

Prepared for:

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# **Consultation Report:**

Improving Hinckley Community  
Health Services – Leicester,  
Leicestershire and Rutland.

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# Executive Summary

## Opinions on Proposals to Invest In and Improve Health Services in Hinckley:

### Proposal 1: Building a New CDC on the Hinckley and District Hospital (Mount Road) Site – Headline Findings

Overall, the vast majority (87% - 1,740 respondents) to the engagement say that they agree to some extent with the proposal (Proposal 1) to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital (Mount Road) site as described. In total, 74% (1,485 respondents) indicate that they 'strongly agree' with this proposal, with a further 13% (255 respondents) saying that they 'agree' with it. Only very small minorities of respondents (2% - 35 respondents) disagree to some extent with the proposal to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital (Mount Road) site as described, with 1% (22 respondents) saying they 'strongly disagree' with this and 1% (13 respondents) indicating that they 'disagree'.

The most commonly mentioned reasons why respondents agree with Proposal 1 relate to the subject of convenience. Overall, 38% - 621 respondents) feel that building a new CDC in Hinckley on the Hinckley and District Hospital Mount Road site '**would reduce the amount of travel time/travel cost required to access services**', while 32% (518 respondents) feel that '**the new site would be a more convenient/ local location/provide easier access to healthcare**'. Meanwhile, 19% (303 respondents) state that their main reason for agreement with Proposal 1 is simply because '**a new CDC is badly needed in Hinckley/it would improve local services**'. There is also a feeling amongst some respondents that a new CDC at the Mount Road site would help to improve patient experiences in the Leicester City, Leicestershire and Rutland areas generally – 11% (174 respondents) agree with Proposal 1 because it '**would allow for quicker diagnoses for patients/less time for patients to be seen/reduce waiting lists**', while a further 8% (133 respondents) agree with Proposal 1 because they feel '**it will reduce the burden on Leicester and other hospitals and GPs/will increase overall capacity in the Borough**'.

Amongst the small minority who disagree to some degree with Proposal 1, the main theme relates to a feeling of concern regarding both car parking facilities and general access for patients and visitors. Around 3% (47 respondents) disagree to some degree with Proposal 1 due to '**concern about the logistics of the proposed new CDC (e.g. physical access, parking facilities)**', while 2% (31 respondents) feel it would be '**the wrong location for a new CDC (another site would be better)**' and 1% (21 respondents) are '**concerned about transport links to the new CDC from outside the immediate area**'.

### Proposal 2: Creating a Day Case Unit That Provides the Day Case Services Currently Offered at the Hinckley and District Hospital on Mount Road – Headline Findings

Respondents were presented with three options as part of Proposal 2 and were asked to select which one of the three options was their preferred option.

Overall, the option that is preferred by the largest proportion of respondents is to **co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site** (Option 3), with 42% (844 respondents) selecting this as their preferred option. Meanwhile, 27% (537 respondents) would prefer a **remodel of the existing Hinckley and District hospital to provide appropriate accommodation for the Day Case service** (Option

1), while 23% (451 respondents) express a preference to **build a standalone Day Case Unit on the existing Hinckley and District Hospital site**.

The most commonly mentioned reasons why respondents agree with Option 1 of Proposal 2 – namely to remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service - relate to the subject of cost. Overall, 9% (150 respondents) feel that remodelling the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service **'would be the cheapest/most effective option to achieve (e.g. lowest cost, value for money, economies of scale)'**. At a lower level, there are roughly similar proportions who hold the view that Option 1 would be the best option to pursue because **'the current site/building needs modernisation/ renovating/there is a preference for it to be updated'** (5% - 76 respondents - citing this as a reason for selecting Option 1), while 4% (61 respondents) would **'prefer to keep the aesthetic/historical look of Hinckley Hospital and the surrounding area'**.

The most commonly mentioned reasons why respondents agree with Option 2 of Proposal 2 – namely to build a standalone Day Case Unit on the existing Hinckley and District Hospital site - relate to the perception that a new building will be more likely to be fit for purpose. Overall, 6% (94 respondents) feel that building a standalone Day Case Unit on the existing Hinckley and District Hospital site would be the best option because **'a brand new/modern building is required, it is more practical and will be more fit for purpose'**. At a much lower level, some others feel that Option 2 would be the best of the three options because **'the location is easy to get to/local/easily accessible for all patients/reduces associated patient anxieties'** (2% - 30 respondents - citing this as a reason for selecting Option 2), while similar proportions think that **'it would reduce disruption at the existing hospital (e.g. temporary removal of services, less disruption to the surrounding area)'** (2% - 28 respondents) and **'this option would provide the best outcome for patients/the most effective care for patients'** (2% - 25 respondents).

The most commonly mentioned reasons why respondents agree with Option 3 of Proposal 2 – namely to co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site - relate to the perception that this option can offer everything on one site. Overall, 15% (242 respondents) feel that co-location of a Day Case Unit with the CDC on the Hinckley and District Hospital site would be the best option because it would be a **'better use of resources and services can all be combined on the same site (e.g. to reduce pressure on services generally, for services to be managed better)'**. At a much lower level, 7% (105 respondents) feel that Option 3 would be the best of the three options because **'This would be the cheapest/most effective option to achieve (e.g. lowest cost, value for money, economies of scale)**, while 6% (89 respondents) think that **'the location is easy to get to, it is local and easily accessible for all patients and can reduce associated patient anxieties with travel'** – although this reason could also feasibly apply as much to Option 1 and Option 2 as it does to Option 3.

### Proposal 3: Moving the Adult and Children's Therapy Facilities from the Portacabin on Mount Road to the Hinckley Hub – Headline Findings

Overall, 52% (1,038 respondents) to the engagement say that they agree to some extent with the proposal (Proposal 3) to move the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub as described. A total of 27% (543 respondents) indicate that they 'strongly agree' with this proposal, with a further 25% (495 respondents) saying that they 'agree' with it. However, 12% (249 respondents) disagree to some extent with the proposal to move the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub as described - 4% (82 respondents) say they 'strongly disagree' with this and 8% (167 respondents) indicate that they 'disagree'. It should also be noted that 27% (541 respondents) say that they 'neither agree nor disagree' with Proposal 3.

The most commonly mentioned theme why respondents agree with Proposal 3 relate to the subject of the portacabins themselves not being a suitable place in which to deliver these services. Overall, 12% (189 respondents) feel that moving the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub would be a positive move because '**a temporary portacabin is not suitable for these services**', while 8% (123 respondents) believe that '**the current building/portacabin has limited facilities/is not fit for purpose**'.

Another commonly mentioned theme amongst those agreeing with Proposal 3 centres around greater convenience for service users generally, with 7% (108 respondents) agreeing with Proposal 3 because '**the new site would be a more convenient/local location/provide easier access to healthcare**'. Interestingly, 8% (124 respondents) feel that a benefit of Proposal 3 is that '**it is advantageous/more efficient to have many services provided at the same site/under one roof**' – which indicates that some respondents to the engagement may have misunderstood the intention of this particular Proposal.

As with Proposal 1, there is also a general feeling amongst those agreeing with Proposal 3 that '**newer facilities are badly needed in Hinckley/it would improve local services and facilities**' (5% - 82 respondents - stating this as the reason why they agree with Proposal 3), while a similar proportion (4% - 74 respondents) think that moving these services to the Hinckley Hub would be a '**good use of a currently under-utilised site/would be cost-effective**'.

The main concern mentioned relating to Proposal 3 relates to a feeling of concern regarding both car parking facilities and general access for patients and visitors – a theme that is stronger when respondents are considering Proposal 3 than it is when they are considering Proposal 1. Overall, 13% (214 respondents) cite an issue with Proposal 3 being a '**concern about the logistics of the proposed new site (e.g. physical access, parking facilities, lack of space)**', while 8% (132 respondents) mention that the Hinckley Hub may be the '**wrong location for these facilities (another site would be better)**'.

# Introduction

## Background to the engagement

The Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB) want to invest in and improve community services in Hinckley. The proposals for these investments and improvements are as follows.

- Build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital (Mount Road) site. The CDC would provide MRI and CT scanners, plain film X-ray machine and ultrasound. It will also have phlebotomy rooms and outpatient/procedure rooms and two endoscopy rooms with supporting accommodation.
- Create a Day Case Unit that provides the day-case services that are currently on the site of Hinckley and District Hospital (Mount Road) plus additional procedures. Speciality services that would be delivered include General Surgery, Gynaecology, Ophthalmology, Orthopaedic Surgery, Pain Management, Plastic Surgery, Podiatric Surgery, Urology and Vascular Surgery. There are a number of options being considered in regard to the development of a Day Case Unit:
  - 1. Remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service only, in part of the building following reconfiguration and refurbishment.
  - 2. Build a standalone Day Case Unit on the existing Hinckley and District Hospital site
  - 3. Co-locate a Day Case Unit with the CDC on the Hinckley and District Hospital site
- Move the Adults Musculoskeletal Physiotherapy and Children's Therapy facilities from the Portacabin on the Mount Road site into the Hinckley Hub, Rugby Road, Hinckley. While the new home for these services is made ready, it would be necessary to find a temporary home for them.
- Undertake some renovation of Hinckley Health Centre including improving paint work
- Ensure that community services in Hinckley are financially sustainable.

To this end, a public engagement was designed to capture the opinions of people in the Hinckley area regarding these proposals. This included an online and offline engagement covering the following aspects:

- Setting out the three key proposals and asking respondents to indicate their level of agreement with each one;
- Whether respondents had any specific issues around travel and access to the proposed services;
- Demographic information, including equality questions



## About the consultation approach

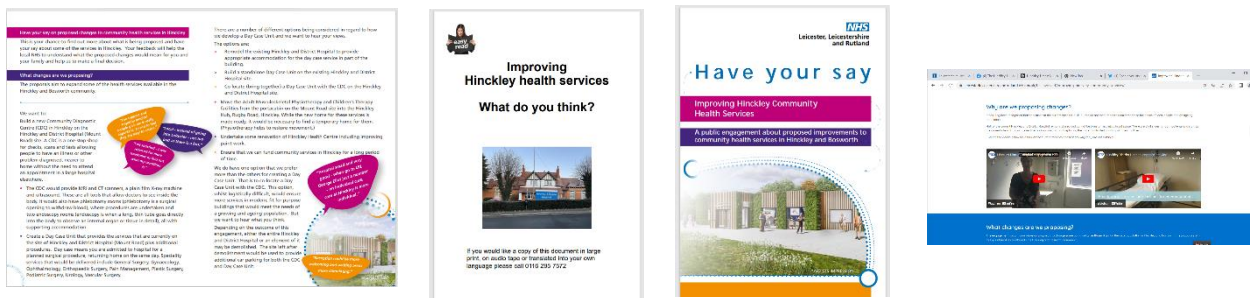
The Improving Hinckley Community Services public engagement was open between Monday 23<sup>rd</sup> January – Wednesday 8<sup>th</sup> March 2023. The majority of the questions in the engagement were closed questions, although there were a few ‘open-ended’ questions where respondents were invited to write in answers in their own words. None of the questions in the engagement were mandatory to answer.

In order to maximise the reach of the public engagement and to encourage as many people as possible to participate, a multi-channel approach was used.

The Improving Hinckley Community Services Survey could be answered by respondents online (using the QuestionPro survey tool, which collected the data from respondents) or offline by completing a printed survey. People could also attend an event or focus group to share their views. The vast majority of respondents to the engagement answered the questions online.

In addition, the public engagement used a variety of both online and offline tools and techniques to communicate with the people of Hinckley and Bosworth and users of services in Hinckley and Bosworth and surrounding areas. These included, but were not limited to, the following activities:

- Online technology was used to hold meetings, share information and allow for recordings of meeting, which enabled a wider reach across communities.
- Off-line and face-to-face communications and engagement activities were undertaken to reach people who may not be digitally enabled or active. This included attending events, hosting focus groups and conducting one-on-one interviews.
- Information online and in hard copy format was produced, including leaflets and a booklet including the questionnaire. An Easyread booklet and questionnaire and video content was also produced. Examples of this are shown below.

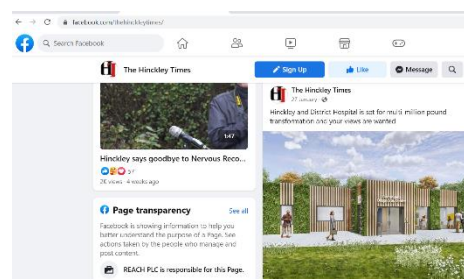


- The Rural Community Council undertook a high proportion of the offline engagement, lent support by 12 voluntary and community organisations, who were commissioned to reach out to seldom-heard and often-overlooked communities to encourage and support them to participate (with a focus on protected characteristics of age, race, disability, pregnancy/maternity and sexual orientation). They were also able to reach out to carers and vulnerable people and isolated communities.
- Media coverage was county-wide and locality-specific and included:
  - The Leicester Mercury (27<sup>th</sup> January)
  - The Hinckley Times
  - Fosse 107 Radio (23<sup>rd</sup> January)

- East Midlands Today breakfast bulletins (23<sup>rd</sup> January)
- The BBC website (23<sup>rd</sup> January)



- Advertorials in a number of community magazines and newsletters across Hinckley and Bosworth with a circulation of circa 91,430. These include:
  - Hinckley Bid Buzz Newsletter
  - Hinckley and Bosworth Borough Bulletin
  - Hinckley Free Press (online)
  - Various Parish Council Newsletters
- Widespread utilisation of social media, including local NHS-owned platforms, spotted and community target users of Facebook and Twitter. Activity and reach across main social media platforms for organic promotion was circa 400,000 users.



- Utilisation of targeted paid-for social media with a circa 44,928 reach.
- 7 events hosted by LLR ICB in January and February 2023 (2 online and 5 offline), as well as events for specific communities/organisations including Parish Councils, Patient Participation Groups, GPs and other stakeholders.
- 60 events hosted by voluntary and community groups (online and offline) including public events in community spaces such as churches, libraries and community centres, as well as targeted groups including veterans, Ukrainian families, unpaid carers, and mother and baby groups.
- 2 staff events (online and offline), plus 3 more during the pre-engagement period, including Hinckley hospital staff, staff working at the portacabin and Primary Care Network (PCN) staff.
- Delivered children and young people-focused engagement activities to 22 young people (8–20 years old) through the Hinckley & Bosworth Children and Young People's Voice Forum and Green Towers Hinckley Club 4 Young People.
- Hinckley and Bosworth Borough Council shared key messages throughout the campaign with residents via their own email lists and social media.
- Briefings and/or letters to MP and councillors (county, district and parish) providing information about the proposals, the engagement, and asking for any support in dissemination within their community.

- Email marketing throughout the engagement to 750 voluntary and community sector groups, schools and key business associated to Hinckley and Bosworth.
- Information shared by Hinckley BID (Business Improvement District), to 400+ local business members, via email, social media and their newsletter.
- Written communications with ICB staff, as people who may be impacted by proposals and requesting circulation of information to communities.
- Posters and information provided to approximately 163 local community venues including libraries, churches, community centres, local shops and businesses, GP surgeries and pharmacies.

There has been a high level of interest in the Improving Community Services in Hinckley Survey and a good response to the engagement. In total, and across all of the different ways of participating in the engagement, **2,004** usable responses have been included in the overall analysis. The composition of these 2,004 usable responses by the different ways of participating breaks down as follows:

- 1,483 online responses received – consisting of:
  - 1,307 responses to the Main online survey; and
  - 176 responses to the Easyread online survey.
- 132 responses received using the postal/hard copy of the survey (NB: an additional 8 people responded via correspondence, letters and emails – these are included in Appendix A).
- 389 responses received as part of the community engagement events (NB: although 1,651 people attended the various community engagement events, 389 of these responded to the questions that they were asked).

Please note that the combined overall response figure for the engagement of 2,004 has been used for the 'Total (All Responses)' base for the figures in the report. A full profile (by respondent type and demographics) of who responded to the engagement is provided in Section 1 of this report. However, for the quantitative findings for each Proposal, a summary table has also been included showing the agreement levels and preferences registered for each of the different ways of participating in the engagement.

In addition, a summary table of the quantitative findings from the community engagement events (where available) has been included in the quantitative findings for each Proposal. However, for reasons of brevity, summaries of the feedback recorded by moderators from the various community engagement events relating to each of the Proposals are detailed in Appendices A-E.

## About this report

JW Research Limited, an independent market research company, was commissioned to provide an independent analysis of the engagement findings.

The online and postal surveys asked respondents a series of questions including closed ('tick-box') questions, and open questions where respondents could type in comments. The key

questions from the online and postal surveys were, as far as possible, replicated in the community engagement events, and feedback was collected by individual event moderators.

Partly completed surveys have been included in the final analysis but only if they include answers to the key questions relating to levels of agreement or disagreement with the proposals.

In addition to analysing the closed questions, JW Research Limited carried out thematic analysis of the open comments from the online survey and postal survey on a question-by-question basis, coding them into themes so that these could be quantified.

This document summarises the findings from the independent analysis.

# Section 1: Respondent Profile

## 1.1 Respondent Profile

In total, 2,004 usable responses to the engagement were received across all means of engaging. A profile of the respondents to the engagement is provided below (tables 1 to 13).

**Table 1: QA. Which of the following best applies to you?**

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
I am completing the questionnaire as a patient or member of the public	1,719	86%
I am completing the questionnaire on behalf of another voluntary group, charity or organisation	218	11%
I am completing the questionnaire as an NHS employee	49	2%
I am completing the questionnaire on behalf of an NHS organisation	4	<0.5%
I am completing the questionnaire on behalf of a patient representative organisation	2	<0.5%
I am completing the questionnaire on behalf of another public sector organisation	2	<0.5%
No information	4	<0.5%

The large majority of respondents (86% - 1,719 respondents) say that they are completing the engagement as a patient or member of the public. A total of 11% (218 respondents) are completing the engagement on behalf of another voluntary group, charity or organisation, while only a small minority are taking part in the engagement as an NHS employee (2% - 49 respondents).

**Table 2: Q11. What is your age?**

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Under 16	18	1%
16-24	23	1%
25-34	150	7%
35-44	177	9%
45-54	295	15%
55-64	391	20%
65-74	478	24%
75-84	303	15%
85+	32	2%
Prefer not to say	58	3%
No information	79	4%

Most age groups are well represented, although only 10% (191 respondents) are aged under 35. A total of 41% (813 respondents) to the engagement are aged 65 or over.

