

Dunstable Integrated Health and Care Hub Survey

Public Consultation

Consultation
runs to
7 April
2019



Bedfordshire Clinical Commissioning Group (BCCG) is the NHS organisation that works locally to plan and fund NHS healthcare for the 450,000 people who live in Bedfordshire. This includes everything from primary care (i.e. GP practices) to hospital services, community health services and mental health services.

Consultation survey

What do you think about our proposal?

We would like to hear your views on a new integrated health and care hub in Dunstable town centre. We would like to understand any potential impacts of moving the three town centre practices into the hub and which additional services you would like to see delivered from the same location as GP services.

Please complete the following questionnaire to share your views. The questionnaire will remain open until midnight Sunday 7 April 2019. Full details of the consultation can be viewed at www.bedfordshireccg.nhs.uk/dunstablehub

In order to ensure full analysis of the answers please complete all questions.

Please tell us your views

1. Are you responding to this survey as

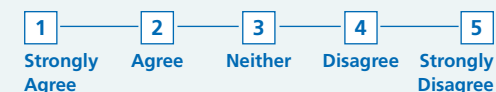
- ☐ A patient
- ☐ A carer/advocate for a patient
- ☐ Other (please specify)

2. Which GP surgery are you registered with?

- ☐ Caddington Surgery
- ☐ Eastgate Surgery
- ☐ Houghton Regis Medical Centre
- ☐ Kingsbury Court Surgery
- ☐ Kirby Road Surgery
- ☐ Priory Gardens Surgery
- ☐ Toddington Medical Centre
- ☐ West Street Surgery
- ☐ Wheatfield Surgery
- ☐ I am registered with a GP practice outside of Dunstable. (please specify)

An integrated health and care Hub brings together primary care (GP practices), mental health, community health and social care services, for all ages; potentially also alongside some voluntary and other council services.

3. How far do you agree or disagree with the aims of the integrated health and care Hub?



On a scale of 1-5, where 1 is strongly agree and 5 is strongly disagree, enter the most appropriate number in each of the boxes below.

- ☐ improve patient access, providing space for GP services to grow and take on new patients and extend opening times
- ☐ extend the services available to patients by providing minor surgery, and treatment for minor illnesses and injuries from the Hub, and a range of therapy services
- ☐ bring community, mental health and social care closer together to improve the range of services available to older people and those with disabilities and long-term conditions
- ☐ help to improve the wider health and wellbeing of local people, through more joined-up working across a spectrum of services.



4. When considering the new integrated health and care hub, which services do you think would be suitable to be delivered from the same location as GP services?

(Please tick all that apply)

- ☐ Mental Health Services
- ☐ Children's Health and Social Care Services
- ☐ Adult Social Care Services
- ☐ Community health services, e.g. foot health, speech and language therapy, physiotherapy and occupational therapy
- ☐ Services to support people with long-term conditions such as diabetes and chronic obstructive pulmonary disease (COPD)
- ☐ Services to support older people
- ☐ Extended minor surgery (under local anaesthetic)
- ☐ Voluntary sector services/charities – (please specify)

5. Do you agree that there will be benefits of having a range of health and social care services in the same facility?

- ☐ No
☐ Yes

6. If you are a patient of Kirby Road Surgery, Priory Gardens Surgery or West Street Surgery. How do you usually travel to the surgery? (Please tick all that apply)

If you are not registered at one of these 3 practices, please go to Question 7.

- ☐ Walk
- ☐ Car
- ☐ Bus
- ☐ Bike
- ☐ Taxi
- ☐ Dial-a-ride service
- ☐ Other (please specify)

7. How would you travel to the new integrated health and care Hub in the proposed location? (please tick all that apply)

- ☐ Walk
- ☐ Car
- ☐ Bus
- ☐ Bike
- ☐ Taxi
- ☐ Other (please specify)

- ☐ I don't know/not sure



8. Thinking about the proposed new location for an integrated health and care Hub. Do you consider you will be impacted if so please indicate how below?



On a scale of 1-3, where 1 is positively impacted and 3 is negatively impacted, enter the most appropriate number in each of the boxes below to indicate how you will be impacted by:

- ☐ Distance to travel
- ☐ Cost of travel
- ☐ Convenience of location

Are there any other impacts we need to consider?

9. Is there anything else we should take into consideration?

Comment

10. Please tell us your postcode?



In order to ensure full analysis of the answers please complete all questions.

About you

Bedfordshire Clinical Commissioning Group is committed to delivering excellent services but we can only do this if we understand our patients and their needs. We would be grateful if you could please tell us a little more about yourself to help us understand whether we have heard from a mix of people and to help us consider any consistent feelings that may be expressed by different groups. This section is not compulsory and your views will still be taken into account should you choose not to fill it in. All information will be kept strictly confidential and in accordance with the Data Protection Act and GDPR guidance.

11. What is your age?

- ☐ Under 18 years
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 to 84
- ☐ 85 or older
- ☐ Prefer not to say

12. Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No
- ☐ Rather not say

13. If you answered yes to Question 12, please specify the nature of disability (if you answered no, please leave this question blank).

- ☐ learning disability
- ☐ long-term mental health condition
- ☐ physical impairment
- ☐ blind/sight impairment
- ☐ Deaf or hearing impairment
- ☐ Other long term condition (please specify)



14. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Rather not say
- ☐ Other *(please specify)*

15. Are you currently pregnant, have given birth within the last two weeks, or on maternity leave?

- ☐ Yes
- ☐ No
- ☐ Rather not say/not applicable

16. Have you been through the process, or are considering, gender reassignment?

- ☐ Yes
- ☐ No
- ☐ Rather not say

17. What is your sexual orientation?

- ☐ Bisexual
- ☐ Gay woman
- ☐ Gay man
- ☐ Heterosexual/straight
- ☐ Rather not say
- ☐ Other *(please specify)*

18. Are you?

- ☐ Co-habiting
- ☐ In a civil partnership
- ☐ Married
- ☐ Single
- ☐ Widowed
- ☐ Rather not say/not applicable



19. What is your ethnic group?

White

- ☐ English/Welsh/Scottish/
Northern Irish/British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background
(write in)

Mixed/multiple ethnic groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed/multiple ethnic
background *(write in)*

Asian/Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background
(write in)



**Black /African/Caribbean/
Black British**

- ☐ African
- ☐ Caribbean
- ☐ Any other Black/African/Caribbean background (*write in*)

Other ethnic group

- ☐ Arab
- ☐ Any other ethnic group (*write in*)

20. What is your religion?

- ☐ No religion
- ☐ Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
- ☐ Buddhist
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Any other religion (*write in*)

Please complete this questionnaire to share your views or you can complete it online at www.bedfordshirecccg.nhs.uk/dunstablehub

The questionnaire will remain open until Sunday 7 April 2019.

Please return completed form to:

FREEPOST RTHL-GRGS-ZGCH
Suite 1
Bedfordshire Clinical Commissioning Group
Capability House
31 Wrest Park
Silsoe
MK45 4HR



Thank you for completing our survey.

If you would like to join Bedfordshire Clinical Commissioning Group's Public Membership Scheme and be invited to take part in other surveys, be updated on local services and attend events in relation to health services in Bedfordshire, please tick the box below. If you DO NOT want to be contacted, please leave this section blank.

- ☐ Please send me details of how I can register to receive information about other surveys and events in relation to health services in Bedfordshire.
- ☐ Please send me the results of this consultation only.
- ☐ No, I do not wish to be contacted.

Your Name

Your Email Address

Dunstable Integrated Health and Care Hub

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Bedfordshire Clinical Commissioning Group (BCCG) is the NHS organisation that works locally to plan and fund NHS healthcare for the 450,000 people who live in Bedfordshire. This includes everything from primary care (i.e. GP practices) to hospital services, community health services and mental health services.



Introduction

Demand for health and care services is increasing, as a result of our ageing and growing population, with many more people now living with long-term conditions such as heart disease and diabetes and requiring additional support from local services.

It is important that we plan to meet these demands now and for the future. Health and care services need to work together in partnership to meet the needs of local people, with a focus on helping people to access a wider range of services in their local communities to support their wellbeing.

Our approach to delivering this vision is through more joined-up working across services, with integrated health and care Hubs as a focal point for people accessing health and wellbeing services. People will be able to receive assessment, treatment and a wide range of support all in one place.

This consultation is asking for your views on the proposal to create an integrated health and care Hub in Dunstable town centre and particularly our proposal to move three GP practices into the Hub.

About this consultation

We have been working with the local GP surgeries, Central Bedfordshire Council and other partners on plans for an integrated health and care Hub in Dunstable. The Hub, in a town centre location, would provide extended care and support to the people of Dunstable and surrounding areas.

We would like your views on a proposal to move three GP practices to a new purpose built facility in Dunstable town centre and for your views around how the proposed Hub can best meet your health and social care needs.

The proposed Hub is part of an overall approach to deliver better care for local people through more joined-up working. The range of services expected to be delivered from the Hub will provide more integrated care across primary care (GP practices), mental health, community health and social care, for all ages. In addition, with an increased focus on improving wider health and wellbeing, it is likely that some Council, voluntary and charitable services will operate from within the Hub.

The aim of the integrated health and care Hub is to:

- improve patient access, providing space for GP services to grow and take on new patients and extend opening times;
- extend the services available to patients by providing minor surgery, and treatment for minor illnesses and injuries from the Hub and a range of therapy services;
- bring community, mental health and social care closer together to improve the range of services available to older people and those with disabilities and long-term conditions;
- help to improve the wider health and wellbeing of local people, through more joined-up working across a wide range of services.

Providing more services, particularly those currently available in hospital settings, in more local facilities will deliver more convenient access for patients and help to enable hospitals to focus on more complex care.

The idea is that the new Hub would include three of the current town centre practices and provide other health and social care facilities in the same building.



Our proposal

The proposal is to move the following three GP practices into a new Hub.

- Dr Hassan and Partners, Priory Gardens
- Dr Quartly and Partners, West Street Surgery
- Dr O'Toole and Partners, Kirby Road

There is potential for other GP practices to relocate at a later date, should they wish to do so.

People would continue to see their usual team of GPs and practice staff within the integrated facility. The new Hub would provide enough space for these practices to grow and register more people as the local population continues to grow.

This will help the practices to continue to improve services and provide high quality care to their patients.

Other relevant services would also be available in the Hub such as community health (e.g. therapy and nursing services), children's services, mental health and wellbeing services, social care services, and a range of specialist services previously only available in hospital. It is also expected that a range of lifestyle and wider wellbeing services will operate from within the facility, for example some Council and voluntary services.

These services would be available to all residents of Dunstable and the surrounding area.

It is intended that some services would be available during extended hours in the week and at weekends.

The plans for the Hub are at an early stage and we would like to understand what patients would like to see delivered from the new facility, so this can be incorporated into the final design.



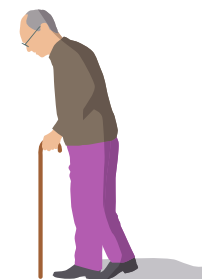
The case for change

There are a number of reasons why we believe local primary care services need to change. These include:

- **The growing population**
- **The ageing population**
- **The national and local focus on extending access to primary care**

The growing population

The number of people living in South Bedfordshire is set to grow significantly over the next two decades. As many as 43,000 new homes are planned in Central Bedfordshire by 2035. Central Bedfordshire Council has proposed a number of options for new housing locations in South Bedfordshire, including proposals for a significant number of new homes to the north and north-west of Dunstable and Houghton Regis. These plans could result in up to 12,500 new homes and 32,500 people to the area. The current practices in Dunstable and Houghton Regis do not have the capacity to provide for such a growth in population.



The ageing population

As the population grows, it is also anticipated that there will be a large increase in the number of people aged over 75. The population of over 75s in South Bedfordshire currently stands at approximately 9,000.

These demographic changes will create additional pressure on local health services and we need to respond by increasing capacity and the range of services available for people in Dunstable, Houghton Regis and the surrounding area.

Extending access to primary care

In line with the national strategy, we are committed to developing better, more patient focused primary care. This is central to our vision of improving people's health and wellbeing and reducing inequality in health provision. The development of a modern, purpose-built facility in Dunstable is integral to our plans to help us meet the increasing demand on services in the years ahead. In Dunstable, we also see such a major new health facility as a key part of the ongoing development of local health and social care services, and a wider approach to improving the health and wellbeing of local people.



Current local health provision

There are nine GP practices in Dunstable, Houghton Regis and the surrounding area. Five of these are based in Dunstable town centre, and provide a range of services for over 46,000 patients. These services include:

- Family medicine (comprehensive healthcare for people of all ages);
- Care and treatment of people with long-term conditions, including patients with mental health problems;
- Minor surgery;
- Immunisation and vaccination services;
- Screening, e.g. NHS Health Checks.

With increasing demand for primary care services and the constraints with space within current GP surgeries, it would not be possible to meet the demand without new facilities being built.

Location of the Integrated Health and Care Hub

It is proposed to build the new integrated health and care Hub in Dunstable on the open land behind GObowling. The exact nature and location of the building will be defined as we work through the planning and design process. Car parking requirements and public transport links will be taken into account as part of the planning for developing the facility.

What happens next?

This consultation is open until midnight on 7 April 2019.

Bedfordshire Clinical Commissioning Group and local health and care partners will carefully consider all the views and representations made and how they can be incorporated into the plans and service provision for a new Hub.

The intention is that the new integrated health and care Hub will be delivered by the end of 2021.

Once complete the results of this consultation will be available from the Bedfordshire Clinical Commissioning Group website.



What do you think about our proposal?

We would like to hear your views on a new integrated health and care Hub in Dunstable town centre. We would like to understand any potential impacts of moving the three town centre practices into the Hub and which additional services you would like to see delivered from the same location as GP services.



Please complete the questionnaire to share your views or you can complete it online at

www.bedfordshireccg.nhs.uk/dunstablehub



Bedfordshire Clinical Commissioning Group

NHS England

To patients registered with Dr O'Toole and Partners,
Kirby Road Surgery

Bedfordshire Clinical Commissioning Group
Capability House
Wrest Park
Bedfordshire
MK45 4HR

Tel: 01525 864405

Email: bedsccg.enquiries@nhs.net

Website: www.bedfordshireccg.nhs.uk

22nd February 2019

FOR ALL PATIENTS REGISTERED WITH DR O'TOOLE AND PARTNERS

Dear Patient(s),

This letter is for all those living at this address and registered as a patient at Kirby Road Surgery, Dunstable. Please share it with other members of your household if they are also registered at the surgery.

Future changes to GP services

We are writing to let you know that Bedfordshire Clinical Commissioning Group (BCCG) and NHS England are considering changes to GP services in Dunstable. The proposed changes would potentially affect three surgeries in the town centre, including Kirby Road Surgery. BCCG is launching a public consultation on the proposal and is seeking your views. The details of the changes and how they will affect you are explained below, along with how you can take part in the public consultation.

Integrated Health and Social Care Hub

BCCG and NHS England are committed to developing better, more patient-focused healthcare services. This is central to our vision to improve health and reduce inequality in health provision. As BCCG and NHS England are responsible for the commissioning and quality of GP services in Dunstable, we are planning to ensure the future healthcare needs of all residents in the town are met. To achieve this we are working with local GP surgeries, Central Bedfordshire Council and other partners on plans for a new Integrated Health and Care Hub in Dunstable town centre. It is proposed the Hub will be built on the open land behind GObowling.

This proposal would potentially see three GP practices, including Kirby Road Surgery, move into the new Integrated Health and Care Hub. In addition to providing enough space for these practices to grow, the modern facilities at the new Hub could provide many benefits to patients currently registered at Kirby Road Surgery. The proposed Hub is part of an overall approach to deliver better care for local people through more joined-up working between services.

Patient Benefits

Patients would be able to continue to see their usual team of GPs and practice staff within the new Hub. In addition, a range of other services are expected to be delivered from within the facility, to provide more integrated care across primary care (GP practices), mental health, community health and social care services, for all ages. In addition, with an increased focus on improving wider health and wellbeing, it is likely that some voluntary and charitable services and potentially other Council services could operate from within the Hub.

Bedfordshire Clinical Commissioning Group
NHS England

The intention is that the new Integrated Health and Care Hub will be open by the end of 2021. The final list of services to be delivered from within the Hub will be dependent on views from local patients, and the next stage of detailed planning. In the meantime, you will continue to access GP services at your GP surgery as normal.

Reasons for the changes

The population of Dunstable and the surrounding area is growing. Central Bedfordshire Council has proposed a number of options for new housing locations in South Bedfordshire, including proposals for a significant number of new homes to the north and north-west of Dunstable and Houghton Regis. These plans could result in up to 12,500 new homes and 32,500 people to the area. With the growth in population there is expected to be an increase in the number of people aged over 75, presenting further challenges to future healthcare provision.

The development of a modern, purpose-built facility in Dunstable is, we believe, essential to help us meet the increasing demand on services in the years ahead.

Public Consultation

BCCG is consulting patients from three GP practices located in Dunstable town centre and local residents on the **proposal** for a new Integrated Health and Care Hub. We would like to understand how the planned changes could potentially affect you and anyone else in your household who is registered at Kirby Road Surgery. We would also like to hear what new services you would like to see available at the new Hub. BCCG will carefully consider all of the views made on the proposal and how they can be incorporated into the plans and service provision for a new Hub.

To take part in the public consultation visit: www.bedfordshireccg.nhs.uk/dunstablehub where you will find full details of BCCG's proposal and a questionnaire. If you don't have a computer or access to the internet, printed copies of the consultation document and questionnaire can be requested from your surgery. The questionnaire will remain open until midnight on Sunday 7 April 2019.

BCCG is also planning a number of engagement events, where you will be able to share your views face to face. Details of these will be shared on the above website in the coming weeks.

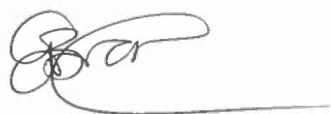
Once complete the results of this consultation will be considered by Bedfordshire Clinical Commissioning Group's Governing Body and published on our website in due course.

Yours faithfully,



Mike Thompson
Chief Operating Officer

Bedfordshire Clinical Commissioning Group



Georgie Brown
Locality Director, South

NHS England



Bedfordshire Clinical Commissioning Group

NHS England

Bedfordshire Clinical Commissioning Group
Capability House
Wrest Park
Bedfordshire
MK45 4HR

To patients registered with Dr Hassan and Partners,
Priory Gardens

Tel: 01525 864405

Email: bedsccg.enquiries@nhs.net

Website: www.bedfordshireccg.nhs.uk

22nd February 2019

FOR ALL PATIENTS REGISTERED WITH DR HASSAN AND PARTNERS

Dear Patient(s),

This letter is for all those living at this address and registered as a patient at Priory Gardens Surgery, Dunstable. Please share it with other members of your household if they are also registered at the surgery.

Future changes to GP services

We are writing to let you know that Bedfordshire Clinical Commissioning Group (BCCG) and NHS England are considering changes to GP services in Dunstable. The proposed changes would potentially affect three surgeries in the town centre, including Priory Gardens. BCCG is launching a public consultation on the proposal and is seeking your views. The details of the changes and how they will affect you are explained below, along with how you can take part in the public consultation.

Integrated Health and Social Care Hub

BCCG and NHS England are committed to developing better, more patient-focused healthcare services. This is central to our vision to improve health and reduce inequality in health provision. As BCCG and NHS England are responsible for the commissioning and quality of GP services in Dunstable, we are planning to ensure the future healthcare needs of all residents in the town are met. To achieve this we are working with local GP surgeries, Central Bedfordshire Council and other partners on plans for a new Integrated Health and Care Hub in Dunstable town centre. It is proposed the Hub will be built on the open land behind GObowling.

This proposal would potentially see three GP practices, including Priory Gardens, move into the new Integrated Health and Care Hub. In addition to providing enough space for these practices to grow, the modern facilities at the new Hub could provide many benefits to patients currently registered at Priory Gardens. The proposed Hub is part of an overall approach to deliver better care for local people through more joined-up working between services.

Patient Benefits

Patients would be able to continue to see their usual team of GPs and practice staff within the new Hub. In addition, a range of other services are expected to be delivered from within the facility, to provide more integrated care across primary care (GP practices), mental health, community health and social care services, for all ages. In addition, with an increased focus on improving wider health and wellbeing, it is likely that some voluntary and charitable services and potentially other Council services could operate from within the Hub.

The intention is that the new Integrated Health and Care Hub will be open by the end of 2021. The final list of services to be delivered from within the Hub will be dependent on views from local patients, and the next stage of detailed planning. In the meantime, you will continue to access GP services at your GP surgery as normal.

Reasons for the changes

The population of Dunstable and the surrounding area is growing. Central Bedfordshire Council has proposed a number of options for new housing locations in South Bedfordshire, including proposals for a significant number of new homes to the north and north-west of Dunstable and Houghton Regis. These plans could result in up to 12,500 new homes and 32,500 people to the area. With the growth in population there is expected to be an increase in the number of people aged over 75, presenting further challenges to future healthcare provision.

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Public Consultation

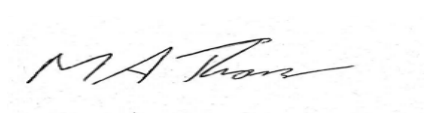
BCCG is consulting patients from three GP practices located in Dunstable town centre and local residents on the **proposal** for a new Integrated Health and Care Hub. We would like to understand how the planned changes could potentially affect you and anyone else in your household who is registered at Priory Gardens. We would also like to hear what new services you would like to see available at the new Hub. BCCG will carefully consider all of the views made on the proposal and how they can be incorporated into the plans and service provision for a new Hub.

