

# West Lothian Health and Social Care Partnership

## Redevelopment of East Calder Health Centre

### Engagement Report

West Lothian  
Health & Social Care Partnership



West Lothian  
Council

# Redevelopment of East Calder Health Centre Engagement Report

## Contents:

Section 1 : Introduction and Background	3
Section 2 : Executive Summary	4
Section 3 : Our Formal Engagement Event	7
Section 4 : Key Findings and Design Ambitions	9
i. Current Site and Location	9
ii. Design and Planning Ambitions	12
iii. Service Model and Staffing	16
Section 5 : Survey demographics	22
Section 6 : Conclusion and Next Steps	25

## Section 1: Introduction and Background

East Calder Health Centre is a medical practice serving the local community and surrounding area. Since the establishment of the current practice building, the area has grown significantly and now serves around 14,000 patients. East Calder has extensive housing growth that is ongoing. The practice population is expected to increase by around 5,600 patients by 2028.



West Lothian Health and Social Care Partnership (HSCP) has recognised, with the support of NHS Lothian Capital Planning, that the current building is no longer fit for purpose and believes that in order to provide safe, effective, high-quality services for patients a new building must be commissioned. An up-to-date health centre is needed in the local area and would be beneficial to the local community in terms of access to services that meet health and wellbeing needs. The proposal put forward will service the projected East Calder community up to and beyond 2030.

With new housing, there is an expectation that more young families and families with elderly relatives will look to register with East Calder Health Centre. In light of the growing population within the area, a new health centre would be a great asset for the delivery of all aspects of holistic care in the local community.

## Section 2: Executive Summary

As part of its business case for a new building, West Lothian HSCP has prioritised a culture of engagement and inclusivity with all relevant stakeholders. As such, a range of formal and informal engagement events have been underpinned by a consistent diversity of representation contributing to the operational business meetings over the course of the programme.

The engagement ethos has been invaluable to gauge the collective view of the public, staff and others of the current East Calder premise and the ambitions for the future building, site and service model.

This report outlines the work carried out. It captures the outcomes of a formal engagement event by surveying the local population for their thoughts on a new health centre. It also includes the information gathered by West Lothian HSCP and a summary of themes arising from both patients and staff across a range of informal engagements events, operational meetings and a recurring public stakeholder engagement group which will run for the duration of the program.

The formal engagement public survey was completed during Autumn 2022 and was widely publicised across the East Calder area. Distribution and publicising was also supported by the Stakeholder Engagement group members who consisted of influential East Calder community members with access to diverse sections of the population. Over 600 people took part in the public consultation, along with 39 staff who took part in a separate consultation.

The survey results conveyed a number of common themes, with an almost unanimous view that the East Calder Health Centre premise cannot meet the current demands of the community it services. A strong message was presented by all stakeholder groups that a new build health centre is required to address not only the current challenges, but the significant and ongoing increased demand experienced in relation to extensive local house building and the associated population growth.

We would like thank all those who participated, and continue to participate, for their time and willingness to share their views. Their support in progressing this program has been invaluable and greatly appreciated.

## Key Themes Identified

- The **CURRENT BUILDING** is perceived as 'not fit for purpose' by all stakeholder groups. There is a clear message that a new build is not only desired, but required. It is also felt that this is "long overdue".
- The **CURRENT SITE LOCATION** is desirable due to its central location within the community.
- Improved **EXTERNAL ACCESS** was valued by all stakeholder groups as a key design ambition. Improved public transport links were requested as well as improved building access for deliveries or facilities services. The current access arrangements for emergency services, e.g. Ambulances, was perceived to be sub-par.
- Improved **INTERNAL ACCESS** was valued by all stakeholder groups as a key design ambition. Consideration should be given to size of entrances, corridors, waiting areas and toilets to accommodate people with additional needs, e.g. people with physical disabilities, frail elderly, families with children. Adequate lift facilities should be considered to ensure easy access beyond the ground floor.
- **PARKING** was highlighted as a current concern that is vital to address as part of a new build. Comments linked closely to external access comments and noted the extremely narrow access road as a significant challenge in its own right, adding further challenge to the existing parking issues. Reports also suggest a theme of community members using the car park inappropriately as a 'park and ride' facility due to the central location of the East Calder site, and would welcome consideration for addressing that concern as part of this project.



## Key Themes Identified (continued)



- Aspects of **BUILDING DESIGN** were proposed by a number of respondents. An overwhelming majority welcomed the proposal for a larger, more modern building. Many remained cautious of the recent Covid-19 pandemic, highlighting the need to maintain social distancing or to ensure external canopies are in place if reduced internal footfall is implemented. Future proofing was highlighted as a priority, with recommendations to consider how future expansions might be accommodated. Sustainability and Environmentally friendly aspects were supported which should consider the building and the surrounding green space. A generally pleasing aesthetic was welcomed with a hope to complement the village, the site, the neighbouring Partnership building and the surrounding green space.
- Dedicated **CHILD FRIENDLY AREAS** are seen as an essential design ambition. This should include clinical and non-clinical areas, and will benefit all by separating children from other waiting patients.
- The **SERVICE MODEL** should ensure that enough staff and rooms are available to provide the services required. Adequate space for staff was strongly supported whether for clinical, non-clinical or storage purposes. The importance of staff wellbeing was a recurrent theme. A desire for locally delivered services was conveyed and consideration for the inclusion of additional services was welcomed. Services should be delivered flexibly to accommodate the diverse range of patient groups in the local community. Multi-disciplinary team working was both expected and encouraged, as was the use of digital technologies and modern ways of working.
- Collaboration with **WEST LOTHIAN COUNCIL** was encouraged noting the inter-dependent roles with the HSCP in supporting community services.