**Table 3: Q9. What is your sex?**

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Male	622	31%
Female	1,218	61%
Intersex	3	<0.5%
I prefer not to say	65	3%
No information	96	5%

In total, 61% (1,128 respondents) to the engagement are female, with 31% (622 respondents) to the engagement are male.

**Table 4: Q10. Do you identify as the gender you were assigned at birth?**

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Yes	1,636	82%
No	3	<0.5%
Prefer not to say	209	10%
No information	156	8%

**Table 5: Q13. What is your ethnicity?** *Select one option.***OVERALL GROUPED RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
White (i.e. British, Irish, any other white background)	1,760	88%
Asian or Asian British (i.e. Indian, Pakistani, Bangladeshi, any other Asian background)	36	2%
Black or Black British (i.e. Caribbean, African, or any other Black background)	12	1%
Mixed (i.e. White & Black Caribbean, White & Black African, White & Asian and any other Mixed background)	13	1%
Other	13	<0.5%
Prefer not to say	52	3%
No information	118	6%

The large majority of responses received are from respondents who consider their ethnic origin to be White (88% - 1,760 respondents). Only a small minority of responses (4% - 74 respondents) are from BAME respondents.

**Table 6: Q12. What is your religion or belief?** *Please select one option.***OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Christian	991	49%
Hindu	9	<0.5%
Muslim	7	<0.5%
Sikh	6	<0.5%
Muslim	7	<0.5%
Buddhist	4	<0.5%
Jewish	2	0%
Baha'i	0	0%
Jain	0	0%
Other religion/belief	18	1%
No religion	505	25%
Prefer not to say	309	15%
No information	153	8%



Overall, 49% (991 respondents) taking part in the engagement identify with, or follow, the Christian religion, with 25% (505 respondents) saying that they identify with no religion. However, it should be noted that 15% (309 respondents) preferred not to say what their religion is, while 8% of all respondents taking part in the engagement provided no information about this issue.

**Table 7: Q18. What is your sexual orientation (preference)?**

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Heterosexual/straight (male to female relationship)	1,476	74%
Gay or lesbian (same sex relationship)	28	1%
Bisexual (relationship with any gender/s)	17	1%
Other	13	1%
Prefer not to say	230	11%
No information	240	12%

Only a small minority (3%) of respondents have a sexual orientation that is not heterosexual.

However, it should be noted that 11% preferred not to say what their sexual orientation was, while 12% of all respondents taking part in the engagement provided no information about this issue.

**Table 8: Q17. What is your relationship status?**

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Married or in a civil partnership	1,098	55%
Living with a partner	160	8%
Single	145	7%
Widowed/surviving civil partner	120	6%
Separated or divorced	94	5%
Prefer not to say	190	9%
No information	197	10%

The majority of those taking part in the engagement (63% - 1,258 respondents) are either married, in a civil partnership or living with a partner.

It should be noted that a significant minorities of respondents either preferred not to say what their relationship status is (9% - 190 respondents) or did not answer this question (10% - 197 respondents).

**Table 9: Q15a. Do you consider yourself to have a disability or suffer from poor health?**  
*(The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long term (i.e. 12 month period or longer) or substantial adverse effect on their ability to carry out day-to-day activities).*  
**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Yes	436	22%
No	1,174	59%
Prefer not to say	234	12%
No information	160	8%

In total, 22% (436 respondents) of those taking part in the engagement consider themselves to have a disability or suffer from poor health – although it should be noted that minorities either preferred not to say whether they have a disability or suffer from poor health (12% - 234 respondents) or did not answer this question (8% - 160 respondents).

**Table 10: Q15b. If you have selected 'yes', please tell us which condition(s). Select as many options as appropriate.**

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Physical	225	11%
Long standing illness or condition	217	11%
Mental health condition	78	4%
Partial or total loss of hearing	55	3%
Partial or total loss of vision	24	1%
Learning disability/difficulty	19	1%
Speech impediment or impairment	4	<0.5%
Other medical condition or impairment (please specify)	63	3%
I'd rather not say	234	12%
No information (did not give reason for disability)	7	<0.5%
<i>I do not have a disability</i>	1,174	59%
<i>No information (about whether have a disability or not)</i>	172	9%

Of the 22% of respondents who indicate they have a disability or suffer from poor health, the most common condition is a physical one (11% - 225 respondents) or a long standing illness or condition (11% - 217 respondents).

However, it should be noted that a minority of respondents would rather not say what their disability or poor health relates to (12% - 234 respondents) or did not provide information for this question (9% - 172 respondents).

**Table 11: Q14. Are you pregnant or have you given birth in the last 26 weeks?** (*The Equality Act 2010 protects women who are pregnant or have given birth within a 26 week period*)

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Yes	16	1%
No	1,698	85%
Prefer not to say	75	4%
No information	215	11%

Overall, only 1% (16 respondents) say that they are pregnant or have given birth in the last 26 weeks.

It should be noted that small minorities preferred not to say whether they are pregnant or have given birth in the last 26 weeks (4% - 75 respondents) or did not answer this question (11% - 215 respondents).

**Table 12: Q16. Do you provide care for someone?** *Select as many options as are appropriate.*

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Yes - Care for young persons(s) younger than 24 years of age	156	8%
Yes - Care for adults(s) 25 to 49 years of age	46	2%
Yes – Care for older person(s) over 50 years of age	325	16%
No (not a carer)	1,245	62%
Prefer not to say	68	3%
No information	195	10%

Overall, 25% (496 respondents) say that they provide care for someone – the most common care provided is for an older person aged over 50 (16% - 325 respondents). However, the majority (62%) say they do not provide care for someone.

It should be noted that small minorities preferred not to say whether they provide care for someone (3% - 68 respondents) or did not answer this question (10% - 195 respondents).

**Table 13: Q19. Have you ever served in the Armed Forces?**

**OVERALL RESULTS** (all responses: n=2,004).

Respondent type	No. responses	% responses
Yes	79	4%
No	1,609	80%
Prefer not to say	101	5%
No information	215	11%

Overall, a small minority (4% - 79 respondents) say that they have served in the Armed Forces.

It should be noted that small minorities preferred not to say whether they have served in the Armed Forces (5% - 101 respondents) or did not answer this question (11% - 215 respondents).

In the remainder of this report, where appropriate, analysis has been conducted to determine how views differ by some of the different respondent types and demographic groups outlined above.

## **Section 2: Opinions on Proposals to Invest In and Improve Health Services in Hinckley: Proposal 1 - Building a New CDC on the Hinckley and District Hospital (Mount Road) Site**

2.1 Headline Findings

Those responding to the engagement were presented with the following proposal (Proposal 1):

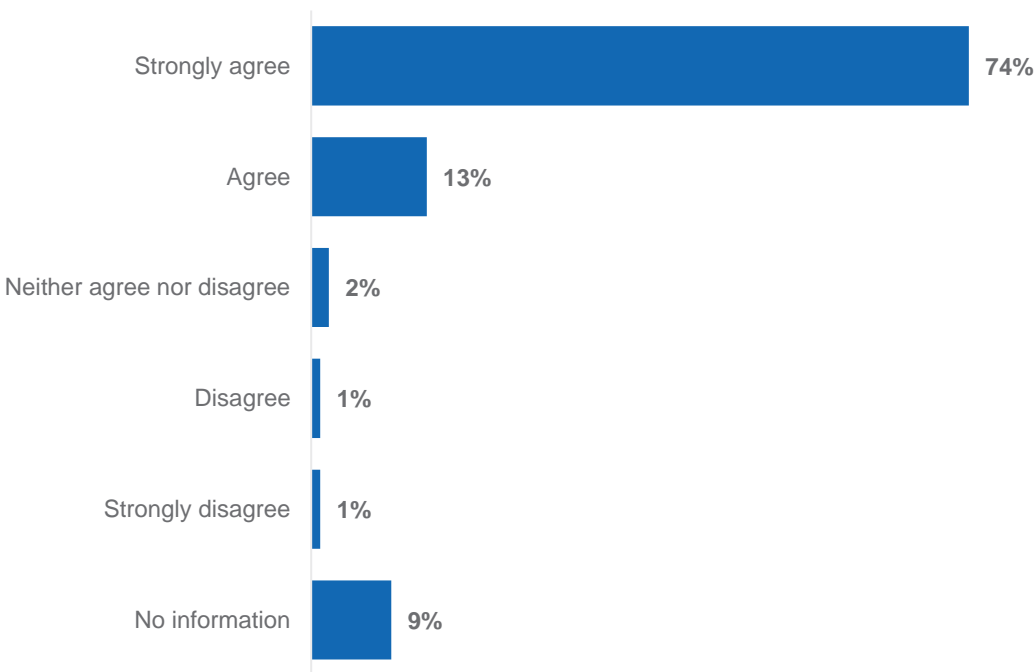
PROPOSAL 1:

**We want to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital (Mount Road) site. The CDC would include MRI and CT scanners, a Plain Film X-ray machine and ultrasound. It would also have phlebotomy rooms and outpatient/procedure rooms and two endoscopy rooms with supporting accommodation.**

Respondents were then asked to indicate their level of agreement or disagreement with this proposal. The overall results for this question are summarised in Figure 1 below.

**Figure 1: Q1. To what extent do you agree with this proposal (Proposal 1)?**

**OVERALL RESULTS** (all responses: n=2,004).



Overall, the vast majority (87% - 1,740 respondents) to the engagement say that they agree to some extent with the proposal (Proposal 1) to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital (Mount Road) site as described. In total, 74% (1,485 respondents) indicate that they ‘strongly agree’ with this proposal, with a further 13% (255 respondents) saying that they ‘agree’ with it. Only very small minorities of respondents (2% - 35 respondents) disagree to some extent with the proposal to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital (Mount Road) site as described, with 1% (22 respondents) saying they ‘strongly disagree’ with this and 1% (13 respondents) indicating that they ‘disagree’.

## 2.2 Results by Respondent Type

Table 14a shows how responses to this question vary by respondent status and gender, while Tables 14b shows responses by age and Table 14c shows responses by ethnicity, disability status and carer status.

**Table 14a: Q1. To what extent do you agree with this proposal (Proposal 1)? RESULTS BY RESPONDENT STATUS & GENDER** (base sizes in brackets).

	Total (2,004)	Answering As a Member of:			Gender:	
		Public (1,732)	NHS Staff (49)	Organisation (219)	Male (622)	Female (1,218)
Strongly agree	74%	76%	82%	60%	82%	75%
Agree	13%	13%	10%	7%	13%	13%
Neither agree nor disagree	2%	2%	2%	3%	2%	3%
Disagree	1%	1%	4%	0%	2%	1%
Strongly disagree	1%	1%	2%	0%	1%	<0.5%
<i>Net 'Agree':</i>	<i>87%</i>	<i>89%</i>	<i>92%</i>	<i>67%</i>	<i>95%</i>	<i>88%</i>
<i>Net 'Disagree':</i>	<i>2%</i>	<i>2%</i>	<i>6%</i>	<i>2%</i>	<i>3%</i>	<i>2%</i>
No information	9%	7%	0%	29%	1%	8%

There are no significant differences in agreement with Proposal 1 between those answering as a member of the public and answering in a different capacity, although it should be noted that no answer to this question has been given by 29% (64 respondents) answering on behalf of an organisation.

However, males are slightly more likely than females to agree to some extent with Proposal 1, with 95% (590 respondents) of males either agreeing or strongly agreeing with Proposal 1.

**Table 14b: Q1. To what extent do you agree with this proposal (Proposal 1)? RESULTS BY AGE** (base sizes in brackets).

	Total (2,004)	16-34 (191)	35-44 (179)	45-54 (297)	55-64 (390)	65-74 (475)	75+ (335)
Strongly agree	74%	72%	75%	75%	75%	79%	81%
Agree	13%	24%	13%	6%	11%	12%	14%
Neither agree nor disagree	2%	3%	2%	2%	2%	4%	1%
Disagree	1%	0%	1%	1%	1%	2%	1%
Strongly disagree	1%	0%	2%	<0.5%	<0.5%	1%	<0.5%
<i>Net 'Agree':</i>	<i>87%</i>	<i>96%</i>	<i>89%</i>	<i>81%</i>	<i>87%</i>	<i>91%</i>	<i>96%</i>
<i>Net 'Disagree':</i>	<i>2%</i>	<i>0%</i>	<i>3%</i>	<i>1%</i>	<i>1%</i>	<i>2%</i>	<i>1%</i>
No information	9%	1%	6%	15%	10%	3%	1%

Although agreement levels are high across all age groups, the highest levels of agreement are registered amongst under 35s (96% - 183 respondents) and those aged 75 and over (96% -

320 respondents). There may be some evidence to suggest that those aged 45-54 may be marginally least likely to agree with Proposal 1 compared to other age groups (81% - 242 respondents) of 45-54s say that they agree to some extent with Proposal 1 – however, it should be noted that 15% (45 respondents) of 45-54s did not provide an answer to this question.

**Table 14c: Q1. To what extent do you agree with this proposal (Proposal 1)? RESULTS BY ETHNICITY, DISABILITY STATUS & CARER STATUS** (base sizes in brackets).

		Ethnicity		Disability/Poor Health?		Carer Responsibility?	
		White (1,760)	BAME (74)	Yes (438)	No (1,174)	Yes (496)	No (1,250)
Strongly agree	<b>74%</b>	75%	70%	80%	81%	62%	80%
Agree	<b>13%</b>	13%	22%	13%	15%	10%	15%
Neither agree nor disagree	<b>2%</b>	3%	3%	3%	2%	2%	2%
Disagree	<b>1%</b>	1%	1%	1%	1%	1%	1%
Strongly disagree	<b>1%</b>	1%	0%	0%	1%	1%	<0.5%
<i>Net 'Agree':</i>	<i>87%</i>	<i>88%</i>	<i>92%</i>	<i>93%</i>	<i>95%</i>	<i>72%</i>	<i>95%</i>
<i>Net 'Disagree':</i>	<i>2%</i>	<i>1%</i>	<i>1%</i>	<i>2%</i>	<i>2%</i>	<i>2%</i>	<i>1%</i>
No information	<b>9%</b>	8%	4%	2%	1%	24%	1%

There are no significant differences in agreement with Proposal 1 by ethnicity or between those with or without a disability or poor health.

There may be some evidence to suggest that those with carer responsibilities may be marginally less likely to agree with Proposal 1 compared to non-carers - 72% (355 respondents) of carers say that they agree to some extent with Proposal 1. However, it should be noted that 24% (121 respondents) of those with carer responsibilities did not provide an answer to this question.



## 2.3 Results by Respondent Engagement Method

Table 14d shows how responses to this question vary by the different ways in which respondents participated in the public engagement.

**Table 14d: Q1. To what extent do you agree with this proposal (Proposal 1)? RESULTS BY PUBLIC ENGAGEMENT PARTICIPATION METHOD** (base sizes in brackets).

	<b>Total (All Responses)</b> (2,004)	<b>Online Survey Total</b> (1,483)	<b>Online Main Survey</b> (1,307)	<b>Online Easyread Survey</b> (176)	<b>Postal</b> (132)	<b>Groups/ Events</b> (389)
Strongly agree	<b>74%</b>	82%	82%	82%	69%	46%
Agree	<b>13%</b>	13%	13%	10%	21%	10%
Neither agree nor disagree	<b>2%</b>	2%	3%	2%	3%	2%
Disagree	<b>1%</b>	1%	1%	1%	3%	0%
Strongly disagree	<b>1%</b>	1%	1%	1%	1%	0%
<i>Net 'Agree':</i>	<i>87%</i>	<i>95%</i>	<i>95%</i>	<i>91%</i>	<i>90%</i>	<i>56%</i>
<i>Net 'Disagree':</i>	<i>2%</i>	<i>2%</i>	<i>2%</i>	<i>1%</i>	<i>4%</i>	<i>0%</i>
No information	<b>9%</b>	1%	0%	6%	3%	42%

Although there may be some evidence to suggest that those participating in the engagement via a group/event may be less likely to agree with Proposal 1 compared to those participating using other methods - 56% (217 respondents) of those participating via a group/event say that they agree to some extent with Proposal 1 – however, it should be noted that 42% (165 respondents) of those participating via a group/event did not provide an answer to this question (largely due to certain groups/events not arriving at a consensus or being able to provide individual answers to this question).

## 2.4 Results Summary from Community Engagement Events

Table 14e shows a summary of responses to this question across the various community engagement events.

**Table 14e: Q1. To what extent do you agree with this proposal (Proposal 1)? SUMMARY OF RESULTS BY EVENT** (base sizes in brackets). *NB: Figures shown are percentages (and numbers of respondents) that selected each option.*

Event (No. of people attending):	Date	Strongly agree	Agree	Don't agree or disagree	Disagree	Strongly disagree	% 'AGREEING'
Carlton PCC (12)	08/02	-	-	-	-	-	-
Hinckley Bowling Club (-)	03/02	-	-	-	-	-	-
Music and Movement (30)	06/02	100% (30)	0% (0)	0% (0)	0% (0)	0% (0)	100% (30)
We Care UK (9)	03/02	89% (8)	0% (0)	11% (1)	0% (0)	0% (0)	89% (8)
Time Out Carers group (37)	23/01	-	-	-	-	-	-
ADAPT Prembabies Limited (22)	09/02	0% (0)	100% (22)	0% (0)	0% (0)	0% (0)	100% (22)
ADAPT Prembabies Limited (12)	10/02	100% (12)	0% (0)	0% (0)	0% (0)	0% (0)	100% (12)
Gren Towers Youth Club (20)	15/02	55% (11)	25% (5)	20% (4)	0% (0)	0% (0)	80% (16)
Druziv of Ukraine (17)	01/02	82% (14)	18% (3)	0% (0)	0% (0)	0% (0)	100% (17)
Barwell Time Out Carers (-)	03/02	-	-	-	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-	-	-	-
Hinckley and Bosworth Youth Voice Forum (2)	01/03	100% (0)	0% (0)	0% (0)	0% (0)	0% (0)	100% (2)
Barwell Time Out Carers (-)	23/01	-	-	-	-	-	-
Barwell Time Out Carers (-)	03/02	-	-	-	-	-	-
Barwell Time Out Carers (11)	02/03	-	-	-	-	-	-
ADAPT Prembabies Limited (12)	20/02	100% (12)	0% (0)	0% (0)	0% (0)	0% (0)	100% (12)
Hinckley Hares Walking Rugby (32)	27/02	69% (22)	25% (8)	6% (2)	0% (0)	0% (0)	94% (30)
Hinckley Hares Walking Rugby (10)	01/03	100% (10)	0% (0)	0% (0)	0% (0)	0% (0)	100% (10)
MS Society (18)	24/02	100% (18)	0% (0)	0% (0)	0% (0)	0% (0)	100% (18)
Carlton PCC (40)	08/02	100% (40)	0% (0)	0% (0)	0% (0)	0% (0)	100% (40)
<b>ALL EVENTS – TOTAL (%):</b>		<b>80%</b>	<b>17%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	
<b>ALL EVENTS – TOTAL (Number of respondents):</b>		<b>(179)</b>	<b>(38)</b>	<b>(7)</b>	<b>(0)</b>	<b>(0)</b>	

Overall, all community events for which specific quantifiable answers were able to be obtained by moderators showed clear support for Proposal 1 – namely to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital (Mount Road) site as described.

