

# Berwick Engagement Feedback Report

**On the possible development of an integrated hospital, care  
and leisure complex**

July 2018



## **1 Purpose of report**

To present feedback on a process of engagement from February to May 2018 to seek views on the possible development of an integrated hospital, care and leisure complex so that this can be used to inform a business case being developed by NHS Northumberland Clinical Commissioning Group (CCG).

## **2 Executive summary**

The CCG is working with partners at Northumbria Healthcare NHS Foundation Trust (NHCFT) and Northumberland County Council to consider the possibility of the new hospital in Berwick being part of an integrated development including health, care and leisure services.

A listening exercise was launched in February and ran until May 2018 with a series of events to give members of the public the opportunity to give their views about the possible integrated development and potential locations.

Engagement events included five drop-in sessions at different community venues around Berwick, discussions using the NHCFT Join our Journey trailer sited at three different venues in Berwick, Belford and Wooler, eight meetings with specific community groups facilitated by Healthwatch Northumberland and a public meeting at Berwick Town Hall. Approximately 350 people attended these meetings.

The CCG also took into account 427 comments from an online survey carried out by a community group called Berwick Deserves Better, 110 comments on the group's Facebook page and a statement read out on behalf of a representative of the group at a meeting of Northumberland County Council's Health and Wellbeing Overview and Scrutiny Committee. Also considered were 27 comments received on the CCG's website, via its social media and emails during the period of engagement.

Views were mixed about the concept of an integrated hospital, care and leisure complex. Some people felt strongly that there should be a standalone hospital, with many referring back to the earlier public consultation about the redevelopment of Berwick Infirmary and indicating frustration about delays in starting the development. Others, particularly those who took the opportunity to further explore the potential benefits in the drop-in sessions, welcomed the idea and commented positively about the benefits of linking health and leisure together.

Some questioned whether an integrated development would result in less investment overall, with figures quoted for separate pots of money that had previously been identified to redevelop the hospital and leisure centre (as two separate schemes).

There were also mixed views about location. Some people commented favourably on the Swan Centre site, while others were clear that they preferred the existing site in the town centre. Many people felt that Seton Hall could be a possible site and during the engagement process, the CCG said they would now explore this site further. Good access and parking were clearly important.

There was a big focus on services and it was clear that people taking part in the engagement would like to see improved services made available locally. Many gave examples of the kind of services they would like to see in a new hospital, including an A&E, more maternity services, more diagnostic services, day surgery, fracture clinics, eye clinics, physiotherapy and more outpatients. Some said that they felt virtual clinics would be useful but others were less sure about this. There were comments that people would like to see all of the existing hospital services in the new hospital.

Transport and the distance that people have to travel to hospitals in Ashington, Cramlington, Newcastle and North Tyneside was a consistent theme. People talked about 120 mile round journeys, lack of public transport, ambulance availability, cost of parking, having to travel long distances and take time off work for brief appointments and the inconvenience of having to travel to 9am outpatient appointments, especially when using buses and trains.

Many people asked about the timeline going forward and there were also requests for the outcome of the engagement activities to be made public.

### **3 Background**

During 2009 it was agreed that Berwick Infirmary would be redeveloped, as part of a package of proposals to improve hospital services for people living in Northumberland and North Tyneside.

These proposals had been subject to formal public consultation which included discussions with people living in Berwick and the surrounding area about the redevelopment of the infirmary, as well as major changes to the provision of emergency care, resulting in the development of the Northumbria Specialist Emergency Care Hospital at Cramlington.

Following the public consultation, engagement continued about the redevelopment of Berwick Infirmary, focusing on the services to be included and the location.

However, over the past few years a number of additional factors have emerged which also needed to be taken into account, including:

- changes in national policies and consequent local strategies to include a much greater focus on providing more care out of hospital with more support for people in their own homes and in the community
- medical advances resulting in changes to patient pathways which mean that people are spending much less time in hospital, for example, following joint replacements and for patients having stroke, cardiac and respiratory care
- changes in the national economic situation and serious pressures on NHS finances in Northumberland, as well as in other parts of the country, making it even more important for local organisations to make sure that they make best use of all available finances.

In addition, the opening of the new Northumbria Specialist Emergency Care Hospital has resulted in some changes in the way that the most seriously ill patients are treated which have resulted in patients spending less time in hospital after being seen and treated by specialists at Cramlington.

The impact of these factors lead to the need to fully understand how Berwick Infirmary is being used and to begin exploring what might need to happen to make sure it is used most effectively and best meets the needs of the local population in the future.

Against this background, in August 2016 NHS Northumberland CCG asked NHCFT to pause its plans for the redevelopment of Berwick Infirmary to allow time to consider the implications of local, regional and national healthcare strategies.

More recently the CCG and NHCFT have been involved in early discussions with Northumberland County Council about the possible development of a new integrated health, social care and leisure complex in Berwick. This type of development has also been discussed with the Berwick Regeneration Commission, which includes representatives from the County Council and NHCFT, who meet to ensure that any new developments for the town are 'future-proofed' and meet the needs of the local population in future years.

Should the idea of an integrated hospital and leisure development be progressed, more detailed planning would be required but this could mean a new building with inpatient, outpatient and other hospital services, some GP services, bringing together some health and care staff who work in the community and providing leisure centre services.

Several possible sites have been identified as suitable for such a development and the CCG held the listening exercise to have a conversation with the public about their views on these sites and how they feel about the new hospital being part of an integrated development.

## **4 Engagement activities**

The listening exercise built on engagement activities over several years about the redevelopment of Berwick Infirmary during which it has been very clear that the hospital is very much valued by the local population.

It comprised a range of different activities, as outlined below. These were aimed to ensure views were sought from different communities of interest, with a wide demographic, in line with statutory requirements around the involvement of patients and the public in the development of health services, as set out in the NHS Act 2006 (as amended by the Health and Social Care Act 2012). The CCG was also mindful of the requirements of the Equality Act 2010.

The purpose of the activities was to find out how people felt about the idea of an integrated hospital, social care and leisure development and also for their views on the following sites deemed suitable:

- A – Current Swan Centre site
- B – Newfield's Playing Area
- C – Land south of Cemetery Lane
- D – Existing Berwick Infirmary Site

Engagement activities included:

- Five drop-in sessions in different venues across Berwick
- Discussions on the NHCFT Join our Journey trailer at three venues in Berwick, Belford and Wooler
- Eight meetings with specific community groups facilitated by Healthwatch Northumberland
- A public meeting at Berwick Town Hall
- Discussions at meetings of the Berwick Regeneration Commission, North Northumberland Local Area Council and the Health and Wellbeing Overview and Scrutiny committee

The CCG also took into account feedback and comments from an online survey carried out by the local community group Berwick Deserves Better, comments on the group's Facebook page and a statement read out at a meeting of Northumberland Council Council's Health and Wellbeing Overview and Scrutiny Committee on behalf of a representative of the group, as well as comments on the CCG's website, social media and emails received during the period of engagement.

#### **4.1 Promotion of engagement exercise**

At the start of the engagement exercise a bulletin including details of the drop-in sessions was sent to partner organisations and hospital and other NHS staff, for whom meetings were also held.

The engagement sessions were also promoted in local press (news and advertisements), through social media, the CCG's website, posters distributed around local venues and My NHS, which is a database of people with an interest in NHS matters who are routinely involved in engagement activities.

#### **4.2 Drop-in sessions**

Five drop-in sessions were held at community venues suggested by local councillors from the Berwick Regeneration Commission. These covered the local council wards of Upper Spittal, Lower Spittal, St Boisils, Tweedmouth, Grove, and Magdalene. The aim of holding meetings at smaller, community venues across Berwick was to make the drop-ins more accessible for local people of all ages, who could pop in, have a chat with NHS staff and make their views known.

Local people could ask questions of NHS staff and learn more about the new thinking about the possible development of an integrated health, care and leisure complex. At each session, tables were set up with representatives from the CCG and NHCFT as well as a note taker.

Comments received during these sessions are at **Appendix 1**.

Maps were also available showing the different sites which might be suitable for an integrated hospital, care and leisure development (**see Appendix 2**).

People were asked for their views about the different sites and also how they felt about the idea of an integrated complex.

The sessions were attended by a total of 89 people of mainly retired and working age, with some venues being busier than others.

**Details of the drop in sessions are as follows:**

<b>Date</b>	<b>Venue</b>	<b>Number of people who attended</b>
Tuesday 27 February 2018, 2pm – 4pm	Jubilee Club, Spittal	14
Tuesday 6 March, 12pm – 2pm	Swan Centre	40
Thursday 8 March 2018, 4.30pm – 6.30pm	St Mary’s First School	14
Saturday 24 March, 11am – 12.30pm	Tweedmouth Church Hall	9
Saturday 24 March, 1.30pm - 3pm	United Reformed Church, Spittal	12

**4.2(i) Feedback**

Transport and the impact of travelling to hospitals at Cramlington, Newcastle, Ashington and North Tyneside were prominent issues. There were comments about the need for bus services to be provided from Berwick to the Royal Victoria Infirmary (RVI) and the Freeman Hospital in Newcastle and about how costly it is for people visiting family and friends in hospital when they have to travel. Someone asked if volunteer drivers could be used. There were also comments about people being given early appointments at Wansbeck General Hospital, the RVI and Freeman Hospital which mean leaving home very early, especially if public transport is needed. Some said it was easier for them to get to Borders and asked why GPs weren’t able to refer patients there. A few commented on late discharges from the Northumbria Specialist Emergency Care Hospital at Cramlington and the impact of travelling back home.

Some people talked about ambulance cover and capacity with references to the population increase due to tourism during the summer months which they felt put further pressure on services and increased the need for more services locally.

There were lots of suggestions about the services that people would like to see in the new hospital, including the transfer of all existing services at Berwick Infirmary. Some said they wanted to see more doctors there, not just nurses. Many people said they would like to see an A&E, with comments including: ‘The current hospital, as a

community hospital, is more for old people, there need to be more services e.g. a smaller scale Cramlington with an A&E'.

Other services people would like to see included A&E, urgent care, X-ray, MRI, colonoscopy and endoscopy, facilities for plastering broken limbs, fracture clinic with teleconferencing facilities, day surgery, eye clinic, outpatients, physiotherapy, chemotherapy and dialysis. A number of people asked about how many beds would be available and there were comments that the current beds were always full. There were some questions about the range of maternity services that would be available.

Some said they were pleased that GPs might be located in the new hospital, while others asked how the GPs felt about the idea.

Some people indicated they would be happy with virtual appointments where appropriate, while others felt that not everyone would be comfortable with this. Others suggested it would be easier if more consultants could travel to Berwick.

There were mixed views about the concept of an integrated development for health, care and leisure. Some welcomed it, particularly those who took the opportunity to explore the issue more fully – 'especially if it supports wellbeing' – and there were positive comments about the benefits of bringing a range of services onto one site, while others wanted to understand the rationale of joining services and sought clarity about how the complex would be configured. Others said they felt it would cost more to have an integrated development and some indicated that they didn't like the idea – '...they are two separate things so why do they need to be combined, they don't need to be'. There were questions about whether there would be a reduction in leisure services as a result of the integration. Some asked who would run the leisure side of the complex and whether there was an understanding of Active Northumberland's future sustainability. Some suggested that Berwick was being used as a 'guinea pig' for an integrated complex.

There were also mixed views about sites. Some said they preferred the Swan Centre because it had good bus routes, while others said that the leisure centre and hospital should stay in their current sites. People seemed less keen about possible sites B and C (Newfields playing area and land south of the cemetery). Other sites were mentioned such as Seton Hall, Berwickshire House and the Berwick Academy; and potential land swaps were mentioned. Some commented on the importance of ensuring that, whatever site was chosen, it should be large enough for any future expansion of services. There were discussions about the importance of good public transport links and parking availability. A few asked if whatever site was chosen would be suitable for the air ambulance to land.

Some people expressed a feeling of frustration that it was taking so long to develop a new hospital in Berwick, referring back to the earlier consultation in 2009 – 'we need things to happen now, not in several years' time'. There were questions about the likely timeline and whether the funding that had already been allocated for a new hospital was still available. There were also a few questions about whether the same amount of funding would be available to build an integrated complex as would be available for two separate developments. Some people felt that Berwick had been forgotten about.

### 4.3 Join our Journey trailer

The CCG joined NHCFT's 'Join Our Journey' trailer roadshow on three occasions as it visited Berwick, Belford and Wooler. The idea of using the trailer was to visit areas of high footfall to offer people the chance to stop by and comment in an informal setting. More than 100 people stopped to discuss the new thinking and leave their comments. They were mainly retired and working age.

The following sessions were held:

- Wednesday 14 March, 9am – 4pm, Marygate, Berwick. Thursday 15 March, 10am – 12 noon, Belford market place; 1pm – 3pm, Wooler, outside the GP practice.

Comments from these sessions are at **Appendix 1**.

#### 4.3ii) Feedback

People who visited the trailer in Marygate, Berwick, mainly focused on the concept of an integrated hospital, care and leisure complex, its location and issues around travelling to hospitals in Cramlington, North Tyneside and Newcastle. Some also talked about the need for more services at the hospital. This was a busy session with around 100 in attendance.

The smaller number (seven) who visited the trailer in Belford and Wooler gave some views on the concept of an integrated hospital, care and leisure complex and asked about what hospital services would be included, the difficulties of travelling to Cramlington, Hexham and Wansbeck. They also asked if engagement sessions could take place in Norham, Highcliffe and Cornhill.

People had very mixed views about the concept of an integrated hospital, care and leisure complex. Some liked the idea – 'the joint concept is an excellent idea, I have rheumatoid arthritis and it would really help me to use the pool', 'The biggest cause of death after smoking is obesity, having health and leisure together is a really good way to move forward' – while some were against the idea – 'I hate the idea, Berwick needs a proper hospital. It doesn't need to be a side plan to something else', 'We want to keep the hospital and leisure separate but do see the benefit of health and social care together'.

Some expressed the view that with an integrated development, overall people would get less – they had been informed previously of a £25m budget for a new hospital and £19m for leisure but they couldn't imagine that £44m would be spent on an integrated development.

There were also mixed views about possible sites, with no consensus about the preferred location. A number said they would prefer the hospital to stay on its existing site, mainly because of public transport, others suggested the Swan Centre, Robert's Lodge and Seton Hall. One person suggested the best place for a leisure centre would be Shieldfield Park.



A number of comments were made about the difficulties of travelling to hospitals further afield, with some referring to the recent problems with bad snow conditions. There was a comment that people aren't directed to Berwick when they should be but are sent to Hexham and Wansbeck. Another person said they were taken to Cramlington by ambulance but getting back was a 'nightmare'.

Some talked about the services they would like to see in a new hospital including an A&E, minor injuries, ultrasounds, endoscopies and X-rays and people asked if there would be a maternity unit.

#### 4.4 Maps

At each drop in session and the Join our Journey sessions maps were displayed which showed three possible sites which were large enough to house an integrated development. Berwick Infirmary was also included on the maps to show the current hospital site. This was a different colour to be clear that the site wouldn't be a suitable size for an integrated development. Attendees were asked to put a sticker on their preferred location at each session. This was not a scientific exercise, more an indication of the general consensus on preferred locations.

Whilst preferences varied at each drop in session which can be seen from the maps in **Appendix 2**, the Swan Centre was the overall preferred location for an integrated hospital development with the most stickers (58), followed by Robert's Lodge (18) and Newfields (4). Two further sites were suggested through the stickers placed by members of the public which were Seton Hall (9) and land at East Ord (8). Two stickers were placed on land to the North of Berwick. Berwick Infirmary had the second highest number of stickers (44) despite not being big enough to house an integrated development. This clearly showed that some people preferred a standalone hospital on the current site.

#### 4.5 Engagement facilitated by Healthwatch Northumberland

A series of meetings were held and facilitated by Healthwatch Northumberland for 'harder to reach' groups including carers, older people, young people and people with Alzheimer's. These provided an opportunity for 90 people to share their views.

Organisation/group	Number of people involved
Carers Northumberland	13
North Northumberland Voluntary Forum	9
Warm Hub Berwick	16
Alzheimer's Café	10
Berwick Youth project	16
Berwick Residents	2 contacted Healthwatch Northumberland
RVS Wooler Over 50s Group	20
In-it-Together (Parents with children with SEND)	4

Feedback is as set out below:

### **Site location for the new hospital**

- 52% preferred site D: Berwick Infirmary
- 20% preferred site C: Land south of Cemetery Lane
- 11% preferred site A: Current Swan Centre Site
- 10% preferred site B: Newfield's Playing Area
- 7% no preference

### **Preference for integrated development**

- 40 people out of 90 responded positively
- 16 out of 90 responded negatively
- 1 out of 90 no preference
- 33 out of 90 no comment

The full Healthwatch report is at **Appendix 3**.

In summary it identifies the following key themes:

- Need for improved hospital services in Berwick
- Parking and bus services a concern for any proposed location
- Mixed opinion on joint hospital and leisure centre, positive regarding links with social care
- 52% of people who gave their views said they prefer existing location (Site D).

## **4.6 Public meeting**

A public meeting was held at Berwick Town Hall, Marygate (which is in the Castlegate ward) on Wednesday 2 May, from 6.30pm – 8pm, to conclude the listening exercise. The aim was to provide information about the emerging themes based on the views that had been shared to date. This was attended by approximately 65 local people of mainly retired and working age. A presentation was given by Siobhan Brown, the CCG's Chief Operating Officer which recapped the background to the listening exercise and gave a summary of the emerging themes. Then a panel of senior NHS staff from the CCG and NHCFT took questions from the audience.

The notes from the meeting are at **Appendix 4**.

### **4.6(i) Feedback**

The feedback from those present, which included local councillors and members of Berwick Deserves Better, covered a range of issues, including:

- whether or not people wanted an integrated development rather than a standalone new hospital and what their concerns might be about having a hospital and a leisure centre on the same site
- services that people would like to see in a new hospital, such as A&E
- comments about emergency ambulance provision and the distances that local people have to travel to hospitals
- views on the possible sites
- the length of time discussions have been taking place about the redevelopment of Berwick Infirmary

- whether the engagement was a ‘tick box’ exercise, how it was being funded and questions about whether feedback would be made public.

In terms of how people felt about the possibility of an integrated complex, there was a general feeling that the vast majority of those present did not want a joint development with leisure services and preferred a new standalone hospital built. There were some comments that people agreed with the NHS working in partnership with leisure services but not by having all services in one complex. A local councillor asked if there could be a show of hands to give an indication of how many would be in favour of redeveloping the Berwick Infirmary site rather than having a joint development with leisure and care on another site. Once again the vast majority of the small number of overall Berwick residents indicated that their preference would be for a standalone hospital.

There were questions and comments about whether an integrated complex would be a cheaper solution, the privacy of patients attending hospital appointments being compromised as a result of being seen by people using the leisure facilities and children using the leisure centre coming into contact with patients who may be under the influence of alcohol or drugs.

There were also a number of questions about whether an A&E department would be included in the development and a Berwick Deserve Better representative referred to the range of services included in the earlier business case for the redevelopment of Berwick Infirmary i.e. social care, maternity, endoscopy and a stroke unit. Related to this discussion were comments about emergency ambulance provision and about the distances that people have to travel to Wansbeck General Hospital and the Northumbria Specialist Emergency Care Hospital in Cramlington. One person talked about having to travel to Wansbeck twice in one week, including for something that required face to face contact and therefore could not be conducted virtually.

In relation to possible sites some felt that there wasn't enough emphasis on the existing Berwick Infirmary site on the map that had been used during the engagement sessions Others commented that the Swan Centre was on a busy road which was prone to accidents and that Newfields playing fields were on a green field site and therefore could not be built on. The inclusion of Seton Hall site for further consideration (as a result of comments received during engagement activities) was welcomed by some.

There was clearly frustration about how long the process to redevelop Berwick Infirmary has taken given discussions were underway in 2009 around a new hospital for the town. Some attendees said they felt the current engagement process was simply a ‘tick box’ exercise. There were questions around how the engagement was funded and how the feedback report would be made public.

#### **4.7 Attendance at scheduled meetings**

Updates were also given to meetings of Berwick Regeneration Commission, which included county and town councillors and public governors from NHCFT and the North Northumberland Local Area Council Meeting, which included councillors and council officers. The Health and Wellbeing Overview and Scrutiny Committee

(OSC) was also updated and received a presentation at the end of the engagement with general feedback and next steps.

#### **4.8 Berwick Deserves Better survey and social media**

Berwick Deserves Better submitted feedback from an online survey which included 427 comments and also 110 comments from the group's Facebook page. They also submitted a statement that was read out on their behalf to Northumberland County Council's OSC.. These are at **Appendix 5**.

In these submissions there were many comments about travel and distance for brief appointments as well as for emergency care and some maternity services, a feeling of people being disadvantaged due to geography and services that had been lost (which people felt should be returned). The social media in particular included many personal experiences and those of family members of travelling for hospital care.

#### **4.9(i) Online survey – questions and feedback**

**The survey was headed 'Health services in Berwick. We have established that many Day Surgery procedures, clinics, X-rays etc have been removed locally resulting in long, uncomfortable and ...patients. Do you feel we deserve the same level of health services delivered locally as does other parts of Northumberland?'**

*\*The question wasn't written in full in the submission PDF*

The responses indicated that people agreed with the statement and the question and that they felt disadvantaged by distance. There were many comments about distance to Wansbeck General Hospital and to the Northumbria Specialist Emergency Care Hospital at Cramlington, including references to 120 mile round trips, travelling a long distance for very brief appointments, lack of local transport services, car parking costs and the time and inconvenience of travelling (including time off work). There were also references to the experiences of older people having to travel to hospital, people travelling long distances when they were unwell, overnight discharges and the need for more specialist clinics.

The questions in the survey included:

- **Do we want to see the return of services taken away from Berwick despite the costs to Northumberland Health Care due to our location?**

In response some people reinforced the previous messages about distance and travelling and about the impact of this on older people.

Some indicated they would happily pay more taxes if it resulted in more services locally.

Some commented on the services that had 'gone or almost gone' including pre-operation assessments, endoscopies, day surgeries, gynaecology, plaster casts and X-rays.

The impact of tourism in terms of boosting the population was also mentioned.

- **Should free patient transport be made available on request to all and especially older patients without the need to appeal?**

There were differing responses to this question. Some were clear that free transport should be available depending on need, recognising that some people who travel for hospital care are able-bodied and have the means to get there without support. Others indicated that if patients had to travel, the transport should be available and free and comments included 'we are a low wage and ageing population'.

A few people commented positively on the Berwick and District Cancer Support Group who provide free cancer care transport.

Previous comments were repeated about travelling long distances for brief appointments, the impact of travelling and the need for more services, including maternity, to be available locally.

- **Should Berwick Maternity Unit offer more services e.g. new born hearing tests etc?**

There was agreement that services such as new born hearing tests should be available at Berwick. People responding to this question gave personal experiences of having to travel to Alnwick and further afield, including to the Freeman Hospital in Newcastle for new born hearing tests and ear problems which they felt was stressful. There were general comments about the impact and difficulties of travelling and the need for a fuller range of maternity services at Berwick.

- **Should all mobile services available in other parts of Northumberland i.e. pacemaker testing be accessible to patients in Berwick and not excluded because of costs or distance.....**

*\*The question was not written in full in submitted PDF*

There was agreement that Berwick deserves equal services and that they should not be disadvantaged because of geography. Comments were repeated about patients, particularly older people and those who were unwell, travelling long distances for brief appointments (including pacemaker tests).

