

Catterick Integrated Care Campus

Public Engagement – Spring Roadshow Events

June 2024

Summary

Introduction

The Catterick Integrated Care Campus (CICC) is a unique project, bringing a range of health and social care services together under one roof in a purpose-built facility.

This collaboration between the NHS and the Ministry of Defence (MOD) is a first of its kind, and since 2015 the two organisations have been working together with a joint vision and purpose, to help improve the range of health and care services for people living in Catterick Garrison and the wider Richmondshire area.

The new facility aims to give all residents of Richmondshire access to the right care, at the right time, in the right setting, delivered by the right professionals to enhance their wellbeing and independence and improve their overall quality of life.

To find out more about the CICC, please click [here](#).



Engagement Aims and Objectives

It has been some time since the Catterick Integrated Care Campus (CICC) project team undertook any engagement with the local population.

Work on-site is now well underway, and the shape of the new building is beginning to emerge as the steel frame continues to be erected over the coming months.

To ensure that the residents are kept fully informed of progress, key NHS and MOD partners came together to plan and deliver a series of roadshow events across the local area during May 2024 with the aims of:

- Providing information, raising awareness, and continuing conversations around the services going into the CICC, the progress of the build, and projected timescales.
- Providing opportunities for people to ask questions, share concerns or provide feedback.
- Providing opportunities for people to sign up to a CICC stakeholder distribution list so they can receive further information and involvement opportunities in the future.



Joined Up Approach

The CICC also worked closely with colleagues from the Local Authority aligned to the Town Centre Regeneration Project on Shute Road to jointly deliver the roadshow events. The purpose of this collaboration was to promote a positive unified message of the regeneration opportunities happening in Catterick, as both projects have similar timescales.

More information on the Town Centre Project can be found [here](#).

Engagement Process/Approach

Promotional work leading up to the roadshow events consisted of:

- [A press release](#) (issued on May 20th, 2024)
- Posters displayed on notice boards in popular community locations across the local area.
- Invitation emails to local stakeholders (including town councils, NHS colleagues, VCSE, MOD personnel, GP practices).

The roadshow events were held across 7 high-footfall locations in Catterick, Richmond, and Colburn. A full list of places visited can be found in the table below.

Across all the roadshow events, we spoke to 213 people in total. A full breakdown can be found in **Appendix 1**. We were joined at all the events by a representative from [Tilbury Douglas](#).

Our stand consisted of three large print A0 posters, providing accurate and up-to-date information on; the services that may be provided within the CICC, updated imagery of the outside of the building, and a high-level building timeline. (Displayed in image 1.0 below)

In addition, we designed and handed out folded A5 information leaflets. These replicated the information displayed on the larger boards but allowed people to take the information away with them.

The leaflets also contained contact details and a QR code that people could scan to find out more and sign up to the newsletter distribution list (mentioned above in the engagement aims). Several copies were also left at the locations we visited. A copy of this leaflet can be found on our website [here](#).



(Image 1.0)

Events Timetable

The table below provides an overview of the different locations we visited during our spring roadshow events.

Date & Time	Time	Location	Venue
Wednesday 15th May	10am-1pm	Catterick	Catterick Garrison Employment and Support Fair
Friday 24th May	10am-1pm	Richmond	Richmond Indoor Market
	2pm-5pm		Richmond Library
Thursday 30th May	10am-12pm	Catterick Garrison	Harewood Medical Practice
	2pm-6pm		Catterick Library / Leisure Centre entrance
Friday 31st May	9am-12pm	Colburn	Colburn Village Hall
Friday 31st May	2pm-6pm	Catterick Garrison	Tesco, Catterick Garrison

Feedback Received and Key Themes

In total, we spoke to **213** people across the seven roadshow events.

Key themes to emerge from the feedback provided and questions raised included:

Key theme 1: The Build			
What will the size/square footage of the building be?	What is the life span of the building?	What security measures have been considered (<i>CCTV, lighting</i>)	Will there be a community café?
What measures have been put in place to stop any flooding? (Flat roof)	What considerations have been made in the building for wheelchair evacuations?	What other buildings have been demolished in order for this to be built?	Where exactly is the CICC going to be?

Key theme 2: Services (<i>diagnostics, primary care, dentistry, urgent care</i>)			
Will there be space for screening vans to attend the CICC? (CT, MRI, Breast, Lung Health Checks)	Will phlebotomy move from the Friary into the CICC?	Why can't MOD Dentists see and treat NHS patients?	Not happy that there is no NHS dentistry provision being provided, people have to travel considerable distances to see a Dentist.
Are other GP practices closing down/moving into the CICC? (Catterick/Colburn, Quaker Lane)	Will MOD GP Practices (Munster Barracks) move into the CICC?	Will there be an A&E?	Will there be a UTC?

Key theme 3: Travel & Transport			
Improved public transport links from the surrounding area are needed	Will the CICC have a designated bus stop on site?	Will the CICC negatively impact traffic flow and cause further congestion?	Will the on-site parking be free?

Key theme 4: Access			
Are some services (GP Out of Hours) for Harewood patients only?	What will the opening hours of the CICC be?	Are the services accessible to everyone or just MOD?	How will it help me or people living in the surrounding area?