## Section 3: Our Formal Engagement Event

West Lothian HSCP embarked on its public and staff consultations between 30 September and 6 November 2022. The survey was initially run until 30 October, however, it was extended by a week to accommodate additional responses.

The purpose of the engagement was to gather the views of the local community in relation to the design of the proposed new build East Calder Health Centre via online survey, postcards, groups discussion and interviews. The partnership proactively sought participation of hard-to-reach groups, such as carers, via targeted engagement.

**We want to hear from you!**

We are designing a new building for East Calder Health Centre and we need your feedback.  
By Sunday 30 October 2022.

To view our designs and take part in the survey please scan the QR code.

Visit [www.westlothianhscp.org.uk](http://www.westlothianhscp.org.uk)  
Or write to:  
West Lothian HSCP Communications  
Civic Centre Livingston EH54 6FF

West Lothian Health & Social Care Partnership  
[westlothianhscp.org.uk](http://westlothianhscp.org.uk)

NHS Lothian

West Lothian Council

The approach to engagement included:

- Identification of existing engagement initiatives which would also support this work. This included making use of current community and GP practice networks to promote the online consultation.
- Community meetings were organised and hosted by volunteers in order to gather as many views as possible from those who do not have access to the internet.

- Postcards were printed and distributed to East Calder Health Centre and other key venues in the East Calder community. Postcards were also distributed to all primary school parents via a school bag drop.
- Posters were distributed and hung up across the East Calder community, clearly showing both the web address of the survey, or alternatively allowing the public to scan a QR straight to the survey.
- West Lothian HSCP's website contained a page dedicated to the survey, which also allowed access to the online survey. It also hosted a video and PDF, which both outlined the proposed design of the new building. There was also information on how to procure a written version of the survey via post.
- The survey was supported on social media in order to encourage participation, including three posts per week on West Lothian HSCP's Twitter account.
- Articles were placed on NHS Lothian and West Lothian Council's intranet to support the staff survey.
- A media release was issued during this engagement and featured in the local press across the area.



## A New East Calder Health Centre

Proposed designs



## Section 4: Key Findings and Design Ambitions

### Current Building and Site

*"On a positive note, keeping the location within the village is good."*

Quote from member of the public



The **CURRENT BUILDING** is perceived as 'not fit for purpose' by all stakeholder groups. There is a clear message that a new build is not only desired, but required to deliver modernised primary care and community services. A number of stakeholders, across all groups, have described the provision of a new East Calder Health Centre as "long overdue".

Previous planning and engagement work was undertaken prior to the covid-19 pandemic, to consider the most appropriate site for the proposed new East Calder Health Centre. Additionally, a range of options were considered to manage the construction phase, if the current site was chosen.

An options appraisal determined the **EXISTING SITE** is the preferred option for a new Health Centre building in terms of availability, feasibility and public preference. It was proposed to develop the new build on the existing site in tandem with the existing premises. The options to demolish the current building, either wholly or in a phased way, were excluded as no suitable alternative was found to maintain service provision over the course of the construction.

*'Currently, the old building is not user friendly and is not reflective of a changing population which has an aging population and many new young families. The building is now old dated and does not reflect a holistic view of care that primary care should now be offering.'*

Quote from a member of the public

## Section 4: Key Findings and Design Ambitions

### Current Building and Site

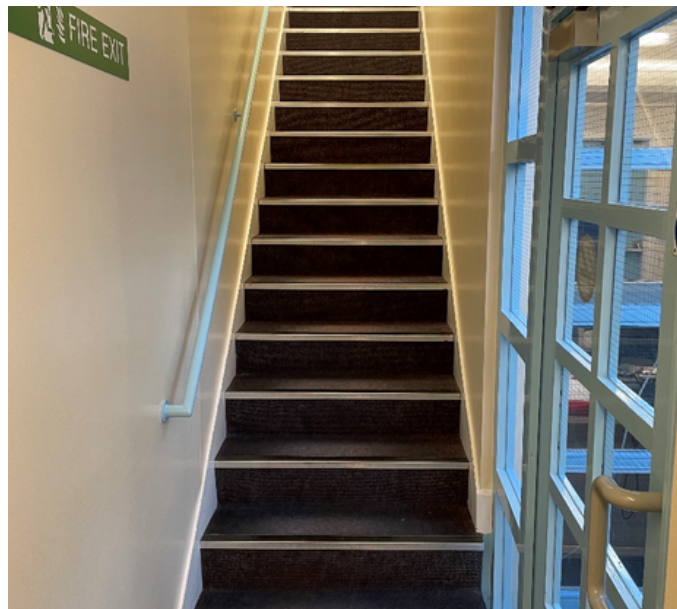
Stakeholders reported a number key themes related to the current building and site.