- **Do you feel that Berwick does not get an equal service compared to the rest of Northumberland?**

In response people said that Berwick had been being 'forgotten' and that people were being disadvantaged due to geography and the impact of travelling.

A small number of people said it wouldn't be possible to have all services in a small hospital.

- **Where do you want to see the new hospital built?**

There were mixed views about this. Some would prefer to see it in the town centre, in its existing location, while others said they did not mind as long as it was in Berwick and had easy road access. Seton Hall was mentioned a number of times. There were comments about the difficulties of driving into Berwick and there were references to land near Tesco and the ambulance station or finding a site on the outskirts of the town, near to the A1. Some people indicated that they did not like the idea of an integrated complex. There were also comments that the Swan Centre did not have enough parking.

#### **4.9(ii) Social media comments**

There were 110 comments, the majority of which outlined personal experiences and those of family members when travelling for hospital care, especially older people and young children. Previous comments were reinforced about the difficulties of travelling for some and about travelling long distances for brief appointments and for services such as pre-operation assessments, bone density scans, CT scans, maternity care, ultrasound and newborn hearing tests.

#### **4.9(iii) Statement to Northumberland County Council's Health and Wellbeing Overview and Scrutiny Committee**

A county councillor read out a statement at a meeting of Northumberland County Council's Health and Wellbeing Overview and Scrutiny Committee on behalf of a representative of Berwick Deserves Better who was unable to attend the meeting.

The statement, which indicated a preference for a standalone hospital to be redeveloped on the existing site (stating that 62% of residents who completed the survey 'chose the present hospital site to be rebuilt as promised ASAP'), outlined a number of points including:

- Lack of signposting outside some engagement events to make it clear that views were being sought about an idea to develop an integrated hospital, care and leisure complex
- Berwick's existing hospital site was 'not offered as an option'
- No 'real reason' has been given for the delays in progressing earlier plans for the redevelopment of Berwick Infirmary
- There had been discussion at one of the engagement events about other places where hospitals had been integrated with leisure services when no such developments exist – 'we should not be used as guinea pigs to trial new cost cutting ideas....'
- Berwick Infirmary already has social care and its redevelopment has already been subject to consultation and £25m was loaned specifically for 'a standalone state of the art hospital' – '....was the people's choice'
- Northumberland County Council reduced the budget for the leisure centre – it should not now be contemplating using any part of the hospital loan to rebuild it.

#### **4.10 CCG website and social media**

The CCG's website and social media pages were also used to communicate the new ideas and ask for comments. This resulted in 12 comments (from 9 people) on the website and 11 comments from 4 people via social media, which can be seen in **Appendix 6**.

The website comments indicate strongly that the services that would be provided in a new hospital development were a key focus for people in Berwick who would want to see as many provided as possible. There were indications that some of those commenting would prefer a standalone hospital in the existing site. For an integrated development someone suggested that Seton Hall had the potential to be just about large enough. There was also a comment that the outcome of the engagement must be made public.

The social media comments focused on travel and distance, a call for less talk and more action, for the CCG to buy Seton Hall, the need for Berwick to have a 'proper' A&E and a 'proper' maternity unit and reference to the earlier consultation about the redevelopment of Berwick Infirmary querying why engagement was now needed.

The comments are at **Appendix 6**.

#### **4.11(i) Comments received on the CCG's website**

Twelve comments were received on the CCG's website, from nine people including a local councillor, a representative from Berwick Deserves Better and a representative from the Save Rothbury Community Hospital Campaign Team.

The local councillor queried why Belford patients were involved in the engagement activity when sick patients from Haggerston South were being directed to Belford doctors and Wooler patients were being sent 'down the road' rather than to Berwick. He said the only 'legitimate excuse' should be when a patient needs specialised services that cannot be provided in Berwick.

He commented that Morpeth seemed to have gained a state of the art hospital and that Berwick had been turned into 'almost a geriatric hospital' with almost 30 beds compared to the 115 it had previously.

The Berwick Deserves Better representative was encouraging people to visit their Facebook page where she said people were commenting on experiences regarding lack of services in Berwick. She referred to previous plans to rebuild the hospital in Berwick and that the idea of a 'hybrid' hospital would be the first of its kind in the UK. She also said that a survey carried out by Berwick Deserves Better resulted in 427 comments, with 67 per cent choosing the present hospital as their preferred site.

The representative from the Save Rothbury Community Hospital Campaign Team urged Berwick residents to make their voices heard and to keep talking to the CCG, although she said the CCG had not listened to them. She asked people to sign their petition if they had not already done so.

The remainder were from members of the public and included:

- Berwick needs a hospital – no problem with services being put together but don't include leisure services
- Travelling and the distance needed for people to access hospital care, including the impact of travelling on very poorly people, older people and young children
- The need for a full maternity unit, minor injuries, chemotherapy services, physiotherapy and the same services that exist at Alnwick
- Preference for the location of the new hospital to be closest to East Ord and whatever the decision (on location) for assurances that no services would be lost, not only NHS services but leisure services
- A desire for the present hospital to be upgraded – 'most people of this town would welcome' this and it would be easier than moving to a different site
- Someone asking if he could give his comments via the website as he was unable to travel to engagement events
- Lack of mental health services for people in crisis
- The outcomes of the engagement must be made available to the whole of the community of Berwick and the surrounding area – if it is not possible to send the outcome to all households there should be a one-page summary with directions of how to access the full report (including at libraries, council offices, GP surgeries, the leisure centre and copies to take away for those who want them)
- Reference to the relatively small number of people who attended the public meeting in relation to the overall size of the population. The person said there were two outcomes at the meeting:
  - Those present indicated that there was 'no appetite whatsoever for any form of 'integrated development' and no evidence presented to show that having leisure facilities on the same site would increase participation in exercise and sport.
  - None of the sites put forward at the public meeting would be large enough for an integrated development and the use of the Swan Centre would result in a loss of some sports facilities. Seton Hall has the 'potential to be (just) large enough' and had adjacent Five Arches park that could provide the football pitch and all-weather pitch. Person concluded that with 'a suitable guarantee regarding parallel but separate provision of sports facilities, the development of a combined hospital and social care facility should proceed at the earliest opportunity' on a suitable site.



#### **4.11(ii) Comments received following CCG social media updates**

The CCG's social media updates relating to the Berwick engagement resulted in 11 comments from four people. The social media updates were also shared widely by councillors and campaigners on their own pages.

The 11 comments were mainly focused on distance to travel to Cramlington for emergency treatment, the lack of an A&E, although one also referred to maternity and other essential services. There were also comments about why this engagement was taking place when a new hospital had been talked about for so long.

The first person called for 'less talk, more action' and for the CCG to buy Seton Hall and referred to the lack of an A&E in the town.

Two others commented on patients and ambulances having to travel down the A1, one of whom said that patients 'were literally dying due to a lack of an A&E in Berwick. He said this was not a reflection on the paramedics but on distances, busy roads and too few ambulance teams. He said the community was continuing to grow and that a new hospital development had to include a 'proper A&E, a 'proper maternity unit' and other essential life-saving services.

The fourth person commented about the previous consultation and asked why the listening exercise was being held when a new hospital had already been discussed at length, with 'repeated promises' that work would start on the build. He said that closing wards and removing hospital services from communities 'causes stress, anxiety and will lead to unnecessary deaths'. He added that putting a hospital into a leisure centre when there was money and plans for a rebuild on the existing hospital site was a 'shameful way to treat a community'.

The full comments are at **Appendix 7**.

#### **4.12 Emails received by the CCG**

Six people emailed comments to the CCG (see **Appendix 8**). These were from a services manager at Alzheimer's Society Northumberland, the project manager of Berwick Youth Project who also holds positions in a number of sporting organisations in the town including vice-chair of Berwick Rangers Football Club, two members of the public, a representative from the patient participation group at Cheviot Medical Centre in Wooler and a local councillor.

The comments varied, with two including reflections of discussions at the public meeting on 2 May 2018, three giving views on sites, one asking for the new development to be dementia friendly and one stressing the importance of progressing a new hospital building.

The comment from the services manager at Alzheimer's Society Northumberland said it would be good if the new development could be dementia friendly and that they could provide information and support this.

The project manager of Berwick Youth Project set out how he has been working on the development of a new football facility for the town and he suggested different sites that could be used for the development of new health and sports facilities.

One member of the public expressed concern about the need for public consultation and said plans had been in place for a new hospital for several years. She suggested that Seton Hall should be bought for a new hospital (without a sports centre) and including an 'older wellbeing area' with a short-stay convalescent ward. She said a conference centre should also be built.

Another member of the public suggested that the hospital should be relocated to be near the ramparts, just off the A1 for easier access.

The representative from the Cheviot Medical Centre patient participation group reflected on the public meeting that had taken place in Berwick on 2 May. She talked about confusion over how the development was being described and different terminology being used i.e. infirmary and hospital. She asked if other hospitals would have leisure centres attached to them and if the CCG would take into consideration the 'vote' at the public meeting (when people were asked for a show of hands to indicate preference for an integrated hospital, care and leisure development or for a standalone new hospital).

The local councillor also reflected on the meeting which he thought more people may have attended given the given the subject being discussed. He felt more work was needed to understand the different sites that were being discussed as possible locations. He commented that while Seton Hall had not been included, he felt it 'had everything going for it'. He stressed that people were fed up with long journeys (and referred to comments about personal experiences that were on the Berwick Deserves Better Facebook page) and that a new hospital was needed now.

## **5 Common themes**

Throughout the engagement process, the concept of an integrated hospital, care and leisure complex was a key part of discussions, since the one of the aims of the exercise was to sound out people about this idea.

Views were sought in a range of different ways and in very different settings. While the vast majority of people at the public meeting voiced opposition to an integrated complex the wider feedback received showed that views were mixed. In the drop-in sessions and Join our Journey trailer discussions while some people welcomed the concept and could see the benefits, others did not. In the public meeting there was a strong feeling expressed that the new hospital should be standalone (and on the existing infirmary site). Berwick Deserves Better said their survey showed that 62% of residents who completed the survey wanted the hospital to be rebuilt on the existing site as soon as possible. The Healthwatch discussions with specific community groups showed that 40 out of 90 people stated a preference for an integrated hospital, 16 were negative about the concept, 1 had no preference and 33 had no comment to make.

Some people were very clear that this was not what they wanted, referring back to the earlier public consultation several years ago to redevelop Berwick Infirmary but others could see benefits in bringing all services together.

In terms of why people felt the way they did, some of those who did not welcome the idea of an integrated development, indicated that they were concerned that it would result in less investment in hospital services (see below).

Some people asked how a joint development would be managed and how it would be configured. Others wondered if privacy might be compromised by people using the leisure centre seeing patients going into the hospital and there were some comments about children who use the leisure facilities coming into contact with people going to the hospital who might be under the influence of alcohol or drugs.

During discussions, a number of common themes emerged, as outlined below:

- **Services to be provided in the new hospital**

It was clear that people taking part in the engagement would like to see improved services made available locally. This was a key message in the report prepared by Healthwatch and was a consistent theme during other engagement activities and in comments received. A number talked about having equitable services for Berwick.

Many people talked about the services that they would like to see in a new hospital. There were questions about clarifying what services would be provided at the new integrated hospital development; and would they be 'like for like' i.e. existing services all transferred over. A concern was emerging that people thought there would be fewer services available.

People felt a lot of services had been lost from Berwick Infirmary including since the Northumbria Specialist Emergency Care Hospital had opened in Cramlington. They felt strongly that they wanted to see an increase in services at Berwick, closer to their homes, including an A&E department, a minor injuries unit, more outpatient specialities, more diagnostics e.g. tests including X-rays and scans, an eye clinic and more pre-operation assessments. A number of people commented that endoscopy tests were no longer available at Berwick Infirmary and they would like to see these returned and they asked about what maternity services would be in the new hospital.

The Berwick Deserves Better online survey included a question specifically asking if people would like to see newborn hearing tests at Berwick. People responding to this question were in agreement with this and some talked about the inconvenience of having to take babies to the Freeman for this test or for other hearing problems.

While some said they would welcome virtual clinics, others said this wouldn't be acceptable to everyone.

- **Transport, travel and distance**

A consistent theme was related to transport and the distances people in Berwick

and the surrounding area have to travel for emergency care and many other hospital services. Strong views were expressed about the impact of travelling to hospitals in Cramlington, Newcastle, North Tyneside and Wansbeck, especially if they needed to rely on public transport. There were references to how travelling for hospital appointments and emergency care was even more difficult during the bad weather in February.

People talked about the lack of frequent bus services to the general and specialist hospitals. Some felt that transport should be provided free if people had to travel, although a number of people responding to a question in an online survey conducted by Berwick Deserves Better said the provision of free transport should be based on need (i.e. rather than being routinely available for anyone who wanted to travel).

A number of people commented on the difficulty of getting to early appointments at Cramlington, Wansbeck, North Tyneside and Newcastle, with some saying that they had to leave home really early in order to get there on time, especially if they were using buses or trains. There were also comments about people travelling for outpatient appointments which lasted only a few minutes after a 120 mile round trip and sometimes after taking time off work, and about people who had been taken to Cramlington by ambulance being discharged late at night or early morning and having to make arrangements for a lengthy journey back home.

Linked to this was parking, including the cost, and a clear message about the new hospital was that it should be somewhere with good parking and easy access.

- **Cost/Level of investment in an integrated complex**

A theme emerged in a number of the comments received, including through the Berwick Deserves Better representatives and from members of the public in meetings that people were concerned that the community would lose out if there was an integrated complex. Previously separate pots of money had been pledged for the redevelopment of the hospital and the leisure centre but people thought that the combined total (£44m) would not be spent on an integrated development. There were also some concerns expressed that the County Council might be thinking about using some of the money identified for the hospital (£25m) to support the building of a new leisure centre.

This feeling was linked to comments about Berwick being a 'forgotten' town, to the frustrations expressed over delays in the redevelopment of Berwick Infirmary and concerns that an integrated complex would have fewer hospital services than were set out in an earlier business case.

- **Sites**

There were mixed views about the sites. At the public meeting some strong views were expressed that people wished to see the hospital redevelopment on the existing site of Berwick Infirmary and this was reinforced in some of the comments in the submissions to the CCG from Berwick Deserves Better.

While many people favoured the Swan Centre (mainly due to good public transport links), others were less sure about the site and felt the road was busy. The other two

sites suggested as possibly being suitable for an integrated development received less support. People pointed out that Newfields is a green area with children's playing fields which they felt would be a barrier to people choosing that site, and Robert's Lodge was felt to be too far South and not good for public transport routes. Seton Hall was also put forward by a number of people in different meetings.

## **6 Conclusion**

There was significant interest in the listening exercise and people took the opportunity to reinforce messages from earlier engagement and consultation activities about how much they wished to see a new hospital in Berwick.

People expressed frustrations that despite years of conversations about this, it had not yet come to fruition and asked about timelines. There were comments about Berwick being a forgotten town.

The purpose of the exercise was to gather views about the new thinking around the concept of an integrated hospital, care and leisure development and about possible sites. Views were sought in a range of different ways and in different settings.

Overall, there were mixed views in terms of whether an integrated hospital, care and leisure complex should be developed. Some people were strongly of the view that this should not happen, with concerns expressed that it would result in less money being invested on hospital services. People talked about the £25m that had been identified previously for a new hospital and the £19m for a new leisure centre, saying that they could not see £44m being spent on an integrated development (the inference being that by integrating the schemes, people would get less than previously expected).

Some people were worried about patients' privacy being compromised as a result of having hospital and leisure services on the same complex and there were comments that children using the leisure facilities would come into contact with patients under the influence of alcohol or drugs. Some suggested that the town was being used as a guinea pig.

Meanwhile other people said they could see the benefits of hospital services and leisure being on the same site, with some talking about how this might help them manage their own illnesses or conditions. People also commented positively on health and social care services being sited together.

Similarly there was no consensus on sites. Some people favoured the existing hospital site, there were favourable comments about the Swan Centre and at a number of events people asked for Seton Hall to be considered. During the engagement process the CCG confirmed that as a result of comments received they would be exploring whether Seton Hall might be suitable. It was clear that good access and parking were very important.

In terms of what services people wished to see in a new hospital, some talked about the need for equity with other areas. There were many suggestions about what they thought the new hospital should provide, including A&E. Many people who provided

comments to Berwick Deserves Better via an online survey and Facebook page called for more services to be provided and set out their experiences and those of family members of having to travel outside of Berwick for hospital care.

Travel and distance were consistently mentioned throughout the process with people talking about the impact of 120 mile journeys, having to leave home really early for 9am hospital appointments at Wansbeck, Cramlington, Newcastle and North Tyneside, lack of public transport, taking time off work and travelling long distances for very brief outpatient appointments.

Finally, people asked about whether the feedback received would be made public and how this would happen.

## **7 Next steps**

This feedback report will be made available on the CCG's website and will be shared widely through partner organisations and the media.

## **8 Appendices**

**Appendix 1:** Notes from drop-in sessions and discussions on Join our Journey trailer

**Appendix 2:** Maps of possible sites

**Appendix 3:** Healthwatch Northumberland report

**Appendix 4:** Public meeting notes

**Appendix 5:** Berwick Deserves Better submissions

**Appendix 6:** CCG website comments

**Appendix 7:** CCG social media comments

**Appendix 8:** CCG email feedback

## **Appendix 1: Notes from drop-in sessions and discussions on Join our Journey trailer**

### **Drop in session comments**

#### **27 February 2018 - Jubilee Club, Spittal, Berwick - 13 people**

- The current hospital, as a community hospital, is more for old people, there need to be more services e.g. a smaller scale Cramlington with an A&E.
- There are only 2 ambulances in Berwick, also the population doubles for half of the year due to the holiday parks.
- If people need an A&E the options are to go across the border, to Northumbria Specialist Emergency Care Hospital or the RVI (all are a long distance from Berwick).
- E.g. for a broken ankle, X-ray services are available at Berwick, so why can't they treat it there too?
- There needs to be an urgent care centre in Berwick.
- Endoscopy services have gone – (checked this and just a temporary measure).
- Specialist care e.g. for children is provided at the Freeman for heart conditions, why can't Berwick or Alnwick be used for rehab? It only seems to be for older people.
- It would be good for bus services to be provided from Berwick to the RVI and Freeman, travel costs are too much for many people to visit, could we use volunteer drivers?
- The current Swan Centre is good, but needs upgrading, and people can't use the gym at age 13 or younger.
- Patient was not told there was a cardiac rehab service provided from Well Close Surgery in Berwick – communications issue (had operation at Freeman).
- Patient was refused a journey to Borders, where their heart specialist was, in an ambulance, but they are now being treated at Newcastle.
- Communications in the trusts are bad in Northumbria, but Freeman communications are good.
- Happy with virtual appointments when appropriate
- It would be easier if consultants could come out to Berwick for appointments
- Patients are given 9am times for appointments, it would be better for Freeman and RVI to make appointments later.
- There needs to be a doctor in Berwick 24 hours.
- Videoconference with doctors in Newcastle would be good if appropriate.
- There needs to be equal access for all, not just for older people.
- The preferred option for 4 people is A, it also has good bus routes.
- Ambulances need to come back to Berwick ASAP once they have cleared Northumbria Specialist Emergency Care Hospital, there should also be 2 x 24 and 1 x 12 hour ambulances.
- The leisure centre should stay where it is, it would cost more for a joint centre.
- Happy with the leisure centre how it is.
- Don't see why the hospital can't stay where it is.
- A is a more central site (x2 people).

- Will there be better facilities and services in the new hospital?
- Urgent care centre would be good.
- There need to be more services in Berwick so people don't have to travel to Cramlington for everything.
- Members of the public were keen to ensure all existing services are transferred to any new site.
- Has the original idea of building on the current site been abandoned?
- A number of services in the current site work well including the minor injuries and outpatient consultations.
- Joining of services is a good idea, especially if this supports wellbeing.
- A vision to include a gym and possible rehab options to support the hospital is a good idea.
- There is currently no public transport to sites B and C.
- We would like all existing services to be transferred.
- The group discussed whether the hospital site would be downgraded at the new site.
- Sites B and C are not an option without reviewing transport links.
- Public transport is a concern in general as local bus services stop at 6pm.
- The Local Authority would be leading on the redevelopment of the leisure centre.
- Car parking could be shared in the site including health and leisure.
- Site A is currently prone to flooding so this would need to be reviewed as part of the redevelopment.
- The timescales of the rebuild were discussed and the group would like to understand more about this.
- The group was interested in seeing the Berwick GP surgeries being integrated into the new build.
- What has happened to the school playing fields site? The viability of this site was questioned due to government legislation.
- What will happen to the current site? What will this be used for? Building on the current site would increase the complexity of the build.
- Could a park and ride site be looked at?
- The Vanguard work included a vision for community hospital to overlap the care of the base sites.
- Could the Airedale model be reviewed?
- The key areas for development in Berwick are the hospital, the Swan Centre and the school. Is there any shared benefit in redeveloping these all at the same time? Could links be made with Education Authority to join up building work to save resources?
- Patient capability and desire to use alternative methods for consultation – we don't all use the internet or want to. Telehealth isn't always appropriate.
- Wansbeck General Hospital – appointment choices.
  - Often given an appointment for 9am at Wansbeck General Hospital, which means leaving the house at 6.30am for public transport. Please consider distance when issuing appointments, allow me to change it to a more appropriate time, the RVI do this. Northumbria Health Care Foundation Trust contact centre doesn't seem as flexible.



- This development was stopped once before, can you assure us that it will happen.
- We need something that provides more urgent care support – like Northumbria Specialist Emergency Care Hospital, it's too far to travel from Berwick.
- We need doctors here, not just nurses – pleased that general practice will be collocated.
- Discussion around better use of technology where appropriate.
- Concern about all the services being in one building. Clarity required about separate purposed functions of the building.
- Whatever is built it needs to deliver equitable services to the whole population. Some perception that current site only delivers to the 'elderly'.
- The service needs to include stepdown services for when you are discharged from hospital after serious treatment. Patients naturally worry about who and how to contact people if they need to after this kind of treatment. Something close by would reassure and provide quick access if needed.
- It needs to be local, 'not in the sticks', with good transport links – preferred site A this is on a main bus route.
- Concern about the delay in build, highway developments (Dual the A1).
- Concern expressed about access to ambulance services.
- Borders contract – much closer for patients, easier to get to for elective care, main public transport access.
- Why can't practices refer to Borders – Northumbria Specialist Emergency Care Hospital and Wansbeck General Hospital so far away and not easy to access without your own transport or relying on others.
- What is the appetite of the practices, do they want to do this joint development. Are they happy to move into the site?
- How will this link to Active Northumberland – they have promoted sites for development. It was note that the LA had identified sites, which they owned available for development and would meet the footprint requirements for the new site development.
- Why chosen to build the hospital and leisure centre on one site – explanation provided about the model of care and success elsewhere.
- Concerns about reduction in leisure centre services available if spaces utilised by medical services / clinics.
- Identified Site A as preferred as this was on a main bus route into and out of Berwick.
- Concern expressed about available car parking on the new site and timeline for planning and build process – perceived to be in the approximation of 2 years.
- Assurance required about local authority planning schedule and details and that this service development will link with that. Work will take place in partnership with public health team and local authority.
- Would like to see a physiotherapy service in the new build, likely to be more and more people requiring this as the population ages.