To take part in the public consultation visit: www.bedfordshireccg.nhs.uk/dunstablehub where you will find full details of BCCG's proposal and a questionnaire. If you don't have a computer or access to the internet, printed copies of the consultation document and questionnaire can be requested from your surgery. The questionnaire will remain open until midnight on Sunday 7 April 2019.

BCCG is also planning a number of engagement events, where you will be able to share your views face to face. Details of these will be shared on the above website in the coming weeks.

Once complete the results of this consultation will be considered by Bedfordshire Clinical Commissioning Group's Governing Body and published on our website in due course.

Yours faithfully,



Mike Thompson
Chief Operating Officer

Bedfordshire Clinical Commissioning Group



Georgie Brown
Locality Director, South

NHS England



Bedfordshire Clinical Commissioning Group

NHS England

Bedfordshire Clinical Commissioning Group
Capability House
Wrest Park
Bedfordshire
MK45 4HR

To patients registered with Dr Quartly and Partners,
West Street Surgery

Tel: 01525 864405

Email: bedscg.enquiries@nhs.net

Website: www.bedfordshireccg.nhs.uk

22nd February 2019

FOR ALL PATIENTS REGISTERED WITH DR QUARTLY AND PARTNERS

Dear Patient(s),

This letter is for all those living at this address and registered as a patient at West Street Surgery, Dunstable. Please share it with other members of your household if they are also registered at the surgery.

Future changes to GP services

We are writing to let you know that Bedfordshire Clinical Commissioning Group (BCCG) and NHS England are considering changes to GP services in Dunstable. The proposed changes would potentially affect three surgeries in the town centre, including West Street Surgery. BCCG is launching a public consultation on the proposal and is seeking your views. The details of the changes and how they will affect you are explained below, along with how you can take part in the public consultation.

Integrated Health and Social Care Hub

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This proposal would potentially see three GP practices, including West Street Surgery, move into the new Integrated Health and Care Hub. In addition to providing enough space for these practices to grow, the modern facilities at the new Hub could provide many benefits to patients currently registered at West Street Surgery. The proposed Hub is part of an overall approach to deliver better care for local people through more joined-up working between services.

Patient Benefits

Patients would be able to continue to see their usual team of GPs and practice staff within the new Hub. In addition, a range of other services are expected to be delivered from within the facility, to provide more integrated care across primary care (GP practices), mental health, community health and social care services, for all ages. In addition, with an increased focus on improving wider health and wellbeing, it is likely that some voluntary and charitable services and potentially other Council services could operate from within the Hub.

Bedfordshire Clinical Commissioning Group
NHS England

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Reasons for the changes

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Public Consultation

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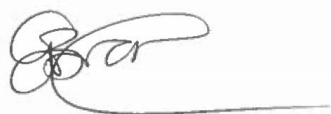
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Yours faithfully,



Mike Thompson
Chief Operating Officer






Bedfordshire Clinical Commissioning Group


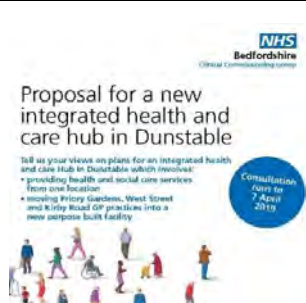











Georgie Brown
Locality Director, South









NHS England




Appendix D - Social Media Log







Date		Audience (Who)	Materials/Channels (How)	Activity	Impressions / Views	Engagements
01/03/2019	Twitter	Social Media	Do you live in or around Dunstable? Have your say on the proposed Health and Care Hub go to ow.ly/9ZR530nT56h for information and to take part in the survey #DunstableHub @letstalkcentral @CentralBeds	 Proposal for a new integrated health and care hub in Dunstable Tell us your views on plans for an integrated health and care hub in Dunstable which involves: • providing health and social care services from one location • moving Trinity Gardens, West Street and Kirby Road GP practices into a new purpose built facility 	1892 impressions	8 retweets / 3 Likes
01/03/2019	Facebook	Social Media	Do you live in or around Dunstable? Have your say on the proposed Health and Care Hub go to ow.ly/9ZR530nT56h for information and to take part in the survey #DunstableHub @letstalkcentral @CentralBeds	 Proposal for a new integrated health and care hub in Dunstable Tell us your views on plans for an integrated health and care hub in Dunstable which involves: • providing health and social care services from one location • moving Trinity Gardens, West Street and Kirby Road GP practices into a new purpose built facility 	1531 people reached	198 engagements
04/03/2019	Facebook	Social Media	Thank you to @AsdaDunstable for letting us speak to customers about the proposed Health and Care Hub for Dunstable #DunstableHub . To find out more and have your say go to http://ow.ly/4SBI50moiDw		321 people reached	22 engagements



04/03/2019	Twitter	Social Media	<p>Thank you to @AsdaDunstable for letting us speak to customers about the proposed Health and Care Hub for Dunstable #DunstableHub. To find out more and have your say go to ow.ly/8mgq50moiDv</p>		482 Impressions	2 retweets/ 1 Like
04/03/2019	Facebook	Social Media	<p>Are you interested in healthcare in Dunstable? Give your views on the proposals for a new Health and Care Hub. @DunstableTC @AboutDunstable</p>		430 people reached	29 engagements
04/03/2019	Twitter	Social Media	<p>Are you interested in healthcare in Dunstable? Give your views on the proposals for a new Health and Care Hub. ow.ly/fIPm50mxFRC @DunstableTC @AboutDunstable</p>		1272 impressions	3 retweets

05/03/2019	Facebook	Social Media	Do you live in or around Dunstable? Join us to find out more about the proposal to build a Health and Care Hub for Dunstable. We will be holding two patient and resident drop-in events; Thursday 14 March 2019 10.30am - 1.00pm Thursday 21 March 2019 4:30pm - 7:30pm at The Methodist Church, Ashton Square, Dunstable Or give us your views via the questionnaire at http://ow.ly/ad6550mxNa5 #DunstableHub	 Proposal for a new integrated health and care hub in Dunstable Tell us your views on plans for an integrated health and care hub in Dunstable which involves: • providing health and social care services from one location • moving Priory Gardens, West Street and King Road GP practices into a new purpose built facility Consultation runs to April 2019 	767 people reached	61 engagements
05/03/2019	Twitter	Social Media	Do you live in or around Dunstable? Join us to find out more about proposals for a Health and Care Hub for Dunstable. We are holding two patient/resident drop-in events. For details visit ow.ly/8Bm750my8Dy @AboutDunstable @DunstableTC #DunstableHub	 Proposal for a new integrated health and care hub in Dunstable Tell us your views on plans for an integrated health and care hub in Dunstable which involves: • providing health and social care services from one location • moving Priory Gardens, West Street and King Road GP practices into a new purpose built facility Consultation runs to 7 April 2019 	242 impressions	
06/03/2019	Twitter	Social Media	Are you interested in healthcare in Dunstable? Have you seen the proposal for the new health and care hub? Please join us at one of our drop-in events to find out more, or complete the survey online at ow.ly/4vpp30nWyHr @letstalkcentral @KingHenryFirst	 Proposal for new Dunstable Health and Care Hub Join us at our patient and resident drop-in events on: Thursday 14 March 2019 10.30am - 1.00pm Thursday 21 March 2019 4.30pm - 7.30pm The drop-ins will be held at: Epworth Hall, The Methodist Church Ashton Square, Dunstable, LU8 3BN 	1210	5 retweets / 3 Likes
06/03/2019	Facebook	Social Media	Are you interested in healthcare in Dunstable? Have you seen the proposal for the new health and care hub? Please join us at one of our drop-in events to find out more, or complete the survey online at http://ow.ly/4vpp30nWyHr	 Proposal for new Dunstable Health and Care Hub Join us at our patient and resident drop-in events on: Thursday 14 March 2019 10.30am - 1.00pm Thursday 21 March 2019 4.30pm - 7.30pm The drop-ins will be held at: Epworth Hall, The Methodist Church Ashton Square, Dunstable, LU8 3BN 	164 people reached	

08/03/2019	Twitter	Social Media	Do you live in Dunstable and the surrounding area? Are you interested in the proposal for a Health and Care Hub? Join us to find our more at our drop-in events or complete the survey at ow.ly/H6AU30nYt4O #DunstableHub @AboutDunstable @nctdunstable @DunstableEvents	 <p>Proposal for new Dunstable Health and Care Hub</p> <p>Join us at our patient and resident drop-in events on: Thursday 14 March 2019 10.30am - 1.00pm Thursday 21 March 2019 4.30pm - 7.30pm</p> <p>The drop-ins will be held at: Epworth Hall, The Methodist Church Ashdon Square, Dunstable, LU6 3SN</p> 	806 impressions	1 retweet
08/03/2019	Facebook	Social Media	Do you live in Dunstable and the surrounding area? Are you interested in the proposal for a Health and Care Hub? Join us to find our more at our drop-in events or complete the survey at http://ow.ly/H6AU30nYt4O #DunstableHub	 <p>Proposal for new Dunstable Health and Care Hub</p> <p>Join us at our patient and resident drop-in events on: Thursday 14 March 2019 10.30am - 1.00pm Thursday 21 March 2019 4.30pm - 7.30pm</p> <p>The drop-ins will be held at: Epworth Hall, The Methodist Church Ashdon Square, Dunstable, LU6 3SN</p> 	342 people reached	9 engagements
13/03/2019	Twitter	Social Media	Do you live in Dunstable and the surrounding area? Are you interested in the proposal for a Health and Care Hub? Join us to find our more at our drop-in events or complete the survey at ow.ly/6T8830o1XNm #DunstableHub @AboutDunstable @DunstableEvents @KingHenryFirst	 <p>Proposal for new Dunstable Health and Care Hub</p> <p>Join us at our patient and resident drop-in events on: Thursday 14 March 2019 10.30am - 1.00pm Thursday 21 March 2019 4.30pm - 7.30pm</p> <p>The drop-ins will be held at: Epworth Hall, The Methodist Church Ashdon Square, Dunstable, LU6 3SN</p> 	1210 impressions	5 retweets / 3 Likes
13/03/2019	Facebook	Social Media	Do you live in Dunstable and the surrounding area? Are you interested in the proposal for a Health and Care Hub? Join us to find our more at our drop-in events or complete the survey at http://ow.ly/6T8830o1XNm #DunstableHub	 <p>Proposal for new Dunstable Health and Care Hub</p> <p>Join us at our patient and resident drop-in events on: Thursday 14 March 2019 10.30am - 1.00pm Thursday 21 March 2019 4.30pm - 7.30pm</p> <p>The drop-ins will be held at: Epworth Hall, The Methodist Church Ashdon Square, Dunstable, LU6 3SN</p> 	3192 reached	156 engagements

15/03/2019	BCCG Website	Website	https://www.bedfordshireccg.nhs.uk/news/?story_id=1194&id=3710&area_id=116		Feb 2019 - 848 page views - 579 unique views	
15/03/2019	Dunstable Today website	Website	Have your say on Dunstable health hub plans https://www.dunstabletoday.co.uk/news/health/have-your-say-on-dunstable-health-hub-plans-1-8853546			
15/03/2019	Facebook	Social Media	We attended this morning's Creasey Park Toddler Group to speak to parents and carers about the proposed Dunstable Integrated Health and Care Hub. Follow this link to have your say - http://ow.ly/NvTz30o3BBn		544 people reached	26 engagements
15/03/2019	Twitter	Social Media	We attended this morning's Creasey Park Toddler Group to speak to parents and carers about the proposed Dunstable Integrated Health and Care Hub. Follow this link to have your say - ow.ly/NvTz30o3BBn		589 impressions	
19/03/2019	Twitter	Social Media	Do you live in Dunstable and the surrounding area? Are you interested in the proposal for a Health and Care Hub? Join us to find out more at our drop-in event this Thursday or complete the survey at ow.ly/UXRw30o6vpx #DunstableHub @AboutDunstable @DunstableTC pic.twitter.com/0EYL4apYKC		745 impressions	

19/03/2019	Facebook	Social Media	Do you live in Dunstable and the surrounding area? Are you interested in the proposal for a Health and Care Hub? Join us to find out more at our drop-in event this Thursday or complete the survey at ow.ly/UXRw30o6vpX #DunstableHub	 <p>Proposal for new Dunstable Health and Care Hub</p> <p>Join us at our patient and resident drop-in event on:</p> <p>Thursday 21 March 2019 4.30pm - 7.30pm</p> <p>The drop-in will be held at: Epworth Hall, The Methodist Church Ashton Square, Dunstable, LU6 3SN</p> 	383 people reached	19 engagements
21/03/2019	Facebook	Social Media	Thank you to the Creasey Park Lunch Club for Over 55s. We visited them this afternoon to discuss the proposed Dunstable Integrated Health and Care Hub. Follow this link to have your say - http://ow.ly/NvTz30o3BBn DunstableTownCouncil		308 people reached	21 engagements
21/03/2019	Twitter	Social Media	Thank you to the Creasey Park Lunch Club for Over 55s. We visited them this afternoon to discuss the proposed Dunstable Integrated Health and Care Hub. Follow this link to have your say - ow.ly/NvTz30o3BBn @DunstableTC		966 impressions	1 retweet / 5 likes
25/03/2019	Twitter	Social Media	Do you live in Dunstable and the surrounding area? Are you interested in the proposal for a Health and Care Hub? Share your views in the survey which closes on the 7 April 2019 ow.ly/6T8830o1XNm #DunstableHub @AboutDunstable @DunstableEvents @KingHenryFirst pic.twitter.com/FeBl3Q4ihq	 <p>Proposal for a new integrated health and care hub in Dunstable</p> <p>Tell us your views on plans for an integrated health and care hub in Dunstable which involves:</p> <ul style="list-style-type: none"> providing health and social care services from one location moving Priory Gardens, West Street and Kings Road GP practices into a new purpose built facility <p>Consultation runs to 7 April 2019</p> 	630 impressions	1 retweet

25/03/2019	Facebook	Social Media	<p>Do you live in Dunstable and the surrounding area? Are you interested in the proposal for a Health and Care Hub? Share your views via the survey which closes on the 7 April 2019</p> <p>ow.ly/6T8830o1XNm #DunstableHub</p>	 <p>Proposal for a new integrated health and care hub in Dunstable</p> <p>Tell us your views on plans for an integrated health and care hub in Dunstable which involves:</p> <ul style="list-style-type: none"> providing health and social care services from one location moving Priory Gardens, West Street and King Road GP practices into a new purpose built facility <p>Consultation ends on 7 April 2019</p> 	71 people reached	3 engagements
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Engagement Log - Dunstable Hub Consultation

Date		Stakeholders (Who)	Audience (Who)	Materials/Channels (How)	Activity
08/02/19	Consultation launched on website with links to the survey	Public	Public	Website	Web page live
22/02/19	Letter sent to patient households at Kirby Rd, Priory Gardens and West St surgeries	Patients	Patients	Post	Patient letter providing information on the proposal of the Hub, sent out 22/02/19 to 25/02/19
22/02/19	Emailed Hub posters	MP, Dunstable area Parish and Town Councillors, OSC	Stakeholders	Email	Printed poster inc. link to online consultation questionnaire
25/02/19	Mailed out Hub posters	Pharmacies, Citizens Advice, post offices, children's centres, leisure and community centres, care homes	Public	Post	Electronic version of poster inc. link to online consultation questionnaire
26/02/19	Emailed Hub posters	Engagement contacts, charities & voluntary organisations, Healthwatch, parish newsletters	Stakeholder contacts and public	Email	Poster includes link to online consultation questionnaire
27/02/19	Stand - Sainsbury's, Luton Rd, Dunstable	Practices	Patients	Engagement Event	Met with approx. 150 members of the public to highlight the Hub and questionnaire
01/03/19	Delivered Consultation Documents, surveys and posters to Kirby Rd, Priory Gardens and West St practices	Patients	Patients	Consultation Documents, Surveys and Posters	For patients to collect and to be promoted in waiting rooms
27/02/19	Dropped off posters and leaflets at Houghton Regis Library	Public	General public	Library community display board and table	Note: unable to use the main Dunstable Library (closed until 30/5/19)
01/03/19	Questionnaire requests	Public	General public	Post	Posted freepost questionnaires to 6 members of the public on 28/2/19 and 1/3/19
01/03/19	Stand - Asda, Court Drive, Dunstable	Public	General public	Engagement Event	Met with approx. 200 members of the public to highlight the Hub and promote the questionnaire
04/03/19	Emailed 9 x GP surgeries with waiting room screen to promote Hub drop-in sessions	Practices	Patients	Email	Highlighting the venue, dates and times


Media
Engagement
Online, Website, Email
Distribution

Key

Online/website/email
 Social media
 Media
 Engagement
 Distribution

Date		Stakeholders (Who)	Audience (Who)	Materials/Channels (How)	Activity
06/03/19	Stand - Dunstable South Children's Centre Music Makers session	Parents	Parents	Engagement Event	Met with approx. 20 members of the public, plus Centre staff, and left posters, leaflets and questionnaires for visitors to the Centre
06/03/19	Consultation documents provided to St Marys Catholic Primary School	Parents	Parents	Consultation documents	25 documents provided to staff to make available to parents and guardians.
06/03/19	Delivered Consultation Documents to St Augustines Academy, Dunstable and Downside Pre-school, Dunstable	Parents / Young Families	Parents / Young Families / Primary School Age	Consultation documents	25 documents provided for each location for staff to make available to parents and guardians.
07/03/19	Emailed 16 x pharmacies with screen slide to promote Hub drop-in sessions	Pharmacies	General public	Email	Highlighting the venue, dates and times
08/03/19	Meeting - Central Bedfordshire Council	Council	Council	Engagement Event	Discussed joint communications opportunities
09/03/19	Carer's Café, Houghton Regis Day Centre, Parkside Drive, LU5 5QN	Carers	Carers	Engagement Event	Provided leaflets and questionnaires to Carers in beds who hosts the session
12/03/19	Meeting with Older people's coffee morning, Dunstable Town Council, Grove Corner, 76 High St North, LU6 1NF - 10:00 to 12:00	Older people	Older people	Engagement Events	Presented overview of the Hub and gave assistance in completing surveys to approx. 15 people
12/03/19	Meeting with Socialeyze, Dunstable Town Council, Grove Corner, 76 High St North, LU6 1NF - 12:00 to 14:00	Socialeyze	Visually impaired	Engagement Events	Presented overview of the Hub and gave assistance in completing surveys to approx. 15 people
12/03/19	Delivered Consultation Documents to Central Bedfordshire Customer Service Offices, Watling House, Dunstable	Patients and general public	Older people General Public	Consultation documents	150 documents provided to be made available to residents.
14/03/19	Morning/lunchtime drop-in session - Methodist Church, Ashton Square, Dunstable	Patients and general public	Older people General Public	Engagement Event	Held in Epworth Hall, Met with approx. 27 members of the public
15/03/19	Parent & Toddler Stay and Play Group, Creasey Park	Parents	Older people General Public	Engagement Event	Met with approx. 20 parents and staff

Key

 Online/website/email
  Social media
  Media
  Engagement
  Distribution

Date		Stakeholders (Who)	Audience (Who)	Materials/Channels (How)	Activity
15/03/19	Hub press release issued	Media	Media	Press release	Coverage includes: https://www.dunstabletoday.co.uk/news/health/have-your-say-on-dunstable-health-hub-plans-1-8853546
19/03/19	Baby Maestros Group, Dunstable South Children's Centre, Oakwood Ave, LU5 4AS	Parents	Parents	Engagement Event	Met with approx. 15 parents of babies under 12 months of age.
21/03/19	Stand - Asda, Court Drive, Dunstable	Public	Public	Engagement Event	Met with approx. 105 members of the public to highlight the Hub and promote the questionnaire
21/03/19	Over 55s Lunch Club, Creasey Park Drive, LU6 1BB	Public	Older people	Engagement Event	Met with approx. 25 guests over 55 yrs of age.
21/03/19	Evening drop-in session - Methodist Church, Ashton Square, Dunstable, LU6 3SN	Patients and general public	General public	Engagement Event	Held at Epworth Hall. Met with approx. 50 members of the public.
25/03/19	Good Companions Club (over 75s), Becroft Community Centre, Westfield Rd, Dunstable, LU6 1DL	Older people	General public	Engagement Event	Met with 21 guests over 75 yrs of age.

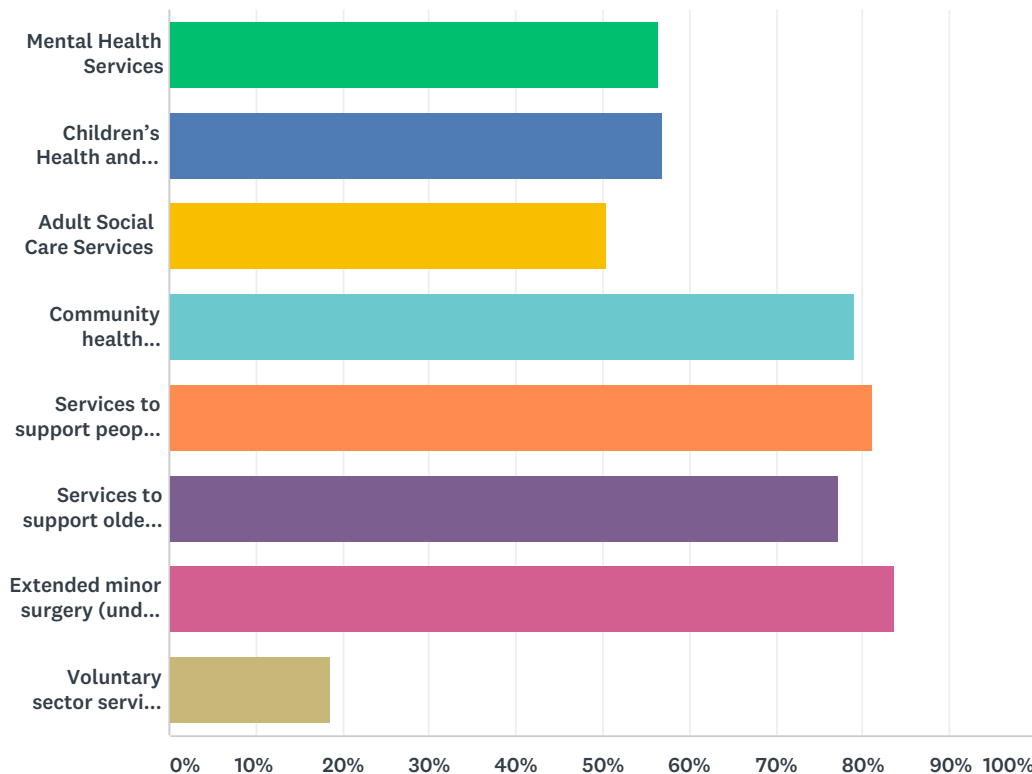
Media

Key

Online/website/email
 Social media
 Media
 Engagement
 Distribution

Q4 When considering the new integrated health and care hub, which services do you think would be suitable to be delivered from the same location as GP services? Please tick all that apply.

