



## Healthwatch Milton Keynes

## Whitehouse Health Hub Engagement Event

March 2019

### Engagement Scope

Healthwatch Milton Keynes recently attended a 'Whitehouse Development Workshop' to discuss the development of co-located services in the new GP Practice Hub. As this workshop wasn't opened to the public, Healthwatch Milton Keynes offered to undertake a local engagement exercise with local residents of Whitehouse in order to gather community views on what the White House Health Centre Hub could look like and how it could be best used as a community space for local residents.

Healthwatch Milton Keynes attended White House Primary School on Wednesday 27<sup>th</sup> March 2019 to engage with parents and ask them what they would like to see from the Whitehouse Hub development. We engaged with over 20 parents as they were collecting their children.

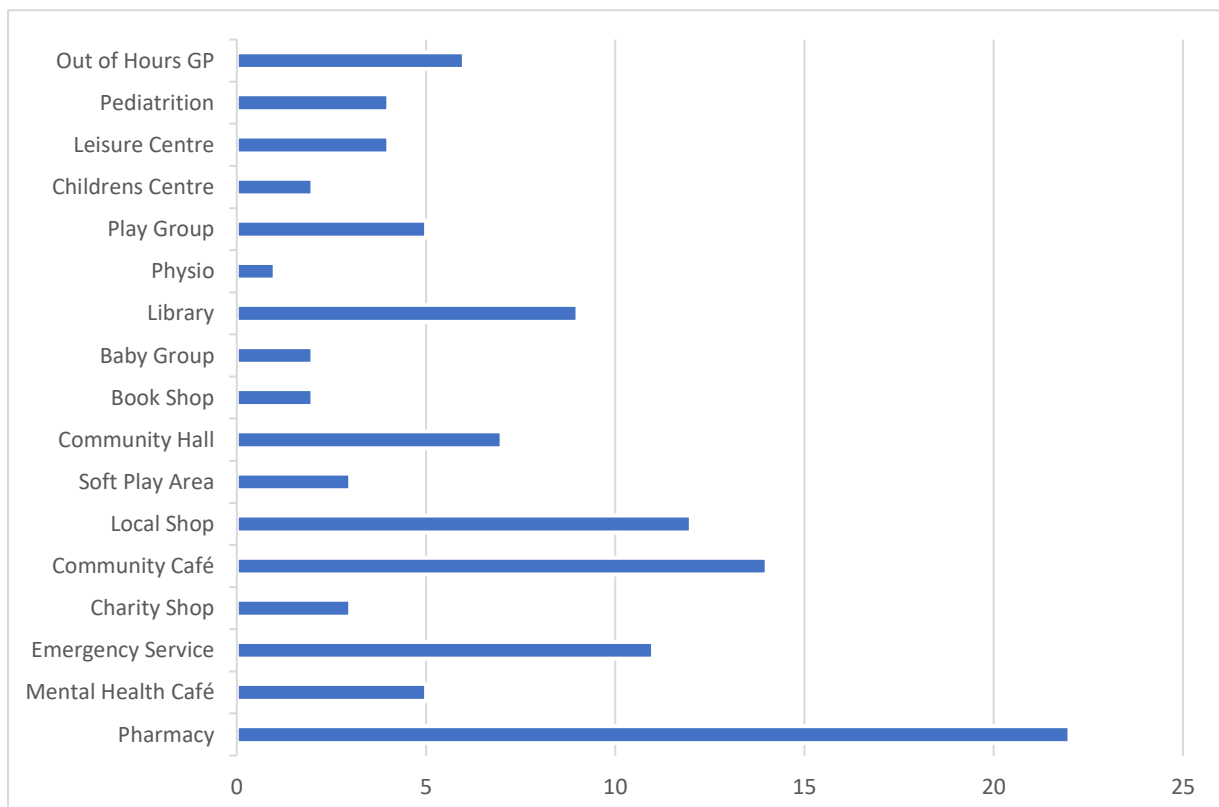
To enable discussion, we pre-printed some broad suggestions, based on discussions at the previous workshop, on the display board so that people could vote for the ones they liked the most. The discussion topics we suggested were:

- Pharmacy
- Mental Health Café
- Community Café
- Charity Shop
- Emergency Services

We ensured we made space for the parents to be able to add and share their own ideas. As this was during the school pick up time we anticipated that many participants may not wish to have extensive discussions. Parents agreed with the ideas against the suggested from the workshops. Parents also added 12 new suggestion of their own that they would like to see in the Whitehouse Hub. These were:

- Play groups
- Local shop
- Community Hall
- Book shop
- Children's Centre
- Baby groups
- Out of Hours GP
- Physio

The graph shows the breakdown of suggestions:



## What is most important?

Those we spoke to said that a local pharmacy was the most important service for them, as the nearest one is currently in Great Holm and presents difficulties for non-drivers to access. The Great Holm pharmacy is attached to a GP Practice and is next to a school and people told us that it is always very busy, and parking is an issue.

Another important area for those we spoke to, was an out of hours GP surgery, as the only one in Milton Keynes is currently based in the Hospital and this is not easily accessible by bus from White House. The bus route at present requires people to travel to Milton Keynes Bus Station in the city centre and then change to another bus to be able to get to the hospital, which can be difficult for parents transporting unwell children.

We were told that taxis were not very reliable at the moment as the area is very new, taxi drivers are having difficulty navigating the area. This is also a costly method of travel.

People told us that an Out of Hours service would help the residents in this area and surrounding areas. One parent suggested that this could also be very good for the two care homes for elderly residents in surrounding areas.

One parent had suggested having specialist Children's Unit hired out to Paediatrics, to make these visits easier than visiting Milton Keynes Hospital.