## Tuesday 6 March - Swan Centre, Berwick - 40 people

- Last year £44m was available for a joint health and social care centre. Last week councillors voted to decrease the Berwick budget by £19m.
- The proposal now is for a primary care centre joint with a leisure centre.
- Member of the public said that the CCG had assured her that there was still £25m available to build a hospital.
- Would like colonoscopy and endoscopy services to be available in the new hospital.
- Would like facilities for plastering broken arms/legs to be available.
- Equality Delivery System 2 recommendations were mentioned.
- Some thought the leisure centre should stay separate.
- Would like x-ray facilities to be available.
- Day surgery facilities and nurses to be available.
- What is the anticipated timescale for the new hospital.
- It was mentioned several times that the population in Berwick doubles in the summer due to holiday makers.
- An eye clinic was requested.
- A minor injuries unit was requested.
- Will there be a recruitment programme for staff coming into Berwick to work in the new hospital?
- Why not leave the leisure centre where it is and build a separate hospital?
- Need to make sure the sports facilities outside stay.
- What would happen to the current hospital?
- What will the impact be on the hospital at Alnwick?
- There is a long list of services available at Berwick, but not all of them are available when you get there.
- Would like a birthing room at the new hospital.  
This hasn't been done before- why should Berwick be used as guinea pigs?  
We don't need all services on one site.
- Where other areas have done this, they have closer access to major hospitals.
- The Berwick population trebles in the summer due to tourists.
- Want assurance that the current services will be kept as a minimum.
- Need to think of the future, the population of Berwick is growing.
- What Berwick has now is already different to 4 years ago- services have already been cut back.  
Don't agree that the state of the current building is an issue.
- Reason for reduction in beds compared to previous rebuild proposal queried?
- Essential that care is available in the community if not in a bed in Berwick Infirmary.
- Beds are always full.
- Population is more elderly than anywhere else in the country and older population due to increase significantly by 2021.
- Fantastic service received by all health services to date.
- There is a lack of ability to deal with emergencies within an hour in Berwick.
- Just moving current services to a new building/ site is not good enough, let alone to cope with future demands.

- Why does it need to be done at all?
- It is not currently working well with only 20 beds as it is always full, just not enough beds.
- It is too far to travel to Cramlington- which is also not coping.
  - Poor travel links/ roads get worse the further north you go.
  - Ambulance waiting times are not acceptable.
- Beds are only accessible via admission to Cramlington, this is just not working.
- We don't just need outpatients, we need A&E.
- It needs to be considered that nursing home placements have also reduced in Berwick.
- There are no facilities or services in place in Berwick to prevent people from having to travel to Berwick.
  - Need direct admissions to Berwick.
- We need things to happen now, not in several years' time.
- We are made to feel like we don't matter.
  - We want the same as is available in Alnwick.
- Lack of support available to keep people safe at home.
- Need to look at ALL services in Berwick.
- Need access to endoscopies, ultrasound scans etc.
- The chemo ward is welcomed, people that poorly shouldn't have to travel.
- More clinics are needed at Berwick.
- WHEN will this happen?
- How many beds will there be?
- Pressure on minor injuries services due to lack of access to GPs.
- If built on leisure centre site, parking and access would be an issue.
- If both projects are combined (rebuild of hospital and rebuild of leisure centre), will the same amount of funding be available as if they had been built separately?
- Everything needs to be future-proofed.
- Makes sense to have health and fitness/ wellbeing together.
- Lack of support for people with dementia.
- Leisure centre site is more accessible via bus.
- It is important that both aspects work if built together.
- Understood that Berwick won't have an A&E but still need more than there is currently and it must be future-proofed.
- If only keeping the same services, there is no point in moving them.
- If all services together, it must be clear to the patient which service is the most appropriate.
- 20 beds are not enough.
- Site B is too small for a hospital.
- The current site is the best location.
- Keep it where it is- central for everyone.
- Don't feel that access is an issue at the current site.
- The leisure centre was supposed to be developed with further leisure services- need to keep services available for young people.
- Leave the leisure centre as it is.
- If moved to a new site, what would happen to the old hospital?

- Need a new building that caters for all needs.
- Makes sense to have a new building that is easy to maintain.
- Capacity needs to grow in line with demand/population.
- We need to make sure Berwick patients are treated in Berwick.
- The bad weather has highlighted the need for a new hospital in this area.
- Can see the benefits of leisure and the benefits for physiotherapy services accessing the leisure facilities.
- We would like it to be called a hospital.
- Will it make a difference?
- Some would prefer to have it separate although I can see the benefits of shared facility for physiotherapy and occupational therapy use of the leisure facilities.
- The follow up fracture clinic at Berwick which uses teleconference is something which could be expanded at the new hospital.
- All current services should be at the new facility.
- A shared site could be more economical.
- Not clear of logic apart from for physiotherapy.
- The hospital remains an important part of Berwick.
- It would be good to have the facility on the South side of Berwick.
- There is a risk funding that the combination with a leisure facility could complicate funding streams if the council runs out of money.
- Surprised at how long it has taken as the idea of the rebuild has been discussed for some time.
- We want to avoid moving patients between hospitals and ensure the patients are sent to the most appropriate location first time.
- There are risk about putting health and leisure together. Do we understand the future sustainability of Active Northumberland? The governance arrangements need to ensure funding streams are clearly allocated within a joint site.
- Both GP practices needed to be on the new site.
- The facility needs enough shared car parking to accommodate the multiple use.
- We need action, not words.
- The site needs to have doctors on site.
- The original site D seems to work well.
- Car parking needs to be considered. Site B might not have enough car parking.
- Site D could be used for elderly housing in the future.
- Any site needs to have good parking.
- Site B is not good for public transport access.
- Site A is close to the A1 and is on a good bus route.
- Site C is not good for public transport.
- Need to ensure the site can fit all services in.
- Not keen on site B.
- Not too sure of the land use at site C.
- There never seems to be enough funding for Berwick.
- Minor injuries unit services are open to midnight.
- Cramlington hospital has had its problems.

- Is there a plan to deal with emergencies when no transport is available?
- Space is required for Newcastle hospitals.
- Travelling to Newcastle hospitals for appointments needs to be considered, this is extremely difficult for some patients.
- Could private services be provided at the new site?
- Do scanning facilities at the hospital need to be reviewed?
- Renal dialysis is now provided at home so there is not enough demand to warrant a hospital service.
- Why are the current services being updated, the oncology unit is receiving a significant update to keep it running.
- Not sure the people of Berwick will like change.
- The prices for accessing the leisure facility have increased in recent years. The current leisure facility is not well used.
- Some people may misinterpret the social aspect of the facility to mean this includes housing for social care.
- Is there enough space for an Air Ambulance to land on the new site?
- Will the leisure facility include the indoor bowls as this is a great asset to the local community?
- The promotion of leisure facilities for young families should be encouraged.
- Can opening hours of the leisure facilities be extended?

#### **Thursday 8 March - St Mary's School, Berwick - 14 people**

- Member of public interested in land, Youth worker and Vice Chair of Berwick Juniors Football Club. He has looked previously at an alternative piece of land which he thinks would work and is fully in agreement that health & sports facilities will only benefit people. He would be looking to engage a property swap
- Concern this would be a very small hospital smaller than what they have now if using the Swan Centre site and concerned some services would be lost.
- Concern not bringing emergency services back - need A&E back.
- Concern have to travel to North Tyneside for an x-ray - why can they have X-ray back in the hospital, this would save money in the long run on patient transport.
- Can't get appointment with GP anyway will this be worse?
- Will there be a Heli pad?
- Is this just a cost saving exercise?
- Concern over the size of sites there will be no room for expansion on any site
- Public transport will be a problem ie there is none or very poor public. Transport to and from two of the sites.
- If the current hospital site hadn't of been neglected something could have been done with that site.
- Is the pot of money still available or has that been spent?
- Preferred site would depend on what is happening with the GP surgeries and where they are going to be i.e. are they going into the hospital?
- A member of Union Brae practice patient group concerned about potential moving location

- Hearing test appointments not as good at Union Brae as it was at Alnwick. Also not happy they have to go to the library for batteries.
- Feels like Berwick are losing lots of services to Alnwick.
- How long will it be before you come back out to consultation?
- Lots of concern and anxiety over Active Northumberland especially if they are still running the leisure side of things. What would happen if it's a shared site and they go bust?
- Why can't council sell off land to house builders to raise funds for the new build?
- Current hospital site is a bottle neck.
- Parking is a concern at any of the sites you need to make sure there is sufficient parking available.
- Bus/coach park in the centre of town is unusable due to location, could this be used for additional parking (in general not just in relation to this).
- Needs to be made clear what exactly is going onto the site as some people have concerns its health, leisure and social care?
- Would be good to have both patient practice groups together at the consultation, need to change mind-sets, people who have moved into Berwick are more open unlike people who have always been here.
- Need clinical input at next set of meetings to explain to people the work behind having specific services.
- Neighbourhood plan had heard there was a covenant on the hospital?
- Really beneficial to have services all in one place, see a GP - send you for an x-ray down the corridor can potentially collect prescription from the same place.
- Very positive move – just get on with it!
- Appreciation we have started with a blank sheet and come out to consultation rather than just being told what is happening.
- Member of the public asked if the hospital would have a cottage hospital setting.
- Will it be a hospital with beds?
- Feel that social care is more important.
- Some GP referrals are already managed by the Swan Centre, would this remain?
- Feel that the leisure centre is currently fit for purpose, however improvements would be welcomed.
- Don't want to lose either facility.
- Feel that they are two separate things so why do they need to be combined – they don't need to be.
- Feel like the last lot of hospital plans were good so why do they need to be changed.
- Why can't the development happen on the current site?
- One person asked why put a hospital on a hill, Berwick has an older population so the climb would make it more difficult to access – bus services would be able to run to the hospital.
- Feel like Berwick is the forgotten town.
- Site costs, where will the money from the old hospital go if it is moved –

looking at making it a centre of older people and disabled living accommodation.

- Parking is already a problem at both sites, will this also be addressed?
- Querying how many beds it will have and will any be surgical ones. Also the commitment to uphold the beds so it doesn't turn out like Rothbury.
- Is it just the three identified areas for the new sites or could more be put on the table.
- Seton Hall, Berwickshire House or the Berwick Academy – could they be possibilities?
- Would the Air Ambulance be able to land?
- Wansbeck and Cramlington Hospitals are too far away.
- Who will run the leisure centre – will remain being run by the council (Active Northumberland)?
- People have asked what the reaction has been so far?
- People feel the hospital should stay on the site it is on – not practical to be able to build a new hospital while the current one is operating, plus access is very poor to current site, very narrow roads.
- Current hospital has 20 beds, what will the new one hold, will it have surgical beds?
- Will there be an MRI machine, aware the X-ray machine is broken, will that be replaced?
- Feel the new hospital should have a 'zappy thing' (Defibrillator).
- How long is it planning on taking to build, 5 years?
- Do you know what will and will not be included in the new hospital, will it have an A & E?
- People of Berwick take things with a pinch of salt as there have been so many promises in the past.
- Will there be any connection with Borders General Hospital for people to cross the border.
- Will the hospital be single storey?
- Feel that the use of the old site will be very beneficial for the aging community of Berwick.

### **Saturday 24 March - Tweedmouth Parish Church - 9 people**

- What happened to the last proposal?
- Do not see the benefits of a joint proposal.
- Just renovate both buildings.
- More services at Berwick to avoid lengthy travel to other hospitals.
- Can there be a gastro service?
- We have given the public misleading statements over the year.
- There used to be 115 beds in Berwick.
- Where is the money to deliver the scheme?
- People can't understand why they can't go to Borders now.
- Late discharges from The Northumbria.
- There are no beds available at Wansbeck or at Berwick recently.
- Where are the benefits for the people of Berwick?

- Why isn't the fire brigade and ambulance service being considered as part of the redevelopment?
- There needs to be a proper consultation of the future of Berwick?



- Why can't Seton Hall be considered?
- Newfields – this has village green status.
- How will leisure facilities continue through the build if Swan Centre is chosen?
- Eye services should be delivered at Berwick.
- Dialysis service should be delivered at Berwick.
- Ord Road would be a good site to integrate all public services.
- Supportive of using existing site for extra care.
- Site A has an awkward roundabout and is prone to flooding.
- What about the land available where Seton Hall is situated. This would have easy access to the ambulance base; it is an easy walk from the centre of Berwick.
- The development needs to take place in a timely manner.
- It is good to have a location which is in easy walking distance.
- The current site is not good for access.
- There are disadvantages to having primary care co-located at a new site e.g. for the people who are already happy with the current primary care location.
- What surgery does the current Infirmary carry out?
- Will the Infirmary get endoscopy back?
- What will happen with maternity services? Would more patients give birth at Berwick if they had the option?
- If site A was used, Berwick would be without a leisure centre for 2-3 years which will impact the local population.
- The location needs to be as central as possible.
- The current building is beautiful and should be preserved.
- The new building should be built in stone.
- Radiotherapy and chemotherapy should be included in the Infirmary.
- Local recovery following specialist care should be available.
- Follow up outpatient appointments should be available in Berwick.
- What about an A&E in Berwick?
- We should start to think about health as opposed to illness.
- There should not be a charge for parking at future sites.
- GP practices should be embedded in the community and to ensure patients do not have a great distance to travel.
- Not keen on site B

### **Saturday 24 March - United Reformed Church - 13 people**

- Why have we not done any further engagement in surrounding areas such as Norham?
- Concern about losing services.
- Having enough car parking.
- Why can't A&E return?
- Why can't there be more beds?
- Lack of ambulance cover.
- Can there be cardiology testing at Berwick?
- More cross border working?
- Lots of support for Seton Hall site.

- Integration with public services – fire etc.
- Eye service at Berwick.
- Fractures to be dealt with at Berwick.
- X ray facilities.
- Consistency of consultants.
- Site A has good access.
- What about an A&E? Patients currently travel to Northumbria Specialist Emergency Care Hospital and can't get home.
- There is a significant distance for the patients of Berwick to travel to access medical treatment. This is often made worse by the roadworks on the A1.
- Can we work with NHS Borders to ensure utilisation of services?
- More services should be available in Berwick to avoid travel.
- Why is there no dispensary at Berwick?
- There is ageing population in Berwick which needs to be catered for.
- Would it really matter that much if health and leisure centres were joined?
- There are risks of having a shared site if leisure facilities run into financial difficulties.
- Would question the viability of site B due to the size.
- Will the new site have a helipad?
- For maternity, where do mothers go before the birth?
- Why do some patients have to travel to the Freeman for an ultrasound.
- The segregation needs to be considered as part of ward development.
- If consultant gynaecology care is required, patients need to attend Northumbria Specialist Emergency Care Hospital.
- Rural location like Berwick needs to approach differently to urban populations.
- We need more services in Berwick.
- Families of patients who are end of life often have to travel long distances. This should be avoided where possible.
- Berwick needs ambulance provision to cover its population.
- Interesting idea about combination of health and leisure however this is not a necessity.
- Health referral to leisure is useful.
- Berwick residents are concerned about reductions in services.
- How much minor surgery does Berwick Infirmary do?
- There are concerns about late night discharges from Northumbria Specialist Emergency Care Hospital and travel distances.
- Northumbria Specialist Emergency Care Hospital is overloaded with patients.
- There are challenges in getting GP appointments. The telephone system is a challenge. The ring back from the GP surgery does not work well.
- We need to avoid taking patients in an ambulance.
- Can we find out the number of births which happen while in transit to hospital?
- A&E is not just about money, it is about quality of care.
- 2 in the group preferred Site A, they did not get a chance to place the sticker on the map.

## Appendix 1 cont – notes from discussions on Join our Journey trailer

### 14 March 2018 - Marygate, Berwick - 100 people

How do you feel about an integrated hospital development with leisure and social care?

- I've changed my mind I don't agree with it
- It won't be in my lifetime
- This goes back to 2008 and you said you would have it built by 2011
- I hate the idea, Berwick needs a proper hospital, it doesn't need to be a side plan to something else
- I have to take a day every month to go and see a consultant in Newcastle
- We need more consultants up here in Berwick
- When we were snowed in it was terrible, access to Cramlington and Newcastle is too long
- We were already told the budget was £25m for hospital and £19m for leisure in two separate pots. I don't believe they are going to spend £44m in Berwick
- It is the services that are important, I want good NHS local services like X ray here
- We had no medical services for about two days in the bad weather, the locums couldn't get in
- A&E is too far away, the minor injuries unit needs to be really efficient
- Berwick is perfectly adequate for what it is used for
- I don't believe it needs to be rebuilt
- It is under used there are empty parts
- The signage needs to improve
- There is the golden hour for stroke but it takes over an hour from here
- I don't care about the joint development I just want lots of services
- If there is anything wrong with your health you have to go down the road
- I like the idea of having the hospital with leisure
- I don't dislike the idea
- There should be a café for people like a hub for those who may be socially isolated
- I like the concept for young people
- I don't want leisure, just the hospital. I think it is trying to do too much with leisure
- The joint concept is an excellent idea. I have rheumatoid arthritis and it would really help me to use the pool
- Patient participation group member – there is an issue with both practices coming in as they have services that are in competition with the hospital, e.g. ENT clinics from Newcastle Hospitals how would that work?
- It is the minor operations and hospital that are important to us
- I have nothing against the new concept but we need an A&E
- I like the idea of the extra care being built on the infirmary site. We would like an A&E but understand that this isn't part of it
- We want to keep the hospital and leisure separate but do see the benefit of health and social care together

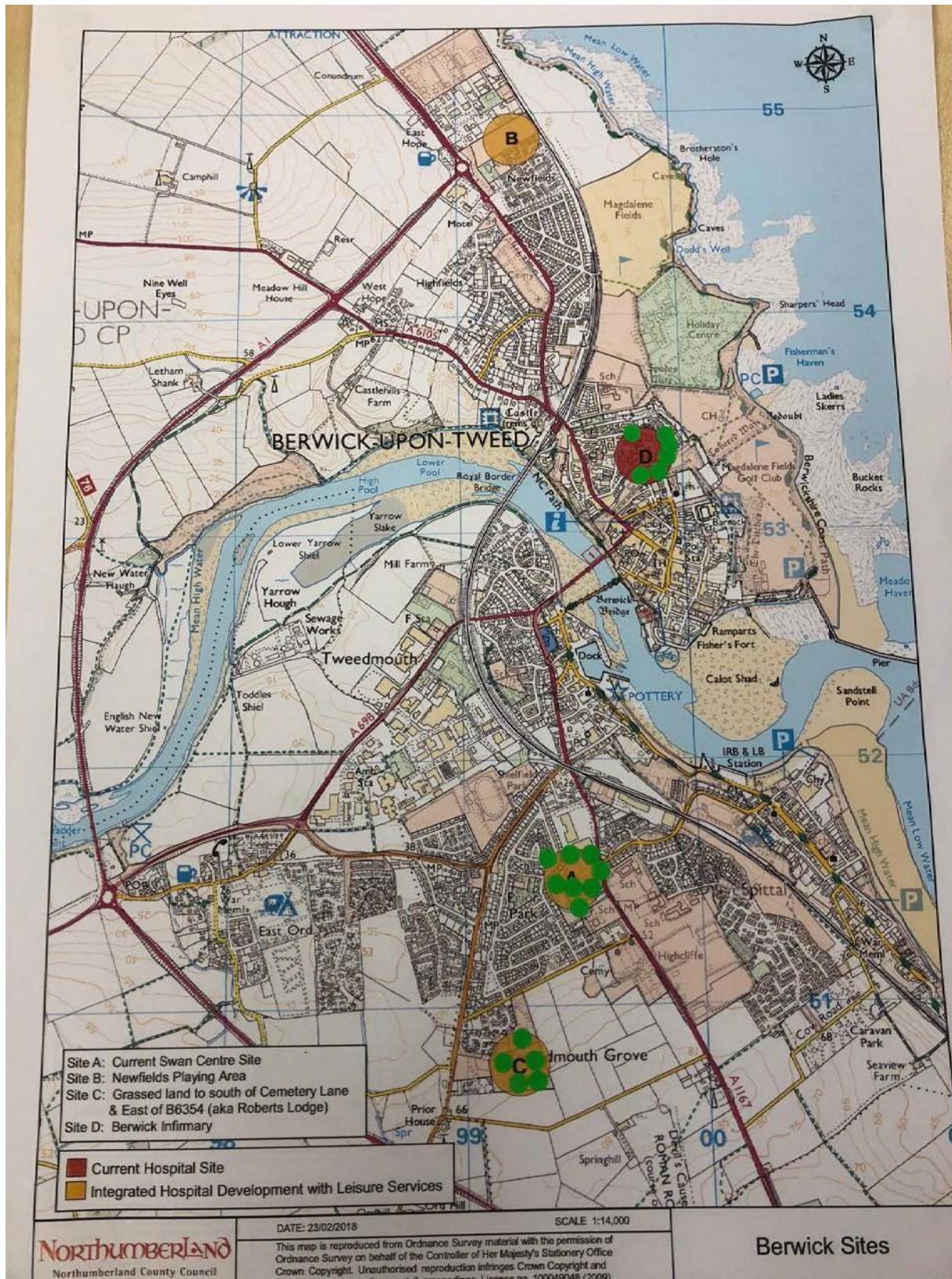
- Parking needs to be considered
- Need to look at transport – it is easier to get the bus to Borders than Cramlington
- Can we have anything that is at Cramlington to come back e.g. heart attack treatment?
- I don't mind the idea of health and leisure, anything that gets it through the financial control
- I don't think it is going to be an improvement if I still have to go down to North Tyneside to see a consultant, the transport is appalling
- Berwick Infirmary needs more facilities. It could be put to better use having a GP practice in there offering minor things like ultrasounds and endoscopies
- We shouldn't have to go to Wansbeck, Cramlington etc
- The GP practices should stay separate rather than be together in the hospital development
- We want an A&E, I am having chemo in Berwick and I had to go to Cramlington A&E
- As a rural community you don't have access to things like Macmillan but with an aging population you need things like that
- Integrating with leisure makes wonderful sense
- Biggest cause of death after smoking is obesity, having health and leisure together is a really good way to move forward
- Having exercise classes for people who are older or need rehabilitation is a great idea
- There should be an option for people to have private health care there as well to bring some revenue into the NHS
- £6m is the funding for leisure that has been talked about, is this still available
- I would like it to be dementia friendly
- I like the idea of having leisure
- Build on the site near East Ord owned by a farmer as it is near the A1 and there is scope to expand as no buildings around it
- Berwick Rangers are currently in Shieldfield Park but they can't expand there and they have a proposal in planning to move to another suite to the West
- If they build on the Swan Centre site it will be without leisure services for two years.
- Also schools have compulsory swimming lessons at the leisure centre so they would be without these
- I want it to stay at Berwick Infirmary as there are buses and trains go there
- Also in summer we get a lot of visitors on route to the holiday camp
- I'm not bothered where the hospital goes
- I'm not bothered about where it is
- The current site is convenient but it needs better signage
- I think it should be Berwick Infirmary
- If they want to build a new leisure centre the next place would be Shieldfield Park where Berwick Rangers are now
- I want Berwick Infirmary on the Berwick Infirmary site and a leisure centre on a different site
- Seton the current site and built on Seton Hall which is central for the whole town
- You need a site big enough
- Most people can get a bus into town at the current location
- They cut all the buses from Tweedmouth into town and the last bus is lunchtime

