



The New  
Hillingdon  
Hospital

# Hillingdon Hospital

## Statement of Community Involvement





# Hillingdon Hospital

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## 2.0 Executive Summary



### 2.1 Introduction

The Hillingdon Hospitals NHS Foundation Trust Ltd are submitting a hybrid planning application on the site of Hillingdon Hospital (the Site).

The proposals seek to make optimal use of the land through the comprehensive redevelopment of the Hillingdon Hospital Site to deliver a hospital that has been designed to improve the experience of patients and staff.

The Trust have outlined that at the heart of the proposals, is a shared vision of providing improved access to better healthcare services for our population in a new fit for purpose local hospital on the Hillingdon Hospital site. The Trust, working with partners across the community, seek to improve care and help avoid unnecessary hospital stays. The strategy targets improvements through collaboration, integration and greater efficiency.

The Trust plan to provide the same range of services that are currently available at the hospital, but in a high quality, purpose-built facility. In designing the new facility, the Trust seek to work with their partners across the health and social care system to improve the integration of care across the borough and beyond.

There is undoubtedly a need for a new hospital in Hillingdon, given that the life of the Hillingdon Hospital estate has largely expired. The optimisation of the existing hospital site through the construction of a new hospital on the western extent of the site will allow the rest of the site to be cleared for other land uses such as residential in line with the thrust and intent of local, regional and national planning policies.

### 2.2 The Proposal

The proposals will form a hybrid application with a full level of detail for the hospital and linked transport hub and multistorey car park (MSCP) associated landscaping, and outline application for the remaining masterplan. The details of the proposed access will be required at outline application stage for the wider masterplan, with matters reserved.

Full planning permission will be sought for the following proposals:

Replacement hospital building (79,603.6 sqm GIA) with up to 7 storeys metres on the western extent of the site incorporating a linked mobility hub and multi storey car park (MSCP) for 781 car spaces;

- High quality landscaping buffer fronting Royal Lane;
- New bus stop arrangements and improved connections to the hospital on Pield Heath Road
- Large central green open space for use by the hospital and wider community;
- 161 surface level car parking spaces with the ability to cater for up to 14,000 sqm of expansion space for future hospital expansion (if required).

Outline planning permission will be sought for the wider masterplan comprising the following proposals:

- Up to 31,503 sqm of residential, comprising 327 dwellings;
- Supporting provision of 800sqm of town centre uses (Use Class E)
- Improved permeability and public access routes through the site;
- High quality public realm and landscaped gardens throughout the site.

The proposed development will create a new, digitally enhanced building which is sustainable and fit for the future. It will provide improved access to better healthcare facilities for the community in a new fit-for-purpose local hospital.

The proposed development seeks to make positive changes to the healthcare offer in Hillingdon and across the North West CCG. The existing building is poorly laid out, and large parts of the building are in need of repair, meaning the delivery of modern healthcare is no longer possible. The creation of a new hospital would improve the existing healthcare options as well as providing the opportunity to offer new services on site.

The new mobility hub is designed to help meet sustainability targets by encouraging for environmentally friendly methods of travel. This includes providing a home for our own vehicle fleet, which aims to be fully electric in the future as part of our drive toward Net Zero Carbon. The redevelopments will also deliver a network of dedicated footpaths, cycle paths and onward

connections around the hospital and provide 250 long-stay cycle parking spaces and 40 short-stay cycle parking spaces.

### 2.3 The Process

Work on the redevelopment of Hillingdon Hospital began in September 2019, when The Hillingdon Hospitals NHS Foundation Trust was announced as one of twenty-one hospitals to receive a share of £100m funding. This funding allowed for the creation of a Strategic Outline Case (SOC), which set out why the development is needed and the preferred way forward.

The project then moved to the next phase, the Outline Business Case (OBC), which includes bringing forward a planning application. A major part of the route to submitting an application has been engagement. This has been undertaken with a range of stakeholders including local residents, community groups, councillors and Hillingdon Council.

Once planning permission is successfully granted, the redevelopment can move to the final stage, the Full Business Case, where details on delivery and procurement will be decided.

### 2.4 Site Surrounds

Hillingdon Hospital is located to the south of Pield Heath Road, bound by Royal Lane to the west, and Colham Green Road to the east. The site is located within the Brunel Ward. The site comprises a ten-storey block built in the 1960s and a mix of other hospital buildings scattered across the site. Many of the acute beds are in single storey wards built in the 1940s, which are in very poor condition.

The remainder of the site consists mainly of surface level car parking, interspersed with pockets of landscaping. Hillingdon Hospital is located within the urban area of Hillingdon and is not subject to any designations such as Green Belt or site allocations. It is not within a conservation area.

The site is located within Flood Risk Zone 1. To the south of the southern building is a group of trees protected by a Tree Preservation Order. On the east of the Site is a Grade II Listed Building, The Furze. The Listed Building is separated from the main site by a car park and associated structures.

There are several points of access to the site; the main entrance is from Pield Heath Road with a separate access for A&E. There are three separate access points from Royal Lane and a separate access from Colham Green Road. The site has a PTAL rating of 3. There are three bus stops on Pield Heath Road with links to Uxbridge, Heathrow Central and Hayes Town. Uxbridge town centre is approximately 2km to the north west. To the west of the site along Royal Lane comprises two storey detached and semi-detached residential properties, to the north west corner of the site lies a three storey flatted residential block rising to four storeys along Pield Health Road opposite the entrance to the Outpatient Department.

### 2.5 Pre-applications undertaken

The Trust has been engaging with the London Borough of Hillingdon for nearly two years with the first pre-application in April 2020. The following pre-application meetings have taken place ahead of the formal submission:

- London Borough of Hillingdon  
– Pre-application 1 – April 2020
- London Borough of Hillingdon  
– Pre-application 2 – November 2020
- London Borough of Hillingdon  
– Pre-application 3 – December 2020
- GLA - Pre-application 1 – February 2021
- London Borough of Hillingdon  
– Pre-application 4 – April 2021
- London Borough of Hillingdon  
– Pre-application 5 – June 2021
- Transport for London - Meeting 1  
– September 2021
- London Borough of Hillingdon  
– Pre-application 6 – December 2021
- GLA - Pre-application 2 – February 2022
- Transport for London - Meeting 2  
– March 2022

The Trust have continued to engage with LBH on more focused workshops on matters such as design, transport, landscaping and energy over the course of January to March 2022.

### 2.6 The Application

The application for the Proposed Development is for full planning permission. An EIA Screening request was submitted to the London Borough

of Hillingdon on the 26th January 2021, and the response issued on the 1st March 2021 confirmed that the Proposed Development would not give rise to significant effects on the environment, such that no requirement for an EIA will be triggered, having regard to the Town and Country Planning (Environmental Impact Assessment) Regulations 2017 (the 'EIA Regulations') (as amended). There is therefore no requirement for an Environmental Statement to accompany the current application.

### 2.7 List of acronyms

- CCG – Clinical Care Group
- CNWL – Central and North West London
- CPZ – Controlled Parking Zone
- CQC – Care Quality Commission
- DH – Department of Health
- DHSC – Department for Health and Social Care
- EIA – Environment Impact Assessment
- FBC – Full Business Case
- HDU – High Dependency Unit
- HHCP – Hillingdon Health and Care Partners
- ICS – Integrated Care System
- LNWHUHT – London North West University Healthcare NHS Trust
- NEDs – Non-Executive Directors
- NHP – New Hospitals Programme
- NHSE/I – NHS England/Improvement
- NPPF – National Planning Policy Framework
- NPPG – National Planning Policy Guidance
- NWLICS – North West London Integrated Care System
- OBC - Outline Business Case
- SCI – Statement of Community Involvement
- SOC - Strategic Outline Case
- SRO – Senior Responsible Officer

## 3.0 Introduction

### 3.0 Introduction

This Statement of Community Involvement (SCI) provides a summary and explanation of the engagement process undertaken by The Hillingdon Hospitals NHS Foundation Trust throughout the pre-application process for the proposed development of the Hillingdon Hospital site. It also documents how the design development process has evolved in response to feedback received.

This document outlines the engagement strategy which was developed to ensure that robust and effective engagement with the community took place, particularly in light of the Covid-19 pandemic. From the outset of the project, The Hillingdon Hospitals NHS Foundation Trust has been committed to delivering a comprehensive and inclusive programme of meaningful engagement. The Hillingdon Hospitals NHS Foundation Trust has sought to consult and engage with as wide a group of stakeholders as possible, including local residents, community and amenity groups and elected representatives. This has been conducted through a range of engagement activities, designed to provide opportunities for as many people as possible to help inform the development of the proposals for the site. This has included exhibition events and digital engagement with the local community, meetings with representatives of local groups, businesses, local ward councillors and the MPs for Uxbridge and South Ruislip and Hayes and Harlington.

The purpose of the pre-application engagement process was to:

- raise awareness of the proposals;
- allow all local interested parties to engage with the pre-application process;
- reach a wide range of groups affected by the proposals;
- inform the design development through local knowledge and feedback;
- deliver a comprehensive community engagement that demonstrates significant local benefits and opportunities, whilst seeking to produce a programme of genuine and inclusive community engagement, providing Hillingdon residents, hospital members of staff, local groups, businesses and councillors an opportunity to shape the scheme throughout the development of the proposals;
- understand the community priorities for the

new hospital, whilst respecting and informing key stakeholders and members of the community about the rationale for the emerging proposals, why full redevelopment was required to provide a modern healthcare facility, and how the scheme has been informed by relevant planning policy.

### 3.1 Summary of Engagement

The engagement strategy has been designed to ensure that the local and wider community, including local residents, staff members working at the hospital, business owners and elected representatives, have been kept informed and have had an opportunity to engage and share their views, comments, ideas and opinions throughout the pre-application process.

A key part of the engagement strategy has been to navigate the restrictions due to Covid-19 and ensure that people were still given the opportunity to have their say. A remote-first approach was undertaken to meet Government guidelines and advertised the website through flyers and social media adverts. There was a freepost address for people to send in comments to and a freephone number for those who wished to speak to the project team. By using a wide range of communications channels, both in-person and digitally, the Applicant has been able to effectively reach an extensive audience.

The Hillingdon Hospital NHS Foundation Trust's engagement activities have been conducted over three phases and have included:

- Early engagement event with medical stakeholders
- 21 meetings with elected representatives
- 7 webinars for the general public, staff and site neighbours
- Over 20 meetings with healthcare groups
- 15 meetings with staff, governors and NEDs
- Over 20,000 leaflets distributed to residents in Hillingdon and neighbouring Southall and Ealing promoting the events;
- A project website kept live for the duration of the engagement, providing key information and updates in relation to the proposals for the site.

The programme of engagement has:

- resulted in over 3,000 people attending the

- events;
- gathered 836 feedback surveys
- reached over 90,000 people via a digital campaign;
- generated around 30,450 visits to the project website.

### 3.2 Phases of Engagement

#### Phase One – October 2020 to June 2021

##### Early engagement

The key objectives of this early round of engagement were to:

- Begin a dialogue with the relevant health stakeholders;
- Provide briefings on Trust plans and gain support;
- Ensure alignment of outer NWL plans and Trust plans;
- Ensure the views of healthcare professionals were reflected development of the THH clinical services strategy
- Gain support for involvement in any wider patient and public engagement as required
- The Applicant held regular meetings with key healthcare stakeholders. A full summary of the meetings that were held and the issues raised can be found in Section 6.0 of this report.

#### Phase Two – June 2021 to August 2021

##### Digital exhibition

The key objectives of this second phase of community engagement were to:

- Listen to the views of the local community and stakeholders about the emerging proposals for the site;
- Gather the feedback from key stakeholders and the local community through online interactive surveys;
- Inform the project team and enable them to assess how feedback could be incorporated into the proposals; and
- Reach the widest possible audience, utilising individual and group briefings and digital engagement.

The Applicant conducted a second round of engagement in July 2021, that centred around an online public exhibition. A total of 15,802 flyers

were delivered to residents in Hillingdon to advertise the launch of the public exhibition. In addition, e-mails were sent to all key stakeholders that could be shared with their databases, and flyers were distributed to staff members. During the period from 22nd June 2021 to 20th August 2021, the project team received 367 completed surveys and 287 visits to the website. This online exhibition was designed to encourage participation from a wide range of people and ensured that robust and in-depth engagement could take place, despite the limits placed on gatherings. This digital exhibition was hosted at <https://thh.nhs.uk/redevelopment/>.

In addition to the digital exhibition, the project team held four webinars for the general public and one for immediate site neighbours. The format of these involved an informal presentation from the project team, with an open question-and-answer session, where attendees could pose questions.

Alongside these webinars, the project team continued to meet key political, healthcare and community stakeholders, to keep them updated on the progression of the proposals and to gather feedback.

#### Phase Three – September 2021 to February 2022 Sharing updated proposals

Following the closure of the online survey on 20th August 2021, the engagement website remained live, so people could continue to visit and view the proposals. The survey was replaced with an open-comments box, so that visitors could still ask questions and provide comments.

The project team took on board the feedback given during Phase Two of the engagement programme and used the comments to update the scheme. The updated proposals were then shared during Phase Three of the programme, and Trust invited people to comment further on their plans for the hospital.

Key activities have included:

- Further meetings with key stakeholders;
- A series of videos uploaded to the Trust's YouTube account, answering questions frequently asked during the engagement programme;
- A hybrid series of roadshow events, comprising in-person exhibitions and online webinars;

- Surveys to gather more feedback on the proposals, with options available to answer the survey in another language for those who were not confident responding in English;
- Posters throughout the hospital, encouraging staff and visitors to go to the website to find and more.

### 3.3 Feedback

Throughout the three phases of engagement, the communication team regularly met with the broader project team to feedback the comments of the community, enabling these to be incorporated into the design evolution of the proposed development.

The five main themes of feedback, the issues identified and how the project team has responded to these are summarised below.

#### Theme 1 – Parking and Transport

##### Issue

The potential impact that redevelopment would have on surrounding roads. Site neighbours commented that their residential roads were already used by hospital staff and visitors for parking and felt that a new hospital could worsen the problem. Those who gave feedback noted that they would support bus stops being moved closer to the hospital entrance and dedicated parking spaces for staff.

##### Response

The hospital redevelopment provides an opportunity to consolidate access arrangements and travel to and from the site. The main vehicular access to the new hospital will be via an upgraded main entrance on Pield Heath Road, with additional capacity, and via an improved secondary entrance from Colham Green Road. The proposed access strategy will also see the removal of two existing access points into the hospital site from Royal Lane.

Revised parking provision within the site also forms part of the proposed hospital redevelopment. This will include a multi-storey car park (MSCP) located on the north west corner of the site and further surface parking adjacent to the new hospital within the site that, in combination, will provide around 940 spaces on site allocated variously to hospital staff, patients and visitors.

This level reflects a reduction in total parking provision compared to current use but has been based on the future operational requirement for the hospital and associated travel forecasts, whilst also taking into account a reduction in on-site staff levels, revised hospital operating practices and measures that the Trust will put in place to promote and encourage sustainable travel, modal switch and reduce car use. The latter include improved public transport facilities, staff car share scheme, car club, cycle storage facilities and improved high quality public realm within the site.

Alongside the above, a 'monitor and manage strategy' will also be put in place to provide information on how successful the Trust is being in reducing car dependency and increasing use of sustainable transport. This strategy will collect operational travel-related data across the site and allow changes to provision and measures to be implemented as needed.

As residents will no doubt be aware the area surrounding the hospital is covered by a Controlled Parking Zone that is enforced by the London Borough of Hillingdon (LBH). This will remain in place and will not be affected by the proposal and hence any inappropriate use of residential streets can be reported to LBH. However, the area covered by the CPZ is the subject of ongoing discussions with LBH which may include the potential to consult with local residents on expansion of the CPZ.

#### Theme 2 – Services

##### Issue

Those who have used the hospital largely agreed with the principle of redevelopment and observed that some of the services were in need of updating. Some of the suggestions that were made for potential improvements included more single rooms, more food options and cafes and self-check-in machine to reduce queue times at walk-in appointments.

##### Response

The new hospital will provide significantly improved services. There will be more MRI scanners and CT Scanners to support one-stop visits. Large multi-functional treatment rooms will be provided which can be used for consultations and day case procedures for a range of specialities. A new

midwife-led unit will improve maternity services within the hospital. There will also be dedicated area for children and young people throughout the hospital and a new critical care unit next to a medical high dependency unit.

In line with national guidance, wards will have four bedded bays with a minimum of 70% single rooms on each ward, including one isolation room per eight-bed clusters, enabling improved infection prevention.

Services are being re-designed so that they are all on one, easily accessible floor to improve patient flows through the department. Patients will be clearly directed to the services they need and will have convenient access to all diagnostic and specialist services.

Improving the digital offer at the hospital is another key part of the redevelopment. A range of upgrades, such as self-check-in-kiosks, apps and other emerging digital opportunities will be considered as part of the project.

### Theme 3 – Layout and Design

#### Issue

The design was broadly well-received, but suggestions were made for possible additions, including: rooms with pleasant outlooks for patients in recovery; a walking trail throughout the site; adequate storage; changing rooms and showers for staff to encourage cycling and walking to work. A number of surveys also mentioned the importance of incorporating sustainability into the designs.

#### Response

The New Hillingdon Hospital reflects the clinical vision of transformation of services for local residents in creating a state-of-the-art new building within a pleasant, landscaped setting.

Facilities for patients, staff and visitors alike are designed to the latest design codes which will build into the new hospital a step change in facilities and amenities. Natural light is maximized throughout. There will be pleasant and uplifting public and circulation spaces with ample storage, waiting areas and lifts / stairs to ease using the new hospital.

Staff facilities including changing, showers and rest areas are integrated within the clinical departments.

When complete, the hospital will be set within a landscaped masterplan with a generous new open green space at its centre creating a green heart to this new community. Walking and cycling routes are improved and enhanced by the proposals.

In line with the UK government commitments, The New Hillingdon Hospital will be one of the first zero carbon hospitals, making it one of the most sustainable developments in the UK.

### Theme 4 – Housing

#### Issue

A key concern for local residents was the plan to bring forward new homes on the site. Survey responses questioned the need for homes at this particular location and commented that the land may be needed in future for hospital expansions. In addition to concerns around adding to congestion (as mentioned under Theme 1), some respondents said that new homes could put pressure on existing services such as schools and dentists. Those who completed surveys expressed a view that, if homes are to be built, keyworkers and people on Hillingdon Council's waiting list should be prioritised.

#### Response

The proposals have been created first and foremost with the design of the hospital at the forefront.

In preparation for the redevelopment of the hospital, the Trust developed a Clinical Services Strategy, in partnership with a range of organisations from within the Redevelopment Partnership Board. Across eleven speciality areas, the development of this Clinical Services Strategy identified the future needs of Trust's catchment population. The eleven clinically led working groups identified the trends in the needs of patients and how these needs could be best met in future, in order to improve patient care, experience and the efficiency of the hospital. The outputs of these eleven groups were brought together by the Clinical Services Strategy Steering group into a consistent strategy. Detailed demand and capacity modelling using these proposed models of care and future demographic projections allowed the sizing of a new hospital which would be needed

to fulfil the Clinical Services Strategy. The relevant statutory consultees have confirmed that the proposals comprise the correct size of hospital for the current and future local population.

To respond to feedback regarding the future resilience of the hospital, the wider masterplan includes an area of land adjacent to the existing hospital which can be used as a surface car park to accommodate 161 spaces for patients in close proximity to Accident and Emergency and also the Emergency Maternity Entrances. This surface car park allows potential expansion space in the future. Should capacity issues arise, which the Trust do not consider likely, this plot can be developed so that it will contain a combination of additional clinical functionality and / or structured car parking.

The proposals seek to make optimal use of the brownfield site through the comprehensive redevelopment of the Hillingdon Hospital Site to deliver a hospital that has been designed to improve the experience of patients and staff which is fully supported by national, regional and local planning policies.

The application is supported by a socio-economic report prepared by Savills which reviews the impact on key services such as schools and dentists, and finds that the addition of new homes will not negatively impact these local services. The report outlines a number of positive socio-economic impacts related to the development which should be read in conjunction with this statement.

### Theme 5 – Accessibility

#### Issue

Responses that related to accessibility were positive about the Trust's plans to improve access to and within the hospital. Positive comments included that the hospital appears to be more spacious, better laid out and easier to navigate. However, it was noted that improvements to public transport are needed.

#### Response

Hillingdon Hospital is potentially a once-in-a-lifetime opportunity to address current transport and accessibility deficiencies at the site and in the immediate local area so that the new hospital is accessible for everyone. This aligns with our overall transport vision for the site which we have been

working on with Mott Macdonald on for almost two years.

The project team are fully supportive of the ambition to improve bus accessibility, and this is demonstrated by the proposed masterplan which greatly improves accessibility and visibility of the bus stops and services whilst also improving the bus stop infrastructure for all users and limiting any journey time impacts.

The strategy seeks to improve sustainable accessibility, accessibility of bus stops, and pedestrian infrastructure in Phase 1, in line with the reduction in parking that is being pursued. This offers the opportunity to make sustainable transport, including public transport, active modes, and shared mobility more prominent on the site.

The new MSCP will be located on the northern site frontage and immediately adjacent to the improved bus stops. This location, and the ambition to bring about a shift in travel behaviour by enabling and promoting sustainable transport at the site, presents an opportunity to provide something that is much more than just a MSCP. The MSCP, as viewed from the northern site frontage, will be presented as a 'Mobility Hub' and will provide an integrated hub for sustainable transport enabling interchange between different modes. Mobility hubs are highly visible, safe and accessible spaces where public, shared and active travel modes are co-located alongside improvements to public realm. rcu. Sed quis mi vitae sem congue luctus sed quis enim.

### 3.4 Summary of responses

In summary, the Trust has responded extensively and in depth to the main areas of concern raised during the phases of engagement.

On the subject of Parking and Transport, the development provides an opportunity to improve accessibility to the site. A new MSCP will form the centre of the transport hub. Visitors and staff will be encouraged to travel to the hospital sustainably, which will be supported by car club schemes, cycle storage facilities and improved public transport options.

In relation to Services, these are central to the redevelopment. The Trust is making a wide array

of improvements to the current service offer, including better accessibility and signage throughout the hospital, more CT scanners and MRI units, an increase in single beds on each ward and a dedicated midwife-led unit.

Regarding Layout and Design, the state-of-the-art building will be one of the first zero carbon hospitals, making it one of the most sustainable developments in the UK. The building has been designed to be easy to navigate, with plenty of facilities for staff, and an abundance of natural light.

On the topic of Housing, the proposals seek to make optimal use of the brownfield site, and the application is supported by a socio-economic report prepared by Savills. The report finds that the addition of new homes will not negatively impact local services and highlights a number of positive socio-economic impacts connected with the development proposals.

Concerning Accessibility, the proposed strategy meets the needs of those working at or visiting the hospital. A fully integrated Mobility Hub is proposed, which will provide a meeting place for parking, electric vehicle charging, cycle parking and public transport. Internally, the building has been designed to be fully accessible, better laid out and well-signed, ensuring inclusivity for all hospital users.



## 4.0 Engagement Team

#### 4.0 Public Engagement Team

The team within the NHS North West London CCG and specialist community engagement consultants Concilio worked collaboratively to deliver a programme of engagement to comply with the requirements of planning policy, and the aspirations of the applicant to undertake comprehensive engagement. The entire communications and engagement team was responsible for ensuring transparent, honest and informative communications with the local community. The consultants in place assisted in the creation of engagement material and were kept updated of the feedback given by stakeholders, to ensure any comments given could be taken on board as the scheme evolved.

The core public engagement team consisted of the following:

NHS North West London CCG: lead engagement consultant, responsible for establishing and running the engagement programme, organising and attending all individual briefings with stakeholders, and ensuring a robust and widely available series of engagement events of the public;

Concilio: external engagement, supporting the NHS in-house team, creating a bespoke, online public exhibition to collect feedback and gain a thorough understanding of what audiences think, as well as respond to matters raised.

The team was supported by the wider project team, including:

- Architects, IBI
- Landscape Architects, IBI
- Planning Consultants, Savills
- Heritage Consultant, Savills
- Transport Consultants, Mott MacDonald

## 5.0 Background & Approach

## 5.0 Background & Approach

There is no statutory requirement to involve the community at the pre-application stage of planning proposals. However, planning policy at every level strongly encourages pre-application engagement with the community on proposals for significant developments. The engagement strategy has therefore been designed to meet the requirements for consultation as laid out in the NPPF, Planning Practice Guidance and Hillingdon Council's Statement of Community Involvement.

The legislative framework for enhanced public engagement is presented through the Planning and Compulsory Purchase Act 2004 and within national planning guidance as set out in the National Planning Policy Framework (NPPF) and National Planning Policy Guidance (NPPG).

The NPPF (2021) encourages positive community engagement between all parties involved and affected by development proposals. Specifically, the NPPF states (at paragraph 40) that, "Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality preapplication discussion enables better coordination between public and private resources and improved outcomes for the community."

The NPPF strongly encourages developers to involve the local community from an early stage as well as recommending additional measures of consultation which should take a variety of forms. This includes:

- Consultation events with the local community;
- Consultation with elected members, town and parish councillors;
- Making detailed plans available for public view (including online on a website);
- Press notices/leaflets or letters to nearby residents.

Hillingdon Council Statement of Community Involvement (SCI) was adopted in October 2021. The SCI was prepared to replace the previously-adopted SCI from 2006, to take account of updated consultation methods and legislative policy changes.

