain detailed feedback on accessing each of the services to be provided and other aspects of the new health centre including waiting areas, signage, accessibility requirements and how people would get to the DHC.

An opportunity to comment on the DHC in general was also provided. The draft survey was developed with all the service providers' input as well as being reviewed by Healthwatch Wiltshire volunteers. Their suggestions and improvements were incorporated into the final version. The survey was promoted through Healthwatch Wiltshire's social media channels and newsletters, the Devizes Primary Care Network GP surgeries, BSW CCG website and was shared widely by other partners and local organisations. Posters and paper copies of the survey were distributed across local surgeries, town amenities and publicised in the local newspapers.

Who did we hear from?

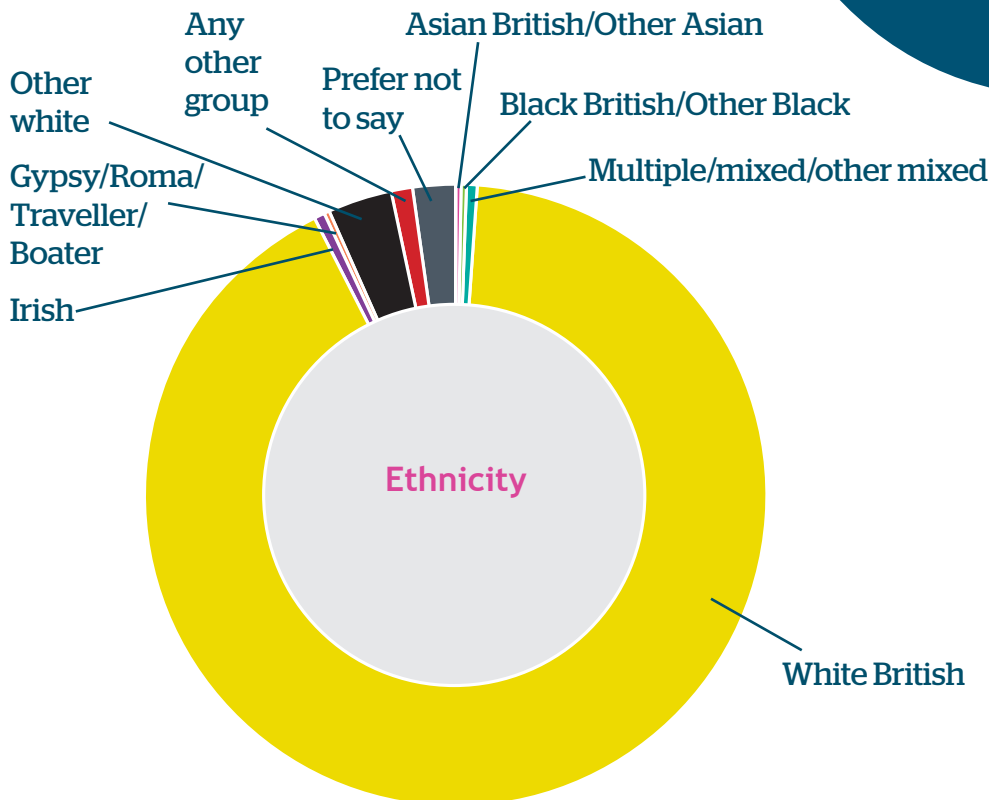
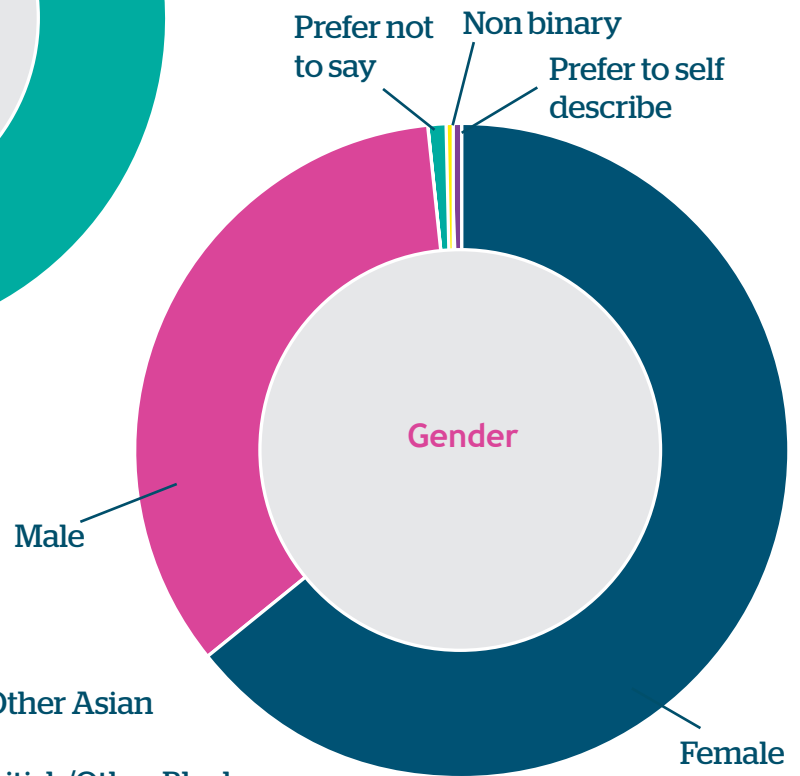
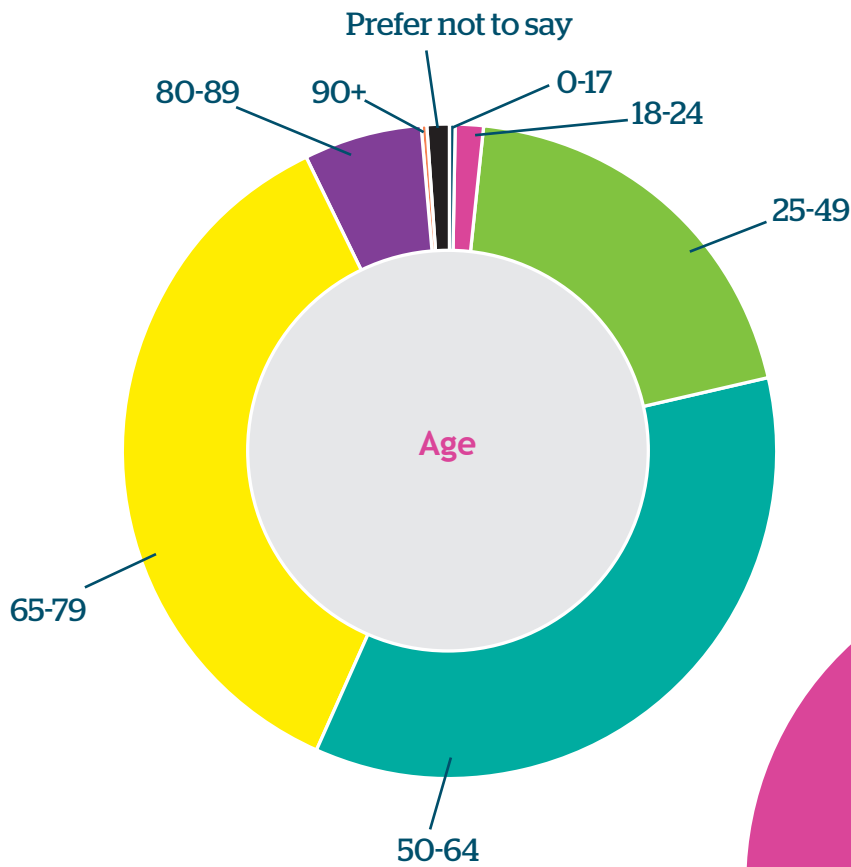
A total of 2,535 responses were received from across the Devizes area. 2,371 people told us their postcode. 2 people said they belonged to the boating community and 4 identified as Gypsy, Roma or Traveller.