- The Swan Centre would be the preferred site
- I like the current infirmary site as it is convenient for everyone but it is old
- I want the Berwick Infirmary site
- I like the Swan Centre site
- Buses down to the Swan Centre end at 5.30pm
- I can see some good points for all the sites. Leave it at Berwick Infirmary but if it has to move I like Robert's Lodge.
- Issue with Berwick Infirmary isn't just the space but also the car parking
- Swan Centre traffic is very congested
- I want Berwick Infirmary not the Swan Centre
- Swan Centre for the community and ambulance service if we have to have it
- I like Seton Hall
- I like the Swan Centre

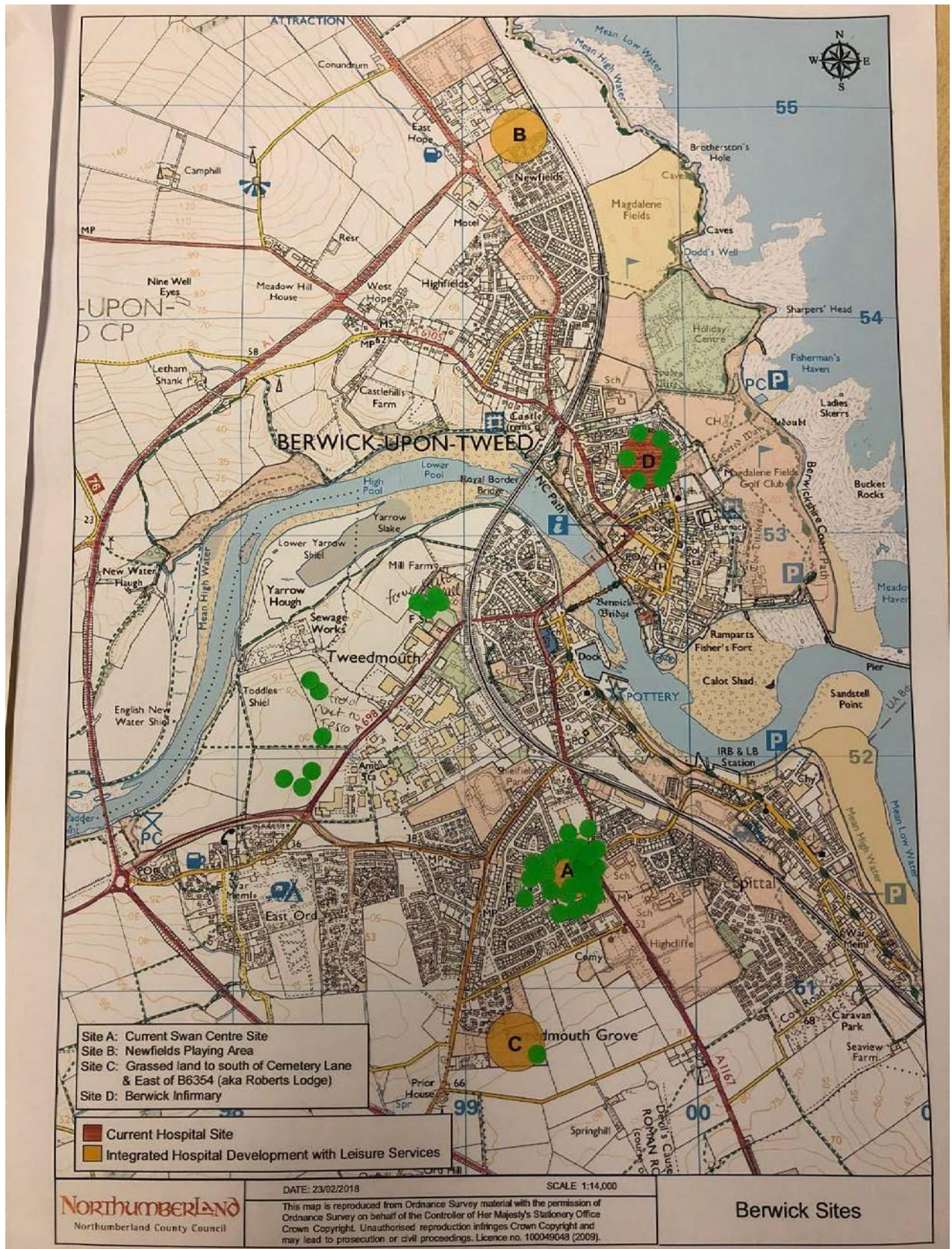
#### **Thursday 15 March - Belford and Wooler - 7 people**

- There's too many people at the top of the NHS talking, we have been talking about this for ages, there are too many chiefs
- I don't really have a preference
- I am completely against the dual idea, car parking would be a night mare
- You would have people swimming and using the gym , if you want people to be able to access beds and clinics you wouldn't be able to work it
- We want sessions in Norham, Highcliffe and Cornhill
- People aren't offered to go to Berwick when they should be, they are sent to Hexham and Wansbeck
- Will there be a maternity unit there, what is happening with that?
- I had to travel to Cramlington A&E in an ambulance and getting back was nightmare
- People had to travel to Cramlington and other hospitals and it is too far
- The bad weather recently made it even worse
- My mother went to Cramlington and was left to a long time without food or drink waiting to be admitted
- Can you tell me more about what is happening, I will be interested to hear more going forwards?

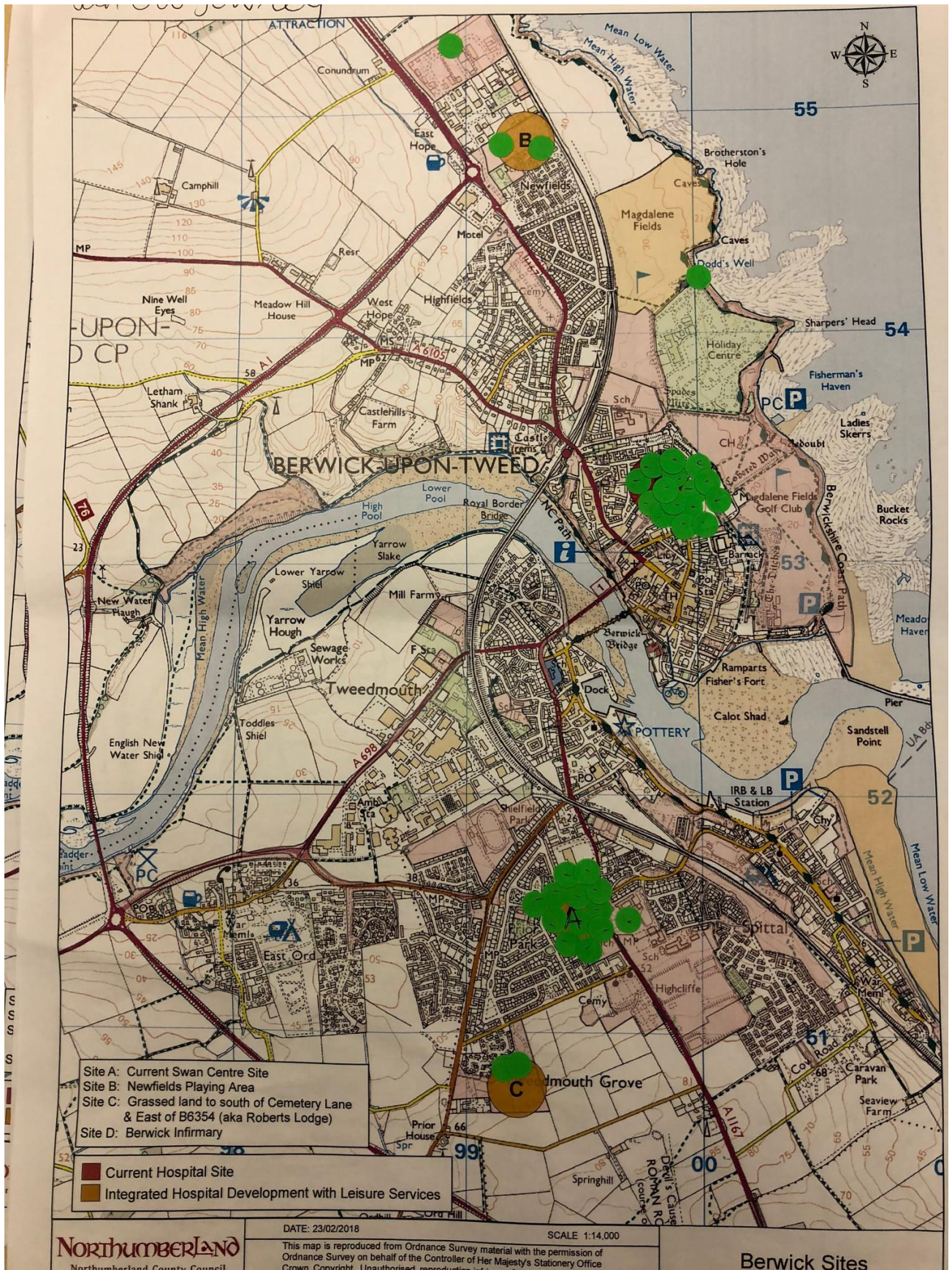
## Appendix 2: Maps of possible sites



- Map 1 used at drop-in sessions

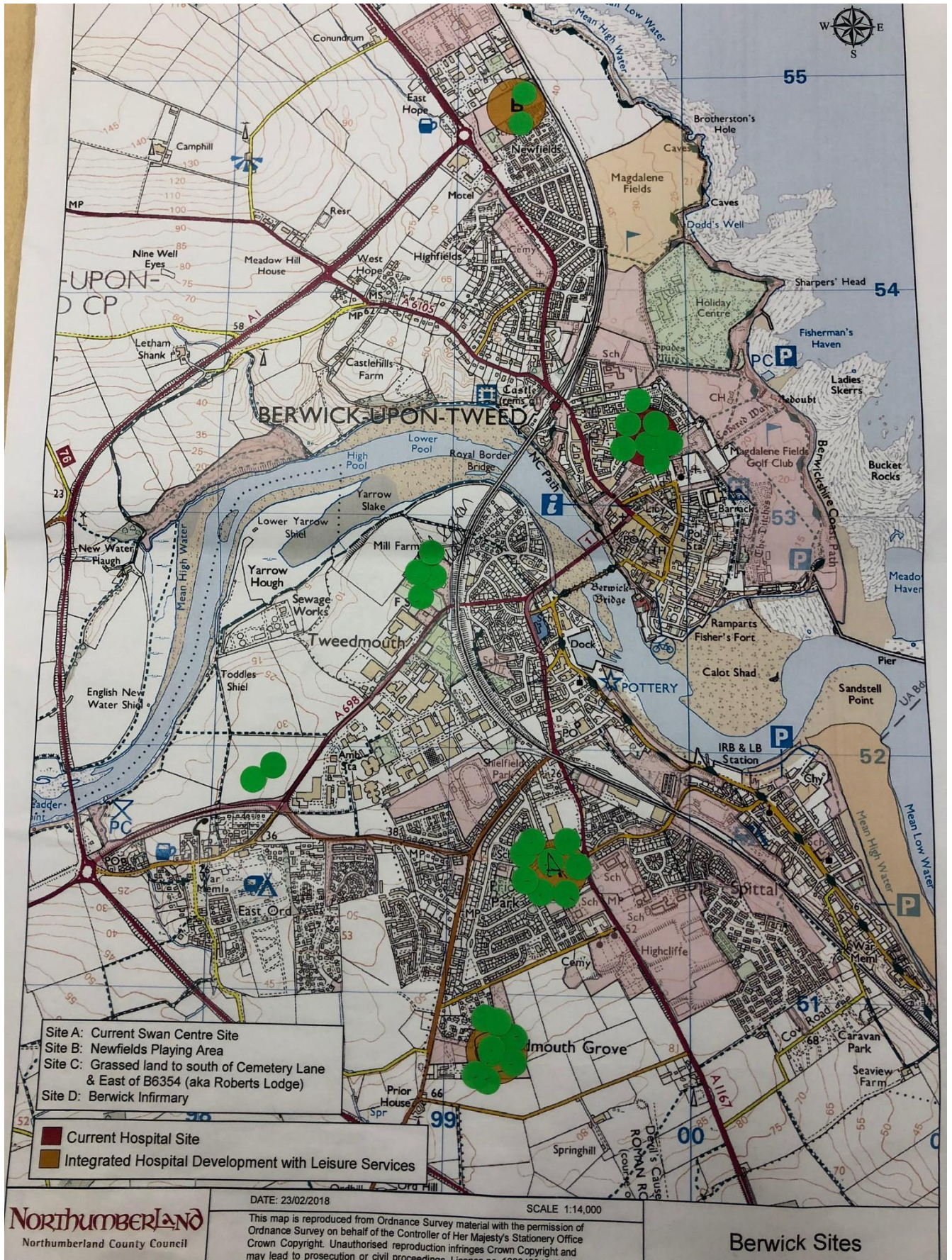


- Map 2 used at drop-in sessions

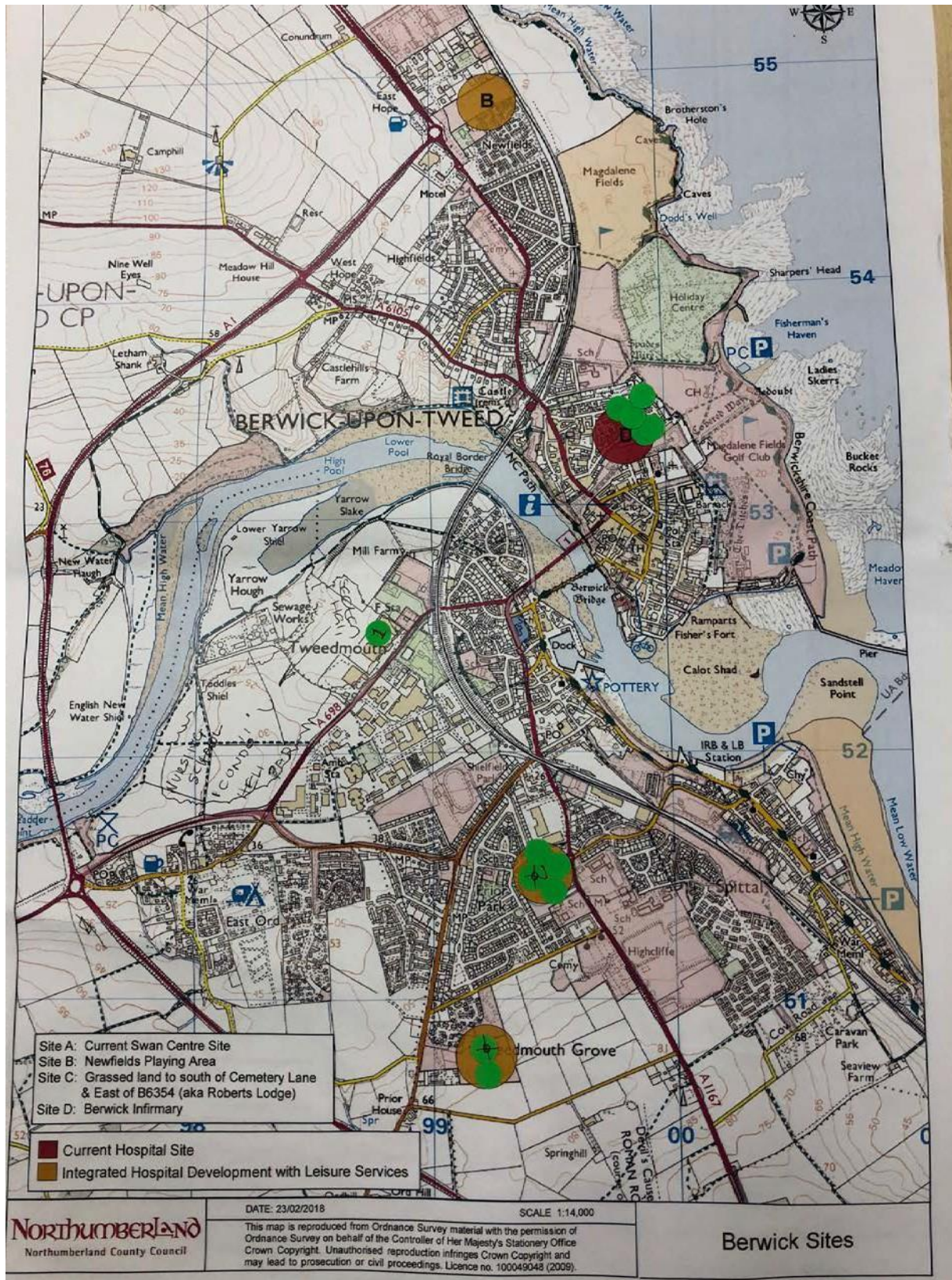


- Map 3 used on Join our Journey trailer





Map 4 used on Join our Journey trailer



- Map 5 used on Join our Journey trailer

## Appendix 3 - Healthwatch Northumberland report



### Engagement with seldom heard groups regarding the proposals for the New Berwick Hospital

#### Healthwatch Northumberland Engagement

As part of the consultation process, Healthwatch Northumberland was asked by the NHS Northumberland CCG to engage with people from seldom heard groups around the proposed integrated development and possible sites around Berwick to find out what proposed site people preferred and if people like the idea of a joint hospital and leisure centre.

A total of **90 individuals** were reached through activity with a number of local voluntary groups and through week long information stands in both Wooler and Berwick.

Healthwatch Northumberland met with In-It-Together, a group of parents with SEND Children, Warm Hub Berwick, North Northumberland Voluntary Forum, RVS Wooler Over 50s Group, Berwick Youth Project, Carers Northumberland, Alzheimer's Café and local residents, to raise awareness and discuss the proposals for the new Berwick Hospital.

Groups were shown maps of the proposed site locations and asked to choose a preferred site location for the new hospital and asked if they like the proposals for a combined leisure centre and hospital.

A short feedback form was used to gather comments and collect information on preferred site location and preference on joint leisure and hospital.

#### Site location for the new hospital

- 52% preferred site D: Berwick Infirmary
- 20% preferred site C: Land south of Cemetery Lane
- 11% preferred site A: Current Swan Centre Site
- 10% preferred site B: Newfield's Playing Area
- 7% No preference

#### Preference for Hospital and Leisure Centre

- 40 people out of 90 responded positively

- 16 out of 90 responded negatively
- 1 out of 90 no preference
- 33 out of 90 no comment

## Summary

The views of the individuals were expressed and from this key themes have emerged:

- Need for improved hospital services in Berwick
- Parking and bus services a concern for any proposed location
- Mixed opinion on joint hospital and leisure centre, positive regarding links with social care
- 52% of seldom heard groups who feedback prefer existing location Site D

### **Healthwatch Notes Proposed New Berwick Hospital HWN Listening Events attendance** **26<sup>th</sup> March - 17<sup>th</sup> April 2018**

#### **Carers Northumberland – 13 Attended and provided comments below**

- Prefer existing location
- Present site is my preference, just get on and build it. There has been over 30 years of discussion
- Is the money available for Hospital only or for LC also?
- Don't want to travel want services in Berwick
- Want to know timescales
- Is it going to be a smaller leisure Centre?
- Need staff to go with services – Improve staff and services, not building

#### **Voluntary Forum – 9 Attended and provided comments below**

- In my opinion, the current site could be upgraded
- No the hospital needs to be separate. But could incorporate mental health care and social care. So everyone can work together. The governing body can't agree amongst themselves so could not possibly agree with other bodies

#### **Warm Hub – 16 Attended and provided comments below**

- Closer to A1
- Need access
- Need good access
- A - Appears to have more space for parking
- Outside town
- D - Central, would need to keep existing bell tower landmark. A is local to me, C and B - would need public transport
- Parking an issue on existing site

- Accessibility is vital, there is a world outside Berwick
- Anywhere with adequate parking
- Good idea to bring Health and Social Care together, not sure about Leisure
- Integration with LC wrong direction
- The Hospital needs to be separate
- Northumbria Healthcare just needs to concentrate on building a hospital
- Main Concerns cost
- Joint - Why is it necessary?
- Joint yes.
- Uncertain, because in my opinion the current site could be upgraded
- Yes I agree to have one site.
- Yes – makes links and creates real opportunities for social prescribing and as long as there is investment to create good facilities
- Like idea of health and social care being together. (Currently disjointed and frustrating to communicate between hospital, health and social services).
- What is the rationale for including leisure with health and social services? Has this been successfully trialled elsewhere? If so, where?
- What has prompted this new approach to what we thought was an agreed business plan for new hospital in Berwick?
- People of Berwick unfortunately not served well by the NHS. It is a brilliant idea to put all these services together in one place to serve the whole community
- The priority wherever it is built is and A and E department and other services. We should not have to travel out for simple procedures
- More transport and ambulances to A and E
- A and E department and other services. We should not have to travel for simple procedures
- Need A and E or better access to Cramlington
- Why spend unnecessary money
- Must overcome serious problems re lengthy travel distance to main hospital facilities
- We need a fully functioning hospital delivering first class services to the population of the town to help people avoid having to travel unreasonably large distances to Cramlington/Wansbeck
- We need a new hospital as the old hospital.
- Don't want to travel, want services here
- Need staff to go with services, improve services and staffing not building
- Minor injuries supposed to be open 24hrs but told to ring health line for appointment.
- Only 1 and a half ambulances, we need more
- We need more services not less and not to feel we are constantly being fobbed off as at present.
- Would prefer more procedures be carried out in Berwick instead of trip to Wansbeck over 100 miles round trip

### **Alzheimer's Café – 10 Attended and provided comments below**

- All care services together
- I think that this could be positive, as it would be more cost effective. Security would be shared, heating, etc.
- This is a great idea especially for people with mental health issues and for those requiring physio, etc. This will benefit my husband and me greatly

### **Berwick Youth project – 16 Attended and provided comments below**

- Centre of town everyone knows where it is
- Social etiquette different in Leisure Centre and Hospital
- No idea where it should go
- Prefer existing location
- Leisure Centre poor facilities and needs to be affordable
- No preference
- Where there's not too much traffic
- What Leisure Centre going to include? Will external organisations use it?

### **Berwick Residents – 2 contacted HWN and provided comments below**

- Build near older population, present location excellent and parking not bad.
- Develop existing Infirmary site. Not to be integrated with leisure facilities.
- Why do we need a new hospital? We just need hospital services in Berwick.
- Given the current lack of public transport coordination, the central site is the ONLY sensible option.

### **Over 50's Group – 20 Attended provided comments below**

- Will there be more buses?
- If out of town, will there be enough parking?
- D- Parking an issue
- Will there be an A and E so we don't have to go down to Cramlington?