The SCI makes clear that:

"There are clear benefits of involving the community

in developments which are considered likely to have an impact on the community, and the most effective time to involve the community is at the pre-application stage.

At this point in the development process, information and views gained from the community can still have a meaningful impact on the final shape the development takes. It will also assist in resolving any objections and conflicts prior to a formal application being submitted.

The people involved and the level of engagement needs to be proportionate to the nature and scale of a proposed development."

Fig. 9 (p. 25) outlines the following methods that are conducive to a full and well-rounded engagement programme:

- A dedicated website for the development
- Localised social media advertising which links to further information about the development
- Making development briefs available to the public
- Holding public exhibitions
- Providing feedback on consultation
- Advertising in areas local to the development (e.g local libraries, community centres)

The engagement strategy devised and implemented by Concilio and the Applicant has been designed to meet the requirements for consultation and engagement as laid out in the NPPF and the Hillingdon Council's Statement of Community Involvement.

This Statement is submitted to set out the type of community involvement undertaken, the views expressed and the changes made, in accordance with Hillingdon Council's expectation.



## 6.0 Engagement strategy & activity

## 6.0 Engagement Strategy & Activity

At the outset of the project the key stakeholders were identified, and a programme of engagement prepared to facilitate thorough and constructive engagement. The key groups identified were as follows:

- Members of Parliament for Uxbridge and South Ruislip and Hayes and Harlington
- Ward Councillors and Hillingdon Council Leadership
- Key medical stakeholders

A summary of the meetings is available below:

- local residents and businesses in the area around Hillingdon Hospital
- staff at Hillingdon Hospitals
- patients of and visitors to Hillingdon Hospital
- medical stakeholders, including: NHSE/I; DH/NHP; NW London ICS; NW London CCG; Healthwatch; GP Confed; Hillingdon Health & Care Partners; CNWL; LNNUHT
- elected representatives: Leader of Hillingdon Council, Ward Councillors and wider Hillingdon Councillors; Local MPs for Uxbridge and South Ruislip and Hayes and Harlington; and the London Assembly Member for Ealing and Hillingdon.

This Statement focuses on engagement with the groups outlined above. Additional details of engagement with Hillingdon Council officers and other statutory bodies can be found in the supporting Planning Statement (Savills) and Design and Access Statement (IBI Group). The pre-application consultation process has comprised three distinct phases, with the aim of engaging with the local community and stakeholders during each phase.

Alongside the activity outlined in each phase, Concilio attended design team meetings. At these the communications team updated the wider project team about the findings of engagement activity, enabling the feedback to be incorporated where possible.

### 6.1 Phase One

Phase One of the programme ran from October 2020 to June 2021. It focused on beginning a dialogue with the medical and political stakeholders to outline the early ambitions for the new hospital and to gather feedback from medical staff on their priorities.

Phase One comprised of a range of activities, including meetings with:

| Date     | Type                  | Details  |
|----------|-----------------------|--|
| 06/10/20 | Individual Briefing   | Call with Boris Johnson MP's constituency office to discuss public engagement plans    |
| 09/11/20 | Virtual Meeting       | NWL ICS CEO and Redevelopment SRO meeting with Boris Johnson MP                        |
| 15/12/20 | Virtual Board Meeting | Redevelopment Partnership Board  |
| 08/02/21 | Virtual Meeting       | Lord Amyas Morse meeting with John McDonnell MP  |
| 12/02/21 | Round Table           | Trust meeting with NHP to discuss the Trust's response to the NHP key lines of enquiry |
| 02/03/21 | Consultant Meeting    | Clinical lead attended consultant meeting with Planned and Unplanned Care Divisions    |
| 16/03/21 | Group Round Table     | NHP front runner Trust collaboration session   |
| 17/03/21 | Virtual Workshop      | THH & NHP Health Planning Review workshop  |
| 17/03/21 | Virtual Workshop      | THH & NHP Cost and Commercial Review workshop  |
| 17/03/21 | Virtual Workshop      | THH & NHP Design Review Workshop   |
| 29/03/21 | Individual Briefing   | Briefing to Boris Johnson's constituency office  |
| 12/04/21 | Virtual Meeting       | Progress update to the NWL ICS Chair and CEO   |

| Date     | Type                | Details  |   |
|----------|---------------------|--|---|
| 15/04/21 | Virtual Meeting     | THH Redevelopment update meeting with London North West University Healthcare NHS Trust  | Alongside these meetings, four webinars were held to keep local residents and members of staff updated with the progression of the scheme.  |
| 28/04/21 | Programme Update    | THH & NHP follow up session on NHP TA Design and Cost Review   | 15/10/20 - Webinar 1: Introduction to our plans<br>11/11/20 – Webinar 2: How we design a hospital<br>08/12/20 – Webinar 3: Update and clinical developments<br>17/05/21 – Webinar 4: First stage of floor plans and clinical developments   |
| 28/04/21 | Group Briefing      | Update on scheme progression to HHCP Informal Board meeting  | At the end of phase one the communication team collated all of the feedback and briefed the wider project team on the findings of the engagement activity. This enabled the plans for the development to progress with an understanding about the initial thoughts of the local community and medical and political stakeholders. |
| 05/05/21 | Consultant Meeting  | Clinical lead attended consultant meeting with Planned and Unplanned Care Divisions  |   |
| 12/05/21 | Individual Briefing | Briefing to Boris Johnson's constituency office (1:500 plans)  |   |
| 25/05/21 | Group Round Table   | NHP front runner 8 Trust Collaboration session   |   |
| 16/06/21 | Workshop            | NHP Design convergence and standardisation workshop  |   |
| 17/06/21 | Individual Briefing | Meeting with Cllr Lavery (Cabinet member for Housing) led by Savills   |   |
| 21/06/21 | Individual Briefing | Briefing with Cllr Denys (Chairman of External Services Select Committee & Corporate Parenting Panel) ahead of launch of public exhibition |   |

## 6.2 Phase Two

Phase Two of the programme ran from June 2021 to September 2021 and involved communicating the emerging proposals. The second phase introduced a proposed scheme to the public for the first time, aiming to gather feedback on all aspects of the scheme to help inform the final designs.

This phase comprised a range of activities, including further meetings and briefings with stakeholders, the launch of the digital public exhibition, a second series of webinars to update the local community, and staff announcements in the hospital.

Virtual and face-to-face meetings were held with councillors in Hillingdon, local community groups and members of parliament. This allowed for a discussion on the emerging proposals, an opportunity to answer any related questions or concerns, and for the team to take away feedback to better inform the development of the design proposals.

A summary of the meetings is available below:

| Date     | Type                | Details  |
|----------|---------------------|--|
| 21/06/21 | Individual Briefing | Briefing with Boris Johnson MP's constituency office on launch of public exhibition  |
| 21/06/21 | Individual Briefing | Briefing with John McDonnell MP's constituency office on launch of public exhibition   |
| 23/06/21 | Virtual Meeting     | THH & NHP meeting to discuss the Trust's response to the NHP TA Design and Cost Review report  |
| 06/07/21 | Programme Update    | Redevelopment update to public board meeting, comprising staff, NEDs and Governors   |
| 06/07/21 | Individual Briefing | Briefing with Cllrs Curling & Mathers (Lab) on the public exhibition and plans to date. Particular focus on housing, timescales and integration with social care.    |
| 22/07/21 | Board Meeting       | Redevelopment Partnership Board  |
| 02/07/21 | Workshop            | NHP Clinical workshops   |
| 05/07/21 | Workshop            | NHP Clinical workshops   |
| 06/07/21 | Workshop            | NHP Design convergence and standardisation workshop  |
| 13/07/21 | Workshop            | NHP Digital workshop   |
| 15/07/21 | Hospital Visit      | Visit from Edward Argar MP (Minister for Health) and Natalie Forrester (NHS SRO) – Tour of THH and listening to plans. Used THH for backdrop for media announcement. |
| 26/07/21 | Programme Update    | Redevelopment update and next steps on Public Patient Forum discussion with clinical cabinet   |

| Date     | Type             | Details  |
|----------|------------------|--|
| 09/08/21 | Programme Update | Strategy and Transformation Sub-Group                            |
| 12/08/21 | Hospital Visit   | Visit to hospital including update briefing on redevelopment     |
| 26/08/21 | Virtual Meeting  | Redevelopment update by clinical lead at all-consultants meeting |

|   |   |
|---|---|
| Preview sessions prior to the launch of the digital public exhibition were held with the constituency offices of Boris Johnson MP and John McDonnell MP. This provided an opportunity for key stakeholders to view the design proposals and discuss them with the project team in detail, whilst ensuring the project team had the opportunity to receive and understand all feedback points. | <ul style="list-style-type: none"> <li>• E-news and intranet article for staff</li> <li>• The SRO blog</li> <li>• Hospital screens displaying the plans and encouraging staff to give their view</li> <li>• Screensavers for staff computers</li> <li>• Advert jingle on hospital radio, notifying people of the engagement</li> <li>• Posters on display in the staff restaurant</li> <li>• Seven days of paid-for Facebook advertising</li> </ul> |
| The public exhibition provided an opportunity for members of the local community to visit the website, see design proposals for the first time, learn more about the detailed aspects of the scheme and provide any feedback or concerns and ask questions to the project team.   | Flyers: 15,802 flyers delivered to addresses around the site  |
|   | Number of surveys completed: 367  |
|   | Additional written feedback received: 27 from ongoing feedback questions as of today  |
|   | Website address: <a href="https://thh.nhs.uk/redevelopment/">https://thh.nhs.uk/redevelopment/</a>  |
|   | An important part of the second phase of engagement was to host the next series of webinars, in lieu of in-person events. These were targeted at local residents and members of staff. Below are the details of each webinar:   |
|   | 01/07/21 – Webinar 5: Introducing the public exhibition   |
|   | 14/07/21 – Webinar 6: Staff update on redevelopment   |
|   | 09/08/21 – Webinar 7: Update for residents living within 800m of the hospital   |
|   | While the polls on the website closed on 20th August 2021 so that the Trust could carefully consider the feedback, people were still able to submit feedback to the project team. 27 additional   |

pieces of feedback have been received since the closure of this part of the engagement programme.

### 6.3 Phase Three

Following the closure of the online survey on 20th August 2021, the engagement website remained live, so people could continue to visit and view the proposals. The survey was replaced with an open-comments box, so that visitors could still ask questions and provide comments.

The project team took on board the feedback given during Phase Two of the engagement programme and used the comments to update the scheme. The updated proposals were then shared during Phase Three of the programme.

Overall, the public exhibition saw responses from over 360 people with a good spread of people in terms of protected characteristics that is not inconsistent with the overall population distribution of Hillingdon.

At the same time, a stock-take of our PPF programme and discussion with clinical leads suggests we have gathered a great deal of feedback from patients, residents and staff which has led to demonstrable changes to the design of the hospital. It did however flag some gaps and areas of support which are addressed in this next phase of activity.

Taking the monitoring from the public survey and our discussions with clinical leads, we identified there were other key audiences we need to hear more from. These audiences included carers, people who don't speak English as a first language, people with disabilities, and people who live in the south of the borough.

Within this, there was a need was identified to address digital needs in the new hospital as embracing emerging technologies and digital opportunities is going to be one of the key benefits of the new hospital.

The redevelopment team then set about working with clinical teams to set up focus group events to target these audiences as well as a series of roadshow events that would be open to anyone.

The omicron wave heavily impacted the trusts ability to do in person engagement and focus groups as

clinical staff time was necessarily diverted towards managing the wave. The general roadshow events also had to be moved online rather than in person at venues around the borough.

Nevertheless, 142 people signed up and 92 people attended the three online roadshow events. Focus groups were held with carers and new parents and to mitigate the impact of omicron, the redevelopment team also opened up a number of surveys for people to fill in and give their feedback.

The project team continued to meet key stakeholders during the third phase of engagement, to show the evolution of the scheme following feedback received during Phase Two, and to keep them updated on future plans.

A summary of the meetings is available below:

| Date     | Type            | Details   |
|----------|-----------------|---|
| 09/09/21 | Virtual Meeting | Clinical lead attended consultant meeting with Planned and Unplanned Care Divisions |
| 20/09/21 | Virtual Meeting | Introduction to the NHP Commercial approach   |
| 05/10/21 | Virtual Meeting | NHP Clinical workstream engagement events   |
| 07/10/21 | Virtual Meeting | NHP Clinical workstream engagement events   |
| 29/09/21 | Virtual Meeting | Trust presented update to NWL ICS Strategy Steering Group                           |
| 19/10/21 | Virtual Meeting | Trust provided update to NWL ICS Partnership Board                                  |
| 07/10/21 | Virtual Meeting | HESSC meeting   |

#### 6.4 Summary

The engagement strategy has sought to engage with as broad a section of local groups and residents as possible, including community representatives such as the local MP, councillors, and amenity groups. Owing to the restrictions placed on in-person meetings, traditional public events have been replaced with a digital-first approach. Our online engagement tools include social media adverts, a digital public exhibition, and a webinar series. This approach ensured interested parties still had the opportunity to be involved in the process, by understanding the proposals, and providing feedback, regardless of circumstances.

As has been demonstrated, the restrictions in place following coronavirus have not stopped the Trust from engaging with the local community. Seven webinars have been held throughout the engagement programme, with a total of 92 attendees. We have also received 367 online surveys.

The Trust made extensive efforts to ensure that the engagement was robust and in-depth. There was a freepost address for people to send in comments to and a freephone number for those who wished to speak to the project team. By using a wide range of communications channels, both in-person and digitally, the Applicant has been able to effectively reach an extensive audience.

The approach to engagement has therefore been in line with the recommendations of national policy and guidance and the Hillingdon Statement of Community Involvement, as well as the aspirations of the Trust to include as many people as possible in the pre-application process.

## 7.0 Feedback & Analysis

## 7.1 Collecting Feedback

In all meetings, held both in person and virtually, attendees were encouraged to provide feedback.

In Phase Two, attendees were encouraged to complete a survey online. The survey was also available in paper form at the hospital for members of staff to complete.

The feedback form was designed to give the project team an understanding of the concerns and aspirations for the site and overall levels of support for the project. The feedback forms sought respondents' views on the proposals and included an 'open answer' section to ensure that local residents would not feel restricted by the questionnaire and could voice their opinions fully, covering anything that was not included in the main questions.

The online public exhibition, hosted on the project website, was launched in June 2021, enabled people to see online the Trust's latest proposals. It encouraged people to fill in surveys to provide their feedback, alongside open feedback comment sections. It also provided a phone number and e-mail address so that people could contact the project team at any time.

The data collected from the survey available during Phase Two was collated each week and shared with the project team. Whilst the survey was time limited, people could still submit feedback once the survey has closed, as it was replaced with an open-comments box to encourage people to continue to give their views.

## 7.2 Phase One Feedback

Meetings have been held with health, political, and community and business stakeholders throughout the engagement programme. Those detailed below are the meetings held during the early engagement held as part of Phase One.

| Date       | Attendees   | Details  |
|------------|---|--|
| 06/10/2020 | Rt. Hon. Boris Johnson MP constituency office   | Call to discuss public engagement plans                                |
| 09/11/2020 | NWL ICS CEO<br>Redevelopment SRO<br>Rt. Hon. Boris Johnson MP   | Trust to provide information   |
| 15/12/2020 | Redevelopment Partnership Board<br>NHSE/I<br>NW London ICS<br>NW London CCG<br>Healthwatch<br>GP Confed<br>Hillingdon Health & Care Partners<br>CWL<br>LNWUHT<br>Brunel University London<br>Local councillor<br>LBH Leadership | Trust to provide information   |
| 08/02/2021 | Rt. Hon. John McDonnell MP<br>Lord Amyas Morse  | Trust to provide information   |
| 12/02/2021 | NHP   | Trust to provide information   |
| 02/03/2021 | Clinical lead<br>Planned and Unplanned Care Divisions   | Consultant meeting   |
| 16/03/2021 | NHP   | Trust to provide information   |
| 17/03/21   | THH<br>NHP  | Health Planning Review workshop<br>Cost and Commercial Review workshop |
| 29/03/2021 | Rt. Hon. Boris Johnson MP constituency office   | Briefing   |

| Date       | Attendees   | Details   |
|------------|---|---|
| 12/04/2021 | NW London ICS Chair and CEO                                   | Update on the progression of the project  |
| 28/04/2021 | THH & HP follow up session on NHP TA Design and Cost review   | <b>Trust to provide information</b>   |
| 28/04/2021 | HESSC meeting   | <b>Trust to provide information</b>   |
| 29/04/2021 | HHCP  | Informal Board meeting Update   |
| 05/05/2021 | Clinical lead<br>Planned and Unplanned Care<br>Divisions      | Consultant meeting  |
| 13/05/2021 | Briefing to Boris Johnson's constituency office (1:500 plans) | Set out what the 1:500 process is and gave advanced notice of the public exhibition in the summer                           |
| 25/05/2021 | NHP   | Front runner 8 Trust Collaboration Session  |
| 16/06/2021 | NHP   | Design convergence and standardisation workshop   |
| 17/06/2021 | Cllr Lavery (Cabinet Member for Housing)                      | Meeting led by Savills  |
| 21/06/2021 | Cllr Denys  | Factual briefing around the launch of the public exhibition<br>Display of the materials that were due to be publicly shared |

### 7.3 Phase Two Feedback

The second phase of the engagement programme saw the launch of the online public exhibition, which was hosted on the main Hillingdon Hospital Redevelopment website. A key part of this exhibition was the online survey, which asked visitors for their feedback.

The tailored survey available on the online public exhibition was designed to give the project team an understanding of the concerns and aspirations that residents, local politicians and staff members had for Hillingdon Hospital. The survey sought respondents' views on the proposed new technologies, patient wellbeing, the mobility hub, hospital design and outdoor spaces, and included an open-comments box to cover any further queries. Demographic data was also extensively recorded to ensure that the feedback form was reaching a wide range of people.

After the comprehensive engagement survey was taken down from the website, it was replaced with two open-ended questions so people could continue to share their views on the proposals and ask the project team questions.

#### Survey Demographic Data

83.5% of the attendees described themselves as a 'local resident', with 55.7% aged 50 or older. This is in contrast to the borough of Hillingdon, where only 30.5% of the population are aged 50 and above.

64.8% identified themselves as female, with 62.3% of all those who completed the survey selecting the ethnicity option of White British. This is a higher proportion than the make-up of the borough of Hillingdon, where around 49.5% of residents are from black or minority ethnic backgrounds.

The feedback received was given equal weighting to all feedback received by The Hillingdon Hospital Hospitals NHS Foundation although based on this data, it is not representative of all those who live in Hillingdon. It comprises a disproportionate amount of people from older age groups, which is consistent with similar public events.

#### Response to questions

When asked, When considering the new Hillingdon Hospital how important are each of the following to

you?, the public was asked to decide how important seven key improvements were to them: Very important, Quite important, Not at all important.

The three improvements that were selected by the highest number of people as Very important were: Supporting patient wellbeing with excellent, modern care facilities (82.6%); Easy routes through the hospital for staff, patients and visitors (79.2%); and A new state-of-the-art hospital building that embraces emerging technologies and digital opportunities. The importance placed on new and modern facilities that contribute to the highest quality of healthcare was a consistent theme raised throughout the engagement programme.

In response to the question, Do you agree that patient care will be significantly improved by the proposals you have seen?, 76.2% of those who answered the question selected 'Agree' or 'Strongly Agree'.

Concerns about the existing facilities available at Hillingdon Hospital were raised across Phase One and Phase Two, both during meetings with stakeholders and via the survey. The main issues raised include: lack of rest rooms; the waiting times; limited break-out spaces for doctors to use; and the poor layout which visitors find confusing.

The prevailing consensus from the feedback received is that the development proposals would improve the facilities and offer upgraded patient care.

When asked, Do you agree that the creation of a new multi-storey car park and development of a mobility hub will ensure easy access to the new Hillingdon Hospital?, 86.6% of those who answered the question selected 'Agree' or 'Strongly Agree'.

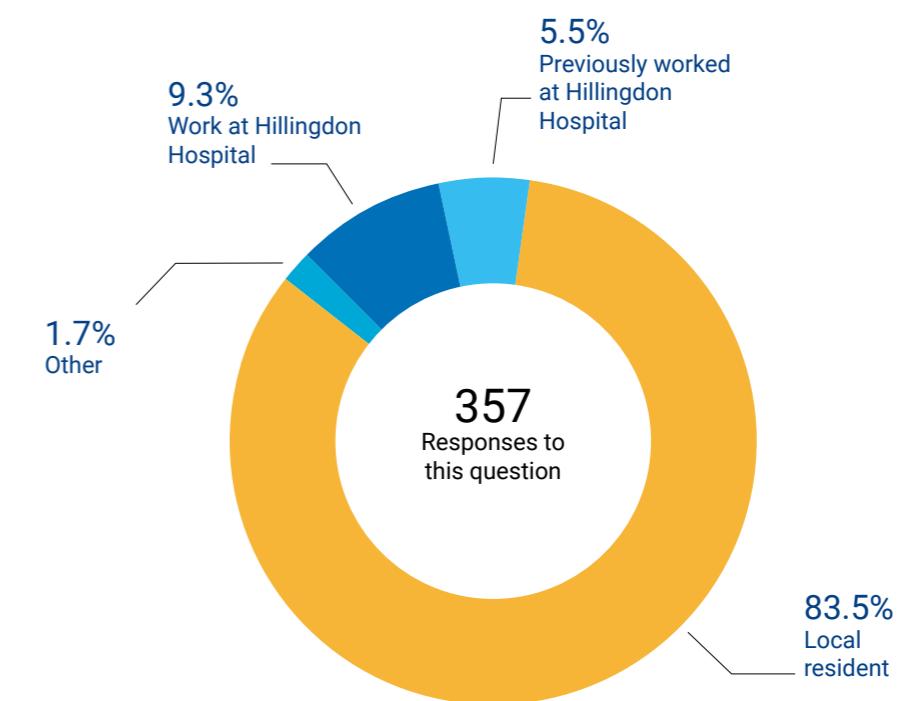
The importance of parking and transport was raised throughout the engagement programme, and the Applicant considered this when developing their proposals.

Many people who participated in the engagement activities cited car parking as a chief concern of theirs. Local residents noted that their residential streets were often blocked and congested by parked cars of those making use of the hospital, either as a visitor or member of staff. Other respondents commented on the price of parking and the lack of dedicated spaces for staff was also raised.

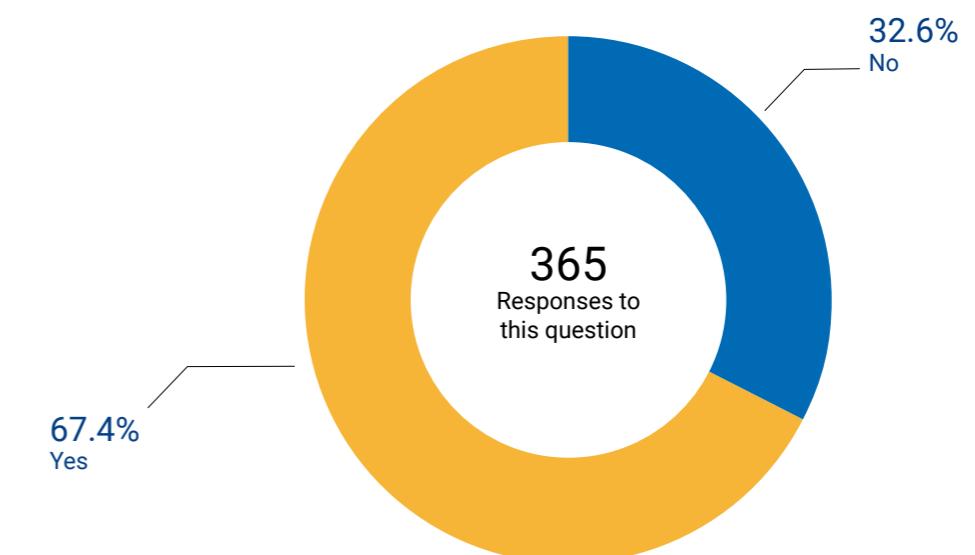
The mobility hub will comprise a multi-storey car park, cycle storage and parking spaces for e-bikes and scooters, as well as electric vehicle charging points. All of these additions are targeted at improving the parking offer currently available at Hillingdon Hospital, as well as encouraging visitors and staff to use other forms of transport where possible.