Postcode representation showed:

- 2,116 respondents live in the SN10 area
- 78 in SN15
- 38 SN12
- 9 SN11
- 8 SN9
- 5 BA13
- 4 BA14

64% of respondents were female, 34% male, 2% did not specify. 71% were aged between 50-79 years. 91% (2,223) identified as White British. 63% (1,534) said they are married. 12% (290) of those who responded to the question said they cared for someone who needs additional support on a day-to-day basis.

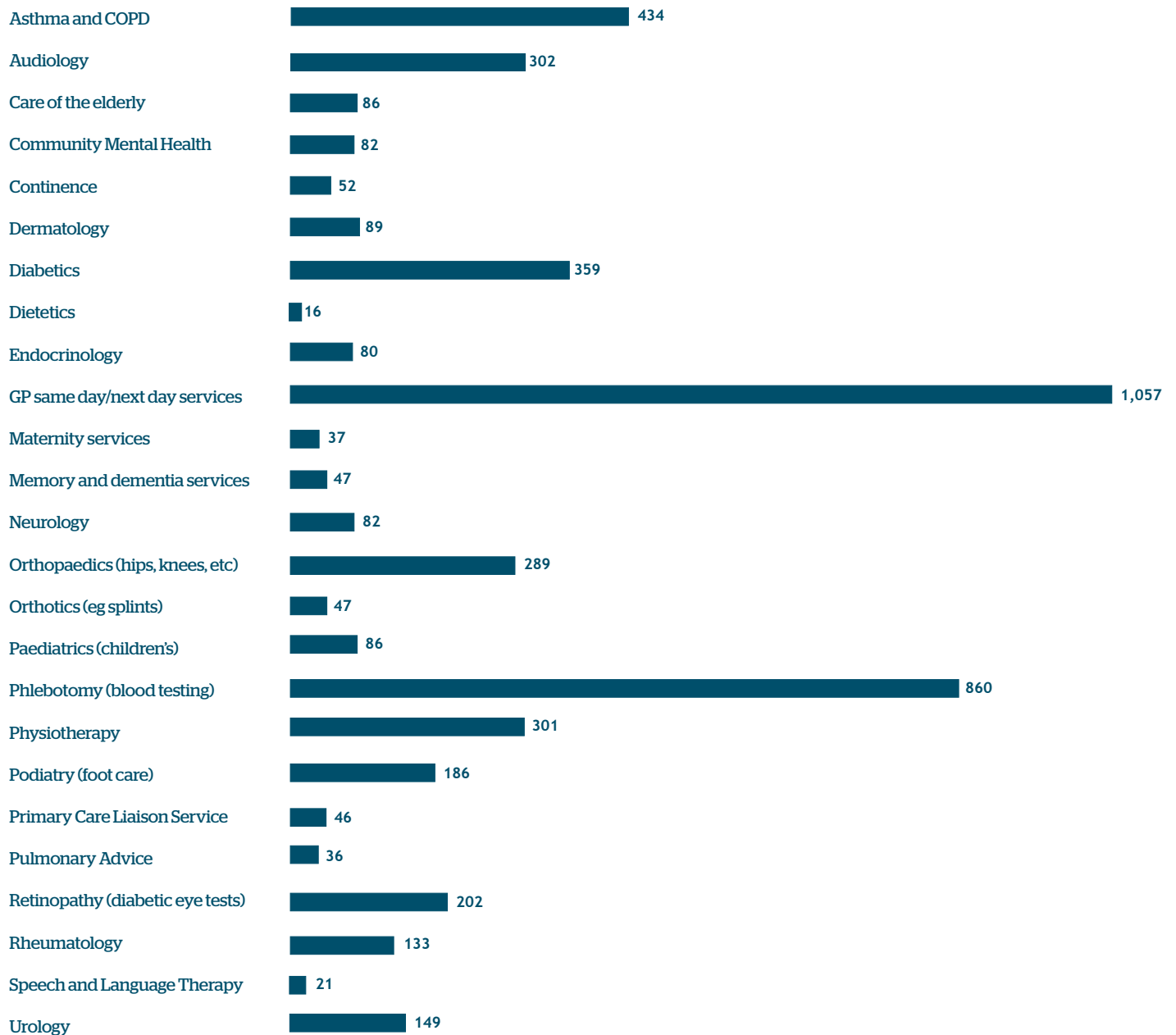
Demographics charts



What people told us

We asked people to tell us which services they would be using at the new health centre. The majority of respondents think they will use the new health centre for GP Same Day or Next Day services. The service next most in demand is blood testing followed by asthma and Chronic Obstructive Pulmonary Disease (COPD). The chart shows the current use of services.