### **Parents with SEND children – 4 Attended and provided comments below**

- I would prefer the existing hospital to be upgraded both the building and the services
- Unsure – I think that this may cause delay
- I think that this may delay the development happening quickly - would we end up with two second rate services
- I would prefer a separate state of the art Leisure Centre and Hospital. You only need to look at the number of times hospitals have to close because of infection outbreaks - this could easily cross to the leisure centre.
- For people with learning difficulties to have it under one roof would be beneficial as they would know the building already.
- In It Together would like to highlight the need for the hospital to offer a full service offer. Many of our families have to travel long distances to attend appointments. This impacts on families financially and also on their child and young person's school attendance and learning
- Better Patient Transport

- There could be issues around parking and access to public transport - not everyone has access to their own vehicle
- I would prefer the existing hospital to be upgraded both the building and the services

### Site Preference from Healthwatch Northumberland Listening Events

Group	A	B	C	D	No Preference	TOTAL
Carers Northumberland	1			11	1	13
Voluntary Forum	1		1	6	1	9
Warm Hub	3	2	1	8	2	16
Alzheimer's Café	1	1	2	6		10
Berwick Youth Project	1	1	5	9		16
Berwick Resident				2		2
Over 50's group	3	5	8	4		20
Parents with SEND children	1			1	2	4
						<b>90</b>

## Appendix 4 - Berwick Public meeting notes

### 65 people

- We already have a leisure centre.
- We are guinea pigs for a joint development.
- This isn't needed; we have both a hospital and a leisure centre, why change it?
- We just want a hospital and want it refurbished.
- Why is no one here from the council?
- Ridiculous idea.
- Prefer to wait if it means Berwick gets the right services.
- Small things make people wary this a tick box exercise. Healthwatch were doing engagement and different messages were received. The CCG has commissioned Healthwatch to engage with hard to reach groups.
- Why was the current site not mentioned as part of the engagement?
- I think the map with the dots misleads patients about the choice of site.
- I can see no point including the leisure centre. We need to look at more suitable sites. The Swan Centre sits on a busy road which is prone to accidents.
- Incredible 9 years later that the Seton Hall site has just been proposed only 2 weeks ago. This site is not owned by the Local Authority and the planning department needs to assess the viability.
- The access road on the current site is small, recent accidents highlight the risk in a using a site with a small access road.
- Newfields Playing fields can't be built on as it is green field site - why have it there?
- Why was Berwick Infirmary left out of the three preferred sites on the map?
- This has taken too long, can we have a time line.
- The initial consultation for Cramlington and Berwick Infirmary was 2009 but Cramlington is now built.
- Don't care about leisure or social services, just want a hospital. This is the general consensus in the room.
- Time – it's what Berwick needs.
- At the drop in session the Berwick Infirmary site was never mentioned, this is a tick box exercise.
- The van on the high street didn't mention the hospital – no one knew about it.
- Had choice on the day but don't want a joint development.
- The current site, the little road took two hours to clear the road from an accident.
- Four years down the line, money for beds – costs lives.
- The Swan Centre site is terrible, there are many accidents.
- I am annoyed by the contradiction of it being a hospital and joint facility.
- The locations are unrealistic.
- How is the consultation funded.
- Are we going to install A&E.
- We want A&E so we don't have to travel.



- It takes hours for an ambulance to come.
- How big does the infirmary need to be to house a joint development?
- Is it big enough for a joint development?
- Berwick Deserves Better here is the business case from 2013 it has all the services and social care, maternity, endoscopy, stroke unit, enough to bring back what we had. Most of these services have gone.
- Two weeks ago twice in one week on the Tuesday I had to go to Wansbeck for something that couldn't be skyped.
- We need a stabilisation unit in Berwick.
- Cramlington is too far.
- We need something here to keep people going.
- We are an hour away and if we have an ambulance it is too far.
- We need transport to other hospitals eg Wansbeck.
- There is a lot of frustration here.
- In all cases of health and social care being included would it be separate units.
- Councillor asked for show of hands which the chair agreed.
- How many people would like leisure and hospital combine don one site – 2
- Or how many people would like a stand along infirmary – most people in the room.
- Some abstained.
- We are hearing a lot about this listening exercise but it is not listening in this room – we are telling stories about getting to Cramlington, Wansbeck, but you are not listening.
- The data that is given nationally does not apply in rural areas like Northumberland.
- If you move the hospital from Berwick to Tweedmouth then Tweedmouth gains; if you move the leisure centre form Tweedmouth to Berwick then Berwick gains. Why are you going down this road, it must be due to money?
- There are two issues, transport and hospitals. I'm a local resident and these two issues affect me, transport and hospitals, and so do ambulances, ambulance response times. Do express these views directly to the CCG.
- How will this information be distributed, will we get a leaflet to our homes?
- There are more people who come to caravan parks for holidays and this effects the ambulance service
- Totally agree having a partnership with leisure could be a good thing but I don't see why this should be in the same complex.
- How do you know that it is cheaper to integrate health and social care.
- What about privacy if I go to a hospital appointment and people see me from the leisure centre.
- Children use the leisure centre and we don't want them mixing with drunks at the hospital and people visiting the hospital needle exchange.

## **Appendix 5 - Berwick Deserves Better submissions**

Berwick Deserves Better submitted:

- A survey with over 427 comments which have been taken into account which

is shown below in full and can also be found  
here <http://inthecrowd.co.uk/comments.pdf>

Health Services in Berwick. We have established that many Day Surgery procedures, clinics X-rays etc have been removed locally resulting in long, uncomfortable and patients. Do you feel We deserve the same level of health services delivered locally as does other parts of Northumberland ?

Additional comment(optional)

- £26 million was allocated to the refurbishment of the infirmary....4 years ago.....where is that money ??
- 120 miles round trip.. Substandard A1..discharged at 2am in the morning regardless of weather conditions and regardless of age..
- 130 round trip to access A&E is a disgrace Bang goes the golden hour
- 60 miles is to far away for apointments that could be done at Berwick. Going 60 miles for a 10 minute appointment is disgraceful.
- Absolutely we require these services back...logistically getting to an appointment in the south of the county for some is impossible,emergency car in Berwick and surrounding areas is a disgrace!!If you have a life threatening episode/injury then sorry survival is unlikely
- Basic a and e please. We know living in Berwick upon Tweed we hav a long haul for minor injuries. We also know that should we require immediate emergency treatment (in the cas of heart attack/stroke, etc we have a poor chance of survival given we are an hour and a half away from the 'local' A&E.
- Because of the location of the area it is vital that these services are reinstated to provide ease of access for patients that can't always relay on local transport to get them where they need to be.
- Children in particular forced to miss school, for whole days rather than an hour or two or being able to attend an afternoon appt. after school hours.
- Currently pregnant with twins and all appointments have to be done at wansbeck and cramlington. This is approximately every 4 to 6 weeks.
- Disgrace that we have to travel for minor Ailments
- Does Alnwick still have these services? Why can't Berwick have the same level?
- Dreadful having all the travelling for injections x-rays etc
- Elderly and sick patients are being put a risk traveling a dangerous long journey for appointments and surgery.
- Had to go to cramlington to have a colopsy which takes 5 mins and has been done in berwick before tht. Lost almost a days pay as work only pays for appointment time
- Had to travel twice to Cramlington, once to Ashington and once to Alnwick with a fractured wrist, resulting in a total of approx. 400 miles.
- Having to undergo a 135 mile round trip, struggle to park, pay exorbitant parking charge, sit in waiting room for longer than the 10 minute consultation is not a good experience.
- How can it benefit people who are possibly already ill to have to undertake long journeys for procedures that could be carried out locally!
- I specifically chose Berwick to retire to as the town had a hospital, I was really upset to see how many services have gone and will go.
- I work full time, having to go 60 miles usually means a day off work and the expense. Many minor things could have been dealt with at Berwick.
- If services are not operating at Berwick they will be less likely to be incorporated into any new facility
- It is a waste of money moving sick people around the county. There needs to be more specialist clinics held in Betwick
- It is hard to travel distances for many reasons. Also staying away from family and having to rely on others for transport.
- It is imperative that we are given the same level of service..journeys to hospitals are long and tiring and appointment times are more often than not at wholly unsuitable times for residents of berwick
- It's a disgrace that facilities are at least 50 miles away
- It's terrible that we have to travel so far for treatments and services!!!!
- Its quicker and easier to travel to the borders general from Berwick-upon-Tweed
- My 90yo mum had to take the long journey to Cramlington hospital on 2nd January as she'd fallen. She lay for 10hrs on a trolley. Not acceptable in the UK in 2018.
- My husband, along with many others has to go to Wansbeck to have his pacemaker checked. This procedure takes at least four minutes. On each visit I have suggested the computer is brought to Berwick so that many local people could be checked. It would save stressful journeys for elderly people. It would save money because of expence of travelling to Wansbeck. It would help ease pollution caused by diesel and petrol fuels. It cannot be too difficult to do.
- My mother had long term illness the times we spent having to travel back and forth to wansbeck was terrible for her and for my dad! Berwick residents deserves a lot better!

- Shame on Northumberland council for deny us this service! My mother and my family suffered!
  - Need this more than anyone due to 65 miles travel to Newcastle hospitals
  - Noone can tell when you may be personally affected by the lack of local facilities.
  - Not good transport links neither for people to get to there appointments
  - Not transport is costing heath service in Berwick more
  - Our hospital has had more and more services taken away over the last few years.
  - pre op assessments especially
  - Rural communties get a double whammy with fewer NHS services and worse transport links. Of course we should all get the same level of services as anyone else and if the costs are higher then a NATIONAL Health Service would spread the load across all areas.
- So many people hate traveling, me being one of them, it's only fare we can use our local services  
Surely something can be agreed by those who have the authority to do so.
- The closest pain clinic is in Wansbeck, after a 5 month wait for an appointment, I had to travel all the way down there, which is not exactly a stressfree journey, for an appointment. Everything said in the appointment could have been sent in a letter or said over the phone if not very easily done in Berwick.
  - The new cramlington hospital should have been built much further north
  - The powers that be within Northumbria healthcare have no idea what it means logistically to make the trips we are expected to make for appts
  - There are a great number of residents not only in Berwick but also the surrounding north Northumberland area who would benefit from more locally based services.
  - These services used to be available and have been taken away because of cuts but this does not make it right to say we are second class citizens compared to other parts of Northumberland.
  - This Town has a big population and needs its own Hospital! Adverse weather conditions proved this.
  - traverling to any hospital outside Berwick for an o/p appointment that can take no more than 10 mins is disgraceful. All ages may only need to see a consultant or x-ray. What a complete waste of money to nhs instead of trying to reduce waiting lists and costs. Also distress for patients. Mindless
  - We are an hour+ away from any hospital
  - We are in a dangerous position where people might die because we are so far away from the nearest hospital it's disgusting that's the value of peoples lives all comes down to money
  - We have to travel too far to access services
  - We in Berwick always seem to be at the back of the queue. We deserveband NEED to have access to decent Hospital Servces!
  - We live 35 miles from Wansbeck and 45 miles from Northumbria. There is no suitable public transport which is a practical or affordable option.
  - We need a hospital here instead of having to travel all the time we get silly appointment times and have to find our own way there .
  - We need the same level of commitment from the NHS as the rest of the Country
  - We pay the same taxes etc as therest of the country so why should we have to travel 60 miles for treatment
  - We really need to keep these services! It's far to far totravel.
  - We shouldn't have to travel especially if not feeling well and elderly people should have access to all services
  - Why should we have to travel 60 miles for any of these things when there is a half empty hospital here already.All sorts of procedures were done in Berwick years ago and they managed no bother.
  - Yes and must exclude people from across the border in Scotland
  - Yes we do! Living in this area does not come at a financially reduced rate, so we are entitled to the same level of care and services that are provided in other areas, we are paying for them just as much as others
  - Yes, sparsely populated areas are under-funded. However, some expertise can not be spread everywhere.
  - You need to be sensible here, yes some services should be returned but your not going to ever have bigger services brought to Berwick there is nothing to Warrant it.

Do we want to see the return of services taken away from Berwick despite the costs to Northumbria Health Care due to our location?

Additional comment (optional)

- As soon as possible.
- Berwick is the forgotten town It is not right we need medical help just like everyone else x
- Berwicks Community deserve the same services as elsewhere!
- Elderly shouldn't have to travel as far as they sometimes do
- God forbid I am struck down with something serious because the ambulance journey (which I have experienced twice) is not particularly comfortable.
- Gynaecologist, obstetrician to visit fortnightly. Newborn hearing screening
- How about rural communities should receive extra funding from central G for local services.
- I don't understand the question
- I would happily pay more in taxes to have improved health care in the area
- I would like to see services and the jobs to, provide them stay in Berwick
- in some cases, definitely
- It is because of our location that we need these services returned to Berwick hospital
- It may be higher cost but if it is delivered only in the south of the county some people will not be able to travel.
- it would even be helpful if we could visit Alnwick hospital for treatments
- Its not just about the cost its about the health and well being of the Berwick people
- No way.
- Not our fault we live at north of the county
- Of course we do
- Our location makes it even more important that vital services are available here
- Our location services a lot more than just the town of Berwick Upon Tweed, we also service all the outer rural areas. Compare the population of other areas like Alnwick and you will see ours is higher, yet we have far fewer services
- Patient care should be paramount and not the cost !
- People in Berwick and surrounding area are denied what those in the south of the county take for granted. Town and county councillors need to be active and not follow party lines.
- People would not need to travel long distances for a 20 minute appointment.
- Pre-op assessments. Endoscopies, day surgeries, gynaecology. Plaster casts, X-rays etc . Gone or almost gone.
- See my answer to Q1 above
- Should have access to all facilities. Why should we feel like we don't matter because of locality
- The thought of me or anyone close having a stroke is terrifying, the "Golden Hour" during which treatment should commence, is impossible given the distances ambulances have to travel either to Cramlington or Wansbeck. Before we moved here we lived in Buckingham and were never more than 15 minutes away from the emergency department of the local h we made the right decision moving here!!
- Unsure on question
- upgrade our services, it is unfair and unkind to have sick people travel a round trip of 120 miles for procedures that previously were performed in Berwick. We deserve the same level of service as the rest of the county
- We deserve same services as people in south we also pay our taxes
- we had a fully operational hospital for years, with no services you arent just depleting our care, you are also costing the ambulance services a fortune and we only have one at night leaving us no care at all

- We had all these services years ago
- We should be leagaly entitled to the same as others re hospital facilities, re Ponteland etc.
- What about the costs to service users, the ambulance services for costs of transportation to and sometimes from and the various charities who are being relied upon to help out when the patient/relatives can't afford ever increasing travel costs.
- What price on a life
- Why not we pay the same as everyone else for nhs care. 50 miles travel any direction is not acceptable
- Why should people of Berwick suffer , we all contribute to the NHS and should be afforded the same services
- Why should the elderly, sick and infirm have to travel longdistances?
- Why should we loose out, seems no one wants Berwick !!
- Yea definitely
- Yes. We're a large town doubling in size for 9 month of the year with tourism.

Should free patient transport be made available on request to all and especially older patients without the need to appeal?

Additional comment (optional)

- Berwick has a fantastic local group, The Berwick and District Cancer Support Group, who provide free cancer care transport but this is funded by locals and only covers cancer.
- Berwick includes rural areas where public transport is not plentiful and elderly patients especially struggle with transport.
- Depending on need
- Depends on the appointment, kids & elderly definitely. People travel all the time of social events so if it's a one off appointment I'm sure people would/can travel if their own back
- Especially older patients and also people without transport or that would need to have a procedure and can't drive home
- For older patients
- For those in need yes, not those who are able bodied to get there themselves
- Free transport would help but is not a total solution. The time and discomfort of travelling long distances is also off putting
- Friends or relatives have to take time off work to take people for appointments so not only is it costly in fuel costs but they either use precious holidays or take time off without pay to enable appointments to be met which is unfair.
- I don't know enough to judge. I thought such transport was available.
- I have a relative who has to travel to Newcastle at least 3 times a year, every time they get refused then they phone the appeal number who immediately agree that they need it,
- I think this has to be monitored. For example if I Could drive myself to an. Appointment I would rather than the NHS pay for me but if I couldn't drive because I had say for instance broke my leg then yes I would want transport rather rely on friends or family.
- If elderly or disabled should be able to get transport
- If we can't be treated here we should automatically be supplied with transport
- It should as it's costly on an ever tightening austerity cut household budget and there is also the added factor that a lot of people still don't have easy access to a car to travel so far.
- It should be offered if the patient has no other transportation, but this doesn't have to mean ambulances
- It should depend on individual circumstances
- It wrong that new mums need to travel long distances with babies for services that can be carried out in Berwick It's wrong too that mothers have their babies in ambulances
- It's a nightmare attempting to get transport, your told that you don't fit the criteria and told to go to the complaints , I then ring them for a client and told I can have it due to the distance
- My mum and dad are not capable of driving far
- No because a lot of people abuse this and are thoughtless selfish people to others in great need
- No direct public transport to Wansbeck or Cramlington
- No one should need to appeal for transportation, if they need it then they need it.
- Not all..only those that need it...definitely elderly and if it is needed should be automatic
- Not everyone has family and friends to help with transport
- Not everyone has transport. And its stressful for individuals to find transport to appointments. Especially the Elderly and parents with young children.
- old people should not have to be denied
- Older people do not always have the capability to drive, or afford to run cars. It is common sense, that public transport is not really suitable for ill people, far less ill old people who are often on their own struggling with daily life while healthy.
- only Available to people that don't have transport
- Patients refused transport for all manner of reasons.. Appeal number not easy to find. Transport should be available whenever requested
- See my answer to Q1 above
- Should be means tested so it isn't abused

- Strongly agree but if we had all the services available patient transport wouldn't be required.
- There is evidence that people were not taking the care they needed (chemo etc) as they couldn't get to hospital-Berwick and District Cancer Support Group discovered this. Public Transport here is dire and not direct, it is terrible that older people cannot always get transport
- This service should depend on circumstances
- To the elderly only who should contribute a minimal fare.
- We are a low wage and aging population
- We feel we live at the back of beyond and our town has been left behind.
- We have a poor transport infrastructure
- We have the problem of getting an appointment and the last thing we need is transport problems.
- We shouldn't need to travel at all but if we should then it should be free for those who need it
- With or people with mobility issues prioritised
- Without services like Berwick Cancer support it would be impossible for some residents to access treatment. Also they receive no funding from NHS. The financial saving to the NHS must be sizeable.
- Would depend on circumstances, but without a hospital in Berwick then there's no other option costing thousands
- Yes getting to appointments if you don't drive is unacceptable



Should Berwick Maternity Unit offer more services e.g. new born hearing tests etc?

Additional comment (optional)

- A friend of mine was turned away in the snow when there were 2 midwife on duty on the that day ,why are getting great wages for dining not a lot ,the lady had to have ascourt !!!  
Why
- a monthly visit from specialists would surely work.
- Again keeping jobs and services locally benefits all.
- agree, I had my son at berwick maternity unit, luckily I was low risk as he made a quick arrival as I don't think he would of waited in rush hour traffic. Had to him to alnwick for his newborn hearing test, very quick simple appointment that could be done in berwick. The lady did say she used to come to berwick to do it but didn't anymore.
- All the services should be available. Why risk a newborns life traveling at least a 3 hour round trip on busy roads, never mind the upheaval of traveling with one so young.
- Any service that helps and supports newborns is worth it. Save time and money.
- As a diabetic I was back and forth to wansbeck/cramlington for maternity appointments and Alnwick for a 2 minute hearing check!
- Being a first time mum can be a stressful and worrying time and not having to travel many miles while in labour would be beneficial to both mother and baby.
- Berwick maternity unit should offer the same services as every other maternity unit
- Byt this never happens staff that work there always tell patients to travel even in the worst weather conditions and if its a straight forward birth and regular hours
- Definitely should have a fully operational maternity unit for all and it should offer all areas of need. Shouldn't have to travel with a young baby miles to get a hearing test
- Definitely who likes a long journey with a small child possibly irritated or hungry
- Having a new born is hard enough without to travel 100+ miles for a 10 mins appointment
- I agree because I suspect that we have got the balance of risk wrong - and for the wrong reasons.
- I didn't even know we still had a maternity unit, being able to give birth there would be an advantage
- I had to make a trip to the freeman's hospital with my son a few days after he was born due to having birthing fluid in his ear. We were there for 10 minutes. Not only is it stressful enough being new parents, finding your feet/lack of sleep etc and having to drive 60 miles down the road for a 10 minute appointment, hoping that the appointment fits in with your babies feed, the stress of taking bottles clothes etc, the list goes on. I was a nervous wreck. Something like this test would be so beneficial for new parents, who are exhausted, stressed, baby blues etc without having to travel an unnecessary distance for a simple procedure
- I had to take my son to the Freeman hospital after he failed his when he was born. Travelling that far with a new born baby is a nightmare when you factor in feeds, nappy changes then having to wait over an hour for your appointment when you get there!
- i have 7 grandchildren none of which were allowed to be delivered at berwick!
- I have personal experience of the stress and travelling involved in my daughter seeing midwives in Berwick, Belford and Seahouses, consultant in Alnwick, anaesthetist in Wansbeck, then give birth in Cramlington, then be told they needed her bed and asked to leave, less than 24 hours after giving birth by C section, despite us telling the staff that no midwife was available over the weekend for home vists, as we had been told this at the pre-op assesment in Berwick. Then post baby checks in Alnwick again. It is a disgrace that the full range of maternity and newborn services are not available in Berwick so mums and babies can get consistant services without travelling the length and breadth of the county when they are at their most vulnerable.
- I received excellent care in BMU after being sent home from Wansbeck after a traumatic experience
- I think all staff need to be retrained as having just had a baby I found that every appointment I had felt like the staff where just going through the motions and filling in the required pAper work. I think they have all lost there enthusiasm
- I would have loved to have come home to Berwick unit - its very lonely being 50-60 miles away and just waiting on visitors. I didn't manage very well and needed that support. I would have had a better start with more support of my friends and family. Instead I left hospital at 10.30pm at night in November at minus temps with a new born and a very slippy country road from the BGH
- If it's going to offer more, as in epidurals and able to assist in more births not just straight forward births.
- IMPORTANT NOTE. Maternity Unit does not provide newborn hearing. Screeners travel from Cramlington. This test could be done in GP surgery/room in hospital

- Many elderly people are refused transport and are not aware of the appeal tel number
- More transparency is needed as to the future level of maternity care once a new hospital is built, and why are maternity services not being integrated into this custom built facility?
- my children are adults now but I feel it is wrong to subject young mothers and very small children to a long journey just for a simple test
- New mothers should not be expected to make long journeys for this procedure
- No comment on this
- Of course we should be doing these things in maternity. My own daughter lost twins still born 2 year ago thro what I would say was negligence, having to travel to cramlington at all hours. More than an hours journey there
- Perhaps on a monthly basis?
- Poor transport links to larger hospitals make these appointments challenging if you do not have a car. Also financial costs of train and bus fares and time spent travelling for 5-10 minute appointments
- Services systematically stripped away causing worry stress and concern for mums to be. Also Hardship in finding the money for regular long journeys . Babies and mothers are at risk
- Should be fully functional again
- The maternity unit should be incorporated into the hospital. It is underused and a cost burden to the NHS in its present format.
- The staff are more than capable of further duties and have performed these tasks in the past.
- This is an essential examination for a baby to have. When I had my 3rd baby we had to travel to Alnwick to have a 5 minute hearing test done. Now if you have just had a baby in the last few days you do not want to be sitting in a car still being uncomfortable for a 1.5hour round trip when we have a hospital 5 minutes away
- when i had my youngest son at wansbeck as berwick wasnt equipt for my birth i had to travel down to wansbeck to have his heart checked for a murmur a day after giving birth, then the next day i had to travel back down to the freeman to have his hearing test redone.
- Would like to know why it can't.
- Yes would save people having to travel so far with children and put a stop to families having to take time off work when they can I'll afford to do so.

Should all mobile services available in other parts of Northumberland i.e pacemaker testing be accessible to patients in Berwick and not excluded because of costs or di..

Additional comment (optional)

- again alnwick would be helpful
- Again why shouldn't we. It's disgusting
- All the transport to other hospitals must be costly , should be done at our own hospital
- Discrimination again
- Even if the services were available where they could be pre booked and at a location with easy access for all it would be far better than the non existence now.
- For the time it takes to check a Pacemaker is nothing compared to the stress if travelling and parking and Cost to individual.
- I have a defibrillator and I have to travel to ashington to get it checked . Which means a day off work , about a 110 mile round trip just for the sake of a a 5 minute appointment.