## 2.5 Reasons Given for Agreement Levels with Proposal 1

When respondents were asked to explain the reason(s) why they agreed or disagreed with Proposal 1 - namely the proposal to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital (Mount Road) site - a range of verbatim responses were provided and the key themes to these comments are shown in the following table.

**Table 15: Q2. Please explain in the space below why you agree or disagree with this proposal (Proposal 1). Please include any impacts, either negative or positive, that you feel this proposal may have on you, your family or any groups you represent.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Reasons why <u>agree</u> with Proposal 1:</b>		
It would reduce the amount of travel time/travel cost required to access services	621	38%
The new site would be a more convenient/ local location/provide easier access to healthcare	518	32%
A new CDC is badly needed in Hinckley/it would improve local services	303	19%
Would allow for quicker diagnoses for patients/less time for patients to be seen/reduce waiting lists	174	11%
It will reduce the burden on Leicester and other hospitals and GPs/will increase overall capacity in the Borough	133	8%
Because the Hinckley area is growing/becoming more populated	126	8%
Would benefit the local community generally	105	7%
It would benefit people with no access to a car (e.g. elderly, disabled, vulnerable)	87	5%
Because Hinckley Hospital has limited facilities/is not fit for purpose	65	4%
Would reduce carbon footprint/have environmental benefits (e.g. due to less travel)	47	3%
Agree with the Proposal (no specific reason given)	40	2%
A more local CDC would reduce burden on partners/carers	29	2%
Because of the generally ageing population	23	1%
Good use of a currently under-utilised site	21	1%
Would provide a boost for the local economy (e.g. new jobs, upskilling)	14	1%
It is advantageous to have may services provided at the same site	14	1%
Would provide more modern services/be a modern building	14	1%

**Table 15 (Continued): Q2. Please explain in the space below why you agree or disagree with this proposal (Proposal 1). Please include any impacts, either negative or positive, that you feel this proposal may have on you, your family or any groups you represent.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: Themes mentioned by 25+ respondents.*

Theme of comment	No. responses	% responses
<b>Reasons why <u>disagree</u> with Proposal 1:</b>		
Concern about the logistics of the proposed new CDC (e.g. physical access, parking facilities)	47	3%
Wrong location for a new CDC (another site would be better)	31	2%
Concerned about transport links to the new CDC from outside the immediate area	21	1%
Concerned that other services could be lost or temporarily unavailable if proposal goes ahead	16	1%
Concern about what other services would be included in the new CDC generally	11	1%
Concern that the new site would lose its current aesthetic	10	1%
<i>Other</i>	7	<0.5%
<i>Don't know</i>	4	<0.5%
<i>No comment made (but agreement level provided)</i>	149	9%
<i>No comment made</i>	16	1%

Reflective of the high level of agreement with Proposal 1 - namely the proposal to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital (Mount Road) site – the large majority of comments about this specific proposal are positive.

The most commonly mentioned reasons why respondents agree with Proposal 1 relate to the subject of convenience. Overall, 38% - 621 respondents) feel that building a new CDC in Hinckley on the Hinckley and District Hospital Mount Road site '**would reduce the amount of travel time/travel cost required to access services**', while 32% (518 respondents) feel that '**the new site would be a more convenient/ local location/provide easier access to healthcare**'. Meanwhile, 19% (303 respondents) state that their main reason for agreement with Proposal 1 is simply because '**a new CDC is badly needed in Hinckley/it would improve local services**'. There is also a feeling amongst some respondents that a new CDC at the Mount Road site would help to improve patient experiences in the Leicester City, Leicestershire and Rutland areas generally – 11% (174 respondents) agree with Proposal 1 because it '**would allow for quicker diagnoses for patients/less time for patients to be seen/reduce waiting lists**', while a further 8% (133 respondents) agree with Proposal 1 because they feel '**it will reduce the burden on Leicester and other hospitals and GPs/will increase overall capacity in the Borough**'.

Amongst the small minority who disagree to some degree with Proposal 1, the main theme relates to a feeling of concern regarding both car parking facilities and general access for patients and visitors. Around 3% (47 respondents) disagree to some degree with Proposal 1 due to '**concern about the logistics of the proposed new CDC (e.g. physical access, parking facilities)**', while 2% (31 respondents) feel it would be **the wrong location for a new CDC (another site would be better)** and 1% (21 respondents) are '**concerned about transport links to the new CDC from outside the immediate area**'.

In total, 1,450 respondents to either the online or paper survey provided a comment of some kind for this question. A few **example comments** illustrating some of the reasons why respondents either agree or disagree with Proposal 1 are shown below.

**Example comments** (for why respondents either 'strongly agree' or 'agree' with Proposal 1 - to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital Mount Road site).

Comment	Age	Gender
"Expensive and inconvenient to travel to Leicester or Coventry for these services."	65-74	Female
"Great to have these services locally, saves a trip to Leicester, so environmentally better too!"	55-64	Female
"We need modern facilities in the community. As our population ages the improved access will be more effective."	55-64	Female
"It improves health options locally and makes better use of the existing infrastructure."	65-74	Male
"We have used the central Hinckley OPD and it feels very tired, so would strongly support updated services."	16-35	Female
"I think it will greatly improve the local health engagement with harder to reach groups such as the elderly who cannot travel far or the lowest economically mobile sectors. It will also vastly increase the capability of the local health care system in achieving testing at a much faster pace rather than competing with other areas health needs in the main LLR hospitals."	16-35	Male
"This service would be local for local people and those in the wider community. It would take pressure off the existing and very hard-to-get-to main hospitals. There needs to be car parking available though, I live ten miles away and there will be no public transport available."	55-64	Male
"As the population is growing in Burbage, Hinckley and nearby villages, it will be a much-needed facility for local people. At the moment we have to travel far to a nearest hospital, this can be dangerous and potentially life-threatening. There are a lot of pensioners who now do not drive and also parents with children who also find it distressing to have to travel far, also the cost of local taxi fares can be very worrying for a lot of people. I personally think having a local hospital CDC will be a benefit of taking away a lot of anxiety and stress."	65-74	Female
"I think this would be really good for those patients that can't drive or have anxiety about travelling to larger hospitals. I feel it could also lessen the waiting times for these procedures thus keeping patients calmer because they can get answers quicker."	45-54	Female
"We feel that this proposal would have a positive impact. I am a carer and therefore it would ease stress (for us both) associated with travelling and going somewhere familiar. It is a positive also as it is better for the environment and may also ease pressures for GP services e.g. phlebotomy. At the moment Hinckley Hospital is a valuable asset that is currently not being fully utilized. Also will support healthcare workers to work more locally leading to less	55-64	Female

car miles pollution etc., enabling some people (and service users) who will be able to walk to work (services)."

## Example comments (for why respondents either 'strongly disagree' or 'disagree' with Proposal 1 - to build a new Community Diagnostic Centre (CDC) in Hinckley on the Hinckley and District Hospital Mount Road site)

Comment	Age	Gender
"The people of Hinckley are fed up with the demolition of our old heritage buildings. Our town has a history dating back to the Domesday Book. Too many companies are quick to erase the old and build ugly new buildings with zero character or connection to the local area in which they are built. Keep the original hospital cottage building and find a way to include it in the new plans. However, the actual health centre the cottage connects to is way past its sell by date and needs to be demolished."	35-44	Female
"I am 73, my husband is 85 and my father who lives with us is 96 and-a-half years of age. We use the GP surgery in Markfield. Currently myself and my husband can drive fortunately. It is, I understand, very difficult to get to Markfield if, as we get older, we are unable to drive and had to use public transport, as there is no direct link. For us to try to get to Hinckley would be even more difficult, for the suggested services. It is much easier for us to get to either Glenfield Hospital or LRI. Hinckley is not a place that we go to, even though we live in the Borough, and we do not know our way around the Hinckley area or Hinckley itself. We would ask that, for where we live, we are still able to access these services at a more convenient hospital site or clinic site - preferably Glenfield, LRI, Coalville, LG."	65-74	Female
"It seems to me, that during demolition of the present buildings, we might be deprived of the services available. Why not place the new unit in or around the community hospital in Ashby Road, which to most people is just a white elephant, that doesn't get enough use by the community. This site has a lot of surrounding space laid to lawns etc."	75+	Female
"Why put the facility in centre of Hinckley? Why not use Ashby Road Hospital site where there would be ample space for the facilities and parking?"	75+	Male
"Whilst I think it is a good idea to have those facilities available locally, I think the location could be rethought. Mount Road is crowded enough as it is, there are doctors, dentists and a nursery. The parking is terrible and you're lucky if you can get parked at any of the existing facilities today. More often than not we have to pay for parking within the town centre. The car parks are just not adequate enough, the spaces are really small. In my opinion I think this would be better placed at Hinckley and Bosworth Community Hospital on Ashby Road, there is plenty of parking and room to extend from what I can see. It is also on a bus route for those who cannot drive."	35-44	Female
"Everything seems to centre on Hinckley as usual, especially given the poor transport facilities. But the LE9 does seem to get everything and more rural areas get nothing. How about putting it in Bosworth?."	65-74	Male
"Site is fairly congested and access/parking will inevitably be an issue. Plus the build period I anticipate will be over a number of years, so not a quick fix to current problems.."	45-54	Male
"It all sounds great but the parking needs to be addressed and transport links."	65-74	Male
"As a resident of Hill Street, the existing facilities, GP surgeries and Pharmacies cause major parking disruption for local residents. Increasing the service capacity for the Hospital without a local impact assessment and mitigation will make this significantly worse. Engagement with local residents should have taken place before a wider public consultation."	35-44	Male
"This is the wrong location, as it is on the edge of the County and only serves a very small percentage of the Leicester, Leicestershire and Rutland community. It would be better placed at the Oakham Memorial Hospital."	55-64	Male

NB: For those taking part in the engagement through a ***community group/event***, feedback was collected by moderators on behalf of the whole group – hence this feedback cannot be directly incorporated into the individual comments made by those completing the online survey or the postal survey. The overall feedback received from these events largely mirrors that provided by respondents completing the online and postal surveys – however, a summary of the feedback received from each group/event relating to Proposal 1 are shown at Appendix B.

# **Section 3: Opinions on Proposals to Invest In and Improve Health Services in Hinckley: Proposal 2 - Creating a Day Case Unit That Provides the Day Case Services Currently Offered at the Hinckley and District Hospital on Mount Road**



3.1 Headline Findings

Those responding to the engagement were presented with the following proposal (Proposal 2):

PROPOSAL 2:

**We want to create a Day Case Unit that provides the day case services that are currently offered on the site of Hinckley and District Hospital (Mount Road). There are three options being considered in regard to the Day Case Unit and we would like your opinion on all three of these options:**

Option 1: Remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service

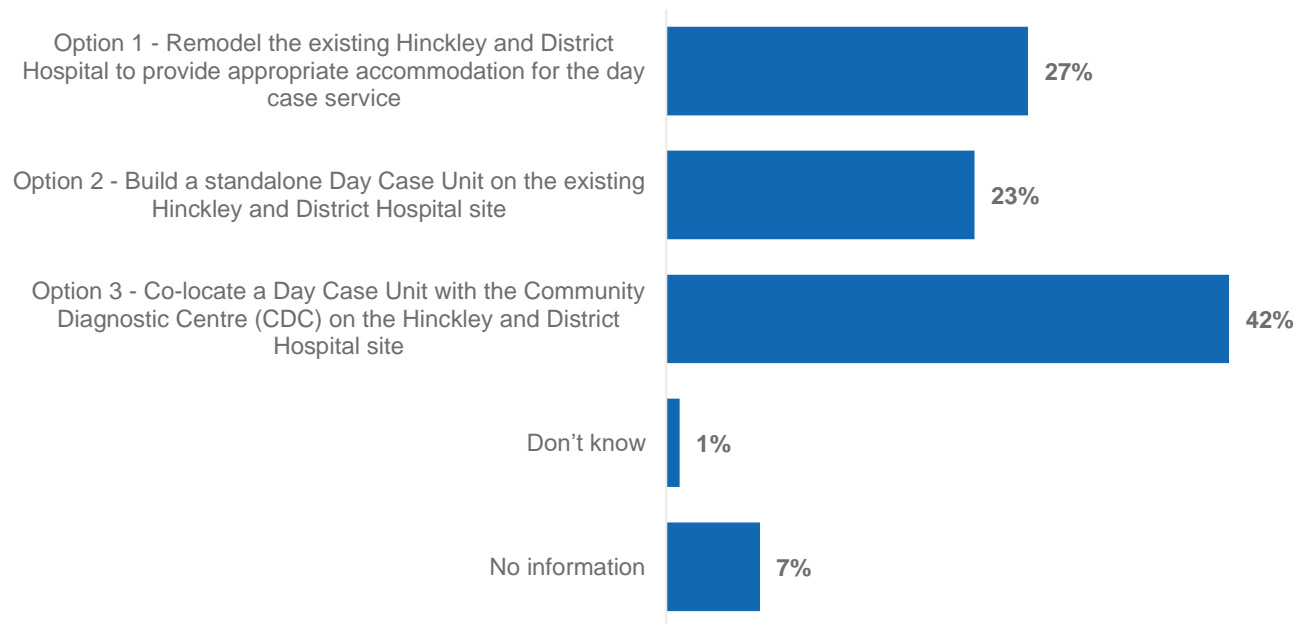
Option 2: Build a standalone Day Case Unit on the existing Hinckley and District Hospital site

Option 3: Co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site

Respondents were then asked to select which one of the three options is their preferred option. The overall results for this question are summarised in Figure 2 below.

**Figure 2: Q3. Of the three options outlined in Proposal 2, please indicate which one is your preferred option:**

**OVERALL RESULTS** (all responses: n=2,004).



Overall, the option that is preferred by the largest proportion of respondents is to **co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site** (Option 3), with 42% (844 respondents) selecting this as their preferred option. Meanwhile, 27% (537 respondents) would prefer a **remodel of the existing Hinckley and**

**District hospital to provide appropriate accommodation for the Day Case service** (Option 1), while 23% (451 respondents) express a preference to **build a standalone Day Case Unit on the existing Hinckley and District Hospital site**.

### 3.3 Results by Respondent Type

Table 16a shows how responses to this question vary by respondent status and gender, while Tables 16b shows responses by age and Table 16c shows responses by ethnicity, disability status and carer status.

**Table 16a: Q3. Of the three options outlined in Proposal 2, please indicate which one is your preferred option: RESULTS BY RESPONDENT STATUS & GENDER** (base sizes in brackets).

	Total (2,004)	Answering As a Member of:			Gender:	
		Public (1,732)	NHS Staff (49)	Organisation (219)	Male (622)	Female (1,218)
Option 1 - Remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service	27%	28%	27%	19%	28%	27%
Option 2 - Build a standalone Day Case Unit on the existing Hinckley and District Hospital site	23%	21%	20%	34%	27%	22%
Option 3 - Co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site	42%	44%	53%	26%	43%	43%
Don't know	1%	1%	0%	0%	1%	1%
No information (no answer provided)	7%	6%	0%	21%	1%	7%

The only difference in the order of preference of the three Proposal 2 options appears to be that those answering on behalf of an organisation are the only group selecting Option 2 (building a standalone Day Case Unit on the existing Hinckley and District Hospital site) as their preferred Proposal 2 option. However, it should be noted that no answer to this question has been given by 21% (45 respondents) answering on behalf of an organisation.

There is also some evidence to suggest that males may be slightly more likely than females to prefer Option 2 - 27% (167 respondents) of males select Option 2, compared to 22% (266 respondents) of females.

**Table 16b: Q3. Of the three options outlined in Proposal 2, please indicate which one is your preferred option: RESULTS BY AGE** (base sizes in brackets).

	<b>Total (2,004)</b>	<b>16-34 (191)</b>	<b>35-44 (179)</b>	<b>45-54 (297)</b>	<b>55-64 (390)</b>	<b>65-74 (475)</b>	<b>75+ (335)</b>
Option 1 - Remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service	<b>27%</b>	41%	27%	27%	27%	25%	21%
Option 2 - Build a standalone Day Case Unit on the existing Hinckley and District Hospital site	<b>23%</b>	32%	21%	22%	19%	20%	26%
Option 3 - Co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site	<b>42%</b>	26%	46%	37%	44%	50%	51%
Don't know	<b>1%</b>	1%	1%	<0.5%	1%	2%	1%
No information (no answer provided)	<b>7%</b>	0%	6%	14%	9%	3%	1%

There are a couple of differences in the order of preference of the three Proposal 2 options between the different age groups.

Under 35s are most likely to prefer Option 1 of the three options (41% selecting Option 1, ahead of Option 2 at 32% and Option 3 at 26%). Although the other over-45 age groups prefer Option 3, the strength of preference for Option 3 was lower among the 45-54 age group - 37% (110 respondents) of 45-54s select Option 3 as their preferred one.

Meanwhile, preferences for Option 1 tend to decrease with age – 41% (79 respondents) of under-35s choose this as their preferred option, decreasing to only 21% (69 respondents) of those aged 75 and over.

**Table 16c: Q3. Of the three options outlined in Proposal 2, please indicate which one is your preferred option: RESULTS BY ETHNICITY, DISABILITY STATUS & CARER STATUS**  
(base sizes in brackets).

