

Statement of Community Involvement: Proposal to develop a new community diagnostic centre on the Upton Hospital site

1 Introduction

Frimley Health NHS Foundation Trust (FHFT or the Trust) and its partners have secured £25 million of national investment to develop a new community diagnostic centre (CDC) in Slough. The Trust is planning for it to be developed on an unused area of the Upton Hospital site as a new standalone facility. It will be part of a network of facilities across the country to improve access to diagnostic tests and scans.

It will be open seven days a week, for 12 hours each day, and will provide a wide range of diagnostic services including MRI, CT, and ultrasound scans, and testing for lung and heart conditions, as well as blood tests and x-rays.

The centre, subject to necessary planning approvals, will be developed by Frimley Health NHS Foundation Trust working closely with partners from across the wider Frimley Health and Care Integrated Care System. It will provide services to people living in Slough as well as wider communities in Windsor and East Berkshire.

The CDC will mean that people who need more than one diagnostic procedure can have them on the same day. This will help to diagnose conditions and illnesses, including cancer, more quickly. It will also minimise inconvenience for patients, as well as reduce air pollution caused by travel.

The centre aims to:

- improve people's health outcomes – by enabling more people to access diagnostic tests more quickly, more easily and closer to their home, leading to earlier diagnoses of symptoms and better, more timely treatment
- reduce waiting lists by increasing capacity – the Slough CDC will double the current MRI and CT capacity in Slough and the surrounding areas, as well as bring x-ray and ultrasound diagnostics to the town centre
- make getting a diagnostic test as easy as possible – test appointments will be available at the CDC seven days a week, 12 hours a day, mean patients can get the tests they need quickly and conveniently
- be easily accessible by public transport, minimising inconvenience for patients and reducing air pollution caused by travel
- improve the health of the local population and meet the growing demand for diagnostic services, and it will also help free up capacity at Wexham Park Hospital

- help to reduce health inequalities – by locating the CDC in central Slough there will be an opportunity for communities who have poorer health outcomes to easily access high quality diagnostic tests
- help people avoid unnecessary hospital visits – increasing diagnostic capacity outside of acute hospitals means that they can focus on delivering urgent and emergency care more quickly for those who need it

The centre will also offer employment opportunities for local people, and Frimley Health NHS Foundation Trust will be recruiting for clinical and non-clinical roles in the run-up to the centre opening.

Slough was identified as a location in need of additional diagnostics capacity to help address the health inequalities experienced in the area, with Upton Hospital identified as the most suitable location for a community diagnostic centre following an options appraisal.

The new centre will contribute towards retaining and enhancing healthcare services on the Upton Hospital site to meet the needs of local people, now and in future.

The Trust undertook a public, stakeholder and staff engagement exercise from 25 September to 8 October 2023 to support a full planning application to build the CDC. The engagement was carried out in advance of the application being submitted and set out to provide appropriate opportunities for the public, stakeholders and staff to share their thoughts and feedback on the developing plans for the new centre.

The Trust, via a specialist transport consultant in our design team, is also consulting with Slough Borough Council as the local highway authority

This Statement of Community Involvement summarises the engagement activities undertaken in support of the planning application. It also describes how, as the Applicant, FHFT has responded to public, stakeholder and staff issues and concerns. It sets out how the Trust has listened and how plans have changed in response to the feedback received.

2 Approach

The approach to engagement is set out in the Engagement Plan in Appendix A.

As the Applicant, Frimley Health NHS Foundation Trust is committed to engaging and involving its local community, stakeholders and staff. In terms of meeting its statutory obligations, Frimley Health NHS Foundation Trust is aware of its obligations to consult, listen and respond to feedback as set out in the Localism Act 2012, The National Planning Policy Framework 2012 and Slough Borough Council's Statement of Community Involvement, which was adopted by Slough's Full Council at its meeting held on 12 December 2006.