Shocking

- If the services are mobile the expense of making them available in Berwick should be minimal
- My 81 year old husband has to travel to Wansbeck from Berwick to have a pacemaker check that procedure take 4 minutes.!! It should be done at Berwick
- Of course to far to go for a 10min apointments especially if you don't drive
- Peoples essential healthcare should never be cost based.
- See my reply to Q1 above
- Some tests can cause problems a smaller hospital may not be able to deal with safety and correct staffing must be priority
- There is more need for these services in Berwick than other parts of the county, possible excluding Rothbury.
- This is a short procedure which should be done without having to travel a long distance.
- We all deserve the same treatment.
- We deserve equal services
- we pay into the health pot why should we be denied
- Why are we any different from anywhere else, we have a very large populations
- Why isn,t it?
- Why should Berwick be any different to anywhere else ?We are entitled to same services - we have all paid our taxes and insurances the same as everywhere else.
- Why should patients in Berwick be discriminated
- Why should people with serious conditions have to have the extra stress of traveling 130 miles
- Why should we be penalised because of Geography.
- Why wait until people die then re think or re open debates. It needs these services now !!!
- Yes if it's on offer to other areas that are closer to hospital services surely it makes more sense to send it were it's needed most.
- Yes, everyone should have access to the same services.
- Yes! if these services are available then they should be there for all. If the Breast Screening van can visit then why not others

Do you feel that Berwick does not get an equal Service compared to the rest of Northumberland?

Additional comment (optional)

- A local first responder recently told me if you suffer a stroke (or heart attack, etc) and you live in Berwick upon Tweed- you are f.....! Of course we are. I am seriously considering leaving this town.
  - Absolutely disgraceful the services provided in Berwick
  - As always, Northumberland ceases to exist past Alnwick. We may as well be in Berwickshire as at least Scotland might show some interest in us.
  - As an "incomer" I feel that south Northumberland gets far more attention in every way and that we are ignored regardless of the fact we pay the same council taxes etc
  - Ask any Person in the Community and they will say! Berwick is forgotten and its about Time it was thought about
  - Berwick gets used as a political football to the detriment of the people and our current county councillors cannot be relied on to stick up for this town as evidenced by their recent vote when they stripped £19 million away from the town..
  - Berwick has seen reductions in services but so have many communities across Northumberland Rothbury is fighting a strong campaign to restore their inpatient beds, and Alnwick has also seen their hospital and maternity service lose services. Smaller districts like Seahouses, Bamburgh and Beadnell have only part time GPs and no dentists or opticians at all and residents have poor public transport and road links to Berwick or Alnwick for hospitals.
  - Berwick is FORGOTTEN in ALL aspects not just Healthcare.
  - Berwick is miles away from nearest Hospital but yet still more services/ facilities are being taken away!
  - Berwick is treated badly it's like we don't exist
  - Berwick population is on par with Alnwick Hexham and Ponteland. We deserve more.
  - definitely we are the forgotten town, no A & E so a trip of 60 miles, no resident/on-call doctor so we sometimes have to wait a long time to see 1, as he may have to travel from Newcastle area.
  - Don't know really
  - Feel. I don't know for sure.
  - Forgotten Berwick, size doesn't add up due to geography of North Sea. We're. Bigger than what a dot on a map says.
  - Going to the hospital out of hours to a lower level emergency service is disappointing. Especially when they say they cannot do much as they're limited and would be best to see a doctor or go to Crumlington hospital.
  - I agree but was pleasantly surprised to be able to attend the Slit Lamp screening at Berwick instead of going down the A1. The highest marks to the team that carried out the screening.
  - I believe that the movement to centralised services is not beneficial to local communities and is purely a cost exercise.
  - I certainly do, as I think we are always left behind when it comes to allocation of funds!,
  - i do not know enough to have a valid opinion
  - In areas such as outpatient clinics yes. In areas such as accident and emergency no. Nothing will warrant that department in our area. Yes you have to travel for it but the minor injuries unit is already abused as a glorified doctors surgery as people can't be bothered waiting for Dr app, an A&E would spend so much money and spend most of their day hitting their head off a wall and twiddling their thumbs.
- its a joke
- My 87 year old mother has had to travel to Tyneside in the last 12 months for minor things - cataract surgery, broken arm cast replaced, bone density scan. There are more remote parts of the UK that can do these locally
  - No where else in Northumberland do people have to travel 65 miles to receive Emergency care
  - Not at all. Every survey ever done never picks up on the traveling distance of where people from Berwick have to come from. Surely making services available at the furthest point of the borough instead of concentrated services in the south of the borough makes more sense. This community isn't asking for anymore than what everyone should be entitled too.
  - Once you get past Alnwick nobody is interested about anywhere else !

Do you feel that Berwick does not get an equal Service compared to the rest of Northumberland

- Once you get past Alnwick you enter the "Twilight Zone" when it comes to getting anything done, be it a dual carriageway road upgrade, a hospital, or even decent services

compared to the rest of the county.

- Ponteland Alnwick Hexham...populations much the same or less than Berwick? All with easy access to major hospitals . Berwick deserves equality in services
- Seem to get forgotten about on all levels
- The time and delaying tactics for a hospital in this area confirm this
- There is no question that Berwick does not receive equal treatment. There needs to be a comprehensive review of Berwick's service.

They have taken everything away from Berwick. It's like we don't count we still have people who are elderly or disabled just because we live here should not mean we are treated as less equal's it's discussing bring back our hospitals

- This is the main issue!!! We are in no way equal, we r forgotten. Our health and our lives are just as important!
- Totally agree that we certainly don't get same services!!!!
- Very much so, are we on the map at all
- We always get the short end of the straw at Berwick we have been promised the dueling from Berwick for years just get fobbed of with promises and lies
- We are bottom of the list when it comes to services
- We are forgotten about in Berwick and need a better service
- We are now unable to use the Borders yet Borders are able to use Northumberland...
- We are the forgotten town. I worry about if something were to go wrong, the time it takes us to get to a hospital that can actually deal with the situation, that it might be too late. It's a disgrace! Northumberland doesn't go passed Morpeth in their eyes
- We don't even have a doctor after midnight, our services area a total disgrace
- We fail the GOLDEN HOUR, ENOUGH SAID
- We have furthest to travel
- We seem to be forgotten in Berwick and many locals experience a 120 mile round trip for something that could have been sorted within minutes.
- We seem to be the forgotten 'Last Post'

Where do you want to see the new hospital built?

Additional comment(optional)

- NOT the sports centre, that is a ridiculous option. A plot should be bought just off the by-pass and a fully functioning hospital built
- Present location would be perfect as it Central! but if it has to be somewhere else the Swan Centre is the next best place I think
- ?Seton Hall site.
- A Virgin site South of the River Tweed
- Although we recognize the present location is difficult for traffic, the hospital could be built up one or even two levels. Roberts Lodge would make a sensible alternative as close to main roads.
- An A & E is needed
- Another option that many people in Berwick prefer is Seton Hall
- Any of these as long as we get treatment.
- Anyplace that incorporates Berwick and the A1 for easy access to patients and their visitors but also close to ambulance services for ease of issue which I think would be near Tesco, Ord Roundabout area.
- Anywhere as long as we get 1
- Anywhere but the present location. Think about ambulance access, patient and visitor parking and future needs for expansion. The present infirmary is an example of everything that was not planned and units were just added as and when.
- Anywhere in Berwick so I can feel safe and happy for my family. .that if we have problems we won't die on a sixty mile road trip
- Anywhere really as long as it happens ASAP
- anywhere that gives us adequate parking and easy access
- Anywhere that's justifiable and not within a place that already has facilities used everyday, if the hospital is wanting to expand and get additional services then personally I think the current site is not modern enough to cope with the services
- As long as an alternative location is in place for a new sports facility.
- As long as it's built in berwick I don't have a problem where the exact location is.
- Because it's the easiest access to the a1 if needed
- Berwick had two very nice wards Cheviot and Tweed that was closed and could have been used to care for the elderly
- Berwick infirmary is a great hospital going to waste
- Berwick infirmary just needs updated so go for it instead of wasting any more money .
- Berwick infirmary site is planned out and ready to be rebuilt. It's already proven to be deliverable the others have not.
- But if a field or 2 could be bought from farmer opposite to ambulance depot, I think this would be more appropriate as the services would be in one area.
- Central and adequate space.
- Close to A1 - best for ambulances coming from the countryside or transferring to other hospitals - better for shared services with Berwickshire
- Definitely NOT the present location due to very limited access. Not sure about the other sites either. There seems to be plenty fields around which perhaps farmers might be only to happy to sell for a decent price. Access is the crucial issue. Close proximity to the A1 must surely be a priority. BGH is built just off a fast stretch of road but is ideally situated as the slip road leads traffic off easily.
- Don't mind really as long as we don't lose any services and not combined with leisure complex
- Don't see point in spending more money when they can update present hospital and keep it central to the town. Get it running how it used to be
- Don't see what is wrong with current location though may need updated and perhaps extended. Roberts Lodge a definite no for the sake of residents there and within close proximity Swan Centre is a possibility but still not sure.
- Don't think any of the above are suitable. There has to be a better location

- Due to traffic congestion a location on the outskirts would be better



- easy access from the A1
- Either present location or swan centre.
- Hope all the best possible plans go ahead in the future, to help each and everyone.
- Hospital and leisure centre mix is not a good idea.
- I do not have a strong preference for any site just a desire to see the delivery of much needed medical services in Berwick.
- I don't understand why this is still undecided.
- I don't believe the other locations are suitable but wonder why the Seton Hall site is not under consideration
- I don't know.
- I don't think the location actually matters , it's the services and quality of building and infrastructure that matters
- I don't particularly mind where it is built, I just think they need to stop dragging feet and get it done so that the people of this community can get the services they so desperately need and deserve.
- I feel it's nice and central to cover all areas of the town
- I feel Roberts lodge would give quicker access to a hospital. Have you tried to drive into Berwick recently? its a nightmare. if a site that was closer to the A1, with additional parking it would surely be more convenient
- I live in Newfields. There is a very large field there that is hardly used and there is nothing there that needs to be demolished. Probably plenty of room for hospital plus adequate parking. Parking is a problem for the current hospital, especially during the summer
- I think current location is good as any
- I would hope this would not mean a loss of leisure facilities as they are important to the health of the town but this seems a very accessible location
- I would opt for the leisure centre but feel that access may be an issue and that roundabout is dangerous currently. The current site would need improved parking by B&M as there is not enough in the town as it is. Personally I think there must be better locations than any of the above, access and parking need to be well thought out.
- I wouldn't be picky about where really I'd just be glad to have one!!
- Ideal place would up the ord road the Seton hall sight plenty space. Swan centre no not enough room dangerous exit and no room for parking.
- Ideally the hospital should be located on or close to a main road for emergency usage and to cut out delays within town centre
- if not at present location, swan centre would be ideal as on all the bus routes, roberts lodge does not have adequate bus services for everyone
- If there is sufficient land at swan centre ..then ok.. this should also include lots of parking space..
- Is the site and land currently for sale at the former seton hall care home being considered?
- It has much easier access to the A1 for emergencies that need treatment further afield. There is more room to expand along with town growth and needs in the future. No further loss of areas and facilities already in use in the town itself
- It is central and easy to access
- It is in the centre of town for everyone but parking should be looked at
- It would ease congestion on the roads, easily accessible from the A1 and more area to for development
- It's central in location and with the right equipment and upgrades is quiet capable of doing what it had done for years before. Simply put the right support in and it will do it's job.
- Just get us a couple of doctors and use the hospital we have, it's not asking much but I've just had to drive to cramlington for a blood pressure test. Ridiculous.
- Just on the outskirts of town with plenty facilities and paring
- Land near TESCO. Better road access, room for a heli-pad and is near the ambulance station.
- Leave it where it is it was once a training hospital everything has been stripped of services bring them back. It would maybe stop waiting times in hospital at Cramlington
- Let it stay where it is and improve the inside. We just want a decent serving hospital . There is no necessity for a new build !!
- Loads of money is being wasted on all these consultation! Plans are already in place for the present location.
- Location within berwick not essential which area it is as long as its berwick
- Modernise Berwick Hospital you've got the building so .For once put the people of Berwick first

- Most cost effective location

- My wife has unfortunately has Unstable Angina and arthritis and for a basic check up we have to travel 120 miles round trip for what sometimes is a 5 minute appointment.
- Need it this side of town nearer bypass for easy accessibility
- Neither as none fit for purpose. Consider site of closed old people's home - seton hall or on the outskirts of Berwick e.g. scremerston with easy access to th A1
- New location
- New location it doesnt have to be stuck in berwick a few miles out still better than 120 round trip
- Next to fire station on Seton Hall site.
- No preference
- None of the above next to fire station in place of seton hall or next to Tesco !
- None of the above seton hall would be best option
- None of the above, surely there's better places than the ones listed
- None of the above. Seton Hall would be an ideal location .
- not bothered as long as they build one
- Not really got a preference as long as it is build in town
- Not swan centre. At certain times of day the road leading in is far to busy . Work traffic and school traffic . And not enough room.
- Not the swan centre that's a o that will do for them . We deserve a proper hospital with proper facilities withe maternity ,not sending people 120 mile round trip.
- Old Seaton Hall site
- Or a new build. Don't take away the football pitches or sports centre! We of Berwick have little enough without taking what we do have.
- Or anywhere as long as we get a decent hospital.
- Or on land adjacent to A1 so ambulances can easily access without getting stuck in town centre traffic
- Or Ord Road (seton Hall site ) could be a good location .Close proximity to the A1 and A mbulance station etc
- Or Seton hall area
- Or Tweedmouth trading estate area
- Perfect location
- Perfect site for a purpose built hospital would be the old seaton hall site, but if that was not a viable option it should remain in the present location, definitely should not be integrated with the sports centre.
- Please remember we don't all have cars. If the hospital was moved I would have to pay for taxis.
- Poor parking facilities at the present location and no room for expansion.
- Present location is by far preferable for the site of a new hospital furthermore I firmly believe that the leisure centre should be entirely separate from the new hospital. To combine the two services would, to my mind, be a catastrophe that would lead to fewer procedures and clinics locally, poorer access due to parking issues, and crucially a longer wait time for the project to be achieved meaning more lives are put at risk, and poorer potential outcomes for those who currently must travel to achieve adequate health care and emergency assistance.
- Re BMU. There are plenty girls who could have their babies there, but choose not to. Use it or lose it. It's simple.
- Roberts lodge has drainage issues,,Newfields has protected green status....Swan centre is too close to 2 schools where one pupil has lost her leg and a friend of mine was knocked from his bike and killed...I myself have witnessed several accidents on that road and alot of near misses....you put a hospital in there and they will be drumming up business for themselves...!
- Season Hall
- Seaton hall
- Seaton hall
- Seaton Hall would be better
- Seton hall or nearer the A1 at East Ord

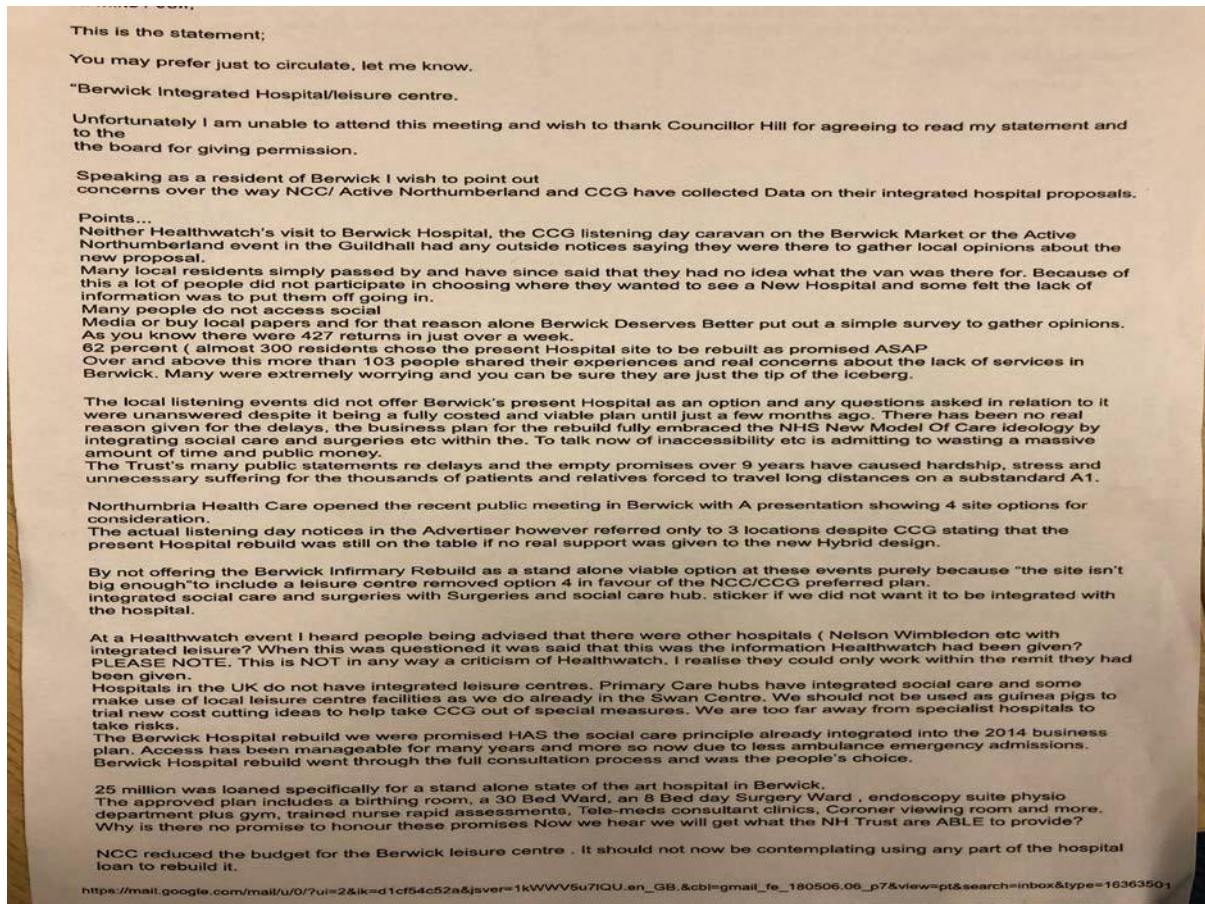
- Seton Hall
- Seton Hall

- Seton Hall
- Seton Hall area has been suggested, don't know if it's available but if it is it would make sense.
- Seton hall or a new hospital on land near to the A1.
- Seton Hall site
- Seton Hall would be better
- So central, convenient for maximum number of patients - most people have the need to come into town and a trip to the hospital is easily accomplished on the same journey.
- Somewhere with parking and easy access to A1 out of the town centre
- Swan center would be a good location for a new hospital as it is central which would make the hospital easy to get to and there would be sufficient parking.
- The best location, however, would be whichever one would accommodate all necessary services, ambulance access, a reasonable number of car parking spaces and allow for future expansion as required.
- The current footprint of the hospital seems more than enough space
- The current hospital could be refurbished there are wards and theatres that are being used as storage for junk get the old hospital up and running to its full capacity instead of it being somewhere for old people to die
- The hospital is a perfectly good building that could be modernised other than spending money on a completely new location. Why not work with what we have instead of leaving another building in the town to rot!
- The land where Seton Hall stands ..in my view .the perfect location
- The present location is ideal and just needs modernised
- The present location would be fine if it weren't for the parking problems and entry/exit to the hospital. Ideally, it should be built perhaps near the A1 (similar to Borders which is outside of Gala). Why can't the site on the A1 which has been earmarked for a hotel for years be considered as a possibility? Swan Centre site too small, Newfields I presume is 'greenbelt'...
- The present site is unsuitable purely from the parking perspective as with an increase of services parking will need to be provided on any new site.
- The site at present is more than capable of being developed to a suitable standard, with local parking there already . A new facility would also have to encompass parking which isn't feasible at the current Swan Centre site which doesn't have sufficient parking at present for the users of the leisure centre
- The Swan Centre has its own problems, and I feel that they should be kept separate rather than trying to merge them. There were enough problems merging the library and the Swan Centre never mind a whole hospital...
- The Swan Centre location would be easily accessible and there would be plenty of parking space available
- there is lots of land available in Newfields and good access to the A1, I feel it needs to be a 'stand Alone' building and NOT combined with a leisure centre. We need investment into our hospital that will serve the town and its thousands of annual visitors well.offering the services that we have previously lost again. In a town /area with a growing elder community we need to make health services easy for them to access.
- There is not enough parking at Swan Centre as it is so will be non-existent with both on site. The middle of town is far more accessible especially for the elderly.
- This is logistically more feasible.
- This site has been recommended and planned for ( at a great expense ) the people were happy with this choice AND it's ready to go to planning
- To be honest not bothered where we just need a functional hospital where we can get a decent service rather than have a 60 mile journey in an emergency especially down the A1 which is not the best road
- To even consider building a combined hospital/sports facility is an absolutely ludicrous and unintelligent suggestion. There is not sufficient land at the Swan Leisure Centre! There is no land available at Newfields. The land at Roberts Lodge is subject to flooding and, is on a hill. The people of this area need a first class hospital and not a glorified health centre combined with a Sports Centre. Time is of the essence in caring for people and time is what we do not have living so far from a major hospital. The A1 is basically a country lane and

living so far from help is one of the most worrying, unnerving thoughts for each and everyone of us who reside in this part of Northumberland. It most certainly doesn't fill any of us with confidence. These discussions have been taking place for 20 years now and frankly it's high time that whoever is involved take an urgent decision and get the job done. A new hospital on the existing site and a new sports facility at Shielfield on the land owned by Northumberland County Council has been the only intelligent suggestion over twenty years of empty talks and promises. It is disgraceful that at this stage we are no further forward than we were 20 years ago. Far too many delaying tactics!

- To my mind a big opportunity was missed in not building it on land above the Berwick Academy. It would have been up and running by now .I have never been able to find out why this did not happen.Let's get on with it now with the minimum of discussion. Time is running out for a lot of us Grey's.
- Top of high school grounds
- Unable to comment as have not seen the proposed plans for the areas mentioned - but it needs to be easily accessible
- Up at the Ramparts ideal close to A1
- Use the facilities that are already there. The sports centre would be a disaster due to its location at busy times for schools it would be awful. Consideration needs to be taken for parking especially if it's hospital, leisure centre and 2 GP surgery's going in to one, that is a lot of staff before patients arrive.
- We don't need a new build hospital we just need money invested in our current hospital to resume services and a refresh. There's nothing wrong with our current hospital!!!
- We need to retain in bed facilities
- What about where Seaton Hall was next to fire station and move ambulances to same location so it is all on one site.
- Where there is easy access and PARKING
- Wherever best gives space to build a fully equipped hospital with space to develop in the future
- Wherever is the most viable encompassing the most services
- Why build a new 1 when the old 1 has rooms & wards standing empty??. Makes no sense at all.
- Why build a new one when original could be updated as used just as well!!!!
- Why build a new one when there's one already there?!
- Why can't the present location be used or extended.
- Why not east end or ramparts?
- why not use building that's already there just revamp it?
- Why not? It is pretty useless and therefore a waste of money as it is.
- Why spend more than needed , greatly needs upgrading in many departments and certainly more parking

- A statement from Berwick Deserves Better to Overview and Scrutiny Committee and read out by Councillor Georgina Hill



- Social media comments (110) from Berwick Deserves Better *\*names have been removed to keep feedback anonymous*
1. After my wife had a TIA (mini stroke) last year, 8 weeks after the event, we had to travel all the way to Wansbeck for a 3 minute meeting with a doctor to be told that she was OK to drive. It cost the petrol, parking charges, lunch and of course about three and a half hours of our time to get there and back. A phone call would have been sufficed!
  2. Ultra sound, advised by apt secretary that it couldn't be done in Berwick, had to go to Alnwick.....asked by radiographer at Alnwick why I hadn't chosen Berwick for it...he reassured me that ultra sounds can be done in Berwick. This was approx 2 years ago. ( I wrote a letter of complaint)I got an appt letter in the post to make an appt myself online. It said Berwick was an option but when online it said no appts available in Berwick so made one for Wansbeck. I had to cancel it due to snow and when asked to rearrange she put me in for Berwick... So why couldn't I do that initially online? When I went to appt in Berwick the staff said always to call the appt line as Berwick appts don't always come up online!!! Why is that I wonder...?



