



DENBURN/AURORA PROJECT – OBC (Outline Business Case) Stage Engagement Sessions Briefing Report

Findings from the range of Engagement Sessions carried out from 27th November 2018 to 16th January 2019 with key stakeholders including staff, patients, members of the public, MSP's and Elected Members.

1. Background

The Scottish Government has approved an Initial Agreement to invest £8.1 million in a new Integrated Community facility to deliver health and care services for the patients of the Denburn/Aurora Medical Practice Grouping. The key driver for change was the ongoing deterioration of the Denburn Health Centre at the Rosemount Viaduct in the Central Locality. In 2017, the Denburn Medical Practice successfully tendered to provide General Medical Services (GMS) to the populations of Northfield and Mastrick, now referred to as the Denburn/Aurora Medical Practice. The Northfield Surgery and Mastrick Clinic are also a priority for replacement in the next 5-10 years. The Outline Business Case sets out the service solution for the patient population at the Denburn/Aurora Medical Practice and ensures investment in facilities to further integrate health and care services.

This single new facility will incorporate the General Medical Services currently being delivered from the Denburn Medical Centre, Northfield Surgery and Mastrick Clinic, alongside Aberdeen City Health & Social Care Partnership (ACHSCP) services including community nursing, community midwifery, health visitors, and other AHP services. The Initial Agreement – which was the first phase in the planning process was approved by the Scottish Government in April 2018. The next two phases are the Outline Business Case (OBC) and the Full Business Case (FBC), these will be considered by the Scottish Government in April 2019 and December 2019 respectively.

The Greenferns area has been confirmed as the site location of the new facility, following an assessment of available sites and a period of engagement with key stakeholders, which is located to the west of Northfield next to Orchard Brae and Heathryburn Schools. When the new building is complete in spring 2021, services currently operating from Denburn, Mastrick and Northfield sites will move into the new building in the Greenferns area. When the new building opens an additional City Centre GMS service will also open and operate from the Health Village on Frederick Street, Aberdeen on a permanent basis to provide local access for City Centre patients and also the practices student population. This will ensure that the city centre patients accessing their current service from the Denburn Health Centre will continue to have access to a GP service in the city centre as well as having access to the new facility in the Greenferns area.



2. Methodology

A5 flyers and A4 posters signposting the public to the consultation were placed and displayed (where accepted) in businesses, public notice boards and community centres. The flyers and posters were also displayed at Denburn Health Centre, Northfield Surgery, Mastrick Clinic, Rosemount Community Centre, Northfield Community Centre and Mastrick Community Centre. Public social media accounts (Facebook, twitter) in the local area were mapped and sent details of the consultation. They were also distributed to the Rosemount and Mile End Community Council, Northfield Community Council and Mastrick, Sheddocksley and Summerhill Community Council. MSPs and Elected members were also briefed during specific engagement sessions and one to one meetings were also held.

Details of the consultation were made available in an information sheet and hard copies of these at the events were distributed to those in attendance – see appendix 1. An evaluation form was distributed at the events to capture key questions about the changes (see appendix 2) and individuals were asked to complete and return the form. People were also asked to provide their contact details if they are “Interested in Getting Involved” – see appendix 3.

3. Summary of findings

In total, information sheets were handed out to 85 people in all sessions, 50 people completed the evaluation form and 7 people were interested in getting involved. Out of the 50 responses received from all sessions 16 of them were patients, 8 of them work in the area, 6 of them were staff and 2 people said they live in the area. 18 people did not respond to this question.

3.1 Responses received by Location

The breakdown of overall responses received by location is shown in Table 1.

Table 1: Response received by location

Location	Number of responses	Percentage of responses
Northfield Surgery	19	38%
Denburn Health Centre	16	32%
Mastrick Clinic	5	10%
Northfield Community Council and Community Mental Health	4	8%
Mastrick, Sheddocksley and Summerhill Community Council	2	4%
Rosemount Community Centre	1	2%
Rosemount and Mile End Community Council	1	2%
Northfield Community Centre	1	2%
Mastrick Community Centre	1	2%
Total	50	100%



The highest rate of response was received from Northfield Clinic at 38%, followed by Denburn Health Centre at 32% and Mastrick Clinic at 10%.