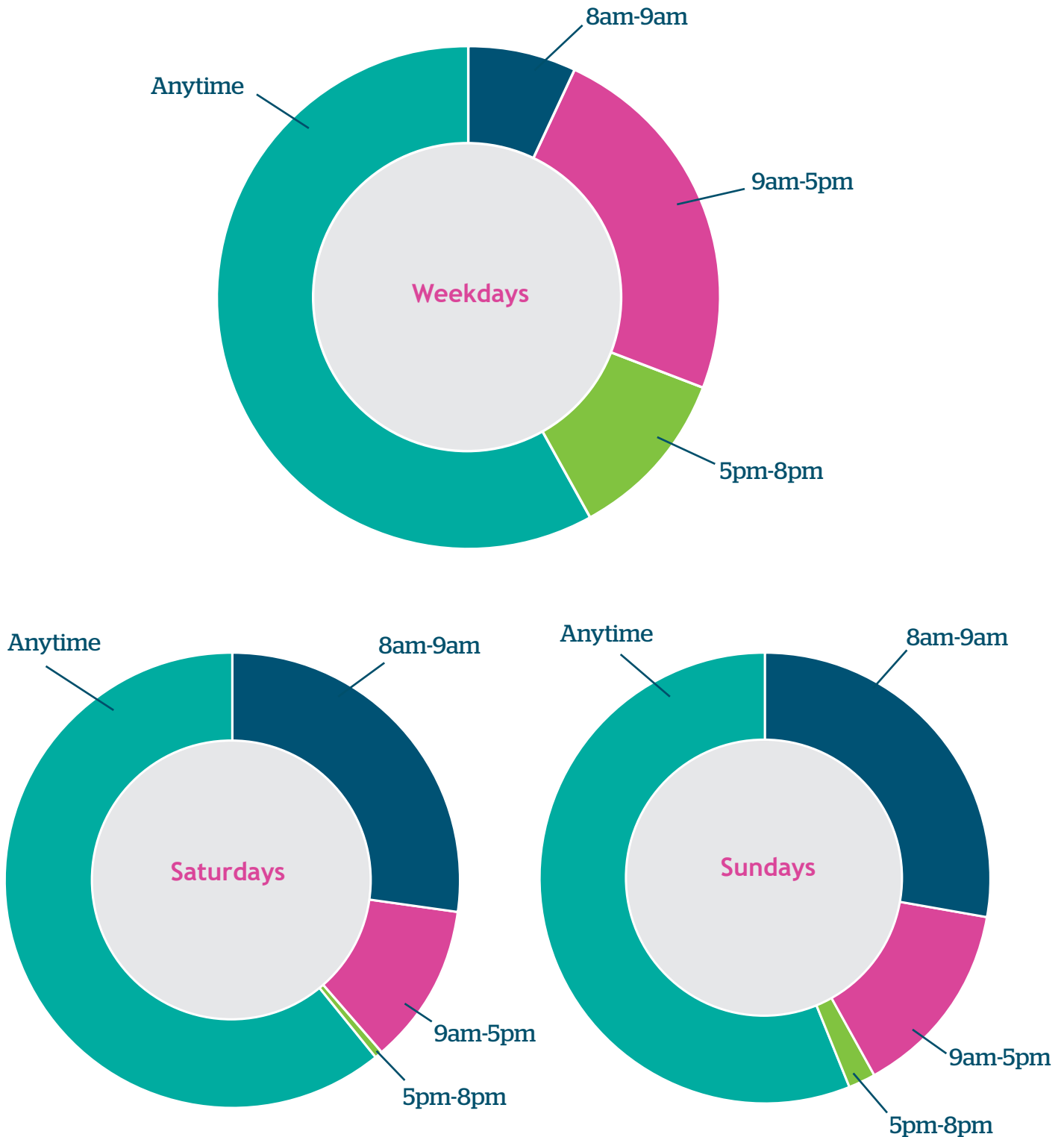
Which services do you currently use?



Preferred opening hours

We asked people to tell us at what times on which days they would prefer to access the services they currently use. 78% of the respondents who completed the survey answered this question and many said they were not currently using any services but would answer what they felt would best suit them.

The overarching response is that, for the majority of respondents, the “Any time” option is preferred for almost all services on almost all days. However, 5-8pm on weekdays is also popular particularly with working age people.



When asked for the reasons for their preferred hours, the majority (46%) said it was because of working hours. There were also many (35%) who said they were retired and so time was not an issue. Other reasons given included:

- Weekends suit best as work part time on weekday afternoons/work commitments.
- Flexible working hours so can fit in anytime.
- Easy to access as live nearby.
- Reliant on someone to drive them to DHC.
- Want early appointment to leave rest of day free/get to work.
- Early and late appointments should be prioritised for people who are working.
- Mornings preferred as long-term illness causes tiredness.
- Important to have access to services at weekends.
- Elderly – like to avoid early morning and late afternoon appointments.
- Allows for hobbies/volunteering commitments.
- Work variable shift patterns (eg carer).
- While children are at school.
- Prefer not to travel at busy times/avoid commuter traffic.
- Prefer to attend at least busy hours.
- Should be access to medical care 24/7.
- Weekends are for family time.
- Evenings should be prioritised for emergencies.
- Mental health services should be available 24/7.
- Good to have an out of hours GP based at Devizes.
- Phlebotomy (blood tests) often requires fasting samples; best done in the morning.

In an emergency I will always come in anytime but having routine appointments available outside of working hours would be amazing... If I could see someone locally outside of my usual working hours it would solve a lot of problems!!

How the service is delivered

2,460 people told us how they would like their appointment delivered. The most popular choice was face to face, followed closely by telephone appointments. A combination of video/telephone and face to face was ranked third choice.



When asked how important it is that people see the same person each time they visit, most (46%) said it was quite important. 23% said that it was very important to them but 18% said that the service was more important than who delivered it. 856 respondents explained why it was very important with the majority (40%) giving consistency of care as the reason. 12% said building relationships and trust/rapport, particularly for mental health issues, mattered to them.