Improved **EXTERNAL ACCESS** was valued by all stakeholder groups as a key design ambition. The benefit of the central location and existing public transport links are recognised, however Improved public transport links were welcomed. Building access for deliveries or facilities services should be separate from that utilised by the public and staff. The current access arrangements for emergency services, e.g. Ambulances, was perceived to sub-par and was flagged as a priority by a number of stakeholder groups.

Improved **INTERNAL ACCESS** was valued by all stakeholder groups as a key design ambition. Consideration should be given to the size of entrances, corridors, waiting areas and toilets to accommodate people with additional needs, e.g. people with physical disabilities, frail elderly and families with children. Adequate lift facilities should be considered to ensure easy access beyond the ground floor.

*"The building appears to be a much bigger and purpose-built facility that is appropriate for the rapidly growing population of East Calder. The building appears to be spacious and welcoming which is a significant improvement on the current site which is falling into a state of disrepair."*

Quote from West Lothian  
HSCP staff member



*"Make sure that any lifts are large enough to accommodate people with mobility issues. Consider space for wheelchairs, full size prams, mobility scooters etc."*

Quote from member of the public

## Section 4: Key Findings and Design Ambitions

### Current Building and Site



*"It needs more parking - people visiting are unwell and may live a couple of miles or more away and due to their acute ill health need to be able to get straight to the surgery easily without worrying about finding a space."*

Quote from member of the public

*"Wondering what plans for current staff /patients parking is while new health centre is being constructed?"*

Quote from West Lothian  
HSCP staff member

PARKING was highlighted as a current concern that is vital to address as part of a new build. Comments linked closely to external access and noted the extremely narrow access road as a significant challenge in its own right, adding further challenge to the existing carparking issues. Reports also suggest a theme of community members using the car park inappropriately as a 'park and ride' facility due to the central location of the East Calder site, and would welcome consideration for addressing that concern as part of this project. Staffing groups welcomed consideration for inclusion of dedicated staff parking areas.

Concerns have been raised in relation to access and parking, specifically in relation to the construction phase of the program. The demarcated build site will consume the current rear car park and will significantly reduce the total parking capacity and potentially impair access to the surrounding green space. While understanding of inevitable challenges during the construction phase, respondents have asked that planning efforts continue to focus on limiting disruption as far as reasonably possible, and that West Lothian Council is engaged as part of this process.

## Section 4: Key Findings and Design Ambitions

### Design and Planning Ambitions

Various aspects of BUILDING DESIGN were proposed by a number of respondents. An overwhelming majority welcomed the proposal for a larger, more modern building to deliver the service requirements of an expanding population.

Many remained cautious of the recent Covid-19 pandemic and recognised that design should consider the limitation of any possible future impact. In particular, the ability to maintain social distancing was highlighted, along with the benefits of external canopies, allowing people to be sheltered outdoors if internal footfall is restricted.

Future proofing was highlighted as a priority by all stakeholder groups who reflected the focussed concern on the rapidly growing population. Along with modernisation of process and systems, there was a strong message to consider how physical site expansion might be facilitated in the future, and that current design planning should be cognisant of this.

*"It would be interesting to know that for the future if the building needed extended -where would it be added to."*

Quote from a West Lothian HSCP staff member

The implementation of environmentally friendly and sustainable solutions was welcomed. Consideration should be given to the use of solar panels and other environmentally friendly solutions. An expectation of compliance against all current building and service standards was conveyed. Furnishings should be practical, hard-wearing and wipeable for ease of cleaning. Financial governance and value for money also featured as themes within the feedback received.

*"Assume there are also sustainable features utilised throughout the design, such as solar power, recycling, greenery to reduce heating and carbon impact?"*

Quote from member of the public



## Section 4: Key Findings and Design Ambitions

### Design and Planning Ambitions

In considering the valuable surrounding community green space, a plea was made to ensure the building did not encroach onto the adjacent football pitch and also that the height of the building should be considered in terms of the potential impact of shading or simply viewing the outdoor space. It was suggested the use of a 'basement level' may be considered to reduce overall building height.

A generally pleasing aesthetic was welcomed with a hope to complement the village, the site, the neighbouring Partnership building and the surrounding green space.



Internally, respondents favoured a maximisation of space for waiting areas, corridors, clinical rooms and staff offices. People with disabilities, those who use walking aids and parents with prams were some of the patient groups highlighted to benefit from this.