3.2 Responses by Categories

When asked the questions to capture the feelings of receiving information about the project and the changes that are taking place, various responses were received. Figure 1 shows out of all 50 responses 48% agreed and 36% strongly agreed that they felt informed about the project while 10% disagreed and 4% strongly disagreed. Only 2% neither agreed nor disagreed.

Figure 1: People feel informed about the project

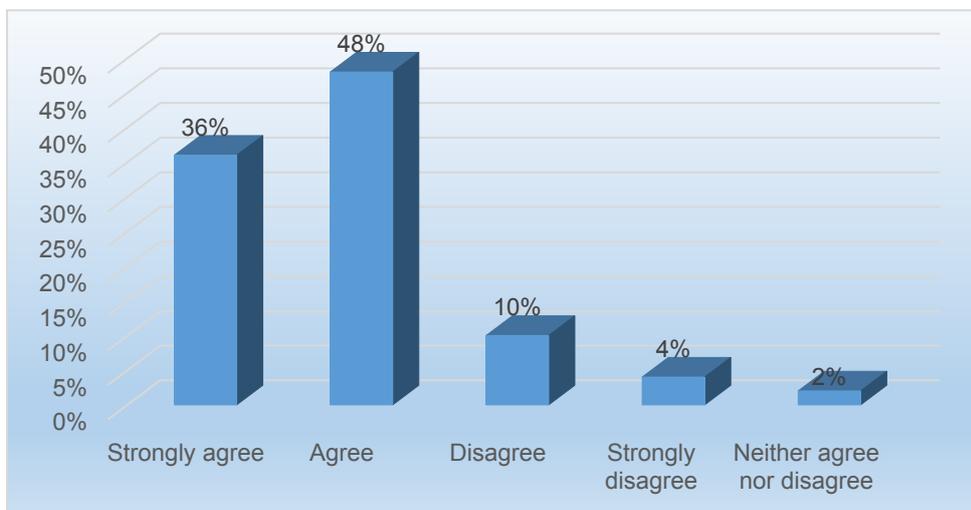
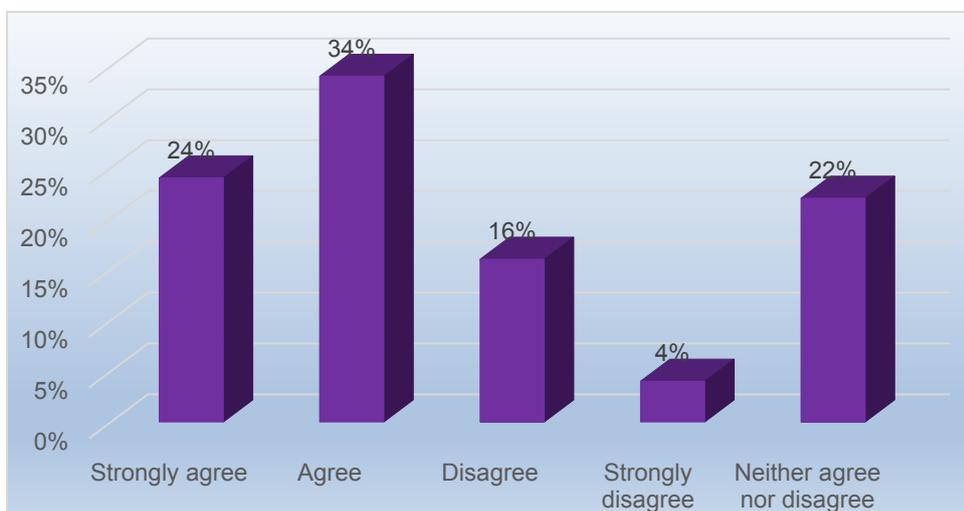


Figure 2 shows how people feel involved in the changes that are taking place. 34% agreed that they felt involved and 24% strongly agreed that they felt involved. In contrast 16% disagreed and 4% strongly disagreed. 22% neither agreed nor disagreed.