Answered: 982 Skipped: 63



ANSWER CHOICES		RESPONSES	
Mental Health Services		56.52%	555
Children's Health and Social Care Services		56.82%	558
Adult Social Care Services		50.51%	496
Community health services, e.g. foot health, speech and language therapy, physiotherapy and occupational therapy		79.02%	776
Services to support people with long-term conditions such as diabetes and chronic obstructive pulmonary disease (COPD)		81.16%	797
Services to support older people		77.19%	758
Extended minor surgery (under local anaesthetic)		83.60%	821
Voluntary sector services / charities – please specify		18.64%	183
Total Respondents: 982			

#	VOLUNTARY SECTOR SERVICES / CHARITIES – PLEASE SPECIFY	DATE
1	Cancer Support MacMillan Nurse perhaps once a week and a person to talk to if you lose your husband or wife, I found it frustrating that I couldn't go to Keech to talk to someone	4/16/2019 10:15 AM
2	Mental Hlth/L&D Autism Beds - Should have representation for children/adults with special needs	4/11/2019 4:25 PM

3	Cancer Support	Cancer Support Surgeries	4/11/2019 4:18 PM
4	Mental Hlth/L&D	Support for Older people M.I.N.D AGE UK	4/11/2019 2:27 PM
5	Support for Older people	Age UK Food Bank	4/9/2019 3:44 PM
6	Misc Negative	A new GP FOR 32, 000 new h9omes being built in North East Dunstable, and leave GP services in South West Dunstable	4/8/2019 11:59 AM
7	Mental Hlth/L&D	All those involved with the health & wellbeing of patients eg Mind, Women's Aid.	4/7/2019 10:50 PM
8	Cancer Support	Sexual Health Services A screening section which is used for std screening, prostate and colon cancer screening, smear tests etc. This needs to be something that people can easily access with opening hours that are outside of usual working hours.	4/7/2019 8:46 PM
9	Cancer Support	Macmillan nurses, Rennie Grove Hospice Care	4/6/2019 10:46 AM
10	not required / at GP	These services at West Street	4/5/2019 3:45 PM
11	N/A	.	4/5/2019 3:38 PM
12	Misc Positive	It would be convenient for the GP to be able to refer someone to an organisation/therapist who is based in the same location.	4/5/2019 3:34 PM
13	not required / at GP	All of these services should be separate from the GP service. Why not open a hub to deal with them separate from the surgery	4/5/2019 3:15 PM
14	not required / at GP	@ West Street Surgery	4/4/2019 4:20 PM
15	Hearing Clinics	It would be good to have deaf clinic with BSL interposers as well this will reduce Mtl in deaf adults	4/4/2019 3:03 PM
16	N/A	No comment made	4/4/2019 2:28 PM
17	N/A	No comment given	4/4/2019 12:56 PM
18	Addiction services	Sexual Health Services Sexual health services Addiction services	4/3/2019 8:55 PM
19	N/A	.	4/3/2019 3:24 PM
20	MISC	More doctors	4/3/2019 2:32 PM
21	N/A	n/a	4/3/2019 2:30 PM
22	Citizens Advice	Citizen advice	4/3/2019 2:04 PM
23	not required / at GP	I don't feel it is necessary to have all these services under one roof. Quality of service is more important.	4/3/2019 12:19 PM
24	N/A	.	4/3/2019 11:34 AM
25	N/A	.	4/3/2019 11:24 AM
26	not required / at GP	None of the above	4/1/2019 5:43 PM
27	Community/Charity	Hearing Clinics Specific support groups e.e. "Action on hearing loss" Crowns & Colitis UK	4/1/2019 3:49 PM
28	not required / at GP	None I believe these are two totally different areas for Health Care. GP Surgeries should be for Primary Healthcare, and the other services can be centrally located in the HUB. The GP Surgeries should be local where patients have lease of access and within walking distance, even if disabled.	3/30/2019 2:43 PM
29	not required / at GP	I believe the current services are best delivered at the existing GP Surgeries, these large integrated services do not provide the advantages put forward. The GP Surgeries are best suited to the delivery of patient requirements. Whenever they are combined with all these other Services the general NHS Doctor patient breaks down. Why not look at Leighton Buzzard were this has been tied out it has totally failed , I suggest you look at the Web Sites and social media and the enormous level of complaints.	3/30/2019 1:55 PM
30	N/A	none specified	3/28/2019 5:43 PM
31	Sight Loss Support	Support for Older people Sight Concern Age UK	3/28/2019 4:58 PM
32	not required / at GP	None of the above - they need to be separate practices	3/28/2019 4:44 PM
33	N/A	No comment made	3/28/2019 4:16 PM

34	N/A	No comment made	3/28/2019 4:14 PM		
35	N/A	No comment	3/28/2019 2:50 PM		
36	Hearing Clinics	Sight Loss Support	Eye clinic services; Hearing aid services	3/27/2019 9:14 PM	
37	Hearing Clinics	Sight Loss Support	Eye clinic services. Basic hearing aid services.	3/27/2019 9:00 PM	
38	N/A	N/A	3/27/2019 11:13 AM		
39	N/A	n/a	3/27/2019 11:05 AM		
40	Mental Hlth/L&D	How about Autism beds being included?	3/26/2019 10:19 PM		
41	Support for Carers	Carers in Bedfordshire	3/26/2019 2:21 PM		
42	Cancer Support	Community/Charity	Cancer M.Sclerosis Parkinsons Plus any others Heath related charities	3/24/2019 4:38 PM	
43	MISC	Minor surgery should still be carried out in hospital - just my opinion	3/24/2019 10:19 AM		
44	Cancer Support	Community/Charity	Support for Carers	Carer support Health conditions charities eg. McMillan cancer, Crohns and colitis UK, diabetes UK etc	3/23/2019 12:03 AM
45	Cancer Support	Cancer charities etc	3/22/2019 10:48 AM		
46	blood tests	Blood Tests have to go to Arndale Luton very inconvenient	3/22/2019 10:19 AM		
47	Support for Older people	Age UK	3/21/2019 5:01 PM		
48	N/A	n/a	3/21/2019 4:59 PM		
49	Dementia Services	Support for Older people	Age uk Alzheimer's	3/21/2019 3:06 PM	
50	MISC	Body scan	3/21/2019 12:00 PM		
51	Misc Positive	I assumed the idea of the Hub was to have all these things in one place.	3/20/2019 11:03 PM		
52	Community/Charity	Mental Hlth/L&D	Social prescribing people from charities; MIND; Advice sources.	3/20/2019 3:00 PM	
53	N/A	?	3/20/2019 1:41 PM		
54	Cancer Support	Support for Older people	MacMillan, Age Concern and other charities that can give advice to patients and their families.	3/20/2019 11:58 AM	
55	N/A	n/a	3/20/2019 10:34 AM		
56	Citizens Advice	Community/Charity	Advice agencies support e.g. counselling advocacy services	3/19/2019 3:51 PM	
57	N/A	n/a	3/19/2019 3:43 PM		
58	N/A	N/A	3/19/2019 3:18 PM		
59	N/A	n/a	3/19/2019 3:07 PM		
60	N/A	N/A	3/19/2019 3:01 PM		
61	Community/Charity	Homestart Befriends	3/19/2019 11:57 AM		
62	MISC	While all these seem suitable I wonder whether there would be enough space available for these as well as 3 busy GP surgeries with an increasing population.	3/19/2019 11:25 AM		
63	Mental Hlth/L&D	Support for Older people	MIND Age Concern	3/19/2019 11:23 AM	
64	Citizens Advice	Citizens advisory bureau	3/18/2019 3:31 PM		
65	N/A	ok	3/18/2019 8:50 AM		
66	Community/Charity	British Thyroid Foundation Menopause support British Heart Foundation	3/17/2019 8:21 PM		
67	Dementia Services	Support for Older people	Alzheimer's Society, Age UK	3/17/2019 1:54 PM	
68	Misc Negative	Uncertain whether a large Health centre would be suitable to meet the needs of those with mental health issues as they can become agitated / concerned by large numbers in the waiting rooms etc and need a quieter atmosphere to enable them to access the support they need.	3/16/2019 8:07 PM		

69	Misc Positive I believe all these services would benefit from being in one place as this would save money from only paying for one building, & having centralised computer services, along with keeping medical supplies centralised thus reducing the amount of stock kept i.e. one central location rather than three. My only reservations are, will there be sufficient properly trained staff to carry out these functions? is there a possibility that as they are all in one place if one dept. is not busy would they be expected to carry out other duties in areas they are not trained for(dangerous), will there be enough parking for all these people plus their patients. Will centralising the three surgeries result in redundancies i.e. receptionists / office staff	3/16/2019 1:44 PM
70	Misc Negative By moving so much GP access to an area difficult to get to, no improvement is likely . South West Dunstable should be given easier access	3/14/2019 12:27 PM
71	Mental Hlth/L&D Reclaim Life (Talking therapies)	3/14/2019 12:00 PM
72	Misc Negative Better facilities should be considered for SW Dunstable stop making it more difficult to access out doctor by moving to central	3/14/2019 11:30 AM
73	N/A No comment	3/14/2019 9:04 AM
74	N/A As stated above	3/14/2019 4:10 AM
75	N/A N	3/13/2019 11:27 PM
76	blood tests Blood tests	3/13/2019 10:46 PM
77	MISC If you are going to put things together, everybody needs to be accommodated	3/13/2019 10:11 PM
78	Misc Negative Not sure adult care and mental health services should be in the and place you have sick children or elderly people.	3/13/2019 9:20 PM
79	blood tests blood tests	3/13/2019 9:05 PM
80	Mental Hlth/L&D Mental health desperate?	3/13/2019 9:00 PM
81	Misc Positive Having all the services in one place is a good idea, but it will mean that those people who already have problems accessing this service will struggle even more. I can see that having all the services in a hub will also help to keep cost down managing one building rather than a number of buildings, but it will require GP and other medical staff numbers to remain the same as a minimum or increase.	3/13/2019 8:49 PM
82	Citizens Advice CAB	3/13/2019 8:30 PM
83	N/A The un ticked should be kept separate as many people are still very private about utilising these services.	3/13/2019 8:15 PM
84	Misc Positive The more services the better as it will help eliviate queues etc at the local hospital	3/13/2019 7:55 PM
85	Misc Positive To have everything in one place will be good as long as plenty of parking, free!	3/13/2019 7:36 PM
86	Misc Negative Misc Positive I personally think services above unmarked would/may be beneficial in the same place i.e. hub , I'm not however keen on having GP surgeries in hub, believe for convenience of accessibility, no overcrowding and familiarity of environment GP surgeries should stay where they are.	3/13/2019 4:23 PM
87	Mental Hlth/L&D Autism Beds	3/13/2019 4:11 PM
88	Cancer Support Support for Older people Age UK Carers charities Dementia charities charities which offer palliative care and support for people/families coping with life limiting conditions	3/13/2019 3:05 PM
89	Dementia Services Support for Carers Support groups for relatives of dementia/alzheimer patients etc	3/12/2019 4:47 PM
90	Misc Positive Any that need the space	3/11/2019 8:52 PM
91	Misc Negative but also parking and access. the new hub is being panned for the busiest part of Dunstable, which already que's for much of the time. Also the shared space is confusing if you not used to it and when you feeling ill you more likely to have an accident.	3/11/2019 5:28 PM
92	Mental Hlth/L&D Mental Health Support	3/11/2019 4:58 PM
93	Cancer Support Keech Hospice Care	3/11/2019 4:31 PM
94	N/A .	3/10/2019 7:51 PM

95	Community/Charity	Support groups; organisations that raise awareness and provide more information (experts by experience); advocacy services including Healthwatch and PALS; organisations that would be included under "social prescription"	3/10/2019 12:53 PM
96	Mental Hlth/L&D	Bereavement services. Counselling.	3/10/2019 12:10 PM
97	Support for Older people	Age UK, Citizen's Advice, health related charities	3/9/2019 2:27 PM
98	Community/Charity	Support for Older people Age UK and other leading charities	3/9/2019 12:49 AM
99	Mental Hlth/L&D	MIND and other wellbeing related services	3/8/2019 7:27 PM
100	Mental Hlth/L&D	Mental health charities Sports/activities clubs	3/8/2019 1:07 PM
101	Misc Positive	These are the services I think would be suitable	3/7/2019 7:01 PM
102	N/A	Nothing to add	3/7/2019 4:20 PM
103	N/A	None	3/7/2019 4:03 PM
104	not required / at GP	It is fine as it is	3/7/2019 3:43 PM
105	Community/Charity	There are lots of community groups that could provide prevention services which will save the NHS money in the long run	3/7/2019 1:09 PM
106	Misc Negative	Should be in the town centre	3/7/2019 8:41 AM
107	N/A	Ok	3/5/2019 11:21 PM
108	Misc Positive	I think providing more services in hubs I the community in a prominent location will improve general wellbeing.	3/5/2019 10:22 PM
109	Misc Negative	Kirby Road already has this. It will be a disaster if it is moved to the hub. Council always seems to break what is not broken. Look at the roads fiasco. Mixing unwell people all together is the most stupid think and only the morons in the council could possibly think it will be an improvement. We are ripped of by parking charges as it is in Dunstable and this will just further line the pockets of private land owners for parking and so called Parking Charge Notices where people go a little over time or entered slightly the wrong car number. Disaster. But council do not give a thought to any of this. Disgusting.	3/5/2019 1:54 PM
110	Citizens Advice	finance help ie salvation army & CAB	3/5/2019 11:02 AM
111	Misc Positive	Local services have improved in areas of the country where this has been tried.	3/5/2019 10:17 AM
112	blood tests	Concentrate on services that restrict hospital visits and the public will support. Blood tests are key to save people travelling to the Luton Arndale	3/4/2019 8:15 PM
113	Misc Positive	Good to have all these under one roof.	3/4/2019 7:11 PM
114	Community/Charity	Access to those charties or informational access to those charities that are applicable to health, safety and welfare, for the young, the middle aged and the aged.	3/4/2019 1:29 PM
115	Support for Carers	Support for Older people Any organisation that supports the elderly who are so often isolated and without help. Also provide support the the carers of the elderly.	3/4/2019 10:32 AM
116	Hearing Clinics	Tinnitus clinic	3/4/2019 10:07 AM
117	blood tests	blood tests should be taken at the hub not have to go all the way to the Arndell Luton. I for one like many others in my age group can not get there, that has been taken further away from the people of Dunstable and surrounding villages I for one have to do without a b t	3/3/2019 4:09 PM
118	Support for Older people	AGE UK	3/3/2019 2:13 PM
119	Support for Older people	AGE UK	3/3/2019 2:09 PM
120	Support for Older people	AGE UK	3/3/2019 2:07 PM
121	MISC	Also longer GP hours	3/3/2019 12:55 PM
122	Misc Positive	Cafeteria for those with a long wait.	3/3/2019 12:12 PM
123	Misc Positive	It will be great if it comes about in my lifetime	3/3/2019 12:09 PM
124	Cancer Support	MacMillan Details of local cancer support groups	3/2/2019 8:58 PM
125	Citizens Advice	Advice agencies	3/2/2019 7:57 PM

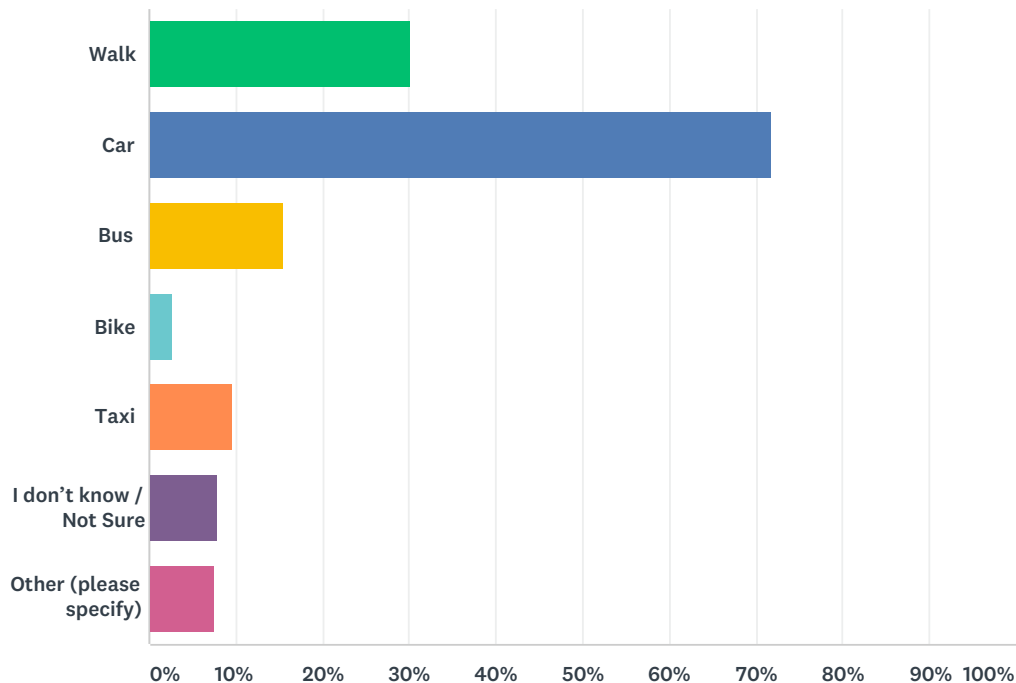
126	Sexual Health Services	Sexual health clinic	3/2/2019 7:23 PM
127	not required / at GP	I do not want this hub to be built in the centre of Dunstable.	3/2/2019 6:04 PM
128	Misc Positive	All good ideas	3/2/2019 5:25 PM
129	Misc Negative	Health and Social does need to be provided for effectively. I'm not sure that providing a separate building for it will be effective. Surely costs will be higher?	3/2/2019 1:51 PM
130	Misc Negative	I do not feel that combining and having one surgery for all will help in any way, the hospital in one place for all and struggles to cope with the expected demand. How is a one hub centre going to do any better	3/2/2019 1:42 PM
131	blood tests	Blood testing	3/2/2019 1:26 PM
132	Support for Older people	Support for elderly	3/2/2019 1:25 PM
133	Mental Hlth/L&D	Support for Older people Age Concern MIND Help the Aged et al	3/2/2019 1:12 PM
134	N/A	N/a	3/2/2019 12:46 PM
135	N/A	L	3/2/2019 12:38 PM
136	blood tests	Blood tests	3/2/2019 12:35 PM
137	Misc Positive	Any situation where all aspects of a persons care are under one roof must be a positive. This should mean more joined up thinking and less pressure on the L& D	3/2/2019 12:28 PM
138	Mental Hlth/L&D	Special Needs Charities.	3/2/2019 12:12 PM
139	Addiction services	Those that could help with addiction of any sort.	3/2/2019 10:55 AM
140	Hearing Clinics	hearing / tinnitus sessions	3/1/2019 10:17 PM
141	not required / at GP	i would prefer separate GP with none of theses services involved .Why cant you leave the GP surgeries alone and build a unit for everything else . The infrastructure for this town is dire !!! i lts not a "Hub " we want its a Hospital that is managed correctly is what is truly needed !!!!!	3/1/2019 5:28 PM
142	Misc Positive	Everyone must must need one of the mentioned therefore I can't See any reason to disapprove	3/1/2019 1:16 PM
143	Community/Charity	Help for lonely and people of non English speaking origins. Integrate toddler activies with senior citizen's ctivities.	3/1/2019 12:52 PM
144	MISC	Victims support	3/1/2019 12:37 PM
145	Cancer Support	Hospice care	3/1/2019 11:35 AM
146	MISC	Will there be enough doctors and health care staff to meet the high numbers requiring the services.	3/1/2019 11:31 AM
147	Cancer Support	Support for Older people age UK advice macmillan advice	3/1/2019 10:52 AM
148	Citizens Advice	CAB and any other suitable services	3/1/2019 9:33 AM
149	Cancer Support	Cancer support	3/1/2019 8:09 AM
150	Community/Charity	Any health support offered by charities would be a good fit as well	3/1/2019 7:00 AM
151	Misc Negative	I do not agree childrens mental health should be in the sand department as adult. This is ridiculous.	3/1/2019 4:32 AM
152	Misc Positive	Hopefully will make actually getting to seeds doctor easier	3/1/2019 12:36 AM
153	Misc Positive	All of the above	3/1/2019 12:09 AM
154	Misc Positive	All of the above please so that we can reduce the confusion of trying to access multiple services.	3/1/2019 12:04 AM
155	Mental Hlth/L&D	Support for Carers Support for Older people Elderly tea mornings etc Carer services - eg disability resource centre desk Mind charity office or etc DEFINITELYa government benefit helpdesk, there is an incredible dearth of help in Dunstable on this subject.	2/28/2019 5:17 PM
156	N/A	.	2/28/2019 4:55 PM
157	Misc Positive	I have always been in favour of this project since its early proposal	2/28/2019 4:12 PM