	Total (2,004)	Ethnicity		Disability/Poor Health?		Carer Responsibility?	
		White (1,760)	BAME (74)	Yes (438)	No (1,174)	Yes (496)	No (1,250)
Option 1 - Remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service	27%	28%	27%	32%	30%	27%	29%
Option 2 - Build a standalone Day Case Unit on the existing Hinckley and District Hospital site	23%	24%	24%	23%	24%	20%	24%
Option 3 - Co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site	42%	42%	45%	43%	44%	32%	45%
Don't know	1%	1%	0%	<0.5%	1%	1%	1%
No information (no answer provided)	7%	6%	4%	1%	1%	21%	1%

There are no differences in the order of preference of the three Proposal 2 options between those from different ethnic groups, those with or without a disability or poor health, and those with and without caring responsibilities.

### 3.3 Results by Respondent Engagement Method

Table 16d shows how responses to this question vary by the different ways in which respondents participated in the public engagement.

**Table 16d: Q3. Of the three options outlined in Proposal 2, please indicate which one is your preferred option: RESULTS BY PUBLIC ENGAGEMENT PARTICIPATION METHOD** (base sizes in brackets).

	<b>Total (All Responses)</b> (2,004)	<b>Online Survey Total</b> (1,483)	<b>Online Main Survey</b> (1,307)	<b>Online Easyread Survey</b> (176)	<b>Postal</b> (132)	<b>Groups/ Events</b> (389)
Option 1 - Remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service	<b>27%</b>	30%	32%	15%	22%	15%
Option 2 - Build a standalone Day Case Unit on the existing Hinckley and District Hospital site	<b>23%</b>	22%	20%	35%	27%	22%
Option 3 - Co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site	<b>42%</b>	46%	45%	48%	44%	28%
Don't know	<b>1%</b>	1%	1%	0%	5%	0%
No information (no answer provided)	<b>7%</b>	1%	1%	2%	3%	34%

There are some differences in the order of preference of the three Proposal 2 options between those using the various ways of participating in the engagement. Although Option 3 is the preferred option across all forms of participation with the engagement, those responding to the engagement via the Easyread Online method and the Postal survey method rate Option 2 ahead of Option 1.

Those participating in the engagement via a group/event register lower agreement levels with all three Proposal 2 options, although it should be noted that 34% (134 respondents) of those participating via a group/event did not provide an answer to this question (largely due to certain groups/events not arriving at a consensus or being able to provide individual answers to this question).

### 3.4 Results Summary from Community Engagement Events

Table 16e shows a summary of responses to this question across the various community engagement events.

**Table 16e: Q3. Of the three options outlined in Proposal 2, please indicate which one is your preferred option. SUMMARY OF RESULTS BY EVENT** (base sizes in brackets). *NB: Figures shown are percentages (and numbers of respondents) that selected each option.*

Event (No. of people attending):	Date	Proportion Selecting Option 1	Proportion Selecting Option 2	Proportion Selecting Option 3
Carlton PCC (12)	08/02	0% (0)	0% (0)	100% (12)
Hinckley Bowling Club (-)	03/02	-	-	-
Music and Movement (30)	06/02	0% (0)	83% (25)	17% (5)
We Care UK (9)	03/02	0% (0)	0% (0)	100% (9)
Time Out Carers group (37)	23/01	-	-	-
ADAPT Prembabies Limited (22)	09/02	68% (15)	32% (7)	0% (0)
ADAPT Prembabies Limited (12)	10/02	83% (10)	17% (2)	0% (0)
Gren Towers Youth Club (20)	15/02	20% (4)	30% (6)	50% (10)
Druziv of Ukraine (17)	01/02	6% (1)	69% (11)	25% (4)
Barwell Time Out Carers (-)	03/02	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-
Hinckley and Bosworth Youth Voice Forum (2)	01/03	0% (0)	50% (1)	50% (1)
Barwell Time Out Carers (-)	23/01	-	-	-
Barwell Time Out Carers (-)	03/02	10% (2)	90% (18)	0% (0)
Barwell Time Out Carers (11)	02/03	-	-	-
ADAPT Prembabies Limited (12)	20/02	67% (8)	17% (2)	17% (2)
Hinckley Hares Walking Rugby (32)	27/02	34% (11)	47% (15)	19% (6)
Hinckley Hares Walking Rugby (10)	01/03	90% (9)	0% (0)	10% (1)
MS Society (18)	24/02	0% (0)	0% (0)	100% (18)
Carlton PCC (40)	08/02	0% (0)	0% (0)	100% (40)
<b>ALL EVENTS – TOTAL (%):</b>		<b>24%</b>	<b>34%</b>	<b>42%</b>
<b>ALL EVENTS – TOTAL (Number of respondents):</b>		<b>(60)</b>	<b>(87)</b>	<b>(108)</b>

Overall, community events for which specific quantifiable answers were able to be obtained by moderators showed a preference for Option 3 of Proposal 2 - namely to co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site. However, as can be seen above, opinions did vary between community events/groups based on location and respondent type.

### 3.5 Reasons Given for Selection of Option 1 as Preferred Option for Proposal 2

When respondents were asked to explain the reason(s) why they selected Option 1 - namely to remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service - a range of verbatim responses were provided and the key themes to these comments are shown in the following table.

**Table 17: Q4. Please explain in the space below why you have selected the option you have as your preferred option. Please include any impacts, either negative or positive, that you feel this proposal may have on you, your family or any groups you represent.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: A total of 477 respondents selected Option 1 as their preference for Proposal 2 but percentages below are calculated on 'All respondents'*

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Reasons why selected <u>Option 1</u> as preferred option:</b>		
<i>'To remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service'</i>		
This would be the cheapest/most effective option to achieve (e.g. lowest cost, value for money, economies of scale)	150	9%
The current site/building needs modernisation/renovating/preference for it to be updated	76	5%
Prefer to keep the aesthetic/historical look of Hinckley Hospital/surrounding area	61	4%
Would make good use of existing site	50	3%
This is the easiest/most viable/best/quickest/sensible option to achieve (general comment)	32	2%
Location is easy to get to/local/easily accessible for all patients/reduces associated patient anxieties	30	2%
It would reduce disruption at the existing hospital (e.g. temporary removal of services, less disruption to the surrounding area)	22	1%
Would have the lowest environmental impact/would be best for the environment	18	1%
Better use of resources/services can all be combined on the same site (e.g. to reduce pressure on services generally, for services to be managed better)	10	1%
Concern about reduced amount of parking space	10	1%
<i>Other</i>	8	<1%
<i>Don't know</i>	0	0%
<i>No comment made (but Option 1 chosen)</i>	52	3%

The most commonly mentioned reasons why respondents agree with Option 1 of Proposal 2 – namely to remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service - relate to the subject of cost. Overall, 9% (150 respondents) feel that remodelling the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service '**would be the cheapest/most effective option to achieve (e.g. lowest cost, value for money, economies of scale)**'. At a lower level, there are roughly similar proportions who hold the view that Option 1 would be the best option to pursue because '**the current site/building needs modernisation/ renovating/there is a preference for it to be updated**' (5% - 76 respondents - citing this as a reason for selecting Option 1), while 4% (61 respondents) would '**prefer to keep the aesthetic/historical look of Hinckley Hospital and the surrounding area**'.

In total, 425 respondents to either the online or paper survey provided a comment of some kind for this question to explain why they had selected Option 1 as their preferred option for Proposal 2. A few **example comments** illustrating some of the reasons given are shown below.

**Example comments** (for why respondents selected Option 1 – 'To remodel the existing Hinckley and District Hospital to provide appropriate accommodation for the day case service' – as their preferred option for Proposal 2)

Comment	Age	Gender
"The hospital needs updating inside but the outside must be kept as is."	65-74	Female
"It is impossible to answer this question without seeing building plans and costings. However, as the current building already exists and if it is financially viable, why not update it? Options two and three sound like they'd take space away from the diagnostic centre? The answer surely has to be a common sense approach to balancing maximum provision provided and reasonable expenditure."	55-64	Female
"I presume this means keeping the old, original brick building facing Mount Road. It is a beautiful building architecturally and well known through many generations. The internal remodelling could bring in into the 21st century and beyond."	45-54	Male
"Option 2 would take years to complete. Option 3 sounds like it wouldn't be big enough. At least with Option 1 it might be achieved sooner rather than later."	65-74	Male
"The site is restricted, yet the area would allow for the remodelling. This would be less expensive than going for demolition and rebuilding, thereby allowing existing financial resources to go further."	Unknown	Unknown
"If remodelling can provide the additional services at the least capital cost this would seem to be the best option. However if a more cost-effective capital investment is available, then go that way to leave as much money in the revenue budget to provide services."	65-74	Female
"If the facilities exist already then building additional buildings seems like an unnecessary resource and outlay."	35-44	Female
"It will all depend obviously on cost but it would be nice if at least part of the old original hospital could be kept and a more modern clean and accessible part added to the site, preferably without a silly roof like the Ashby Road site, that you can't build up!!"	45-54	Female
"The hospital frontage is important and is part of the history of Hinckley. Essential, the frontage is retained. So-called modern buildings quickly become dated and therefore a blot on the surrounding area. Too many buildings have been destroyed in Hinckley town and it is important to retain our heritage building."	Unknown	Unknown
"Again the people of Hinckley are very proud of what historic buildings we have left standing in our town and a huge community effort goes into trying to save as many as possible. Just take a look at our local museum. Every effort should be made to keep the original hospital cottage building but the rest needs to go."	35-44	Female



NB: For those taking part in the engagement through a **community group/event**, feedback was collected by moderators on behalf of the whole group – hence this feedback cannot be directly incorporated into the individual comments made by those completing the online survey or the postal survey. The overall feedback received from these events largely mirrors that provided by respondents completing the online and postal surveys – however, a summary of the feedback received from each group/event relating to Proposal 2 overall are shown at Appendix C.

### 3.4 Reasons Given for Selection of Option 2 as Preferred Option for Proposal 2

When respondents were asked to explain the reason(s) why they selected Option 2 - namely to build a standalone Day Case Unit on the existing Hinckley and District Hospital site - a range of verbatim responses were provided and the key themes to these comments are shown in the following table.

**Table 18: Q4. Please explain in the space below why you have selected the option you have as your preferred option. Please include any impacts, either negative or positive, that you feel this proposal may have on you, your family or any groups you represent.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: A total of 364 respondents selected Option 2 as their preference for Proposal 2 but percentages below are calculated on 'All respondents'*

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Reasons why selected <u>Option 2</u> as preferred option:</b>		
<i>'Build a standalone Day Case Unit on the existing Hinckley and District Hospital site</i>		
A brand new/modern building is required/more practical/will be more fit for purpose	94	6%
Location is easy to get to/local/easily accessible for all patients/reduces associated patient anxieties	30	2%
It would reduce disruption at the existing hospital (e.g. temporary removal of services, less disruption to the surrounding area)	28	2%
This option would provide the best outcome for patients/the most effective care for patients	25	2%
This is the easiest/most viable/best/quickest/sensible option to achieve (general comment)	24	1%
Better use of resources/services can all be combined on the same site (e.g. to reduce pressure on services generally, for services to be managed better)	18	1%
Best to have a separate building (general comment)	17	1%
This facility is needed in Hinckley/would be good for the community (general comments)	13	1%
It would allow for future expansion/flexibility	12	1%
Better to have a stand-alone Day Case Centre (e.g. to keep things clear/easy/separate)	12	1%
Location would have good/better parking facilities	11	1%
It would provide more space/adequate waiting room	10	1%
<i>Other</i>	4	<0.5%
<i>Don't know</i>	5	<0.5%
<i>No comment made (but Option 2 chosen)</i>	51	3%

The most commonly mentioned reasons why respondents agree with Option 2 of Proposal 2 – namely to build a standalone Day Case Unit on the existing Hinckley and District Hospital site – relate to the perception that a new building will be more likely to be fit for purpose. Overall, 6% (94 respondents) feel that building a standalone Day Case Unit on the existing Hinckley and District Hospital site would be the best option because **‘a brand new/modern building is required, it is more practical and will be more fit for purpose’**. At a much lower level, some others feel that Option 2 would be the best of the three options because **‘the location is easy to get to/local/easily accessible for all patients/reduces associated patient anxieties’** (2% - 30 respondents - citing this as a reason for selecting Option 2), while similar proportions think that **‘it would reduce disruption at the existing hospital (e.g. temporary removal of services, less disruption to the surrounding area)’** (2% - 28 respondents) and **‘this option would provide the best outcome for patients/the most effective care for patients’** (2% - 25 respondents).

In total, 313 respondents to either the online or paper survey provided a comment of some kind for this question to explain why they had selected Option 2 as their preferred option for Proposal 2. A few **example comments** illustrating some of the reasons given are shown below.

**Example comments** (for why respondents selected Option 2 – ‘Build a standalone Day Case Unit on the existing Hinckley and District Hospital site’ – as their preferred option for Proposal 2)

Comment	Age	Gender
<i>“Hopefully this ‘standalone’ unit will be the quickest to build and get ‘up and running’ - before yet more political change moves the goal posts again!!!”</i>	65-74	Female
<i>“If the buildings are separate, then it makes it easier for people to find their way around and access the right departments. Are you also increasing the car parking spaces to accommodate?”</i>	75+	Female
<i>“This needs to be a standalone centre, otherwise there will be no way of monitoring what goes on.”</i>	55-64	Male
<i>“For disabled people and their families hospitals can be an overwhelming experience for all. If there is a standalone building this may reduce the anxiety and issues with access.”</i>	16-34	Male
<i>“By building a standalone unit I feel infrastructure will be taken into account i.e. parking and other facilities.”</i>	35-44	Female
<i>“I believe that a new site plan should be drawn up for the complete site of the existing hospital. With the removal of the day case units, a new underground car park and two-storey modern building to be extended in time when funds are available to demolish the existing hospital. For extra car parking the leisure centre car park should be two or three stories high with an entrance from Mount Road.”</i>	75+	Male
<i>“This seems a more feasible decision as if the Hospital was remodelled it would take much longer to be put in place.”</i>	65-74	Female
<i>“In the long term it is probably the most economical and practical long term proposal.”</i>	45-54	Female
<i>“I believe that trying to adapt an existing building is false economy. A purpose-built, modern and compliant with modern requirements unit should have a far longer useful life.”</i>	65-74	Male

“Day case units deal with patients having procedures carried out and then sent home. I feel a separate unit would keep these patients separate from outpatients and make the experience more comfortable.”

65-74

Male

### 3.5 Reasons Given for Selection of Option 3 as Preferred Option for Proposal 2

When respondents were asked to explain the reason(s) why they selected Option 3 - namely to co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site - a range of verbatim responses were provided and the key themes to these comments are shown in the following table.

**Table 19: Q4. Please explain in the space below why you have selected the option you have as your preferred option. Please include any impacts, either negative or positive, that you feel this proposal may have on you, your family or any groups you represent.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: A total of 736 respondents selected Option 3 as their preference for Proposal 2 but percentages below are calculated on 'All respondents'*

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Reasons why selected <u>Option 3</u> as preferred option:</b> 'Co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site'		
Better use of resources/services can all be combined on the same site (e.g. to reduce pressure on services generally, for services to be managed better)	242	15%
This would be the cheapest/most effective option to achieve (e.g. lowest cost, value for money, economies of scale)	105	7%
Location is easy to get to/local/easily accessible for all patients/reduces associated patient anxieties	89	6%
A brand new/modern building is required/more practical/will be more fit for purpose	70	4%
This is the easiest/most viable/best/quickest/sensible option to achieve (general comment)	51	3%
This option would provide the best outcome for patients/the most effective care for patients	37	2%
Location would have good/better parking facilities	29	2%
It would reduce disruption at the existing hospital (e.g. temporary removal of services, less disruption to the surrounding area)	26	2%
Would improve staff efficiency/unit efficiency/working environment	24	1%
It would reduce the amount of travel time/travel cost required to access services	17	1%

It will reduce the burden on Leicester and other hospitals and GPs/will increase overall capacity in the Borough/more services available	15	1%
It would allow for future expansion/flexibility	14	1%
Concern about reduced amount of parking space	14	1%

**Table 19 (Continued): Q4. Please explain in the space below why you have selected the option you have as your preferred option. Please include any impacts, either negative or positive, that you feel this proposal may have on you, your family or any groups you represent.**

#### OVERALL RESULTS (all responses except Groups/Events: n=1,615).

*NB: A total of 736 respondents selected Option 3 as their preference for Proposal 2 but percentages below are calculated on 'All respondents'*

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Reasons why selected <u>Option 3</u> as preferred option:</b> <i>'Co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site'</i>		
All three options sound fine/no specific comments made about one specific option	13	1%
Prefer to keep the aesthetic/historical look of Hinckley Hospital/surrounding area	12	1%
The current site/building needs modernisation/renovating/preference for it to be updated	12	1%
Would make good use of existing site	12	1%
This facility is needed in Hinckley/would be good for the community (general comments)	11	1%
<i>Other</i>	7	<0.5%
<i>Don't know</i>	4	<0.5%
<i>No comment made (but Option 3 chosen)</i>	109	7%

The most commonly mentioned reasons why respondents agree with Option 3 of Proposal 2 – namely to co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site - relate to the perception that this option can offer everything on one site. Overall, 15% (242 respondents) feel that co-location of a Day Case Unit with the CDC on the Hinckley and District Hospital site would be the best option because it would be a **'better use of resources and services can all be combined on the same site (e.g. to reduce pressure on services generally, for services to be managed better)'**. At a much lower level, 7% (105 respondents) feel that Option 3 would be the best of the three options because **'This would be the cheapest/most effective option to achieve (e.g. lowest cost, value for money, economies of scale)**, while 6% (89 respondents) think that **'the location is**

**easy to get to, it is local and easily accessible for all patients and can reduce associated patient anxieties with travel** – although this reason could also feasibly apply as much to Option 1 and Option 2 as it does to Option 3.

In total, 627 respondents to either the online or paper survey provided a comment of some kind for this question to explain why they had selected Option 3 as their preferred option for Proposal 2. A few **example comments** illustrating some of the reasons given are shown below.