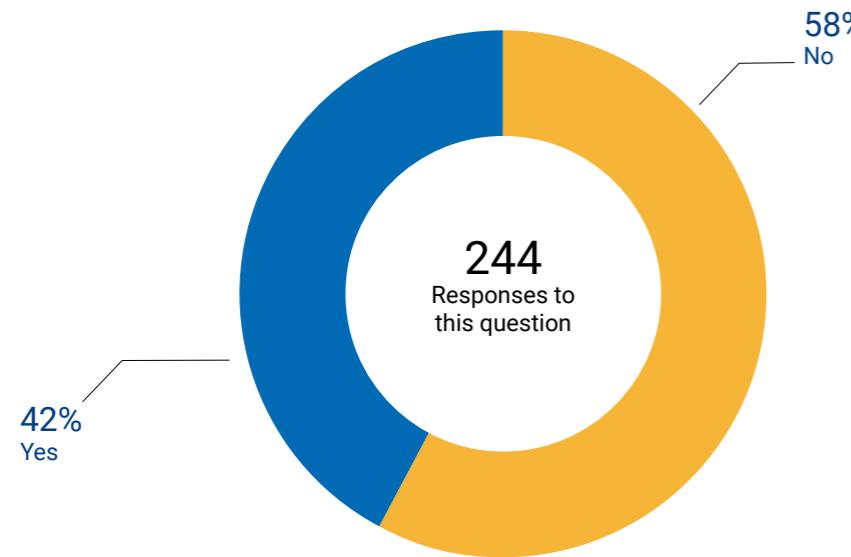
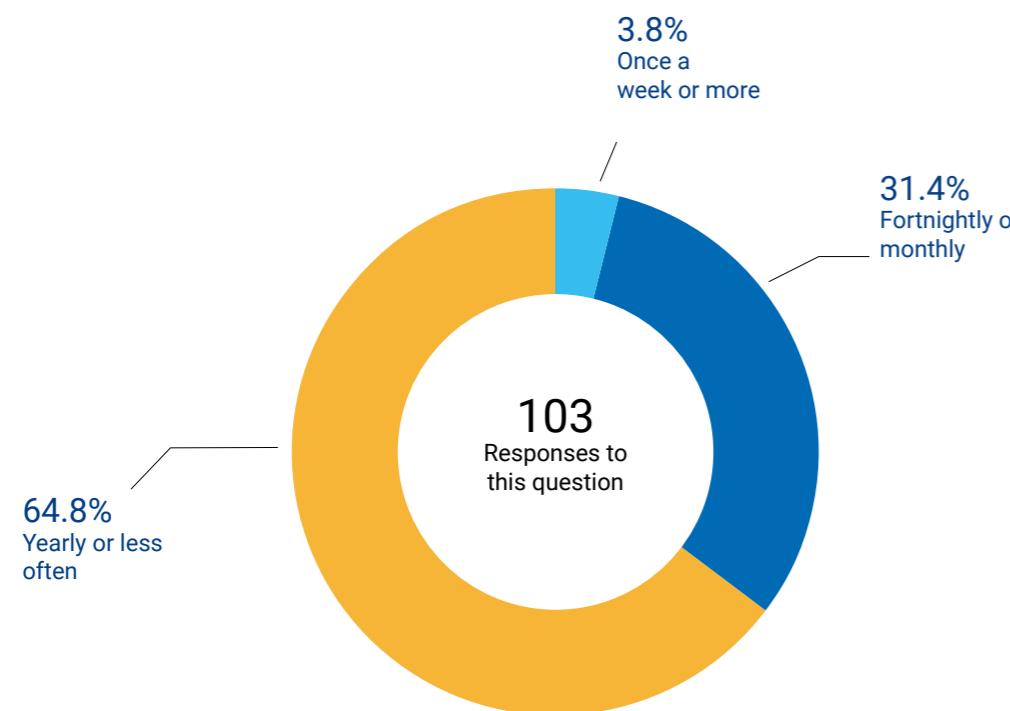
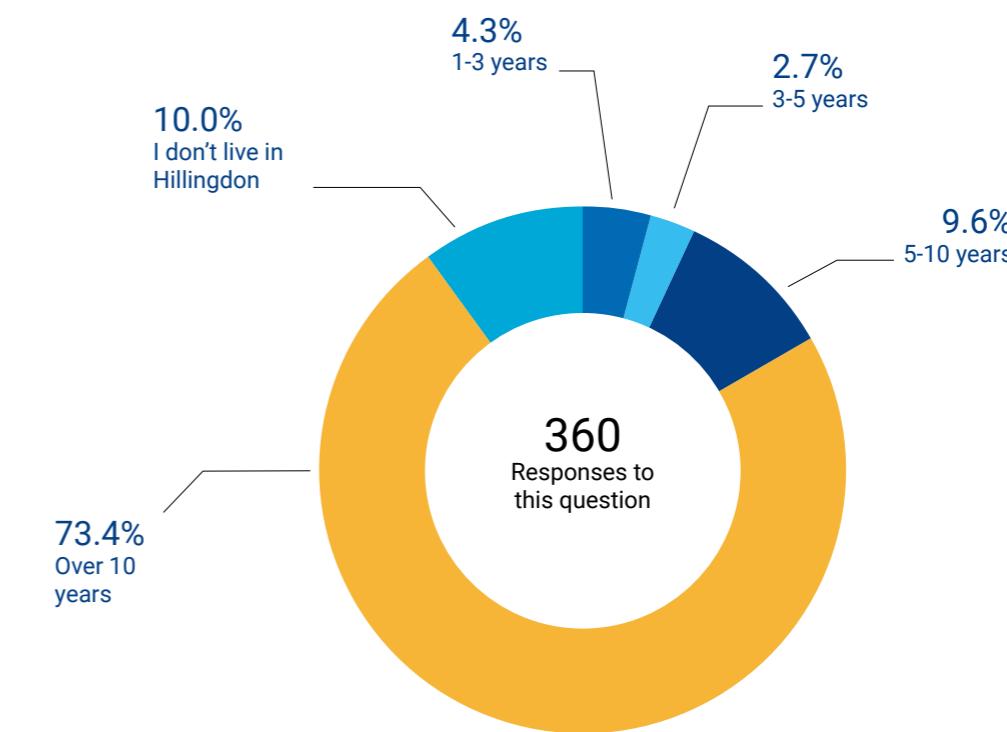
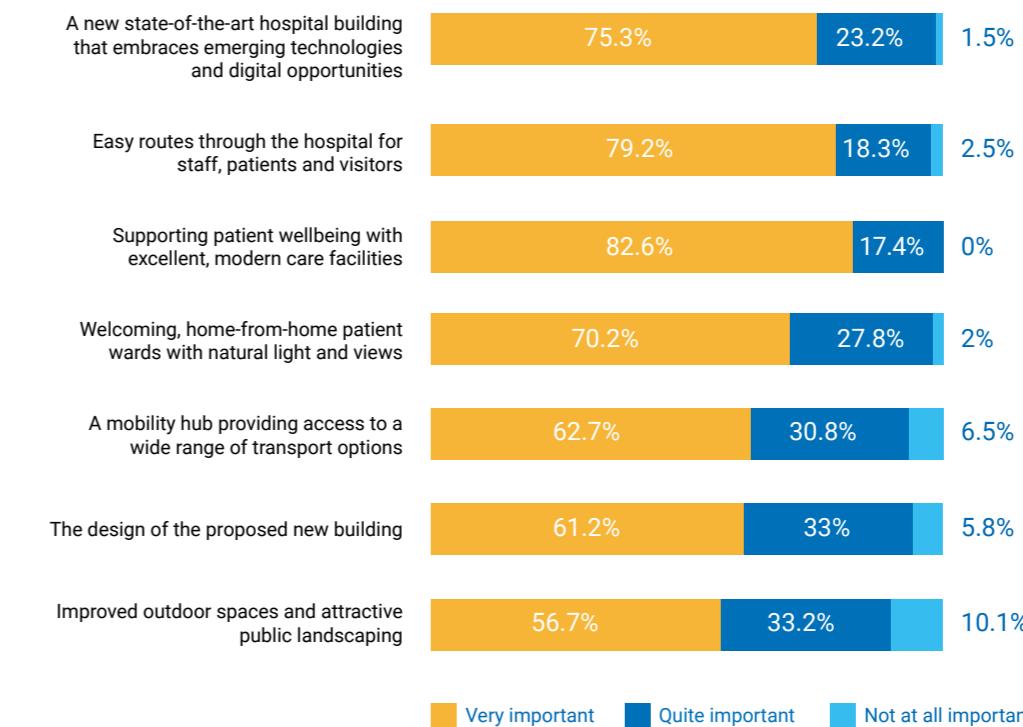
Responses to the rest of the polling survey questions can be found over the coming pages.

**Question 1:** Which of the following best describes your relationship with Hillingdon Hospital?



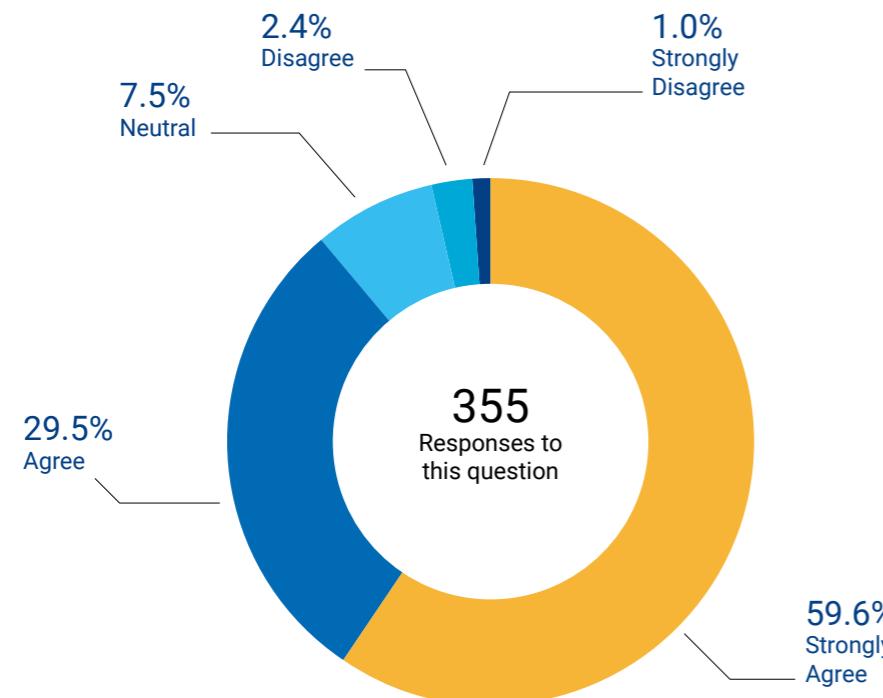
**Question 2:** Have you been a patient of the hospital in the last five years?



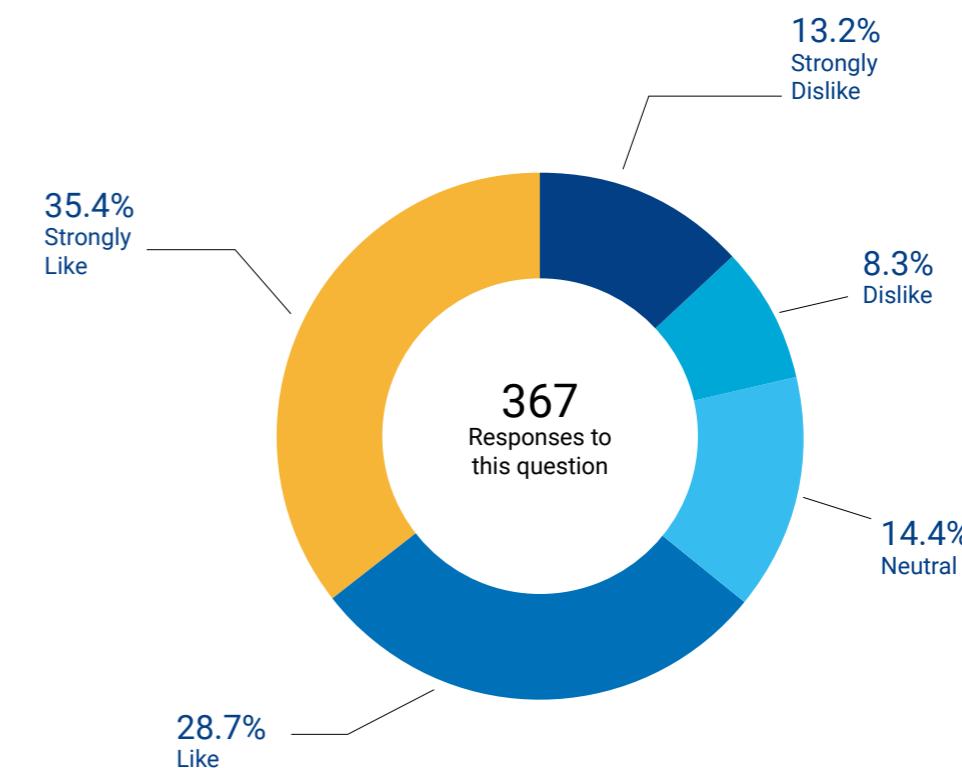
**Question 3:** If you answered 'Yes' to Q2, was this during the pandemic (i.e March 2020 – Present)?**Question 4:** How often approximately did you go?**Question 5:** How long have you lived in Hillingdon?**Question 6:** When considering the new Hillingdon Hospital how important are each of the following to you?

Very important   Quite important   Not at all important

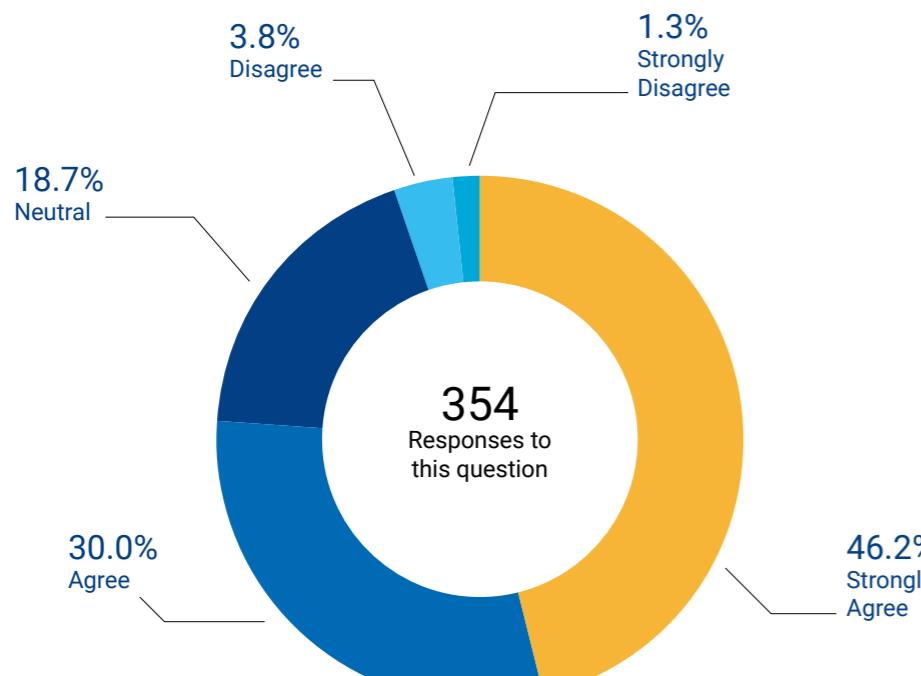
**Question 7:** Do you agree that our proposals for a brand new Hillingdon Hospital will provide patients, staff and visitors with a much better experience compared to today?



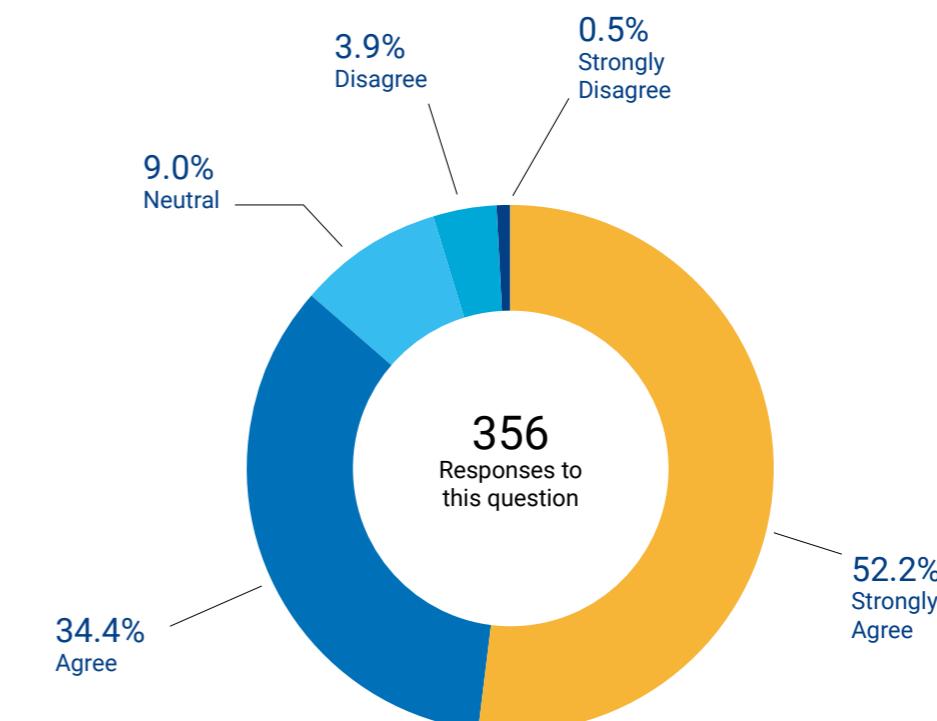
**Question 9:** On a scale of 1-5, how do you feel about the design of the new Hillingdon Hospital?



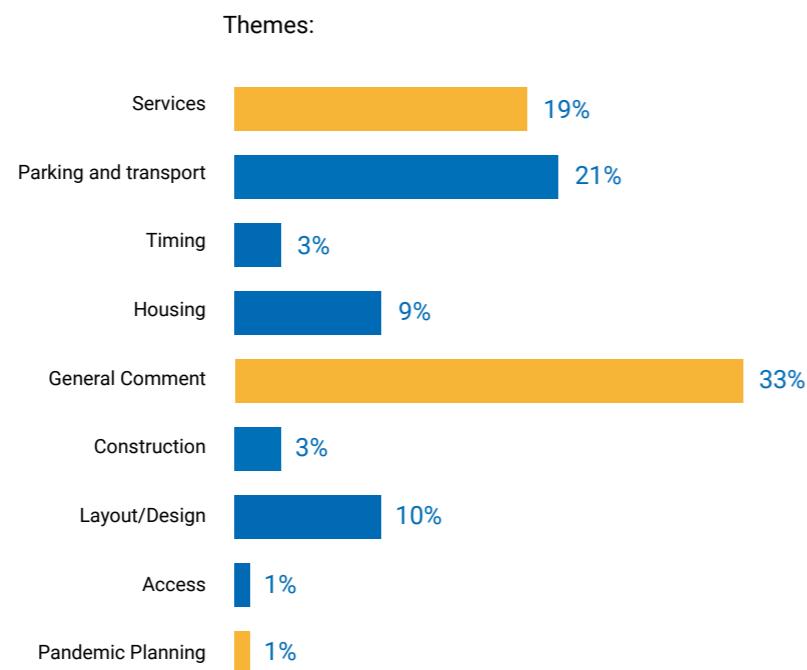
**Question 8:** Do you agree that patient care will be significantly improved by the proposals you have seen?



**Question 10:** Do you agree the creation of a new multi-storey car park and development of mobility hub will ensure easy access to the new Hillingdon Hospital?



**Question 11:** Do you have any comments about the proposals you have seen to build a new Hillingdon Hospital?

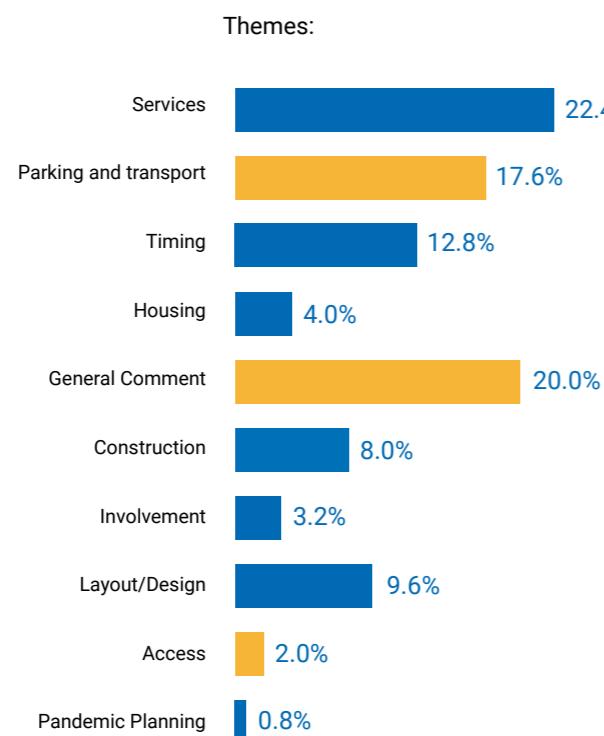


**Detailed feedback**

Key themes of the qualitative comments received via the 367 surveys completed during the online public exhibition are outlined in the table over the coming pages.

| Theme                 | Feedback received from surveys  |
|-----------------------|---|
| Parking and transport | Movement of traffic around the area is important to me, there is a historical concern that local roads cannot cope with the volume of traffic, and although public transport is very good buses cause congestion and trying to access the hospital for appointments, dropping off, picking up and parking are a nightmare. Then to add to this a busy A & E and ambulances trying to get out of the vicinity and back to A&E is a concern for safety. I do not understand why there should be provision for housing causing more traffic in the area. Housing needs have been made substantially within the Borough and surely thus precious space would be better suited to care provision and wonder if this is a financial incentive rather than a need. |
|                       | Number of housing can be a problem. The junction at Pield Heath Road and Colman Green Road can be a bottle neck as it is without adding over 300 new residents and many people are two household car owners nowadays.   |
|                       | I have concerns that some land is being sold off for housing which could hinder future hospital expansions, increase traffic and strain resources already currently under strain.   |
|                       | I cannot see what I need to see - A LOT MORE DISABLED PARKING - it needs to be right next to the entrances and free (or possible to pay annually in advance like the congestion charge). It is not the cost that matters but the huge inconvenience of having to find machines, walk to and fro and handle coins etc etc - disabled parking badges used to be SO important in making it easier to access places, especially hospitals but now it is so difficult again  |
|                       | How high would the multi-storey car park be and how near to the boundary will it be built?  |
|                       | Will this cause traffic congestion in Royal Lane and Field Heath Road during the construction of the Hospital?  |

**Question 12:** Do you have questions for the redevelopment team?



| Theme | Feedback received from surveys  | Theme | Feedback received from surveys  |
|-------|---|-------|---|
|       | <p>Noise, dirt, road damage from lorries, traffic jams, please think about this for the local residents who have put up with mad parking for years and lack of liaising with utilities who decide to dig the roads up at the same time!</p>   |       | <p>The hospital is urgently in need of modernisation. It is an eyesore to the area. Its serves a large community which includes Heathrow Airport. What must be improved is the parking as there are constant issues with parking for local residents. The other issue is Pield Heath Road this is a busy road and becomes greatly congested which causes issues for local transport and more importantly the Ambulances trying to access or leave the hospital</p>  |
|       | <p>More and cheaper parking. Free parking for staff.</p>  |       |   |
|       | <p>The reference to "new bus stops on Pield Heath Road and Colham Green Road" and the lack of any further detail about provision for bus users suggests that, as with the present hospital, bus access will continue to be provided by regular on-street stops. Given the complete redevelopment of the site, it seems like a perfect opportunity to include a dedicated bus station area (such as at Mount Vernon) as part of the new hospital grounds, providing a single unified point of access to all the routes serving the hospital, which could be accessed more easily from the rest of the hospital itself without the need to leave the grounds, and especially without the need to then potentially cross over the often busy Pield Heath Road.</p> |       | <p>I do not understand the need for 150 surface parking spaces it just creates more hazards for visitors. If the link to the hospital from the multi storey car park is designed properly the need for surface parking should be negligible. Certainly all staff parking should be in the multi storey car park probably on a dedicated floor accessed via a swipe card. Looking at Heathrow for inspiration might be a good starting point. To encourage use of the car park I would suggest mass availability of charging points. Also on the ground floor I would suggest the inclusion of a bus stop on Pield Heath road side of the multi story carpark and Taxi stand so, other than emergency vehicles and possibly HGVs, all traffic enter the site in the same location. Do not allow surface based short term parking as this is often abused and creates congestion; just look at the current arrangements. Drop off points should be just that drop off with NO parking. A dedicated entrance purely for Emergency Vehicles would seem imperative and it should be on the opposite side of the site perhaps in Colham Green road. Buses should be rerouted to not use Colham Green road and restrict other vehicles use of the road. Perhaps you could make it resident access only? I would suggest car access to the Carpark be via Royal Lane to ease congestion on Pield Heath Road. I dont understand the thinking behind the car club unless this a self funding profit centre. I don't see where the mobility hub is located as on the map it shows it is not indicated but from the image it appears to be adjacent to the hospital</p> |
|       | <p>No provision of a proper Bus Station with a new bus route from Ealing Hospital, via Hillingdon Hospital to Mt Vernon Hospital. No provision for a direct new bus service to Harefield Hospital. No indication of road improvements widening and/or dual carriage way to provide easier and swifter access for emergency vehicles, buses and cars from Harlington Road, and Uxbridge Road.</p>  |       |   |
|       | <p>At the moment I attend Mount Vernon Cancer Centre which I understand is moving to Watford which would be a difficult journey for me by Public Transport. Is there any chance the breast cancer clinic could be transferred to the new Hillingdon Hospital and the connected facilities.</p>  |       | <p>Has parking and access for patient transport ambulances been included? These have been seriously lacking to date. Has a multi disciplinary discharge / transport lounge been considered? A single location for all patients waiting for transport, the ability to free A&amp;E or ward beds without needing to wait for pharmacy or transport? A location where patients can be cared for by nursing staff, receive lunch etc while waiting for meds, TTAs, packages of care and transport to arrive? This will dramatically improve flow for inpatient areas and the front &amp; backdoors of the hospital. It will also streamline pharmacy somewhat with bulk deliveries to one location. Hospital staff working alongside Transport, Therapies, Pharmacy, Facilities and CSP, getting beds emptied faster, facilities making those spaces clean and available and CSP having full oversight of patients leaving hospital beds.</p>   |
|       | <p>Improved parking will help enormously</p>  |       |   |
|       | <p>More parking is critical. This is well overdue, the current hospital is falling apart</p>  |       |   |
|       | <p>Car park should be free people do not come or go to hospital for fun this is very important. They also like best facilities no waiting for long hours it's no point building new hospital and not good service. We need very good staff well trained and experience with more beds and good facilities</p>   |       | <p>Why have the three bus stops in Pield Heath Road and Colham Green Road not been moved to the front of the new hospital. This would shorten the walking distance the passenger would have to walk to get to the hospital. It would also free up the traffic on both roads as traffic would not have to queue behind the buses at the bus stops and it would heavily reduce the number of people having to cross Pield Heath Road who are using the hospital.</p>  |