158	MISC	A INSTORE PHARMACY	2/28/2019 1:47 PM
159	Mental Hlth/L&D	Samaritans Noah	2/28/2019 1:45 PM
160	Citizens Advice	Citizens Advice outreach	2/28/2019 1:15 PM
161	Community/Charity	4 me it's a great idea with in walking distance, having been at west street surgery some 50 plus years, but excuse the snigger cos when we moved from west to east dunstable was told by dr Cro that we may have change to sergery in the new area cos nhs regs. May be the wrong place to leave above sorry. Must have charities on site as the likes of Houghton Helpers with help for patients transport etc. & other like other organisations, & illnesses close to my heart are metal that are served very weakly in the Dunstable area to put it politely	2/28/2019 12:20 PM
162	Mental Hlth/L&D	The Samaritans	2/28/2019 10:27 AM
163	Addiction services	An example would be alcoholic meetings and drug abuse clinics	2/28/2019 1:36 AM
164	Misc Positive	More cohesion between services the better	2/27/2019 9:24 PM
165	MISC	Providing infrastructure (e.g. parking / transport etc.) can accommodate volumes	2/27/2019 8:46 PM
166	not required / at GP	I like where I am at Kirby road it is easy to get to	2/27/2019 8:39 PM
167	N/A	None	2/27/2019 8:09 PM
168	Misc Positive	Good idea to intigrate	2/27/2019 7:41 PM
169	blood tests	A blood test service is important to be in the same setting.	2/27/2019 6:38 PM
170	Misc Positive	Holistic	2/27/2019 5:31 PM
171	Community/Charity	Mental Hlth/L&D Charities who support children and those with disabilities	2/27/2019 4:20 PM
172	Cancer Support	Marie Curie nurses - end of life service.	2/27/2019 4:00 PM
173	Misc Negative	Unfortunately I have had first hand experience of an area that created a 'hub'. Whilst in theory the concept seems a logical step forward, in reality it just doesn't work. On average it takes 27mins to get through on the telephone; there were supposed to be 10 telephonists engaged for the purposes of dealing with all the calls coming to one central point, this never happened. When someone needs to be urgently seen the doctor is never the same one and consistency of care is lost and consequently each doctor asks the same questions to make an assessment but this is not based on having seen the patient on the previous visit and therefore they have no idea if the patient is 'a little brighter' etc. I strongly recommend this system is NOT adopted here.	2/27/2019 3:51 PM
174	MISC	Economy of scale in terms of concentrating services in a hub. BUT staffing levels need to be considered carefully so hat having a Hub does not lead to a diminution of the services currently provided in the individual surgeries.	2/27/2019 3:44 PM
175	Misc Positive	I think it's a great idea a little coffee shop would be nice	2/27/2019 3:38 PM
176	MISC	This would also need to be properly catered for in the respect of transport for patients that do not live in the town. In Whipsnade buses are far and few between and in some case without a car if the bus fails to turn up as in the winter this happens quite a bit then patients would not be able to get to the hub. So will the local council be prepared to make sure that the villages would be covered by a decent bus route and regular times even if only a small bus to cater for up to 24 passengers which would make running the buses more cost effective, we have trouble trying to get to west street surgery with the buses already so this would have to be set up properly to suit surgery appointments.	2/27/2019 2:11 PM
177	Citizens Advice	Community/Charity Support for Older people Help the aged, Citizens advice Red Cross or charity where you can hire mobility/ bathing/cooking aids. Children s young person's charities. Debt Advisory service	2/27/2019 2:11 PM
178	Misc Negative	I feel this is an unnecessary waste of money.	2/27/2019 1:33 PM
179	MISC	Health related issues only	2/27/2019 1:17 PM
180	Misc Positive	Those supporting the services above	2/26/2019 8:55 AM
181	Community/Charity	A space for our local community charities to showcase social and well-being opportunities.	2/20/2019 12:51 PM
182	Misc Positive	All of the above	2/14/2019 10:13 PM

183	<div>Misc Positive</div> what ever you can fit into a local hub will be beneficial as practices do not currently have enough space	2/13/2019 12:37 PM
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Q7 How would you travel to the new integrated health and care Hub in the proposed location? Please tick all that apply.

Answered: 1,035 Skipped: 10



ANSWER CHOICES	RESPONSES	
Walk	30.14%	312
Car	71.69%	742
Bus	15.46%	160
Bike	2.71%	28
Taxi	9.66%	100
I don't know / Not Sure	7.92%	82
Other (please specify)	7.44%	77
Total Respondents: 1,035		

#	OTHER (PLEASE SPECIFY)	DATE
1	MISC If i was well enough	4/16/2019 4:20 PM
2	Public Transport req Would be great to provide a bus route for this new hub	4/16/2019 10:10 AM
3	Parking - neg Presumably parking will be 0on a meter with a high tariff	4/11/2019 4:25 PM
4	Parking - neg If parking available	4/11/2019 2:22 PM
5	Lift/other vehicle Dial a ride	4/10/2019 11:07 AM
6	Public Transport req In 2 years i may not be running a car. It would mean 2 buses for me fromhome to the hub. Not ideal if not well	4/8/2019 4:05 PM

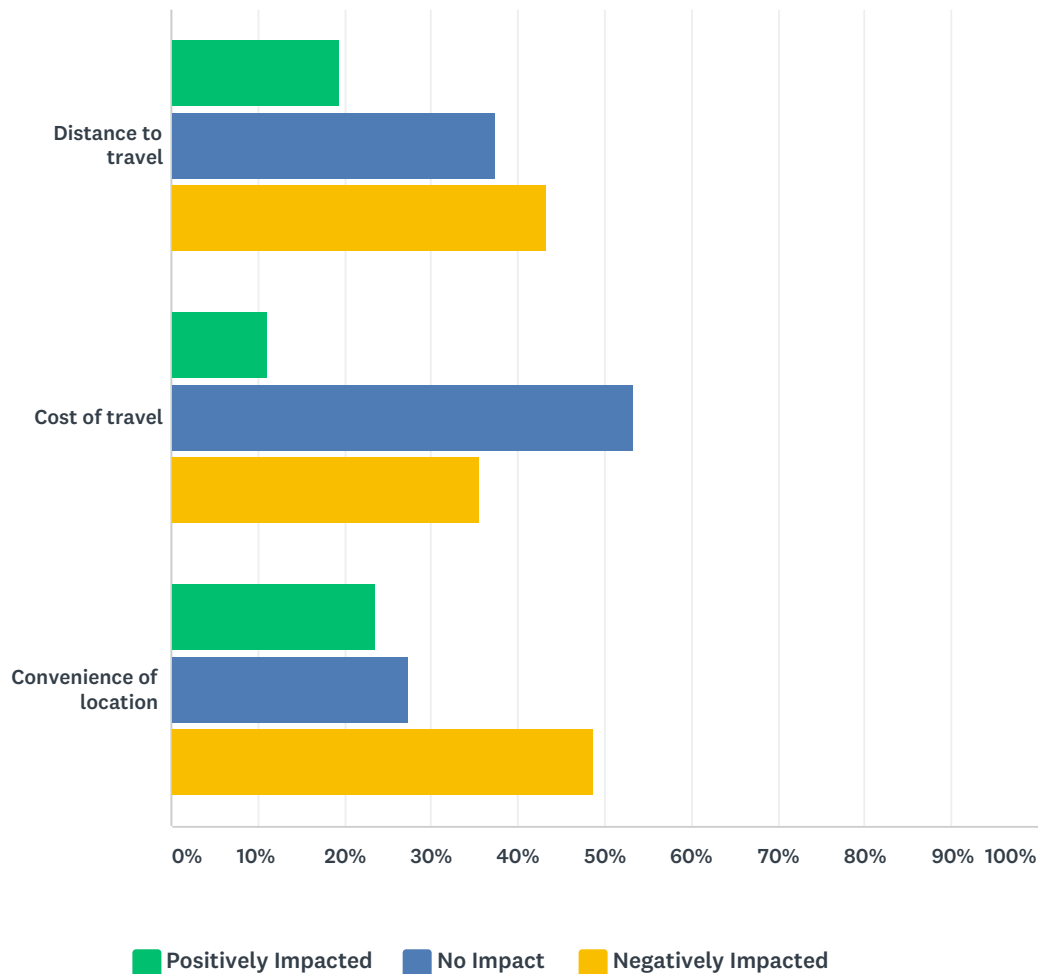
7	too far to walk The walk could be too far, couldnt travel by car as it would take too long andt more pressure on the roads	4/8/2019 3:30 PM
8	too far to walk Walking is a problem to this new hub as it will be a lot longer distance and especially on bad weather days, this means i might have to ask for a doctor or nurse to be called out at my home if i am feeling so unwell.	4/8/2019 3:01 PM
9	Parking - neg There will be inadequate parking spaces as site is shaared with leisure centre library and theatre	4/8/2019 11:59 AM
10	Public Transport req too far to walk We have no buses and it is too far to walk there and back	4/8/2019 11:46 AM
11	not accessible i would not be able to get there	4/7/2019 10:39 PM
12	not accessible i would not be able to get there	4/7/2019 9:56 PM
13	Parking - neg Public Transport req Depends on bus luck availalbe and parking facilities	4/5/2019 4:22 PM
14	Lift/other vehicle Public Transport req As my wife and I are close to 80 years old we may need to use a taxi all the time as there is no bus to take us	4/5/2019 3:31 PM
15	Lift/other vehicle If it was now i qould drive myself. In the future who knows. But from Toddington difficult.	4/5/2019 3:25 PM
16	MISC If still able by the time the new service is available	4/4/2019 4:14 PM
17	Public Transport req No buses go to proposed hub centre from south Dunstable	4/4/2019 2:38 PM
18	Parking - neg Public Transport req Would depend on roads/parking bus service developed	4/4/2019 12:48 PM
19	Lift/other vehicle Car while able	4/3/2019 2:14 PM
20	Parking - neg parking	4/3/2019 1:47 PM
21	MISC ?	4/3/2019 12:07 PM
22	not accessible Dont care to travel to that part of Dunstable. Way out of of my range.	4/3/2019 11:57 AM
23	MISC Will I be able to clsaime back taxi fare?	4/3/2019 11:29 AM
24	not accessible How will I get there? I can't walk there it is too far. There is no bus.	4/2/2019 1:46 PM
25	Lift/other vehicle If unable to walk I would need a taxi	4/1/2019 3:49 PM
26	Public Transport req No buses to proposed hiub from Dunstable	4/1/2019 2:41 PM
27	Public Transport req Byus to town centre then walk only 1 bus per hour	4/1/2019 2:01 PM
28	Lift/other vehicle Try to get a lift	4/1/2019 1:58 PM
29	not accessible Public Transport req As aging walking a problem - no bus service from muy area to proposed location	4/1/2019 12:25 PM
30	Mobility Scooter Mobility Scooter	4/1/2019 12:00 PM
31	MISC It would depend on how ill I was. Mostly I would walk.	4/1/2019 11:36 AM
32	Lift/other vehicle Van	4/1/2019 11:36 AM
33	Public Transport req too far to walk Too far to walk at intended location. Local bus NR34 does not go (to ASDA) close to intended location. I have a car but do not drive in town centres	4/1/2019 11:28 AM
34	Parking - neg If I do have on occasions use my car i have free parking, bet that will not be the case at the proposed HUB!!!	3/30/2019 2:43 PM
35	Public Transport req too far to walk By bus but the service is so infrequent and it is too far to walk	3/29/2019 11:05 AM
36	Public Transport req With difficulty. Difficult car access public transport impossible cannot afford taxis	3/28/2019 4:44 PM
37	Public Transport req would use bus if bus sevice served the south western quadrant to this area it does not	3/28/2019 4:40 PM
38	Public Transport req No bus service to the new hub from High St South Dunstable	3/28/2019 3:03 PM
39	Mobility Scooter buggy	3/27/2019 2:45 PM

40	Lift/other vehicle	Maybe taxi if my age prevents me from driving	3/27/2019 10:09 AM
41	Parking - neg	Parking will probably be charged, unlike our present surgery!	3/26/2019 10:19 PM
42	Parking - neg	Public Transport req There is no reliable + constant bus service from the area that these GP serve to your proposed location. Extensive and free car parking is essential.	3/21/2019 5:13 PM
43	Public Transport req	too far to walk 83 in September too far to walk. No bus. No bike. Might not have a car by then. who pays for taxi?	3/21/2019 5:06 PM
44	Lift/other vehicle	I would drive myself for now but I am 76 and won't be able to do so forever!	3/19/2019 3:48 PM
45	Public Transport req	There is no bus service that runs to the proposed location. The bus stop Church Street stops after 1:30	3/19/2019 12:02 PM
46	Public Transport req	Bus if one was available	3/14/2019 12:31 PM
47	Public Transport req	I have no idea. There is no direct bus route and the location is already congested	3/14/2019 12:27 PM
48	Public Transport req	If there were buses?	3/14/2019 11:41 AM
49	Lift/other vehicle	Would get a lift	3/13/2019 8:07 PM
50	MISC	No indication given to access to the hub	3/13/2019 4:25 PM
51	Public Transport req	By bus but buses stop running at 2 to get back to my area	3/13/2019 2:43 PM
52	Public Transport req	If I get the bus, I have to walk from the town. Bus stop needed outside surgery.	3/11/2019 3:04 PM
53	Public Transport req	Will there be a bus route?	3/11/2019 2:51 PM
54	MISC	Though would be very expensive being an OAP	3/11/2019 2:47 PM
55	MISC	Depends on capability at the point of visit	3/10/2019 12:53 PM
56	Public Transport req	too far to walk it will probably be too far to walk. I don't have a car. The bus service is not great from where I live into the town centre.	3/7/2019 3:45 PM
57	Parking - neg	This location is further and parking would be harder/charged for	3/7/2019 2:59 PM
58	Housebound	Unlikely as housebound	3/5/2019 4:39 PM
59	Would not use	I would go to the hospital not the GP.	3/5/2019 1:54 PM
60	Public Transport req	no bus available to get there from where I live. Return not so difficult	3/5/2019 11:02 AM
61	Public Transport req	we need public transport from south dunstable to cover the hub	3/3/2019 4:09 PM
62	too far to walk	Wouldn't be able to walk there, too far away	3/2/2019 12:46 PM
63	Lift/other vehicle	there is limited parking so taxi	3/2/2019 12:32 PM
64	too far to walk	walk at the moment as physically capable but long term unsure.	3/2/2019 10:55 AM
65	Would not use	but I would look for another GP Practice	3/1/2019 5:28 PM
66	Would not use	I won't go we don't need it	3/1/2019 6:34 AM
67	Mobility Scooter	Mobility scooter	2/28/2019 4:16 PM
68	Would not use	Would not travel to new hub	2/28/2019 2:17 PM
69	Lift/other vehicle	By good neighbours car scheme as I am disabled	2/28/2019 10:53 AM
70	Would not use	I would transfer to another local surgery i.e. Kirby Rd Dunstable	2/27/2019 7:52 PM
71	Parking - neg	Providing of course that parking for hundreds gathered in one place has been taken into consideration.	2/27/2019 3:51 PM
72	not accessible	too far to walk I would not be able to get there as too far to walk and traffic terrible in dunstable, I require my gp to be near me and personal with gps I have known for twenty years. I am happy with their services which is excellent so why change it. I do not understand one of the questions in this survey it is ambiguous and misleading. I am not happy at all and will be writing to my mp.	2/27/2019 3:25 PM

73	Lift/other vehicle	Girlfriend will take me in car	2/27/2019 2:59 PM
74	Public Transport req	Would bus link have a stopping point	2/27/2019 2:34 PM
75	Public Transport req	can only use te bus if times suit the surgery and they turn up.	2/27/2019 2:11 PM
76	Lift/other vehicle	Homebound for present but if circs changed it would be dial-a-ride	2/27/2019 1:16 PM
77	not accessible	too far to walk on behalf of my 80 year old father I don't know how he would get to you - you would be too far for him to walk.	2/13/2019 5:55 PM

Q8 Thinking about the proposed new location for an integrated health and care Hub. Do you consider you will be impacted, if so please indicate how below.

Answered: 1,012 Skipped: 33



	POSITIVELY IMPACTED	NO IMPACT	NEGATIVELY IMPACTED	TOTAL
Distance to travel	19.39% 190	37.35% 366	43.27% 424	980
Cost of travel	11.17% 101	53.32% 482	35.51% 321	904
Convenience of location	23.74% 230	27.45% 266	48.81% 473	969

#	ARE THERE ANY OTHER IMPACTS WE NEED TO CONSIDER?	DATE
1	Access/Parking Congestion Time to get there will be impacted by the traffic in that busy area. Pollution as I walk there will be much greater. If I drive I don't know if parking will be possible or expensive	4/16/2019 4:20 PM
2	Access/Parking Yes if people can't walk properly, how do you expect them to get to the premissis	4/16/2019 10:15 AM
3	Access/Parking There will come a point where we wont be able to walk far and we find it onerous now walking to our present surgery	4/11/2019 4:25 PM

4	Access/Parking Staffing	Parking for so many more patients - very important Staffing - especially with all the services envisaged - and staff parking Ensuring patients will be able to continue with their current doctors/staff continually is important	4/11/2019 4:18 PM
5	Access/Parking	Parking	4/11/2019 2:27 PM
6	Access/Parking	How are the elderly, disabled and those with mobility difficulties going to access the steeply sloping site of the hub?	4/11/2019 2:15 PM
7	Access/Parking	To walk from Bus Stop by Leisure Centre far for some	4/10/2019 11:07 AM
8	Access/Parking	Car Parking	4/10/2019 11:04 AM
9	Access/Parking	Adequate low cost parking Suitable for bus service Refreshments	4/9/2019 3:44 PM
10	Hub -neg	We do not need all surgeries under one roof. Our surgery caters for all the needs, its convenient to and more personal towards everyone	4/8/2019 3:30 PM
11	Access/Parking Location -neg	This means I would have to either stay at home and look after myself as best I can or get a taxi to the new location . This location is very long distance away from my home and may be a hazard crossing several roads in the town centre to this new hub. The weather could be an issue if I need to walk to this new hub. I may not have enough money on me to consider travel to this new hub and then I have to get back home after treatment at this new hub!	4/8/2019 3:01 PM
12	Access/Parking	For those without their own transport a single bus ride from all areas of Dunstable need to be considered.	4/7/2019 10:50 PM
13	Access/Parking	I permanently use a motorised wheelchair. There is no direct bus service from where I live to the hub, the local bus service from where i live to the town centre is infrequent and at best hourly with just one space allocated for a wheelchair, If this is already taken I cannot travel. Due to the size and type of wheelchair I cannot use taxi's I have no access to a adapted car and I have no-one to help me. At the moment I can get to my GP surgery using my wheelchair but if it moved to the hub the wheelchair has insufficient range to get me from my house to the hub and return.	4/7/2019 10:39 PM
14	Access/Parking Location -neg	Where they want to put it is very tucked away behind other buildings and can be a no go area at times, if travellers park up. Also access is not great having to go round other buildings. Might be better putting it where the court was behind Asda bit easier to get to.	4/7/2019 10:37 PM
15	Access/Parking	I permanently use a motorised wheelchair. There is no direct bus service from where I live to the hub, the local bus service from where i live to the town center is infrequent at best hourly and there is only one space allocated for a wheelchair. If this is already taken I cannot travel. Due to the size and type of wheelchair I cannot use Taxi's I have no access to a adapted car and I have no family therefore there is no-one who could offer to help me. At the moment I can get to my GP surgery using my wheelchair but if it moved to the hub the wheelchair has insufficient range to get me from my house to the hub and return.	4/7/2019 9:56 PM
16	Access/Parking Congestion Location -neg	It will be much harder for elderly patients to get to the proposed new location, especially for those living in East Dunstable. As people get older they will no longer be able to drive and walk as far, being heavily reliant on public transport to reach their surgery. I think there should be a separate surgery or surgeries for those living in north and north west Dunstable, nearer to their catchment area rather than moving services from their current locations to another part of town. In addition, you will be increasing local traffic congestion in an area, which has a large supermarket Asda, a further education college, bowling alley, library and leisure centre and theatre. The road is used as a rat run to avoid the main crossroads in the centre of Dunstable to reach other parts of the town, Boscombe Road Industrial Estate, Houghton Regis and Luton. Patients may get caught up in traffic queues and miss their scheduled appointments.	4/7/2019 9:41 PM
17	Access/Parking	Free disabled car parking	4/7/2019 9:22 PM
18	Access/Parking Congestion	Traffic to and from the hub. Whether there is sufficient parking and a secure storage facility for prams if they are not allowed in the hub.	4/7/2019 8:46 PM
19	Access/Parking	My concern is I don't have to pay to park at the moment, but will have to where they are planning to put the hub as it's close to; Go Bowling, the leisure centre, theatre and Wetherspoons and the bars	4/7/2019 5:52 PM