Figure 2: People feel involved in the changes that are taking place





Responses received for the question about people feel at ease about the changes that are taking place, 70% agreed or strongly agreed that they felt at ease, 14% disagreed or strongly disagreed, 12% neither agreed nor disagreed and 4% did not respond to this question – shown in Figure 3.

Figure 3: People feel at ease about the changes that are taking place

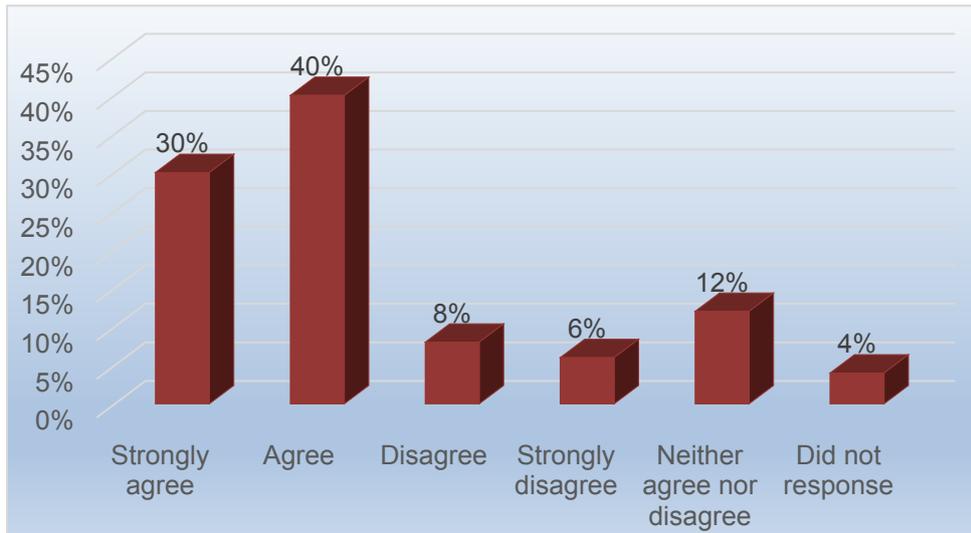
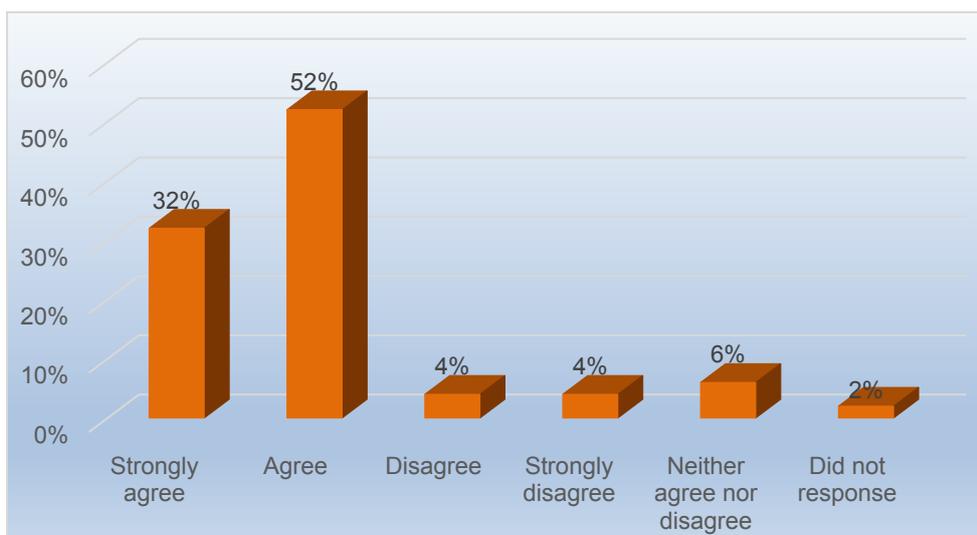


Figure 4 shows 52% respondents agreed and 32% strongly agreed that they were clear about getting more information about the project. Whereas 4% disagreed and 4% strongly disagreed. 6% of respondents neither agreed nor disagreed and 2% did not respond.