The aims for the engagement period were to:

- identify all relevant key stakeholders and audiences and the most appropriate and effective channels for them to receive information promoting the engagement opportunities in September and October 2023

- ensure that planned, sequenced and timely promotional communications are issued to ensure awareness is raised amongst relevant audiences and stakeholders
- raise awareness of the different ways people can respond to and have their say on the proposal
- be clear and up-front about the need for a new community diagnostic centre to support better health outcomes for communities in and around Slough.

3 Engagement activities

The engagement period ran from 25 September to midnight Sunday 8 October 2023 and comprised:

- promotional activities, to raise awareness of the engagement period and for people to share views via a questionnaire or other means
- two drop-in engagement events where local residents, members of the public, staff, stakeholders, and partners could meet with members of the Trust to find out more about the proposals, put forward their comments and ask questions

3.1 Promotional activities

The promotional activities focused around the following core channels:

- **NHS system wide corporate communications channels** – websites, social media platforms, CEO briefings, internal communications via newsletters, intranets and SharePoint sites
- **Partner communications** – using trusted communications channels to raise awareness via:
 - ICS NHS partners
 - Healthwatch
 - Slough Borough Council
 - Parish council newsletters
 - CVS (Council for Voluntary Service)
- **Invitations to key partners** to encourage them to attend drop-in sessions or through separate engagement
- **Leaflets and posters** within the local community (near the development area) – in local shops, community centres, libraries, GP surgeries etc and via a leaflet drop to neighbouring households
- **Media relations/editorial work** – [press release to key media outlets](#)
- **Social media** – organic and paid for social media campaign
- **WhatsApp promotional message and voicenotes** – to community leaders.

NHS

New diagnostic centre coming to Slough in 2025

A new £25 million community diagnostic centre at Upton Hospital in Slough is coming in 2025

The centre is set to transform health services in Slough with faster and easier diagnostic services.

Hear about our proposals and tell us what you think between Monday 25 September and Sunday 8 October 2023.

Have your say online:
 From 25 September you can find out more and have your say by visiting <https://tinyurl.com/SloughCDC>, or scan the QR code below:

Your views will inform our planning application

The centre, subject to necessary planning approvals, will be developed by Frimley Health NHS Foundation Trust working closely with partners from across the wider Frimley Health and Care Integrated Care System.

Frimley Health and Care Integrated Care System
 Frimley Health NHS Foundation Trust

Drop-in events

When:
 Wednesday 27 September 2023, 4pm to 7pm (drop-in anytime)

Where:
 Garden Clinic Meeting Room, Upton Hospital, Albert Street, Slough, SL1 2BJ.

When:
 Thursday 28 September 2023, 10.30am to 1.30pm (drop-in anytime)

Where:
 Boardroom, Upton Hospital, Albert Street, Slough, SL1 2BJ.

Free parking is available on site.

NHS

New diagnostic centre coming to Slough in 2025

Join us to find out about our plans to build a new £25 million diagnostic centre at Upton Hospital, Slough, coming in 2025.

Once the centre is open, it will transform health services in the Slough area with faster and easier diagnostic services.

You can find out more about our proposals for the new centre and tell us what you think between Monday 25 September and Sunday 8 October 2023.

Have your say online:
 From 25 September you can find out more and have your say by visiting <https://tinyurl.com/SloughCDC>, or scan the QR code:

Examples of materials used to promote the engagement period

Appendix B provides examples of the promotional materials.

3.2 Engagement activity

The engagement activity comprised:

- an [online engagement portal](#), including information, frequently asked questions, and online exhibition
- a dedicated email address: fhft.sloughcdc@nhs.net
- two public drop-in events, open to all, were held on Wednesday 27 September from 4pm to 7pm and on Thursday 28 September from 10.30am to 1.30pm at Upton Hospital, Albert Street, Slough
- the events featured exhibition stands about the proposals and were an opportunity for people to find out more, raise any concerns and ask questions.
- the proposal was also discussed at Frimley NHS Foundation Trust's Annual Members' Meeting held on 26 September
- an online questionnaire, with hard copies available at events



The drop-in events

3.3 Engagement materials

To support the engagement period, a range of materials were produced, which included:

- flyers (Appendix B) that were delivered to local homes and posters displayed in NHS locations, local shops and community settings
- exhibition panels about the proposals to develop a new community diagnostic centre (available in Appendix C)
- a questionnaire (Appendix D)

4 Feedback from the engagement period

Feedback was gathered from:

- the questionnaire, which was available both online and on paper, and included three free text questions
- two public drop-in engagement events
- emails
- ongoing engagement with stakeholders and partners.