| Theme | Feedback received from surveys   |
|-------|--|
|       | <p>It's horrible. Trying to tick too many boxes. Focus on the care and parking, the housing element should go, let staff and visitors park and use any other space for hospital facilities.</p>  |
|       | <p>As long as traffic in the area is kept flowing. I wish you all the best with this endeavour. We've been waiting for this for many years.</p>  |
|       | <p>Car parking is almost as important as treatment, when turning up to visit or rushing in to A&amp;E you don't want to be faced with a long walk or be misdirected. And after your visit be faced with a parking charge that is out of all proportion because it is run by a private company, if they can run it at a profit so can you, but YOU have control. Regards Peter Jones.</p>   |
|       | <p>I think parking should be affordable and feel safe. The spaces should be wide enough to get children in and out of the car. It would be good if the children's wards could have individual rooms with beds for parents and TVs. The waiting areas and consultation rooms should have comfi chairs to make it easier for holding and feeding babies especially if you are in the waiting room all night. Lots of water machine so you can get a drink and lots of spaced out seating areas in the A&amp;E waiting room. A&amp;E is currently busy and the new triage area has very little seating. There needs to be much more seating to accommodate everyone and so that people can socially distance. Wide corridors for trolleys too. You should bring back the TVs on beds.</p> |
|       | <p>Still not enough parking or drop off zones. Also cleared land says could be used for Heath care worker homes but it should say it will be! Treat and care for the staff. Also a 20 min wait time is not enough time to bring someone into a ward. It takes nearly that to just get to the ward. A bee digital system should allow people to check in drop off and check out so time flexible but they are tracked in hospital so they don't overstay.</p>   |
|       | <p>I'd like to know the current parking spaces against the proposed. Is it more or less? Nearby resident who has to fight to park due to inconsiderate staff parking in my space for up to 12 hours at a time</p>  |
|       | <p>From what I have seen, people using public transport will need to get off the bus at Pield Heath Road or Colham Green Road and walk/ hobble/ be pushed in wheelchair/ buggy or pram to a hospital entrance which is further from the bus stops than the current main entrance. This is hardly likely to encourage use of public transport. Particularly so in inclement weather. If my understanding is incorrect, then the exhibition should make it clearer that people won't have to go so far from the bus stops to get to the main hospital entrance.</p>  |

| Theme | Feedback received from surveys   |
|-------|--|
|       | <p>Concern as to what will happen to parking facilities as the main carpark is highlighted in the first stage</p>  |
|       | <p>It looks great but will the car park spaces be enough, one of the biggest issues is that the car park was never big enough for the amount of staff and patients. Also if you do build homes on the sight can they please go to Hillingdon council for the people who have been on the housing waiting list for years and years. I have family living with their three year old son in a one bed flat filled with damp and mould and they have been bidding for 3 and half and still waiting</p>   |
|       | <p>Lack of parking is a huge issue so would welcome multi storey</p>   |
|       | <p>I would like to see a lot more detail about transport planning, and how bus, cycle, pedestrian and mobility access will work. Also hospital transports may need a serious rethink. With the potential move of some cancer services from Mt Vernon to Watford and some resulting extra journeys to Hillingdon, we must at all costs limit car use though to the hospital and re-serve it for those who really have no alternative. You need to plan for less stressful journeys, less pollution and thereby improve the health of patients and all Hillingdon residents. Buses and taxis need to be electric. Bus shelters are needed and frequent services. Walking, cycling and travelling with mobility aids conveniently and safely must be prioritised. This will entail defining safe active travel routes from all directions. How do people even cross the road to get onto the site let alone cross the A40? Is there space for additional cancer services at all? Are you going to move any services to Mount Vernon site?</p> |
|       | <p>No mention of disabled parking or hospital transport</p>  |
|       | <p>The design is good, I am concerned if it is big enough to cope with continued population increase in the local area. Although expensive, I would support putting parking underground to protect the surface space for additional provision.</p>   |

| Theme    | Feedback received from surveys  | Theme | Feedback received from surveys   |
|----------|---|-------|--|
|          | <p>Hospital building and multistorey car park will have an unacceptable overly dominant relationship with the suburban scale of Royal Lane. The multistorey car park is an inauspiciously block of a building to have sited on to significant public throughfares to the detriment of the street scene. The entrances to the most intensively used areas of the hospital facilities are likely to be inconveniently distant from the mobility hub and bus stops on Pield Heath Road where all bus routes meet. Whilst it is widely understood that recovery time for patients is reduced by providing outlooks onto planted natural space, the scheme does not fully exploit this elementary but important connection. The linear landscape feature that is the central park/ east square etc. is not aligned with the principal access route to the hospital building from the public streets and does not provide a new route to the hospital that is likely to be of significance. The illustrations appear to distort natural perspective and are likely not to present images that convey to most people how unacceptably intensively developed the hospital site will be on its reduced footprint. The case for new build as opposed to refurbishment or combination having regard to the imperative to minimise embodied carbon has not been made here. Comments here do not address the balance of the site given over to residential development as insufficient information has been provided. (I live in Hayes and do not have any connection with Royal Lane - this opinion is a professional judgement as a planner; the undoubted need for better medical facilities should not lead to the disregarding of basic and proper site planning. Please return to the masterplan 'drawing board').</p> |       | <p>I think the proposal is poor on looking after your most important asset. Your people - I don't see anything in here which addresses any of your employees concerns. Parking and facilities. They are your face to the community not the building or facilities. And I don't think you should waste money on building more homes. This should be land reserved for hospital future plans given the population is getting older and I am sure another pandemic will happen.</p>   |
|          | <p>I am concerned about the amount of housing included in the plan. There is not enough school places, dentists or doctors for current residents. A large increase in the local population will only put more strain on local amenities and will also impact local traffic &amp; transport. The space would be better used for potential expansion to the services the Hospital could offer, in the future.</p>   |       | <p>Too many side rooms. The Intensive Care Unit is a disaster how that is laid out. It's created more work for the Nurses and made the working day extremely more difficult.</p>   |
|          | <p>Hopefully this will provide a modern, efficient building that will have a positive effect on patient care. Parking is a huge huge issue currently so hoping the Mobility HUB solves this problem. The amount of time this is likely to take. The likely cost of parking. The impact on local schools if more housing is being built.</p>   |       | <p>Hopefully this will provide a modern, efficient building that will have a positive effect on patient care. Parking is a huge huge issue currently so hoping the Mobility HUB solves this problem</p>  |
|          | <p>I hope as a non driver that transport links are improved ie.a direct bus service from main train stations in Hillingdon.</p>   |       | <p>What percentage of spend is planned on R&amp;D facilities?</p>  |
| Services | <p>I have not seen what will happen to patients whist the changes take place</p>  |       | <p>As a hospital you already struggle with capacity so why would you build a smaller hospital. Both my daughter and my husband spent more than 24 hrs on a trolley...it took two days to find her a bed and you discharged her 13 hours later...leaving her sitting in discharge for 5 hours..because we told you we were burying my father in law and could not get there. How many beds for inpatient care v current capacity and staffing levels as well as investment in staff training is what we want to know and what services and where, not how pretty the view is. A&amp;E is a joke ...a thin curtain between you having a private conversation and everyone else waiting...so privacy is a factor... patient's transfers properly provisioned for...not just shoved in a corridor. Care at home is unfair to staff and patients. landscaping is not what I need in a hospital...if its state of the art..great!But good old fashioned medicine is good too and must not be forgotten. So explain how I will get better treatment in a quicker timeframe...passing people in corridors is not my focus when I need treatment. Parking is an issue...so is the cost..so will a multi story be cheaper?</p> |
|          |   |       | <p>High tech is great but when I worked there, the 2 things that stressed patients most were 1. Noise at night 2. Poor food. Both are essential for recovery.</p>  |
|          |   |       | <p>We've lost gardens / out door spaces particularly for children, any open natural views for long stay / rehab patients. A hydrotherapy / rehab pool on site would be fantastic</p>   |
|          |   |       | <p>I hope all the services the hospital currently has will still be available</p>  |

| Theme | Feedback received from surveys  | Theme | Feedback received from surveys   |
|-------|---|-------|--|
|       | <p>I am a doctor , a local resident , delighted to see the plans of new hospital. Please ensure that the onsite Chid care ( Nursery ) must stay. I used it for 3 years and was great. This allowed me to work as a doctor and childcare provision was there.</p>  |       | <p>This would make it more appealing to stay living in the local area and raise a family knowing that health care provision is of a higher quality.</p>  |
|       | <p>Where is the detail on the scale of services to be provided; including bed numbers per clinical function? Without this it is impossible to understand the full and relative capability of the redeveloped hospital when compared with the existing facility. To what extent have services being transferred to other hospitals in NW London and what services are assumed to have been devolved into other care providers within the community? This is the substance that needs to be declared and goes much beyond the glossy images that the current presentation offers.</p> |       | <p>Dear Redevelopment Team. It is nice to hear that we are to get a new Hospital. In your leaflet that came through the door you say Quote :- "Same mix of services that are currently available at Hillingdon Hospital". Which supports the very best in delivery of healthcare. How can this be correct when an e-mail from Patricia Wright Chief Executive Officer of The Hillingdon Hospitals NHS states ref to the Phlebotomy Services (Blood Test) " "The decision to stop accepting GP walk ins was made in January 2021. This was aligned with the service redesign currently being undertaken by the Hillingdon Clinical Commissioning Group and Hillingdon Health Care Partnership" ". Patricia Wright Chief Executive Officer of The Hillingdon Hospitals NHS states ref to the ref to the Phlebotomy Services (Blood Test) " "It is unlikely that the walk in service will resume at Hillingdon Hospital as the aim is to transform phlebotomy services by moving them out of the hospital environment and closer to home" ". To stop the Phlebotomy Services (Blood Test) at Hillingdon Hospital when this service is the first line of detection for illness is unthinkable.</p> |
|       | <p>You keep saying you will have the same services as the current hospital but this is not what I've heard. I've heard the wonderful specialist services I used (Neurorehabilitation) will be moved out. This is bad news for the local area.</p>   |       | <p>It would be good to include a dedicated community bookable space / hall in the complex dedicated to Mental Health Wellbeing. We could have Meditation classes, Yoga as well as Talks on mental health all run by local volunteers and charities. With the importance of mental health having a community space such as this would be invaluable.</p>  |
|       | <p>No mention of Cafe/Restaurant. Visitors are often at the hospital 7pm / 8pm and have nowhere to get food. Currently the existing cafe closes at 4pm (which is a joke). Also existing food at Hillingdon is very poor and thus you may wish to take your family member to the cafe, or get them a take away. No mention of improved catering facilities for those in hospital. Would also be good to have your own TV with headphones (for a small fee). Reliable magazine/snack visiting to wards twice a day.</p>   |       | <p>Will there be an increase in the number of beds offered?</p>  |
|       | <p>Please do not forget to create a welcoming space for Autistic patients.</p>  |       | <p>I work in maternity and feel this unit should be placed in a separate building that can have access to the main hospital as needed. Having a Labour ward and triage on the 4th floor is not appropriate when dealing with high risk emergencies and labouring women. Please consider this in feedback.</p>  |
|       | <p>I have not seen anything about a planned Bereavement Suite in Maternity. This is very important and long overdue.</p>  |       | <p>As a long standing member of staff I would like to emphasise the importance of storage, staff break areas and toilets I feel it is very important to not only improve the environment for patients but also for everybody who works here</p>  |
|       | <p>No , would like to have seen a gym facility for staff included.</p>  |       | <p>Having been treated for breast cancer during the pandemic I am concerned that in the new plans the breast care team will not have all diagnostic equipment in one area. It was so good to have mammogram, scans and consultation all together. The system works well with 2 bays next to the consultants room.</p>  |
|       | <p>A new hospital doesn't guarantee quality staff</p> <p>The new build is too small to support expanding services the quality of health care will not be sustainable in the new design.</p>   |       |  |

| Theme | Feedback received from surveys  | Theme | Feedback received from surveys   |
|-------|---|-------|--|
|       | <p>Having been treated for breast cancer during the pandemic I am concerned that in the new plans the breast care team will not have all diagnostic equipment in one area. It was so good to have mammogram, scans and consultation all together. The system works well with 2 bays next to the consultants room.</p>   |       | <p>Covid has taught us we need space, especially green spaces and I can see that fits into the hospital plan but I hope there will be green space for the 327 new homes. Very pleased to see a multi storey car park is in the plans too</p>   |
|       | <p>It may be old but the only problem we have had, repeatedly, is parking to get to our appointments in time. Perhaps ensure that the foundations of the car park can support adding extra layers. Good luck</p>  |       | <p>Concerned that such a significant area will be used for housing, when it could be better utilised to provide a larger hospital, mental health facilities, maternity unit, welfare charity space (e.g. homelessness/substance abuse) or other vital health and social care. Feels like the hospital plans are compromised by a need to provide housing in order to 'pay back' the cost.</p>  |
|       | <p>Plans look amazing. Well thought-out I have a mother with dementia and it's a difficult process coming into the hospital with its current layout and infastucture. Every department tends to have stairs which is very difficult for the elderly. Also maze like in its current state and confusing. It will be great to have a fantastic facility for Hillingdon.</p> |       | <p>Hospital building and multistorey car park will have an unacceptable overly dominant relationship with the suburban scale of Royal Lane. The multistorey car park is an inauspiciously block of a building to have sited on to significant public throughfares to the detriment of the street scene. The entrances to the most intensively used areas of the hospital facilities are likely to be inconveniently distant from the mobility hub and bus stops on Field Heath Road where all bus routes meet. Whilst it is widely understood that recovery time for patients is reduced by providing outlooks onto planted natural space, the scheme does not fully exploit this elementary but important connection. The linear landscape feature that is the central park/east square etc. is not aligned with the principal access route to the hospital building from the public streets and does not provide a new route to the hospital that is likely to be of significance.</p> |
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|       | <p>Having been treated for breast cancer during the pandemic I am concerned that in the new plans the breast care team will not have all diagnostic equipment in one area. It was so good to have mammogram, scans and consultation all together. The system works well with 2 bays next to the consultants room.</p>   |       |  |
|       | <p>It may be old but the only problem we have had, repeatedly, is parking to get to our appointments in time. Perhaps ensure that the foundations of the car park can support adding extra layers. Good luck</p>  |       |  |
|       | <p>Plans look amazing. Well thought-out I have a mother with dementia and it's a difficult process coming into the hospital with its current layout and infastucture. Every department tends to have stairs which is very difficult for the elderly. Also maze like in its current state and confusing. It will be great to have a fantastic facility for Hillingdon.</p> |       | <p>The proposed on site new housing should be built for NHS staff/keyworkers only, not general housing for all. Hillingdon Borough - Yiewsley, West Drayton - is already inundated with new properties/flats. The current services cannot cope.</p>  |

| Theme | Feedback received from surveys   | Theme | Feedback received from surveys |
|-------|--|-------|--------------------------------|
|       | <p>I am delighted that a new hospital is proposed but I find it inconceivable that you are even considering building housing on the site!! I could understand a small number, perhaps one block of 50 but I would have thought it short-sighted to use the spare land for housing as there will inevitably be a need to extend and enlarge the facilities in the future. I am concerned about the amount of housing included in the plan. There is not enough school places, dentists or doctors for current residents. A large increase in the local population will only put more strain on local amenities and will also impact local traffic &amp; transport. The space would be better used for potential expansion to the services the Hospital could offer, in the future. The proposed on site new housing should be built for NHS staff/keyworkers only, not general housing for all. Hillingdon Borough - Yiewsley, West Drayton - is already inundated with new properties/flats. The current services cannot cope. I am delighted that a new hospital is proposed but I find it inconceivable that you are even considering building housing on the site!! I could understand a small number, perhaps one block of 50 but I would have thought it short-sighted to use the spare land for housing as there will inevitably be a need to extend and enlarge the facilities in the future. There seems to have been noise and disruption from continued building at the hospital for an interminable time, the work along Pield Heath Rd at the moment being just the last in a long line. This has an impact on the health and well-being of patients, staff and local residents and I do wonder how this will be managed during the inevitably long process of construction and demolition with all that that entails.</p> |       |                                |
|       | <p>I am concerned about the number of new houses proposed.</p>   |       |                                |
|       | <p>If you are going to build houses can you please build 4 bedrooms as well as 3</p>   |       |                                |
|       | <p>Housing where does this leave staff, homeless, water needed too much being built in area schools shops traffic all need to be addressed, totally agree with hospital but not happy about housing specs</p>  |       |                                |
|       | <p>The proposed housing areas should not reduce the size of the hospital, rather the space should be used as an extension to help ease the common overflowing of the hospital wards and aid the NHS workers</p>  |       |                                |

| Theme | Feedback received from surveys  |
|-------|---|
|       | <p>I really like the look of the proposed new hospital. I also feel strongly that the land which the old hospital stands on should not be sold off to developers but used for staff housing. I hope that the car parking will ensure that there are many more parking spaces for both staff and patients. I hope that this goes ahead</p>   |
|       | <p>Housing built must be social housing and AFFORDABLE</p>  |
|       | <p>This is meant to be a hospital site not an opportunity for a housing development in an area that is already over crowded and over developed. It should not contain any housing at all.</p>   |
|       | <p>I don't see the need to loose Hospital land to housing. Surely it is better to keep the land and build more hospital buildings on the site to meet the growing demand for healthcare in the community. I do not want the new hospital to soon be too small to meet the demand it will need to meet in the near future. If the new building is too small for purpose it will impact patients, visitors AND staff.</p> |
|       | <p>The plans for the housing seem vague. Will this be retained as social housing or sold to fund the development?</p>   |

## 7.4 Phase Three Feedback

The third phase of engagement centred around a series of roadshow events held virtually in January and February 2022. These events showed how the scheme had evolved in response to feedback gathered during the earlier phases of engagement.

Three different surveys were available, designed to gather feedback from groups who had been less vocal during the earlier phases of engagement. A new option was included called Refugees in Effective and Active Partnership (REAP) – this survey was targeted at users of the hospital who do not use English as a first language. The Trust employed translators to interview people who did not feel confident answering the survey in English, to ensure that all views were taken into account.

The surveys had the same principal questions, with a few differences to gather feedback on specific areas of care, for example, radiology.

The survey sought respondents' views on the level of care currently offered by the hospital, how services could be improved, and what they would include if they were to design the hospital themselves. Demographic data was extensively recorded to ensure that the feedback form was reaching a wide range of people.

Throughout Phase Three of engagement, the surveys were available online as part of the virtual roadshow, and in paper form in the hospital in the radiology and maternity wings.

Whilst these surveys are still available, all the data that has been collected is from surveys that were submitted before 16th March 2022. The surveys can still be accessed online so people can continue to share their view.

### Survey Demographic Data

The most common age bracket to answer the radiology survey was 50-59, with 27.8% of respondents choosing this answer. Those who responded to the REAP survey were a younger demographic, with 35.8% aged between 30 and 39. 63.9%

In the REAP surveys, 67.2% of those who completed the survey had someone helping them. The most

common languages used were Farsi (22%), Arabic (17.9%) and Somali (11.4%).

The feedback received was given equal weighting to all feedback received by The Hillingdon Hospital NHS Foundation although based on this data, it is not representative of all those who live in Hillingdon. It comprises a disproportionate amount of people from older age groups, which is consistent with similar public events.

### Response to questions

When asked, What features should a waiting area have to make it welcome and relaxing?, the public was asked to choose three things that were most important to them from a list of 10 options. The options most frequently chosen were toilets nearby, cafeteria area and a water dispenser.

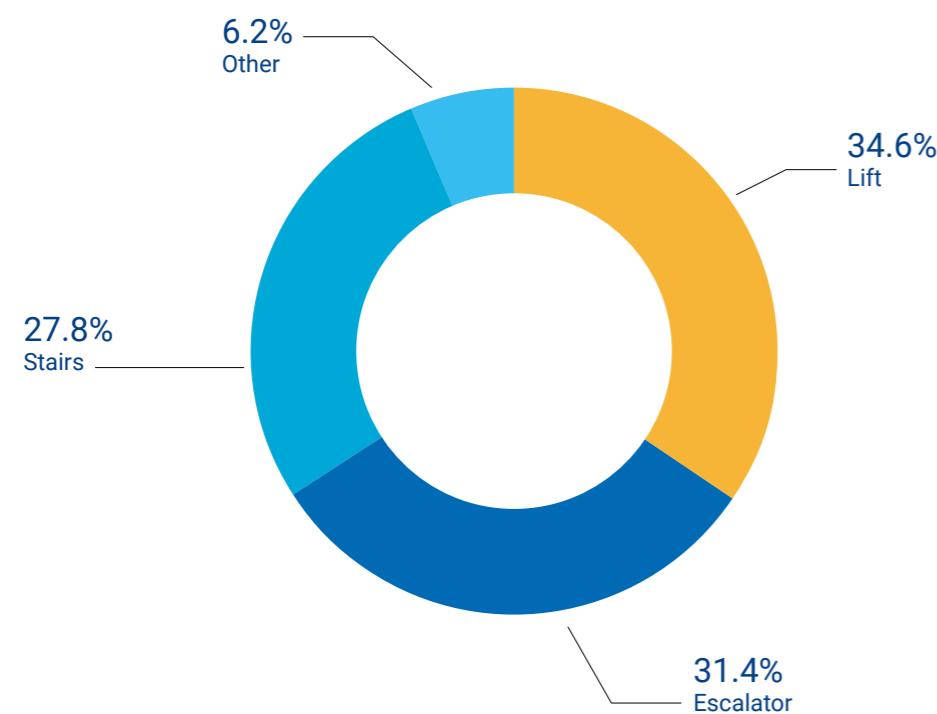
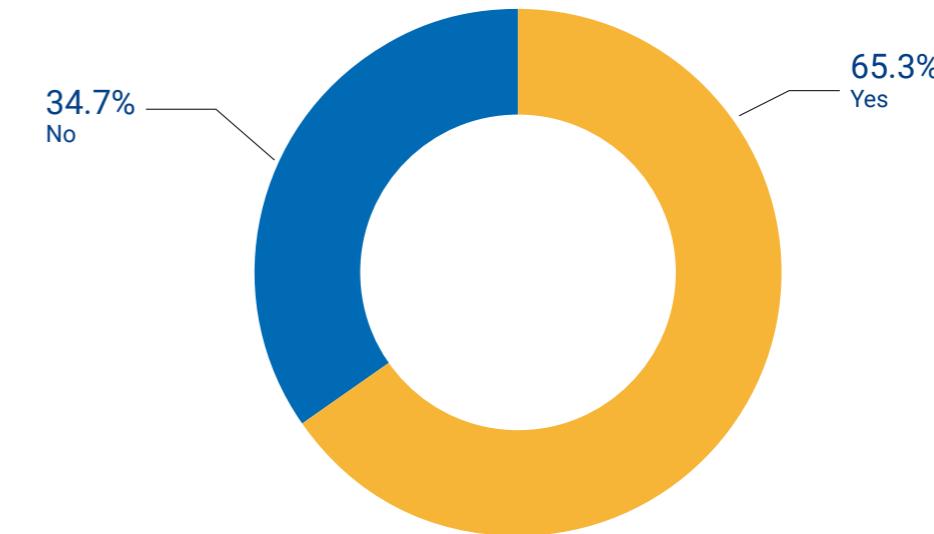
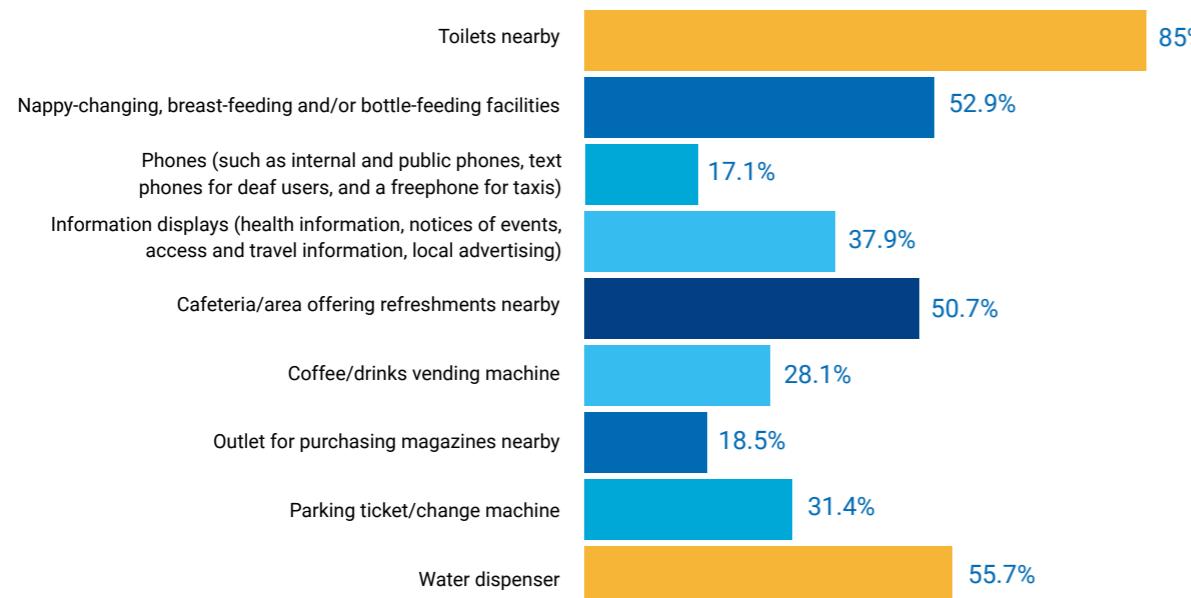
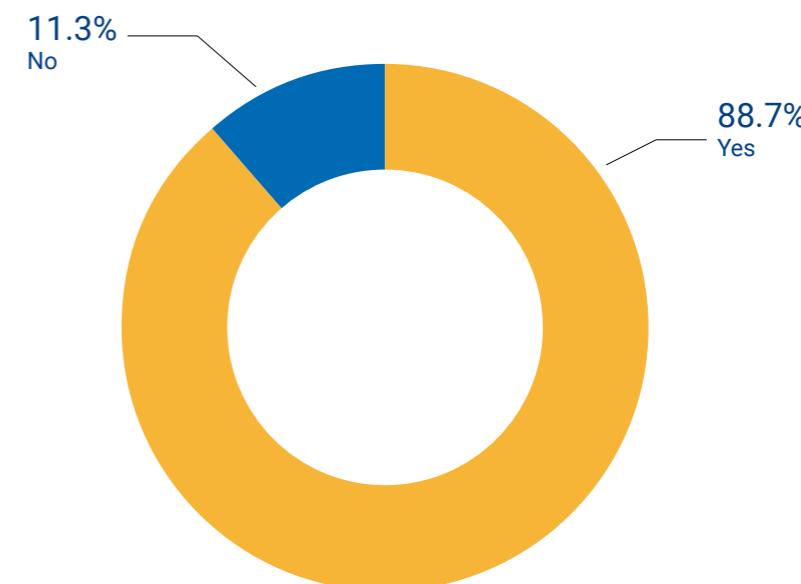
Digital improvements were referenced frequently during the survey, and generally received a positive response. For example, 75% of those who filled in a survey felt that digital technology could have a positive effect on health and wellbeing. 85.3% said that they were either Extremely Confident, Very Confident or Somewhat Confident using technology.