Figure 4: People are clear about getting more information about the project





3.3 Comments and suggestions

In total, 38 Comments and suggestions were received. Responses received for Building/Practice requirements are grouped into mainly four categories; building, accessibility, service requirements and parking. Table 2 shows responses received for by categories.

Table 2: Comments and suggestions by categories

	Responses	% of Responses
Building/Practice Requirements	12	32%
Receiving information	6	16%
Facilities	5	13%
Triage system	5	13%
Positive	5	13%
Negative	3	8%
Transport	2	5%
Total	38	100%

The most common responses received in category 'Building/Practice requirements', out of 38 respondents 12 (32%) were comments or suggestions that the building should be easily accessible, future proofed and adequate parking including disabled parking provision. For service requirement the responses included pharmacy service and full range of support for patients.

Receiving or getting information about the project and changes that are taking place was the second highest category with the response rate of 16%. Followed by Facilities (13%) which included suggestion for café, vending machine, Wi-Fi for patients and staff and space for wellbeing classes.

13% were not happy with the triage system. 13% gave positive comments such as "The session was very helpful and informative" and "Opportunities for people with health inequality". In contrast, 8% gave negative comments such as "This change won't work for me" and "It's very annoying to hear my surgery will now be changed".

3.4 Voting poll to decide the name of the new building

Attendees in all sessions were asked to vote for the new building name with the two name suggestions put forward following stakeholder consultation: 'Greenferns Health and Care Centre' and 'Greenburn Health and Care Centre'. A voting poll was also open on the Project Facebook page from 27th November 2018 to 5th December 2018. 116 responses were received. 61 responses were in favour of 'Greenferns Health and Care Centre' and 55 responses were in favour of 'Greenburn Health and Care Centre'. The breakdown of the voting poll is shown in Table 3.



Table 3: Voting Poll

	Greenferns Health and Care Centre	Greenburn Health and Care Centre	Total Number of Votes
Facebook Poll	13	19	32
Northfield Clinic	14	9	23
Denburn Health Centre	9	8	17
Northfield Community Council and Community Mental Health	10	6	16
Rosemount Community Centre	8	3	11
Mastrick, Sheddocksley & Summerhill Community Council	2	6	8
Mastrick Clinic	3	2	5
Northfield Community Centre	1	2	3
Mastrick Community Centre	1	0	1
Rosemount and Mile End Community Council	0	0	0
Total	61	55	116

If you require further analysis or more information about this briefing report please contact:

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Got an idea? Let's hear it - <https://ahscp.hunchbuzz.com>





Appendix 1 – Information Sheet

What's the background to the project?

The Scottish Government has approved an Initial Agreement to invest £8.1 million in a new facility to deliver health and care services for the patients of the Denburn/Aurora Medical Practice Grouping. In 2017, the Denburn Medical Practice were chosen to provide General Medical Services (the services you associate with receiving from your GP practice) to the populations of Northfield and Mastrick, now referred to as the Denburn/Aurora Medical Practice.

The three current buildings at Denburn, Mastrick and Northfield will be replaced by this exciting, built for purpose facility. You can see an artist's impression of the main entrance to the right.



View of Main Entrance

What services will be provided?

The new facility will incorporate the GP services being delivered from Denburn Medical Centre, Northfield Surgery and Mastrick clinic alongside a range of services provided by the Aberdeen City Health and Social Care Partnership. These include community nursing, community midwifery, health visitors and allied health professional services (speech and language therapy and podiatry).

Where will the facility be?

The Greenferns area has been confirmed as the site location of the new facility. This is to the west of Northfield not far from Orchard Brae and Heathryburn Schools.

