

Catterick Integrated Care Centre

Public & Stakeholder Engagement – Spring Roadshow Events

April – May 2025

Feedback Report

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 Overview

In 2024, in partnership with colleagues from North Yorkshire Council working on the [Catterick Town Centre Regeneration Project](#) we hosted two successful public roadshows across Catterick Garrison, Colburn, and Richmond, one in spring and another in late autumn. These events enabled us to engage with over 530 local residents, generating a wide range of insightful and thought-provoking questions.

As part of this engagement, we also established a mailing list of over 200 people to help us stay in touch, share updates, and promote future opportunities to get involved.

To find out more about the feedback we received, including answers to all the questions asked during our conversations, visit our dedicated CICC website:

<https://humberandnorthyorkshire.org.uk/locations/north-yorkshire/our-work/catterick-integrated-care-centre-cicc/>

We remain committed to maintaining an open dialogue with the community throughout 2025 and until the Integrated Care Centre opens in 2026.

To support this commitment, earlier this year NHS, MOD, and Tilbury Douglas colleagues came together once again to plan and deliver a third round of public and stakeholder roadshows across the area between April and May 2025.

In addition to returning to Catterick Garrison, Colburn, and Richmond, we extended our reach to ensure wider Richmondshire communities had the opportunity to receive updates, ask questions, and share their views. As part of this, we visited:

- Leyburn
- Hawes
- Catterick Village
- Reeth
- Scorton
- Aldbrough St John

Engagement Aims and Objectives

The purpose of these events was to:

- Inform attendees about the services being integrated into the CICC, the build progress, and the projected timelines.
- Offer opportunities for participants to ask questions, share concerns, or provide feedback.
- Enable individuals to join a CICC stakeholder distribution list for future information and involvement opportunities.
- 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 23rd April)
- Multiple social media posts on the NHS Humber and North Yorkshire Health and Care Partnership's Facebook page (posted on the 20th April, 26th April and 15th May)
- Linked In posts (posted on 26th April and 15th May)
- Stakeholder email (issued 23rd April)
- Posters displayed across targeted communities, including all venues visited.
- Social media posts on local community pages (e.g. *Leyburn Residents*, *Tesco Community Champions* etc)
- Invitation emails to local stakeholders (including town councils, NHS colleagues, VCSE, MOD personnel, GP practices).





The roadshow events took place across fourteen locations, including high-footfall public areas and popular community venues. We also attended a Veterans breakfast and a Nepalese community group to ensure we heard from a diverse range of people.

We spoke with a total of 283 people across all the events, with representatives from North Yorkshire Council, Tilbury Douglas, the MOD, and Healthwatch North Yorkshire there to help support the conversations.

The table below lists the sites visited and the number of people engaged at each.

Date & Time	Time	Venue	Number
Monday 28th April	10am-4pm	The Hive, Army Welfare Service, Hipswell Lodge	7
Wednesday 7th May	10am-1pm	Leyburn Arts and Community Centre	19
	3pm-6pm	Reeth Memorial Hall	3
Thursday 8th May	10am-1pm	Hello Catterick Hub, Booth Hall	31
	3pm-6pm	Scorton War Memorial Institute	19
Saturday 10th May	11am-1pm	Nepalese Community Group, IHub	22
Wednesday 14th May	10am-1pm	Hawes Market Hall	10
Monday 19th May	10am-2pm	Richmond Indoor Market	27
	4pm-7pm	Tesco, Catterick Garrison	47
Tuesday 20th May	9am-12.30pm	Harewood Medical Centre	26
	3pm-6pm	Catterick Garrison Library / Leisure Centre	25
Wednesday 28th May	10am-11.30am	Veterans Breakfast, Catterick Golf Club	18
	1.30pm-2.30pm	Tilbury Douglas Public Drop-In	11
	2pm-4pm	Aldbrough St John Village Hall	18
	5.20pm-6.30pm	Tilbury Douglas Public Drop-In	0
Total			283

Our stand featured three large A0 posters presenting accurate and up-to-date information on the CICC project.