3. About a month ago I was sent up to the borders as I had phoned 111 and they said I needed to go to hospital .They phoned Cramlington which was full so I was asked to go to the BGH.I told them I didn't think I needed hospital and I had only phoned them as I couldn't talk to my own doc because of the appointment system. They still advised me to go .I had to find someone to drive me up. It took almost two hours to be seen ,doc spoke to me for four minutes and sent me home .She was horrified that I had been sent all that distance
4. A few weeks before that had to go to Cramlington for a cat scan. They then sent me an appointment to go down for the results. I phoned and asked if I could get them over the phone but they said no. Drove down, waited over an hour, and was in with the doc for 2 mins..... Ridiculous
5. It is unbelievable that a town the size of Berwick and the surrounding areas does not have a hospital which can offer more than very basic treatment. The local infirmary is staffed by caring people and the GP services are good but anything which requires further investigation entails patients travelling great distances, very difficult for those of us without cars.
6. I just put a comment about this problem and it has not been published because it is negative so I will put it on again we need the hospital in Berwick because it is a 150 mile round trip to Newcastle and if we have a stroke or heart attack in Norham we may as well send for the undertaker not an ambulance because sometimes we have a 3 hour wait for one. It is the systems fault not the operators. My husband had to go to Morpeth for a stomach scan because the machine in Berwick was broke and not going to be mended. Give us back our services we are the forgotten.
7. There's no such thing as the golden hour in Berwick when Cramlington so far away.
8. Totally agree. I live in Berwick itself and couldn't get an ambulance for my son. He was born in my bathroom 6 month ago. The ambulance was just coming past Alnwick when he was in my arms.
9. I've recently had to travel to the Freeman for a pre-assessment and again 4 weeks later for a procedure. I've also had to travel to Wansbeck , twice in the same week recently, for a test and then a follow up appointment
10. I'm sitting here 2 days after falling over my dog and knocked myself out I had concussion as remember the feeling from a motorbike accident still don't feel right but the thought of travelling all that way
11. I have to go to Wansbeck for a pre procedure assessment and then to North Tynside for the actual procedure. I don't understand why the assessment has been done so far away. Berwick more than capable of taking an ECG and blood pressure! That's two days work I now will be missing instead of one. And I have to get there for 7.30am.
12. My Mum is 87. She fell and broke her arm. Initially seen at Berwick and arm was put in a plaster cast but then had to go Cramlington the next day to get it removed and a brace put on. She also had 2 cataracts removed at the RVI. The follow up check-up also was at the RVI. A bone scan also was done at North Tyneside. All these I feel should be available in Berwick either in a hospital or via mobile units.
13. Constantly up and down for scans etc treatment rake lane assessment which could easily be done in Berwick. The travel costs are high and something else has to go to do this. Berwick infirmary is a lovely hospital and if staffed the

town would benefit and prosper more. Our GP service is fantastic but we need a hospital built up here for everyone. Lots of older people are put in poverty by this travel

14. Had to take father to Wansbeck for CT scan. He is just out of hospital with pneumonia, suffers from Parkinson's and has incontinence issues. Appointment was for 6pm in and out within less than 5 minutes had to take afternoon of work
15. Bit concerned about news read here about no birth room plans in the new hospital. Really hope that is wrong as we really need the maternity unit at is it even if it stays in the same place. The birth/labour room there had only just been refurbished 3 years ago and without using it in the middle of the night my second daughter would have been born on the roadside. We must keep all the services we have and replace any lost.
16. Long journey to Wansbeck for my son for CT scan in and out within 10 mins. He doesn't drive so hubby had to use a days holiday. Next appointment will be at the Freeman.
17. Belford really should come to Berwick as it is our hospital that's losing the services. If X-rays and CT scans were available in Berwick I wouldn't have had to travel at least so far 9 times to the RVI and each time I go have 2 pass the scene of my RTA which for me is now causing panic attacks stress and ptsd if X-rays etc were available the-results could then be sent 2 my surgeons 2 look at and then liaise with your own doctor which is 10 mins
18. My mum in her late 60s also in the RTA had loads of hospital apps also four scans and x-rays she unable to drive had severe injuries but had 2 spend nearly all day travelling then sitting In waiting rooms 4 a 5 min app and then waiting 4 hospital transport 2 bring her back sometimes with no food or drink
19. My partner used to get bone scans at a mobile unit in Berwick. Doesn't come up anymore. Has to go to North Tyneside now. Also the eye clinic. That doesn't come here anymore.
20. Patients from Berwick surgeries living over the borders should be able to get whatever treatment they require at their local hospital i.e. Berwick Infirmary, be it in a new hospital or the existing one
21. My friend's mum was taken to Berwick 87 yrs old at 2pm, taken to Cramlington at 8 pm arrived home in a converted bus at 4 am in the morning!!!!
22. Newborn Hearing and Obstetrics Gynaecologist Consultant, both gone.
23. Both Cramlington and Berwick Maternity unit turned me away when I was in labour. Passed the buck between each other. Couldn't get an ambulance for my son so gave birth to him alone on my bathroom floor September 2017. One first responder got there when his head was crowning. Zero pain relief. After all that carry on I had to travel a 120 mile round trip with a 6 day old baby for a bog standard hearing test because he had birthing fluid in his ear. Was in an out with in 5 mins and the BMU midwife already said what it was. Don't see why that simple test couldn't of been done at Berwick ♀
24. I had my appendix out last year at Cramlington and ended up with an infection afterwards. I was up and down the a1 over and over again. It was absolutely ridiculous. I had to use the free transport as wasn't allowed to drive. I must have cost the NHS stupid amounts of money. We really need a hospital up here.
25. Many I know who have are older people without access to computers....

26. Pre assessments should be done in Berwick. A simple procedure.
27. I have had two endoscopies in the last four years changed from Berwick to Alnwick at short notice
28. Oh I forgot....I had to go down to RVI for nerve testing turns out I needed splints for my rams to sleep in. Had to go to the department and they didn't have any so I was told I needed to come back down when they came in stock to be fitted! I said surely not they were just splints and asked if Berwick could fit them (like show me how to Velcro them ☹☹☹☹) was told no. Then another lady came, said I looked like I could manage and she would send them to me in post but don't say anything....unbelievable.
29. Over last few years I have had 5 pre op assessments carried out in Alnwick and Wansbeck followed by three (anaesthetic) Day surgeries in Wansbeck each time felt very poorly and in pain on the journey home. Last year I had a difficult polypectomy and needed to keep stopping over in the roadside (winter night) to be sick.
30. I had to go to Alnwick for a scan on my hip in and out in seconds.
31. I had to travel to Morpeth to see the knee specialist with my daughter for her review on her MRI which she'd had previously at Wansbeck around 3 weeks earlier, I was in the room with the consultant for basically ten minutes if that, I'm sure he used to travel to Berwick. But we were never offered an appointment here. Her knee has dislocated twice and both times we've been to Berwick hospital to be seen afterwards and had to wait days to be referred to see the specialist, which means a whole day off school, and also she attends Physio - ( luckily we still have this at Berwick) so this is extra time off , she also has braces on her teeth which we have to travel to Galashiels every 6 weeks for and sometimes depending on the time of the appointment it requires all day out of school so these constant 120mile round trips rack up the time she's away from education - then you get a letter about her not being at school enough ! It's crazy... it's not our fault but we seem to be totally forgotten about in Berwick! If we had a bigger hospital offering more services it would cut down the amount of time spent travelling and less time missed from school
32. My husband has had to travel to both Wansbeck and North Tyneside for 5 minute appointments to be asked how his injection has worked or if its worked (he has 3 slipped discs) surely this could be asked over the phone or in Berwick... No seemingly! So a 2and half / 3 hour round trip for a five minute appointment!
33. I had to take my mum down to Wansbeck for a CT scan. She has MS and is in wheelchair. Sitting in the car for that length of time is very painful. Scan took at the most 10 minutes. They now want an MRI but I had said no as it too far to go they advised it would make no difference to the treatment that she will be getting.
34. I went to Berwick Infirmary suffering severe sickness and diarrhoea, they didn't know what it was but told my husband to drive me to Wansbeck as they couldn't get an ambulance straight away. We arrived at Wansbeck and because of how I was I couldn't hardly walk, so my husband parked outside A&E to take me in and told them what was wrong then went to park the car. I had gastro enteritis and was in hospital for five days. Later that week my husband got a £75 fine for parking outside A&E for five minutes while he took

me in. Absolutely disgraceful as I should have been taken in an ambulance in the first place.

35. All it takes is a crash on the single carriageway stretch of the A1 and then any ambulance would surely miss the Golden Hour by the time it reaches Cramlington. It's an absolute disgrace that Northumberland's main A&E was built right next to bloody Newcastle, they have enough facilities down that way, it should have been built no further South than Alnwick, let them lot down there travel for a change instead of us.
36. xxxx you could tell them about being denied patient transport!
37. Trying to get to Wansbeck, Cramlington or North Tyneside hospitals from Berwick by public transport is almost impossible - especially for early morning appointments. Had to go to Wansbeck for pre operation assessment. I don't drive. I don't qualify for NHS transport. Means husband has to take unpaid time off work. Thankfully his boss is very understanding.
38. Please can we get as much out patient, pre and post operation care as possible in Berwick. Also scans and minor procedures should be available locally.
39. Why is it necessary to travel to Alnwick for a gynaecologist appointment? Can't a clinic be arranged for Berwick?
40. Why can't they put it on the internet? Most of the population has access! It could be printed out in large print if necessary and passed around! That can't be too expensive. Sounds like an excuse to me!
41. I've lost track of how many times I've had to take days off work to accompany my mother to Newcastle, Freeman, Rake Lane, Wansbeck and RVI, she has mobility problems and needs me there to help her, every time. I've been in an ambulance, many times, with my late father, and my mother, sat in resus, waiting rooms and corridors for hours whilst supporting my parents.
42. Berwick has needed a hospital for years now, many patients and their families suffer due to the additional trauma caused by the distance they have to travel in pain and distress. We need a hospital within the golden hour!!!
43. Let's not forget that the population of Berwick increases hugely during the summer months when the holiday camps are open placing even more strain on the local surgeries and minor injuries dept, it's obvious we need a hospital.
44. My son xxx was my first born so I found that quite stressful having to travel so far with such a small baby not to mention just giving birth. Quite silly really for a such a quick standard procedure. I feel as though the NHS really let me down when it came to birthing my son and I honestly think it's the area we live in.
45. I had to go to Alnwick for hearing test on my baby that lasted about 5 mins even then when I tried to book the appointment they told me the woman wasn't there every week.
46. Has anyone avoided going to A&E in Berwick in case they get sent to Cramlington? I couldn't get a GP appointment in November for an upper respiratory infection; spoke to pharmacist who sent me to A&E. I'll be honest, I thought twice about going!
47. My mum had a stroke on Tuesday night. She didn't contact me until Wednesday morning (because she didn't want to make a fuss) I called her GP to see if someone could come and see her and was advised to call an ambulance which I did. A very nice but young paramedic decided she hadn't had a stroke even though her blood pressure was 238/120, was having

difficulty with slurred speech and confusion and got her a GP appt for 3pm that day. GP said it was a Trans Ischaemic Attack (not a stroke) and referred her to TIA team and she got an appt at North Tyneside hospital the following Friday. My mum and I were extremely stressed at having to travel so far and had to get my partner to give up his work at Berwick for the day to drive us down there in horrendous weather to be informed by the consultant there that my mum had indeed suffered from a stroke on the Tuesday and now needs rehabilitation. She had a CT scan, bloods and ECG whilst there. These could easily have been done in Berwick if there were the facilities. This is just not good enough. My mum has been very lucky that such a major event had been misdiagnosed and has not suffered further from it. The people of our community do deserve better than this. Lives of our loved ones will be lost if this problem is not addressed and resolved soon. It's awful 😞😞

48. On Christmas Day I felt unwell no pains not breathless just unwell, I debated phoning NHS emergency, John thought it better to go to A&E at Berwick we were told it was only for minor injuries and I should have phoned 999. I had no pain wasn't breathless what would they say 2 paracetamol back to bed. They did an ECG and said I should have phoned for the emergency ambulance. They phoned and the emergency ambulance arrived and they transferred me to the ambulance my blood pressure and pulse were way above normal, the Wonderful ambulance men apologised because they treated me the only way they could by blowing hard into an empty syringe, they were not able to give me medication to help nor was Berwick infirmary. I was given the syringe numerous times and before Belford the blue lights and sirens were on. I was taken directly into resus where I stayed for the majority of the day. Now most of Berwick know our ordeal with the hospitals at Wansbeck and Cramlington, I hope no one has to suffer the same ordeal as Ian did, someone is going to die because of the lack of a hospital here.
49. Has anyone avoided going to A&E in Berwick in case they get sent to Cramlington? I couldn't get a GP appointment in November for an upper respiratory infection, spoke to pharmacist who sent me to A&E. I'll be honest, I thought twice about going!
50. Yes I have!!
51. We are asked to use our own transport even for emergency care to Cramlington , but when you get there your treated as walk in patients ,
52. When my daughter was about 6 months old we took her to casualty at 11pm ...she was checked and we were told that we would have to go to the Rvi to see a paediatric doctor...on arrival at Rvi we were told that we were in the children's a&e dept and would have to wait at the back of the queue. 8hrs later and no sleep we were sent home after seeing a paediatric doc for 10 mins...
53. The on call doctor for Berwick should at least be able diagnose children without people having to do 130miles round trip ...kids don't choose what time of the day they're sick.
54. Elderly friend had a number of gynae appointments in Wansbeck after the clinic closed in Berwick. Her son takes days off work now because she's refused transport unless she was having a procedure? (managed transport once after an appeal but was exhausted with the time taken to get home due to more patients being dropped off).

55. An 88 year old along with her husband accompanying her was taken to Cramlington with breathing problems. Released on same day (Sunday and no transport or shuttle to Newcastle Station). The woman in question can hardly walk 30 yards. They had to book a taxi to the station, wait for a train to get home. Total cost was over £70 and she was exhausted and stressed by the time they got home late at night.
56. XXXX went for two mins today then back again tmro
57. Berwick to the RVI for a check-up for them to simply ask if I was ok in and out within 2 minutes, all this with a 10 month old in tow as well. Had to do this several times and explained every time to the Dr I see
58. In September last year my mum took a heart attack had to wait almost 90 minutes for an ambulance to come from Cramlington to see to her then she was taken back to Cramlington to be treated after 6 hours in A&E going from room to room and seeing about 6 different doctors she was transferred to a ward and the they the 1st hour is crucial
59. Had severe pain caused by kidney stones phoned 111 and was informed I needed an ambulance when it arrived I was told I would be going to Cramlington on a Saturday night arrived at 1015pm first seen by a doctor 1210 had scan and told I was going to be transferred to the Freeman at 0225am, ambulance finally came at 0945. Where I stayed until Tuesday sent home and had to go back for treatment then back again in 2 weeks for more treatment.
60. Had a pre-op 4 weeks ago at the Freeman day off work there for 20 minutes could have been done at Berwick
61. I had an appointment at the eye hospital at the RVI, I was given eye drops and told to leave only to go back another two times in the same week .....this amounted to 3 hours travelling each day probably £50 in petrol plus 3 days holiday taken for the privilege
62. My 1 year old son at the time had to have an operation at the RVI. Couldn't fault them but we had to go down quite a few times before and after his op for literally a 5 min appointment that really could of been done in Berwick. Fair enough the check up from the surgeon yes but the rest no. Also when he was born we had to be taken from the side of the road in the fear I'd give birth. I was in the door 20 mins if that and he was born. My partner arrived 10/15 mins after the ambulance arrived. For all they do an amazing job it's a long distance when they have a serious hurt/ill patient. People that's had stroke they need treatment within the hour (golden hour) they wouldn't get there on time even at the ambulance best efforts as they might be down in Newcastle when the call is made. My 5 year old had to go to the freeman for a hearing test, which if we had a proper hospital could of saved a long expensive journey. We really need proper hospital and birthing ward, I've 3 small children and it's terrifies me something could happen to them and I wouldn't be able to get them to hospital on time 😞😞
63. Took mum into Berwick, she was having problems breathing and thought it was her asthma. They put her on oxygen and she waited for an ambulance to take her to Wansbeck. I went home to get her some clothes together and my grandmother came down with me, We arrived and the lady at reception had no clue what we were on about. My mum wasn't there, so I panicked thinking something had happened. But Mum was still sat in Berwick as there wasn't an

- ambulance to take her. An hour later she arrived had a scan and she had blood clots (not just 1 but a couple) on her lungs.
64. Sent down to Cramlington at 11pm with my son who was 11 months old at time by car only to realise when we got there the lady at Berwick A&E had given me the wrong notes and they were of a 50yr old man
  65. Reading all these stories is absolutely shocking. I can't believe things have got so bad.
  66. My wife and I have had two of our children in the back of an ambulance due to not being able to get to Ashington in time. If there had been complications I could have lost my wife and/or a child. Just as well everything went ok.
  67. Was speaking to a friend who is a senior manager in the NEAS. He was explaining the recent changes in the Ambulance Response Categories. He said, (in much more colourful language) that these were totally unrealistic and unacceptable for people who live in Berwick!
  68. 2 weeks ago at 4.30 am an elderly neighbour rang our doorbell. I got up and went to see who it was at that time of night. When I saw who it was I opened the door and took her into our kitchen. Poor soul she was wet dishevelled and confused. We made her a cuppa and she had toast and marmalade. Ate it all as well. The wife was asking her questions and decided to call 111. After explanations they decided to send an ambulance. They come within 10 mins, 2 grand lads. The paramedic checked her over said she was okay but quite confused. We said she could not go back home in her state. So now comes the sad bit. The paramedic phoned Berwick Infirmary and explained the situation. He was told quite bluntly they could not take her, as she might wander again!!!! Answer they had to take her to Cramlington disgrace that events like this are taking place. Oh by the way the next day the lady was transferred back to Berwick Infirmary.
  69. My late mother had cancer 3 times in 10 years. (She was 80 when she died.) She also had other health problems in between. She was backwards and forwards to the Wansbeck and RVI throughout that time and many of her appointments were only a few minutes once she was seen. I remember one spell when she had to go to Wansbeck every day for two weeks. She was lucky that my brother was at that time able to take time off work at short notice to drive her, he often went in after he dropped her at home again. During that time I used to take my father to local appointments, then, towards the end of his life, they kept trying to give him appointments in Wansbeck, North Tyneside, even Hexham! I had to keep phoning up and telling them he wasn't well enough to travel those distances, which was true. The test they wanted to do were just repeats of what he'd had in Berwick but with different doctors for other opinions as far as I could tell. (I know of another old man who was also given a similar tour of hospital appointments for a similar problem.)
  70. In September last year my mum took a heart attack had to wait almost 90 minutes for an ambulance to come from Cramlington to see her then she was taken back to Cramlington to be treated after 6 hours in A&E going from room to room and seeing about 6 different doctors she was transferred to a ward and they say the 1st hour is crucial.
  71. My one year old son had problems with his kidney when he was born now we have to travel to the BGH every few months for an ultrasound just to make sure nothing has changed so we have to make the 120 mile trip with a one year old for a 5 minute app

72. Was at the knee consultant in December he said I had to have cortisone injection so I went to the surgery yesterday as I'd had no word. The receptionist said I was not referred for the injection it was only suggested? The same with my physio it's a suggestion not a referral? So I am getting in touch with the secretary and the physio at the head injuries at Morpeth to find out why this is happening?
73. The Swan Centre???? Are they nuts?? It's in completely the wrong place. Not enough land there and to combine a hospital with a swimming pool and a gym is a bit bonkers. Seton Hall is a much better site. Plenty of space and an independent site. Or put it just off the a1 near Scremerston. Stop giving us half thought out cheap crappy options.
74. Why do we need another swimming or a gym it's waste money build a bloody hospital just outside Scremerston there is a few big fields out that way for fuck sake and then there will be plenty places for people to park as well if a car park was made and it would create jobs for the hospital these politicians talk a dose of shit.
75. I had the same situation, when I was getting (labour) pains with my son I phoned Berwick Maternity unit to see if I could come and see them because I wasn't sure if it was definitely labour pains or not but they said no I had to phone Cramlington.. so I did and they wouldn't see me until my pains were just a few mins apart or my waters broke, then a few hours later I had my son at home at the top of the stairs.. Luckily the paramedics got to me just in time! Cramlington forget how far away we are and some births are just so quick!!
76. I've travelled 6 times to the RVI in the past month to the eye hospital/casualty to be given drops the first time.
77. In the meantime how many have lost their lives on the long journey down the road to a hospital and how many babies have been born in lay-byes or hospital car parks it's a disgrace Berwick deserves Better.
78. My husband had to take a day of work for her appointment and if he had not don't know how we was meant to get there as hospital cars don't start till 9 o'clock not much good if you have to be there as early as 745am
79. My husband had to do this for his eyes had to take time of his holidays as can't afford just to take it unpaid
80. Well said xxxx. I can't begin to imagine how things would've been for me had I lived in Berwick these last few months. I lost count of the number of hospital visits I had and let's face it, there'll have been more than me. Berwick is too big a town not to have a proper hospital and the sooner the powers that be see this, the better!
81. The Swan Centre???? Are they nuts?? It's in completely the wrong place. Not enough land there and to combine a hospital with a swimming pool and a gym is a bit bonkers. Seton Hall is a much better site. Plenty of space and an independent site. Or put it just off the a1 near Scremerston. Stop giving us half thought out cheap crappy options.
82. My husband had to take a day of work for my appointment and if he had not don't know how we was meant to get there as hospital cars don't start till 9 o'clock not much good if you have to be there as early as 745am
83. Twice I've had to attend Wansbeck for what was a 15 min apt. I had to fight to get patient transport for one of those visits. I had a home birth last year because my husband doesn't drive and my labours are very fast. We felt it was safer than the likelihood of me having the baby in a friend's car. I was so



nervous that the 2nd mw (who always comes from Alnwick, or Cramlington) wouldn't make it or if there were complications that the ambulances would be too far away to get to me quickly.