**Example comments** (for why respondents selected Option 3 – ‘Co-locate a Day Case Unit with the Community Diagnostic Centre (CDC) on the Hinckley and District Hospital site’ – as their preferred option for Proposal 2)

Comment	Age	Gender
<i>“This is the best available option. I wouldn't want the current hospital closed and doubt where the site is high enough to accommodate the proposal in Option 2..”</i>	65-74	Male
<i>“There will be an impact on users whilst building is undertaken, however I think it will be worth it going forward.”</i>	75+	Female
<i>“To keep all the services in one area and help save on traveling to other areas.”</i>	65-74	Male
<i>“Keeps services together and local. Stops the lengthy travel, parking etc.”</i>	55-64	Female
<i>“I think this may be the most cost-effective and good use of the new facilities. Option 2 may restrict parking and medical vehicles access. Option 1 could work if integrated near CDC. Any new facility must be cost-effective and accessible.”</i>	75+	Female
<i>“One well-designed building fulfilling both functions makes economic and staffing sense.”</i>	65-74	Female
<i>“Definitely not optional - the hospital is not in a very good state of repair as it is and it would cost a lot of money to remodel it. Whilst Option 3 would be my preferred choice as I think it would be preferable to have all services co-located, I can see a good reasons for Option 2. I do think, however, that costs of building have to be taken into consideration, plus speed of getting everything done. Also, if Option 3 is implemented it rather secures the future of all of the hospital. If Option 2 is implemented, it would (hopefully not), be possible at some time in the future, to decide these were insufficient funds and remove the unit from the hospital site.”</i>	65-74	Female
<i>“I have selected Option 3 as I feel that it would help to preserve the future of the district hospital. However, I can see the benefits of Option 2, as it would provide the much needed services sooner. I do not think Option 1 is viable due to the age of the existing buildings.”</i>	65-74	Male
<i>“It seems sensible to have as many services located in the area as possible to work alongside each other.”</i>	55-64	Female
<i>“It makes more sense to keep all the services together. Integrating all the services means staff could be utilised better between department in one modern building.”</i>	65-74	Male

## **Section 4: Opinions on Proposals to Invest In and Improve Health Services in Hinckley: Proposal 3 - Moving the Adult and Children's Therapy Facilities from the Portacabin on Mount Road to the Hinckley Hub**

4.1 Headline Findings

Those responding to the engagement were presented with the following proposal (Proposal 3):

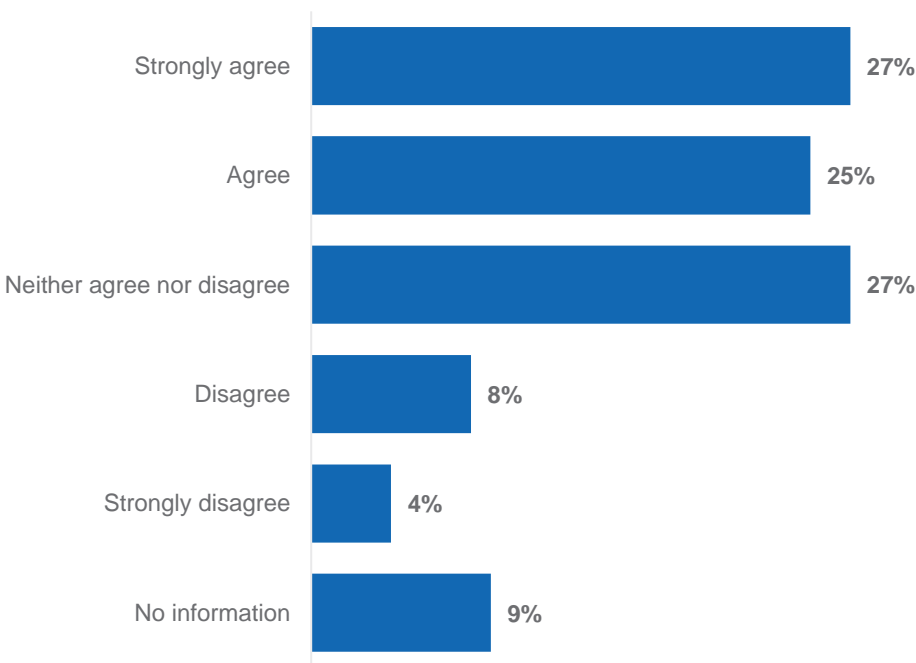
PROPOSAL 3:

**We want to move the Adult and Children’s Therapy facilities from the portacabin on Mount Road to the Hinckley Hub.**

Respondents were then asked to indicate their level of agreement or disagreement with this proposal. The overall results for this question are summarised in Figure 3 below.

**Figure 3: Q5. To what extent do you agree or disagree with this proposal?**

**OVERALL RESULTS** (all responses: n=2,004).



Overall, 52% (1,038 respondents) to the engagement say that they agree to some extent with the proposal (Proposal 3) to move the Adult and Children’s Therapy facilities from the portacabin on Mount Road to the Hinckley Hub as described. A total of 27% (543 respondents) indicate that they ‘strongly agree’ with this proposal, with a further 25% (495 respondents) saying that they ‘agree’ with it. However, 12% (249 respondents) disagree to some extent with the proposal to move the Adult and Children’s Therapy facilities from the portacabin on Mount Road to the Hinckley Hub as described - 4% (82 respondents) say they ‘strongly disagree’ with this and 8% (167 respondents) indicate that they ‘disagree’. It should also be noted that 27% (541 respondents) say that they ‘neither agree nor disagree’ with Proposal 3.



## 4.2 Results by Respondent Type

Table 20a shows how responses to this question vary by respondent status and gender, while Tables 20b shows responses by age and Table 20c shows responses by ethnicity, disability status and carer status.

**Table 20a: Q5. To what extent do you agree with this proposal (Proposal 3)? RESULTS BY RESPONDENT STATUS & GENDER** (base sizes in brackets).

	Total (2,004)	Answering As a Member of:			Gender:	
		Public (1,732)	NHS Staff (49)	Organisation (219)	Male (622)	Female (1,218)
Strongly agree	27%	27%	35%	26%	32%	27%
Agree	25%	25%	16%	24%	29%	24%
Neither agree nor disagree	27%	29%	39%	12%	26%	29%
Disagree	8%	9%	6%	1%	9%	8%
Strongly disagree	4%	4%	4%	7%	5%	3%
<i>Net 'Agree':</i>	<i>52%</i>	<i>52%</i>	<i>51%</i>	<i>50%</i>	<i>61%</i>	<i>51%</i>
<i>Net 'Disagree':</i>	<i>12%</i>	<i>13%</i>	<i>10%</i>	<i>8%</i>	<i>14%</i>	<i>11%</i>
No information	9%	6%	0%	29%	<0.5%	9%

There are no significant differences in agreement with Proposal 3 between those answering as a member of the public and answering in a different capacity, although it should be noted that no answer to this question has been given by 29% (64 respondents) answering on behalf of an organisation.

However, males are more likely than females to agree with Proposal 3 – 61% (374 respondents) of males either 'agree' or 'strongly agree' with Proposal 3, compared to 51% (625 respondents) of females. However, it should be noted that no answer has been given to this question by 9% (108 respondents) of females.

**Table 20b: Q5. To what extent do you agree with this proposal (Proposal 3)? RESULTS BY AGE** (base sizes in brackets).

	Total (2,004)	16-34 (191)	35-44 (179)	45-54 (297)	55-64 (390)	65-74 (475)	75+ (335)
Strongly agree	27%	41%	32%	32%	26%	26%	23%
Agree	25%	25%	30%	22%	24%	26%	29%
Neither agree nor disagree	27%	26%	22%	20%	33%	30%	30%
Disagree	8%	4%	9%	8%	6%	10%	13%
Strongly disagree	4%	4%	2%	4%	3%	4%	4%
<i>Net 'Agree':</i>	<i>52%</i>	<i>65%</i>	<i>62%</i>	<i>53%</i>	<i>50%</i>	<i>52%</i>	<i>52%</i>
<i>Net 'Disagree':</i>	<i>12%</i>	<i>8%</i>	<i>11%</i>	<i>12%</i>	<i>9%</i>	<i>14%</i>	<i>17%</i>
No information	9%	1%	5%	14%	8%	4%	1%

Agreement levels with Proposal 3 tend to decrease with age. Overall, 65% (125 respondents) of 16-34s either 'agree' or 'strongly agree' with Proposal 3, falling to 50% (195 respondents) of those aged 55-64 and similar levels for over 65s.

**Table 20c: Q5. To what extent do you agree with this proposal (Proposal 3)? RESULTS BY ETHNICITY, DISABILITY STATUS & CARER STATUS** (base sizes in brackets).

	Total (2,004)	Ethnicity		Disability/Poor Health?		Carer Responsibility?	
		White (1,760)	BAME (74)	Yes (438)	No (1,174)	Yes (496)	No (1,250)
Strongly agree	27%	28%	54%	31%	31%	27%	30%
Agree	25%	24%	9%	23%	25%	16%	25%
Neither agree nor disagree	27%	28%	26%	26%	33%	21%	32%
Disagree	8%	9%	3%	11%	8%	8%	8%
Strongly disagree	4%	3%	5%	7%	3%	3%	4%
<i>Net 'Agree':</i>	<i>52%</i>	<i>52%</i>	<i>64%</i>	<i>54%</i>	<i>56%</i>	<i>43%</i>	<i>55%</i>
<i>Net 'Disagree':</i>	<i>12%</i>	<i>12%</i>	<i>8%</i>	<i>18%</i>	<i>11%</i>	<i>11%</i>	<i>12%</i>
No information	9%	8%	3%	23%	1%	25%	1%

There is some evidence to suggest that respondents of BAME ethnicity may be slightly more likely than those of White ethnicity to agree to some extent with Proposal 3 - 64% (47 respondents) of BAME ethnicity agree to some extent with Proposal 3, compared with 52% (918 respondents) of those of White ethnicity.

There is some evidence to suggest that those with carer responsibilities may be slightly less likely to agree with Proposal 1 compared to non-carers - 43% (213 respondents) of carers say that they agree to some extent with Proposal 1. However, it should be noted that 25% (124 respondents) of those with carer responsibilities did not provide an answer to this question (largely due to certain groups/events not arriving at a consensus or being able to provide individual answers to this question).

### 4.3 Results by Respondent Engagement Method

Table 20d shows how responses to this question vary by the different ways in which respondents participated in the public engagement.

**Table 20d: Q5. To what extent do you agree with this proposal (Proposal 3)? RESULTS BY PUBLIC ENGAGEMENT PARTICIPATION METHOD** (base sizes in brackets).

	<b>Total (All Responses)</b> (2,004)	<b>Online Survey Total</b> (1,483)	<b>Online Main Survey</b> (1,307)	<b>Online Easyread Survey</b> (176)	<b>Postal</b> (132)	<b>Groups/Events</b> (389)
Strongly agree	<b>27%</b>	30%	30%	30%	27%	17%
Agree	<b>25%</b>	25%	25%	25%	20%	26%
Neither agree nor disagree	<b>27%</b>	31%	32%	24%	28%	10%
Disagree	<b>8%</b>	9%	9%	7%	16%	3%
Strongly disagree	<b>4%</b>	4%	4%	6%	8%	4%
<i>Net 'Agree':</i>	<i>52%</i>	<i>54%</i>	<i>54%</i>	<i>55%</i>	<i>46%</i>	<i>44%</i>
<i>Net 'Disagree':</i>	<i>12%</i>	<i>13%</i>	<i>13%</i>	<i>14%</i>	<i>23%</i>	<i>7%</i>
No information	<b>9%</b>	1%	1%	7%	2%	39%

There may be some evidence to suggest that those participating in the engagement via a group/event may be less likely to agree with Proposal 3 compared to those participating using other methods – only 44% (171 respondents) of those participating via a group/event say that they agree to some extent with Proposal 1. However, it should be noted that 39% (153 respondents) of those participating via a group/event did not provide an answer to this question (largely due to certain groups/events not arriving at a consensus or being able to provide individual answers to this question).

## 4.4 Results Summary from Community Engagement Events

Table 20e shows a summary of responses to this question across the various community engagement events.

**Table 20e: Q5. To what extent do you agree with this proposal (Proposal 3)? SUMMARY OF RESULTS BY EVENT** (base sizes in brackets). *NB: Figures shown are percentages (and numbers of respondents) that selected each option.*

Event (No. of people attending):	Date	Strongly agree	Agree	Don't agree or disagree	Disagree	Strongly disagree	% 'AGREEING'
Carlton PCC (12)	08/02	0% (0)	0% (0)	0% (0)	100% (12)	0% (0)	0% (0)
Hinckley Bowling Club (-)	03/02	-	-	-	-	-	-
Music and Movement (30)	06/02	0% (0)	100% (30)	0% (0)	0% (0)	0% (0)	100% (30)
We Care UK (9)	03/02	78% (7)	22% (2)	0% (0)	0% (0)	0% (0)	100% (9)
Time Out Carers group (37)	23/01	-	-	-	-	-	-
ADAPT Prembabies Limited (22)	09/02	100% (22)	0% (0)	0% (0)	0% (0)	0% (0)	100% (22)
ADAPT Prembabies Limited (12)	10/02	0% (0)	0% (0)	100% (12)	0% (0)	0% (0)	0% (0)
Gren Towers Youth Club (20)	15/02	15% (3)	20% (4)	45% (9)	0% (0)	20% (4)	35% (7)
Druziv of Ukraine (17)	01/02	47% (8)	18% (3)	35% (6)	0% (0)	0% (0)	65% (11)
Barwell Time Out Carers (-)	03/02	-	-	-	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-	-	-	-
Hinckley and Bosworth Youth Voice Forum (2)	01/03	0% (0)	100% (2)	0% (0)	0% (0)	0% (0)	100% (2)
Barwell Time Out Carers (-)	23/01	-	-	-	-	-	-
Barwell Time Out Carers (-)	03/02	-	-	-	-	-	-
Barwell Time Out Carers (11)	02/03	-	-	-	-	-	-
ADAPT Prembabies Limited (12)	20/02	100% (12)	0% (0)	0% (0)	0% (0)	0% (0)	100% (12)
Hinckley Hares Walking Rugby (32)	27/02	13% (4)	50% (16)	37% (12)	0% (0)	0% (0)	63% (20)
Hinckley Hares Walking Rugby (10)	01/03	0% (0)	0% (0)	0% (0)	0% (0)	100% (10)	0% (0)
MS Society (18)	24/02	67% (12)	33% (6)	0% (0)	0% (0)	0% (0)	100% (18)
Carlton PCC (40)	08/02	0% (0)	100% (40)	0% (0)	0% (0)	0% (0)	100% (40)
<b>ALL EVENTS – TOTAL (%):</b>		<b>29%</b>	<b>44%</b>	<b>17%</b>	<b>5%</b>	<b>6%</b>	
<b>ALL EVENTS – TOTAL (Number of respondents):</b>		<b>(68)</b>	<b>(103)</b>	<b>(39)</b>	<b>(12)</b>	<b>(14)</b>	

Overall, all community events for which specific quantifiable answers were able to be obtained by moderators showed clear support for Proposal 3 – namely to move the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub. However, as can be seen above, opinions did vary between community events/groups based on location and respondent type.

## 4.5 Reasons Given for Agreement Levels with Proposal 3

When respondents were asked to explain the reason(s) why they agreed or disagreed with Proposal 3 - namely the proposal to move the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub - a range of verbatim responses were provided and the key themes to these comments are shown in the following table.

**Table 21: Q6. Please explain in the space below why you agree or disagree with this proposal (Proposal 3). Please include any impacts, either negative or positive, that you feel this proposal may have on you, your family or any groups you represent.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Reasons why agree with Proposal 3:</b>		
A temporary portacabin is not suitable for these services	189	12%
It is advantageous/more efficient to have many services provided at the same site/under one roof	124	8%
Because the current building/portacabin has limited facilities/is not fit for purpose	123	8%
The new site would be a more convenient/local location/provide easier access to healthcare	108	7%
Newer facilities are badly needed in Hinckley/it would improve local services and facilities	82	5%
Good use of a currently under-utilised site/would be cost-effective	74	5%
A new facility would provide a more 'professional' or 'personal' feel to healthcare provision/provide a better ambience	62	4%
Agree with the Proposal (no specific reason given)	62	4%
The Hub has better facilities (e.g. parking, more modern, better working environment)	55	3%
It would provide more space (at the Mount Road site)/create more space there	35	2%
Would have better public transport links	25	2%

**Table 21 (Continued): Q6. Please explain in the space below why you agree or disagree with this proposal (Proposal 3). Please include any impacts, either negative or positive, that you feel this proposal may have on you, your family or any groups you represent.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Reasons why <u>disagree</u> with Proposal 3:</b>		
Concern about the logistics of the proposed new site (e.g. physical access, parking facilities, lack of space)	214	13%
Wrong location for these facilities (another site would be better)	132	8%
No need to move these services	53	3%
Concerned about transport links to the new location from outside the immediate area	28	2%
Concern that new facility would be too busy/overwhelming for patients/not private enough/should be for Council use only	21	1%
It would make no difference to me/I do not use this service	64	4%
<i>Other</i>	13	1%
<i>Don't know/no view either way</i>	155	10%
<i>No comment made (but agreement score provided)</i>	271	17%
<i>No comment made (no agreement score provided)</i>	23	1%

Reflective of the agreement levels with Proposal 3 - namely the proposal to move the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub – comments about this specific proposal fall into both positive and less positive categories.

The most commonly mentioned theme why respondents agree with Proposal 3 relate to the subject of the portacabins themselves not being a suitable place in which to deliver these services. Overall, 12% (189 respondents) feel that moving the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub would be a positive move because '**a temporary portacabin is not suitable for these services**', while 8% (123 respondents) believe that '**the current building/portacabin has limited facilities/is not fit for purpose**'.

Another commonly mentioned theme amongst those agreeing with Proposal 3 centres around greater convenience for service users generally, with 7% (108 respondents) agreeing with Proposal 3 because '**the new site would be a more convenient/local location/provide easier access to healthcare**'. Interestingly, 8% (124 respondents) feel that a benefit of Proposal 3 is that '**it is advantageous/more efficient to have many services provided at the same site/under one roof**' – which indicates that some respondents to the engagement may have misunderstood the intention of this particular Proposal.

As with Proposal 1, there is also a general feeling amongst those agreeing with Proposal 3 that '**newer facilities are badly needed in Hinckley/it would improve local services and facilities**' (5% - 82 respondents - stating this as the reason why they agree with Proposal 3), while a similar proportion (4% - 74 respondents) think that moving these services to the

Hinckley Hub would be a **‘good use of a currently under-utilised site/would be cost-effective’**.