Other reasons included:

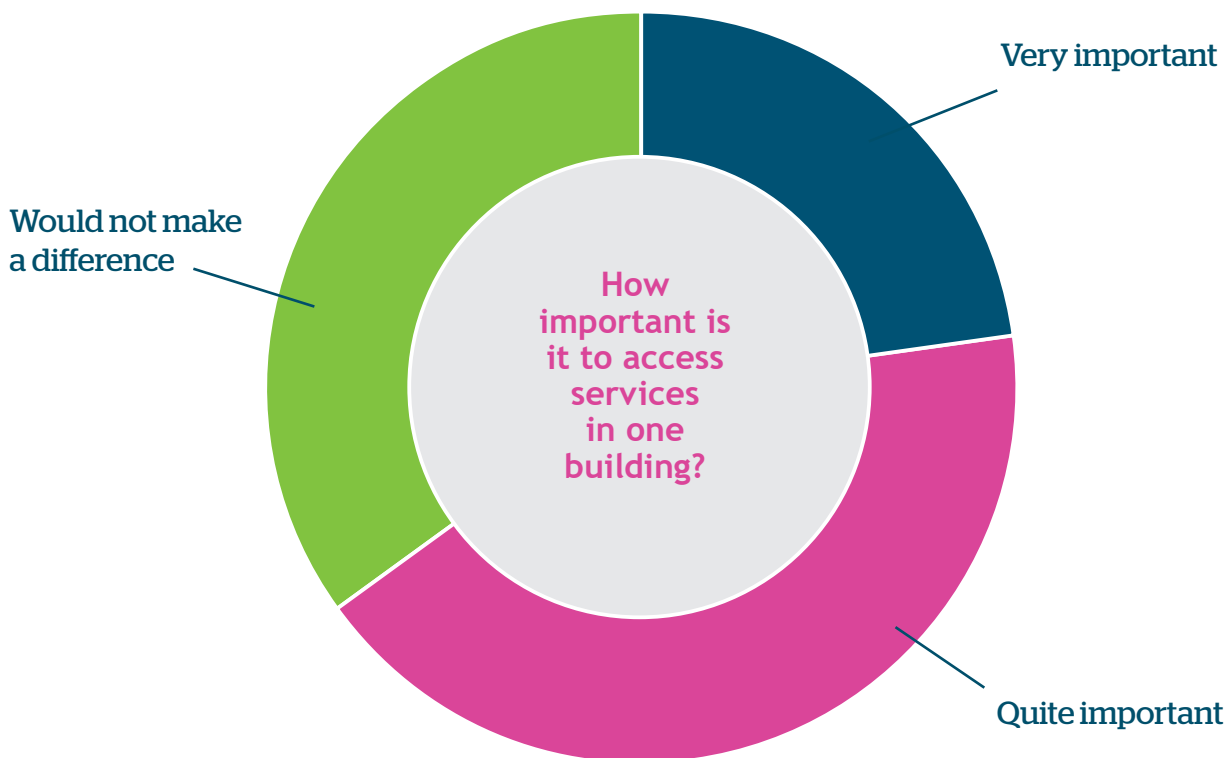
- Understanding of and familiarity with your health and wellbeing issues.
- Not having to repeat your medical history saves time and irritation.
- Having confidence in the advice you are given.
- Familiar face gives reassurance, makes it easier to share information, especially if you have learning disability or hearing impairment.
- Reduces fear and anxiety.
- Preferring to see a female doctor.

It is very annoying when you don't see the same doctor because there is a total lack of consistency and you find yourself having to explain your health history over and over as no one seems to read your notes!

It's important for continuity of care. My regular midwife now remembers things when I see her which I really appreciate, it makes me feel important and valued. We have now built up a rapport and I wouldn't get that seeing someone different each time I visit.

Because I am autistic I don't like a lot of change so prefer seeing the same person.

We asked people how important it would be to access the services they need in one building. 94% of respondents answered this question. 42% said it was quite important, 35% said it would not make a difference, 23% said it was very important.



Many of the positive comments on the DHC in the survey responses referenced benefits of services in one building, including:

It will be amazing to have all these things under one roof!

It would be helpful to enable joined up working between mental health and physical health in aspects of maternity, diabetes and other LTHC [Long Term Healthcare] professionals.

It is a very good idea to provide such a service to the local community. Having to go to Chippenham, Trowbridge or Bath for relatively minor ailments takes considerable time and expense when you factor in distance, loss of wage, parking fees, etc.

1,809 people told us what they regard as important while waiting for their appointment. 59% said a quiet area, 44% Wifi and 12% chose children's space. 280 people made other suggestions including:

- Water stations/drinks vending machine (most popular request).
- Comfortable seating with range of size of chairs.
- Good ventilation and social distancing/spacing (Covid-19 protection).
- Toilet facilities.
- Privacy at reception area (screens) so confidentiality can be preserved.
- Information screens that help with understanding what is provided to help patients and indication of your place in waiting times.
- Signage/system to say when you are called for your appointment – essential for patients who are hard of hearing.
- No noisy music or television.
- Warm and inviting area that is relaxed and accessible to reduce nervousness.
- Reading material.

One person suggested counselling service provided by eg an Age UK or Alzheimer's Support or RNIB or RNID volunteer could be accommodated in the waiting area.

There were several mentions of a separate area for children as some people see them as very noisy and disruptive.

1,099 people expressed preferences on visual art in the new health centre. The most frequent response was for local art either by local artists or schools, with exhibited art being changed fairly regularly to provide interest.

Almost everyone who responded to this question positively welcomed visual art although the view was expressed that it was completely unnecessary.

Love to see peaceful works of art that create an enjoyable space to be in.