84. Furthermore, I was ill after my son was born but was expected to go down to Alnwick 8 days after to get his newborn hearing test. I cancelled it and went down 3 weeks later, for a 10 min apt. Why is this not done at least every other month in Berwick? Why do Berwick (and surrounding areas) new parents have to travel to Alnwick?
85. I have a child with glue ear, she needs hearing tests. For this I have to go to Newcastle! There's not even basic equipment in Berwick.
86. I'll be honest. It really scares me about what might happen if something serious happens to one of my family. I have used minor ailments a few times and unfortunately have had mixed experiences. 🙄💎
87. We have learnt first-hand unfortunately how important it would be to have an A&E here but even if we get another hospital we were told by nurses who were working at minor injuries this week that regardless the services will never change up here 😞😞 we are now running up down the road to the RVI every day... it's awful. The way we have been treated this week has been awful I'm actually broken with it all. God help us if we have an emergency because honestly we are really screwed. Just my opinion on the events this week with our closest A&E being Cramlington 😞😞
88. It's absolute nonsense yet again still nowhere in Berwick you can deliver a baby if there is a complication I was lucky enough to deliver in Berwick maternity unit which there was very little I could fault except not being able to go in for over an hour as a midwife had to come from Alnwick and very little pain relief. Only one day a week (Wednesday) they do scans in Berwick so anything may be wrong in the meantime you have to go to Cramlington yet again. Lastly babies hearing tests me and my partner had to take our newborn all the way to Alnwick for a hearing test your lucky if it took 5 minutes I don't see why Berwick can't do it.
89. So they're still not listening! At the moment there's next to no services and nothing's going to change...I don't see how they think they can get away with this. All the words in the world won't change the fact that they're doing us out of a service and a basic one at that!
90. If you put a hospital right next to the schools what's going to happen at afternoon visiting times and school home times. Will these not cross over each other? In my opinion this could be an accident waiting to happen, too many lively kids and then worried friends and families, not a good mix. Put the hospital away from the schools. Summer season there is NO PARKING SPACES in Berwick so just out of the centre or appointments will be broken.
91. Just spend some money on Berwick for once instead of further down the county. It is very simple, a town the size of Berwick needs an improved hospital providing MORE services not less. The staff up there are all wonderful, caring professionals and deserve to know our hospital is not being undervalued.
92. Berwick needs to fight for a higher standing within Northumberland. We are sick of getting second best.
93. Beware! They said they would listen to us in Coquetdale when they 'consulted' on the closure of our 12 bed ward in Rothbury.
94. 5000+ say REOPEN the ward.

95. What did the CCG vote to do?
96. UNANIMOUSLY to permanently close it.
97. They didn't bank on the might of our Campaign however we are still fighting to make them reopen it.
98. Seton Hall is a prime site. Easy access and away from the centre of Berwick. Who on earth would want a hospital at the bloody Swan centre. There's already a swimming pool. Why throw good money away on something we don't NEED.
99. What's the point in having a new leisure centre? It's not everyone that has the time or money to spend on something that clearly no-one is interested in, more money should be spent on the new hospital that is going to benefit everyone, what about the future generations? It certainly hasn't got easier for the people of Berwick, we all pay national insurance, it's about time it was spent here
100. I can add my own experience with my daughter - absolutely shocking and not the staff's fault but she was shoved from pillar to post throughout her pregnancy - midwife at Belford, nurse at Seahouses, midwife at Berwick, anaesthetist at Wansbeck, Consultant at Alnwick, and ended up being asked to go home less than 24 hours after a C-section at Cramlington as they needed the bed. Discharged with paracetamol for pain, when we had told them no midwife was available at the weekend for home visits, because the midwife had said they were short staffed at her pre-op and told us not to let her leave NSECH on the Saturday due to no cover. This for a woman who has a blood clotting disorder!! In fact on the Sunday morning she had pain and we called Alnwick and there was a midwife there who was due to go off shift at 1pm and she heard our tale of woe and came to see us anyway. But you should not have to rely on good will like that - and it meant that poor midwife lost some of her day off with her own family!! Grr....
101. My xxxxx been rushed to RVI today very sick. He didn't get to go down until the morning wish we had hospital here make it less stressful for everyone
102. When I was pregnant with lady, the day before my due date, I thought my waters had gone. We went to Wansbeck who told us waters hadn't gone. Travelled all the way back home. An hour later....my waters had gone so we raced to wansbeck. If we hadn't stopped at Alnwick and called the ambulance, I don't know what would have happened, (lady was double breech and she had opened her bowels inside of me and ingested it). We got to Wansbeck with 2 minutes to spare. I am currently pregnant with my 3rd. My midwife has told me that Wansbeck don't do deliveries anymore so we have to travel to Cramlington. Not great as I'm not familiar with the way to go!
103. My experience was put in the advertiser, charley was 2 days old and stopped breathing, ambulance was there within minutes and we were blue lighted down to Wansbeck. Horrible experience, and if Berwick hospital had more resources we could of easily went there instead,
104. Xxx and myself had to make a bus journey to RVI when trains were cancelled was so late for the appointment! There is another story too but Justine can forward that one
105. We were pulled off the side of the road with max in fear I'd give birth. The ambulance and urgent response team from Belford or Alnwick (can't mind) was so good. In the door 20mins ish and he was ready to come. Had

the ambulance been called elsewhere. Max could of been born on the side of the road. I also had Meconium which Cramlington knew and was over due by 4 days. They still told me to come by car. We need a proper birthing unit at Berwick for all cases, we've good midwives. I had awful experience at Wansbeck with my first two. Rather had them here x

106. When xxxx had her TIA (mini stroke) in July 2017, I was in Alnwick and got a call to dash back the 30 miles to Berwick. I had to take her the 62 miles to the A&E in Cramlington, no ambulance available. I stayed with her about 5 hours then told to drive home another 62 miles. I had to go back 24 hours later and was involved in a major accident on the A1 south of Beal. The A1 was blocked for many hours and 2 Air Ambulances were sent to the scene. When I eventually got to the hospital three and a half hours late, I brought xxxx home but the A1 was still closed so had to take a diversion. By the time I got home I'd done another 140 miles and been out for 8 hours. I had to take her a few weeks later to the Wansbeck for a check-up, another 104 miles and 4 hours of my time. Then 8 weeks after her TIA I had to take her back to the Wansbeck to see the doctor another 104 miles, we sat for 25 minutes and then she went into see the doctor for 3 minutes . All that way for 3 minutes! Close to 500 miles in total, petrol, parking charges, lunches and many hours up and down that dangerous cart track that they euphemistically call The Great North Road. This is a joke. When I was young, I had an eye operation in Berwick; I had a vasectomy and my appendix out in Berwick Infirmary all within walking distance of where I lived. Now you'd be lucky to get a plaster put on. We need better services in Berwick starting with a hospital!!! Loops, just noticed that this was supposed to be about maternity stories. Sorry.
107. To cut a long story short, I suffered from hyperemesis Gravidarum in my pregnancy which is a condition where your body constantly tries to reject the baby, as a result you can't eat or drink anything causing organs to not work properly and the body goes into starvation mode. I went down to 7 stone and had 4 hospital admissions as a result, each time I had to get to Cramlington hospital for Iv Fluids and numerous types of medication all of which could have been administered at my local GP surgery. I found myself with a huge fight on my hands to be treated closer to home, a fight that I lost costing my family a fortune travelling to and from Cramlington especially since I was in for a week at one point. The travel to the hospital and the expense on my family made me refrain from medical attention for longer than I should have waited with such a dangerous condition, I was also discharged at 1am one time having to find a lift home. The fact that I'm highly likely to have this condition in subsequent pregnancies & can't get treated closer to home is hindering our decision to have more children. In my opinion the travel to the closest hospital is a very serious issue.
108. Xxxxxx story makes me wonder, how many people who need medical attention actually don't go to the doctors in case it involves a strain on their finances for either them or their families if it involves hundreds of miles of driving up and down the A1? Not everyone has a car or the petrol money for all these trips.
109. A couple of years ago now...my youngest laddie ...ended up in the infirmary at Berwick on a Saturday night about 9 o'clock...having had an accident on a bouncy slide at a party...we got word he was in the hospital and when we went over...I passed an ambulance at the door...with local lads in

that I knew.....when I seen the state of xxxx...he had a broken and dislocated ankle....which was basically turned round the opposite way to what it should of been.....a blind man on a galloping horse could see he needed surgery.....so I went out to see the ambulance folk ..to say...you will be taking him down to Wansbeck etc...no.....I was told that because it was 9 o clock at night...they couldn't take him down because they couldn't get down there, get him processed and back to Berwick before 10 o clock.....before their shift ended..... .I couldn't believe it.....!...I was told an ambulance from down the road would be picking him up..... and they did..... 7 hours later... and then the usual treks up and down that road until he got released. It's NOT the paramedics fault either they're doing the best they can. It's the system. Not on..sorry.... !

110. All boils down to the fact that lives are at higher risk because we don't have the facilities to treat them closer! Babies don't wait for no one and the lives of their mums are equally as important. Our midwives are amazing but our facilities are non-existent.

## **Appendix 6 - Comments received on the CCG's website (12)**

1. Member of public - Berwick needs a hospital I don't have a problem with services being put together but the leisure centre shouldn't be included we need services in Berwick. The distance we have to travel for some appointments that can last just 10 minutes is unacceptable.
2. Member of public - We need to keep the full maternity unit we have already (without which I would have both children along a1. Minor injuries, wards, chemo physio outpatients all necessary. Please do not cut our services. We should keep the same services as Alnwick. Cramlington is too far to get to in the golden hour. If you have sick family esp young children local services are so very important.
3. A local councillor - Why are people in Belford being consulted when ill patients from Haggerston South are being directed to Belford doctors and cannot be placed nearer home IE Berwick. Then told no Vacancies! Likewise in Wooler patients are being sent down the road rather than sent to Berwick  
The only legitimate excuse is when a patient requires specialised services that cannot be provided in Berwick  
Working on the radius of Berwick on the English side of the Border A1 south 7 miles and west towards Wooler probably 7 miles again.  
Morpeth seems to have gained a state of the art Hospital along with Cramlington the Community Hospital promises have not been kept and sorry to say Berwick has been turned into almost a Geriatric Hospital from 115 beds to almost 30 since we became Trusts.
4. Member of public - After looking at the plans I preferred the location for a hospital closest to East Ord. Whatever the decision we need assurances that no services will be lost, not only to the hospital and maternity unit but also the sports centre as it is essential we keep the swimming and Gym etc there.  
Many thanks
5. Member of public - Why can't the hospital we have now be upgraded? It would be easier than moving and most people of this town would welcome that if it was put forward.

6. Member of public - I had no idea until I saw this evening's ITV North East news, that there was any consultation on the future of hospital services in Berwick. I cannot drive, because of a current health condition, so getting to any of the drop in sessions is out of the question, and would prefer to express my views via the internet. Is this possible?
7. Member of public - You should be ashamed of yourself try 120 mile round trip when you're not well and don't forget 13 suicides in less than 2 years because there is nowhere for anyone in crisis
8. Representative of campaign team - The Save Rothbury Community Hospital Campaign Team urge Berwick residents to make your voice heard – keep talking to the CCG – tell them what you need. However, they did not listen to us in Rothbury, even though over 5000 people signed petitions to say we need the beds, even though Northumberland Scrutiny Committee referred the matter to the Department of Health and Social Care. Keep up your noise – keep telling them what you need.  
Please sign our petition if you haven't already done  
so: <https://you.38degrees.org.uk/petitions/save-rothbury-hospital-from-closure> Follow us on  
Facebook: <https://www.facebook.com/SaveRothburyCottageHospital/>
9. Representative of Berwick Deserves Better - Please visit Berwick Deserves Better Facebook Page  
We have over 70 local people commenting on their experiences in regard to lack of services in Berwick. Many of these relate to the removal of services, the distances travelled for assessments/ day Surgery procedures and 10 minute appointments. The comments come from real people facing real frustrations and worries for their families future. The Listening Roadshow in our town had no mention of New Hospital on it? On offer is three new locations without mention of the present Berwick Hospital site. Plans were drawn up and all consultations carried out. It's literally prepped and ready for its 25 Million promised rebuild. It's worth mentioning that the latest idea of a 'hybrid' hospital will be the first of its kind in the Uk.  
<https://www.facebook.com/BerwickDB/posts/1850370508336123>
10. Representative of Berwick Deserves Better - A survey conducted by Berwick Deserves Better returned 427 results  
67 percent choosing the present Hospital as their preferred site.  
Roadshow engagement results in Belford and Wooler should not be propping up NCC /CCG preferred sites  
Because they don't use Berwick's Hospital Services. ( only one or two access MIU )  
I would be grateful if you would advise who to send the survey results to?  
The CCG head of corporate affairs did say the survey results etc would be helpful and that there would not be and cut off /conclusion dates for opinions etc
11. Member of public - The outcomes of the engagement MUST be available to the whole of the community of Berwick and the surrounding area, not just to the 1% of the population who came to meetings or other events. If the full report is too bulky and expensive to send to all households, then a 1 page summary must be sent out, with clear directions for where the full report can be accessed (including at all libraries, council offices and gp surgeries, and the leisure centre, with copies to take away for those that want them)

12. Member of public - The attendance at the public meeting on 2nd May was around 120 people – this represents 1% of the population of the town, or less than 0.5% of the wider area served by the hospital. The views of the other 99.5% remain unclear.

The first outcome of the meeting was that, while the public recognise the need for proper investment in leisure, exercise and sport, there was NO appetite whatsoever for any form of “integrated development” as proposed. The principle of pro-active health and greater participation in exercise is accepted, but there was no evidence presented to show that having the facilities on the same site would in ANY way increase that participation. Use of a sports or leisure centre would (in an ideal world) be a daily or weekly activity, whereas use of a hospital, even if it included a GP surgery, would (in an ideal world) be an annual activity – there is simply no direct correlation between the locations required for the two activities, and it seems that these proposals are driven only by considerations of potential cost savings to the organisations involved. The integration of health and social care, both at an organisation level and in any new development, does hold greater merit.

The second outcome of the meeting was the certainty that NONE of the four sites put forward would actually be large enough for all of the combined accommodation required by an integrated development and include the necessary external spaces for pitches and car parking – the addition of a hospital at the Swan Centre would inevitably mean the loss of football pitches. Both Roberts Lodge and Highfields are too far from the centre of population; in the case of Roberts Lodge, the top of a hill is not the place for a health facility whose users are primarily the elderly, or those with push chairs. An integrated development at the Swan Centre would inevitably mean partial or full closure of the sports facilities for the duration of the construction project, leaving Berwick grossly under-provided.

The “extra” site at Seton Hall does have potential to be (just) large enough as the adjacent Five Arches park could serve to provide the football pitch and all-weather pitch to any sports centre, and also benefits from the ability to increase the integration by including a re-built fire station. It is understood that there is a covenant on the site at Seton Hall restricting use to elderly care – a requirement that a new hospital would fulfil, but which makes any other redevelopment of that site almost impossible, in an era when care homes are closing rather than being built. If not used for a new hospital, this site is therefore likely to remain derelict for a generation.

My conclusion is therefore that, with a suitable guarantee regarding parallel but separate provision of sports facilities, the development of a combined hospital and social care facility should proceed at the earliest possible opportunity and without any further delay, on an accessible site which can be developed with minimal disruption to existing services – that would all point to Seton Hall.

The consultation process for Berwick Infirmary and Cramlington Emergency Hospital were commenced at the same time, in 2009. Nine years later, the Cramlington hospital has been operational for the last three years, while Berwick is back at square one, in a situation where consultation is now promised for later this year: even now, it is still only described as a “potential” new hospital. With this level of prevarication, it is unlikely that any new

hospital in Berwick will open its doors before 2028. That is a damning indictment of those bodies responsible.

### **Appendix 7 - Comments received on CCG's social media**

1. Member of public - Yay let's keep wasting time and money
2. Member of public - Here we go again you pretend to listen but still talking
3. Member of public - Less talk more action dragging your heels very much put your hand in to the money and buy Seton hall land not rocket science
4. Member of public - Any advice for 2nd day we need a hospital no survey is going to say anything different
5. Member of public - People in the Berwick area are literally dying because of the lack of an A&E in the town. This is not a reflection on the paramedics and drivers. It's simply that the distances are too great, the awful roads here too busy, and there are too few ambulance teams to allow for the transport realities. Berwick and the surrounding communities continue to grow, despite the incompetence of local and national government. If this new hospital development is to properly serve this community in the near future - frankly, if it is to meet the needs of the community \*now\* - it has to include a proper A&E, a proper maternity unit, and all the other essential, life-saving services that are currently a minimum of an hour's drive away. Failing to properly address this will stunt development in the Berwick area and will continue to cost lives.
6. Member of public - But still no a/e
7. Member of public - This is why we need a hospital we are cut off from major hospitals not rocket science
8. Member of public - Typical!! So people with injuries still need to travel over 50miles for a hospital you have answered it right there you idiots!!!!!!
9. Member of public - Yet patients and ambulances are still having to travel down the A1? But as long as you're all safe and warm in your offices, never mind about the rest of the people up here .It's an absolute disgrace
10. Member of public - What's wrong with the last consultation and plans for a new hospital in Berwick? There were repeated promises that work would start on the build and now this looks like a delaying tactic and an excuse to deliver fewer services in Berwick.
11. Member of public - Closing Wards and removing hospital services from communities causes stress, anxiety and will lead to unnecessary deaths. Shoving a Hospital into a Leisure Centre when there is money and plans for a rebuild on the Berwick Infirmary site is a shameful way to treat a community.

### **Appendix 8 - Email comments received by the CCG**

1. On a general principle it would be very good if any development agreed was designed as dementia friendly. As an organisation we would be able to provide information and support for this. Services Manager- Alzheimer's Society Northumberland.
2. I met with Patrick last week and subsequently attended a 'Listening Exercise' yesterday regarding the proposal to build a linked Healthcare and Sports Facility in Berwick. I wear a number of 'hats' currently, with my day job being Project Manager of Berwick Youth Project, but also Vice Chairman of Berwick

Rangers FC, Chair of the Berwick Stadium Trust and Chair of the Berwick Rangers Community Foundation. I've been working for some time on the notion of a new football facility in Berwick, driven by the fact that Shielfield Park is worsening rapidly and significant improvements are required to secure the future of the football club and to promote the sport in general. There is land at East Ord that is ideal for development, with easy access both to the town centre and the A1, and established bus routes serving the adjacent Tesco supermarket. My motivation is the hope that a large enough site could create excellent new facilities for Berwick, and additionally create a multi-use sports stadium that would accommodate a 3G pitch linked to the sports centre but having Berwick Rangers FC as a lead tenant. A development as described above would release the existing Swan Centre site for other use (housing or retail) and a move for Berwick Rangers could facilitate other uses of the Shielfield Park site in the future. xxxx, Project Manager, Berwick Youth Project

3. Member of public - I am more than concerned about the new hospital. Why does everything have to go out to consultation when we had plans drawn up in 2010 and several others since. The public want to talk about plans, not about vague where and what if.

My suggestion. A. Buy the Seton Hall site.

B. Build a hospital.

C. Forget the sports centre

D. Include an "older wellbeing" area.

E. Have a short stay convalescent ward.

F. Build a "Conference Centre" for lectures, discussion,

fetes.

4. Member of public – Why not relocate the new hospital up near the ramparts? This is just off the A1 road and would serve more people in Berwick and Northumberland. Also being off the A1 would be easier for people in getting there quicker, with more land space available for parking.
5. Cheviot Medical Centre PPG representative – Notes following meeting at Berwick Town Hall, Wednesday 2 May, 2018. Confusion appears to be between using the word Infirmary and Hospital. The first infers limited usage, the second covers much more. Could it possibly be more in line with a large Health Clinic which consultants travel to at certain times. The availability of short term bed use is important, to free up expensive high intensity beds in major hospitals. The problems that NEAS are experiencing must be considered in the planning of this facility. Following a majority vote against an integrated medical and leisure facility will you take this into consideration at all? One picture shows people waiting in an area that appears to have a boxing ring in it – this is totally unacceptable. North Northumberland cannot be compared to National and International data as quoted by one of the panel – a large percentage of the community is elderly, many cannot drive, live away from the main transport routes and do not have financial assets to use them. Transport is a major item that must be included. Parking must be a major consideration. Why was there not a leisure facility incorporated into the new Cramlington Hospital? Will one be added to Wansbeck, or is it the new Ponteland Centre that has just been built. Will the Minor Injuries Unit still be included? With x-ray facilities available. How will such a building be erected – Leisure facilities in basement and ground floor, Infirmary in first and possibly



second floor? This would be contrary to local planning styles in any of the sites mentioned.

6. Local councillor for St.Boisil's Ward - Last week I attended a public meeting about the future of a hospital for Berwick. The Clinical Commissioning Group of NHS Northumberland and NCC were present to answer questions from the public. There was a large turnout but I expected more on such a hot topic as a hospital for Berwick. After CCG made their presentation officers took questions from members of the public some were calm some were more heated but overall the debates were in good order, there were a lot of ideas flying around and I have to say the public had a better understanding on what they needed than the officers were providing.

In their presentation they gave us 4 sites A. The Swan Centre B. Newfields C. Robert's Lodge and D. The Berwick Infirmary and all four sites have issues. The Swan Centre will take away the playing fields and the long stay coach park, these would need to be replaced elsewhere? at more cost. Newfields playing fields has got open space green status. Robert's Lodge is currently ear marked for development and has flooding issues. Berwick Infirmary has it's problems with a narrow road network.

I don't think that CCG/NCC have done their homework on these sites also they could not provide answers to such questions as how much money was in the pot, what services would be provided, etc.

Going back to the choice of sites I stated that in my option none of them was viable. The most outstanding site which was mentioned by the public was Seton Hall but not given as an option it has everything going for it , big enough to develop , a more peaceful/healthier environment for recovering and the ambulance station is a few hundred yards away, if they got their act together we could have the ambulance depot/station adjacent to the hospital all under one umbrella and the extra 6 million in the NCC budget could revamp the Swan Centre. As we are only served here with two ambulances and both can be called out at similar times we could have a helicopter pad to be used for any other emergencies which could not be dealt with at Berwick. It was evident that the CCG had one site foremost in mind and that was The Swan Centre, NCC land so they could intergrate the hospital with leisure services and save money. The Seton Hall site belongs to the Berwickshire Housing Association which could be purchased as it's up for sale. There would be adequate room for a proper hospital/social care hub and still give us the services already promised in the Berwick Infirmary Rebuild. There was a show of hands for which was the preferred option between an integrated hospital / leisure centre development or a standalone hospital, the overwhelming majority preferred a standalone hospital, it is well overdue.

People are fed up with the long tiring and costly journeys to hospitals such as The R.V.I. Cramlington, Wansbeck or The Borders General It is stressful enough when a loved one is in need of medical attention without having to face a 130 mile round trip.

A failed attempt to have the hospital located on the Academy Land in 2009 led to a new 2014 plan to rebuild Berwick Infirmary which was agreed via formal public consultations, all it needed was the planning permission. The redevelopment was due to be completed this year but for several pauses obstructing the progress. In the latter years Berwick Infirmary has been fragmented, Cheviot Ward is no longer used as a bedded ward, Northumbria Health Care are stripping out the assets of the infirmary, most of what we have now are clinics, anything of an emergency nature and you need to travel so I hope CCG put on their running shoes and get this situation up and running it is well overdue as what we have is not fit for purpose.

A core member of the Berwick Deserves Better Group Facebook page has put a lot of work into this topic and has showed me the 102 comments that the page had received from residents some of which have had disturbing, stressful and harrowing experiences through not having a fit for purpose hospital.

My family have had similar experiences to some of these comments which I have read through the lack of local facilities. Forcing us to travel the long distances for appointments causes a lot more disruption for the families and is extra expense in some cases. Let's not wait for another 9 years, since 2009 when we were first promised a new hospital people who attended those meetings are no longer with us.

Northumbria Health Care were loaned 25 million in 2014 by NCC specifically for a State of the Art Hospital. We need it now not in another 9 years time.

**ENDS**