*"Extra space for more consultants, nursing staff and other allied health professions which is great for the fast-increasing population in East Calder and the surrounding areas. Would improve capacity and patient quality care."*

Quote from West Lothian HSCP staff member

## Section 4: Key Findings and Design Ambitions

### Design and Planning Ambitions

Additionally, the number, location and size of the required internal lifts should be considered as the building will be over 2 levels and also needs to accommodate staff or community members with prams, equipment or baggage.

Rooms should be used flexibly where possible, with processes in place to maximise appropriate utilisation. Modernisation of systems should include virtual consultations, use of technology and any supporting digital options.

As such, the accommodation should enable these ways of working. It is noted that not all respondents completely favoured virtual consultations, and that face to face appointments are still valued by a significant proportion of the population. Patient choice was supported where possible.

**CHILD FRIENDLY AREAS** are considered vital for a number of reasons. Recommendations extend to clinical and non-clinical or waiting areas, and are deemed beneficial for children who are patients or merely accompanying adults. In addition to the benefits for children, the opportunity to separate children from other waiting patients was also viewed as a positive factor. Children will benefit from a number of services provided within East Calder Health Centre including Health Visitors, Midwives, Speech and Language Therapy and others. As such treatment areas should include the opportunity for 1:1 or group activities.

*"Is there room for small children to be occupied while waiting that is maybe not in the same space as some more vulnerable people or those with mobility issues?"*

Quote from member of the public

*"Please ensure some infection control friendly toys/wall puzzles that can keep young children occupied within a safe space."*

Quote from West Lothian HSCP staff member

## Section 4: Key Findings and Design Ambitions

### Design and Planning Ambitions



The SERVICE MODEL desired covered a wide range of aspects, primarily ensuring that enough staff and rooms are available to provide the services required. Adequate space for staff was strongly supported including office space or break areas, but also meeting rooms and storage. The importance of staff wellbeing was a recurrent theme. A desire for locally delivered services was conveyed and consideration for the inclusion of additional services was welcomed. It is vital to ensure services are flexibly delivered to accommodate the diverse range of patient groups and needs spanning the local community. Multi-disciplinary team working was both expected and encouraged, as was the use of digital technologies and modern ways of working.

Collaboration with WEST LOTHIAN COUNCIL was encouraged noting the inter-dependent roles with the HSCP in supporting community services.

*"I would expect the changing facilities to have shower facilities on site to allow active travel to and from the site for staff (cycling, running) as well as secure lockable covered bicycle storage."*

Quote from West Lothian  
HSCP staff member

*"Good facilities for staff are essential and having adequate staff to provide the services that may be possible is crucial and must be a priority."*

Quote from member of  
the public

## Section 4: Key Findings and Design Ambitions

### Service Model and Staffing

#### General Service Themes

There is a desire to provide services for all members of the community and where possible to keep those services local. Limiting unnecessary trips to hospital was mentioned as was the impact of rising travel costs and the cost of living generally.

Accessibility of services was reported as an important theme. In relation to accessing appointments, more availability in general was requested with recommendations to improve current methods of communication, in particular the telecommunications. The use of other electronic forms of communication was welcomed.

There was overwhelming support to have enough staff, with specifically Doctors being mentioned, to accommodate the increasing population size in relation to the previous and upcoming local house-building. A simple, functional building with adequate staff, was prioritised over a “fancy” new build.





## Section 4: Key Findings and Design Ambitions

### Service Model and Staffing



Clinical and non-clinical rooms should be used flexibly with processes in place to maximise utilisation.

Embracing virtual consultations was welcomed in some cases, with others promoting a return to face-to face appointments. Patient choice was supported, recognising a place for both methods depending on individual services or patient needs.

Further development of roles focussing on Health Promotion and Community Education was requested. There were requests for further development of social supports for citizens, for example to support people suffering from mental health conditions or people experiencing isolation.

Older people were highlighted as a significant and important section of the community. Consideration should be given to improve the accessibility for older people, recognising potential challenges with mobility, sight or hearing. Specific services for older people should be incorporated including regular health check-ups. Dementia and social isolation were highlighted as factors and recommendations for accessing 3rd sector supports was desirable.

## Section 4: Key Findings and Design Ambitions

### Service Model and Staffing

Wider incorporation of social prescribing and links to 3rd sector partners was sought to support relevant patient cohorts. Specific mention was given to people suffering from long-term conditions or for those impacted by mental health issues. Older people or those suffering from social isolation were also noted to benefit from such services.

### Staffing Facilities and Wellbeing

Support for increased staffing levels was noted from all stakeholder groups. Adequate staffing levels was seen as critical, not only to ensure safe and effective service delivery, but also to facilitate Staff Wellbeing. Recruitment and retention of staff is thought to improve when staffing levels, and other staff support mechanisms are in place. Benefits to productivity and reduction of clinical errors are also thought to be gained by implementing a culture of supporting and valuing staff. Building design is thought to contribute by providing appropriate space, facilities and equipment for staff to perform their role well, and as such, this will form a key priority for this program.

*"Also got to assume a new modern building will be equally well equipped and resourced to meet future needs and attract and retain quality staff."*

Quote from member of the public

Adequate staff toilets and changing areas should be in place, and should be cognisant of the needs of minority groups as appropriate. Showering facilities should be made available, allowing staff to jog or cycle to work should they choose.