20	Access/Parking Location -neg Instead of the proposed site could the old Magistrates Court area plus the current Ambulance Station be used? It is more central, more convenient if you travel by bus And less walking distance from the town centre bus stops which, I believe, would be the most used. If this is not possible have you considered the old library and youth social services building, which is now unoccupied and due for demolition.	4/7/2019 4:40 PM
21	Access/Parking Congestion Location -neg The proposed location for the integrated health and care Hub is unsuitable, as it is too far from the Town Centre and existing pharmacies. It is quite a walk from Bus Stops, especially for bus routes that don't operate via ASDA's. The existing entrance to the site is already fairly congested with cars at certain times, as it serves Car Parks for the Grove Theatre, Bowling Alley and the Leisure Centre, as well as local residences. The proposed site is also unsuitable because it is presently a mixture of green space leading up to the Dog Kennel Path and Dog Kennel Down, and sports pitches associated with the Leisure Centre. These area should be retained and enhanced, rather than replaced. The Bedfordshire CCG should not be seeking to replace green space and sports pitches with a health hub, since this would have a detrimental impact on the livelihood of local residents. If the Bedfordshire CCG still wish to continue to proceed with the Health Hub proposal, then alternative sites should be considered. The existing GP surgeries are much more convenient for local residences, town centre shops and pharmacies, and bus stops. It would be much more suitable, if the Bedfordshire CCG considered new GP surgeries locally for the new housing planned for the area North of Houghton Regis, as these will be some distance from the proposed Dunstable Hub. There are other sites in Dunstable town centre, which may be worth considering, such as the recently closed Dunstable Library and former Bedfordshire County Council offices, and the site of the court near Bedfordshire College.	4/7/2019 1:42 AM
22	Access/Parking Time to travel: the last thing you want to do when you are feeling really unwell, is standing at a bus stop and wait for a bus.	4/6/2019 4:10 PM
23	Access/Parking Location -neg Patients who have mobility problems who do not have there own vehicle and patients who live to south and west also will have long walk if they do not have a own a vehicle. The local chemists and shops may have less business.	4/6/2019 3:34 PM
24	Access/Parking Congestion Location -neg The proposed location of the super hub is not central to the town, is not served by a bus close by. Where the stop is currently located it is a 3 minute walk for an able-bodied person and 10 - 15 minutes for a patient with mobility issues. I understand there will be no free parking by the proposed site either for staff or patients which is not acceptable. The road infrastructure around the site is not suitable for constant traffic coming and going. The proposed location leaves the south and west side of the town without a nearby doctor's surgery.	4/6/2019 2:39 PM
25	Access/Parking Car parking is going to be a problem. There must be sufficient/plenty of car parking spaces and it must be free of charge.	4/6/2019 10:46 AM
26	Access/Parking Location -neg Although the new site would be closer to my home, would a more central location (eg the former magistrates court site) be more suitable especially to allow access to better parking facilities. Whilst the proposed new site is near the busway it is between two bus stops (White Lion and Portland Ride)	4/5/2019 4:29 PM
27	Access/Parking What about parking impact on the centre of Dunstable if you do not provide enough parking spaces.	4/5/2019 4:20 PM
28	Misc Depending on where the hub is located	4/5/2019 4:11 PM
29	Access/Parking Congestion Road access due to bus and supermarket and college traffic car parking	4/5/2019 3:52 PM
30	Misc Disabled people. The elderly	4/5/2019 3:38 PM
31	Building design Waiting rooms - how will these be situated for different surgeries? More people in one place carrying varying viruses?	4/5/2019 3:34 PM
32	Congestion More traffic from the side of Dunstable where more people like to get to the hub behind bowling alley	4/5/2019 3:31 PM
33	Appointments Would patient still be able to see ther regular GP	4/5/2019 3:25 PM
34	Appointments Too many patients, not enough new doctors appointed for proposed new house building. Concerned wont be able to get appointment with the surgery we are with now.	4/5/2019 2:36 PM

35	Appointments Staffing	Just that there are enough doctors and appropriate medical professionals to cope with the capacity of increased/new patients and that if there are more patients more appointment times are available	4/5/2019 12:12 PM
36	Access/Parking	Plenty of car parking places need to be available.	4/4/2019 9:39 PM
37	Appointments	appointments should be within 48 hours of making them.	4/4/2019 6:09 PM
38	Access/Parking	Ability to park at new surrounding and how far from the car park to the surgery	4/4/2019 4:14 PM
39	Access/Parking	Parking in Central Dunstable , congested and expensive. So having to pay to park to see your doctor is an expense older people and families don't need.	4/4/2019 4:08 PM
40	Access/Parking Staffing	Dependent on parking arrangements. How will people with disabilities access services. How long will it take to get interpreters if you are providing all that is attended/suggested will you have the resources available?	4/4/2019 3:03 PM
41	Access/Parking	Those with walking difficulty would have further to walk from Asda than the bus stop virtually outside West St surgery	4/4/2019 2:45 PM
42	Increased costs	Too much travel cost for us pensioners in south Dunstable	4/4/2019 2:38 PM
43	Access/Parking Location -neg	If a larger percentage of population will be 75 or over then they will have increasing difficulty in getting to proposed site o the new hub. Fewer will be driving by then & waiting for buses is difficult for disabled. The present surgeries have in the main been chosen by patients for their convenient location to patients homes.	4/4/2019 2:33 PM
44	Access/Parking Appointments Congestion Location -neg Staffing	Is there going to be plenty of parking for the hub that isn't shared with the rest of the amenities? Is parking going to cost Creating more traffic in the town during busy times Its further for the elderly to go that live near kirby road and west street. Will we able to see a dr rather than phone consultations Will you get the same care and service in a big place than people will expect.	4/3/2019 10:30 PM
45	Access/Parking	Lack of public transport Not a town centre facility	4/3/2019 9:15 PM
46	Access/Parking Location -neg	No public transport to the centre. This centre is not in the town centre and therefore difficult to get to. The old Library or Magistrates court would be a much easier to get to.	4/3/2019 9:11 PM
47	Access/Parking Location -neg	Lack of public transport Not a town centre facility	4/3/2019 9:06 PM
48	Congestion Location -neg	Further away from home and would need to cross the centre of Dunstable which is busy at the best of times!	4/3/2019 6:37 PM
49	Congestion	Traffic	4/3/2019 3:32 PM
50	Access/Parking	Bus service needs to be regular from every location in Dunstable Car parking needs to be free for patients only	4/3/2019 3:24 PM
51	Access/Parking Location -neg	We have three children and no access to a car during the daytime. The new location will make it extremely difficult for us to get to the surgery. We currently have to walk 1 mile which works ok, more than this will be exceptionally more difficult	4/3/2019 2:34 PM
52	Congestion	Already a congested area	4/3/2019 2:32 PM
53	Access/Parking	It is crucial that adequate car-parking Is provided particularly because of there being a much wider range of services provided + therefore the need for ease of parking should be at a premium. Also it should be free	4/3/2019 2:18 PM
54	Access/Parking	Free parking at hub. Bus stop very close to hub	4/3/2019 2:17 PM
55	Access/Parking Congestion Location -neg	Less convenient as it would be wrong side of town and further to travel from where I live, also pharmacy would be impacted too and that is the one we use regularly. Too much traffic in Dunstable with congestion I don't see the need to change the set up	4/3/2019 2:09 PM
56	Access/Parking	Parking facilities are essential	4/3/2019 2:02 PM
57	Access/Parking	Car parking to be considered (a) Distance from hub (b) Is it free to park? (c) If not, how much?	4/3/2019 1:57 PM
58	Access/Parking Location -neg	Having to visit your GP regularly is bad enough. To have to drive and hassle for a car parking space will be an added stressful inconvenience for already unwell people. No matter how much space will be provided, the truth is that it is never be enough.	4/3/2019 1:53 PM

59	Misc	Disagree		4/3/2019 1:47 PM	
60	Access/Parking	Increased costs	Cost to travel to the council bus pass buses are unpredictable - you cannot rely on the buses to turn up	4/3/2019 12:55 PM	
61	Congestion		Dunstable has had problems with severe congestion for years. The new hub will add to this problem.	4/3/2019 12:19 PM	
62	Location -neg		Location is too remote	4/3/2019 12:07 PM	
63	Access/Parking	Building design	Location -neg	Location difficult to get to and not a good place to be late in the day and winter. Also I am concerned about a large number of people together in a waiting area when I no longer drive I shall have to rethink area I heel is in an unfested area and trouble	4/3/2019 11:57 AM
64	Access/Parking		Poor bus service, none on Saturday	4/3/2019 11:42 AM	
65	Football Pitches		Why are you considering doing away with all weather pitches which keep people fit to replace it with a care hub?	4/3/2019 11:29 AM	
66	Access/Parking		Availability and cost of parking. - It is not possible to determine in advance whether one hour, or even two hours, is adequate in order to see a GP.	4/2/2019 8:56 PM	
67	Access/Parking	Location -neg	It seems to be in a location where nearly all the current customers will be inconvenienced due to having to negotiate Dunstable town centre!	4/2/2019 5:09 PM	
68	Access/Parking	Location -neg	Please help me I am so worried about this. I am 79 years old and I walk to the doctors. If you move it away from me how will I get there. There is no bus service to take me from my road to the other side of town. I can't walk that far. I will not be able to have any doctors appointments. How will I get my repeat prescriptions?	4/2/2019 1:46 PM	
69	Access/Parking	Location -neg	why build on green land, shouldnt take more of our open land for building. Also it would be quite a way from bus stops outside Asda for sick or elderly.	4/1/2019 11:37 PM	
70	Access/Parking	Location -neg	The proposed site has very restricted access which is already busy, especially with users at the theatre, bowling, library & sport centre. The site is a designated green recreation site on the Master plan. The designated site for a new Health hub is the old unused Court House site would be more accessible. There are no pharmacies near the new site.	4/1/2019 3:49 PM	
71	Increased costs		Too much travel cost from us pedestrians in South Dunstable	4/1/2019 2:41 PM	
72	Access/Parking		poor public transport	4/1/2019 2:01 PM	
73	Hub -neg		Having had experience of attending one of these establishments with a patient I escorted I do not want this type of environment for myself. I have had really good medical care from Kirby Rd + before for 55 years, and wish it to remain a caring and personal centre.	4/1/2019 1:46 PM	
74	Access/Parking	Congestion	Overemphasis on new arrival patients requirements to the decrement of existing patients of 3 surgeries congestion on M1 will make it difficult to access the facility	4/1/2019 12:25 PM	
75	Access/Parking	Congestion	Location proposed is in a busy area not easily reached at various times of the day	4/1/2019 12:05 PM	
76	Access/Parking		Parking. Many people will need to drive there but if parking is free the carpark will be filled with non-patients. A system must be put in place to allow only patients to use the car park, and the patients to park for free.	4/1/2019 11:36 AM	
77	Access/Parking		Depends on parking facilities	4/1/2019 11:36 AM	
78	Access/Parking		For people who cannot walk (and no buses) but have car will there be free limited time parking. Otherwise there will be a cost impact. Possibly other problems with ill people driving to the location (accident risk)	4/1/2019 11:28 AM	
79	Access/Parking		Free & adequate parking facilities for everybody	4/1/2019 11:18 AM	
80	Misc		NO	3/31/2019 8:57 PM	
81	Access/Parking		There must be adequate parking for patients which must also be free.	3/31/2019 10:52 AM	

82	Access/Parking Appointments Hub -neg Location -neg Staffing	This will double my distance to travel, it will be too far for me to walk, so will now have to use the car, which will impact on cost ,time ,parking cost!, and convenience. Plus I am not at all convinced I will be able to get an appointment with my current doctor. You will be past around from doctor to doctor. This has been tried out in Leighton Buzzard, with disastrous effect, you only have to look at the social media to see how bad it is, LISTEN to and read the patient stories!!!!	3/30/2019 2:43 PM
83	Access/Parking Hub -neg Location -neg	The travel impact is unacceptable , we can currently walk to the Surgery, it is convenient the new proposals will mean we well have to travel by car, thus will add to the congestion in Dunstable. Currently if we do have to travel by car the parking is free, which it should be! The Proposal for the Hub will result in having to pay for parking. We are pensioners and the extra distance is Totally unacceptable, well have easy access to the Surgery at present at the Proposed Hub will cause us considerable difficulties. Where this has been tried before it has been total disaster, and can not see this being any different, I hope someone is going to be TOTALLY accountable for this change, if the proposals are implemented.	3/30/2019 1:55 PM
84	Access/Parking Congestion	Parking - no charges please Traffic	3/28/2019 5:43 PM
85	Access/Parking	Ease of parking as I am 85 and disabled West Street Surgery is very difficult for parking.	3/28/2019 5:01 PM
86	Appointments	Once there, can't get up steps On my own, help to direct you until you know the way Ringing up - book in advance for non-urgent Can't book ahead - feel more comfortable when I can build it into someone taking me there	3/28/2019 4:58 PM
87	Access/Parking	Need to be a very large car park for the hub	3/28/2019 4:50 PM
88	Location -neg	This is much too far to walk if one is feeling unwell	3/28/2019 4:44 PM
89	Access/Parking Congestion Location -neg	The proposed location is in a congested traffic area of Dunstable worsened by M1 problems Bus services from SW quadrant are inadequate and the size of site is inadequate for access and/or parking	3/28/2019 4:40 PM
90	Access/Parking	There needs to be a good bus service which stops outside the new centre for everyone in this part of town	3/28/2019 4:38 PM
91	Access/Parking Appointments Location -neg	I do agree that minor surgery and procedures outside the hospital would be beneficial to most patients However, 1. Patients with mobility difficulties who cannot manage bus journeys, and the lack of parking at the L&D would find it easier to travel to a facility with parking. 2. I do not believe that having all the surgeries in one building would be beneficial to patients- continuity of treatment would inevitably be lost. 3. I think that a Clinic facilities alone outside the hospital is an excellent idea; travelling to the Arndale Centre for Dermatology, Blood Tests etc is not acceptable for patients living in Dunstable. 4. I am firmly against building on a green field site; has the Dunstable Library site not been considered along with other brown field sites?	3/28/2019 4:33 PM
92	Access/Parking Congestion Location -neg	Nothing like as convenient as West Street as right the other side of town - not on bus route either. Boots Pharmacy in West Street would probably suffer or close too. Car journey or taxi would take a lot longer and have to get through Dunstable! NOT IN FAVOUR.	3/28/2019 4:26 PM
93	Access/Parking Congestion	Dunstable is 'grid locked' already. Have you considered parking/costs, convenience of disabled people? The congestion in Dunstable is horrendous as it is, this would make it worse!	3/28/2019 4:07 PM
94	Access/Parking	Parking/Cost of car parking.	3/28/2019 3:38 PM
95	Access/Parking	Disabled parking Parking only for hub Will parking area be large enough Stop parking for library etc. bowling college	3/28/2019 3:08 PM
96	Location -neg	It only takes one minute to get to surgery. No carbon emissions. Appointments same day. What will be built nest door on surgery ground?	3/28/2019 2:58 PM
97	Access/Parking Hub -neg Location -neg	Parking-Leisure centre,bowling alley, library,theatre and wetherspoons all in that area. That area is already congested and gets particularly busy at peak times. I don't see how a bigger hub with more people is going to be an easier experience. Plus the car parks are chargeable.	3/28/2019 2:48 PM
98	Access/Parking Congestion	More traffic in Court Drive!	3/28/2019 2:47 PM
99	Access/Parking	The bus service would need to re route to serve the centre	3/28/2019 2:42 PM

100	Access/Parking Congestion	The main high street - it's solid most days - how do the elderly, infirm, disabled and those with young children going to get across town	3/28/2019 2:39 PM
101	Location -neg	Not in town centre as stated .Is pharmacy included ? .	3/28/2019 1:03 PM
102	Access/Parking Location -neg	We will need a very large FREE car park. Will we have longer opening hours, including evenings and weekends? This location is already a very busy area of town!!! How much is this project going to cost, remembering the on-going New Leisure Centre fiasco!!! What else could this money be spent on to better benefit the community!! I suggest extra funding to further enhance the excellent L&D hospital.	3/27/2019 10:08 PM
103	Access/Parking Location -neg	Too far from town centre so may need a taxi if not able to walk; Not a safe area; Takes up a green site rather than a brown one; Not in the site proposed by the Dunstable Master Plan. Know many people who do not like this out of the way site.	3/27/2019 9:14 PM
104	Access/Parking Location -neg	Too far from town centre so may need a taxi if not able to walk; Not a safe area; Takes up a green site rather than a brown one; Not in the site proposed by the Dunstable Master Plan. Know many people who do not like this out of the way site.	3/27/2019 9:00 PM
105	Access/Parking Hub -neg	Further to travel from the village. Bigger is not necessarily better. Atmosphere becomes less friendly. A smaller practice seems to be more caring where GPs can know their patients better than in a much larger environment. With the planned growth in housing to the north of Dunstable and Houghton Regis, the new hub would be taken up with the new residents. I feel the current GP practices should remain and maybe included in any new care facilities.	3/27/2019 4:54 PM
106	Access/Parking Congestion Location -neg	There is congestion in Court Drive already especially during peak times which will increase if the hub is located where it is currently suggested. How would you ensure that more traffic to the area would not cause further disruption to the already frustrating travel through Queensway/Court Drive. It seems that there will be a lack of public transport facilities/bus stops therefore not suitable for the less able. The nearest stop would be next to Asda and not every bus stops there. I am also worried about the lack of parking at the suggested location.	3/27/2019 3:01 PM
107	Misc	Kingsbury Court Surgery to join	3/27/2019 11:13 AM
108	Location -neg	Distance to the nearest pharmacy	3/27/2019 11:05 AM
109	Access/Parking	Availability of low cost parking near the proposed location	3/27/2019 10:54 AM
110	Access/Parking	Walking to the new sight would be more difficult than now because of the distance I have quite severe COPD A bus service into the sight should be looked at particularly because of the large elderly community	3/27/2019 10:22 AM
111	Misc	It depends how long this project takes, age and mobility will come into the reply	3/27/2019 10:09 AM
112	Misc	Our ability to visit will become increasingly impacted by gathering infirmity!	3/26/2019 10:19 PM
113	Building design	Will each GP practice and other health providers at the hub have their own waiting rooms? If not I will feel negatively impacted by being in a waiting area of considerable size - to cater for the large number of patients - and I may not feel comfortable with this arrangement.	3/26/2019 6:37 PM
114	Access/Parking Building design	The patient groups for the various services proposed to be co-located have differing conditions which will present in various ways. Depending on waiting arrangements at the new Hub, I may feel reluctant to attend because I may not wish to mix with others, therefore this is a negative impact. The availability of car parking spaces may be a negative impact. If payment for car parking is introduced, this will be another negative impact.	3/26/2019 6:19 PM
115	Appointments Staffing	If the practices are to expand and take on more patients would it be easier for us to see a doctor or harder? Would there be more doctors taken on to cope with the increased patient numbers? It's already difficult to get an appointment at the doctors!	3/26/2019 6:15 PM
116	Access/Parking	Parking for disabled people. West Street is currently very difficult for anyone with accessibility issues because of the car park for the surgery and the free car park across the road both being on very steep slopes. I personally won't be affected but it is important that there are car parking spaces available for people attending the new Hub and that they are not used by people generally parking for the Town Centre. This will need to be enforced in some way.	3/26/2019 5:47 PM
117	Football Pitches	I would like to see the football pitches currently there re-located so that they can continue to be used	3/26/2019 2:21 PM

118	Access/Parking Congestion	Parking costs? Vehicle/bike security (that area of Dunstable has a big history of bike theft!) More traffic coming into an area which is already bad enough to get in/out of - have the residents of Kingsway been consulted or informed?	3/26/2019 7:25 AM
119	Access/Parking	Ensuing there is sufficient parking so that it doesn't effect nearby streets	3/25/2019 2:35 PM
120	Access/Parking	Sufficient parking spaces	3/24/2019 4:38 PM
121	Misc	N/A	3/24/2019 10:19 AM
122	Building design	Loosing of an open site for exercise and sport when brownfill sites should be investigated.mi do not agree with using open space when others would be a good use of existing used land.	3/23/2019 8:47 PM
123	Access/Parking	I marked the convenience of location as a negative but that is because there are no details yet regarding car parking (size and cost concerns), no details of bus route changes that would be necessary to call at or near the new hub. The nearest stop is by ASDA which is quite a long walk for the elderly or disabled and it only goes in one direction, so you may have to go via Luton from certain parts of Dunstable.	3/22/2019 8:29 PM
124	Access/Parking	As we age we will need to rely on public transport to get to the surgery. Bus service from Brierley Close to town is very poor currently so meeting appointment times will be a problem. Fuel costs will increase in the short term and sufficient FREE parking will need to be provided.	3/22/2019 4:10 PM
125	Hub -neg	If lots of other social services operate from a Doctors surgery the purpose of it being a surgery will be diminished and it will become a division of a social services hub and patient care will suffer.	3/22/2019 12:56 PM
126	Access/Parking Congestion Hub -neg	Given the traffic in Dunstable especially in the area where new build is to be situated, it will take longer time and in some cases you may even miss your appointment where traffic is concerned. At the moment at the surgery we get an welcoming greeting and an individual service. 9/10 times we see the GP/ nurse we have asked to see. I certainly would not like to be coming into the centre of Dunstable during winter nights, as unsafe and the elderly would be vulnerable too.	3/22/2019 12:48 PM
127	Access/Parking Hub -neg	I understand you need to look at the service's to accomodate a growth in the area. Priory Gardens is the best Doctors surgery I have ever had. The reception staff are so helpful and very polite. I get appointments quickly, the time of my appointment are good, I can go to work and see the doctor out of my office hours and I work in Milton Keynes. I recently used the blood clinic next door the service was outstanding. The online engage is a real great thing they have introduced. Parking is good in the area. I don't know what pressure the staff are under at priory gardens but the service they offer right now, I wouldn't want it to change as it works so well for me as it is.	3/22/2019 12:15 PM
128	Access/Parking	Availability of free parking which we have at the moment.	3/22/2019 9:35 AM
129	Hub -neg	As the CCG is currently overspent, how could it consider spending an enormous amount of money on a new build, which will disadvantage a large amount of their current case load who often choose a GP practise for ease of access. Won't the rents be too high for practises to remain there long term? How likely is it that the GP practices will remain as individuals, and not one huge practice after a little while. Surley if there will be a lot of extra housing around Houghton Regis, a large GP practice should be located in the new area.	3/21/2019 8:01 PM
130	Hub -neg	What 'brains' thought of putting this service as far away as possible from its customers? Maybe the same 'brains' who destroyed the physio service by giving it to a hedge fund to run	3/21/2019 5:13 PM
131	Access/Parking Location -neg	People try to choose a surgery on location to where they live . The proposed hub is not close to the three surgeries, so most people would find it much further to travel.	3/21/2019 5:06 PM
132	Access/Parking Location -neg	I will have to travel through the town crossing several major roads and junctions.	3/21/2019 4:56 PM
133	Access/Parking	My only concern is whether there will be sufficient, and free, parking for patients at the Hub	3/21/2019 4:54 PM
134	Access/Parking Location -neg	However for patients who walk and would now need to use public transport there would be an issue regarding suitable bus routes due to the proposed location being inaccessible for many. My mobility is very limited so I can only access my gp by car	3/21/2019 3:06 PM