The following information is available as appendices to this report:

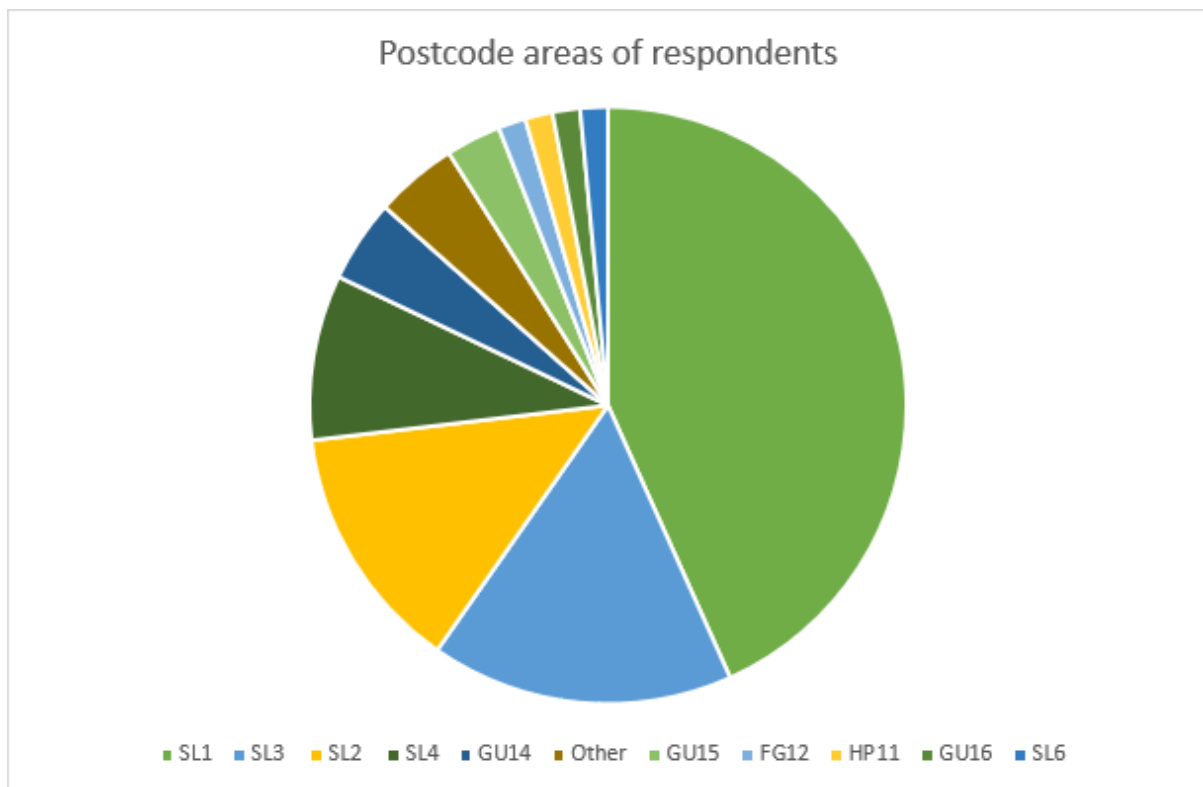
- appendix A: Pre-planning application engagement plan
- appendix B: Promotional materials
- appendix C: Exhibition boards
- appendix D: Questionnaire
- appendix E: Full free text responses received via the questionnaire
- appendix F: Media coverage about the proposal
- appendix G: Feedback received via comment cards at the engagement events

- appendix H: Feedback received via email

4.1 Response to the engagement

In total, 67 people completed the questionnaire, which asked 10 questions. Around 85% (57) of questionnaire responses were from members of the public. About 4% (7) of respondents were from current members of staff. Three respondents did not say.