Staff break facilities should be separate from working areas and appropriately furnished. Consideration should be given to a flexible design which can accommodate high-traffic break times or free up space for alternate use as required.

Staff should have access to appropriate clinical and office spaces, and be close to colleagues to promote multi-disciplinary team working.

## Section 4: Key Findings and Design Ambitions

### Staffing and Service Model

#### Reception and Waiting Areas

A welcoming entrance to the building was recommended, with processes to appropriately and efficiently direct citizens to the appropriate place. Consideration should be given to the management of services over two floors.

Consideration should be given to the proximity of GP's and secretaries as they have frequent daily interactions as well as the proximity of waiting areas to clinical rooms.

The focus on ease of attaining appointments was reiterated here. Modernisation of telecommunications and use of I.T. was supported. Online bookings and electronic check in systems were welcomed.



*"People may feel uncomfortable sitting so close to someone else."*

Quote from West Lothian HSCP staff member



## Section 4: Key Findings and Design Ambitions

### Staffing and Service Model



#### Clinical Services

Overwhelming support was received to ensure enough **MEDICAL STAFF** are in place to accommodate the increasing demand associated with population growth. Improved access to GPs was sought either into the evening or via greater use of home visits.

**NURSING** is seen as an essential service recognising the value of District Nursing, Practice Nursing and Advanced Nursing Practitioners. The use of nurse-led clinics to improve clinical capacity and accessibility for patients was welcomed. Increased storage capacity is requested, appropriately located for staff who primarily make home visits and frequently transfer equipment between their car and the site.

**TREATMENT ROOMS** should be adequately sized and be able to provide valuable minor procedures for patients including taking bloods, injections, dressings or removing stitches. The local delivery of these services was highlighted as of significant benefit to patients. Expansion or development of these services was welcomed.

## Section 4: Key Findings and Design Ambitions

### Services and Service Model

In-house PHARMACY services are desired, specifically with a request to include a dispensary for prescription only medications.

ALLIED HEALTH PROFESSIONALS (AHP's) are seen as a key element and increased staffing levels are desired. Specific resources to provide rehabilitation treatment, to assess activities of daily living and to facilitate staff training were requested. In addition to Physiotherapy and Occupational therapy services, Podiatry, Speech and Language therapy, Dietetics and Chiropody are also seen as beneficial.

MENTAL HEALTH and WELLBEING services are as hugely important. Access to onsite mental health specialists was sought, which should be complemented by 3rd sector partner organisations. A specific focus on drop-in accessibility is desirable. Provision of adult and child therapies was recommended, with inclusion of alternative, holistic therapies welcomed. Consideration of the building aesthetic to promote a calming environment was supported.

CHILD HEALTH SERVICES are a valuable group of services which should have facilities designed for children and families. A dedicated waiting area, baby change and toileting facilities were specifically desired for inclusion.

Development of MIDWIFERY services is recommended recognising the growing number of young families in the community. Development of MATERNITY and child health services is sought, with desire to include Pre-natal, ante-natal and post-natal classes along with support groups. More HEALTH VISITORS are sought to deliver child development and early years services.

A number of OTHER SERVICES were suggested for further development (if currently existing) or for implementation as additional services. These specialties did not feature as regularly in the feedback as the areas already mentioned but are included below for noting as desirable additions to the existing service model.

These specialties include Sexual Health, Women's Services, Men's Health, Blood Donation, Vaccination, Cardiology and 'Hosting' of Acute Out-patient clinics.