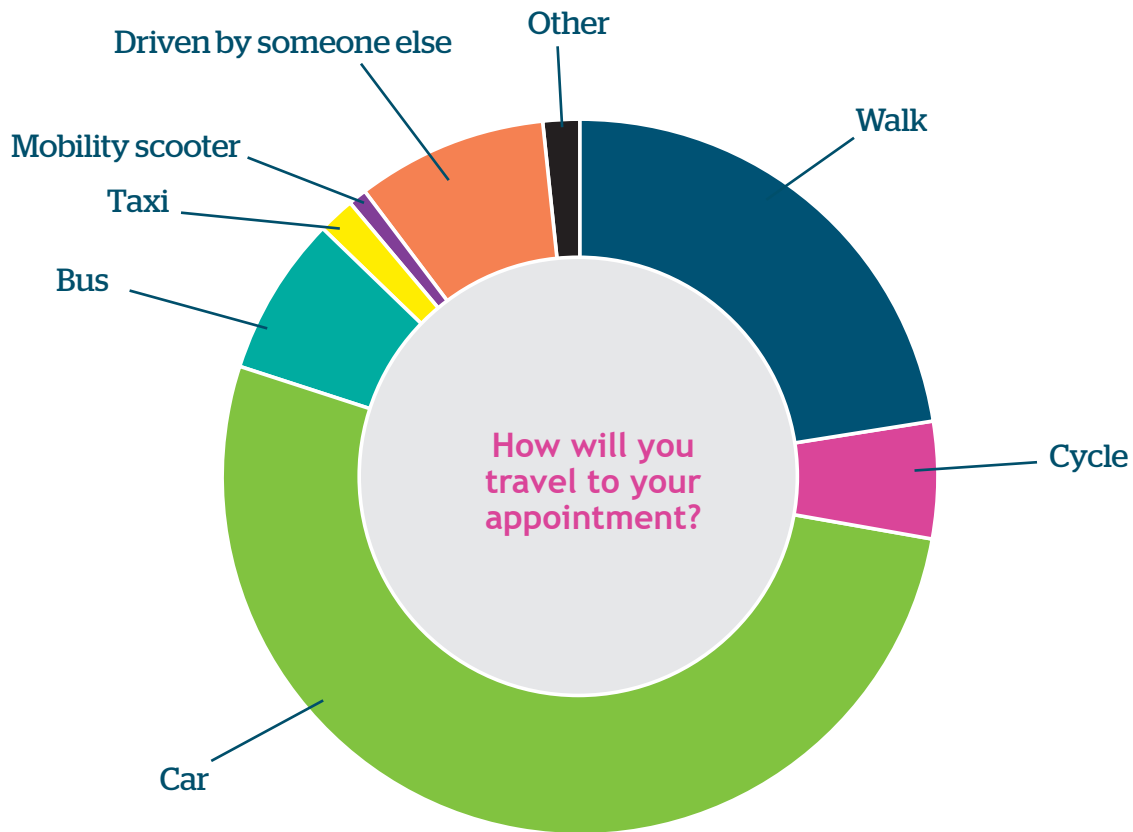
A surgery should be as free of clutter as possible so it's easier to keep clean, crucial in such a setting! Most people are there for a brief period of time and often feeling unwell so what is or not on the walls is unimportant.

Several people requested objects for children to enjoy.

Tactile things for children to interact with – standing puzzles, rocking horses, things that are fun.

Access to the Devizes Health Centre

96% of respondents told us how they would access the DHC. A huge majority plan to travel by car. 10% said they would use bus transport, followed by walking and taking the bus as the next most popular options. There were a lot of comments about transport access in the open Question 15 and these are shown in the quotes further below.



We asked people if they had any accessibility requirements. 93% said they did not. 7% (177 people) who do have accessibility requirements described them as:

- Low steps with hand rails or level access.
- Automatically opening doors.
- Lift to access upper floors.
- Disabled toilets (request for ceiling hoist).
- Access for wheelchairs and mobility scooter.
- Communication system for hearing impaired.
- Good lighting and large print on signage to assist the visually impaired.
- Ample parking, including disabled parking close to entrance.
- Bigger chairs with no arms.
- Pushchair space.

My son is autistic so needs a quiet space. Maybe a sensory room or sensory friendly lamps, etc in the corner of the waiting room would be really beneficial.

541 people (21% of respondents) told us what would be helpful to them in terms of signage, colours or colour coding inside and outside the health centre to help them find their way. These are the most frequent suggestions:

- Colour coding for departments/treatment rooms.
- Black on white (helps those who are colour blind).
- Simple large font, simple pictures alongside and Braille (easier for autistic, neurodiverse and visually impaired).
- Signs leading to Reception visible from all parts of the car parking areas.
- Clear arrows pointing to the various rooms and numbered doors.
- Clear messaging about car parking (payment, costs, times).
- Lower signage for wheelchair users.
- Clear road signs for DHC guiding patients to Marshall Road (sat nav issues).
- British Sign Language for video information with captions.

Individual colour coding for each service available. There should be a big board of introduction in each entrance and clear obvious colour signage at every junction throughout the inside and outside the buildings.

You also need to think about how the visual impaired, deaf or hard of hearing patients will navigate their way around the centre.

Bold black writing on yellow background is great for dyslexia and the visually impaired.

I would prefer my name and room number to show up on a board as I am partially deaf.

General feedback: key themes

Lastly, we asked people if there was anything else they would like to comment on regarding the Devizes Health Centre. 984 people (39% of respondents) provided comments.

Two themes predominate by far: a positive response to the new health centre (206 comments) and the need for an Minor Injury Unit (MIU, 207 comments). Many people mentioned their expectation of having an MIU or A&E at the new centre from earlier consultations and felt very disappointed or angry. A lot of people also commented that Devizes is now a large town and needs such a facility – it is too far to travel to the nearest MIU.

The next most important theme was car parking: 69 comments about the need for ample well-signed parking provision, preferably free, to reduce patient stress and avoid unwanted parking on Marshall Road.

Transport access generally, including concerns about heavy traffic across Devizes and encouraging sustainable transport, was raised by several respondents. For example, some concern was expressed about potential traffic levels in the Marshall Road area with the addition of the health centre and 180 new homes. The view was frequently expressed that most people will access the DHC by car because of infrequent or inaccessible bus services. The need for a 20mph speed limit was mentioned to cope with increased traffic on Marshall Road.

There is also considerable confusion about the integration and role of existing surgeries with the DHC (50 comments).