135	Access/Parking	free car park would be good to have as same as at kirby road surgery.	3/21/2019 12:00 PM
136	Misc	Personal security at location if the opening times are extended into the evening	3/21/2019 11:01 AM
137	Access/Parking Congestion Football Pitches Location -neg	The location is currently green space. It is a football pitch which whilst it is now unmanaged it is still useable for the youth in the area and often has people playing football on it. The roads in that area are often busy, especially during evening rush hour, so more cars are unlikely to help. There will be more traffic past the college so likelihood of an accident is greater. Parking in Dunstable is not cheap, and I think it is ridiculous that people have to pay for parking to get health services, especially when it's common for people to have to wait past their appointment times.	3/21/2019 12:17 AM
138	Access/Parking	Parking	3/20/2019 11:03 PM
139	Hub -neg	There are many impacts with re-location and central federating of the facility. Please refer to the additional single page letter attached for all details.	3/20/2019 4:07 PM
140	Location -neg	The proposed location is not in the town centre as you state. It will be quite a bit north of the town centre. The bus services from the S.W. quarter of the town is very poor even to my present surgery which is in the centre - Priory Gardens.	3/20/2019 3:49 PM
141	Congestion	Impact of increased local car traffic through town centre and Queensway, Court Drive and Kingsway	3/20/2019 3:38 PM
142	Misc	Being asthmatic will not go into town to breath bus, taxi diesel fumes and all the extra cars that will be forced to drive rather than walk.	3/20/2019 3:30 PM
143	Access/Parking Congestion Location -neg	Impacts of time needed to get to and from Hub; and of stress caused by traffic and parking issues in over-loaded town centre roads (see Rates)	3/20/2019 3:22 PM
144	Access/Parking	Parking access	3/20/2019 3:12 PM
145	Access/Parking	Bus services?	3/20/2019 2:48 PM
146	Access/Parking	Adequate parking for those who are using their own transport.	3/20/2019 1:41 PM
147	Access/Parking	Parking facilities	3/20/2019 11:58 AM
148	Access/Parking	Where are people going to park?	3/20/2019 11:31 AM
149	Access/Parking	Where it is proposed to be there will be a lot of people parking there already without the addition of the hub. Would patients need to pay? Would patients be able to park close enough?	3/20/2019 10:38 AM
150	Appointments	I don't go to the GP very often but have generally found it easy to get an appointment. I am now concerned that by offering more it will be harder to get an appointment when needed.	3/19/2019 5:29 PM
151	Access/Parking	We have been used to free parking - who would own the car parking?	3/19/2019 3:48 PM
152	Access/Parking	Parking situation	3/19/2019 3:45 PM
153	Access/Parking Appointments Congestion	Traffic in the middle of Dunstable, the amount of parking spaces, and the extra wait for appointments	3/19/2019 3:41 PM
154	Access/Parking	Car parking must be adequate and free of charge	3/19/2019 3:03 PM
155	Appointments Staffing	Would patients still be able to obtain appointments with their current doctors/clinical staff at the new hub?	3/19/2019 3:01 PM
156	Access/Parking Congestion Location -neg	There would be no surgeries to SW of the old A5 (High Street), requiring all patients to cross the main road that bisects Dunstable, that feels very undesirable. Car parking could be even more problematic, especially for blue badge holders, unless provision is made for free parking at check in (car registration) to surgery. It is already problematic at Priory Gardens with shoppers using the spaces. It does nothing to address the issues of services to the new housing areas to the N/NW Dunstable and Houghton Regis. Houghton Regis Health Centre is much closer to those areas than the centre of Dunstable.	3/19/2019 2:58 PM
157	Location -neg	If patients are feeling ill, the distance and convenience of the Doctors' Surgery is of the utmost importance. They would perhaps decide to go straight to the L&D Hospital with the Walk-in Surgery and all the other facilities possibly required.	3/19/2019 1:35 PM

158	Access/Parking Location -neg	At present no buses run down past the proposed location from the town centre (plenty in the opposite direction) Elderly and disabled patients could find it difficult to reach the location having to walk quite a distance from the nearest bus stop in St North	3/19/2019 12:16 PM
159	Access/Parking Hub -neg	Town Centre Parking is impossible. Develop the 3 GP surgeries and create quality and competitive standards, One Hub will be a basic standard with a mediocre attitude. L&D is so close, why not develop New facility's there for Dunstable area...and Not just for the 3 mentioned practices.. Remember, Centralisation never achieved the benefits it tried to achieve its then a costly Mistake..	3/19/2019 12:04 PM
160	Access/Parking	A large car park without charges would be needed	3/19/2019 12:02 PM
161	Access/Parking	Cost of parking as it may be too far to walk from a bus stop	3/19/2019 11:57 AM
162	Access/Parking Congestion	1) Parking 2) It will take longer to reach the hub. Traffic can be heavy through Town.	3/19/2019 10:38 AM
163	Access/Parking Congestion Location -neg	Car parking charges? Availability of parking Loss of more green space	3/18/2019 9:44 PM
164	Access/Parking Appointments Staffing	Cost of car parking, especially if you have to guess how long you will be at the surgery (ie pay up front). Availability of car parking, Asda car park is always very busy when I have been there, and has a 3 hour time limit (free for the first hour). It is probable that you will not see the same doctor each visit as the pool of doctors will be larger. It is highly likely that it will be even harder to get an appointment as there are likely to be fewer receptionists for the patient numbers. I currently turn up on the door upto 30 minutes before the surgery doors open because it is far far far easier to do that (with free parking not in the centre of town) than it is to try to get through on the day to get an appointment via a phone call.	3/18/2019 6:16 PM
165	Access/Parking	Sufficient parking	3/18/2019 3:31 PM
166	Access/Parking Appointments Congestion Location -neg Staffing	As a resident of Eaton Bray and 65 years of age, still able to drive, I would like to think that there will be ample FREE parking available when I visit the doctors as there is at West Street at the moment. The location is more inconvenient as which ever way I would travel to the proposed new venue it would mean negotiating traffic queues and numerous traffic lights in Dunstable (either via West Street or via High Street North). Also if I ever needed to use the bus service I would then have to walk from the bus stop near to Aldi. I have been registered with the West Street surgery since 1976 and have seen many changes during that time, some not for the best! I am assuming, of course, that living in Eaton Bray I would still remain a patient. I would hope for more same day appointments, better answering times when ringing in and a better system for waiting times when in the surgery. Longer opening hours, including weekends would also be beneficial.	3/18/2019 9:16 AM
167	Access/Parking	Will there be enough parking and will it be free.	3/17/2019 3:55 PM
168	Access/Parking	Parking charges, parking spaces	3/17/2019 1:54 PM
169	Access/Parking Congestion	Traffic and parking management. It's bad enough crossing Dunstable at present without the added volume of vehicles accessing and trying to park at the new leisure centre/Library.	3/17/2019 12:05 PM
170	Access/Parking	Parking at Kirby Road Surgery is free, although there are limited spaces. I would not be happy to have to pay to park, either as a patient or an employee. Many staff work part time and do not earn much more than the minimum wage. If they had to pay to park it could impact on their decision whether to possibly seek new employment.	3/17/2019 11:59 AM
171	Access/Parking Appointments Location -neg	- Stress for those patients who need to make alternative arrangements - whether due to lack of personal transport, or additional time involved to make their way from home/place of work to new location - increased cost of travelling, especially if bus services are not in place to support the move - car parking - will there be sufficient places/availability throughout the period the hub is open - will there be a charge, and how much - will there adequate security especially lighting and CCTV	3/17/2019 9:17 AM
172	Access/Parking Location -neg	There needs to be sufficient FREE car parking available for patients visiting the medical centre, this must be free as those patients who visit regularly should not be penalised for doing so and the costs can be an added pressure for those on low incomes. The location being behind GO Bowling will mean that those who rely on public transport and have mobility issues will struggle to get to the centre whereas the current practices have bus stops close to the entrance to the surgeries.	3/16/2019 8:07 PM

173	Access/Parking	1. A busway bus stop, plus a bus stop outside the new hub. 2. A taxi rank outside the new hub. 3. Covered bicycle, pram, pushchair, mobility scooter etc parking with the ability to securely lock. 4. Ample parking, with charging but refundable with doctor/nurse appointment, (stop unauthorised parking if free). Maybe 1st 15 min free to enable dropping off repeat prescription requests, booking appointments etc. 5. Numerous security cameras covering both inside and out. With number plate recognition software.	3/16/2019 7:46 PM
174	Access/Parking Appointments Building design Location -neg Staffing	The chosen location is likely to be inconvenient and more expensive for many users, in terms of both access and security. In particular, there must be plentiful DEDICATED (and ideally FREE) parking space for the Health Hub as the present car park behind the bowling alley is likely to be heavily used - especially when the new leisure centre is fully operational. Given the past history of problems caused by large groups of Travellers parking on this car park, there must be robust measures in place to prevent this problem recurring or the location will become impossible. If the intention is to provide late-night appointments the same potential parking problems will arise whenever the Grove Theatre is in use. The CCG must be able to show that they have undertaken a proper survey of bus routes/times that will provide transport to and from the proposed Hub throughout all periods when the Hub is planned to be open in order to prevent a repeat of the embarrassing lack of planning/foresight that affected the wholesale relocation of the L&D Phlebotomy and Anticoagulant clinics to the Arndale centre in Luton. I know that many responders to the survey that related to that relocation raised that issue (including me) - and we were simply ignored (clearly, someone not affected by that move thought they knew better than the responders to the consultation survey), as the full relocation went ahead, only to be redesigned within a matter of weeks. This time, we really do need to see that someone in a decision-making position has actually LISTENED to the issues raised and taken them properly and fully into account - preferably before the move is implemented! Continuity of medical practitioner can be vital, what guarantees will be set up to ensure that patients can continue to consult "their" doctor without the huge delays (currently up to 4 weeks, I hear) presently being experienced by many patients when trying to book an appointment with the doctor who has been treating them recently ? If this cannot be delivered many of the proposed benefits will just be lost. This is probably less important for one-off conditions. The other side of this coin is to what extent it is intended/possible to provide a "drop-in" facility for one-off conditions, where patients may consult any doctor on duty in the drop-in unit?	3/16/2019 6:36 PM
175	Access/Parking Location -neg	I can easily walk now but the new location is much further so I may have a get a taxi	3/16/2019 4:06 PM
176	Access/Parking	Will there be sufficient parking for the centre staff & the volume of patients arriving at one centre	3/16/2019 1:44 PM
177	Access/Parking	Will there be enough parking and paying topark	3/16/2019 9:06 AM
178	Access/Parking Congestion	The council is actively discouraging travel through the town centre yet the hub will be the far side of the town centre. Also the car parking facilities in the area of the proposed building are regularly used by travellers to set up illegal camps. None of the measures designed to stop this have made any difference.	3/15/2019 10:34 PM
179	Access/Parking Congestion	1.We have a Health Centre in the town already so why are we looking at taking local surgeries into the town centre as well. 2. I thought we were supposed to be taking traffic away from the town centre. 3.The area for the proposed site can be a very busy area for traffic 4. The car park opposite the police station would perhaps be a better location. Plenty of parking available and helps to regenerate that end of town.	3/15/2019 9:23 PM
180	Access/Parking Congestion Location -neg	Location is not viable. I used to visit the theatre but rarely do so due to the excessive time taken to travel in and out of the Area. With little street parking , all cars now park in the ASDA car park so I no longer shop there as it takes longer to leave the car park than it does to shop.	3/15/2019 3:10 PM
181	Access/Parking Congestion Location -neg	It is difficult to comprehend that anyone would consider that this is a suitable location. The area is gridlocked and the Leisure Centre is not yet even open which will increase traffic. There are huge delays already in accessing the area and it will not cope with any further development. As a resident of SW Dunstable I have no choice but to travel by car to do shopping etc. yet the Town Centre is prioritised for residents - it is not my fault as a resident that there is nothing in SW and that I have to cross by car. The same looks as though it is being planned for the Surgery - please rethink the location.	3/15/2019 3:06 PM

182	Access/Parking Congestion Location -neg	This is a totally untenable location. The area is already totally gridlocked even while the Leisure Centre is closed. The roads cannot cope with existing traffic. All cars have been forced in to the ASDA car park by Residents Only parking having been introduced in North Dunstable. Access would be impossible. The area cannot cope with existing traffic. I have stopped shopping in the Area as I cannot exit the car park without considerable delay and stress. The stated policy is that the Town Centre is for pedestrians but most patients will not be able to access the new facility on foot. The narrowing of the roads in the Town Centre has made Dunstable a laughing stock and to now and try and put extra facilities in the same area is ridiculous. The residents of SW Dunstable have to cross the town centre to other quadrants through no fault of their own as everything is built over there, yet we are chastised for having to use our cars to get there.	3/15/2019 3:00 PM
183	Access/Parking Location -neg	The proposed area for the new health hub is in a slightly awkward place. Parking and accessibility might be an issue.	3/15/2019 2:16 AM
184	Access/Parking Appointments Location -neg	Free parking is available where the GP is now. This needs to be available at the Hub and not full of people shopping/ going to the Leisure Centre etc. With the new houses being built in the area the Hub must have enough facilities to meet this additional population. We can already wait around 3 weeks for an appointment with a chosen GP. This needs to be significantly reduced with this new proposal, not increased, and patients must be able to see a specific GP.	3/14/2019 9:53 PM
185	Misc	Hotspot for travelers	3/14/2019 9:00 PM
186	Access/Parking	Parking, Opening hours	3/14/2019 4:08 PM
187	Access/Parking	Consideration for disabled people with severe mobility problems	3/14/2019 3:08 PM
188	Access/Parking	Think a bus service to that area would be helpful	3/14/2019 12:31 PM
189	Access/Parking Location -neg	I will not be able to get to the new premises. I have no means of travelling to the proposed location. I will therefore be very negatively affected and may not get to see a GP - so add proposed services are irrelevant	3/14/2019 12:27 PM
190	Access/Parking Congestion	Densely congested part of Dunstable made even worse as West Street, Church Street junction will be more of a nightmare. How can this area cope with the extra traffic?	3/14/2019 12:18 PM
191	Misc	Because I live in Leighton Buzzard	3/14/2019 12:00 PM
192	Access/Parking	Stop widening paths, making roads narrower & making access more difficult	3/14/2019 11:30 AM
193	Access/Parking	Paying to park	3/14/2019 9:55 AM
194	Access/Parking	Free parking otherwise it's another cost on top of the cost of travel.	3/14/2019 9:04 AM
195	Access/Parking	Must be a car park	3/14/2019 4:10 AM
196	Access/Parking	Parking costs. Availability of parking if full. Where do you park! Bus access for non car users.	3/14/2019 12:28 AM
197	Access/Parking	PARKING	3/13/2019 10:46 PM
198	Appointments Staffing	Yes. I was a patient at Chiltern Hills Surgery. Despite so called consultation and majority of patients wanting it to remain open it was closed. The service at Priory Gardens is poor. I have had long waiting periods for pre booked appointments and can't always get one when needed. How will you ensure the service is not even more over subscribed? By changing premises you still need adequate staffing levels. With the number of new build properties in Dunstable should come an increase in adequately resourced services. I feel this is a cost cutting exercise and yet again patients wishes will be ignored.	3/13/2019 10:28 PM
199	Congestion	Travelling time will increase for anyone needing to use a car to attend the new location due to the volume of traffic in the town centre.	3/13/2019 10:19 PM
200	Access/Parking Location -neg	Parking needs to be free, or cheap. Need enough space for disabled bays, & parent and child spaces nearby. Needs to be accessible by bus, especially for elderly, disabled, & those with babies/children. Not a good area for those who don't drive really, as out of main part of the town.	3/13/2019 10:16 PM
201	Access/Parking	As long as there is adequate parking, I am happy to travel as I normally attend straight from work	3/13/2019 10:11 PM

202	Appointments Hub -neg Staffing	I simply do not believe that this will make it any easier to see a GP, the town surgeries are already overwhelmed and oversubscribed, and I don't see how shoving three of them together will really deliver any improvement to patient care. I think you have laudable aims of integrating services, but the cynic in me says this will be a money saving exercise and what's best for patients will be far down the agenda compared to cost saving.	3/13/2019 9:55 PM
203	Access/Parking Location -neg	There are a number of Doctor surgeries that have a number of elderly patients that walk to surgery to get regular check-ups. Moving the surgery to outside location will make elderly and other vulnerable people impossible to get to.	3/13/2019 9:07 PM
204	Access/Parking	will a charge be made for parking?	3/13/2019 9:05 PM
205	Access/Parking	Accessibility - Kirby Road Surgery is in a small street packed with parking cars, so this can only be improved Parking - Enough FREE parking for patients	3/13/2019 9:01 PM
206	Access/Parking	Parking will need to be a serious consideration if it is free it will be abused by people not attending the centre. Should it be pay and display this would make it an additional cost for patients. If parking is to be managed by some sort of permit or authorized ticket system this would take up staff time to manage.	3/13/2019 8:49 PM
207	Congestion	The traffic around court drive can be a nightmare, adding to this will be increasingly inconvenient when using the hub, leisure centre and theatre without increased capacity/better traffic flow through this area.	3/13/2019 8:46 PM
208	Misc	You won't consider what people say the hub will happen end of	3/13/2019 8:40 PM
209	Access/Parking Congestion	Traffic Parking	3/13/2019 8:33 PM
210	Access/Parking Congestion Location -neg	Doctors surgeries are generally selected for convenient locations and being close to patients homes. The proposed location will cause many patients to have to drive, potentially paying for parking, use public transport (which is often running late and may cause people to be late for appointments) or travel by taxi (again costing more money). There are already issues with traffic in Dunstable without adding another major 'destination' in the middle of town where the infrastructure is unlikely to be able to accommodate it. If free parking is provided for the health hub it is likely to be used by people visiting the leisure centre so there is a good chance any parking would come with a cost - if no new parking is provided the current car parks will often be full.	3/13/2019 8:31 PM
211	Access/Parking	Cost of parking	3/13/2019 8:30 PM
212	Access/Parking Congestion	Concerns around losing leisure facilities such as skate park and football five a side pitches. Concerns re increased traffic in an area that is already congested and parking may be a problem. Concerns for those that do not have transport particularly on the south side of Dunstable as bus services around the Old Hill estate are limited.	3/13/2019 8:28 PM
213	Access/Parking Congestion Location -neg	Due to the poor road layout in and around Court Drive, there have been many occasions of people getting stuck in their cars inside Asda car park. The proposal to potentially triple the traffic there at any given time seems ludicrous. I appreciate that not all the tens of thousands of patients who are registered at these three surgeries will be attending the hub at the same time, but the more services you include at the centre the greater the stress on the road infrastructure on that part of the town. For me personally, I either walk to the surgery or drive and park at the St Mary's short stay car park if it is an appointment for my child when he is ill. This will not be a possibility at the Hub location. The need for parking provision is going to be near impossible to predict, and I feel that many people will object to paying for parking to attend their surgery.	3/13/2019 8:27 PM
214	Access/Parking	The car park will need to be big enough to support all patients attending their appointments or multiple appointments and not allow business visitors, shoppers, theatre/pub goers or college/uni students and lecturers to use it as an extra car park.	3/13/2019 8:15 PM
215	Access/Parking	Enough parking space	3/13/2019 8:14 PM
216	Access/Parking	My daughter currently goes once a month to the nurse for an ongoing condition. We would not be able to walk there from school and then home again. I would need to drive and find somewhere to park. I would probably have to pay for parking as all the car parks in that area charge. It would also cause great anxiety if the doctor or nurse was running late as I would be worried the car park charge would run out!	3/13/2019 8:08 PM
217	Access/Parking	Parking availability and costs	3/13/2019 7:55 PM