Concerns about the existing facilities available at Hillingdon Hospital were once again raised in Phase Three via the three surveys. The facilities available during overnight stays were described as inadequate and others noted that they would like to receive results from tests more promptly.

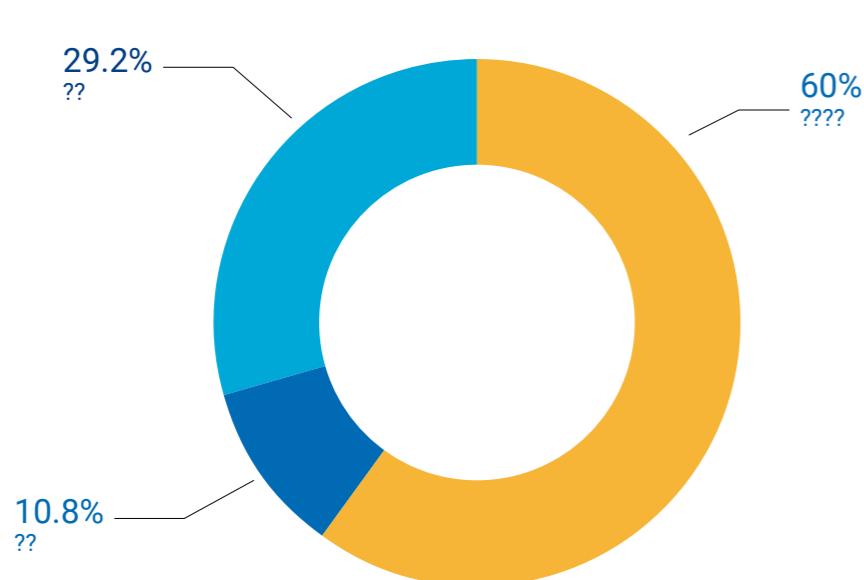
A significant number of respondents raised waiting times as a worry. A&E was noted as a place where the waiting times are long, and people also made suggestions about how the waiting areas could be improved. 98% of people said that they would like to receive information about how long they will have to wait.

The prevailing consensus from the feedback received is that the development proposals would improve the facilities and offer upgraded patient care, in line with the feedback received during Phase Two of engagement.

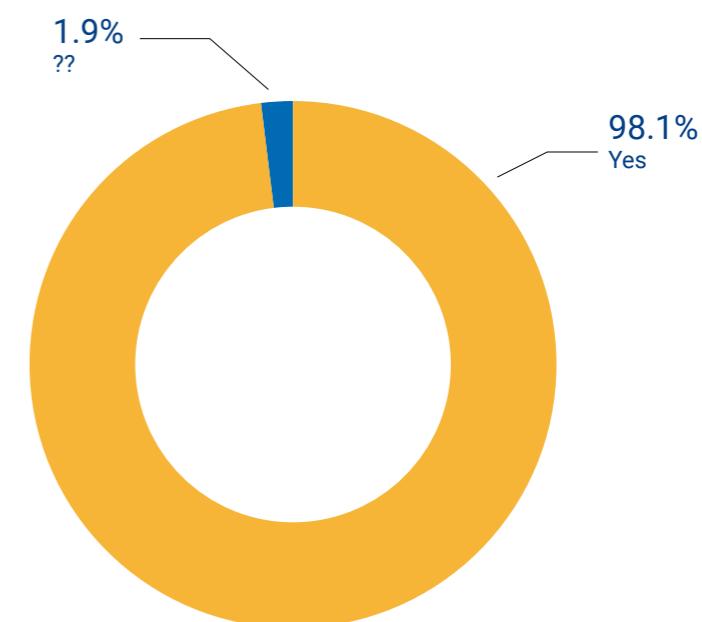
Responses to the rest of the polling survey questions can be found over the coming pages.

**Question 1:** What would be your preferred way of getting from the ground to the first floor?**Question 3:** Would you like background music or television on while you wait?**Question 2:** What features should a waiting area have to make it welcoming and relaxing? Please select the top three most important**Question 4:** Would you like to receive a text message or email with a link to your appointment letter?

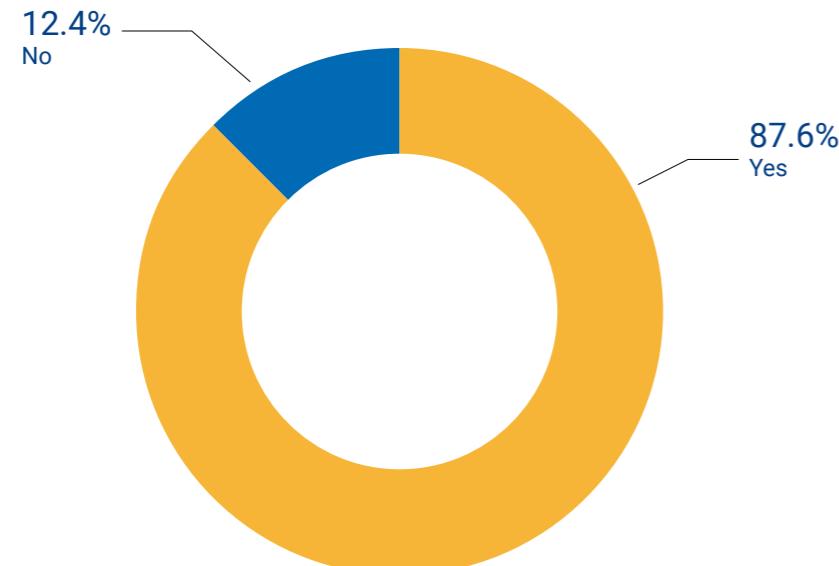
**Question 5:** When checking in for your appointment would you like to do this via:



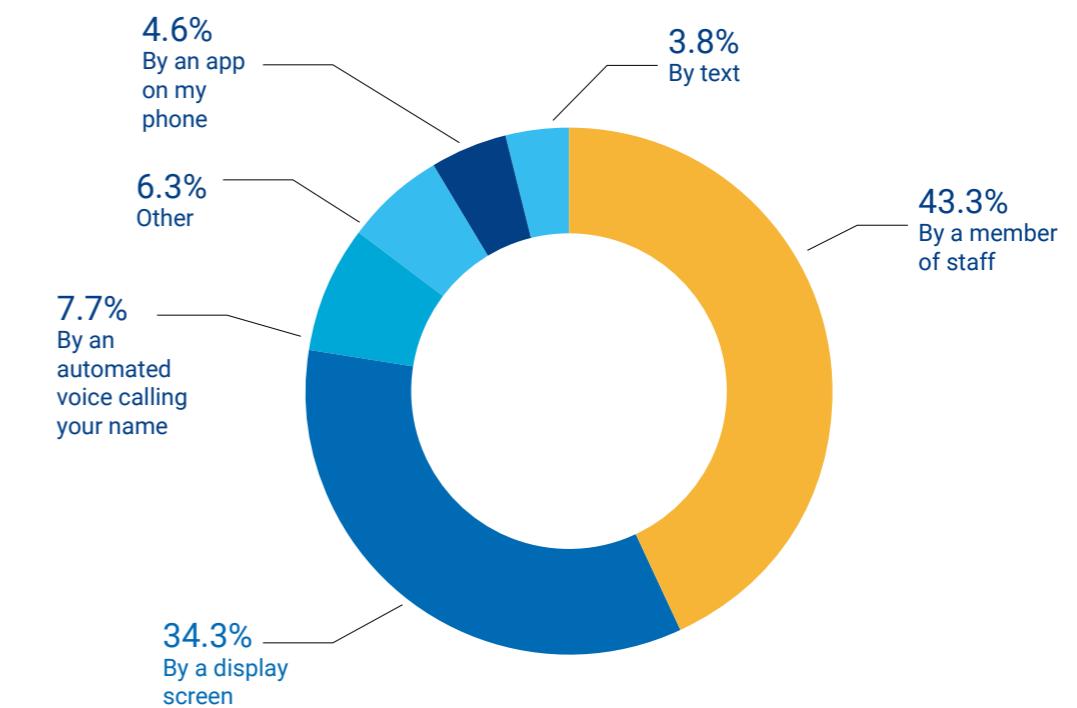
**Question 7:** Would you like information about how long you have to wait?



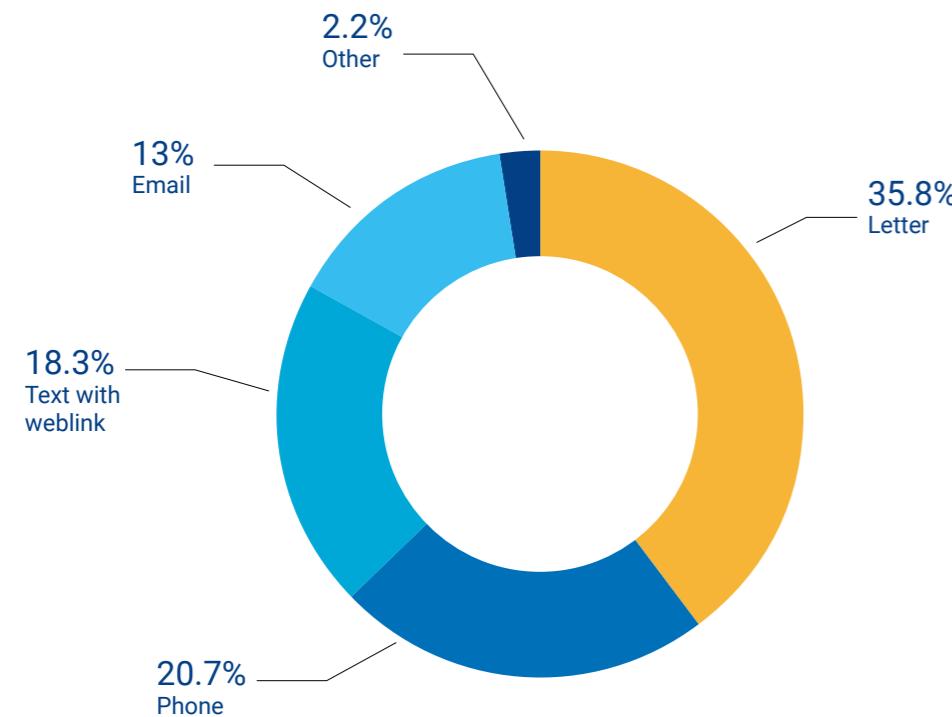
**Question 6:** Would "meet and greet" staff help make the self-check-in kiosks more user-friendly?



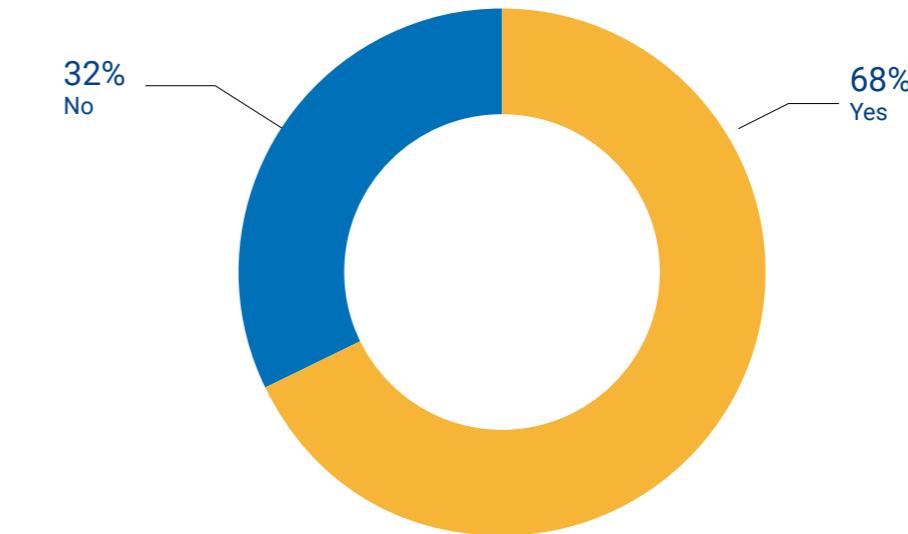
**Question 8:** How would you prefer to be called from the waiting area for your appointment?



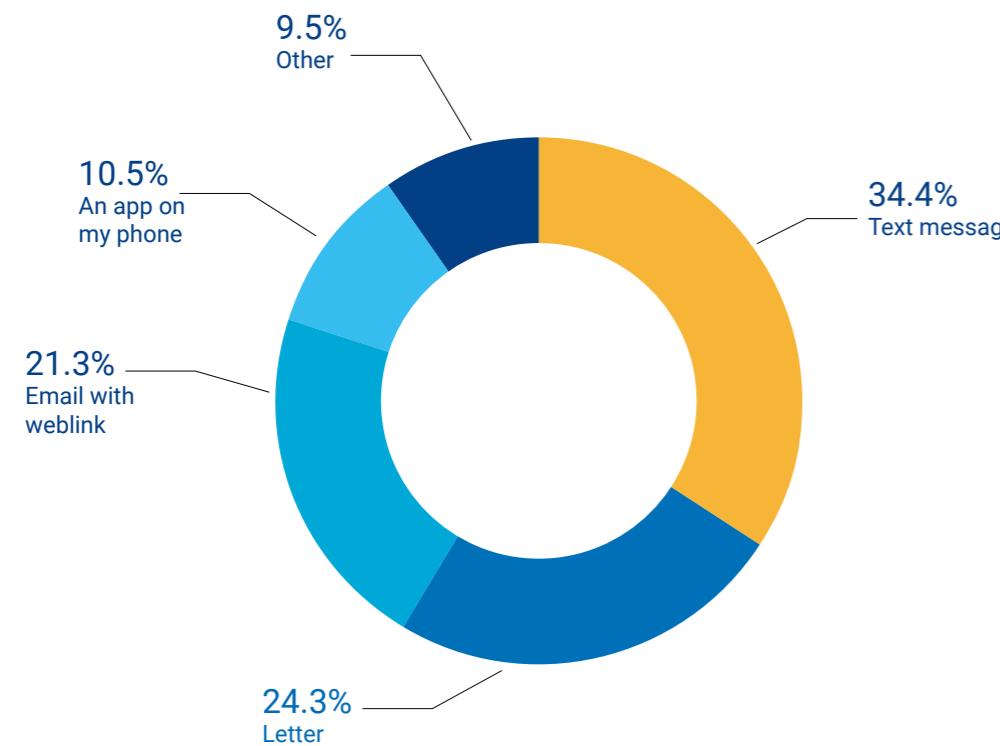
**Question 9:** Thinking about the information and advice you received ahead of today's/your most recent examination, how did you receive information and advice from us about this appointment?



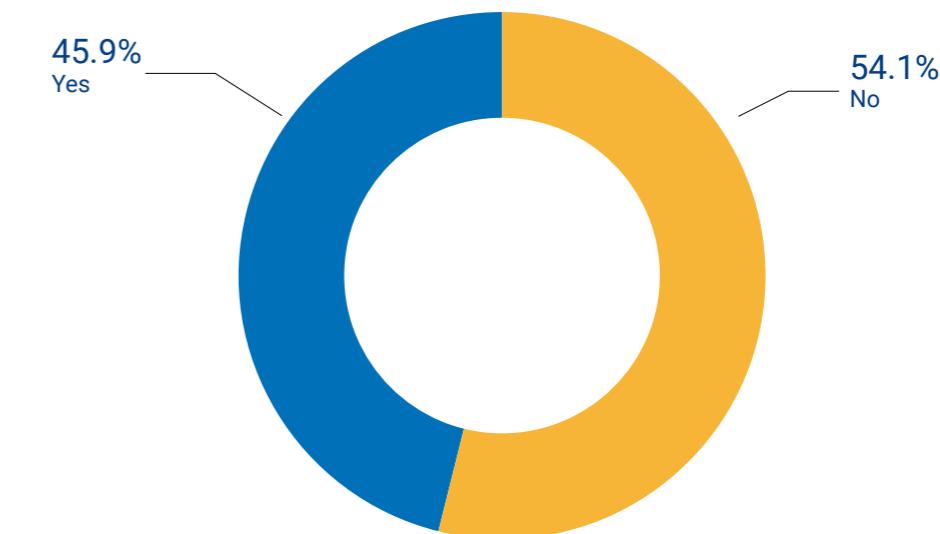
**Question 11:** How important is digital care (using technology such as apps and smart watches) to you when it comes to your health?

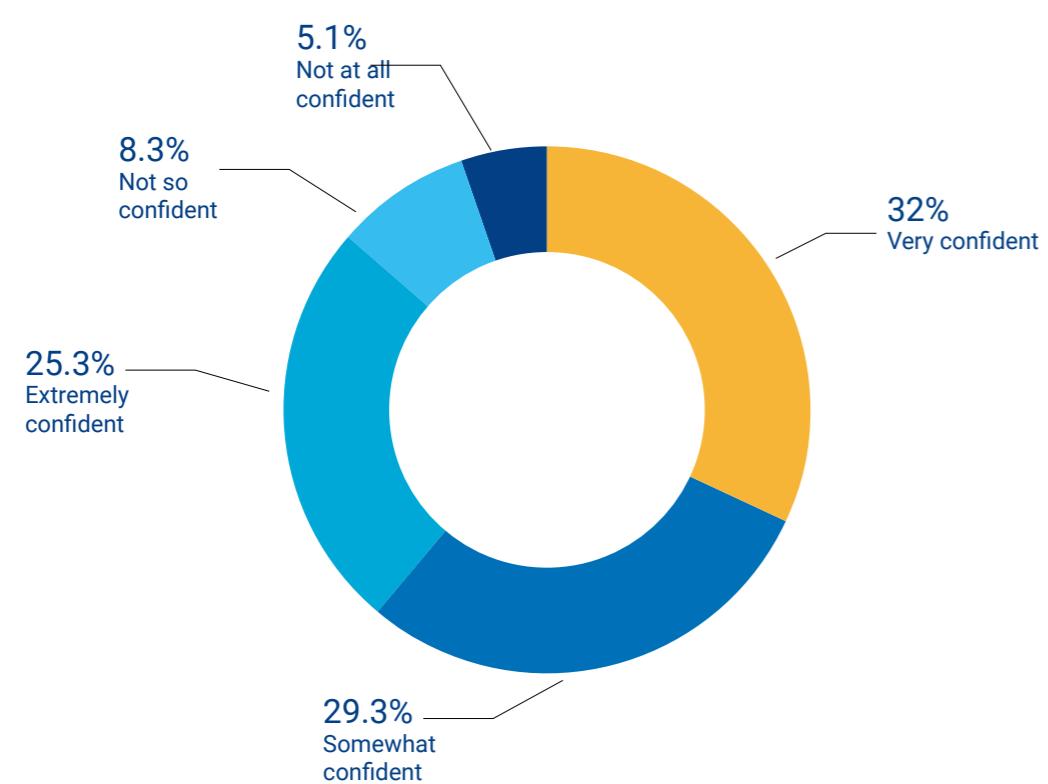


**Question 10:** In a new hospital, how would you like to receive information and advice from us before your appointments?

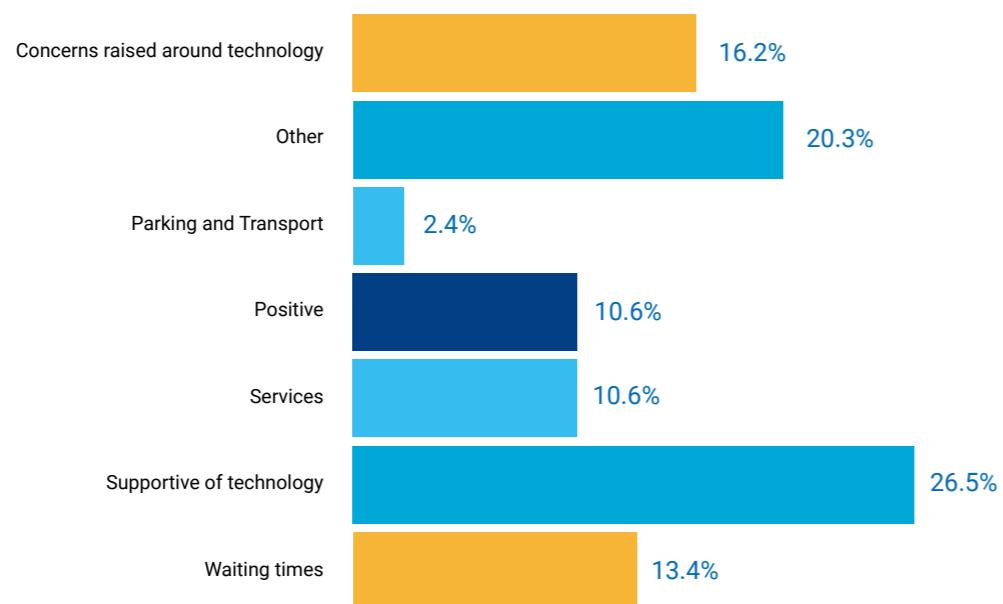


**Question 12:** Do you think digital technology could have a positive effect on your health and wellbeing?



**Question 13:** How confident are you with using technology?

**Question 12:** Please use the box below to add any comments you have. In particular, we'd be interested to know what improvements do you think could be made to the way The Hillingdon NHS Foundation Trust uses technology? *The responses from participants can be grouped into the following themes:*



Key themes of the qualitative comments received via the 469 surveys completed during the online public exhibition are outlined in the table over the coming pages.