Other recurring comments related to:

- 43 mentioned x-rays – why can't this be provided?
- 33 mentioned bus transport and general comments about transport access.
- 25 mentioned pharmacy – why is this not included?
- 15 asked about out of hours (OOH) provision.
- 12 mentioned dental provision – it used to be at Devizes Community Hospital and is needed.
- 12 asked for maternity unit/birthing centre.

There were 54 comments best described as negative or disappointed that the old Devizes Community Hospital site could not have been re-used or refurbished or updated.

Comments on key themes

Minor Injury Unit/A&E

It should be for minor injuries (like the old days at the Devizes Community Hospital) where you could go quickly. I used it several times when the children were small. Why should we have to travel to Trowbridge, Melksham or Chippenham? Here in Devizes we are very central in Wiltshire and there are loads of small villages around that could take advantage of such a facility.

To take pressure off A&E at Bath, Swindon and Salisbury, there should be a MIU. People are put off travelling to A&E and sometimes need to be medically reviewed. There should be an on-site pharmacy – it is nonsense to be given a prescription at an out-of-town centre but then need to travel into town for a pharmacy.

Positive benefit

Really appreciate more services coming to Devizes. I really struggle to get any help due to not driving – if I have an appointment I have to book a day off work to get multiple buses to other towns or cities and which are mostly not in town centres so it costs me towards £30 plus a day off work.

It will be nice to have a centre in Devizes that offers a range of services close to home and in one place.

Suggestions for additional services

It would be good to have access to complementary therapies and to see a slightly more holistic approach to healthcare. It would be good if there were links with local services and activities such as gardening clubs, choirs, etc to help with some mental health issues. Perhaps there could be displays or talks from community groups?

Will there be opportunity for community groups to use spaces? Group sessions around diabetes, heart health, maternity care, etc?

Will there be rooms to hire for counselling via VCSE [Voluntary, Community and Social Enterprise]? Appropriate safe spaces are much needed for CYP counselling services [children and young people].

More women's services such as breast care and gynaecology, menopause clinic.

Could do with full range of child services as currently for teeth and eye app I have to take my child to Bath which equates to an unhappy school as means a whole afternoon out of school.

Would be great if children services such as health visitors, school nurse were available at the centre.

Request for some paediatric services to be based there.

Dental services

It is critical that an NHS Community Dental Surgery is placed here. Many reading this will require NHS dentalcare as they become older and children with additional needs will be further disadvantaged. Silverwood School will be on the doorstep.

Transport access

More buses as 30 minutes wait in bad weather isn't good for anyone.

In principle good but please be mindful that buses stop running every 30 minutes after 3pm. That means you could be stuck to return to town centre for possibly 1 hour.

Fast, frequent bus service from and to the town centre, every half hour at least, throughout the day.

Signposting any accessible routes without going through the town centre would be beneficial to service users. Unfortunately, Devizes has a notorious traffic problem.

How will the centre meet the needs of a growing population compared to the community hospital? How will location fit with current levels of traffic congestion in Devizes?

Conclusions & recommendations

Overall, there was a positive response to the new health centre, recognising that a lot of time and work had gone into realising the project.

- Having multiple services under one roof was welcomed, avoiding long journeys to hospital centres or clinics for treatment.
- There was some concern and confusion expressed about the ongoing role of people's existing surgeries and whether these would be relocated to the DHC.
- The opportunity for more flexible opening hours including weekends was welcomed by parents and working people.
- The need for ample car parking, preferably free, was frequently mentioned to minimise stress to patients as most will travel by car and also to avoid unwanted parking on Marshall Road.
- A fast, frequent bus service to and from the town centre, every half hour at least, throughout the day needs to be provided so people without access to a car can get to the DHC efficiently.
- Many people were disappointed by the lack of a Minor Injury Unit (MIU) which they were either expecting to be provided or felt was needed.
- Provision of x-ray/scanning facilities and an on-site pharmacy were also key themes.
- There were requests for more women's services such as breast care, gynaecology, menopause clinic and increased children's services.

Our recommendations focus on increasing and widening communications with the local community and those who are already using existing services to provide a better understanding of the role of the new Devizes Health Centre and its relationship with other local health facilities:

- A set of communications providing explanations and clarity to address the expectations of a significant number of respondents regarding provision of an Minor Injury Unit, pharmacy and x-ray facilities, what to expect at the Devizes Health Centre and also remove confusion regarding continuation of existing surgeries.
- Immediate wider engagement with the local community leading up to and including roll-out of planned open days prior to the opening of the DHC.
- Further work on bus transport arrangements to improve frequency/access.
- Consideration of signage to guide access to the DHC, both in town and close to the site.
- Consideration of the accessibility requirements outlined by respondents.
- Review of provisions in the waiting area including beverage facilities, privacy screens at reception, quiet area, children's space etc.

Response

 Dr Andrew Girdher, Clinical Chair, BSW CCG 

The people of Devizes have waited many years for a healthcare facility that they can be proud of, and it's a real honour and privilege for me to be able to inform residents, all of whom have shown incredible patience, that their new health centre is now within touching distance.

Work on Devizes Health Centre began last summer, and I was lucky enough to visit the construction team at Marshall Road in person shortly after the build got under way. Even at that early stage, it was clear to me that this new facility would be something to behold, and I hope that when the doors open later this year, local people will share the same enthusiasm.

Not only will this site be a stunning example of everything healthcare in the 21st century should look and feel like, with multiple teams from different local organisations working together under one roof in a way that makes care ultimately more joined-up and free from unnecessary obstacles, it will also be a shimmering beacon of the latest carbon neutral technology, and I know that towns and cities up and down the country will now view Devizes as the benchmark for all future NHS builds.

My passion for this project is undeniable, and I'm delighted that this feeling has been matched by the thousands of local residents who took the time to share their views and opinions on the new health centre in Healthwatch Wiltshire's recent online survey.

More than 2,500 people got involved, and the feedback received has been invaluable, especially around important areas such as transport, accessibility and signage.

It has also been clear that the people of Devizes would like the opportunity to find out more about their new health centre, including what services will be on offer and how they can be accessed.

