

Catterick Integrated Care Centre

Public & Stakeholder Engagement – Autumn Roadshow Events

October - December 2024

Summary

Introduction

The Catterick Integrated Care Centre (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

Earlier in 2024, we hosted a series of public roadshow events across Catterick, Colburn, and Richmond. The events were highly successful, allowing us to connect with 213 community members in total.

We had many valuable conversations with local residents and received a range of insightful, thought-provoking questions—all of which have been answered and are now available on our [website](#).

For more details on the feedback gathered during these events, please refer to our full [feedback report](#).

To continue the conversation and keep the community updated on the progress of the CICC, partners from the NHS, MOD, and Tilbury Douglas came together to organise another series of public and stakeholder roadshow events across the local area from October to December 2024.

The aim of these events was to:

- Provide information, raise awareness, and continue conversations around the services going into the CICC, the progress of the build, and projected timescales.
- Provide opportunities for people to ask questions, share concerns or provide feedback.
- Provide opportunities for people to sign up to a CICC stakeholder distribution list so they can receive further information and involvement opportunities in the future.
- Promote the on-site drop-in sessions hosted by Tilbury Douglas.

Engagement Process/Approach

Promotional work leading up to the roadshow events consisted of:

- [A press release](#) (issued on 18th October 2024)
- Multiple social media posts on the NHS Humber and North Yorkshire Health and Care Partnership’s Facebook page (posted on 18th, 20th, 21st and 23rd October)
- Stakeholder newsletter (issued on 21st October)
- Posters displayed within Catterick Library.
- Invitation emails to local stakeholders (including town councils, NHS colleagues, VCSE, MOD personnel, GP practices).



The roadshow events took place across ten locations, including high-footfall public areas in Catterick, Colburn, and Richmond, as well as at conferences hosted by North Yorkshire Council. We also engaged with eight local primary school children whose Health and Safety posters were selected as winners in a recent competition organised by Tilbury Douglas.

In total, we engaged with 319 people across all events, with representatives from Tilbury Douglas and the MOD joining us to support the conversations.

A detailed list of the locations visited, along with a breakdown of the number of people engaged at each site, is provided in the table below.

Date & Time	Time	Venue	Number of Engagements
Friday 4 th October	9am-1pm	North Yorkshire Council’s Seasonal Conference, Harrogate	45
Thursday 24 th October	9am-2pm	Richmond Indoor Market	36
	3pm-6pm	Catterick Library / Leisure Centre	27

Friday 25 th October	9am-1pm	North Yorkshire Council's Wider Conference, Harrogate	20
	9am-11am	Colburn Village Hall	33
	11.30am-12pm	Cambrai Primary School, Catterick Garrison	8
	4pm-7pm	Tesco, Catterick Garrison	63
Wednesday 27 th November	10am-12.30pm	Harewood Medical Practice	43
	1.30pm-2.30pm	Tilbury Douglas Public Drop-In, Catterick Garrison	7
Thursday 12 th December	9.30am-12.30pm	NAESE Catterick Christmas Military Event 2024	37
Total			319

Our stand featured three large A0 posters displaying accurate, up-to-date information on the CICC project. The posters covered key topics: the services that may be offered within the CICC, new exterior imagery of the building, and a high-level project timeline (as shown in Image 1.0 below).

We also distributed folded A5 information leaflets, which provided the same information as the larger posters for attendees to take home. Each leaflet included contact details and a QR code for easy access to additional information and to join our newsletter distribution list (outlined above in the engagement aims).

Several copies were left at each location visited. A digital copy of this leaflet is available on our website [here](#).



Image 1.0

Feedback Received and Key Themes

In total, we spoke to **319** people across the ten roadshow events.

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

Key theme 1: Services (<i>Mental Health, Maternity, Urgent Care, Diagnostics, Primary Care, Dentistry, Social Care, Hospital Care, Clinical Services</i>)			
What mental health services will be provided from the CICC?	Will there be space for social prescribers?	Will there be any maternity/antenatal care provided from the CICC?	Will the services truly be integrated?
Will there be any additional services going into the CICC to support the drug and alcohol team (e.g. Domestic Violence)	Not happy that there is no NHS dentistry provision being provided, people have to travel considerable distances to see a Dentist.	Will there be a UTC?	Will you move the booth from the audiology department in the Friary?

Key theme 2: The Build				
Will there be opportunities/space available for VCSE organisations to work within the CICC	There is excitement in the community as they welcome the long-awaited project.	Are the materials (e.g. cladding) being used safe?	Has the shape of the building been designed with counter terrorism measures in mind?	Why are so many lights left on overnight? This wastes energy and money, and the light pollution annoys residents.

Key theme 3: Access			
Will treatment rooms be accessible for left-handed members of staff?	How accessible is it? If your appointment is far away, it's a long walk if you have limited mobility.	Are the services accessible to everyone or just MOD?	How will MOD personnel access social prescribing services when they can only be referred into by NHS GPs?

Next Steps

We extend our sincere thanks to everyone who engaged with us—whether by asking questions, sharing feedback, or simply taking the time to learn more. We also greatly appreciate the venues that hosted us and helped facilitate these meaningful conversations.

Looking ahead, we will:

- Work on providing clear answers to all the questions raised during the events and update our FAQ log, available on our [website](#).
- Release a second edition of our stakeholder newsletter, which will include a recap of the spring roadshow events, FAQs, and information on upcoming involvement opportunities.
- Seek out opportunities for targeted engagement with our MOD community and their families.
- Start planning for our next series of roadshow events, anticipated for Spring 2025.



Image 2.0

Appendix 1: A full breakdown of the feedback provided, and questions raised during the roadshow events.