The graph below shows a breakdown of the postcode areas of people who responded to the survey.



39.4% of respondents were male, 59.1% were female and 1.5% preferred not to disclose their gender.

Almost three quarters of respondents were aged 25-64 (73%) while 27% were in the 65-84 age group.

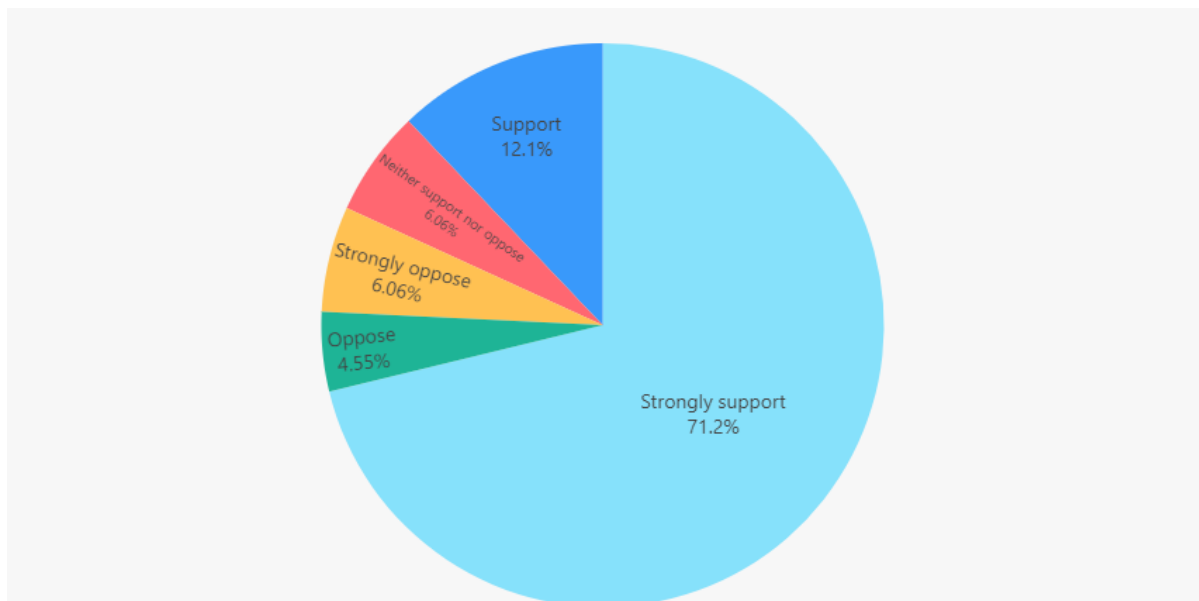
In terms of respondents' ethnicity:

- 57.1% were White, English, Welsh, Scottish, Northern Irish, British
- 17.5% were Asian or Asian British – Indian
- 6.4% were from any other white background
- 4.8% were White – Irish
- 3.2% were Asian or Asian British – Pakistani
- 3.2% were Black, Black British, Caribbean or African – Caribbean

- 3.2% were Black, Black British, Caribbean or African – African
- 1.5% were from any other Asian background
- 3.4% preferred not to disclose their ethnicity

Nearly 20% (19.7%) of respondents said they considered they had a disability which impacts their day-to-day activities while 80.3% said they didn't.

The graph below shows a breakdown of people's support for the new facility:



A total of 24 people attended the drop in engagement events. The proposals were also discussed as part of the Trust's Annual General Members Meeting held on 26 September which was attended by 80 members of the public and 50 members of staff.