The posters presented information about the development, including possible services within the CICC, updated images of the building exterior, and an overview of the project timeline.

To complement the display, we distributed printed information leaflets containing the same core content, allowing attendees to take the information home.

Each leaflet included contact details and a QR code, allowing users to quickly access the website and additional information, including the option to subscribe to the newsletter.

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



Feedback Received and Key Themes

In total, we spoke to **283** people across the fifteen roadshow events. A full breakdown of the feedback provided, and questions raised during the roadshow events is available in Appendix 1.

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

Key Theme 1: Services

There is significant interest in the range and quality of services that will be delivered from the CICC. While people welcome the potential breadth of care—spanning primary care, mental health, diagnostics, and more—there is uncertainty about what will be included, how specialist needs will be met, and what the impact will be on existing facilities like the Friary Hospital in Richmond and the Friarage Hospital in Northallerton.

Issue	Detail
ECG provision	<i>Will the CICC offer ECG services, including for paediatric patients?</i>
Dental care	<i>Some feel let down, as the CICC was originally promoted as offering full NHS dentistry.</i>
Social care	<i>What social care services will be provided at the CICC?</i>
Podiatry	<i>Will podiatry services be relocated to the CICC?</i>
Outpatient services	<i>Will outpatient appointments be available from the CICC?</i>
Dementia diagnosis	<i>Will a dementia diagnosis clinic be offered? The current clinic at the Friarage covers the entire Hambleton and Richmondshire area, with a waiting time of around six months.</i>
Accessible dentistry	<i>How will adults and children with learning disabilities or severe mental illness access NHS dental services at the CICC? What is the referral process? There is concern that without clear criteria, the service may be mis-used, limiting access for those who need it most.</i>
Mental health and dementia	<i>Will mental health services at the CICC also support patients with dementia?</i>
Impact on existing services	<i>What will happen to the Friary? Is there a risk it may close as services move to the CICC?</i>

Key Theme 2: Travel and Transport

Although people recognise and value the benefits of this development, many find it difficult to see how it will support them—particularly when access remains a challenge. This concern was especially evident within the rural communities we engaged with.

Issue	Detail
Poor public transport	<i>Public transport across Richmondshire is limited, and especially inadequate in rural areas such as Leyburn, Hawes, and Reeth.</i>
Relocation of services	<i>Moving services from Richmond to the CICC has made access more difficult for some, with journey times doubling and requiring two buses.</i>
Elderly population	<i>Richmondshire has a large elderly population, many of whom do not drive. Poor public transport and the distance between towns present major barriers to accessing services.</i>
Patient transport	<i>Non-emergency patient transport needs significant improvement to ensure better access.</i>
Community transport	<i>Greater investment is needed in community and voluntary transport schemes.</i>
Positive feedback	<i>The development is seen as a positive step forward, particularly as it will significantly reduce the need to travel to James Cook and Northallerton.</i>

Key Theme 3: The Build

People are generally curious and hopeful about the new development, but they also raised a range of practical questions and concerns—particularly around access, sustainability, and the extent to which the facility will serve all parts of the region. Communities like Leyburn feel overlooked and want reassurance that their needs are being considered.

Issue	Detail
Feeling of being left out	<i>“Why can’t we have a health centre built here in Leyburn? There are no health services this end of the Dale—we feel like a forgotten community.”</i>
Community engagement	<i>How can local community groups or members of the public request or arrange site tours of the CICC?</i>

Construction materials	<i>Where has the steel used in the construction of the CICC been sourced from?</i>
Accessibility	<i>How will the building be made accessible for people living with dementia and their carers?</i>
Café provision	<i>Who will operate the café—will it be a national chain or a local provider (e.g. the NAAFI)? Will staff receive a discount?</i>
Sustainability Features	<i>Will electric vehicle charging be available in the designated staff parking area? If so, what will the cost per kilowatt be?</i>

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. The feedback received will be shared with the team leading the Catterick Integrated Care Centre development.