| Theme                             | Feedback received from surveys  |
|-----------------------------------|---|
| Concerns raised around technology | not a technophobe   |
|                                   | I do think it is important to use email/texting to verify appointments. However, I do worry about elderly people who are not confident using new technology, therefore this should be taken into consideration. |
|                                   | There's too much technology around at the moment we're losing the face behind the desk. It's a shame elderly can't grip all this technology   |
|                                   | Any tool is only as good as the user  |
|                                   | Text or email should always be issued along with letters, but the telephone access should always be there as support should the tech breakdown.   |
|                                   | While the advancement of technology greatly enhances healthcare delivery services, do not underestimate the power of a compassionate caring healthcare provider.  |
|                                   | It's fine for younger people to use technology but not fair on the older generation.  |
|                                   | Using technology is hard when you have memory problems or a specific health issue.  |
|                                   | Don't assume everyone has a smart phone. Some, like me, would prefer emails to MY choice of email address. Others don't have access to technology at all and need to be considered                              |
|                                   | Technology is great for the up and coming generation as they have grown up with it. For the older generation it's harder to understand.   |
|                                   | You ask people to confirm appts by phone but not all people especially the elderly have phones that you can do this on.   |

| Theme | Feedback received from surveys   |
|-------|--|
|       | Whilst technology is excellent I think you need to be mindful that there are many people still of a generation who were not brought up with it and get confused. The children of today use technology as a normal part of their school day - people of 55 years are not so adept at transferring over to using it and as things are fast moving and changing constantly, it can be unnerving especially if they are concerned about a hospital appointment.  |
|       | Please consider that not everyone is confident with technology and the option for paper, phone and face to face communication should always be available.  |
|       | I am not happy getting text messages for hospital appointments via my mobile phone only and it is frustrating when most medical care departments are sending a text to my mobile phone with a link on the message which I can't use as its an ordinary mobile, I have to copy link down on paper and type out link on my computer browser to gain access. I'm afraid to many organisations have gone overboard with assuming everyone has and uses a smart phone now, which is not correct and this needs to be addressed especially for the old generation. |
|       | Do not rely on it ,it presumes everyone has a digital device and can use it .  |
|       | Whilst the younger generation may be happy with the advancement of technology please keep in mind that for most it's still difficult keeping up with all the changes. I personally like it for myself and my family. It's easy for me to have everything in hand on my phone.  |
|       | To be digital but also to think how mature patients can achieve the same level without using ICT   |
|       | Make sure the technology is easy to use for the elderly  |
|       | Pls don't assume that ALL patients are text/email savvy! My dad, was sent a text with web link & was so confused how to print the letter off! I appreciate that text/email communication can speed up getting info out to patients, but if an appointment date/time has not been agreed by the patient, then contacting the dept by phone/email to reschedule is essential.  |

| Theme                 | Feedback received from surveys  |
|-----------------------|---|
|                       | I think as long as the patient gets confirmation of appointments properly via text or email fairly straight away. As I have just got an appointment via email for Friday. That is such short notice! Also in the event of the person not being tech savvy there should be a direct phone number a patient can call where they don't have various prompts and they can speak to a person. At least when it tell you where you are in the queue you know whether you wish to wait or not. |
|                       | Pensioners have different needs to young people   |
|                       | At my age I don't use technology but good for the younger generation  |
|                       | As I have experienced with my mother (92 years) she finds it difficult to cope with text/email info + appointments especially when she has a question or problem. I can manage for her, but all my APPs etc. are linked to me. Also with electronic forums, it I'm not available she has no copy.   |
| Parking and transport | Please make sure there is enough parking, space, and easy flow  |
|                       | Not everyone has a car. Would there be a bus stop at the hospital entrance. Better to promote public transport than extra carpark access to entrance  |
| Positive              | a very heavy and complete informative and knowledge campaign  |
|                       | I wish to see new modern and friendly hospital in my local area   |
|                       | Thank you   |
|                       | Thanks for asking my opinion  |
|                       | all the lastest services  |
|                       | Thanks for asking me to give my inputs, also thanks for REAP to send the link to me.  |
|                       | Thank you   |

| Theme    | Feedback received from surveys   | Theme | Feedback received from surveys  |
|----------|--|-------|---|
|          | I like hospital atmosphere   |       | I would like reminders for appointments and updates on my test results sent to my phone. I would like for my doctor to send me reminders to help manage my health. For example he could remind me to try and lose weight before my next appointment to keep me motivated  |
|          | Thank you  |       | Thank heavens the portable MRI scanner is going ,the vibration and noise was close to intolerable for those having the head scanned. Please try to send results to patients via Patients Know Best GPs lose results   |
|          | Thanks .Advance wishes to become a best hospital in London .   |       |   |
|          | Hillingdon hospital is the best. The new building will be much better and will give a fresh air to everything.   |       | Being able to physically see MRI results would be great, via link if necessary. I have MS and want to see what it looks like rather than being told 'it's fine'   |
|          | seems to work well   |       |   |
|          | All happy with current technology  |       | I had a traumatic experience having MRI which I could not complete owing to claustrophobia. Please find a way to help sufferers like myself IE larger scanner could help.   |
|          | Totally satisfied with my recent visit, staff were extremely welcoming and reassuring, again explaining all that was going to happen during the scan   |       | Making data searchable. At the moment finding data on my history of, say a particular blood result is difficult and time-consuming. Clinicians have observed in the past that having such information to hand is helpful.   |
|          | Me and my family very happy hillingdon NHS foundation trust we all use to technology   |       |   |
|          | My son was a GOSH patient and the doctor dictated directly onto the computer & told us our copy of the letter would be available on MyGOSH within 24 hours & it was. Similar would be good   |       | Please find people who can follow up the health when receiving results. No one know about the results if we are not calling back begging to find out where are our results. Better to use technology if the GP are not available to do it not sur e why but we must know the results even if they are good or bad. Thanks |
| Services | One of the problems with being an inpatient is the difficulty in getting a good nights sleep due to all the alarms, beeps, etc. Is there anything that can be done with technology to reduce this audio pollution?   |       |   |
|          | attending to patients in time important more about them  |       |   |
|          | in the last 2 years the GPs were quite busy and have not accepted patients, it would be life saving if hospitals could play more role to replace the GPs or to accept some of their referrals  |       |   |
|          | Thanks for asking my opinion, I wish new hospital will be more user-friendly. I have an additional comment, currently HH is asking about clients satisfaction but it is when you just receive only one or two examinations I would suggest to have this process when all exams and treatments finished and you are discharged. |       | Integrated access to patient records across various providers.  |

| Theme                    | Feedback received from surveys   | Theme | Feedback received from surveys   |
|--------------------------|--|-------|--|
|                          | <p>Chair to sit on for canula was dirty hadn't been cleaned has some blood on. No one explained the procedure. Had a real mess up with the canula as so painful after mri had to go back to changing room with canula in no room free to take canula out. In scanner would be nice to hear a nurse voice to let me know all was ok. Found the mirror inside scanner more of a worry could see what was happening in control room. Chelsea and westminster hospital radiology unit please take note how it runs so smoothly putting patients care first</p> |       | <p>If the hospital systems (records, appointments, waiting times) were linked to a single app this would be good</p>   |
|                          | <p>I had an x ray but I did not receive the x ray image or description, I had to call my GP to know any result. In my opinion it would be beneficial to have patient access to all high res imaging and descriptions.</p>  |       | <p>Hi thank you for your help and caring us. Most important think about technology in our hospital communication between you and your patient in very easy way of using and understand especially language.</p>  |
|                          |  |       |  |
| Supportive of technology | <p>display screen online update, appointment, reminder online consultation/ whether to access to hospital or GP special in my opinion GP process take long time specially for people who are not familiar with the system how to identify urgent care ER need or GP</p>  |       | <p>We would prefer all patients results to be emailed not using password, due to the fact that we have issues with the appointments, the password is either invalid or incorrect, then it costs credit on your mobile to call the Hospital, then you listen to a long wait music, don't mind the waiting on the phone but it takes all your credit off. we will appreciate the appointments send direct to the patient especially if its URGENT, then a call must be made from the clinic or hospital to find out has to whether the patient is aware of the appointment. thank you.</p> |
|                          | <p>to apply to a variety of mobiles, internet commodities</p>  |       | <p>Improve the sharing of information on new technologies / trends, for example through online services, leaflets or newspapers.</p>   |
|                          | <p>new tech will help me</p>   |       | <p>provides convenience for patients and allows them to access more information about their general condition</p>  |
|                          | <p>providing health apps, to check health status and providing healthy diets and tips</p>  |       | <p>Should have app with all the information in one place. Bookings done through online</p>   |
|                          | <p>easy and friendly applications to use</p>   |       | <p>I am very familiar with technology and using technology like apps for my healthcare. I am very familiar with check in kiosks as have used them previously at UCL Harey street. It will be a big advantage towards healthcare To have digital healthcare similar to services at UCL</p>  |
|                          | <p>Friendly use application, screens to provide information, screens to give directions.</p>   |       | <p>Use both email with link &amp; Text with link, when contacting patients, as not all texts are looked at, emails are more official</p>   |
|                          | <p>some user friendly apps</p>   |       | <p>I think it's doing fine with text/email links</p>   |
|                          | <p>Have an app</p>   |       | <p>The same system for everything in primary and secondary care so there is a consistent approach for patients across their care pathway.</p>  |
|                          | <p>Get all the data linked together, GP, Hospital, including Private treatment which is used by the NHS as backup</p>  |       |  |

| Theme | Feedback received from surveys  | Theme         | Feedback received from surveys  |
|-------|---|---------------|---|
|       | Having display screens at every waiting area showing useful NHS information while playing music. Hillingdon Hospital has an excellent Hospital Radio Station that plays music and supplies news and NHS information so that would be a good choice.   |               | Technology should be used to provide integrated care and an holistic approach. A patient with multiple needs shouldn't have to attend several separate appointments. One appointment should be used to address all issues and may even improve outcomes.                                |
|       | Sometimes doubling up would be useful (e.g. e-mail and text or e-mail and letter etc.) Would help to have easy access via a number of methods.  |               | When will the hospital be "on line" so to speak?  |
|       | The old hospital seemed kind of outdated with the way they do things, and use a lot of paper and pen to get things done, maybe the new hospital could be more environmentally friendly and use iPads more   |               | Allowing ALL letters, test results appointments etc to be available on an app or website so the patient is kept fully updated on their health/ appointments care etc as a lot of the stress associated with patients health is caused by waiting for appointment dates test results etc |
|       | Be good to login to the hospital system where all my info is kept to see my letters, consultants comments, results, scan results eg Ct scans, mri scans, X-rays, biopsies eg waiting for some cancer results can be very anxious time seeing them online could help clarify what the surgeon consultant has discussed at our meeting. Eg size of tumour, grade, stage etc etc                           |               | A text with a map of where the appointment will be held   |
|       | Better integration of systems is needed. Its a bit confusing what with letters from different hospitals accessible from different systems. Pity this can't all be controlled from your NHS App login. Also its not so easy switching to a PC from a mobile. Notifications should come on both e-mail and text messages so that you can more easily use your PC and print any letters or other material. |               | The NHS is still obsessed with paper - this really needs to change and please provide staff with adequate systems and devices to improve efficiency   |
|       | I am happy to be contacted by email or text with only a slight preference for email.  |               | A good NHS app would be great, but I think that would be difficult to achieve. I loved the "IFDC" app for NICU patients from Queen Charlotte's hospital, that sort of things should be part of an all-encompassing NHS app.   |
|       | Could used to inform test results and pass on information   |               | NHS takes wise decisions, after decisions a good performance comes in front of us. Now keeping technology in such a way which shouldn't be difficult to understand  |
|       | I think technology is a brilliant way to move forward i. Life. Using smart phone apps for reminders or health tracking ie even no appointment reminders even Getting results is and can be better than the 'old fashioned' way via postal letter.   |               | Use technology / emails to share blood test / scans etc between hospitals as some people have to go to more than one hospital for treatment often having blood test etc (repeated)  |
|       | Please get rid of paper based correspondence. It's a real waste and will save you money as well as our planet.  |               | Inform pts of clinic outcomes via text instead of having to get GP appt of results if test are negative   |
|       | Letter plus technology reminder will be perfect.  | Waiting times | Shorter waiting time in A&E<br><br>the most important factor for me is shorter waiting time in A&E  |

| Theme | Feedback received from surveys   | Theme | Feedback received from surveys   |
|-------|--|-------|--|
|       | The waiting time for ER is too much for anyone in pain you should to increase the number of staff.   |       | waiting time is quite long at the moment and people need to line up outside the A&E which is not pleasant specially when you are not feeling well  |
|       | Currently the waiting time is too long, if it can be reduced it would be great.  |       | Communication regarding waitng times at appointments could be vastly improved. I don't think I've ever been seen promptly at the time of the appointment in the last 5 years.  |
|       | Please reduce the emergency waiting time.  |       | Anything that reduces time sitting in the waiting room.  |
|       | Not letting people into the waiting area until 10 mins before their appointment as we are currently doing under COVID regs is the way forward. The hospitals are quieter less crowded and less stressful. Also limiting two people per appointment- the patient and an escort will help. |       | If dept was running late, patients need to be updated before they are on their way, saves waiting around, too many patients arriving etc   |
|       | Wait times. I had to wait 6 months for an MRI and then another two months for the MRI results  |       | My appointment was scheduled for 15:10, I waited for over 40mins when patients who were after me were seen to straight away. Would like to know why. I almost walked out.  |
|       | It would be useful to be told how long mri results reports will take. I have been waiting 3 months and my mri has not been reported on yet.  | Other | The plans show a large area of green space. While this looks appealing, more focus should be used on making the hospital larger for the future. Seems like a waste of usable space, and could encourage unsavoury behaviour and create an area which could be unsafe for staff at night leaving/arriving for work when passing through. I don't think it is a good idea building a housing estate onsite, even if it is affordable housing for staff. Have a smaller area for housing but use the space to create other service areas. |
|       | When waiting for any appointments or in a&e, to provide realistic, live time of wait times, updated every 20-30 mins.  |       | As before entrance to the main hospital should not be on a slope, ground floor level path preferred  |
|       | I hope there will be more wards and more specialised doctors in different areas more available in the hospital and that services in hospital will become easier and quicker  |       | Any comments will probably be ignored by the powers that be  |
|       | In current hospital we spend a lot of time in waiting area, it is suggested to reduce this.  |       | Why are all staff groups not being considered for being on site in the new Hillingdon Hospital redevelopment, by not being on site makes dealing with staff issues difficult.  |
|       | Too long waiting time, in new hospital it need to be reduced.  |       | I wish that they had built the new hospital on the old RAF site in Uxbridge. Much easier to get to.  |
|       | Waiting time need to be reduced  |       | they should make it available to those who need it   |
|       | please decrease the waiting time   |       |  |

| Theme | Feedback received from surveys   |
|-------|--|
|       | clear sight  |
|       | use a robot to help the staff  |
|       | PLEASE DON'T FORGET THE DESIGN AND BUILDING OF A GREAT KITCHEN AND/OR CANTEEN OR FOOD SERVING SO THAT PATIENTS WILL GET A GOOD CHOICE OF HEALTHY DECENT MEALS WHICH WILL HELP WITH ANY RECOVERY  |
|       | I hope the new hospital will be more modern and cleaner looking.   |
|       | I want my hospital ever green n natural light wit sunlight n colourful n suitable for all ages from kids to old n critical Technology is good but still we need staff to show the way we do in digital media in hospital. Fresh food n readonable cost provided for all n visitors |
|       | Hillingdon hospital is a very unsafe and dangerous place to visit. This needs to change as a matter of urgency before someone dies...yet again.  |
|       | Bags or lockers for putting belongings whilst having X-rays.   |
|       | More use of patient confidentiality. I've heard patients full names, addresses & even dates of birth called out. Maybe use a log-in number system, something like the blood test clinic used to do (using less paper, of course) and the clinician checking details on-screen?     |
|       | Patient Records, reporting test results, appointment selection, no need for face to face, have remote consultancy  |
|       | Being a Biology lecturer I like to see on screen the scans and X rays as they are discussed. This does not always happen but it should be an option.   |
|       | Access to cancellation and confirmation for appointment should be easy   |
|       | Good , but people are not very kind  |

| Theme | Feedback received from surveys  |
|-------|---|
|       | Employ competent staff to communicate better. Technology or not.  |
|       | providing guidance to people help the to use it in better wand easy way   |
|       | I don't have idea   |
|       | I want colourful paint in whole hospital  |
|       | I just know now there is the new HH when I did questioner.  |
|       | Results on website is quick and easy to use. Plenty of parking near to dept would be good. Clear signs where to access the department and to offer all modern equipment such as CT, MRI, PET etc  |
|       | I would like to more effectively use of main website for hillingdon hospital and live online chat box for 24/7for help line and queries that's the way you quickly answered your questions and get information about your current concerns. I really found helpful when I contact to other settings there is that facilities available.   |
|       | Witnessed and experienced failures when text msgs and calls are made. Resulted in a delay and extreme stress for my son. The Ealing MRi Centre employs staff that lie and cancel apps regularly to cut their lust down. Send letters to Hillington stating patient cancelled appointments when this has not been the case. I have raised a formal complaint. Absolutely disgusted by the staff at that centre. It appears to be a way of cutting waiting lists, not only does the patient suffers but is then accused of lying by heath care professionals. fact! |
|       | Some charging points in busy waiting areas - maybe USB ports like they have on the seats in trains.   |
|       | Health and safety. Care and love  |

## 8.0 Scheme Evolution



### 8.0 Scheme Evolution

#### Pre-applications undertaken

The Trust has been engaging with the London Borough of Hillingdon for nearly two years with the first pre-application in April 2020. The following pre-application meetings have taken place ahead of the formal submission:

- London Borough of Hillingdon  
– Pre-application 1 – April 2020
- London Borough of Hillingdon  
– Pre-application 2 – November 2020
- London Borough of Hillingdon  
– Pre-application 3 – December 2020
- GLA - Pre-application 1 – February 2021
- London Borough of Hillingdon  
– Pre-application 4 – April 2021
- London Borough of Hillingdon  
– Pre-application 5 – June 2021
- Transport for London - Meeting 1  
– September 2021
- London Borough of Hillingdon  
– Pre-application 6 – December 2021
- GLA - Pre-application 2 – February 2022
- Transport for London - Meeting 2  
– March 2022

The Trust have continued to engage with LBH on more focused workshops on matters such as design, transport, landscaping and energy over the course of January to March 2022.

Throughout the extensive pre-application engagement with the LBH the proposed development has evolved and adapted to take on-board feedback. The design and materials for the hospital have evolved, green spaces have been greatly increased, car parking rationalised, housing reduced and public transport proposals revised. Officers at LBH have therefore been a significant part of the design and technical process to inform the masterplan for the site and the design and spacing

of the buildings across it. The submitted application is therefore considered to reflect the comments received from LBH and the input from TfL and the GLA.

## 9.0 Conclusion



### 9.0 Conclusion

This Statement of Community Involvement (SCI) has provided a summary and explanation of the engagement process undertaken by The Hillingdon Hospital NHS Foundation Trust throughout the pre-application process for the proposed redevelopment of the hospital.

The purpose of the pre-application engagement process was to:

- raise awareness of the proposals;
- allow all local interested parties to engage with the pre-application process;
- reach a wide range of groups affected by the proposals;
- inform the design development through local knowledge and feedback;
- deliver a comprehensive community engagement that demonstrates significant local benefits and opportunities, whilst seeking to produce a programme of genuine and inclusive community engagement, providing Hillingdon residents, hospital members of staff, local groups, businesses and councillors an opportunity to shape the scheme throughout the development of the proposals;
- understand the community priorities for the new hospital, whilst respectfully informing key stakeholders and members of the community about the rationale for the emerging proposals, why full redevelopment was required to provide a modern healthcare facility, and how the scheme has been informed by relevant planning policy.

The SCI has demonstrated that The Hillingdon Hospital NHS Foundation Trust has fulfilled its commitment to deliver a comprehensive and inclusive programme of meaningful engagement throughout the pre-application process.

The Hillingdon Hospital Hospitals NHS Foundation Trust has consulted and engaged with as wide a group of stakeholders as possible, including local residents, stakeholders, amenity groups and elected representatives.

The engagement programme has been conducted through a range of activities that were designed to provide opportunities for as many people as possible to provide feedback and help to inform the

development of the proposals for the site.

The engagement included:

- Early engagement event with medical stakeholders
- 21 meetings with elected representatives
- 7 webinars for the general public, staff and site neighbours
- Over 20 meetings with healthcare groups
- 15 meetings with staff, governors and NEDs
- Over 20,000 leaflets distributed to residents in Hillingdon promoting the events;
- A project website kept live for the duration of the engagement, providing key information and updates in relation to the proposals for the site.

The programme of engagement has:

- resulted in over 3,000 people attending the engagement events;
- gathered 836 feedback surveys
- reached over 90,000 people via a digital campaign;
- generated around 30,450 visits to the project website.

The communications team regularly informed the project team of the feedback generated through the engagement outlined above, which fed into the design and overall masterplan for the scheme.

The Hillingdon Hospital NHS Foundation Trust also committed to informing the local community about the final proposals prior to the submission of a planning application to Hillingdon Council.

Following submission of the scheme for planning, The Hillingdon Hospital NHS Foundation Trust is committed to engaging with the local community, its stakeholders and elected representatives through the determination period where appropriate.

Appendix 1: Franklin Ward tour - September 2020



## 10.0 Appendices



Appendix 2: Public webinar - October 2020



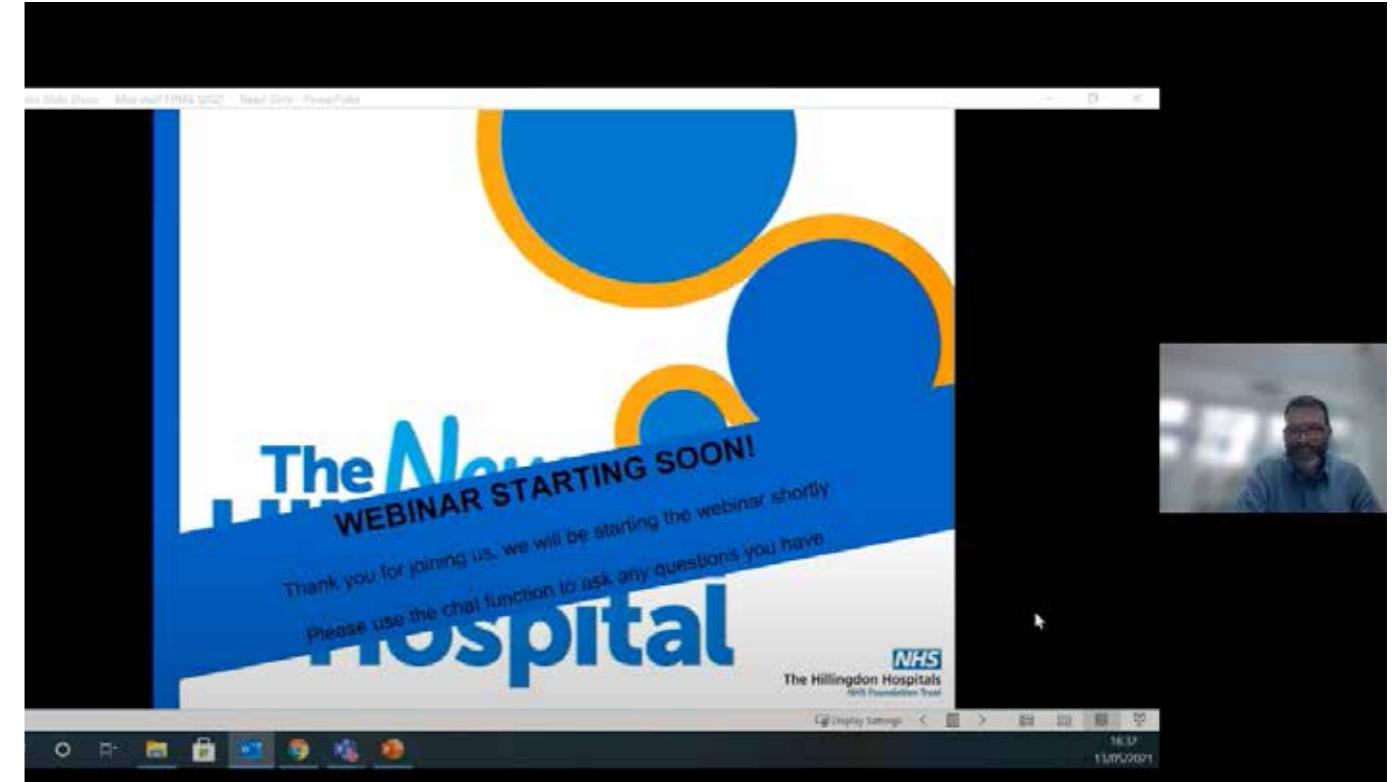
Appendix 3: Public Webinar - November 2020



Appendix 4: Public webinar - December 2020



Appendix 5: Public webinar - May 2021



Appendix 6: What does the new Hillingdon Hospital mean to you? With Jazon Seez, Deputy Chief Executive  
– July 2021



Appendix 7: What does the new Hillingdon Hospital mean to you? With Victoria Cook, Consultant Gynaecologist  
August 2021



Appendix 8: Have Your Say poster side 1 – June 2021



Appendix 9: Have Your Say poster side 2 – June 2021



Appendix 10: Hillingdon Council Tweet – June 2021

Appendix 11: Social media graphics 1 – June 2021



Appendix 12: Social media graphics 2 – June 2021

Appendix 13: Social media graphics 3 – June 2021



Appendix 14: Social media graphics 4 – June 2021

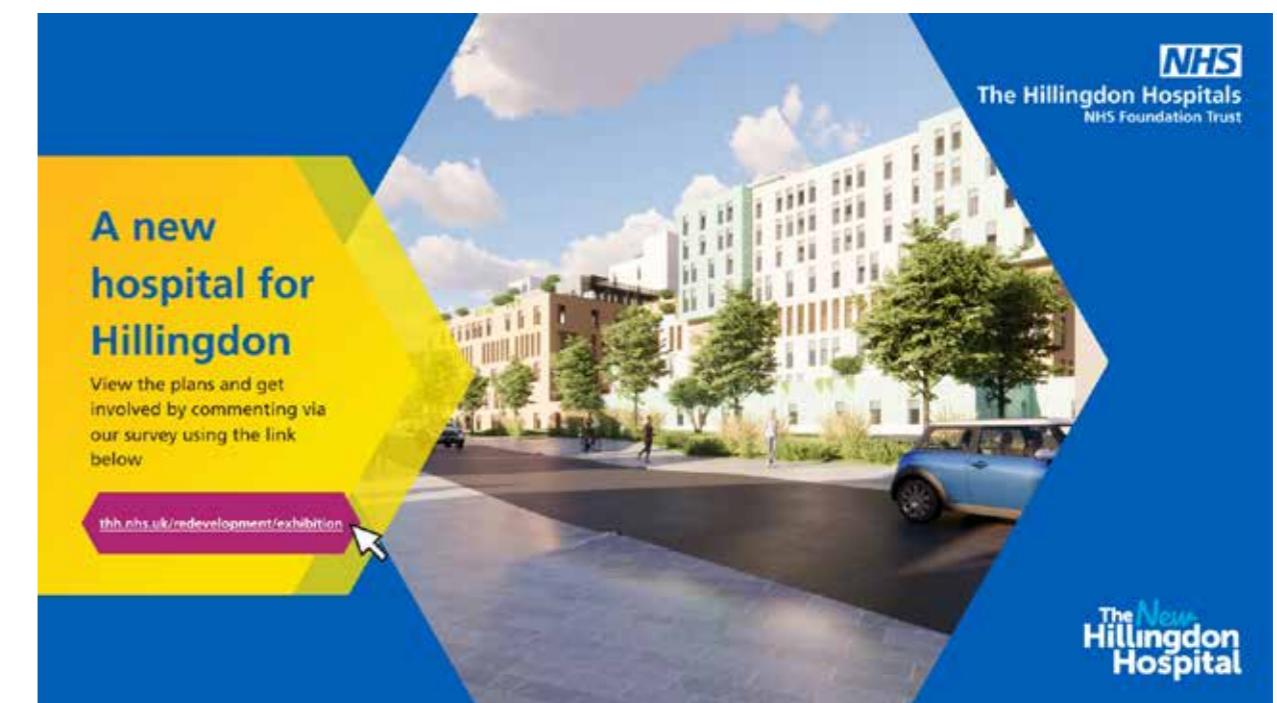
Appendix 15: Social media graphics 5 – June 2021