The main concern mentioned relating to Proposal 3 relates to a feeling of concern regarding both car parking facilities and general access for patients and visitors – a theme that is stronger when respondents are considering Proposal 3 than it is when they are considering Proposal 1. Overall, 13% (214 respondents) cite an issue with Proposal 3 being a **‘concern about the logistics of the proposed new site (e.g. physical access, parking facilities, lack of space)’**, while 8% (132 respondents) mention that the Hinckley Hub may be the **‘wrong location for these facilities (another site would be better)’**.

In total, 1,321 respondents to either the online or paper survey provided a comment of some kind for this question. A few **example comments** illustrating some of the reasons why respondents either agree or disagree with Proposal 3 are shown below.

**Example comments** (for why respondents either ‘strongly agree’ or ‘agree’ with Proposal 3 - to move the Adult and Children’s Therapy facilities from the portacabin on Mount Road to the Hinckley Hub)

Comment	Age	Gender
<i>“It is closer to other child and family services in Hinckley which are located off Rugby Road.”</i>	45-54	Male
<i>“The location of the site isn't particularly important as long as it remains in central Hinckley.”</i>	65-74	Female
<i>“I personally wasn't aware there were therapy services at this hospital, however I do not see the problem in moving this to Hinckley Hub as it is only a few minutes down the road. It would create more space at the hospital for other services e.g. physio, blood tests, scans etc.”</i>	16-35	Female
<i>“I do not use this facility but I understand that this would need to be moved to be able to expand the new building. The Hub has good access and is only a short distance away so seems like a good place to move it to.”</i>	45-54	Female
<i>“Does not need to be in a medical setting, in fact it may be less intimidating for patients to access in another setting.”</i>	35-44	Female
<i>“It must be better to provide a proper environment for these services, and the proposal would seem to provide a chance to improve the services available by providing a more appropriate environment.”</i>	75+	Male
<i>“The portacabins are clearly only temporary buildings that have ended up being used for this, way past their expiry date! Give the therapy teams a more modern set-up, it's like walking back in time in those portacabins..”</i>	35-44	Female
<i>“I think that we should move away from services being delivered from portacabins as they are old and that sort of environment is not ideal to deliver therapy services from. It makes sense that they are moved to the Hub so care can be joined up and from a building that is fit for purpose..”</i>	55-64	Female
<i>“Provided there is adequate room, and that it would not disturb the Hub's other functions, being right next to the service provision staff MUST be a big plus..”</i>	65-74	Male
<i>“For children to attend a large hospital site can be rather daunting, a smaller less 'urgent' site would encourage compliance and perhaps reduce fears phobias to the child that can last a lifetime. Also easier for the local residents to attend providing that parking is adequate..”</i>	65-74	Female



**Example comments** (for why respondents either 'strongly disagree' or 'disagree' with Proposal 3 - to move the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub)

Comment	Age	Gender
<i>"As this is a purpose-built fairly new building for council business. I do not understand how they would be able to accommodate them, however if the space in the building is not being used than it would indeed be better than the portacabins if there is not enough space in the proposed update to the hospital but I would have thought it would have been better to keep all together."</i>	65-74	Female
<i>"So much depends on available finances and space. Easy access to investigative procedures is vital. Would it not be possible to move the physio and children's therapy to the existing hospital on Ashby Road? It is a large site and easy to access. Parking at the Hub is already difficult. Why spend thousands adapting a building and site when there may be space to start a new on a more accessible site with more room available?."</i>	75+	Female
<i>"These portacabins are outdated and in much need of repair or tearing down. The Hub as in the Council's Hub? Wouldn't it be more appropriate to have doctors, nurses, therapists, physicians all in one place? Just like the three doctors surgeries, two hospitals and two chemists. It's easier to get around if everything is in one place. I'm more thinking about the elderly and the less abled."</i>	35-44	Female
<i>"I feel all services should be on one site, some day surgery patients need physio input before they are discharged, this would be easy and more cost effective if they are on site."</i>	65-74	Female
<i>"An 'all under one roof' approach would be better as many problems start in the physical realm and is the Hinckley Hub geared up for this? I do not think the Hinckley Hub is the right facility."</i>	55-64	Female
<i>"Multiple sites create confusion. Best to keep all health services on a single site. Why not use Sunnyside if there is no space at Mount Road?"</i>	65-74	Male
<i>"The so-called Hub has no role in NHS services and is a HBBC white elephant."</i>	75+	Male
<i>"Do not understand why these facilities cannot be accommodated during any onsite rebuild. Travelling to a hospital with all appropriate facilities together would make more sense.."</i>	35-44	Female
<i>"Too far out of town, traffic issues and parking spaces at the Hub are too few as it is.."</i>	65-74	Male
<i>"Parking facilities around the Hub are insufficient currently so taking additional services isn't going to help matters. Accessing the Hub can be difficult currently, let alone with additional demand."</i>	35-44	Male



For those taking part in the engagement through a ***community group/event***, feedback was collected by moderators on behalf of the whole group – hence this feedback cannot be directly incorporated into the individual comments made by those completing the online survey or the postal survey. Again, the overall feedback received from these events largely mirrors that provided by respondents completing the online and postal surveys – however, a summary of the feedback received from each group/event relating to Proposal 3 is shown at Appendix D.

## 4.6 Further Comments Relating to Travel/Access to the Services Described in Proposal 3

When respondents were asked to make any further comments relating to travel or access to the services described in Proposal 3 – namely the proposal to move the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub - a range of verbatim responses were provided and the key themes to these comments are shown in the following table.

**Table 22: Q7. If you have any further comments relating to issues around travel or access to the services described in Proposal 3, please explain these in the space below.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Positive comments around travel or access to the services described in Proposal 3:</b>		
The new site would be a more convenient/ local location/provide easier access to healthcare	125	8%
It would reduce the amount of travel time/travel cost/stress required to access services	57	4%
A new site for these services is badly needed in Hinckley/it would improve local services	14	1%
It would benefit people with no access to a car (e.g. elderly, disabled, vulnerable)	12	1%
<b>Concerns around travel or access to the services described in Proposal 3:</b>		
Concern about the logistics of the proposed new site for these services (e.g. physical access, parking facilities)	368	23%
Concerned about transport links to the new site for these services from outside the immediate area	223	14%
Concerns about high levels of traffic in the area/poor road system in the area	59	4%
Wrong location for the Proposal (another site would be better)	35	2%
Money needs to be spent in the most cost-effective way	25	2%
Concerned about patient transport booking services to the facilities (including hopper services, park-and-ride)	19	1%
It is advantageous to have many services provided at the same site (e.g. sharing resources)	10	1%
Services should not be moved from current location	10	1%
Need more information about the proposals (e.g. to make an informed decision)	65	4%
Other	11	1%
Don't know	5	<0.5%
No comment made	833	52%

When asked if they wanted to make any further comments about Proposal 3 in relation to travel or access to the services outlined in Proposal 3, it should be noted that 52% (833 respondents) of respondents to the online and postal surveys did not make a comment.

Amongst those that did make further comments about Proposal 3 in relation to travel or access, the comments made are more likely to reflect concerns about travel or access relating to Proposal 3 than positive opinions on it. The most commonly mentioned positive theme is that **'the new site would be a more convenient/ local location/provide easier access to healthcare'** (mentioned by 8% - 125 respondents), with a small minority (4% - 57 respondents) believing that the move **'would reduce the amount of travel time/travel cost/stress required to access services'**.

However, the greatest concerns raised relate to the perceived accessibility of The Hinckley Hub generally. Overall, 23% (368 respondents) feel that moving the Adult and Children's Therapy facilities from the portacabin on Mount Road to the Hinckley Hub would cause them **'concern about the logistics of the proposed new site for these services (e.g. physical access, parking facilities)'**, while 14% (223 respondents) believe that they would be **'concerned about transport links to the new site for these services from outside the immediate area'**. At a lower level, but also linked to accessibility of The Hinckley Hub, 4% (59 respondents) have **'concerns about high levels of traffic in the area/poor road system in the area'**, while 2% (35 respondents) made no specific comment about travel or access but simply feel that The Hub is the **'wrong location for the Proposal and another site would be better'**.

**Example comments** (positive comments made by respondents in relation to travel or access relating to Proposal 3)

Comment	Age	Gender
<i>"Great idea! Need something accessible rather than having to travel."</i>	35-44	Female
<i>"Unnecessary travel is not only prohibitively expensive in the current economic climate, but also can cause unnecessary distress to already unwell patients and adversely affect their health."</i>	55-64	Male
<i>"Still in the heart of the Community for all to access."</i>	55-64	Female
<i>"As I said, parking is outside and it's an accessible building, much more suitable if you're attending in a wheelchair."</i>	45-54	Female
<i>"The services would be close to the bus station, giving people easy access."</i>	45-54	Female
<i>"Relocation to Hinckley Hub for CFS is ideal - the Hub has on-site parking and also car parking nearby, it is on bus routes, it is wheelchair accessible and easily reached on foot. Rugby Road/Hawley junction has already been significantly improved to cope with added infrastructure - the Hub provision was designed as fully occupied, therefore this proposal should not generate a significant increase in traffic. I feel that repurposing and building at the Hospital Site would reduce disruption to services - a TIA may be required for Mount Road to ensure access and egress is catered for."</i>	55-64	Female
<i>"There is a car park near the Mount Road hospital situated at the rear of the Leisure Centre and if anyone needs to use public transport it is only a short walk from the bus station."</i>	65-74	Female
<i>"I think it is a good thing that the Mount Road site is being enhanced. It is far easier to get to for people living in the area than any of the Leicester, Coventry or Nuneaton hospitals. It will also help somewhat in taking pressure of those other hospitals by adding to the procedures that could be carried out in Hinckley."</i>	65-74	Male
<i>"It would make an enormous difference to my life particularly as a carer - travelling would be cut in half and most importantly access to services nearer home."</i>	75+	Female
<i>"Further consideration though needs to be given to any increase in Borough population and the impact that will also have."</i>	55-64	Male

**Example comments** (concerns expressed by respondents in relation to travel or access relating to Proposal 3)

Comment	Age	Gender
<i>"I realise the Hub may have more modern facilities, but again it's the distance out of town for less mobile people."</i>	65-74	Female
<i>"These proposals are only relevant to people living in close proximity to Hinckley and or have access to a car. For people living in Ratby it is easier to access services in Leicester."</i>	65-74	Male
<i>"The Hinckley Community Hospital should be considered for the location of any services that the existing hospital site cannot provide space for, not council offices."</i>	65-74	Male
<i>"If the hospital site in Ashby Road could be further developed with these new proposed facilities hopefully more car parking could also be considered."</i>	75+	Male
<i>"As a resident of Thornton in the borough of Hinckley and Bosworth, are there transport facilities to get to these places all located in Hinckley??"</i>	65-74	Female
<i>"The village buses are now non-existent and Fox Connect does not always have availability, making it impossible to guarantee appointment attendance."</i>	45-54	Male
<i>"People that live in rural areas of the borough need to have access to public transport to be able to get into Hinckley and access these facilities."</i>	16-34	Female
<i>"Will there be cheap, affordable/free bus service for those without cars? Or from the rural areas/villages? Will there be adequate parking? That area is already crammed full and parking is very difficult to find."</i>	45-54	Female
<i>"Bus routes may need to be altered so that it is easy to get to the Hospital. Also access from Mount Road to the car park has been blocked off and should be opened up to make it easier to park close to the hospital."</i>	65-74	Male
<i>"I think it is important to ensure there is plenty of parking available for the expanded site with a suitable drop-off area. So many hospitals have been expanded without the parking being expanded to match both for visitors and staff. The site will have a larger number of users that have mobility problems than would be normal for say a supermarket. So ease of access is important."</i>	65-74	Male

NB: For those taking part in the engagement through a **community group/event**, feedback was collected by moderators on behalf of the whole group – hence this feedback cannot be directly incorporated into the individual comments made by those completing the online survey or the postal survey. The overall feedback received from these events largely mirrors that provided by respondents completing the online and postal surveys – however, a summary of the feedback received from each group/event relating to travel and access for Proposal 3 are shown at Appendix E.

## **Section 5: Other Specific Comments About the Three Proposals for Community Services in Hinckley and Bosworth**

## 5.1 Headline Findings

At the end of the engagement, respondents were asked to share any suggestions for how the healthcare access and services that their General Practice/Health Centre is offering could be improved. A variety of responses were provided and the key themes to these comments are shown in the table below.

**Table 23: Q8. If you have any other specific comments about the three proposals for community services in Hinckley and Bosworth or if there are any alternative proposals that you think we should consider, please tell us and explain these in the space below.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Positive comments made:</b>		
A new site is badly needed in Hinckley/ it would improve local services	77	5%
Agree with the Proposal (no specific reason given)	68	4%
The new site would be a more convenient/ local location/provide easier access to healthcare	57	4%
It would reduce the amount of travel time/travel cost/stress required to access services	48	3%
Because the Hinckley area is growing/becoming more populated	40	2%
It will reduce the burden on Leicester and other hospitals and GPs/will increase overall capacity in the Borough	21	1%
Would benefit the local community generally	20	1%
Good use of a currently under-utilised site	14	1%
It is advantageous to have many services provided at the same site	14	1%
Would provide more modern services	12	1%
Would allow for quicker diagnoses for patients/less time for patients to be seen/reduce waiting lists	11	1%

**Table 23 (Continued): Q8. If you have any other specific comments about the three proposals for community services in Hinckley and Bosworth or if there are any alternative proposals that you think we should consider, please tell us and explain these in the space below.**

**OVERALL RESULTS** (all responses except Groups/Events: n=1,615).

*NB: Themes mentioned by 10+ respondents.*

Theme of comment	No. responses	% responses
<b>Concerns/ less positive comments made:</b>		
Wrong location for new services like these (another site would be better)	107	7%
Additional services could also be provided in the proposals (e.g. walk-in centre for minor injuries, A&E, paediatric services, mental health, maternity, ophthalmology)	93	6%
Concern about the logistics of the proposed new site (e.g. physical access, parking facilities)	82	5%
Concerned about transport links to the new site from outside the immediate area	38	2%
Proposals need to be implemented as soon as possible	33	2%
Need more information about the proposals (e.g. to make an informed decision)	21	1%
Concern that the new site would lose its current aesthetic (e.g. historical look/value)	12	1%
Money needs to be spent in the most cost-effective way	11	1%
Concerned that other services could be lost or temporarily unavailable if proposal goes ahead	11	1%
Concern about how the new facility would be managed (e.g. staffing levels)	11	1%
Other	18	1%
No comment made	989	61%

When asked if they had any other specific comments about the three proposals for community services in Hinckley and Bosworth, or if there were any alternative proposals they think should be considered, it should be noted that 61% (989 respondents) of respondents to the online and postal surveys did not make a comment.

Amongst those that did make further comments, the comments made are split between positive comments and potential concerns. The most commonly mentioned positive theme is that '**a new site is badly needed in Hinckley/ it would improve local services**' (mentioned by 5% - 77 respondents). Smaller proportions (4% in each case) express their '**general agreement with the proposals**' (68 respondents) and that '**the new site(s) would be a more convenient/ local location/provide easier access to healthcare**' (57 respondents), whereas for a similar



proportion (3% - 48 respondents) the proposals '**would reduce the amount of travel time/travel cost/stress required to access services**'.

The greatest concerns raised by respondents who left a final comment relate to the proposals being the '**wrong location for new services like these (and that another site would be better)**', with 7% (107 respondents) mentioning this. Meanwhile, around 6% (93 respondents) feel that '**additional services could also be provided in the proposals (e.g. a walk-in centre for minor injuries, A&E, paediatric services, mental health, maternity, ophthalmology)**', while a similar proportion (5% - 82 respondents) reiterate their '**concern about the logistics of the proposed new site (e.g. physical access, parking facilities)**'.

In total, 624 respondents to either the online or paper survey provided a comment of some kind for this question. A few **example comments** illustrating some of the themes mentioned by respondents about the three proposals for community services in Hinckley and Bosworth, and some alternative proposals they think should be considered, are shown below.