There were four emails received with comments about the proposals. Five comment cards were completed as part of the engagement events, two from members of the public and three from staff. Social media posts across Facebook and Twitter had a total reach in excess of 8,451 people, generated 45 shares or retweets and eight comments. The comments received via social media were all in line with the themes outlined below and anyone commenting was encouraged to complete the online questionnaire.

In addition, a media release about the proposal was issued, and this generated some coverage in the local press and online (Appendix F)

4.2 Key themes from the engagement

The vast majority of responses to the engagement came via the questionnaire that included three 'free text' questions which asked:

- What do you like about our proposals? (63 comments)
- How could we improve our proposals (48 comments).
- Do you have any other comments you would like to share with us? (40 comments)

This report summarises the key themes emerging from the responses to the three questions. Feedback was also received from several emails and five comment cards left at the engagement events. This feedback aligns with the themes that emerged from the free text responses (as evidenced by Appendix E).

The themes were determined by reviewing every comment made and using a tally to count similarly themed comments. Subsequently the comments were grouped into broader themes. For example, there were many different comments about preserving the trees on the site, and these have been grouped under the theme 'preserving trees' and comments about parking and parking spaces which have been grouped under a theme called 'parking'.

Across the responses to all three questions, and the other engagement activity, clear headline themes have emerged:

- in general, there was significant support for the proposal to develop a new community diagnostic centre (over 82% of respondents said they strongly supported or supported plans) and wanted to see the build happen as quickly as possible
- strong calls have been made for the trees on site to be preserved and not felled as part of the development
- concerns have been raised about adequate parking for staff and patients at the site with some respondents feeling the 26 allocated spaces (including six disabled spaces) were not enough
- some respondents asked for additional services to be included as part of the development, for example the reopening of the walk-in centre
- a minority of respondents did not like the location of the development and said it would be harder to get to and should be located closer to Frimley or Bracknell

5 Key themes and Applicant response to 'What do you like about the proposals?'

Summary of theme	Number of comments relating to theme
Faster treatment , including: the new centre will improve care and health outcomes for the local population: provide new modern facilities that will benefit patients: waiting times will be reduced and health inequalities will be addressed	19
Investment in NHS services , including: the proposal represents a significant investment in NHS services in this area of Slough making good use of an unused piece of land	12
Location , including: location of centre makes it easily accessible for the majority of patients and could reduce travelling times	9

Summary of theme	Number of comments relating to theme
Access to more tests , including: development brings more diagnostic services together in one place and will make it easier for patients and the local population	9
Overall support , including: comments that said the development was long overdue and much needed and would be a real boost for the local area	8
Extended opening hours , including: the centre's opening 7 days a week was welcomed in comments	6
Eases pressure on local NHS hospitals , including: the new centre will ease the pressure on nearby hospitals where waits are long	6
Job opportunities , including: the new development will create opportunities for jobs for local people	2

6 Key themes and Applicant response to 'How could we improve our proposals?'

Summary of theme	Number of comments relating to theme	Applicant response
Ensure that trees are preserved , including: strong call for the trees on the site to be kept as part of the development and not felled	16	There are currently no plans to remove mature trees on the external boundary of the site. Some small trees, shrubs and bushes will be moved from the interior as part of the site clearance.
Ensure the build happens quickly , including: calls for the plans to get underway as soon as possible so communities can start to feel the benefit	9	We are fast tracking this build as much as possible but are constrained by due process eg planning.
Parking , including: ensuring there is adequate parking for patients and staff: concerns were raised about the 26 patient parking spaces (including six disabled spaces) earmarked as part of the plan not being enough: another	9	Parking provision has been made and will be revised whenever possible to increase spaces. We are also working with NHS Property Services, the site owners to maximise the parking that will be available. We have though chosen