Appendix 16: Twitter post for Phase Two – June 2021



Appendix 17: Twitter graphic 1 – June 2021



Appendix 18: Twitter graphic 2 – June 2021



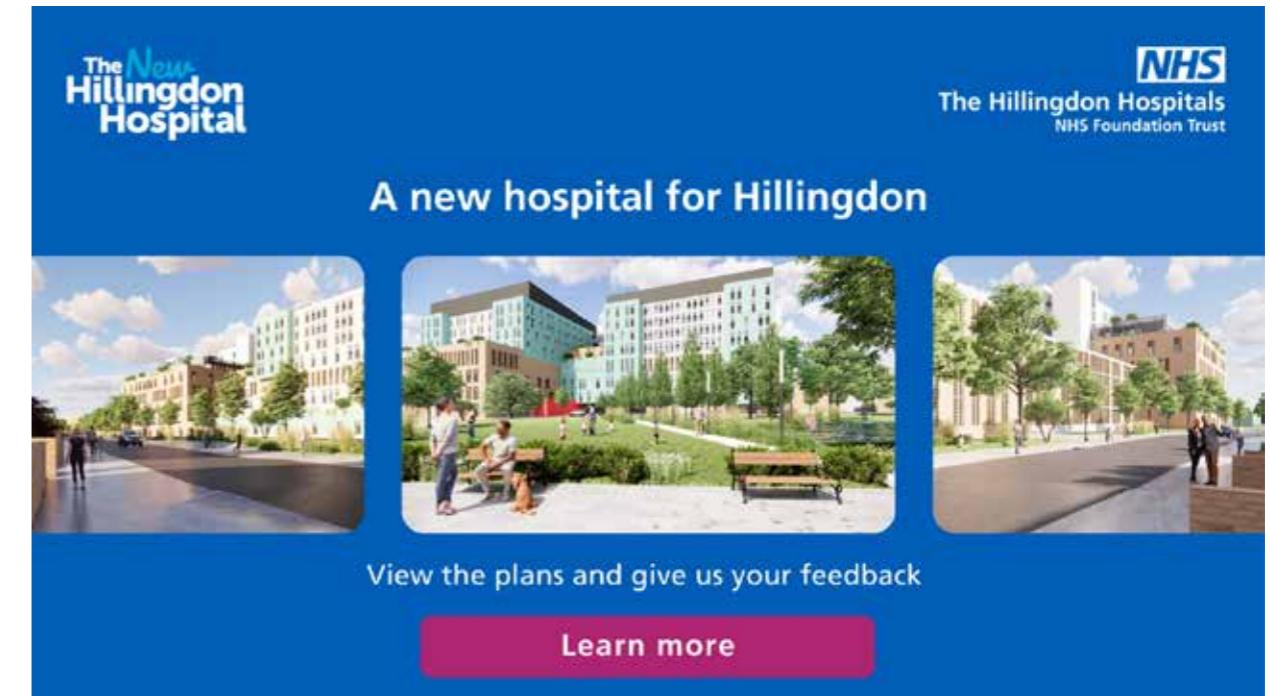
Appendix 19: Twitter graphic 3 – June 2021



Appendix 20: Twitter graphic 4 – June 2021

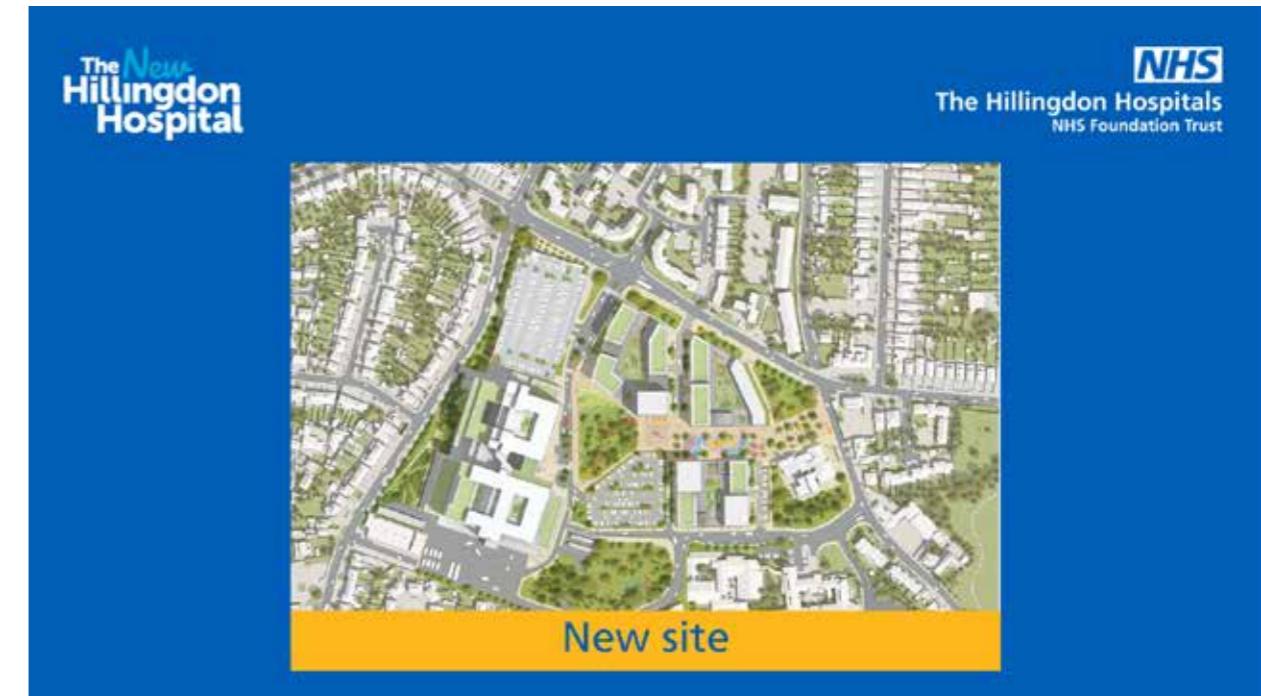


Appendix 21: Facebook ad 1 - June – July 2021



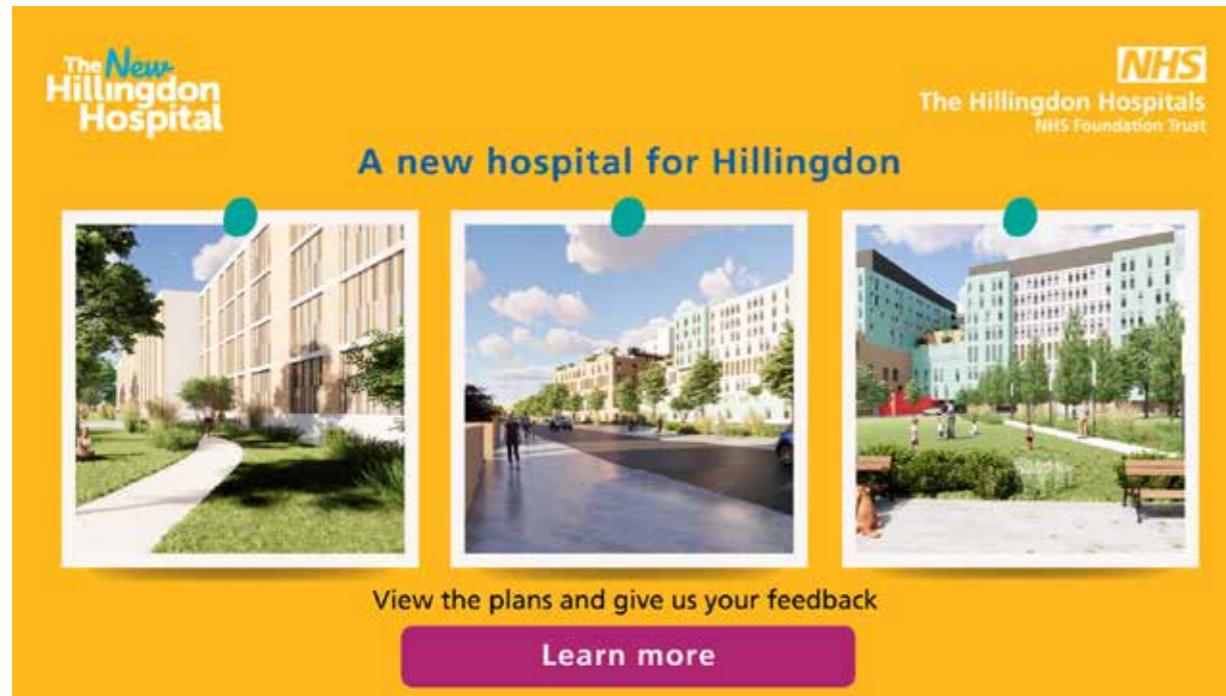
Appendix 22: Facebook ad 2 - June – July 2021

Appendix 23: Facebook ad 3 - June – July 2021



Appendix 24: Facebook ad 4 - June – July 2021

Appendix 25: Facebook ad 5 - June – July 2021



Appendix 26: Facebook ad 6 - June – July 2021



Appendix 27: Facebook ad 7 - June – July 2021



Appendix 28: Hospital screensaver – July 2021



Appendix 29: Ministerial visit presentation 1 – July 2021



Appendix 30: Ministerial visit presentation 2 – July 2021

Appendix 31: Ministerial visit presentation 3 – July 2021



## Appendix 32: Ministerial visit presentation 4 – July 2021



## Appendix 33: Twitter post Jason Seez – July 2021

**THH** **The Hillingdon Hospitals**  @HillingdonNHSFT · Jul 21

What do you think of the plans for a new Hillingdon Hospital?

Our deputy chief executive and SRO for the redevelopment project Jason Seez tells us his view.

Join in & give your feedback on the plans by visiting our website: [bit.ly/THH\\_exhibition](http://bit.ly/THH_exhibition)

#NewHillHosp



The Hillingdon Hospitals NHS Foundation Trust

What does the new Hillingdon Hospital mean to you?

38 views 0:04 / 1:35

Appendix 34: Twitter post Victoria Cook – July 2021



**THH** **The Hillingdon Hospitals**  @HillingdonNHSFT · Jul 27

"I've worked here over twenty years and I know what a difference a new hospital is going to make...."

Consultant Victoria Cook tells us what a new Hillingdon Hospital could mean to the care she can provide.

Give us your feedback at [thh.nhs.uk/redevelopment/...](http://thh.nhs.uk/redevelopment/)

#NewHillHosp

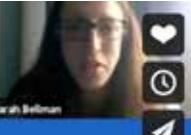


84 views 0:04 / 1:24

Appendix 35: Public webinar – July 2021



**1 July 2021 Webinar on public exhibition** from Niall Smith



## Introducing the new Hillingdon Hospital

1 July 2021

Appendix 36: Restaurant poster 1 – August 2021

**NHS**  
The Hillingdon Hospitals  
NHS Foundation Trust

## Introducing your new hospital

Our vision is to provide a state-of-the-art hospital for the residents of Hillingdon, and beyond, which supports the very best in delivery of healthcare.

**The new hospital**

**Rooftop healing garden**

**Multi-storey carpark**

**Central open space**

**Homes**

**Eastern civic square**

- The layout is designed to ensure that the right clinical services are next to each other, with relevant support services close by.
- In-patient floors will be higher up to maximise natural light and to provide views. Areas of high footfall will be on lower floors.
- The design is flexible and future-proof, allowing for potential future expansion.
- A multi-storey car park is conveniently located
- The extensive open space will positively contribute to the local streetscape.

**Give us your feedback**

Visit [thh.nhs.uk/redevelopment](http://thh.nhs.uk/redevelopment) or scan the code opposite to view the plans online and give your feedback

Appendix 37: Restaurant poster 2 – August 2021

**NHS**  
The Hillingdon Hospitals  
NHS Foundation Trust

## Introducing your new hospital

Our vision is to provide a state-of-the-art hospital for the residents of Hillingdon, and beyond, which supports the very best in delivery of healthcare.

- ✓ Same mix of services that are currently available at Hillingdon Hospital
- ✓ Built in the same location (next to the current hospital)
- ✓ The hospital will remain open during construction

**The New Hillingdon Hospital**

**Give us your feedback**

Visit [thh.nhs.uk/redevelopment](http://thh.nhs.uk/redevelopment) or scan the code opposite to view the plans online and give your feedback

Appendix 38: Restaurant poster 3 – August 2021

**NHS**  
The Hillingdon Hospitals  
NHS Foundation Trust

## Introducing your new hospital

Our vision is to provide a state-of-the-art hospital for the residents of Hillingdon, and beyond, which supports the very best in delivery of healthcare.

These images are designed to illustrate what the hospital could look like at street level. They also give an indication of the types of materials being proposed. The materials and finishes are designed to be naturally low maintenance and will therefore retain a high-quality appearance for decades to come.



**Give us your feedback**

Visit [thh.nhs.uk/redevelopment](http://thh.nhs.uk/redevelopment) or scan the code opposite to view the plans online and give your feedback



Appendix 39: Restaurant poster 4 – August 2021

**NHS**  
The Hillingdon Hospitals  
NHS Foundation Trust

## Introducing your new hospital

Our vision is to provide a state-of-the-art hospital for the residents of Hillingdon, and beyond, which supports the very best in delivery of healthcare.

The new mobility hub is designed to help meet sustainability targets by supporting the use of alternative transport methods and helping to reduce private car use where possible.



Extensive transport modelling has informed our wider transport plans and we will have a new multi-storey car park with direct access to the hospital.

**Give us your feedback**

Visit [thh.nhs.uk/redevelopment](http://thh.nhs.uk/redevelopment) or scan the code opposite to view the plans online and give your feedback



Appendix 40: Posters displayed in staff restaurant – August 2021

**NHS**  
The Hillingdon Hospitals  
NHS Foundation Trust

## Introducing your new hospital

Our vision is to provide a state-of-the-art hospital for the residents of Hillingdon, and beyond, which supports the very best in delivery of healthcare.

- ✓ Same mix of services that are currently available at Hillingdon Hospital
- ✓ Built in the same location (next to the current hospital)
- ✓ The hospital will remain open during construction



**Give us your feedback**

Visit [thh.nhs.uk/redevelopment](http://thh.nhs.uk/redevelopment) or scan the code opposite to view the plans online and give your feedback



Appendix 41: What does the new Hillingdon Hospital mean to you? With Vanessa Sloane, Chief Nurse for the project – September 2021



Appendix 42: What does the new Hillingdon Hospital mean to you? With Tina Benson, Chief Operating Officer – September 2021



Appendix 43: Key benefits of the new Hillingdon Hospital – October 2021

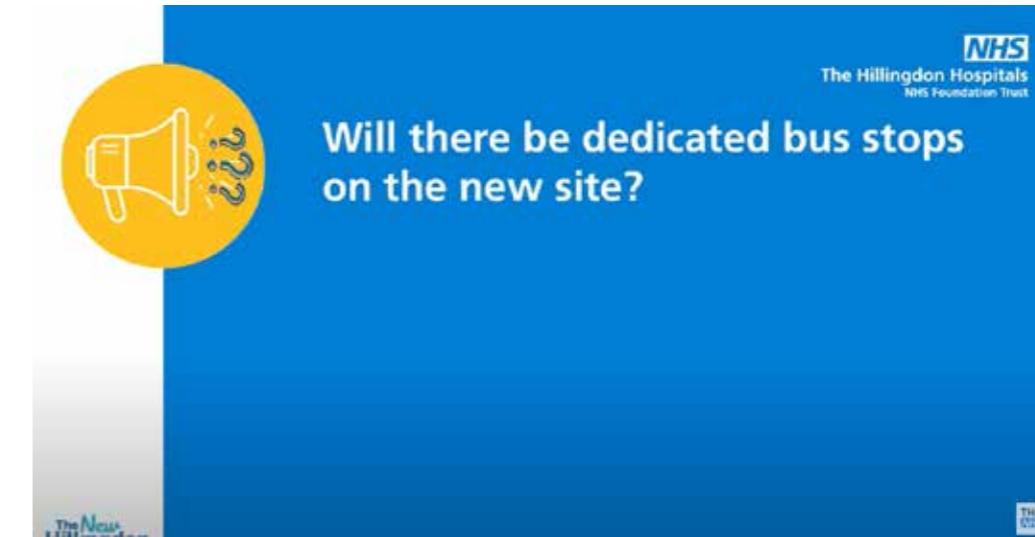
**Supporting patient wellbeing with excellent, modern care facilities in a state-of-the-art building.**



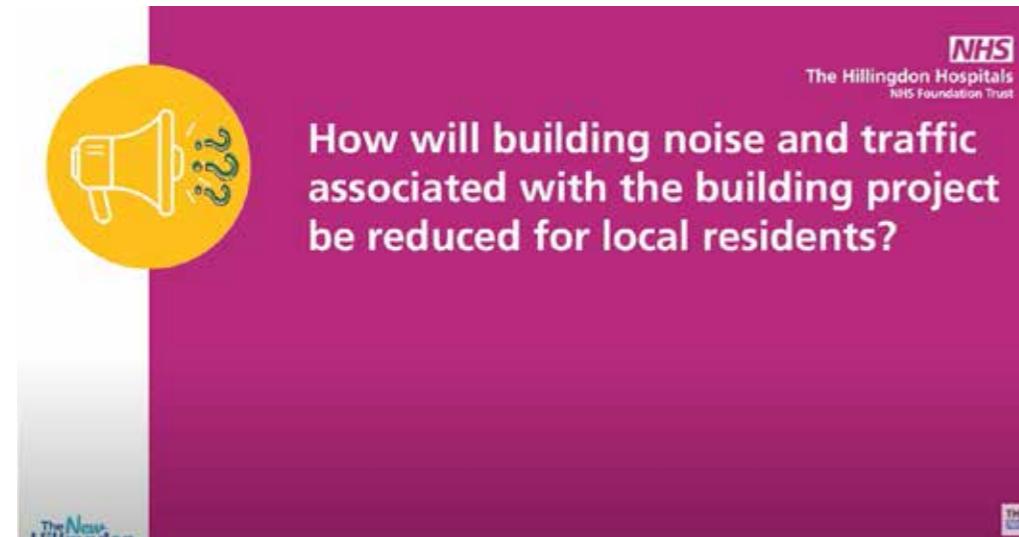
Appendix 44: Hillingdon Hospital Redevelopment FAQs (as shown on the Trust's YouTube channel) - Will the new hospital be bigger and have more beds? – Oct 2021



Appendix 45: Hillingdon Hospital Redevelopment FAQs (as shown on the Trust's YouTube channel) - Will there be dedicated bus stops on the new site? – Oct 2021



Appendix 46: Hillingdon Hospital Redevelopment FAQs (as shown on the Trust's YouTube channel) - How will building noise/ be reduced for local residents? – Oct 2021



Appendix 47: Hillingdon Hospital Redevelopment FAQs - (as shown on the Trust's YouTube channel) What facilities will be improved for staff and patients? – Oct 2021

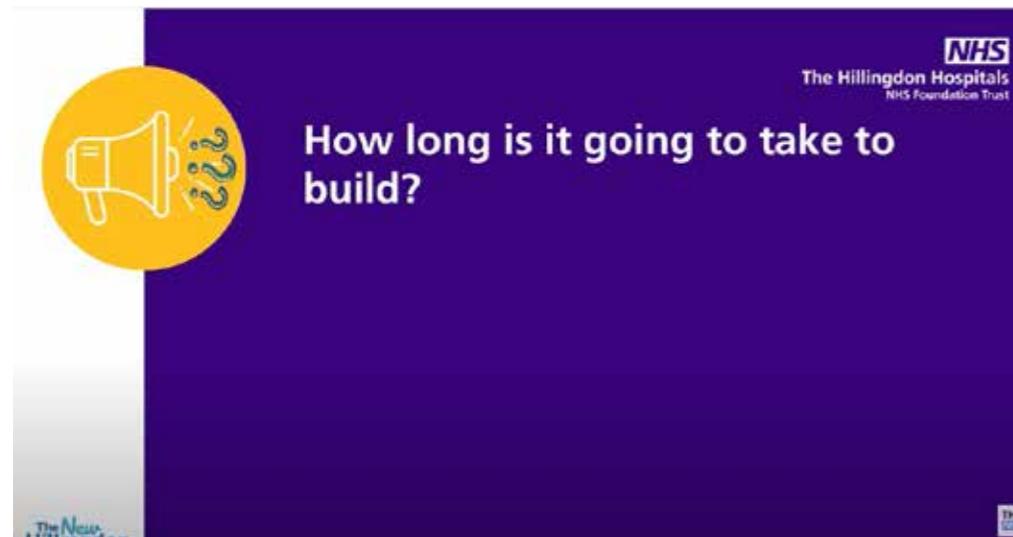


Appendix 48: Hillingdon Hospital Redevelopment FAQs (as shown on the Trust's YouTube channel) - Will there be more car parking? – October 2021

Appendix 49: Hillingdon Hospital Redevelopment FAQs (as shown on the Trust's YouTube channel) - Can local services and facilities support more homes? – October 2021



Appendix 50: Hillingdon Hospital Redevelopment FAQs (as shown on the Trust's YouTube channel) - How long is it going to take to build? October 2021



Appendix 51: Hillingdon Hospital Redevelopment FAQs (as shown on the Trust's YouTube channel) - What plans are there to make it environmentally friendly? – October 2021



Appendix 52: What does the new Hillingdon Hospital mean to you? With Ingrid Segal, Patient – Oct 2021



Appendix 53: Display posters in the hospital 1 – November 2021



Appendix 54: Display posters in the hospital 2 – November 2021



Appendix 55: Display posters in the hospital 3 – November 2021



Appendix 56: Display posters in the hospital 4 – November 2021



Appendix 57: Hospital screensaver 1 – November 2021



Appendix 58: Hospital screensaver 2 – November 2021



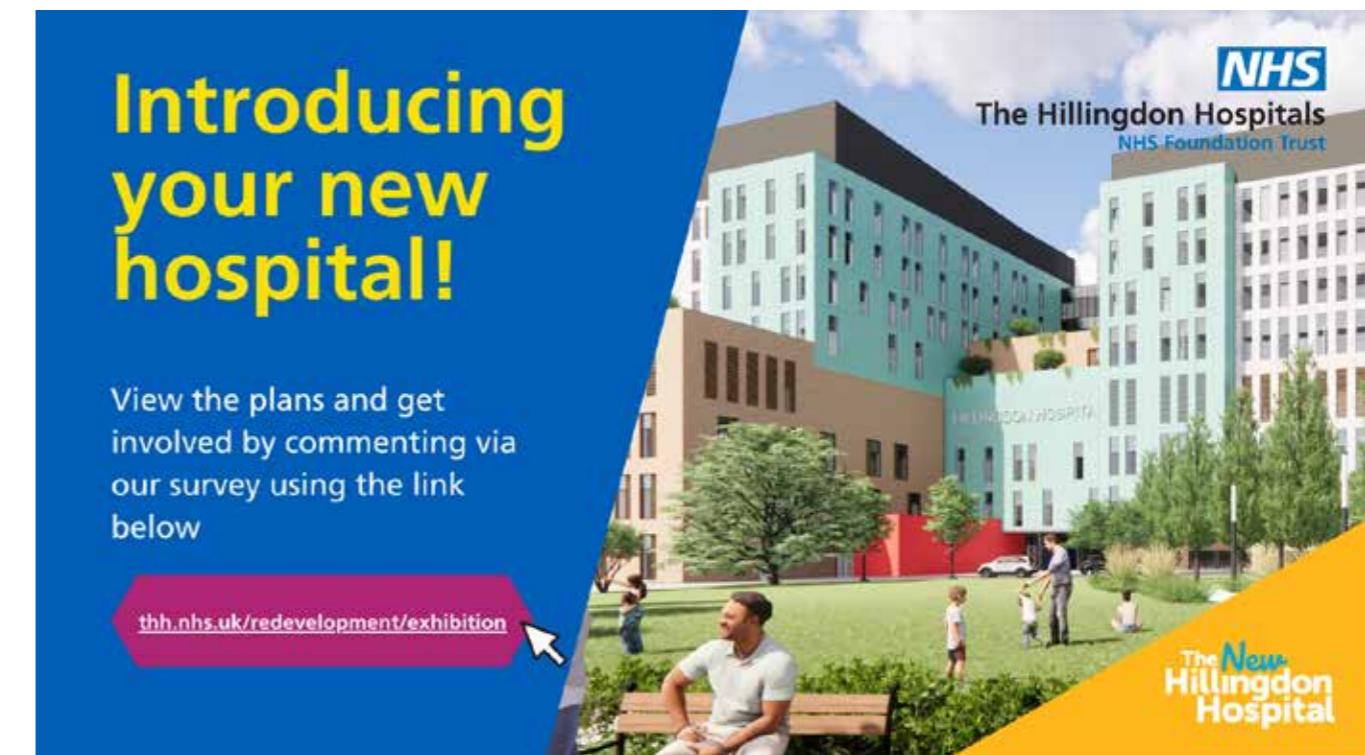
Appendix 59: Hospital screensaver 3 – November 2021



Appendix 60: Hospital screensaver 4 – November 2021



Appendix 61: Twitter post for Phase Three 1 – November 2021



Appendix 62: Twitter post for Phase Three 2 – November 2021



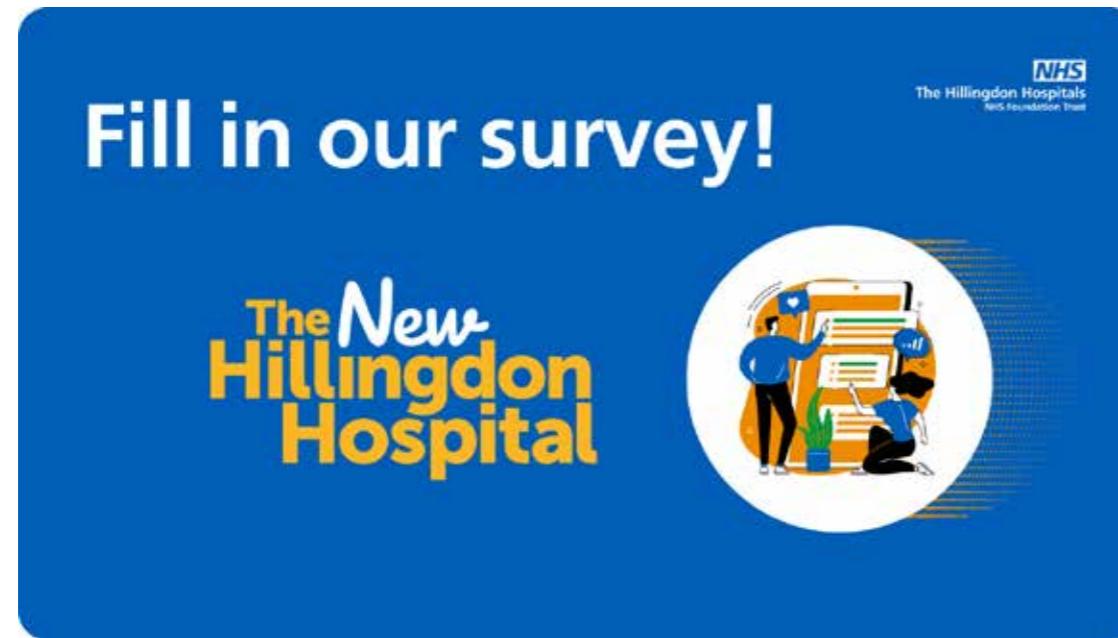
Introducing  
your new  
hospital!