**Example comments** (positive comments made about the three proposals for community services in Hinckley and Bosworth, or any alternative proposals they think should be considered)

Comment	Age	Gender
"More face to face appointments with hospital consultant services should be offered in Hinckley due to the very limited access to ambulance services and travelling costs for non-drivers of £30-£40 one way in a taxi to attend appointments in Leicester."	65-74	Female
"Bringing services to this part of the county will save unnecessary travelling. It will be much easier for people around this area of the county to access these treatments."	75+	Female
"It is clearly difficult, time-consuming and costly to access services in a city centre. Reducing this and making services more local and therefore accessible seems a sensible way to improve NHS experiences."	45-54	Female
"The current site of the hospital is rather inaccessible, it has limited parking and is hard to navigate. Modernisation of the current site would be a great improvement to services."	16-34	Female
"We need to come into the modern world of healthcare and not feel like we are second rate to our neighbours. We need as many diagnostic procedures as we can locally to get early diagnosis."	65-74	Male
"The redevelopment of the hospital site would be a good addition to the town and be a lot of use to the people who live here."	35-44	Female
"Whilst this is perhaps not the correct forum, maybe consideration could be given to some form of direct referral system (possibly via the 111 service) since it is increasingly difficult to consult a GP. It may then be possible in the long term to radically streamline the rapidly deteriorating primary care system."	65-74	Male
"It would be nice if you could create something that was big enough to accommodate the rising population of the local area.."	65-74	Male
"As far as I am concerned, I am delighted at the prospect of the diagnostic centre coming to Hinckley and having been a patient at the Day case unit on several occasions, would be delighted to see this remodelled and brought up to scratch in order to continue to function effectively. Thanks to those who are trying to make it happen."	55-64	Female
"I think this model is so much more attractive than the huge 'Super Hospitals' for routine and required assessment testing etc. Saves travelling time and costs. Day Units for 'minor' elective procedures has to be most welcome. I'm delighted to hear these options are being pursued. Thank you.."	65-74	Male

**Example comments** (concerns expressed about the three proposals for community services in Hinckley and Bosworth, or any alternative proposals they think should be considered)

Comment	Age	Gender
<i>"Could you not put one on the Community Hospital site on the road out of town? That hospital seems under-used and there is plenty of land there."</i>	75+	Female
<i>"Why is the large site at Sunnyside not under consideration for certain patient services? There appears to be ample space and many post-war outbuildings which could be knocked down, allowing room for a West Leicestershire Hospital to work side by side with Mount Road and the other Leicester hospitals. It also has a very large car park with easy access, whereas we allow an hour plus to get to the LRI and more for the General. Glenfield is slightly better but why pay in advance to park for an appointment of unknown timescale?"</i>	75+	Male
<i>"There is a better site with the existing hospital on Ashby Road. More scope to improve that site rather than trying to shoehorn facilities into a cramped town centre location."</i>	45-54	Male
<i>"You should redevelop the whole site including the doctors surgeries - in that way you could use the space more efficiently and might be able to incorporate the chemists, which would mean better car parking. Do we need two chemists? As one is next to the Maples."</i>	55-64	Male
<i>"The old Suppliers Walk school site could also be considered for something beneficial to the community regarding health matters. Also the Sunnyside Hospital could offer more medical services than it currently does."</i>	55-64	Female
<i>"Consider using the community hospital site (buildings at the back of the main hospital) as this site is underused and in poor state but with lots of space for rebuild and parking whilst enabling existing services to be maintained at Mount Road during the development phase. Mount Road could then be redeveloped to provide additional services/ services split between the two sites."</i>	45-54	Female
<i>"Would it be worth giving more consideration to the use of the Ashby Road District Hospital for some services? This would also help with car parking."</i>	75+	Male
<i>"Delay the movement of the Physiotherapy services from the portacabin until the Hinckley Hub site is ready for them to move into."</i>	35-44	Female
<i>"For remote villages and hamlets you should provide a pick up and return service if a bus service is not available. City and town residents are given priority over the more rural areas, we are all paying or have paid our taxes and national insurance, so we should be treated equally."</i>	Age not given	Male
<i>"Please ensure it is a joined-up pathway between community care, primary care and acute care. The disjoint can be very difficult to overcome. Often my housebound mother has community based tests at home for medication and monitoring of complex health needs which are delivered after the date of an acute care appointment for which they are required and so not useful in her health management. Likewise the inability to access shared information between services in acute care in Warwickshire and Leicestershire can be difficult. One example is phlebotomy. Often as patients it can be difficult to reconcile particularly when some services accessed are at GEH and some are at LRI."</i>	55-64	Female

For those taking part in the engagement through a group/event, feedback was collected by moderators on behalf of the whole group – hence this feedback cannot be directly incorporated into the individual comments made by those completing the online survey or the postal survey. However, a summary of the feedback received from each group/event relating to the three proposals for community services in Hinckley and Bosworth, or any alternative proposals they think should be considered, are shown at Appendix E.

# Appendix A:

## Feedback from Events

**Table 24: Feedback from Events.**

Source:	Date:	Key Issues/Themes/Comments
<b>RCC's comments book</b> (Sheepy Magna)	2 <sup>nd</sup> February 2023	<i>"Very useful information as we are on the border of Warwickshire - not always get the news in Hinckley."</i>
Email to Ilricb- llr.beinvolved@nhs.net	8 <sup>th</sup> February 2023	<i>"I am all for the services that are here to be improved upon and brought up to date BUT and you really have to address this...PARKING. You need to provide adequate parking and then some so that it does not affect us residents with non-residents parking in our spaces."</i>
Meeting with portacabin staff	9 <sup>th</sup> February 2023	<p><i>"Could the timeframe be extended? It would be terrible if the staff and patients didn't see any change immediately after going into temporary accommodation from April 2023."</i></p> <p><i>"We haven't been engaged in the planning of the Hinckley Hub. There has been no leader so we have concerns that it won't suit our needs. We are not confident the Hub will be suitable in the long term. Concerns over the effect on the health and wellbeing of staff and patients, more complaints. We are resilient but are overwhelmed. We don't want to leave the portacabin as it suits the current needs of the service."</i></p> <p><i>"Site visit to the Hinckley Hub needed."</i></p> <p><i>"There has been no futureproofing for the service. The new building won't suit us if the service grows."</i></p> <p><i>"Poor communication."</i></p> <p><i>"Already booking in patients for April who are having surgery now. Hinckley Hub won't be able to provide a like-for-like service. There is a risk on capacity."</i></p> <p><i>"Parking is an issue at the Hub."</i></p>
ICB's Atkins Building engagement event	9 <sup>th</sup> February 2023	<p><i>"George Eliot don't seem to communicate well with Leicestershire."</i></p> <p><i>"(Re. moving the Portacabin services to the Hub) Doesn't make any difference to me, as I have to drive there anyway. Will I have to pay for the car park? Some people will park there to go shopping."</i></p>
RCC's event in Barwell	16 <sup>th</sup> February 2023	<p><i>"Are all the eye services that are offered through the Health Centre going to be retained and if so where will they be - part of the CDC or Day Case building? One patient was asking about optical tests for Macular degeneration. They wondered if their surgery - Heath Lane - may be offering this service but has heard no more from her surgery as to the service."</i></p> <p><i>Comments were very positive, but the Hub had the most queries about access as it is a long walk for people needing Physio to walk from hospital or bus station to Hub and they are not sure of bus access to the Hub. "Do we know what the bus services are like for the Hub at the moment?"</i></p>

**Table 24 (Continued): Feedback from Events.**

Source:	Date:	Key Issues/Themes/Comments
ICB's Earl Shilton engagement event	16 <sup>th</sup> February 2023	<i>"We felt that it was a very worthwhile and informative event and that the proposed new Diagnostic Centre will be a most welcome (and much overdue!) addition to an otherwise rapidly depleting local health service. It has clearly been a concerted effort to get this far and it will be good to see that come to fruition."</i>
Comments on a press release on LLR ICB website	17 <sup>th</sup> February 2023	<i>"The Community Diagnostics Centre will be welcomed by everyone in Hinckley and the surrounding area, this new unit with MRI and CT scanners will aid the doctors in the local area to make a first time referral to the correct specialist, aiding quick diagnoses and not being sent to multiple units, giving the patient a much better chance of a quick recovery. This will reduce costs to the NHS and free up specialists to see other people. Also, when they are referred the specialist will have the scan to look at before seeing the patient and also plan any treatment they may need if the problem is serious, leading to a vastly increased chance of making a full recovery. Also, the scans being done here will free up time at the other hospitals at the scan units, patients that need a follow-up scan can have it done here at Hinckley, letting the specialist review the results and call the patient with the results. All in all it will be a great boost to getting treatment done earlier, saving people having to travel to Leicester."</i>
Email to llricb-llr.enquiries@nhs.net	1 <sup>st</sup> March 2023	<p><i>"On 24 February 2023, I attended a public engagement meeting of proposed improvements to community health services at the Meadows Community Centre, 7 The Meadows, Burbage, Leics. LE10 2BU. During this meeting we were told that LLR ICB are being cautious about promoting these proposals, as the board don't want a repetition of the opposition that the NHS received in 2014. On reflection, I find this misleading as the opposition in 2014 was to the closure of Hinckley Hospital and the transfer of services that were provided there to, possibly, Leicester hospitals."</i></p> <p><i>(Further response on 24/03/23)</i></p> <p><i>"It was plainly said, at that meeting, that the NHS were being cautious about the engagement and three of us heard it. In 2014 we were told that Hinckley Cottage Hospital was to be closed down and the services would move to Leicester and Ashby Road Hinckley. This is why there was very strong opposition and Hinckley residents didn't want what had been donated to them being taken away. I suspect that the Hospital site, also, was bequeathed to Hinckley. We're all in favour of a complete new hospital and well done with the £14.09 million bid. Best wishes with the £7.5 million bid."</i></p>

**Table 24 (Continued): Feedback from Events.**

Source:	Date:	Key Issues/Themes/Comments
Email to Ilricb- llr.beinvolved@nhs.net	3 <sup>rd</sup> March 2023	<p><i>"Yes please can we have our country hospital back up and running...it's a lovely hospital. I've been in there with my Dad and my friends."</i></p> <p><i>"Mr Fred Robottom ( who bought the town Concordia Theatre) tried really hard to keep it going. My Dad and Fred and the Baptist choir used to go on Sunday nights and sing to the patients. It will save so many long journeys to bigger hospitals and also petrol time and energy. We really need this for Hinckley. Can we have a drop-in room for the folks that are worried about an illness and want to talk to someone and don't want to trouble a Doctor? Thank you so much...and please bring it on."</i></p>
Email to Ilricb- llr.beinvolved@nhs.net	5 <sup>th</sup> March 2023	<p><i>"Hello everyone, I am writing in response to your proposals to improve community health services in Hinckley and Bosworth. My name is Alan Davies and I am a resident of Norton Juxta Twycross in the north west of the borough. Thanks for consulting us. Your consultation is very good. I am a local parish councillor but I am replying today in a private capacity. Here are my views. I very much support your proposals for a new Community Diagnostic centre, plus day case unit, at Hinckley Hospital (Mount Road). Our access to such facilities is always an issue, because of where we live, so a more accessible and modern facility will be very welcome. There is no public transport where I live so please don't forget this and think about providing some form of accessible transport for those without cars. I hope your plans are not scaled back due to inflation, and modern equipment is installed. A local friend recently had to have four scans (at different NHS sites) to diagnose a gall bladder problem because the quality of scans wasn't good enough. Not good for anyone and a waste of NHS time. I would also hope the new centre is funded for the long term and is staffed by qualified and well paid people. This can't be just a building and equipment project. NHS workers matter too. I'm very pleased to support this proposal and wish you luck with the delivery and implementation. It would be good to know the anticipated timescale (sorry if I've missed this somewhere). Once again, many thanks for consulting us. I really appreciate it."</i></p>
RCC's comments book	Unknown (but during engagement period)	<p><i>"Marvellous idea, very convenient for locals."</i></p>
RCC's comments book (Groby Library)	Unknown (but during engagement period)	<p><i>"As a long term resident of Groby, the access to Hinckley by public transport doesn't exist, so it would be essential to go by car. However, the idea of such a centre does sound good, but it is so much easier to access the NHS in Glenfield &amp; Loughborough."</i></p>

# Appendix B:

## Detailed Answers and Feedback on Proposal 1 from Events

**Table 25a: Q1. To what extent do you agree with this proposal (Proposal 1)? SUMMARY OF RESULTS BY EVENT** (base sizes in brackets). *NB: Figures shown are percentages (and numbers of respondents) that selected each option.*

Event (No. of people attending):	Date	Strongly agree	Agree	Don't agree or disagree	Disagree	Strongly disagree	% 'AGREEING'
Carlton PCC (12)	08/02	-	-	-	-	-	-
Hinckley Bowling Club (-)	03/02	-	-	-	-	-	-
Music and Movement (30)	06/02	100% (30)	0% (0)	0% (0)	0% (0)	0% (0)	100% (30)
We Care UK (9)	03/02	89% (8)	0% (0)	11% (1)	0% (0)	0% (0)	89% (8)
Time Out Carers group (37)	23/01	-	-	-	-	-	-
ADAPT Prembabies Limited (22)	09/02	0% (0)	100% (22)	0% (0)	0% (0)	0% (0)	100% (22)
ADAPT Prembabies Limited (12)	10/02	100% (12)	0% (0)	0% (0)	0% (0)	0% (0)	100% (12)
Gren Towers Youth Club (20)	15/02	55% (11)	25% (5)	20% (4)	0% (0)	0% (0)	80% (16)
Druziv of Ukraine (17)	01/02	82% (14)	18% (3)	0% (0)	0% (0)	0% (0)	100% (17)
Barwell Time Out Carers (-)	03/02	-	-	-	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-	-	-	-
Hinckley and Bosworth Youth Voice Forum (2)	01/03	100% (0)	0% (0)	0% (0)	0% (0)	0% (0)	100% (2)
Barwell Time Out Carers (-)	23/01	-	-	-	-	-	-
Barwell Time Out Carers (-)	03/02	-	-	-	-	-	-
Barwell Time Out Carers (11)	02/03	-	-	-	-	-	-
ADAPT Prembabies Limited (12)	20/02	100% (12)	0% (0)	0% (0)	0% (0)	0% (0)	100% (12)
Hinckley Hares Walking Rugby (32)	27/02	69% (22)	25% (8)	6% (2)	0% (0)	0% (0)	94% (30)
Hinckley Hares Walking Rugby (10)	01/03	100% (10)	0% (0)	0% (0)	0% (0)	0% (0)	100% (10)
MS Society (18)	24/02	100% (18)	0% (0)	0% (0)	0% (0)	0% (0)	100% (18)
Carlton PCC (40)	08/02	100% (40)	0% (0)	0% (0)	0% (0)	0% (0)	100% (40)
<b>ALL EVENTS – TOTAL (%):</b>		<b>80%</b>	<b>17%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	
<b>ALL EVENTS – TOTAL (Number of respondents):</b>		<b>179</b>	<b>38</b>	<b>7</b>	<b>0</b>	<b>0</b>	



**Table 25b: Q2. Reasons Given for Proposal 1 Choice. SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

Event (No. of people attending):	Date	Summary of Feedback from Group for Proposal 1
Carlton PCC (12)	08/02	NB: No feedback provided.
Hinckley Bowling Club (-)	03/02	We are unsure of reply numbers as a lot will be returned via mail.
Music and Movement (30)	06/02	NB: No feedback provided.
We Care UK (9)	03/02	Most of them are for the new hospital. One was 'not bothered'.
Time Out Carers group (37)	23/01	Prefer not to say.
ADAPT Prembabies Limited (22)	09/02	All agreed it would be easier to get to Hinckley than to travel to Burton or Leicester.
ADAPT Prembabies Limited (12)	10/02	Easy to travel to, lots of parking, can look round Hinckley at the same time.
Gren Towers Youth Club (20)	15/02	"It makes it easier for local people who are in need of health care". "I think it is great as it will help more people." "I think the Hinckley Hospital is a great idea because you have a better hospital near us and we can get looked after faster." "I love it because my dad is diabetic." "It's good to invest in our local area." "What I think is that they should add a new place to help people with health problems local instead of having to go to Leicester." "Better and updated health building will help people more I think it is good and bad". "Will it make Hinckley more busy?" "I think it's a good idea. Can you give Oreos after the scans and blood tests?" "We need more room for X-rays and blood tests. It is cramped." "Better treatment. What's not to like?" "I have ADHD and having to go to Leicester is long and uncomfortable for someone like me." "Hinckley is a good size to be a health hub. Only issue I see is the parking." "Not enough spaces, and the one way system means you have to travel extra distances if coming from the wrong direction." "It's good that people don't have to travel to Leicester but will it mean more people come to Hinckley and it becomes packed? Due to the cost of living crisis, I know people struggle to have enough money to travel to other places."
Druziv of Ukraine (17)	01/02	Some felt the hard copy booklets and information did not provide sufficient details in relation to physiotherapy and the portacabins.
Barwell Time Out Carers (-)	03/02	I can't answer on behalf of a group. The group had an in depth discussion about the choices and an extensive conversation with the MP who attended our meeting.
Barwell Time Out Carers group (-)	14/02	As a group, lots of different views.
Barwell Time Out Carers group (-)	14/02	Lots of different views depending on circumstances e.g. age of those the carers care for.
Hinckley and Bosworth Youth Voice Forum (2)	01/03	"It's really needed. Going to Leicester and back is expensive and time consuming, especially if it's rush hour. And what about single parents who need to pick their kids up from school? They might decide to not go to their hospital appointment. Hinckley and the surrounding area has enough people to make sure the hospital would be used and busy Transport will need to be looked at for the people who live in the surrounding villages. It's not great or frequent."
Barwell Time Out Carers (-)	23/01	Everyone wants services in Hinckley. There were split answers re. the options depending on who they cared for or where they lived.
Barwell Time Out Carers (-)	03/02	People are concerned that decisions are already made and their input won't change things. Although all want services in Hinckley whatever is decided.



**Table 25b (Continued): Q2. Reasons Given for Proposal 1 Choice. SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

<b>Event</b> (No. of people attending):	<b>Date</b>	<b>Summary of Feedback from Group for Proposal 1</b>
<b>Barwell Time Out Carers</b> (11)	02/03	Carers express a need for local services. Saves time makes caring easier. Need to use diagnostic services with conditions so it's time consuming. Hate traveling to big city hospitals.
<b>ADAPT Prembabies Limited</b> (12)	20/02	Everyone was very enthusiastic about getting this new facility in Hinckley.
<b>Hinckley Hares Walking Rugby</b> (32)	27/02	The majority of the group feel that this would be extremely beneficial and more accessible for the town as it would provide a service local people don't currently have. It would also save traveling to hospitals in Leicester and Birmingham.
<b>Hinckley Hares Walking Rugby</b> (10)	01/03	NB: No feedback provided.
<b>MS Society</b> (18)	24/02	Everyone thought that this would be amazing. People living with MS have many appointments for all sorts of symptoms and if more of these can be done in Hinckley (rather than travelling to Leicester or Coventry Hospitals) this would not only benefit the individual but also their family or carer who they often have to rely on for transport.
<b>Carlton PCC</b> (40)	08/02	NB: No feedback provided.