Please see **Appendix 2** for a full breakdown of the feedback provided and questions raised during the roadshow events.

Next Steps

- We will seek to provide answers for all the questions raised during the events.
- We will publish a response to these via an FAQ document on our website: <https://humberandnorthyorkshire.org.uk/locations/north-yorkshire/our-work/catterick-integrated-care-centre-cicc/>
- We will create a public newsletter providing a round-up of the spring roadshow events, FAQs, and upcoming involvement opportunities.
- We will begin to plan for the next round of roadshow events expected to take place in late Autumn 2024.



Appendix 1 – Breakdown of attendees

Date & Time	Time	Venue	Number of Engagements
Wednesday 15th May	10am-1pm	Catterick Garrison Employment and Support Fair	20
Friday 24th May	10am-1pm	Richmond Indoor Market	37
	2pm-5pm	Richmond Library	7
Thursday 30th May	10am-12pm	Harewood Medical Practice	8
	2pm-6pm	Catterick Library / Leisure Centre entrance	21
Friday 31st May	9am-12pm	Colburn Village Hall	33
Friday 31st May	2pm-6pm	Tesco, Catterick Garrison	87
Total			213

Appendix 2: A full breakdown of the feedback provided, and questions raised during the roadshow events.

Key:

	Positive Sentiment
	Neutral Sentiment
	Negative Sentiment

Catterick Garrison Employment and Support Fair – 15/05/2024

Feedback Type	Question	Issue	Sentiment
Question	Really excited. Where exactly will it be? Is it where the old Garrison hospital building was?	Build	N/a
Question	Can't come soon enough. Is it replacing the old Garrison hospital, which was very out of date?	Build	N/a
Question	Is the old MOD medical centre, currently situated in the old accommodation block, moving?	Services (Primary Care)	N/a
Question	Where is the public entry to the site going to be? Will it be via the Brigade HQ or have a new entrance?	Access	N/a
Question	Will it offer dental services?	Services (Dental)	N/a
Question	Is Harewood practice relocating to the CICC?	Services (Primary Care)	N/a
Question	Will there be any jobs at the CICC?	Workforce	N/a
Comments	It is very difficult to get a GP appointment, so this is very welcome	Services (Dental)	
Comments	I have some safeguarding concerns about the location of the children's area being too near the physio department. There may be about 40-80 military personnel waiting in the dental area and concerned they may abscond / cause issues with the civilians on site.	Other (safeguarding)	

Richmond Indoor Market – 24/05/2024

Feedback Type	Question	Issue	Sentiment
Question	Will there be an ambulance station on site? (e.g., similar to what is currently at the Friary in Richmond)	Services (Ambulance)	N/a
Question	How will it help people in Hawes?	Access	N/a
Question	Will patient records from referrals into the CICC from neighbouring trusts be easily accessible for the clinical teams?	Digital	N/a

Question	Will it have space for mobile screening vans? (<i>breast, lung health check, retinopathy</i>)	Services (<i>Diagnostics</i>)	N/a
Question	Will there be job opportunities? (<i>CAMHS</i>)	Workforce	N/a
Question	Will there be a community café?	Build	N/a
Question	Will diabetes services be relocated to the CICC from the Friary?	Services (<i>LTCs</i>)	N/a
Question	Has there been any consultation with Yorkshire Ambulance Trust? It would be advantageous to have a paramedic presence on the Campus. We have a community paramedic embedded in the practice at Leyburn and this started in 2002 and was one of the first in the country. He is a rapid response for the Dales and can also see and treat minor cases, GP instigated or from YAS control.	Travel & Transport	N/a
Question	Which NHS Trust will be responsible for the Campus as we have patients from this area using Darlington and Durham NHS Trust and South Tees NHS Trust for elective care and emergency care? This leads on to my wider question. Why do these two Trusts not share patient records?	Other (<i>programme</i>)	N/a
Comments	I've seen the animation – the building looks amazing	Build	
Comments	It will be good if you can get a bus there! Used to get the #33 which was only once a day, now that's gone, there's nothing!	Travel & Transport	
Comments	It would be useful if the new build dealt with minor injuries. This was removed from Leyburn when the funding for Enhanced Services was stopped. Patients are now told to go to the Friarage Hospital and many will not go on a 40 mile round trip for a suture or an X-ray.	Services (<i>Urgent Care</i>)	
Comments	Don't agree with MOD services only, this is public money	Money	
Comments	All well and good saying you have submitted plans to improve public transport links, but busses can't come up my street!	Travel & Transport	
Comments	Older people are concerned about losing services at the Friary	Services (<i>Elderly</i>)	