Summary of theme	Number of comments relating to theme	Applicant response
<p>comment was made about consideration being given to off-site parking and a shuttle bus service: some respondents asked how the impact on local roads will be mitigated</p>		<p>the site to maximise the opportunity to travel by public transport to the CDC. Off-site parking could be considered in the future. The intention of the CDC is that patient flow is efficient and uninterrupted, and this will help the parking challenge with patients on site for the minimum amount of time. Consideration is being given to the impact on local roads and the patient access is not on a residential road.</p> <p>We also meet regularly with a specialist transport consultant, who is part of our design team, to discuss the number of spaces required.</p>
<p>No improvements needed, including: comments from people who didn't want to see anything in addition to the plans presented</p>	4	<p>The plans have been well received.</p>
<p>Location, two comments were made about the location of the new centre being better suited if it were closer to Frimley and not in Slough</p>	2	<p>The population of Slough is one of our most deprived places in Frimley integrated care system. The pressure on Wexham Park hospital will be greatly relieved by the Slough CDC at Upton which will be more convenient for a large percentage of this population. In addition, as part of the CDC programme, there is additional access to diagnostics at Heatherwood hospital at weekends and evenings. We are also working to deliver more imaging to the Aldershot area. We will also work to upgrade and improve the existing diagnostics in community hospitals.</p>

Summary of theme	Number of comments relating to theme	Applicant response
<p>Engagement, including: comments that called for regular and ongoing engagement with local communities about the proposals as they develop, and the broader need to publicise the centre when it opens and encourage screening</p>	2	<p>Engagement plans for local communities are in development and it is our ambition to keep those immediately impacted by the work on the Upton site as informed as possible with regular newsletters and engagement events.</p>
<p>Sustainability, including: a comment that called for more details about sustainability relating to the development and the build</p>	1	<p>The plans are being developed to meet current required standards and in addition we will look for opportunities to deliver above these standards. The project is targeting a BREEAM excellent rating.</p>
<p>Partnership working, including: a comment that called for the new centre to work with local partners and charities to support homeless people and those with substance misuse needs</p>	1	<p>Slough CDC hub will be a community facility and we will work with colleagues in Slough borough Council to see how we can support the vulnerable through this facility.</p>
<p>General comments, including: one comment was made about whether the current design supports best patient flow suggesting that it didn't, one comment was made asking whether the development would include diagnostic services for children and one comment asked how staff would be recruited given the current NHS recruitment challenges. One comment called for staff to receive a pay rise</p>		<p>We are at the start of our clinical modelling work to maximise the opportunity the CDC brings to care in this locality and we will be able to give a more detailed brief on services in early spring. Paediatric services will be defined during this work.</p> <p>Patient flow is currently being reviewed with our design teams and clinical teams.</p> <p>Staff recruitment is a challenge but we are already working on this including developing better career paths to retain our staff.</p>

7 Key themes and Applicant response to ‘Do you have any other comments?’

Summary of theme	Number of comments relating to theme	Applicant response
Overall supportive comments , including: comments that expressed overall support for the development, calls for it to be built as quickly as possible	14	We will progress this project as fast as possible.
Ensure that trees are preserved , including: strong call for the trees on the site to be kept as part of the development and not felled	12	All the major mature trees to the external boundary will be maintained.
Parking , including: comments that expressed concerns about parking provision, as well as comments about impact on the local road network and access to and from the site. One respondent asked how the entrance and exit to the existing site would be managed with additional traffic flow as it was already congested	14	Parking is available on site and we have provided two additional access points away from the current main entrance to minimise and adverse effects. We are working with transport planners and the local council as part of the mitigation.
Location , including: two comments were made about the location calling for the centre to be located at Frimley and Bracknell respectively	2	Additional facilities are being sought for South of the Frimley area and Bracknell is served both by Heatherwood hospital and the health facility at Brants Bridge.
Engagement , including: comments that called for regular and ongoing engagement with local communities and underrepresented communities as part of the ongoing plans	2	There will continue to be a comprehensive engagement plan with the public and local communities as the project progresses.
NHS staff involvement , including: a comment that asked for staff to be involved in the design of the layout: a comment that called for the development to include training rooms and staff break rooms.	2	The design already has provision for staff and training rooms. Staff have been involved to the design to date and further room by room discussions will be held with staff when appropriate.