# Appendix C:

## Detailed Answers and Feedback on Proposal 2 from Events

**Table 26a: Q3. Of the three options outlined in Proposal 2, please indicate which one is your preferred option. SUMMARY OF RESULTS BY EVENT** (base sizes in brackets). *NB: Figures shown are percentages (and numbers of respondents) that selected each option.*

Event (No. of people attending):	Date	Proportion Selecting Option 1	Proportion Selecting Option 2	Proportion Selecting Option 3
Carlton PCC (12)	08/02	0% (0)	0% (0)	100% (12)
Hinckley Bowling Club (-)	03/02	-	-	-
Music and Movement (30)	06/02	0% (0)	83% (25)	17% (5)
We Care UK (9)	03/02	0% (0)	0% (0)	100% (9)
Time Out Carers group (37)	23/01	-	-	-
ADAPT Prembabies Limited (22)	09/02	68% (15)	32% (7)	0% (0)
ADAPT Prembabies Limited (12)	10/02	83% (10)	17% (2)	0% (0)
Gren Towers Youth Club (20)	15/02	20% (4)	30% (6)	50% (10)
Druziv of Ukraine (17)	01/02	6% (1)	69% (11)	25% (4)
Barwell Time Out Carers (-)	03/02	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-
Hinckley and Bosworth Youth Voice Forum (2)	01/03	0% (0)	50% (1)	50% (1)
Barwell Time Out Carers (-)	23/01	-	-	-
Barwell Time Out Carers (-)	03/02	10% (2)	90% (18)	0% (0)
Barwell Time Out Carers (11)	02/03	-	-	-
ADAPT Prembabies Limited (12)	20/02	67% (8)	17% (2)	17% (2)
Hinckley Hares Walking Rugby (32)	27/02	34% (11)	47% (15)	19% (6)
Hinckley Hares Walking Rugby (10)	01/03	90% (9)	0% (0)	10% (1)
MS Society (18)	24/02	0% (0)	0% (0)	100% (18)
Carlton PCC (40)	08/02	0% (0)	0% (0)	100% (40)
<b>ALL EVENTS – TOTAL (%):</b>		<b>24%</b>	<b>34%</b>	<b>42%</b>
<b>ALL EVENTS – TOTAL (Number of respondents):</b>		<b>60</b>	<b>87</b>	<b>108</b>

**Table 26b: Q4. Reasons Given for Proposal 2 Choice. SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

Event (No. of people attending):	Date	Summary of Feedback from Group for Proposal 2
Carlton PCC (12)	08/02	Everyone supported the proposed services in Hinckley. Questions were raised about the suitability of the site in the centre of the town where there is limited free parking and asked why a new facility it couldn't be established at Sunnyside, which is on the edge of town and has plenty of parking space. Questions were raised about how much the proposal would cost and if there would be money to fund everything. It was mentioned that the updating of these facilities has already been under discussion for many years and no progress has been made.
Hinckley Bowling Club (-)	03/02	When talking through the options people felt they could not make an informed choice without further information.
Music and Movement (30)	06/02	Parking/parking charges and public transport.
We Care UK (9)	03/02	All wanted Option 3.
Time Out Carers group (37)	23/01	Prefer not to say.
ADAPT Prembabies Limited (22)	09/02	Make better use of the Hinckley Hospital.
ADAPT Prembabies Limited (12)	10/02	NB: No feedback provided.
Gren Towers Youth Club (20)	15/02	Option 1: Recycling. Option 2: "I would pick Option 2 so they can still have a bigger hospital space but also have enough room for a day case unit". "More space for the workers and would be good to have more space." Option 3: "Co-located means travelling from room to room will not be too far to walk." "It won't take up much space so we can have more outdoor space." "Having a combined building means you do not take up too much space and that extra space can be used for other things that help our health and recovery, like gardens, parks and reflection spaces."
Druziv of Ukraine (17)	01/02	Feel as if providing response without all information. Will jobs be secure?
Barwell Time Out Carers (-)	03/02	Again lots of different answers and ideas about the options. Hopefully been captured on the forms filled in online and paper.
Barwell Time Out Carers group (-)	14/02	Again lots of different ideas depending on what services you need or your cared for need.
Barwell Time Out Carers group (-)	14/02	Most just want services to be local but would like a new building especially re. disability and access.
Hinckley and Bosworth Youth Voice Forum (2)	01/03	"Movement between buildings will hopefully be easier." "Green space is important." "Will this building be eco-friendly?" "Can we make the sure outside space is not impacted or even better, improved?" "Whatever option is decided, it's got to work for the site and for the local community and environment."
Barwell Time Out Carers (-)	23/01	Most people want a new unit and felt it would be more cost-effective.
Barwell Time Out Carers (-)	03/02	Most felt the existing hospital was too old to remodel. Although two thought it may be a cheaper option.

**Table 26b (Continued): Q4. Reasons Given for Proposal 2 Choice. SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

Event (No. of people attending):	Date	Summary of Feedback from Group for Proposal 2
<b>Barwell Time Out Carers</b> (11)	02/03	Most would prefer a new unit, however all just want local services.
<b>ADAPT Prembabies Limited</b> (12)	20/02	Parking is one of the biggest problems that they all wanted to be addressed.
<b>Hinckley Hares Walking Rugby</b> (32)	27/02	The group all agreed a day case unit was needed. The majority wanted a new day case unit next to the district hospital due to ease of access.
<b>Hinckley Hares Walking Rugby</b> (10)	01/03	NB: No feedback provided.
<b>MS Society</b> (18)	24/02	Everyone seemed happy with the preferred option of Option 3, although it was difficult to understand exactly why this was the preferred option but there were no objections raised.
<b>Carlton PCC</b> (40)	08/02	<ol style="list-style-type: none"> <li>1. There was concern about where the facilities would be housed, whilst the work was being undertaken.</li> <li>2. What facilities would there be for parking? We are a rural community and there is no bus service to Hinckley, so we all have to travel by car.</li> <li>3. Why couldn't the new facility share the Sunnyside site?</li> <li>4. This idea of improving the NHS facilities has been discussed for years but nothing has happened - will it be different this time?</li> <li>5. Is there enough money to complete the project?</li> <li>6. Having local facilities is a must. No one wants to travel to Leicester or Nuneaton for treatment.</li> </ol>

# Appendix D:

## Detailed Answers and Feedback on Proposal 3 from Events

**Table 27a: Q5. To what extent do you agree with this proposal (Proposal 3)? SUMMARY OF RESULTS BY EVENT** (base sizes in brackets). *NB: Figures shown are percentages (and numbers of respondents) that selected each option.*

Event (No. of people attending):	Date	Strongly agree	Agree	Don't agree or disagree	Disagree	Strongly disagree	% 'AGREEING'
Carlton PCC (12)	08/02	0% (0)	0% (0)	0% (0)	100% (12)	0% (0)	0% (0)
Hinckley Bowling Club (-)	03/02	-	-	-	-	-	-
Music and Movement (30)	06/02	0% (0)	100% (30)	0% (0)	0% (0)	0% (0)	100% (30)
We Care UK (9)	03/02	78% (7)	22% (2)	0% (0)	0% (0)	0% (0)	100% (9)
Time Out Carers group (37)	23/01	-	-	-	-	-	-
ADAPT Prembabies Limited (22)	09/02	100% (22)	0% (0)	0% (0)	0% (0)	0% (0)	100% (22)
ADAPT Prembabies Limited (12)	10/02	0% (0)	0% (0)	100% (12)	0% (0)	0% (0)	0% (0)
Gren Towers Youth Club (20)	15/02	15% (3)	20% (4)	45% (9)	0% (0)	20% (4)	35% (7)
Druziv of Ukraine (17)	01/02	47% (8)	18% (3)	35% (6)	0% (0)	0% (0)	65% (11)
Barwell Time Out Carers (-)	03/02	-	-	-	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-	-	-	-
Barwell Time Out Carers group (-)	14/02	-	-	-	-	-	-
Hinckley and Bosworth Youth Voice Forum (2)	01/03	0% (0)	100% (2)	0% (0)	0% (0)	0% (0)	100% (2)
Barwell Time Out Carers (-)	23/01	-	-	-	-	-	-
Barwell Time Out Carers (-)	03/02	-	-	-	-	-	-
Barwell Time Out Carers (11)	02/03	-	-	-	-	-	-
ADAPT Prembabies Limited (12)	20/02	100% (12)	0% (0)	0% (0)	0% (0)	0% (0)	100% (12)
Hinckley Hares Walking Rugby (32)	27/02	13% (4)	50% (16)	37% (12)	0% (0)	0% (0)	63% (20)
Hinckley Hares Walking Rugby (10)	01/03	0% (0)	0% (0)	0% (0)	0% (0)	100% (10)	0% (0)
MS Society (18)	24/02	67% (12)	33% (6)	0% (0)	0% (0)	0% (0)	100% (18)
Carlton PCC (40)	08/02	0% (0)	100% (40)	0% (0)	0% (0)	0% (0)	100% (40)
<b>ALL EVENTS – TOTAL (%):</b>		<b>29%</b>	<b>44%</b>	<b>17%</b>	<b>5%</b>	<b>6%</b>	
<b>ALL EVENTS – TOTAL (Number of respondents):</b>		<b>68</b>	<b>103</b>	<b>39</b>	<b>12</b>	<b>14</b>	

**Table 27b: Q6. Reasons Given for Proposal 3 Choice. SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

Event (No. of people attending):	Date	Summary of Feedback from Group for Proposal 3
Carlton PCC (12)	08/02	Hinckley Hub was not felt to be a suitable site for the physiotherapy because people felt that there was not enough room in the building for the physio facilities. Questions were asked about access and parking and why physio was not going to be housed with the CDC and Day Care unit, especially after an operation.
Hinckley Bowling Club (-)	03/02	NB: No feedback provided.
Music and Movement (30)	06/02	Support the move if better facilities and appointment availability times will be achieved.
We Care UK (9)	03/02	Most agreed - good to have service included.
Time Out Carers group (37)	23/01	Prefer not to say.
ADAPT Prembabies Limited (22)	09/02	Less travel, easy to park.
ADAPT Prembabies Limited (12)	10/02	Hinckley Hub is difficult to park.
Gren Towers Youth Club (20)	15/02	<p>"Would there be enough room at the Hub? Don't other things go on in there?"</p> <p>"It might be cramped in the Hub."</p> <p>"Keep it at the portacabins if they only do physio and children things there."</p> <p>"The Hub is closer to more amenities, so good if you have to wait for a while."</p> <p>"There isn't a lot of parking near the Hub."</p> <p>"Those yellow things (portacabins) look pretty small."</p>
Druziv of Ukraine (17)	01/02	"Insufficient parking, how can health and council services be mixed? I can't see this being a workable solution."
Barwell Time Out Carers (-)	03/02	As above, lots of different feelings about the options depending on carers' needs e.g. carers with kids have different views than those who care for adults.
Barwell Time Out Carers group (-)	14/02	Those with kids would like it separate.
Barwell Time Out Carers group (-)	14/02	Those with children would like the facilities in one place for kids.
Hinckley and Bosworth Youth Voice Forum (2)	01/03	<p>"What are the staff saying? It's important to have a nice working environment, for people's wellbeing but also to make sure people don't want to leave."</p> <p>"The Hub should be a nicer place to work than a portacabin."</p> <p>"Not a lot of parking near the Hub."</p> <p>"Can't everything be on the same site?"</p> <p>"Will traffic increase around the new hospital site?"</p> <p>"Moving the physio to the Hub could reduce some of the congestion."</p> <p>"I've used the portacabins, and they were alright, but very cold and not a lot of space."</p>
Barwell Time Out Carers (-)	23/01	A lot wanted physio on the same site of the unit due to needing lots of services and having to travel. Between sites.
Barwell Time Out Carers (-)	03/02	All agreed all physio needs a permanent home but we're concerned about travel between sites

**Table 27b (Continued): Q6. Reasons Given for Proposal 3 Choice. SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

Event (No. of people attending):	Date	Summary of Feedback from Group for Proposal 3
<b>Barwell Time Out Carers</b> (11)	02/03	Attending physio on a weekly basis means at a big cost if not local. Doesn't matter where in Hinckley, as long as it has parking and transport links to it
<b>ADAPT Prembabies Limited</b> (12)	20/02	"Much better than having to travel out of town for physiotherapy."
<b>Hinckley Hares Walking Rugby</b> (32)	27/02	The group all agreed that a better long term facility than a portacabin was needed for the physio area. As they realised the importance of good physiotherapy after an operation.
<b>Hinckley Hares Walking Rugby</b> (10)	01/03	NB: No feedback provided.
<b>MS Society</b> (18)	24/02	The only concern was parking at the Hub. There is limited parking at the current site but at least there is a public car park in reasonable walking distance from there.
<b>Carlton PCC</b> (40)	08/02	The suitability of the Hinckley Hub was questioned. Is there enough room? Is there easy access?

**Table 28: Q7. Additional Comments About Travel or Access Linked to Proposal 3.**  
**SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

Event (No. of people attending):	Date	Summary of Feedback from Group for Proposal 3
Carlton PCC (12)	08/02	As all of the respondents live out of Hinckley they all have to travel by car or taxi, as there is no public transport from our village. Therefore parking is an issue, especially if it is off site and has to be paid for.
Hinckley Bowling Club (-)	03/02	NB: No feedback provided.
Music and Movement (30)	06/02	Good parking facilities needed either free or minimal cost.
We Care UK (9)	03/02	Nine had public transport - issue of access and costs.
Time Out Carers group (37)	23/01	Group's main issues are around buses and transport links or free parking.
ADAPT Prembabies Limited (22)	09/02	Sometimes easier to travel to Hinckley than Leicester.
ADAPT Prembabies Limited (12)	10/02	NB: No feedback provided.
Gren Towers Youth Club (20)	15/02	NB: No feedback provided.
Druziv of Ukraine (17)	01/02	"Not enough parking. Its already full all day. Using parking across the road means having to walk further and physio is for rehabilitation so doesn't work well."
Barwell Time Out Carers (-)	03/02	A reoccurring theme is bus connection and parking charges.
Barwell Time Out Carers group (-)	14/02	"Always an issue getting to services from some of the villages."
Barwell Time Out Carers group (-)	14/02	"Always the question. Buses being axed, how to get to it other than a car." "Will there be a hopper bus like in the city between sites and villages?" "Is parking free?"
Hinckley and Bosworth Youth Voice Forum (2)	01/03	NB: No feedback provided.
Barwell Time Out Carers (-)	23/01	Travel is a big issue for those outside of Hinckley especially as buses are being cut. Asked about hopper buses between villages and sites, and free parking.
Barwell Time Out Carers (-)	03/02	Travel is a recurring theme. Free parking or extra parking at sites. Public transport to villages to hospital services.



**Table 28 (Continued): Q7. Additional Comments About Travel or Access Linked to Proposal 3. SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

Event (No. of people attending):	Date	Summary of Feedback from Group for Proposal 3
<b>Barwell Time Out Carers</b> (11)	02/03	Transport is the big topic, especially for those with limited mobility or those they care for. Want free parking for multiple appointments. Local buses to connect to sites and villages.
<b>ADAPT Prembabies Limited</b> (12)	20/02	"Much better than having to travel."
<b>Hinckley Hares Walking Rugby</b> (32)	27/02	The group were concerned about the volume of traffic that currently resides around the Hinckley HUB area, especially at peak times.
<b>Hinckley Hares Walking Rugby</b> (10)	01/03	NB: No feedback provided.
<b>MS Society</b> (18)	24/02	The additional stress of having to travel out of the area for an appointment is huge, as well as the additional effort for the individual and carer. The distance is too far for the individuals to be able to afford taxis, and many can't manage public transport and with little community transport available the individual has to rely on someone who is capable and willing to drive to either hospital (Coventry or Leicester) which can be no easy accomplishment in rush hour!
<b>Carlton PCC</b> (40)	08/02	"There is no public transport to Hinckley from our village. Free parking close to the hospital is necessary, especially for older people and families with young children."

# Appendix E:

## Final Comments/Feedback on Proposals from Events

**Table 29: Q8. If you have any other specific comments about the three proposals for community services in Hinckley and Bosworth or if there are any alternative proposals that you think we should consider, please tell us. SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

Event (No. of people attending):	Date	Summary of Feedback from Group
Carlton PCC (12)	08/02	Although three meetings have been held, many of the people asked to take part in the survey have done so online and therefore their responses are not known to me. Two of the respondents were not happy with how the survey was presented, they said it was 'silly' and many were not at all happy with some of the questions in the Demographic profiling. Many felt that some of the information asked for was intrusive.
Hinckley Bowling Club (-)	03/02	NB: No feedback provided.
Music and Movement (30)	06/02	NB: No feedback provided.
We Care UK (9)	03/02	Most of the group engaged well but did not see the next set of questions relevant.
Time Out Carers group (37)	23/01	NB: No feedback provided.
ADAPT Prembabies Limited (22)	09/02	NB: No feedback provided.
ADAPT Prembabies Limited (12)	10/02	NB: No feedback provided.
Gren Towers Youth Club (20)	15/02	Chat about GP telephone consultations. Face to face is better but if you have social anxiety, having an option to speak on the phone is good. Trust is a big thing for young people. Do we know that the phone call is our GP? "I would prefer to speak to my usual GP face to face, I suffer from anxiety and I hate speaking on the phone." "I'm not sure I would know what the GP was talking about, and I don't know if I would ask if they could say that again in a way I understand I would be interested in going to a young person-only GP time slot. It can be awkward being in rooms with older people, strangers."
Druziv of Ukraine (17)	01/02	Overall feedback was positive as everyone understood less travelling and localised services does mean we are more independent and waiting time is likely to reduce.
Barwell Time Out Carers (-)	03/02	A lively debate with plenty of views. However all agree we need these facilities and services locally. Sites don't matter as much about actual parking and transport to access.
Barwell Time Out Carers group (-)	14/02	Consensus is that we need these services in Hinckley. People also want a walk-in centre, however travel and parking come up as an issue. "Will we get a hopper bus if things are on different sites?"
Barwell Time Out Carers group (-)	14/02	Basically in every meeting carers agree we need local health care. Smaller units especially for walking for those with disabilities to get from each department. Less time to get to and to organise care of the carer needs services.
Hinckley and Bosworth Youth Voice Forum (2)	01/03	"Transport will need to be looked at for the people who live in the surrounding villages. It's not great or frequent."
Barwell Time Out Carers (-)	23/01	Carers in particular struggle with needing services close by. Disabled people find large hospitals difficult to negotiate and get to. Carers often neglect their own care due to time involved to get to any provision.
Barwell Time Out Carers (-)	03/02	All welcome services locally. Carers use lots of services with their cared-for. They worry about time taken to attend tests at multiple hospitals.

**Table 29 (Continued): Q8. If you have any other specific comments about the three proposals for community services in Hinckley and Bosworth or if there are any alternative proposals that you think we should consider, please tell us. SUMMARY OF FEEDBACK PROVIDED BY FACILITATORS** (base sizes in brackets).

Event (No. of people attending):	Date	Summary of Feedback from Group
<b>Barwell Time Out Carers</b> (11)	02/03	NB: No feedback provided.
<b>ADAPT Prembabies Limited</b> (12)	20/02	NB: No feedback provided.
<b>Hinckley Hares Walking Rugby</b> (32)	27/02	The group were concerned about the disruption building work may cause to an already congested town but agreed the new developments were necessary to improve the town's quality of health care.
<b>Hinckley Hares Walking Rugby</b> (10)	01/03	NB: No feedback provided.
<b>MS Society</b> (18)	24/02	At initial sight, the engagement seemed well thought out and well presented. However the online questionnaire had some vague questions and there were people who gave up completing it.
<b>Carlton PCC</b> (40)	08/02	NB: No feedback provided.