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 fourth edition of our stakeholder newsletter, which will include a recap of the spring roadshow events, FAQs, and information on upcoming involvement opportunities.
- Continue to seek out opportunities for targeted engagement with our MOD community and their families as well as seldom heard communities of Catterick Garrison and the wider Richmondshire area.
- Start planning for our next series of roadshow events, anticipated for Autumn 2025.

If you would like the CICC programme team to attend a meeting or group to provide information on the CICC, please email hnyicb.engagement@nhs.net

Alternatively, if you would like to receive more information on the CICC please [click here](#) to sign up to our mailing list.

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

Key:

	Positive Sentiment
	Neutral Sentiment
	Negative Sentiment

The Hive, Army Welfare Service – 28.04.2025

Feedback Type	Question	Issue	Sentiment
Question	Will there be ECG provision within the CCG, including for paediatric patients?	Services (Diagnostics)	N/a

Leyburn Arts and Community Centre – 07.05.2025

Feedback Type	Question	Issue	Sentiment
Comment	This is an amazing project; however, I am struggling to see how it will benefit the people of Leyburn and the Dales, as we cannot get there to use it!	Travel & Transport	
Comment	We already struggle to get to the Friarage in Northallerton and James Cook in Middlesborough as public transport is non-existent here (Leyburn).	Travel & Transport	
Comment	Could you please provide us with an update on the progress of the transport working group that Sue Symington established after visiting Leyburn? We have not received any updates so far.	Travel & Transport	
Comment	Why cannot we have a health centre built here (Leyburn), there is no health services this end of the Dale, we are a forgotten community!	Build	
Question	Can we make better use of community assets to improve patient transport options for people living in rural communities? For example, making better use of school busses that sit outside of the school for hours each day doing nothing.	Travel & Transport	N/a
Question	How can community groups/members of the public request or organise site tours of the CICC?	Build	N/a
Question	A GP at Central Dales Practice in Hawes currently provides a service from Harewood Medical Practice, will this continue when the CICC opens and Harewood relocates?	Services (Primary Care)	N/a

Reeth Memorial Hall – 07.05.2025

Feedback Type	Question	Issue	Sentiment
Question	How many MOD staff will move into the CICC?	Workforce	

Catterick Village Community Hub – 08.05.2025

Feedback Type	Question	Issue	Sentiment
Comment	Great, but we cannot easily get there. There is no direct bus to Catterick Garrison, we must take one bus to Richmond and another to Catterick Garrison. Moving services from the Friary to the CICC is not making it easier for me.	Travel & Transport	

Scorton War Memorial Institute – 08.05.2025

Feedback Type	Question	Issue	Sentiment
Question	What is the percentage split of MOD vs NHS staff moving into the CICC?	Workforce	N/a
Question	Why don't Scorton GP Practice offer extended access?	Services (Primary Care)	N/a

Nepalese Community Group, iHub – 10.05.2025

Feedback Type	Question	Issue	Sentiment
Comment	We have a large elderly population who do not drive, this is a huge barrier when trying to access services anywhere in Richmondshire due to poor public transport and distances from town to town.	Travel & Transport	
Comment	Information needs to be translated into different languages as standard, not upon request.	Access	
Comment	Many members of our community are nurses, so it would make sense to have a nurse working within the CICC who could translate. Also, there are volunteers within the community who are happy to translate, please can this be explored?	Access	
Question	Why will there be no NHS Pharmacy within the CICC?	Services (Pharmacy)	N/a
Question	Will face to face translation services be available within the CICC for clinical appointments, not via language line.	Access	N/a

