



Haringey Integrated Health Hub: Community Feedback Summary

Introduction

This report summarises the community engagement workshops carried out by Healthwatch Haringey on behalf of Whittington Health NHS Trust regarding the new Integrated Health Hub due to open in Wood Green, Haringey in 2025.

The community engagement workshops were carried out during November and December 2023. Workshop participants included members of the local community, staff from Whittington Health NHS Trust and staff from their partner organisations.

During the workshops participants were asked a range of questions to gather their views on access to the new Hub, how they would use the space and how the Hub should be promoted.

This report details what we found out from workshop participants and makes recommendations based on these.

Overall, the engagement process found that the Hub would be well received by residents, and that residents were happy to have been consulted early in the Hub development process.

Aims

The aims of the engagement process were to:

1. Explore how a new integrated health Hub could work in Haringey, with an emphasis on understanding the diversity of potential Hub users and their respective needs.
2. Consider service user journeys when accessing the Hub.
3. Explore how the space should feel to users.
4. Understand how the Hub should be promoted.
5. Engage with a broad cross-section of the community and gather the input of seldom heard groups.

Previous work has taken place on the design of the Hub, and so design considerations are excluded from this project.

Methodology

It was decided that the best method of gathering resident input would be through a series of in-person community engagement workshops. The workshops sought to understand and contribute to the design of an accessible and inclusive Hub journey for service users, from initial referral through to using the Hub's various services.

Key findings

Would like to see and experience	Would not like to see and experience
Clear and simple pathways to accessing the Hub	Complex and unclear pathways
Friendly, knowledgeable, and helpful staff	Not able to get an appointment or long waiting times
Good communication	Expensive parking costs
Extended opening hours	Lack of parking spaces for disabled users
Effective signposting	Unclear signposting and lack of signposting
Equal and suitable access for everyone, and a hub that welcomes and provides a good service to everyone	Some people not being able to access the hub and its services due to disability or language barrier
Transparency - We know how the information we provide will be used	Information used without consent

Referral routes

Participants felt that there should be several ways to access the hub, including self-referral, GP referrals and walk-ins, with online, telephone and in-person booking.

Promoting the Hub

Would like to see and experience	Would not like to see and experience
Wide promotional activities – People will know about the hub and it's services	Residents and GPs not knowing the Hub exists and what it offers
Promotion in multiple languages	Language barriers stop people from using the hub
Clear signage to the Hub	Inability to find the Hub
NHS branding (modern building front)	Too many colours

Participants suggested that GPs and all health providers should be notified about the new Hub. They should also be told how to refer patients to it. Additionally, participants suggested the Hub should be promoted in the following places:

- Local newspapers
- Schools and colleges
- Local community groups
- Family Hubs
- Places of worship (with mosques referred to specifically)
- Pharmacies
- Social media
- Leaflets in the community (including community languages)
- Haringey People magazine

Waiting times

In terms of waiting times for walk-in appointments, most people felt that waiting for under an hour would be fine, a small number said they would wait between one and four hours. For those with confirmed appointments it was felt the waiting time should be up to 15 minutes.

Opening times

Participants felt that opening hours should be 8am to 8pm on at least some days. Additionally, some of the participants suggested an appointment 'quiet time' for certain disabled people, such as autistic people or people who are learning disabled.

Transport

Although many participants liked the fact that the Hub will be central to the Wood Green area, some were concerned about transport links and parking. Concerns were raised about easily accessible bus routes and bus stops being close to the Hub.

Information sharing

Some participants mentioned that the Hub should have a joined-up record system where all health and care professionals, including GPs, can access patient information easily, allowing for a quick, holistic, and joined up approach to health and care provision.

Using the space

From arriving at the reception area to using services and attending appointments.

Would like to see and experience	Would not like to see and experience
A welcoming space	Uninviting, cold/too corporate design
An accessible space	Inaccessible space and areas
Welcoming staff	Unfriendly staff
Well trained staff	Unskilled staff
Consistent staff	Constant staff change
In-Hub helpers	Lack of support
Clear, accessible signage	Hard to navigate - Difficulty finding your way around
Security guards and CCTV	Intrusive security guards
Comfortable waiting area	Lack of seating space, uninviting/cold area
Quick booking of follow up appointments	Inability to book follow-up appointments

Support and help

Many participants agreed that volunteers should be used to support and help service users within the Hub. Participants said that having helpers on site, to provide directions, and guide service users to appointment rooms, would be a good idea.

External signage

Participants felt that the Hub should be clearly signposted in Wood Green, including signposting from Wood Green and Turnpike Lane stations, and should be included in the Wood Green shopping directory. The use of modern design and colour for the outside front and the NHS blue branding was well received. Participants also suggested that a clear list of services should be displayed outside the Hub.

Internal signage

The Hub should display clear signs with big letters and arrows to allow people to navigate easily, with consideration for those who are learning disabled or visually impaired.

Feeling safe

Most participants agreed that having security guards on site would bring a feeling of safety to patients and staff. Participants felt that CCTV cameras could also contribute to feeling safe.

Waiting area

Participants felt that the waiting area(s) should be clean, light, and airy with plants and art. Comfortable seats with armrests should be provided, with seats being wipeable. The area should provide space for pushchairs and wheelchairs. Most participants felt that separate zones such as a quiet seating area and family area would work well for everyone.

Being called for an appointment

Participants felt having a pager or a text message sent to the phone would be a good idea instead of having your name called out publicly. It was felt important that different needs, including visual or hearing impairment, were catered for.

Follow-up appointments

Participants liked the idea of being able to book a follow-up appointment before leaving the consultation room. It was felt important that a confirmation for this should be given on paper as well as sent digitally.

Key recommendations

1. **Staff should be well trained and polite** with customer service seen as an essential part of the Hub's offering.
2. **Clear, simple, and accessible pathways** for accessing the Hub should be established. Referral routes including GP referrals, self-referrals and walk-ins should be designed in a language not only accessible to professionals but to the whole diversity of service users in Haringey.
3. **Reasonable adjustments for all forms of disability** should be considered in the design phase and in the everyday running of the service.
4. **Consideration should be given to language and disabilities** (including visual or hearing impairment) regarding the Hub communications and appointments.
5. **Keep people up to date** on everything about the service, including opening hours, walk-in services, and changes to services.
6. **Care should be of a high quality, consistent and available** across extended opening hours.

An extended version of this report is available here:

<https://bit.ly/IHH-Community-Feedback-Report>. It includes a detailed list of all recommendations, and information on participant recruitment, workshop format, workshop evaluation, and demographics.

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