## Section 5: Participant demographics (public)



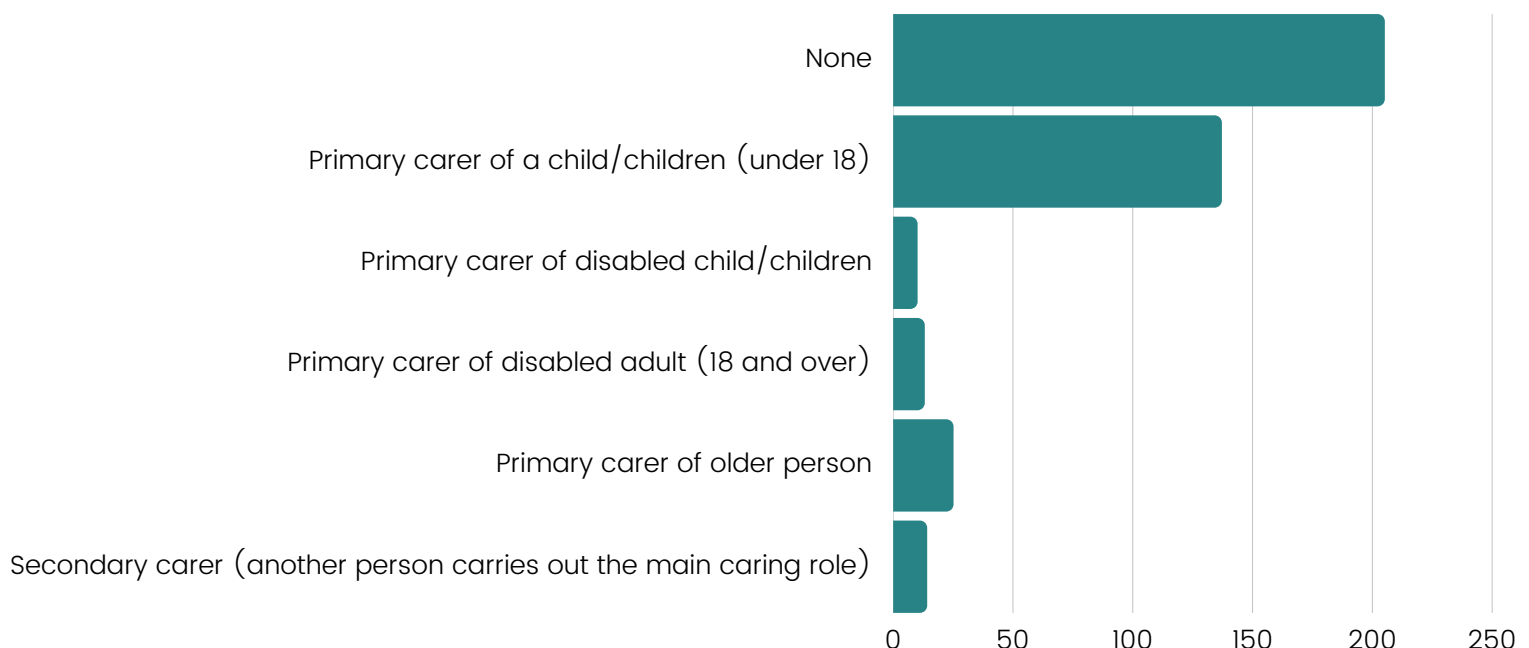
The following outlines a breakdown of the demographics of those who participated in the public survey. 642 people took part in the public survey. Those who took part were found to be:

- Mostly female
- White
- To cover a wide age range

West Lothian HSCP also surveyed whether those who took part had caring responsibilities and whether they were living with a disability.