In the run up to the centre's opening date later this year, the CCG will endeavour to keep the local community updated on the latest developments, and will also give people the chance to have their questions and queries answered by those closely involved with the project.

Details of such events will be shared in due course but, for now, I'd encourage any person with questions to get in touch with the CCG directly using the contact information listed at [bswccg.nhs.uk](https://www.bswccg.nhs.uk).

Thank you

Thank you to the 2,535 people who shared their feedback on Devizes Health Centre and to BSW CCG, Wiltshire Health & Care and other service providers for their input into the development of our survey.

Appendix

Devizes Health Centre

Introduction

The Bath, Swindon and Wiltshire Clinical Commissioning Group (BSW CCG) is building a new health centre on Marshall Road, next to the Devizes Treatment Centre and Green Lane Hospital. Devizes Health Centre will be one of the region's first integrated care centres with several organisations coming together to provide a range of health services from one building. It is due to open in late summer 2022 and will give additional space for health services in the area, making it easier for patients to access the care they need locally and all under one roof. The services currently available at Devizes Community Hospital will be moving to the new health centre and the community hospital will close.

Health care professionals from the four local GP surgeries will provide patients with same day or next day medical care, as well as routine blood tests and clinics for things like asthma and diabetes, after being referred by their own GP surgery. Other services will continue at your usual GP surgery as normal. Royal United Hospitals Bath (RUH) will be providing outpatient services including maternity, care of the elderly and audiology. Wiltshire Health and Care will provide services including speech and language therapy, physiotherapy and diabetes, amongst others. Avon and Wiltshire Mental Health Partnership Trust (AWP) will provide some of its mental health services from the new health centre.

BSW CCG has asked Healthwatch Wiltshire, the independent champion for people using health and care services in Wiltshire, to run this survey on their behalf to help inform how services are provided at the new health centre. At Healthwatch Wiltshire we listen to what people like about services and what they think could be improved, then share their views with those who have the power to make change happen. We want to hear your views on what opening hours you would like at the Devizes Health Centre and how you would like to access services. All responses are anonymous, unless you choose to identify yourself, and no individuals will be named. The results will be collated and shared with the CCG and service providers and those that plan and pay for the services. By completing this survey, you are agreeing to Healthwatch Wiltshire using your responses in a way that can't identify you.

Due to the design of our survey, if you are responding online, it may be easier to complete it on a larger screen, such as a computer, laptop or tablet.

1. A wide range of services will be provided at the Devizes Health Centre. Please can you tick which services you currently use?

- Asthma and COPD
- Audiology (hearing tests)
- Care of the Elderly
- Community Mental Health team
- Continence
- Dermatology
- Diabetes
- Dietetics
- Endocrinology (glands and hormones)
- GP Same Day and Next Day Services
- Maternity services
- Memory assessment and dementia services
- Neurology
- Orthopaedic interface services (referral assessments for hips, knees, shoulders etc)
- Orthotics (equipment eg splints and braces)
- Paediatrics and paediatric dietetics (children's services)
- Phlebotomy (blood testing)
- Physiotherapy
- Podiatry (foot care)
- Primary Care Liaison Service (mental health referrals)
- Pulmonary Advice and Community Exercise and oxygen (for chronic breathing conditions)
- Retinopathy (diabetic eye tests)
- Rheumatology
- Speech and Language Therapy
- Urology

Opening Hours

GP services will be available between 8am and 6.30pm Monday to Friday. Depending on local need, some services may in future be available at the new health centre 7 days a week, so we would like to hear your views on opening hours, both days and times. This will help the different organisations plan how they run their services.

2. Please can you tell us what times on which weekdays you would prefer to access the services you currently use? Please circle your preference.

Service	Monday	Tuesday	Wednesday	Thursday	Friday
Asthma and COPD	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Audiology (hearing tests)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Care for the Elderly	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Community Mental Health	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Continence	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Dermatology	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Diabetes	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Dietetics	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Endocrinology (glands and hormones)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time

GP Same Day and Next Day services	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Maternity Services	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Memory assessment and dementia services	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Neurology	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Orthopaedic interface services (referral assessments for hips, knees, shoulders etc)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Orthotics (equipment eg splints and braces)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Paediatrics and paediatric dietetics (children's services)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Phlebotomy (blood testing)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Physiotherapy	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Podiatry (foot care)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Primary Care Liaison Service (mental health referrals)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Pulmonary Advice and Community Exercise and oxygen (for chronic breathing conditions)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time

Retinopathy (diabetic eye tests)	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Rheumatology	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Speech and Language Therapy	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time
Urology	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time	8am-9am 9am-5pm 5pm-8pm Any time

3. If the new health centre were open at weekends, please can you tell us what times on Saturday and Sunday you would prefer to access the services you currently use? Please circle your preference.

Service	Saturday		Sunday	
Asthma and COPD	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Audiology (hearing tests)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Care for the Elderly	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Community Mental Health	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Continence	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Dermatology	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Diabetes	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Dietetics	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Endocrinology (glands and hormones)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
GP Same Day and Next Day services	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Maternity Services	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time

Memory assessment and dementia services	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Neurology	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Orthopaedic interface services (referral assessments for hips, knees, shoulders etc)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Orthotics (equipment eg splints and braces)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Paediatrics and paediatric dietetics (children's services)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Phlebotomy (blood testing)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Physiotherapy	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Podiatry (foot care)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Primary Care Liaison Service (mental health referrals)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Pulmonary Advice and Community Exercise and oxygen (for chronic breathing conditions)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Retinopathy (diabetic eye tests)	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Rheumatology	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Speech and Language Therapy	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time
Urology	8am-1pm 5pm-8pm	1pm-5pm Any time	8am-1pm 5pm-8pm	1pm-5pm Any time

4. Please can you tell us why these opening hours would suit you best?

- Working hours
- Educational hours
- Caring responsibilities
- Lack of access to transport
- Relying on public transport timetables
- Need someone to support me
- Other (please specify):

How the Service is Delivered

5. How would you prefer your appointment to be delivered? Please rank in order of preference. (1 being most preferred and 6 least preferred)

Telephone	<input type="text"/>
Video appointment	<input type="text"/>
Face to face	<input type="text"/>
A combination of telephone/video and face to face (as appropriate)	<input type="text"/>
Home visits (as appropriate)	<input type="text"/>
No preference	<input type="text"/>
Other (please specify):	<input type="text"/>

6. How important is it to you to see the same person each time you visit?

- Very important
- Quite important
- Not important
- The service is more important to me than the person who delivers it

7. If it is very important to you to see the same person each time, can you tell us why?

8. How important would it be to you to access the services you need in one building?

- Very important
- Quite important
- Would not make a difference to me

9. Is there anything that would be important to you while you are waiting for your appointment?

- Quiet area
- Children's space
- WiFi
- Other (please specify):

10. Visual art is seen as beneficial to making the health centre feel like a comfortable and welcoming environment. Do you have any preference or ideas for art on the walls (eg local artists, changing exhibitions, local schools' students art?)