Hawes Market House – 14.05.2025

Feedback Type	Question	Issue	Sentiment
Comment	Really positive, it will massively reduce travel to James Cook and Northallerton	Travel & Transport	
Comment	Public transport is terrible; how do we get there?	Travel & Transport	
Comment	Staff need to come out into the community to appreciate how far people must travel when asking them to come for appointments	Workforce	
Comment	Patient transport needs improving, our residents often get asked to call a taxi!	Travel & Transport	
Comment	Feel very let down, this was advertised initially as NHS dentistry	Services (Dental)	
Question	What social care services are going into the CICC?	Services (Social Care)	N/a
Question	Will podiatry move into the CICC?	Services (Podiatry)	N/a
Question	Will there be outpatient appointments offered from the CICC?	Services (Outpatient)	N/a

Richmond Indoor Market – 19.05.2025

Feedback Type	Question	Issue	Sentiment
Question	Where has the steel used to build the CICC come from?	Build	N/a
Question	Will there be a dementia diagnosis clinic at the CICC? There's currently one at the Friarage, but it serves the entire Hambleton and Richmondshire area and the waiting list is currently around 6 months.	Services (Mental Health)	N/a
Question	How will the CICC be accessible for people with dementia and their carers?	Build	N/a
Question	What will the split be in terms of NHS / MOD staff moving into the CICC?	Workforce	N/a
Question	How do adults and children with learning disabilities or severe mental illness access the NHS dentistry provision offered within the CICC? What is the referral process?	Services (Dental)	N/a

Tesco, Catterick Garrison – 19.05.2025

Feedback Type	Question	Issue	Sentiment
Comment	I do not understand why we have to pay for dental care when all other health services are free?	Services (Dental)	
Question	Will there be any urgent care provided within the CICC as the Friarage and Darlington are at least a 30min drive away, if not more for some people.	Services (Urgent Care)	N/a

Harewood Medical Practice – 20.05.2025

Feedback Type	Question	Issue	Sentiment
Comment	It is a shame there's no A&E	Services (Urgent Care)	
Question	What will happen to Harewood's current building once they move out?	Services (Primary Care)	N/a
Question	Who will be running the café? Will it be a national chain or a local provider (e.g. the Naffi) and will staff get a discount?	Build	N/a
Question	Will EV charging be available within the designated staff parking area? What will the charge per kilowatt be?	Build	N/a
Question	Will there be water re-filling stations around the building for patients and staff to use?	Build	N/a
Question	Will there be an NHS pharmacy located within the CICC?	Services (Pharmacy)	N/a

Catterick Leisure Centre/Library – 20.05.2025

Feedback Type	Question	Issue	Sentiment
Question	Will mental health services also cover dementia patients?	Services (Mental Health)	N/a
Question	What will happen to the Friary? Will it close because services are moving to the CICC?	Services (Urgent Care)	N/a

Veterans Breakfast, Catterick Golf Club – 28.05.2025

Feedback Type	Question	Issue	Sentiment
Question	What is the referral process for NHS dental provision for adults/children with learning disabilities or mental health conditions? People who cannot get a dentist may try and abuse this service if there is not a strict criteria in place to protect those who need the provision most.	Services (Dental)	N/a
Question	What happened to the Roman artifacts that were in the entrance are of the Duchess of Kent Military Hospital before it was demolished?	Build	N/a

Tilbury Douglas Public Drop-Ins – 28.05.2025

Feedback Type	Question	Issue	Sentiment
Comment	Can we be clearer that the CICC does not have a UTC?	Other (Website)	
Comment	Can the CICC comms team link in with the comms team at TEWV to make sure the CICC website clearly reflects which mental health teams are based there vs visiting teams.	Other (Website)	
Question	Who will be running the café?	Build	N/a

Aldbrough St John, Village Hall – 28.05.2025

Feedback Type	Question	Issue	Sentiment
Question	Will you be seen by MOD and NHS GPs?	Services (Primary Care)	/