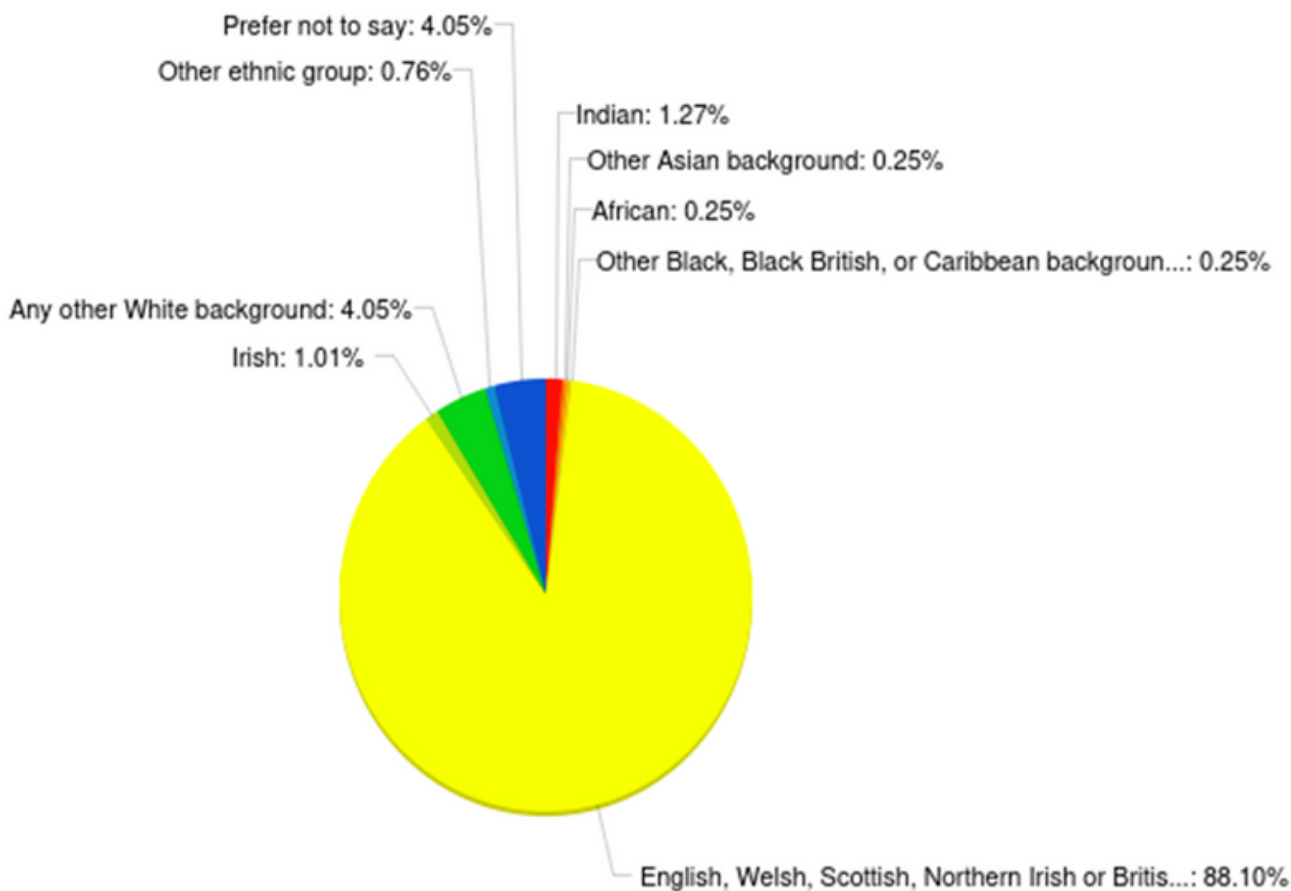
### Caring responsibilities

Do you have caring responsibilities? (338 participants responded)



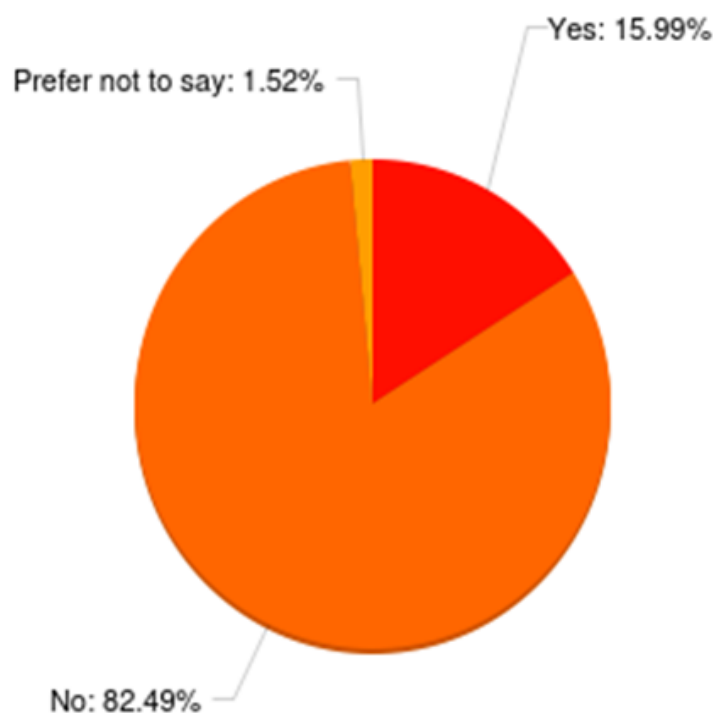
## Race or ethnicity

What is your race or ethnicity? (395 (85.8%) of participants responded)