Access to the Devizes Health Centre

We would like to hear your views on accessing the new Devizes Health Centre.

11. Can you tell us how you would be likely to access the new health centre?

- Walking
- Cycling
- Car
- Bus
- Taxi
- Mobility scooter
- Driven by someone else
- Other (please specify):

12. Do you have any accessibility requirements?

Yes

No

If Yes, please can you describe them:

13. What would help you with your accessibility requirements?

14. We know that clear signage is very important. Are there any signage requirements or colours/colour coding that would be helpful to you inside or outside the health centre to find your way?

6. General

15. Is there anything else you would like to comment on regarding the Devizes Health Centre?

7. Demographics

About You:

It is important that we hear from a diverse group of people as we know that some people can experience services very differently. We ask some questions about you so that we can identify any issues that affect different groups of people. This information is also anonymous and you do not have to answer any questions if you don't wish to do so.

16. Please tell us the first part of your postcode:

17. What is your gender identity?

- Female
- Male
- Non-Binary
- Intersex
- Prefer not to say
- Prefer to self-describe/Other (please specify):

18. What is your age?

- 0 – 17
- 18 – 24
- 25 – 49
- 50 – 64
- 65 – 79
- 80 – 89
- 90+
- Prefer not to say

19. Is your gender identity the same as the sex you were assigned at birth?

- Yes Prefer not to say
 No

20. Please specify your sexual orientation

- Asexual Lesbian/gay woman
 Bisexual Pansexual
 Gay man Prefer not to say
 Heterosexual/Straight Prefer to self-describe/Other (please specify):

21. Please specify your ethnicity

- | | |
|--|--|
| <input type="checkbox"/> Arab | <input type="checkbox"/> Mixed/Multiple ethnic groups: Black African and White |
| <input type="checkbox"/> Asian/Asian British: Bangladeshi | <input type="checkbox"/> Mixed/Multiple ethnic groups: Black Caribbean and White |
| <input type="checkbox"/> Asian/Asian British: Chinese | <input type="checkbox"/> Mixed/Multiple ethnic groups: Any other Mixed/Multiple ethnic groups background |
| <input type="checkbox"/> Asian/Asian British: Indian | <input type="checkbox"/> White: British/English/Northern Irish/Scottish/Welsh |
| <input type="checkbox"/> Asian/Asian British: Pakistani | <input type="checkbox"/> White: Irish |
| <input type="checkbox"/> Asian/Asian British: Any other Asian/Asian British background | <input type="checkbox"/> White: Gypsy, Traveller or Irish Traveller or Boater |
| <input type="checkbox"/> Black/Black British: African | <input type="checkbox"/> White: Roma |
| <input type="checkbox"/> Black/Black British: Caribbean | <input type="checkbox"/> White: Any other White background |
| <input type="checkbox"/> Black/Black British: Any other Black/Black British background | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Mixed/Multiple ethnic groups: Asian and White | <input type="checkbox"/> Any other ethnic group (please specify): |

22. Please state your religion or belief

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Muslim | |

23. Please state your marital and civil partnership status

- | | |
|---|---|
| <input type="checkbox"/> Single | <input type="checkbox"/> Separated |
| <input type="checkbox"/> Cohabiting | <input type="checkbox"/> Divorced/dissolved civil partnership |
| <input type="checkbox"/> In a civil partnership | <input type="checkbox"/> Widowed |
| <input type="checkbox"/> Married | <input type="checkbox"/> Prefer not to say |

24. Please state your pregnancy and maternity status

- Currently pregnant
- Currently breastfeeding
- Given birth in the last 26 weeks
- Prefer not to say
- Not applicable

25. Do you have a disability?

- | | |
|--|--|
| <input type="checkbox"/> Physical or mobility impairment | <input type="checkbox"/> Long term condition |
| <input type="checkbox"/> Sensory impairment | <input type="checkbox"/> No |
| <input type="checkbox"/> Learning disability | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Mental health condition | <input type="checkbox"/> Other (please specify): |

26. Do you have one of the following long term conditions?

- | | |
|--|--|
| <input type="checkbox"/> Asthma, COPD or respiratory condition | <input type="checkbox"/> Epilepsy |
| <input type="checkbox"/> Autism | <input type="checkbox"/> Hypertension |
| <input type="checkbox"/> Blindness or severe visual impairment | <input type="checkbox"/> Learning disability |
| <input type="checkbox"/> Cancer | <input type="checkbox"/> Mental health condition |
| <input type="checkbox"/> Cardiovascular condition (including stroke) | <input type="checkbox"/> Musculoskeletal condition |
| <input type="checkbox"/> Chronic kidney disease | <input type="checkbox"/> None |
| <input type="checkbox"/> Deafness or severe hearing impairment | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Dementia | <input type="checkbox"/> Other (please specify): |
| <input type="checkbox"/> Diabetes | |

27. Do you care for someone who needs support day to day?

Yes

Prefer not to say

No

Healthwatch Wiltshire Mailing List

If you would like to be added to our mailing list to receive our newsletter or updates, please leave your email or postal address below. Your details will be held securely and in compliance with data protection laws. They will not be shared with any other organisation. You may unsubscribe or withdraw your consent to us holding your details at any time by emailing: info@healthwatchwiltshire.co.uk or calling 01225 434218.

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