218	Access/Parking Congestion Location -neg	Parking and infrastructure of traffic into location. Currently only one way in if travelling by car and having to pay to park when car parking is currently free at the surgery I go to. Also if you are very poorly you and you need to attend the hub the last thing you want to be doing is looking to park and pay for your car.	3/13/2019 7:54 PM
219	Access/Parking	Cost of parking will be an issue for most patients as no free parking in area.	3/13/2019 7:50 PM
220	Access/Parking	The elderly and disabled will find it difficult to access	3/13/2019 7:44 PM
221	Access/Parking	Parking cost.	3/13/2019 7:44 PM
222	Misc No		3/13/2019 7:36 PM
223	Access/Parking	Parking facilities	3/13/2019 7:32 PM
224	Congestion	Dunstable Town is highly congested as it is, with a hub in the centre, traffic congestion would surely increase	3/13/2019 4:23 PM
225	Access/Parking	Parking Congestion	3/13/2019 4:11 PM
226	Access/Parking	There is an impact of time needed to travel the extra distance and park. I already find it quite difficult to go to the surgery without taking annual leave due to the times of appointments available (they always seem to be at 10.30am, never 8.30am, 12.30 or 5.30pm). If I had to add an additional 15 minutes travel in each direction, I would almost certainly delay appointments in the hope that the issue resolves itself.	3/13/2019 3:05 PM
227	Access/Parking	The distance from busses in high street bus stops to hub centre for elderly people. People that go by car at the moment as we get older we will not be able to drive and busses are not reliable and stop running in the afternoon this will be a bit problem to a lot of people.	3/13/2019 2:43 PM
228	Congestion	New hub is too far to walk - negative impact on my health. Having to use a car increases pollution. The position of hub appears to suffer from traffic congestion at present - this would only get worse - further increasing pollution.	3/13/2019 10:28 AM
229	Access/Parking	Easy access to a bus service	3/13/2019 10:24 AM
230	Access/Parking	Car parking availability/car parking restrictions for patients who drive. Safety or the elderly feeling unsafe during dark evenings if area around hub will be secluded.	3/12/2019 10:51 PM
231	Congestion Location -neg	As a resident who lives next door to the suggest locations, I would seriously consider traffic congestion. At times during the day the traffic generated from the Grove Theatre can be very long if there is a popular show/performance. I am also dismayed that a resident who lives next door to the suggested location that no leaflet on consultation was posted through my door. Yet people who live further away received one.	3/12/2019 6:09 PM
232	Access/Parking Congestion	At the moment I can walk to West St surgery, I might not be able to walk to the proposed new site which would mean driving or getting a taxi. The road access to the proposed site is inadequate, Court Drive and the Go Bowling and Theatre car parks access is not suitable for the amount of traffic now and would not cope with more. The proposed site would fragment the town centre further, redevelopment of some of the failing central retail sites would be better and there is already a transport network in place.	3/12/2019 5:12 PM
233	Access/Parking	Distance from hub of a Pharmacy (walking distance/in house maybe)	3/12/2019 4:47 PM
234	Misc		3/12/2019 1:06 PM
235	Access/Parking Location -neg	The basic problem is that you're moving the surgeries to a location that's equally inconvenient for most patients. Many people who would have walked to their local surgery will now need to use alternative transport. For many patients in work, it's highly unlikely that travel by bus will be viable (due to the need to get to the appointment and back to work quickly). As a result, car journeys to the surgery will increase and a consequent provision will need to be made for parking. Failure to make adequate parking provision will mean that a doctor's appointment will take a substantially longer chunk of time out of a working patient's day, and might put greater pressure on evening or weekend appointments - or, indeed, even dissuade patients from making appointments at all. Parking should NOT be seen as a potential revenue source and should be free of charge. Patients should not be put at a financial disadvantage as a result of this move. I would urge that you undertake a full mode-of-transport study.	3/12/2019 12:54 PM
236	Access/Parking	Availability of ample free parking. Possibility of getting there by public transport from the residential areas served by the current practices.	3/12/2019 12:16 PM

237	Congestion	Getting through Dunstable Town Centre is difficult enough now, more traffic pollution is bad for everyone.	3/12/2019 11:01 AM
238	Misc	Dental health is needed	3/12/2019 10:08 AM
239	Access/Parking Congestion Location -neg	You would be removing doctors surgeries that are conveniently located to the surrounding people especially Kirby road and leaving people with longer and more difficult travelling times to the new hub. Court Drive gets extremely busy during the rush hour and when the motorway has difficulties which is very often Dunstable and Houghton Regis become gridlocked. You just would not get to the doctors in time. Parking there would need to be designated parking for the health hub and for no one else. You need to guarantee plenty of free parking.	3/12/2019 8:21 AM
240	Access/Parking	Hopefully there would be enough provision for parking	3/11/2019 8:52 PM
241	Access/Parking Congestion	Congestion in the area. Not easily accessed. Further to go and having to travel through the town centre and will take much more time	3/11/2019 7:20 PM
242	Access/Parking	200 extra cars an hour (16 health care professionals 5 min appointment's) on the shared road way (pedestrians and cars). Also the carpark at the back of go bowling is already part full of cars, and that without the new leisure centre opening. Its a 5 min walk form the bus stops not easy if you have mobility issues. how will the car parking be policed so the drs car park is kept for just patients especially if it is free it will be used by leisure centre users and shoppers. access out of the shared road way is on to 2 busy roads sitting in a que often happens. at certain times of the day 9 am and end of college times it very busy in the surrounding roads At weekends and evening go bowling and grove theatre fill the parking spaces.	3/11/2019 5:28 PM
243	Access/Parking	Car parking How big will the car park be and will there be a charge?	3/11/2019 4:39 PM
244	Access/Parking Congestion Location -neg	For patients with limited mobility, limited access to a vehicle and limited time to get across the terrible traffic of our town centre, you are proposing a location which will certainly have a terribly negative impact. The cost of travel and the cost of parking when you get there, are also negative issues. You will leave one whole side of Dunstable without easy access to a GP.	3/11/2019 4:03 PM
245	Access/Parking	To accommodate the patients and staff of 3+ surgeries the car parking available would need to be free and plentiful For those without a car available - he cost of taxis from this area would be prohibitive Buses are very few and far between and are unsuitable for people with mobility problems Friends who attend kirby road and priory gardens are appalled at the distance of the possible hub.	3/11/2019 3:25 PM
246	Access/Parking	Bus route. Care park, no charges.	3/11/2019 2:51 PM
247	Access/Parking	Free parking currently - how will this work in town centre, will have to get through town to get to Doctors	3/11/2019 2:19 PM
248	Appointments Staffing	Will a larger practice mean we have even less chance of seeing a named dr. At present we often have to wait weeks to see a particular dr.	3/11/2019 1:10 PM
249	Access/Parking Congestion Location -neg	Extra time needed to get to and from Hub, including through traffic delays, and stress from traffic and parking issues due to location of Hub on a site with inadequate and congested road access.	3/10/2019 10:14 PM
250	Access/Parking	Isn't this going to be built in the current skate park/football pitches? Where are these facilities going to go? Parking at present the grove, go bowling etc make use of the parking this will increase when the leisure centre reopens what is the impact going to be on the parking	3/10/2019 7:51 PM
251	Access/Parking Congestion	When we choose a doctors surgery we choose one near our home. This creates less traffic on the roads & ease of getting there for many elderly people. This latest idea of a new central surgery right out of the way in Dunstable to me is not a good idea. We will now have to use our car & struggle through traffic & hope we get plenty of parking spaces. To pop to the doctors during ones working day will not be possible. The extra time this will take could mean employees are losing pay for their appointment times. I know this has happened in other areas and it has been a total mess & has never worked properly. If we choose not to move to this new surgery, what's the chance of getting in to a closer one. As previously said, we choose a doctor near our homes. Today with virtually no home visits by doctors, patients very often go to the surgery feeling very poorly & not able to drive. The thought of having to get a taxi or find a friend to take you is so unnecessary. I hope this new idea never happens.	3/10/2019 5:49 PM

252	Access/Parking	The inadequacy/bias of this "consultation" and the "consultation" map. Parking provision. Loss of contact with GPs that we have known for years. Distance to proposed "hub". Waiting times for appointments with so many patients.	3/10/2019 5:34 PM
253	Access/Parking Congestion Location -neg	Location is ridiculous. With new leisure centre to be opened soon along with traffic from Asda, Grove theatre, college etc. I can foresee unnecessary car journeys adding to the bad traffic situation in Dunstable. I was forced to choose a surgery close to my home when I moved 2 years ago. Now I'm being forced to have to allow extra time to get to and from the surgery & not sure what parking is going to be like. This location is far too far for elderly carless people to get to. Totally inconsiderate.	3/10/2019 5:34 PM
254	Access/Parking	At present there is a 2 hour free parking facility close to West St. surgery which needs to be maintained at the new Hub. Also there is a frequent bus service close to the present surgery. The new Hub requires a short walk which may be inconvenient for many older patients who will be the most users of the service. A free car park is most essential.	3/10/2019 5:21 PM
255	Access/Parking	As there will be more patients because of the combination of 3 surgeries and the proposed influx of new people, where will they park and will they have to pay charges? As there will be more staff where will they park and will they take up patient spaces? If different types of patients are directed to the hub will the resulting queue of ambulances impinge on current patient parking spaces? Access to the hub via the 'new' road system will be difficult.	3/10/2019 5:00 PM
256	Access/Parking	Road congestion with one way in and one way out at peak times. Is there a possibility to have an additional exit and entrance going towards woodside industrial estate maybe and then the main exit and entrance on court drive. Also, make it free parking for patients, perhaps with anpr cameras and you enter your registration at the reception desk.	3/10/2019 3:57 PM
257	Access/Parking	There would need to be enough free parking available that cannot be abused by those NOT attending the surgery.	3/10/2019 1:55 PM
258	Football Pitches Location + pos	Compensating for losing the astroturf/all weather pitches The proposed area could be beneficial for people who live on the bus route but live in the Luton CCG area- easier than accessing any services in Farley Hill, Stopsley, etc.	3/10/2019 12:53 PM
259	Access/Parking	There is a lack of parking in the area. This could impact negatively on some people.	3/10/2019 12:10 PM
260	Access/Parking	much more parking and especially disabled parking required	3/10/2019 11:55 AM
261	Football Pitches	According to your plan, the playing fields (soccer and skateboard) would be removed. Do you intend to provide alternative facilities nearby? The young do need this space, for their health!	3/10/2019 11:28 AM
262	Access/Parking Congestion	The traffic and parking congestion in that area especially around the college and when the new leisure centre opens	3/10/2019 10:35 AM
263	Access/Parking	Cost of car parking - at present free car parking at surgery	3/10/2019 12:42 AM
264	Hub -neg	lack of relationship and dedicated service with known GP	3/9/2019 5:59 PM
265	Access/Parking	The nearest bus stop is next to Asda. The existing pathway for pedestrians to reach the proposed new centre is uneven and difficult to navigate with cars passing on their way to the Grove theatre and GObowling. This needs substantial improvement for the safety of those walking to the new Hub	3/9/2019 5:01 PM
266	Access/Parking	Will there be sufficient parking spaces for the much larger number of patients arriving at the same time?	3/9/2019 4:47 PM
267	Access/Parking Congestion Location -neg	As I currently walk to the GP, this will double the walking time to 30 +mins so is impractical to walk Please ensure there is enough car parking as this will add large numbers of staff into the building before you even get service users arriving. There will need to be a drop off point close to the entrance to drop off older/less mobile people. This is not a convenient area of the town for most people and the exit to get back onto the main road could easily get blocked up. Has the impact of the theatre during matinees/school holiday times and when the leisure centre is open been considered for once the hub is operational? (during holiday time there will be more leisure centre users there and more films at the theatre aimed at children). The library will be in the leisure centre too which is likely to add to the parking requirements. Will buses be relocated to drop off outside the hub? If someone can't walk very far, the walk from the ASDA bus stop to the hub is not a short one. This is really the back of the town centre and not convenient for many people - why wasn't a more central location sought?	3/9/2019 2:27 PM

268	Access/Parking	No buses from north Dunstable direct	3/9/2019 1:20 PM
269	Access/Parking	The nearest bus stop is next to Asda. The existing pathway for pedestrians to reach the proposed new centre is uneven and difficult to navigate with cars passing on their way to the Grove theatre and GObowling. This needs substantial improvement for the safety of those walking to the new Hub	3/9/2019 12:21 PM
270	Access/Parking Congestion Location -neg	There is no bus service directly to the proposed Hub. There roads around the proposed Hub can become congested and this adds unnecessary journey time and taxi costs. My wife take the bus with my kids currently at Priory Gardens Surgery. The Hub is located where a lot of college kids hang about and it doesnt feel safe. The proposed Hub location is very difficult to travel to.	3/9/2019 12:49 AM
271	Access/Parking Hub +Pos	Car parking! We would have to travel by car across central Dunstable to reach the location, from our home in Studham. Adequate car parking would be crucial for people like us who have to travel some distance. Parking for those legitimately using the health hub should be free, and there would need to be a method of preventing people who were not using the hub from parking there. I am basically in favour of the hub, but have real concerns about parking problems if it is to be a large facility providing many different services. These parking problems would escalate over time if more and more patients became registered at the hub.	3/8/2019 8:42 PM
272	Access/Parking	There needs to be sufficient free parking - paying for parking could be a barrier for some people. Cycling would need very secure places to lock up the bike where people could be confident that the bike(s) would not be stolen while in the doctors. Access needs to be on flat ground - not a steep hill or ramp. Kirby Road surgery is all on one level which is a huge benefit to those with pushchairs, small children or who have mobility issues.	3/8/2019 7:27 PM
273	Access/Parking Hub -neg	Will there be parking available? Will it be free? Most likely not, as this is a prime location. So not only will it be much further for me considering I am getting older as well it will also be more expensive. And since I have to spend longer for travel I have to consider taking time of work which so far was not an issue. My wife does not have a car and I will have to drive her to the surgery. Combining all services in one area might seem a good idea however it will create a situation where the NHS wants to care for all but simply creates a big centralized mess. I strongly object to the proposal. Federated services are easier to access less busy and more specialised for certain health problems.	3/8/2019 12:23 PM
274	Access/Parking	PARKING CHARGES. Turn the car park into a free car park.	3/7/2019 9:11 PM
275	Congestion	Traffic congestion around that area is bad at present so building a new centre there will make traffic congestion worse!	3/7/2019 7:01 PM
276	Congestion	if the surgery moved there would always be a lot more traffic around the new area.Buses are not regular,without a car it would take ages to walk to the surgery.in west street the doctor's and nurses do a fantastic job,looking after our health.they are brilliant.	3/7/2019 6:21 PM
277	Access/Parking Congestion	Heavy traffic in that area will make it difficult to get to appointments ontime.west street surgery is brilliant,all the doctors and nurses do a fantastic job,making sure we stay healthy.the only problem is lack of parking spaces behind the surgery.i dread parking up the slope opposite the doctor's surgery.	3/7/2019 6:07 PM
278	Misc	We have a brilliant surgery at Kirby Rd so well managed caring staff & nurses with excellent doctors. This is a service which could never be bettered.	3/7/2019 5:45 PM
279	Football Pitches	Current use of the site needs to be considered Appears to be currently utilised for sport? Does this re-locate or are the current uses lost?	3/7/2019 4:20 PM
280	Misc	Is there going to be a pharmacy on site?	3/7/2019 4:03 PM
281	Access/Parking	The bus service from South West Dunstable into the town centre is rubbish unless you want to go via St Albans or Markyate! If you drive to the new location you would have to pay parking costs as well! You may have no other option than using a taxi - so expensive extra costs!	3/7/2019 3:45 PM
282	Access/Parking Location -neg	It's not going to be local, it will be much more difficult to get there as it's far to far out of the way. Not on a bus route, from this side of town. No option but to walk & for the less able not easily accessible.	3/7/2019 3:40 PM

283	Access/Parking Congestion You need to consider that I don't want my doctors surgery to move full stop. I want you to consider that I believe that the surgeries should remain in their current addresses in order to best serve those that are local residents. You need to consider those that are less mobile than I. I do not want to have to go through the centre of town to get to a surgery whereby I will more than likely have to pay to park, probably not see my own Dr. & have to wait even longer than present to get an appointment. I would like to see a major overall of my current surgery (incl. the building) It really needs to be brought kicking & screaming onto the 21st century, as do the other surgeries in the vicinity. They should all be offering things such as blood tests rather than having to go to the L&D, CT scanning & other none emergency treatments as per your proposal. The council has/is built/building homes and blighting the town already - making stupid decisions re the roads (the centre of Dunstable now being a complete joke. They are ruining the town without considering the infrastructure & the quality of life of those that live here. New surgeries for all these new residents should be built in these new estates not create a monolithic surgery that will cause more traffic, more pollution, more waiting times, less likely hood that you will see your own registered GP, more stress for the elderly & vulnerable of this district.	3/7/2019 2:59 PM
284	Hub -neg NOT a good idea removing local surgeries. They are part of the community and conveniently located.	3/7/2019 2:59 PM
285	Access/Parking The location and impact will depend on whether or not a parking charge will be implemented when you attend the hub. I would also have a concern about the parking as Dunstable is often used for parking their car to travel by bus to London so any free parking places around the town are often taken from early in the morning and used all day.	3/7/2019 1:09 PM
286	Access/Parking Finding a free car parking location	3/6/2019 9:10 PM
287	Access/Parking Making sure there is enough free car parking spaces. As doctors times can overrun dramatically. I certainly do not want a parking fine	3/6/2019 8:56 PM
288	Access/Parking Not sure if a bus service will run near to the care hub, or how parking will be. But in another 3 years I may not be able to drive. It could mean two taxis for a single visit, and a means of being able to telephone for one. I could possibly walk one way at present, in 3 years??. It is a more central venue than previously proposed a few years ago. There are already parking problems in present surgery situation.	3/6/2019 6:21 PM
289	Access/Parking What is going to be the policy on car parking? We know the NHS and Central Beds Council are greedy regarding the charges they levy for parking and see it as an income generator. Are you going to charge for car parking for surgery visits? If so how much? What will be the policy on 'overstaying' How large will the car park be?	3/6/2019 5:44 PM
290	Access/Parking Ideally I would travel by bus (61) but the service timetable rarely suits the appointment time (getting to the surgery and returning home therefrom) plus buses only run at extended intervals ie every 90 minutes or more. Until the recent change in provider the service was very unreliable -I do not know if it has improved (but I would not wish to take the risk of a missed appointment As a result I use a car and consequently there would need to be sufficient parking without having to resort to using Asda or Bowling car park. Parking should be free of charge. The length of visits cannot be calculated in advance and therefore any system requiring payment in advance could lead to patients overpaying in order to avoid any overstay fine, or getting a fine.	3/6/2019 4:58 PM
291	Access/Parking Convenience of location depends on parking. West Street surgery has a free two hour carpark opposite for if the doctors carpark is full. Parking is essential for user of this new hub	3/6/2019 4:10 PM
292	Access/Parking Sufficient parking free of charge to match village parking.	3/6/2019 2:14 PM
293	Access/Parking Congestion Traffic congestion, close proximity of public transport, parking and longer walking distances for those without transport.	3/6/2019 1:14 PM
294	Access/Parking The parking at Kirby Road surgery was very limited but free. Can you assure plenty of free car parking spaces in this much larger integrated hub? Will I be able to access the Kirby Road doctors or be pushed onto whoever is free?	3/6/2019 1:02 PM
295	Access/Parking Buses for the langdale estate as if the surgery is moving buses stop at 2pm how will people get home as a cost of taxi locally is to high for such short travel	3/6/2019 12:36 PM
296	Access/Parking You need to think about people who do not drive and are currently at surgeries close to their homes . Also parking , will there be parking , will we have to pay for it ? I hope not .	3/6/2019 12:34 PM

297	Hub -neg losing very import personnel touch with my regular GP who knows the history of my health as an individual and can make a more educated and knowledgeable assessment of my health requirements when needed as opposed to being absorbed into a totally impersonnel healthcare vacuum.	3/6/2019 11:27 AM
298	Appointments Primarily the ease and speed with which access can be gained to health professionals. Currently it is almost impossible to get a "doctor's appointment" - even when there is a pressing need. Unless you are able to increase the number of doctors etc operating at the Hub then simply moving surgeries to a new location will not solve the difficulties patients face. You will be wasting money and increasing difficulties for many patients. Perhaps simply increasing the number of doctors operating at the various surgeries might be a better way forward rather than trying to reinvent the wheel.	3/6/2019 10:40 AM
299	Congestion Location -neg In my opinion, the location of this new hub would be a complete nightmare to get to by car. The reason I say this is because the traffic through Dunstable is a nightmare most of the time, the congestion is crazy at rush hour. I also believe that the reason why people go to other surgeries is purely based on their current locations more than anything else. I, for one would not be happy with this location and I believe a better place would be where it was originally suggested would be down Brewers Hill Road. If not there, then somewhere on a regular bus route out of the actual town centre. I believe that appointments could easily be missed or people getting delayed because of the traffic congestion.	3/6/2019 10:15 AM
300	Access/Parking Cost will Be a huge factor as well. Because of the parking charges in town to try and use a town car park. Also as the same sight is where a lot of youths hang out and where the traveler community like to set up camp. Personal safety by being hidden roundnthe back and so far away from any thoroughfares	3/6/2019 9:57 AM
301	Access/Parking Location -neg There is absolutely no bus links to the area. How are you expecting elderly or less able people to get there? Also there is absolutely no parking facilities. The are already struggles with parking, neighbours dont have enough parking spaces, where are the patients supossed to park? Making the locals parking situation worse? I am sure there are better locations for this and a especific parking plan with enough bays is necessary to be included in the hub plans.	3/6/2019 8:17 AM
302	Access/Parking People living in south west dunstable with limited mobility/unable to drive will struggle to get to the new location and may be forced to register with another practice more central (eg. Kingsbury), this may put pressure on those practices getting busier.	3/5/2019 11:21 PM
303	Access/Parking Location + pos Parking for those who can't walk. I think the location is great for people using public transport.	3/5/2019 10:22 PM
304	Access/Parking Currently I can easily walk to the surgery, but as I get older I expect doing so will become more difficult; especially if it is located within the town centre.	3/5/2019 7:09 PM
305	Access/Parking Congestion Location -neg This is an impossible location. The recent narrowing of roads in the town centre, the building of road humps and the increase in residents only parking schemes in North Dunstable, have made it all but impossible for residents living in the SW Quadrant to cross the Town Centre. Given that it is clearly stated that pedestrians are to have priority in the Town Centre, why on earth are the residents of SW Dunstable expected to battle their way over to the proposed site. I have stopped shopping in ASDA and in the Town Centre given the gridlock that is always around the Supermarket, the theatre etc. The road system there does not cope now and will not cope when the Leisure Centre is open and if this proposed building goes ahead. I am in favour of the project, but the location needs to be reconsidered. Could we not have something in SW Dunstable for a change? If not, definitely no where near the disaster which is the roads and car parks around ASDA/the theatre etc.	3/5/2019 6:58 PM
306	Access/Parking What Bus Service will be provided??? It will be someway from the Busses at ASDA	3/5/2019 6:26 PM
307	Access/Parking Disabled access and FREE very short term parking for carers to collect prescriptions	3/5/2019 4:39 PM
308	Access/Parking at present I can drive, but in the future a bus service that brings us closer to the Hub would be good	3/5/2019 4:28 PM