Richmond Library – 24/05/2024

Feedback Type	Question	Issue	Sentiment
Question	Is Quaker Lane Practice (Richmond) moving into the Friary?	Services (Primary Care)	N/a
Question	Is the Harewood Medical Practice building getting knocked down as part of the regeneration work?	Build	N/a
Question	Will people from the surrounding area, and not registered as a patient at Harewood Medical Practice be able to access the services?	Access	N/a
Question	Is the out of hours service only for Harewood patients?	Access	N/a
Question	Are blood services moving from the Friary into the CICC?	Services (Diagnostics)	N/a
Question	Will there be a bus stop outside the CICC? The car park looks big enough for busses to access. It's a long uphill walk from the nearest bus stop at Aldi, with two busy roads to cross. This could be difficult for elderly people.	Travel & Transport	N/a
Question	Do we have internal pictures of the old building that was demolished?	Build	N/a
Question	Will having diagnostics at the CICC (e.g. Xray) mean I will no longer have to go to James Cook?	Services (Diagnostics)	N/a
Question	How big will the CICC be compared to the Friarage? What will the square footage be?	Build	N/a
Question	Will it have an A&E?	Services (Urgent Care)	N/a
Question	Will the CICC build over the old hospital site?	Build	N/a
Question	Will the CICC build span both sides of Scotton Road?	Build	N/a
Question	Will Louis bar be affected?	Build	N/a
Question	Where exactly will the CICC building be? A map would be helpful.	Build	N/a
Comment	It's easier to get to Catterick than Northallerton. Better transport links as the bus is on a loop.	Travel & Transport	

Harewood Medical Practice (Catterick) – 30/05/2024

Feedback Type	Question	Issue	Sentiment
Question	Will this building (Harewood) close down when the CICC opens?	Build	N/a
Question	What will happen to this building (Harewood)? Could this not be changed into a UTC?	Build	N/a
Question	Will there be a UTC within the CICC?	Services (Urgent Care)	N/a
Comment	Very excited, much needed in the area.	Community	
Comment	Not happy that there will be no NHS dentistry within the CICC. We have to travel very far to see an NHS dentist.	Services (Dentistry)	
Comment	Waste of money	Money	

Catterick Library – 30/05/2024

Feedback Type	Question	Issue	Sentiment
Question	Will there be a café?	Build	N/a
Question	Will there be any social care provided within the CICC?	Services (Social Care)	N/a
Question	What is happening with Phoenix House?	Services (Veterans)	N/a
Question	Flat roof – prone to flooding (Duchess of Kent Military Hospital). What measures have been put in place to stop any flooding?	Build	N/a
Question	Will you see a military GP or an NHS GP?	Services (Primary Care)	N/a
Question	Will there be an in-house pharmacy?	Services (Pharmacy)	N/a
Question	Will there be a CT scanner?	Services (Diagnostics)	N/a
Question	Will there be space for diagnostic vans in the car park?	Services (Diagnostics)	N/a
Question	Is the Friary closing down?	Services (Hospital Care)	N/a
Question	Why can't the MOD dentists treat NHS patients?	Services (Dentistry)	N/a
Comment	Great for the area	Community	

Comment	The contractors are very good (Tilbury Douglas) at keeping the area clean and tidy. It's also very well-secured, especially near Louis Bar	Build	
Comment	Need to be clearer this is for everyone.	Access	
Comment	It's disappointing that there will be no NHS dentistry provision.	Services (Dentistry)	

Colburn Village Hall & Veterans Breakfast – 31/05/2024

Feedback Type	Question	Issue	Sentiment
Question	Will this have additional negative impact on traffic flow?	Travel & Transport	N/a
Question	Will there be CCTV?	Build	N/a
Question	Will there be a mental health unit/ward within the CICC? If yes, what will the key attributes be?	Services (Mental Health)	N/a
Question	What part of mental health services will move into the CICC? (EIP/Crisis/All?)	Services (Mental Health)	N/a
Question	Will there be benches/resting places in the garden?	Build	N/a
Comment	Going down well with carers in the area (<i>particularly Hawes</i>) as it will decrease travel time.	Travel & Transport	
Comment	There is a lot of trouble at the moment around Louis Bar, a working group (including the Police) has been set up to tackle this rise in crime. As a result, more lighting is needed around there, particularly around the walkthrough as that's where the issues are (sexual crimes, physical assaults etc)	Build	

Tesco, Catterick – 31/05/2024

Feedback Type	Question	Issue	Sentiment
Question	What is the evacuation procedure for people in wheelchairs? Will there be ramps outside as in the event of a fire they shouldn't be asked to use a lift.	Build	N/a
Question	Is the medical centre on Munster Barracks moving into the CICC?	Services (Primary Care)	N/a

Question	What will the opening hours be?	Access	N/a
Question	Will parking be free?	Travel & Transport	N/a
Question	What is the lifespan of the building?	Build	N/a
Question	Will mobile scanners be able to visit the site? (MRI, CT, Breast etc)	Services (Diagnostics)	N/a
Question	Is Colburn and Catterick GP closing down?	Services (Primary Care)	N/a
Question	Will there be a bus stop at the entrance?	Travel & Transport	N/a
Question	Will the CICC add additional pressure to traffic congestion?	Travel & Transport	N/a
Question	Why does the MOD have so many dentists in the area? Why can't civilians use some of their provision?	Services (Dentistry)	N/a
Question	Will there be one way in and out?	Build	N/a
Comment	Unhappy about there being no NHS dentistry. Families have very bad teeth and need help.	Services (Dentistry)	