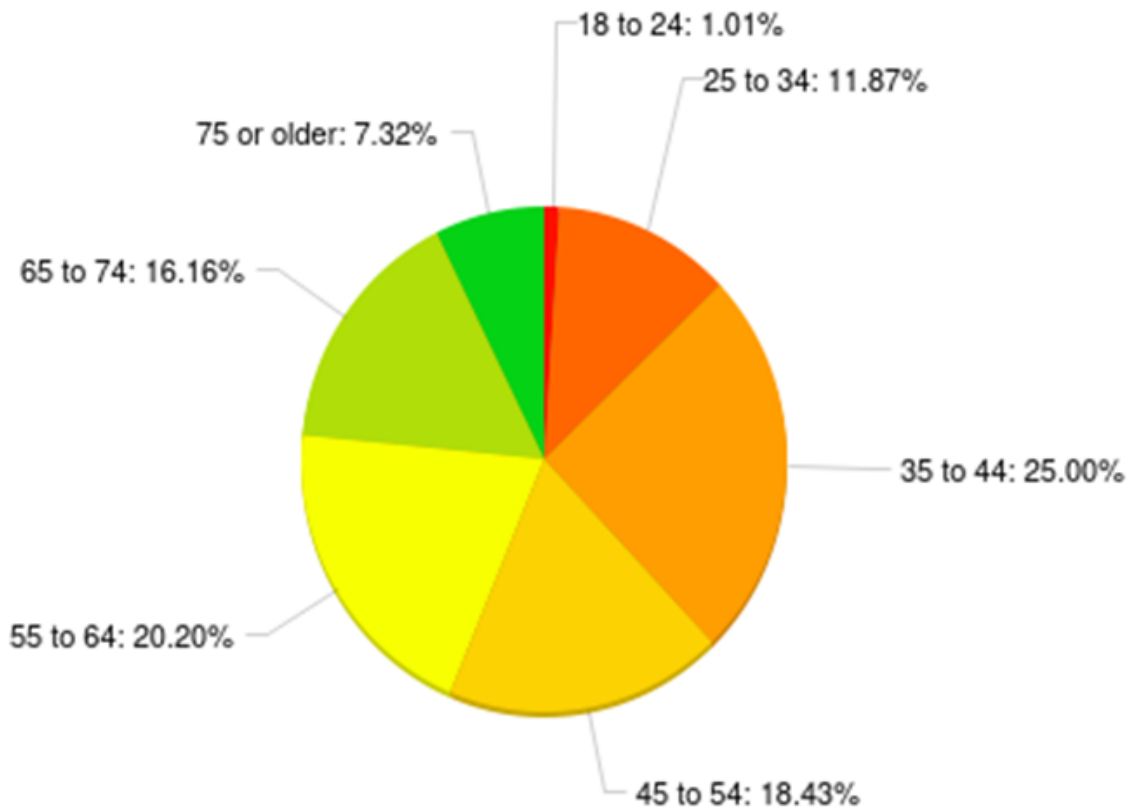
## Disability

Are you a person living with a disability?



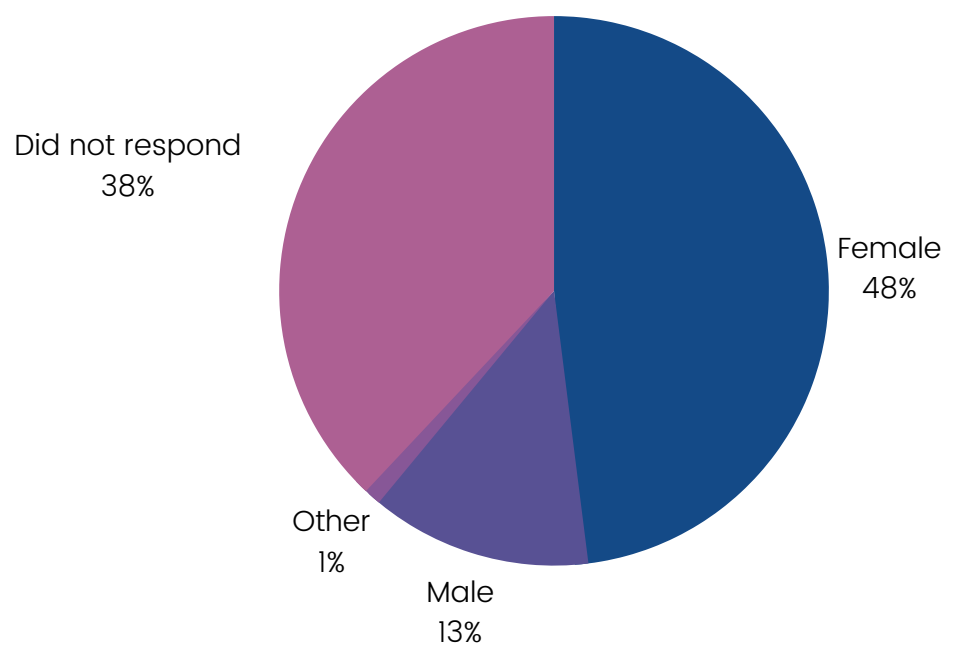
## Age

What is your age? (396 (86%) of participants responded)



## Gender

What is your gender?





## Section 6: Conclusion and Next Steps

East Calder Health Centre is an important asset to the local community. For many residents in East Calder and the surrounding area, it is within easy walking distance and accessible by public transport. It is particularly valued for its quality of service, its experienced staff and its location within the heart of the village.

Through undertaking this exercise, West Lothian HSCP has identified broad themes that are important to both the public and staff. It is clear that a new health centre is both welcome and necessary, and that the current premise at East Calder is no longer considered fit for purpose. The centre should stay on its current site and that the provision offered by the practice should be expanded from its current offering.

Although it may not be feasible for everything proposed in this document to be included in the final build, the proposals within this document are the aspirations of both the public and staff and what they would ideally like to see included in a new health centre.

The engagement and consultation findings presented in this report have provided a summary of feedback received from the public and staff survey.

This report has been prepared to inform the preparation of the final business case to be submitted to the Scottish Government. All subsequent reports on this matter will be shared with the public.

As West Lothian HSCP continues to finalise the business case over the coming months, ongoing communication with stakeholders will continue through the East Calder Health Centre Stakeholder Engagement Group.

## **General Data Protection Regulations(GDPR)**

In line with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, West Lothian Health and Social Care Partnership is fully committed to protecting the privacy of both the public and its staff.

We ensure the safe processing of personal data through strict guidelines for collection, storage and retention of information. Where appropriate, data sharing protocols are entered into and robust security measures are in place.

For more information on how we store our data please visit <https://org.nhslothian.scot/PublicRecords/Documents/Evidence/E03-02%20%20Information%20Governance%20Policy.pdf> or contact NHS Lothian's Data Protection Officer on [Information.governance@nhslothian.scot.nhs.uk](mailto:Information.governance@nhslothian.scot.nhs.uk)

### **West Lothian Health and Social Care Partnership**

West Lothian Civic Centre  
Howden South Road  
Livingston  
EH54 6FF