What about city centre patients?

When the new building opens, an additional satellite service of the Denburn/Aurora Medical Practice Grouping will also open and operate from the Health Village on Frederick Street, Aberdeen, on a permanent basis to provide local access for city centre patients and also the practice's student population.

This will ensure that the city centre patients accessing their current service from the Denburn Health Centre will continue to have access to a GP service in the city centre, as well as having access to the new facility in the Greenferns area.



Transport links

There will be good parking available on site and the area currently has a range of bus routes that service the surrounding area. Please check the sites of First Bus Aberdeen and Stagecoach for details.

Public dental provision

It is really important that although there will be no public dental service in the new facility in the Greenferns area, we continue to provide these communities with a Public Dental Service when required. However, dental provision will continue at both the Mastrick clinic and Northfield surgery until at least 2021. The Public Dental Service more generally is going to be focussing its support to people with complex medical and social needs – the Aberdeen City Health and Social Care Partnership will be engaging with the public on these changes over the next 5 years or so.

Timeline for the new facility

Construction is set to begin in early 2020 and is due to complete in spring 2021.

Naming the new facility

The new facility is going to be named by a public vote at our 6 engagement sessions and also through our Facebook page. Keep an eye on our website and Facebook page below for the big announcement of the winner!

Facebook page

We have launched a Facebook page for the project. Please visit, comment and give us a like!

www.facebook.com/DenburnAuroraDevelopmentProject/

Further information

If you would like further information, visit our Facebook page or our NHS Grampian website page – www.nhsgrampian.org/dmndp

Also, feel free to contact the Project Manager Teresa Waugh on achscp.capital@nhs.net if you would like to find out more or give us your views.

Thank you!



Session evaluation form

We'd be grateful if you could take a minute to answer the questions below. Please tick one box for each of the four questions. Thank you!

1. I feel better informed about this project

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

2. I feel more involved in the changes that are taking place

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

3. I feel more at ease about the changes that are taking place

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

4. I am clear what to do if I want more information about the project

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Any other comments



Information about you

1. Please tick one box below to identify the capacity in which you attended this session

Someone who attend this practice as a patient or lives in the area	
Member of staff of the Denburn/Aurora practice	
Someone who works in the area (non-Denburn/Aurora staff)	

2. Would you consider yourself to be covered by any of the 9 protected characteristics which protect people from discrimination, harassment and victimisation? Please tick all that apply

Age	
Disability	
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity leave	
Race	
Religion or belief	
Sex	
Sexual orientation	

3. Do you consider yourself to be a carer? A carer is anyone who, unpaid, looks after a friend or family member who can't cope alone due to illness, disability, a mental health problem or an addiction. Please tick one box below

Yes	
No	
Don't know	



Interested in getting involved?

This project to reshape community health and care provision in the Northfield/Mastrick area and the city centre is a long-term one. The timeline for completion of the new facility in the Greenferns area is spring 2021.

We are keen to represent the views of our communities in the development of this project. For example, part of our visions is to create a community orchard and outdoor gym. If you are interested in playing a part, please give us your contact details below. We will only contact you regarding this specific project.

At this stage there is no commitment involved. We'd simply like to contact interested people in due course to tell them more about the opportunities for becoming involved. This will range from being given information about the project's development to more actively giving your views and influencing the development. Thank you for your interest!

Name
Address
Email address
Phone number

Personal Information

Please note the personal information provided in this form will be held securely and processed in line with the Data Protection Act 1998. The information within the form will be held by the Capital Team within the Aberdeen Health and Social Care Partnership for the purposes of contacting you regarding the Denburn and Aurora project. This information will be retained for internal purposes only. This information will not be shared with any third parties without your consent. As an individual you have a right under the Data Protection Act 1998 to obtain information from us.



What would you like the new building to be called?

Please put a cross against one of the names below and put your slip in the box. The name with the most votes wins.
Thank you!

Greenferns health and care centre	
Greenburn health and care centre	