<p>General comments, including: one comment was made about whether the current design supports best patient flow suggesting that it didn't, one comment was made asking whether the development would include diagnostic services for children and one comment asked how staff would be recruited given the current NHS recruitment challenges. One comment called for staff to receive a pay rise</p>	<p>4</p>	<p>We are at the start of our clinical modelling work to maximise the opportunity the CDC brings to care in this locality and we will be able to give a more detailed brief on services in early spring. Paediatric services will be defined during this work.</p> <p>Patient flow is currently being reviewed with our design teams and clinical teams.</p> <p>Staff recruitment is a challenge but we are already working on this including developing better career paths to retain our staff.</p> <p>Staff pay awards are not within the scope of the project team.</p>
<p>Additional services/service specific questions, including: several comments were made about reintroducing the walk-in centre as part of the proposal; a comment was made about including dialysis services; a comment was made about the need for a children and young people's mental health assessment room; similarly one comment asked what would happen about urgent care facilities. A respondent asked whether the facility can include a Changing Places toilet. Comments made via email asked whether the radiology/phlebotomy and spirometry/other lung function services would cater for paediatric patients and whether routine blood tests would be carried out</p>	<p>10</p>	<p>The new Slough Urgent Care Centre has opened in Priors Close, providing booked and walk-in urgent care for patients who do not require treatment in the emergency department. The facility, which is specifically for Slough residents, is being provided in partnership with the Frimley Health and Care integrated care system. Please read the press release for more.</p> <p>We are at the start of our clinical modelling work to maximise the opportunity the CDC brings to care in this locality and we will be able to give a more detailed brief on services including phlebotomy when this is completed in early spring. Paediatric services will be defined during this work.</p> <p>We will review whether a Changing Places toilet would be appropriate.</p>

Further detailed response to key themes

This section provides a more detailed response to some of the key themes that have emerged from the engagement period.

Engagement: We will be ensuring that engagement plans for local communities are developed with numerous opportunities to feedback and share views as the project progresses. It is also our ambition to keep those immediately impacted by the work on the Upton site as informed as possible with regular newsletters and engagement events.

Sustainability: The project is targeting a BREEAM excellent rating – which is an existing set of requirements and methodologies for all health authorities in the United Kingdom to deliver more sustainable buildings.

Additional services/comments: A Changing Places toilet and paediatric provision will be reviewed for suitability within the Slough CDC governance structure.

7.1 Key changes made to the community diagnostic centre proposal as a result of engagement

Parking: In response to concerns over car parking allocation at the site, we have commissioned a report by our Health Planner to look in more depth at the length of time patients will be in the building to ensure that our proposed parking numbers of 26 spaces for patients, and 34 for staff are sufficient. If this report concludes the current allocation to not be sufficient, we will reassess the proposal to ensure further car parking space is included in the design.

General comments: Within this document we have addressed comments and feedback on concerns relating to car parking spaces and tree preservation. There are no other comments requesting material amendments against the building itself, and so no further changes to the proposal need to be made.

8 Next steps

Frimley Health NHS Foundation Trust will continue to engage with patients, visitors, partners, the wider local community we serve and staff about the proposals for the new community diagnostic centre.

As demonstrated here, the Trust will continue to listen to and adapt in response to feedback it receives.

Updates about the proposals will be provided via the Trust website and social media channels, as well as by providing updates to stakeholder organisations and through the media.

This report will be published on the Trust website www.fhft.nhs.uk and submitted with the planning application to be published on the council website.

Appendices

- Appendix A: Pre-planning application engagement plan (including flyer distribution map)
- Appendix B: Promotional materials
- Appendix C: Exhibition boards
- Appendix D: Questionnaire
- Appendix E: Full free text responses received via the questionnaire
- Appendix F: Media coverage about the proposal
- Appendix G: Feedback received via comment cards at the engagement events
- Appendix H: Feedback received via email