Key:

	Positive Sentiment
	Neutral Sentiment
	Negative Sentiment

North Yorkshire Council’s Seasonal Conference – 04/10/2024

Feedback Type	Question	Issue	Sentiment
Question	How will MOD personnel access social prescribing services when currently they are only accessible via a referral from an NHS GP?	Services (<i>Social Prescribing</i>)	N/a
Question	Will there be opportunities for local VCSE organisations to have a presence within the CICC, either on a regular or ad-hoc basis?	Build	N/a
Question	Will digital services be integrated too so the joined-up services can have access to MOD and NHS patient records? It won’t work if not.	Digital	N/a
Comment	This is a very exciting, and long-awaited project. The benefits and improvements the CICC will bring to the local area are endless.	Community	
Comment	I think it’s wonderful for North Yorkshire to be a trailblazer for a project like this, it really helps to put us on the map.	Community	
Comment	I think it’s such a shame this build won’t provide NHS dentistry, as access to a dentist is absolutely terrible around here.	Services (<i>Dentistry</i>)	

Richmond Indoor Market – 24/10/2024

Feedback Type	Question	Issue	Sentiment
Question	Is Quaker Lane practice moving into the Friary?	Services (<i>Primary Care</i>)	N/a
Question	Will blood services be provided from the CICC?	Services (<i>Diagnostics</i>)	N/a
Question	Will you be moving the booth from the audiology department within the Friary. I sincerely hope not as we campaigned for this, and it was very expensive.	Services (<i>Diagnostics</i>)	N/a
Question	How can I get there? There are no busses from Richmond to Catterick.	Travel & Transport	N/a
Question	Will urgent care be provided from the CICC?	Services (<i>Urgent Care</i>)	N/a
Comment	I am very excited for it to be built	Build	
Comment	I think it’s wonderful that we won’t have to travel as far for some things, however I do think it’s a shame there will be no urgent care provided	Services (<i>Urgent Care</i>)	

Comment	I am worried that this is a backwards step for elderly/vulnerable people as Catterick Garrison is inaccessible for many of them.	Travel & Transport	
Comment	I cannot believe a building this size has no beds and no ED department or urgent care provision. I don't see the point of it!	Services (Urgent Care)	

Catterick Library / Leisure Centre – 24/10/2024

Feedback Type	Question	Issue	Sentiment
Question	Will any maternity services be provided from the CICC?	Services (Maternity)	N/a
Question	Is the cladding being used on the CICC build safe?	Build	N/a
Comment	I am so glad this is finally happening; we've waited a long time for it	Build	

North Yorkshire Council's Wider Conference – 25/10/2024

Feedback Type	Question	Issue	Sentiment
Question	Have all the spaces within the CICC been filled or are there any opportunities for social prescribing services to occupy them?	Services (Social Care)	N/a

Colburn Village Hall & Veterans Breakfast – 25/10/2024

Feedback Type	Question	Issue	Sentiment
Question	What mental health services will there be?	Services (Mental Health)	N/a
Question	Is this really going to be integrated or is it just lip-service?	Access	N/a

Tesco, Catterick Garrison – 25/10/2024

Feedback Type	Question	Issue	Sentiment
Question	Why are you not putting NHS dentists in the building? I have to travel over an hour to see my dentist as there's absolutely none around here.	Services (Dentistry)	N/a

Harewood Medical Practice – 27/11/2024

Feedback Type	Question	Issue	Sentiment
Question	Will treatment rooms be set up for staff who are left-handed?	Access	N/a
Question	Where will Harewood Medical Practice be located within the CICC?	Services (Primary Care)	N/a

Question	Will there be an outdoor gym like in local parks? It would allow staff to exercise on breaks and align with the build's ethos.	Workforce	N/a
Question	What days will 'Your Sexual Health' be working from the CICC?	Services (Clinical Services)	N/a

Tilbury Douglas On-Site Public Drop-In – 27/11/2024

Feedback Type	Question	Issue	Sentiment
Question	Are any other drug and alcohol support services going into the CICC once it opens? E.g domestic abuse.	Services (Clinical Services)	N/a
Question	What is the longer-term plan for the Friary?	Services (Hospital Care)	N/a
Question	Has the shape of the building been designed with counter terrorism measures in mind?	Build	N/a
Question	What mental health services are going in?	Services (Mental Health)	N/a
Question	Are there any possibilities for consultants to have dedicated spaces within the CICC to conduct clinics, thereby reducing the need for patients to travel to larger hospital sites?	Services (Hospital Care)	N/a
Question	What about accessibility? If your appointment is at the other end of the building, it's quite a trek if you have limited mobility.	Access	N/a
Question	Will staff undergo prevent training as part of their induction to help raise awareness of counter terrorism?	Workforce	N/a
Question	Will antenatal services be provided within the CICC?	Services (Maternity)	N/a
Question	Why are numerous lights left on throughout the night? This seems to be an unnecessary use of energy and financial resources. Additionally, local residents have expressed concerns about the resulting light pollution.	Build	N/a

NAESE Catterick Christmas Military Event 2024 – 12/12/2024

Feedback Type	Question	Issue	Sentiment
Question	Have any considerations been made for Harewood Medical Practice to have an in-house dispensary? It would save patients having to travel from the CICC to pick up prescriptions, seems silly that there isn't one.	Services (Pharmacy)	N/a
Question	Why will there be an MOD dispensary within the CICC but not an NHS one, isn't the building supposed to be about integrated services?	Services (Pharmacy)	N/a
Question	Will there be a zebra crossing near the building to help people safely cross the road?	Build	N/a