View the plans and get  
involved by commenting via  
our survey using the link  
below

[thh.nhs.uk/redevelopment/exhibition](http://thh.nhs.uk/redevelopment/exhibition)

Appendix 63: Tweet from Ingrid Segal, Patient – November 2021

Appendix 64: Generic survey email thumb – January 2022



Appendix 65: Maternity meeting poster on Twitter – January 2022



Appendix 66: Radiology survey Facebook advert – January 2022

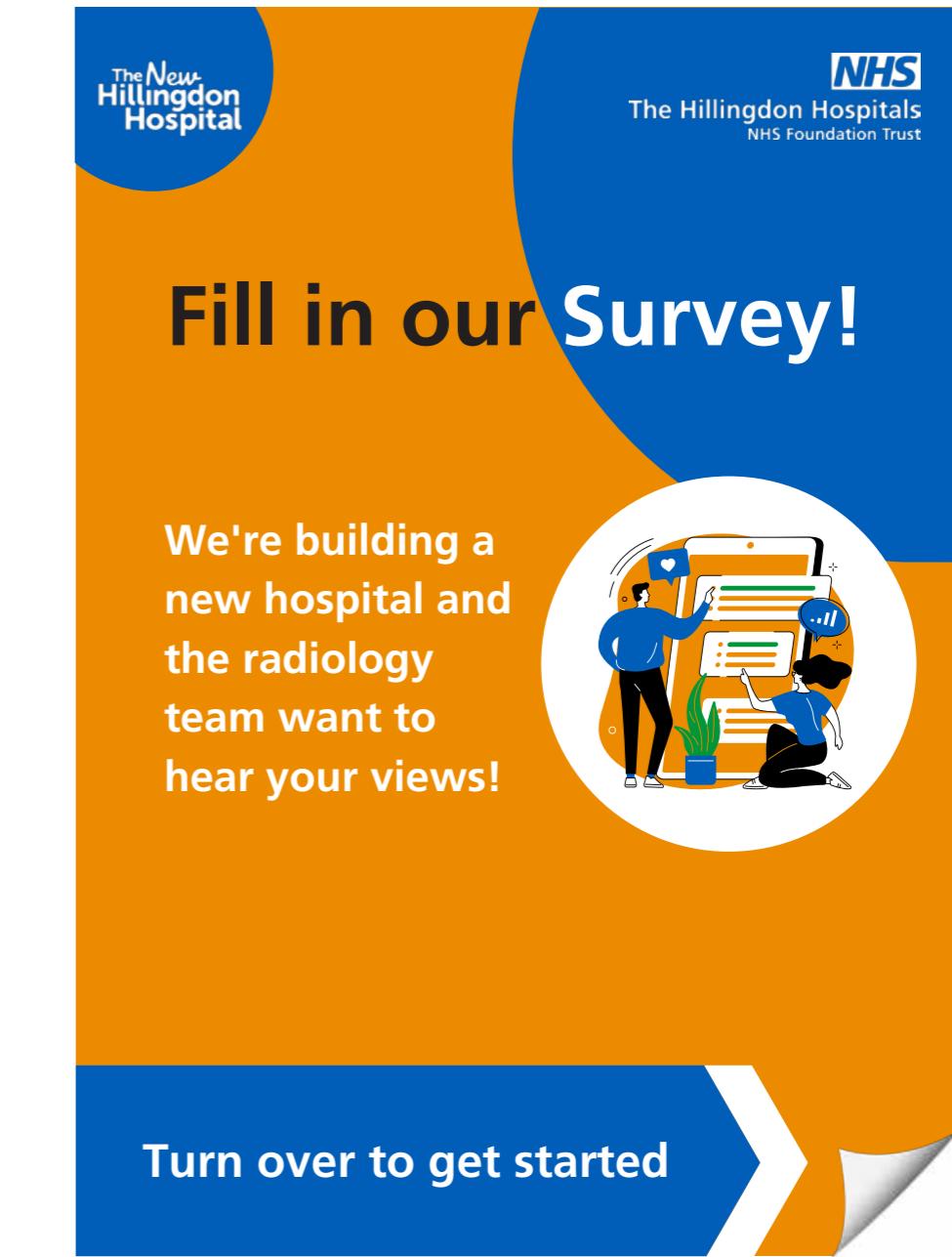


Appendix 67: Radiology survey hospital posters – January 2022



Appendix 68: Roadshow survey REAP – January 2022

Appendix 69: Roadshow survey Radiology – January 2022



Appendix 70: Roadshow survey Generic – January 2022

Appendix 71: Recording of Hillingdon Hospital Roadshow Event (as shown on the Trust's YouTube channel) - 18 January 2022



Appendix 72: Recording of Hillingdon Hospital Roadshow Event (as shown on the Trust's YouTube channel) - 3 February 2022



Appendix 73: Recording of Hillingdon Hospital Roadshow Event (as shown on the Trust's YouTube channel) - 17 February 2022



Appendix 74: In-person roadshow Facebook post – February 2022

Appendix 75: In-person roadshow Instagram post – February 2022



Appendix 76: In-person roadshow Twitter post – February 2022



Appendix 77: Professor Abbas Khakoo on more diagnostics in the new Hillingdon Hospital (as shown on the Trust's YouTube channel) – Feb 2022



Appendix 78: Professor Abbas Khakoo on clinical benefits (as shown on the Trust's YouTube channel) – Feb 2022

Appendix 79: Ms Victoria Cook, Trust Deputy Medical Director, on improved elderly care (as shown on the Trust's YouTube channel) – Feb 2022



Appendix 80: Jason Seez, Project Senior Responsible Officer and Trust Deputy CEO, on bigger A&E and urgent care (as shown on the Trust's YouTube channel) – Feb 2022

Appendix 81: Tahir Ahmed, Director of Estates and Facilities, speaks about disabled parking (as shown on the Trust's YouTube channel) – Feb 2022



Appendix 82: Professor Abbas Khakoo on a bigger critical care unit (as shown on the Trust's YouTube channel) – Feb 2022

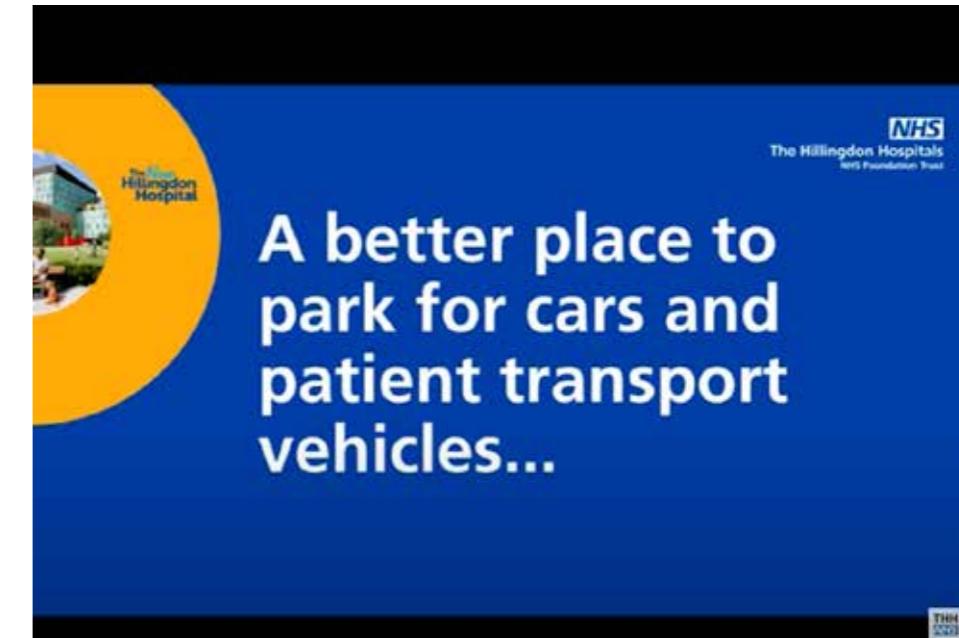


Appendix 83: Professor Abbas Khakoo on elective care (as shown on the Trust's YouTube channel) – Feb 2022



Appendix 84: Ms Victoria Cook on waiting areas and digital (as shown on the Trust's YouTube channel) – Feb 2022

Appendix 85: Tahir Ahmed, Director of Estates and Facilities on general parking (as shown on the Trust's YouTube channel) – Feb 2022

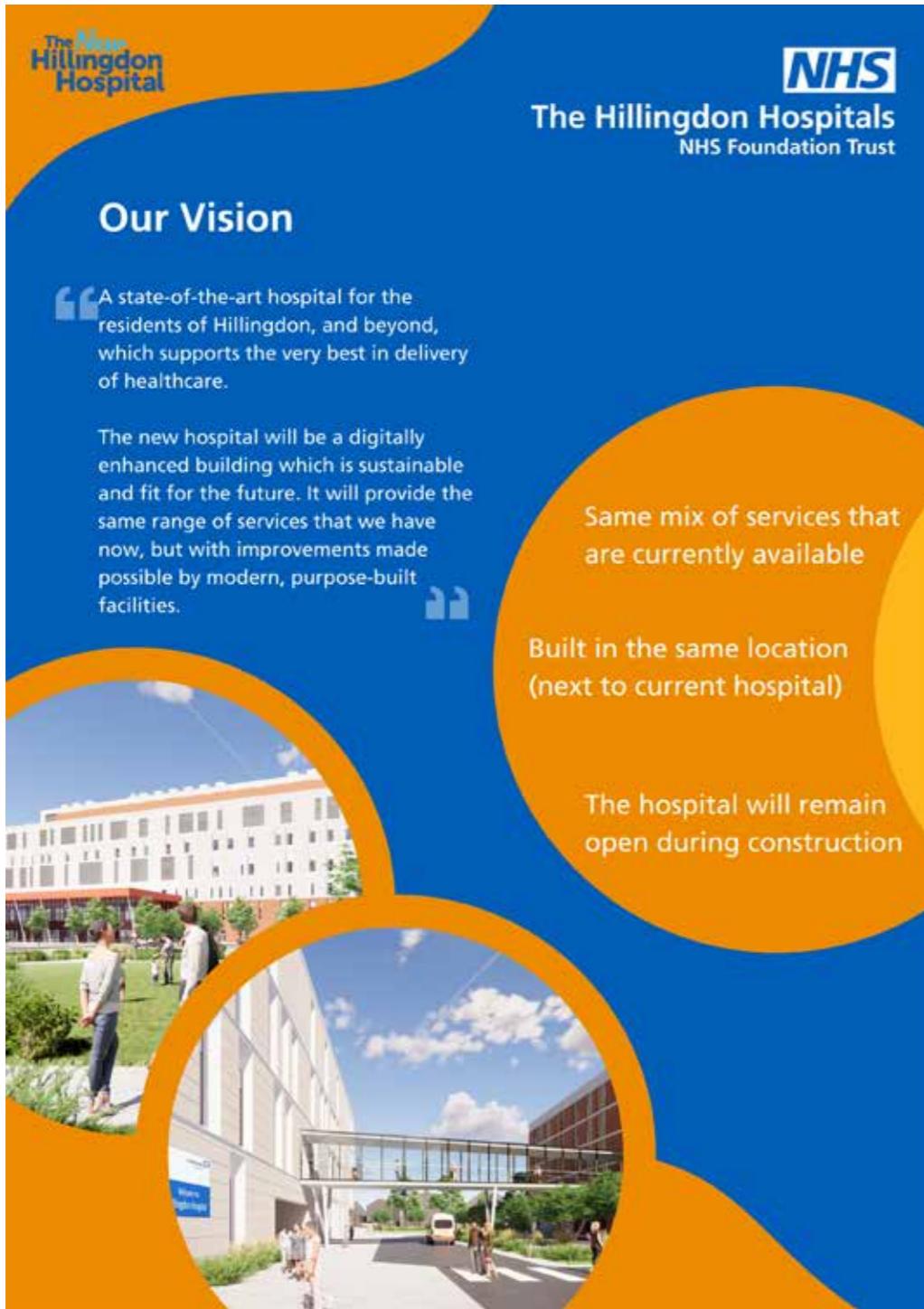


Appendix 86: Professor Abbas Khakoo on infection control and privacy (as shown on the Trust's YouTube channel) – Feb 2022

Appendix 87: Professor Abbas Khakoo on the redevelopment being a once in a lifetime opportunity (as shown on the Trust's YouTube channel) – Feb 2022



Appendix 88: Roadshow poster 1 in hospital – March 2022



Appendix 89: Roadshow poster 2 in hospital – March 2022



Appendix 90: Roadshow poster 3 in hospital – March 2022



Appendix 91: Roadshow poster 4 in hospital – March 2022



Appendix 92: Roadshow poster 5 in hospital – March 2022

**The new hospital**

At the heart of our proposals is a shared vision of providing improved access to better healthcare services for the community in a new fit-for-purpose local hospital on the existing Hillingdon Hospital site.

Older children will have a separate in-patient area to that of younger patients.

Large multi-functional treatment rooms for procedures for a range of specialities.

Specially designed cubicles to treat children and young people in the emergency department.

A minimum of 70% single rooms on each ward. More single rooms enables improved infection control.

A new, larger, critical care unit will be located alongside a medical high dependency unit.

A new midwife-led co-located to the labour ward for seamless and safe transfer when needed.

Urgent and Emergency Care Services will be on one floor with easy access to all diagnostic and specialist services.

More MRI scanners and CT Scanners to support one stop visits and keep up with future needs



Appendix 93: Roadshow poster 6 in hospital – March 2022

**The Masterplan**

A Masterplan is an overarching document which is used to structure development. Masterplans are about setting out a vision for an area undergoing change and a strategy for implementing that vision. Developing a masterplan is a collaborative process between landowners and stakeholders, who work together to decide objectives and priorities for development.

Below are the key points that underpin our masterplan:

- ✓ Layout is designed to ensure that the right clinical services are next to each other, with relevant support services close by.
- ✓ In-patient floors will be higher up to maximise natural light and to provide views. Areas of high footfall will be on lower floors to enable easy access.
- ✓ Located centrally on site to reduce impact on neighbours. Designed to nestle sensitively into the streetscape and enhance the local environment.
- ✓ Design is flexible and future-proof, allowing for potential future expansion.
- ✓ Multi-storey car park conveniently located providing direct access into the hospital. Electric vehicle charging points and adjacent cycle storage.
- ✓ Extensive open space will positively contribute to the local streetscape and provide a valuable community asset.
- ✓ Design will incorporate natural, long-lasting materials, ensuring the building will age gracefully.
- ✓ Hospital will also be pandemic-resilient and include important features such as separate pathways and easy access to outdoor spaces.



Appendix 94: Roadshow poster 7 in hospital – March 2022

**The Hillingdon Hospitals NHS Foundation Trust**

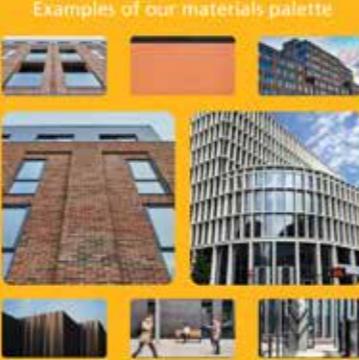
## Approach to design

The new Hillingdon Hospital will provide vast improvements in the experience for patients, staff and visitors alike. There will be clearly designated entrances, well designed flows throughout the building and it will be easy to find your way around.

The areas with higher footfall, including outpatients and urgent and emergency care services will be located on lower floors to make it more accessible for patients. In-patient floors will be higher up to maximise natural light and views. The modern building will provide a hotel-like, home-from-home experience in a modern, clean, well-lit building.

In line with the NHS national priorities, the new hospital design encompasses a high degree of standardisation and will use Modern Methods of Construction (MMC) to ensure effective and fast track delivery of a high-quality building. The materials we are choosing will reflect surroundings so the buildings can enhance the local environment. All materials are naturally low maintenance and will therefore retain a high-quality appearance for decades to come.

**Examples of our materials palette**



Appendix 95: Roadshow poster 8 in hospital – March 2022

## Improved open space

We will create an attractive and healthy environment for our patients, staff and local residents. Our masterplan includes a network of public open spaces including a central green space, civic square, children's play area and community space.



The new hospital will be designed to maximise natural light throughout the building. Rooftop healing gardens will provide respite for our patients and courtyards and pocket parks with new tree planting and soft landscaping will feature throughout, creating pleasant spaces to relax and socialise.

We are also seeking to create a vibrant atmosphere of complementary public amenities and easy access to transport.



Appendix 96: Roadshow poster 9 in hospital – March 2022

**The Hillingdon Hospitals NHS Foundation Trust**

## Transport

Our plans will ensure that the development is convenient and well-connected for everyone. Extensive transport modelling, completed pre and during Covid, has enabled us to understand how people access the hospital and to reflect this in our plans.

A new multi-storey car park, with direct access into the hospital, will provide 800 parking spaces dedicated to hospital use. We will also retain 150 surface level spaces to the east of the new hospital, taking the total number of parking spaces to 950.

Our transport plans centre around the development of a mobility hub – a key part of our sustainability agenda, supporting the use of alternative transport methods and helping to reduce private car use where possible. The mobility hub will provide access to cycle storage, e-bikes and scooters, our on-demand car club bays and will include electric vehicle charging points.

We will also work to enhance existing public transport links by providing improved bus infrastructure with live passenger information on the ground floor at the mobility hub and new bus stops on Pield Heath Road and Colham Green Road.

The Trust are working with both Transport for London and Hillingdon Council to seek improvements in the public transport infrastructure and improved public transport links within the borough.



**Cycle storage and new cycle connections**

**New play space for children**

**Sustainable travel**

**Attractive walking routes**

Appendix 97: Roadshow poster 10 in hospital – March 2022

**The Hillingdon Hospitals NHS Foundation Trust**

## Sustainability

Our designs respond to government net zero carbon targets to create a building that is fully sustainable. We will use sustainable and green sources of energy, ensure the building is energy efficient and include other appropriate methods such as solar panels. As part of the wider project, there will be woodland and green spaces around the hospital.

The new mobility hub is designed to help meet sustainability targets by encouraging for environmentally friendly methods of travel. This includes providing a home for our own vehicle fleet, which aims to be fully electric in the future as part of our drive toward Net Zero Carbon. The redevelopments will also deliver a network of dedicated footpaths, cycle paths and onward connections around the hospital and provide 250 long-stay cycle parking spaces and 40 short-stay cycle parking spaces.



**Electric vehicle charging**

**Solar panels**

**Woodland and green spaces**

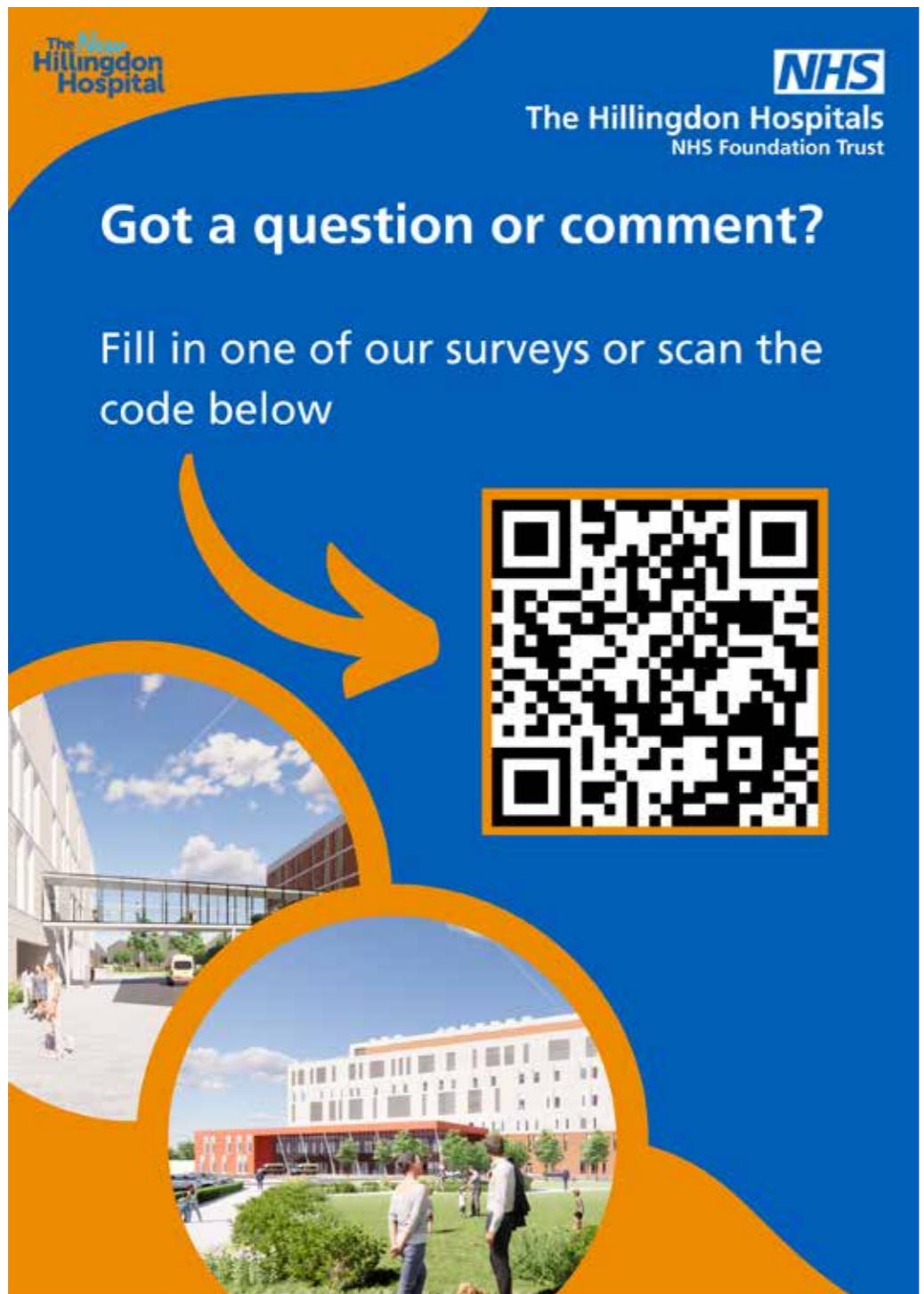
Appendix 98: Roadshow poster 11 in hospital – March 2022



Appendix 99: Roadshow poster 12 in hospital – March 2022



Appendix 100: Roadshow poster 13 in hospital – March 2022





The New  
Hillingdon  
Hospital

