

## Patient Feedback

Patients have told us they are “delighted” and “impressed” by the proposals, and consider the Farnborough Centre for Health to be “a fantastic opportunity to modernise healthcare for the people of Farnborough”.

We value your feedback as it helps us to make improvements to our services. Changes we are implementing as a result of your feedback include:

You said	We did
“Public transport from Farnborough to Southwood is inadequate”	We are working with Stagecoach to look at viable options to improve bus services to Southwood from Fleet and Farnborough.
“ the town centre would be a better location for a health centre”	A full options appraisal was undertaken looking at sites across Farnborough. Voyager was identified as the best location available as the site has a large car park and is close to community facilities and local housing developments. This facility is just one of the plans to improve general practice premises across Farnborough. An equality analysis has been completed to ensure that local people are not disadvantaged.
“I want to continue to see my own GP”	Voyager Family Health have assured us that patients will be able to see the same GP as before, but will have the benefit of access to increased range of healthcare staff and services.

If you have any comments, questions or feedback please telephone: 01252 335154 or email: [NEHFCCG.public@nhs.net](mailto:NEHFCCG.public@nhs.net) or visit the North East Hampshire and Farnham Clinical Commissioning Group website for further information:

[www.northeasthampshireandfarnhamccg.nhs.uk/get-involved/key-projects/farnborough-2](http://www.northeasthampshireandfarnhamccg.nhs.uk/get-involved/key-projects/farnborough-2)

# Farnborough Centre for Health

Voyager House, Apollo Rise, Southwood Business Park,  
Farnborough, GU14 0NP



Rushmoor Borough Council has completed the purchase of Voyager House in Apollo Rise, and is working in partnership with NHS North East Hampshire and Farnham Clinical Commissioning Group (CCG), to create a new healthcare facility, it will provide a much needed new hub for health services and GP surgeries in Farnborough.

This is an exciting development which will provide an opportunity to create a modern facility that inspires and supports safe, effective and efficient patient care for the people of Farnborough; with the flexibility to meet future developments in healthcare and technology.

The Farnborough Centre for Health will give patients more joined up health and care services to ensure they receive the support they need in the community. The Centre is expected to open in Summer 2020.

## Community Engagement Event 4th July 2019

A community event will be held on **Thursday 4th July 2019** at Voyager House. Patients and their families, local people and voluntary groups will be invited to see plans for the new Farnborough Centre for Health and hear about how services will be improved for patients. There will be an opportunity for the community to get involved, ask questions and give feedback on the proposals. Further information will be available on the CCG website:

[www.northeasthampshireandfarnhamccg.nhs.uk/get-involved/key-projects/farnborough-2](http://www.northeasthampshireandfarnhamccg.nhs.uk/get-involved/key-projects/farnborough-2)

## Farnborough Centre for Health Services

Health service providers are working with the CCG in designing the new Centre for Health ready for occupation in Summer 2020.

The Farnborough Centre for Health will:

- ◆ Provide additional health and social care capacity within the Farnborough locality, in a modern environment.
- ◆ Improve patient experience of care.
- ◆ Ensure facilities and services are shared by the Farnborough GP practices and patients.
- ◆ Provide a focus for integrated care and out of hospital services which will reduce demand on A&E and elective care services.
- ◆ Aim to provide services seven days a week.

## Integrated Care Team (ICT)

The Integrated Care Team predominantly cares for older people in the community. The Farnborough Centre for Health will provide a setting which will best support and promote joined up working with general practice and other community service providers.

The patients cared for by the ICT are those with the highest needs – highly complex patients that require integrated case management from a range of healthcare professionals; which may include: community matron, paramedic practitioner, dementia link practitioner, social worker, mental health practitioner or therapist.

## Voyager Family Health GP Practice

Milestone Surgery and Southwood Practice have recently merged to become Voyager Family Health GP Practice and will be based at the Farnborough Centre for Health when it opens in Summer 2020.



The newly formed practice has a vision to deliver an efficient healthcare service to meet the changing needs of the local population. The practice aim to do this by improving access for patients and providing skill mix within the team so that patients are able to see a clinician with the right expertise to deal with their problem. An Urgent Care Centre will be available for registered patients offering same day appointments with a GP, nurse practitioner or other relevant local health care providers such as health care assistants and paramedic practitioners.

## Community Midwifery Hub

Community midwives provide continuity of care, both antenatal and postnatal. The Farnborough Centre for Health will provide modern facilities enabling women to access a range of services under one roof, seven days a week. The centre will provide the ability to bring in other services for dedicated clinics e.g. social care; smoking cessation; breastfeeding support groups and parenting education to support young

## Improving Access to Psychological Therapies (IAPT)

Talkplus is an NHS Primary Care IAPT service. Patients can self refer into the service or may be referred by a healthcare professional. IAPT support with common mental health problems including low mood and depression. Talkplus offer face-to-face or telephone cognitive behavioural therapy (CBT) and counselling. Co-location in the Farnborough Centre for Health will mean closer working with other physical healthcare professionals providing an integrated approach to patient care.

[www.talkplus.org.uk](http://www.talkplus.org.uk)

## Voluntary Services

Volunteer led services will be on site to provide health focused advice, which may include support groups and one-to-one sessions, social prescribing and citizen's advice etc.