309	Congestion Bigger doesn't necessary means better. The surgery we are currently in is small and we know the doctors, nurses and the staff and they know us, which in the hub would be very, very difficult to achieve. The personal touch and observation which these people have will be washed up since we going to be just a number on someone computer. And lastly but not least you should strongly consider the environment cost this urbanisation will inevitably cause. Now even if I'm not well I could walk to the surgery in the new hub this will be impossible. There is enough traffic already in the town centre as it is adding extra is unreasonable.	3/5/2019 3:01 PM
310	Access/Parking Appointments Congestion Staffing Traffic issues around hub location; difficulty accessing hub for local patients who walk to surgery; opinion of GP's who will be relocated; removal of 'local' surgery; regular access to own GP; ratio of patients per GP (current level too high); existing surgeries overloaded. A new hub as 'addition to' existing surgeries with increased services would reduce current overload, improve patient care and reduce load on hospitals. Streamline basic routine procedures currently undertaken by GP's, eg approving interim repeat prescription issues.	3/5/2019 2:14 PM
311	Access/Parking You need to consider the rip off parking. Qudrant operate scam with a private company. Check Dangerous Dunstable Facebook page. You can pay for a car number that they know does not exist so an elderly person who makes a slight mistake with the car number is going to pay £70 plus SCAM. They know you have entered a number the ANPR knows is not in the car park sell you the ticket then hit you for a £70 plus fine. Not really a fine but they make it look like that. Tens of thousands have been scammed from people in Dunstable already. Plus mixing everyone in the same place will be a disaster. I expect you will not listen to reason so I will go the the hospital for treatment as they have emergency GP. This is going to be a total mess just like the roads and bus lanes were.	3/5/2019 1:54 PM
312	Access/Parking Congestion Parking currently is free at Kirby road GP or off road parking, this would not be the case in the Dunstable Town centre. Bus service not frequent enough from my part of town, therefore this is will make people drive and have to Pay and display. Traffic congestion is already bad around the Grove theatre and Adsa in the day time, this will really impack Dunstable town when they are already trying to make it car free, and the leisure center is not open yet which will make it even more traffic congested.	3/5/2019 11:47 AM
313	Access/Parking public transport not available from High Street North to Asda area	3/5/2019 11:02 AM
314	Access/Parking There needs to be sufficient free parking to users of the health care hub, which is monitored to prevent anyone not using the hub taking up the free spaces.	3/5/2019 10:27 AM
315	Access/Parking Parking, will there be free parking as at present or will we have to pay to attend the surgery? Any parking charges will have a negative effect. Cannot use local buses as they only run infrequently and would not necessarily tie up with appointment times.	3/5/2019 10:17 AM
316	Access/Parking Whether there will be free parking at the new hub and whether there will be the taking of bloods at the hub	3/5/2019 10:05 AM
317	Football Pitches I think that the astro turf pitches should not be removed for this site. With so few diversionary opportunities for young people, losing a site that promotes a free and healthy activity would be a big loss to the community. Diversionary tactics improve ASB and there is so much more that could be done with the site. I live in the gated community overlooking the astro turf and there are groups of young people playing football and doing workouts on it every single day, even late into the evenings. they are never destructive, they are never just "hanging around" mindlessly, they are playing football and other sports. I think to lose this would be a loss and some consideration should be given to this when choosing a location.	3/5/2019 9:05 AM
318	Access/Parking Exactly where behind GObowling would the new Hub be? Currently there is a car park and artificial football pitches, neither of which should be impacted, removed or reduced in space. In fact additional car parking would be required as that car park services The Grove theatre, GObowling and the leisure centre once it reopens. Car parking spaces at doctors' surgeries are always very hard to get so extra car parking would be needed.	3/4/2019 10:37 PM

319	Hub -neg Location -neg I'm concerned about those with difficulties including mobility and learning difficulties. I work as a support worker as well as being a patient at this surgery and I'm concerned that the location is not appropriate for those who require extra support to get to places. By having all services in one place, you are limiting those who can access the service. By saying that it will integrate a range of services, this I do not believe will help as multi-agency working is efficient due to communication between teams, not because they're in one building. For those with additional needs, they may refuse to go to this new building as they may associate it with another form of medical procedure. For example, if they go there for a blood test but hate needles but then need to attend therapy there it will be extremely difficult to get an individual to attend due to the association of the centre with needles. This currently is not a problem due to different services in different buildings.	3/4/2019 8:35 PM
320	Access/Parking Free parking	3/4/2019 7:11 PM
321	Access/Parking I do think that you need to consider the parking situation, I don't know about the other surgeries, but at Priory Gardens, parking is very difficult and there is not nearly enough.	3/4/2019 6:33 PM
322	Access/Parking Free parking is necessary.	3/4/2019 5:45 PM
323	Congestion Need to ensure roads can cope with increased traffic as sometimes very busy adjacent to Asda. Need to ensure there are sufficient Drs, nurses and other health care professionals available and not less than currently.	3/4/2019 5:25 PM
324	Access/Parking Congestion Traffic. Parking Why not use the old library. Courthouse. Easier access Someone suggested Asda carpark It's a nightmare	3/4/2019 1:45 PM
325	Access/Parking Congestion Not on a bus route, not local, not accessible by car as Dunstable town centre already congested enough. Much further walking for anyone less mobile.	3/4/2019 1:20 PM
326	Access/Parking My doctors surgery has free parking. Will parking be free fr patients at the new hub? If not patients will complain about paying to park. ~If you offer free parking how will you stop residents of The Parklands and the properties on the old Ashton Middle site parking in the patients spaces? These residents currently park in Crabtree Way and Printers Way and if you have unrestricted free parking for the new hub these residents will park there	3/4/2019 11:18 AM
327	Access/Parking Congestion Location -neg The principle of the health hub is OK but the location is wrong. In our case we live two miles from Kirby Road surgery, we don't have a bus service, we don't have a footpath, we don't have street lights, and the road is very busy with fast moving traffic so the only practical way to get anywhere is by car. It takes five minutes to get to Kirby Road surgery and we can do that without getting in any traffic jams and, therefore, without adding to the congestion and pollution in Dunstable town centre. Contrast that with travelling to the proposed site, we will get to the back of the traffic queue in West Street in about five minutes, we will then crawl down West Street which can easily take another five minutes or more just to get to the town centre, it will then take another five minutes to get through the traffic in High Street/Queensway/Court Drive. All this time we will be adding to the congestion and pollution in the town centre, the very thing that the 'powers that be' are trying to reduce! Then consider that our experience will be multiplied many times over because Kirby Road surgery (and probably West Street surgery) has a large catchment area on the western side of Dunstable and once they are gone there will be no surgery's on western side of the town centre. Thus everyone on the west side of Dunstable will be forced to travel through the town centre causing more congestion and pollution for those who live, work and shop there. I seem to recall that at one time there was a proposal to build a health centre at the bottom of Brewers Hill road, that site has gone but, looking at Google Earth there appears to be a site near the Council Offices (where the old gas works was) or, what about land at, what was, Brewers Hill school? Somewhere like that would be better than the proposed site.	3/4/2019 11:17 AM
328	Access/Parking Parking provision needs to be taken into account, as provision at Kirby Road is very insufficient. At least in the town centre there are more parking options, though most would mean paying.	3/4/2019 10:45 AM
329	Access/Parking plenty of parking needs to be available, currently free at west street surgery or opposite in carpark. how will disabled and poorly people get to behind go bowling?? when you have sick children or are ill yourself you dont need the extra hassle of checking for coins and trying to pay and display.	3/4/2019 10:25 AM

330	Congestion Its going to be in the town centre, a congested area around the leisure centre and ASDA at the best of times, then if three surgery's have patients convening at one point, increased traffic. Plus these additional services, more traffic. Then another reason you state for building this is to accommodate the new people from north of Dunstable, more traffic. The new estate should have an area committed to public services that could provide a local convenience store, dentist, doctors. This hub might be good for providing the services the surgery's cannot provide in their current spaces, or a new surgery, and for putting the services together, but don't add the new housing estate people to the existing surgery's that currently struggle to serve their current patients (going on trying to get appointments when you most need them, can't just call to see the doctor, got to make that decision at 8am or 12pm and keep hitting redial until you get through, might not get an appointment but not sick enough for A&E). And don't put all the surgery's together. It could be a referral point with a new surgery for the services not provided so you would contact them if you're receiving treatment from them, but leave the existing ones alone.	3/4/2019 9:51 AM
331	Congestion Access to the proposed hub will increase the traffic flow in the proposed location, which is already congested.	3/4/2019 8:55 AM
332	Football Pitches It is not in a suitable area due to it being grassland where the youth enjoy spending their time. There is not much for the youth to enjoy in Dunstable so I do not think this should be taken away from them. There are plenty of abandoned areas that this could be built on without affecting many people	3/3/2019 7:19 PM
333	Access/Parking Parking. If you're elderly, or infirm you cannot walk even a short distance	3/3/2019 5:23 PM
334	Hub -neg Large-scale sites deter people, loss of local community feel. Too crowded and busy which is not helpful for gp services. Other out reach services could be based together	3/3/2019 4:35 PM
335	Access/Parking I'm 82 and there is no bus from where I live south Dunstable is very badly covered by public transport would there be arrangements made with the bus company to cover patients needs to get to the new hub	3/3/2019 4:09 PM
336	Location -neg Should be built on heath centre site in the town center,location is not in town centre	3/3/2019 2:50 PM
337	Access/Parking Further away from house. Town centre congestion. If unable to drive cost of taxi. No buses available. More risk of infection with larger numbers of people. Is parking going to be free, accessible and adequate.	3/3/2019 2:13 PM
338	Access/Parking Further away from house. Town centre congestion. If unable to drive cost of taxi. No buses available. More risk of infection with larger numbers of people. Is parking going to be free, accessible and adequate.	3/3/2019 2:09 PM
339	Access/Parking Further away from house. Town centre congestion. If unable to drive cost of taxi. No buses available. More risk of infection with larger numbers of people. Is parking going to be free, accessible and adequate.	3/3/2019 2:07 PM
340	Access/Parking You can't charge people to park to visit their doctor! You simply can't and I'm assuming being centre of town you will have to pay to park. Just like you'll probably have to pay to park to use the leisure facilities or the library. Not everyone can walk into town and bus prices are stupid! The idea is great in theory.	3/3/2019 1:32 PM
341	Access/Parking plenty of parking	3/3/2019 1:20 PM
342	Access/Parking will there be plenty of parking in this new location without costing too much	3/3/2019 12:57 PM
343	Access/Parking There needs to be free and adequate parking	3/3/2019 12:28 PM
344	Access/Parking Parking for hub	3/3/2019 12:18 PM

345	Access/Parking If Houghton Regis Medical Centre moved there it would be a long way to drive round unless parking of some sort was on the Houghton Regis side. A lot of publicly made comments come down to parking and travel to the place. Where possible the bus routes should be integrated, so can consideration be given to a bus loop with a drop off point? This location is next to the busway, so there is potential for a new bus stop. Remember, older people are entitled to bus passes. Otherwise, they are reliant on taxis, friends, and families. There is potential for ground floor parking with lifts to offices above. What I've seen work well elsewhere is 15-minute drop-off points so that infirm people can be assisted to a check-in desk and then the transport can be parked up properly somewhere else during the appointment. There should also be hatched yellow zones for ambulances only to enable them to pull up. If the parking is to be controlled by a parking company please ensure that every individual space that is reserved for consultants/staff has proper signage painted on the tarmac, and for times when snow is on the ground, that other signs are visible and readable through a rear view mirror. I posted the consultation to Dunstable News Desk. I am the editor You can find public comments made there by going to https://www.facebook.com/dunstablenewsdesk/posts/2255441961396534 . You can find further public comments made by going to the facebook pages that shared the Dunstable News Desk post.	3/3/2019 12:12 PM
346	Access/Parking Need sufficient car parking and no parking charges	3/3/2019 12:09 PM
347	Access/Parking You must ensure there is adequate FREE parking for all patients considering that 3x times as many patients will be on site or waiting as there would normally be at a single surgery	3/3/2019 12:08 PM
348	Access/Parking There needs to be enough parking	3/3/2019 12:07 PM
349	Misc As we grow older, there might be a bigger impact in time.	3/3/2019 12:05 PM
350	Football Pitches Hub +Pos Location -neg Your taking away an area of land that is widely used by the community and stops kids from doing silly things on the streets. Everyone around Dunstable has something to say about the kids so you take away an area that stops them from causing trouble. And may I add Dunstable doesn't have a lot of grassy areas because they seem to put buildings on any where they can find. Although the idea of the hub is amazing perhaps some where else would be better .	3/3/2019 11:08 AM
351	Access/Parking Congestion Parking, which should be free. A good frequent bus service. The local residents, will it mean more traffic and parking on their roads. The impact of extra traffic on the area in general	3/3/2019 11:05 AM
352	Access/Parking plenty of parking and make it free	3/3/2019 10:36 AM
353	Access/Parking Will we now have to pay to visit the doctors surgery? At the moment I can walk there or go by car and park for free.	3/3/2019 10:07 AM
354	Access/Parking Older people that cannot walk far distances from bus stop. Will there be parking available for disabled patients to use? As they would need to park as close as possible	3/3/2019 1:34 AM
355	Access/Parking Parking facilities need to be adequate & free	3/3/2019 12:58 AM
356	Access/Parking Time consuming Now surgery is close to school and nursery where my kids are	3/3/2019 12:33 AM
357	Hub -neg Terrible idea	3/2/2019 11:07 PM
358	Access/Parking Greater provision of parking spaces for disabled, as near as possible to entrance.parking for	3/2/2019 9:50 PM
359	Access/Parking Essential it is located next or near to bus stops/busway serving all of local area	3/2/2019 8:58 PM
360	Access/Parking Parking at a nil or minimum cost will have to be provided and plenty of it.	3/2/2019 8:25 PM
361	Access/Parking That you will be taking away a large area used by the young people of dunstable. There is already a lack of useable space as parks are considered anti-social. Growing up here was hard enough before all the open areas were taken over by housing estates and do gooders. Think of the impact on the younger people.	3/2/2019 7:40 PM

362	Appointments Staffing	The current wait time for doctors appointments is usually about four weeks unless booking an emergency. Which the doctors tend to only give medication to help get you through until you can get a normal appointment. Also the hours available even with the one late night and one Saturday does not make the doctors surgery widely available to those who work. Quite often I have to take an appointment because it could be seven or eight week wait for a time that suits. This means I loose pay quite frequently especially when certain staff refuse to prescribe medication and I am only able to receive it from one doctor. With combining with two other surgeries and having new patients I am very concerned that it will take even longer to get an appointment and be treated for things in a timely manner or get appointment with the doctor who will prescribe medication I require. Will there be more staff? Longer hours to accommodate for everyone, including those who work the traditional 9-5? Will we be able to choose the doctor we require?	3/2/2019 7:23 PM
363	Access/Parking Congestion	Yes. The letter sent out says the main reason for doing this is because 12,500 new homes will be built, housing 32,500 people. Based on the Dunstable and Houghton Regis Profiles, 1040 homes were built in the 4 years between 2011-15. At that rate, it will take 40 years to build 12,500. To put these numbers in perspective, the population of Dunstable and Houghton Regis is currently less than 60,000 yet you're saying it will increase by 50% in 5 years. The BCCG letter also states all of these new homes will be built to the north of Dunstable and northeast of Houghton Regis, in other words the area along the new Northern Link Road between the M1 junction 11a and A5. If this is the case, surely it would be better to build a health centre and other facilities where all the new houses are going to be. There was a proposed Heath Centre in north Dunstable 10 years ago. After a new housing estate was built on the site of AC Delco, the Heath Hub was to be in the corner of Brewers Hill Road and High Street North. That was shelved after the Credit Crunch started in October 2008. In my opinion, each ward in Dunstable would benefit with a GP surgery rather than a big centralised hub. The traffic and parking is going to be a nightmare. This hub idea has nothing to do with helping the people of Dunstable and everything to do with reducing the number of GPs, their surgeries and money spent on the range of good Doctors we have.	3/2/2019 6:04 PM
364	Hub -neg	I am always concerned when I see charities listed as service providers I feel that you will take the patient funding using it as you see fit there will be winning and the losers will get left behind charity cases	3/2/2019 6:02 PM
365	Access/Parking	Will the parking be free? If so how will it be secured so it is only for patients and not for people planning to visit the town centre? If it's not free how much will it be, I would be extremely disappointed if it were not free, however parking is currently an issue at Kirby Road.	3/2/2019 4:59 PM
366	Access/Parking	Parking and pollution	3/2/2019 4:00 PM
367	Access/Parking	Ensure there is plenty of free parking facilities for patients of the surgeries, taking into account the increased usage of the hub	3/2/2019 3:23 PM
368	Access/Parking Hub -neg Location -neg	The proposed site is some distance from existing bus stops. Kirby Road, West Street and Priory Gardens are all within walking distance of bus stops. Patients using these surgeries, especially the elderly, will find it difficult to get to the new Hub. I can see lots of benefits to have a new purpose built facility but would prefer it to be situated closer to the town centre.	3/2/2019 2:46 PM
369	Access/Parking Congestion Location -neg	Not sure the location will be the best one . There is a lot of traffic around that area and once the Leisure Centre reopens parking may become an issue. My concern would be for elderly patients who don't drive , it may prove difficult for them to get to and then they may not attend appointments. Also a lot of elderly won't use the internet so won't be able to have their say or even know about the proposal.	3/2/2019 2:29 PM
370	Access/Parking Congestion	Volume of traffic all going to the same area. Parking facility.	3/2/2019 2:15 PM
371	Hub -neg	How will you cater for a larger population if the UK is already struggling to obtain GPs? Is this in addition to the present go surgeries? As usual, East Dunstable is not catered for in particular, everything is that side of town. Will this close further GP surgeries in Dunstable?	3/2/2019 1:51 PM
372	Access/Parking	Sheer numbers of people trying to access an out of the way place one entry one exit will be a nightmare for all trying to travel to the doctors and those trying to travel around it	3/2/2019 1:42 PM
373	Access/Parking Appointments Building design Hub +Pos	I am elderly nearly 90 with limited mobility so a bus stop from weatherby area of Dunstable direct to a bus stop directly outside would be fantastic, as currently I have to get two different buses and change bus in town. Plenty of seating Plenty of public toilets Lots of his so appointments are easier to book	3/2/2019 1:25 PM

374	Access/Parking Location -neg	Surely a more central location would be far better. From the Court Drive bus stops to the proposed Health Hub would be a considerable walk for the elderly and sick patients. Not everyone has a car or access to one! But for those with cars you would need to provide parking which would take up a good proportion of that proposed area. Wouldn't a more logical proposition be the block containing the old Library and Council offices right in the centre of town? This would result in a similar amount of walking for patients as already exists, and you would not have to provide car parking as there is the existing Asda car park next door. Also services (electricity, water, gas) are already on site whereas the proposed site would require all new, and expensive, installations.	3/2/2019 1:12 PM
375	Access/Parking	Yes it is a bottle neck with asda and the leisure centre, college, and Gym, Bowling alley and residential housing all on the same road, people parking for the Theatre right next the the new health hub coaches dropping people off, couldnt be in a worse place. Where would the entrane be for this HUB? on a roundabout at the end of the road before you have to turn into the car park for the Grove or would you have to drive into the Grove car park to get to it?	3/2/2019 1:03 PM
376	Access/Parking	Parking	3/2/2019 1:01 PM
377	Access/Parking Congestion	Parking, traffic chaos, gridlock as Court Drive is already a nightmare. Distance from car parks to surgery for the elderly and infirm. Traffic is a REAL PROBLEM in Dunstable and will get worse with a facility like this in the area it is planned for. Good idea, completely wrong area. Please change the habit of a lifetime CBC and actually listen to those that live in Dunstable and will be affected by even more traffic problems.	3/2/2019 12:57 PM
378	Access/Parking	The distance between pharmacy and surgery will now be greater for me, a lot of people may have to find new pharmacies.	3/2/2019 12:54 PM
379	Location -neg	People would have to travel a further distance, its unfair to those who are unable to do so. Closing west street & kirby surgery would negatively impact the 2 small local pharmacies located that end of town as patients are no longer across the road from them so they will seek those closer to the new surgery and not come back up the other end just to use them, asda would benefit from more patients as it is the closest pharmacy to the purposed surgery, however boots west street would loose out greatly with it being the furthest away. Local pharmacies rely on the location on the surgeries to build a patient base. The move would simply put them at risk of going out of business.	3/2/2019 12:46 PM
380	Access/Parking Congestion	Where that proposed location is it will cause more traffic and be make if more difficult to park Has a multi story car park been part of the plans ? Would there be more than one access route?	3/2/2019 12:38 PM
381	Hub +Pos Hub -neg	While integration of services may be a good idea one can't help to think that an integrated hub will is just a junior version of the L&D - why waste money developing this when investment into the l&d would probably be a more vist effective solution. What reasons do the council have for this development.	3/2/2019 12:36 PM
382	Access/Parking	Looking to the future do you visualise that other travel and distance problems could manifest themselves ie a degenerative disease.	3/2/2019 12:28 PM
383	Access/Parking Congestion	Traffic and parking With a hub this size, how will you manage infection control?	3/2/2019 12:14 PM
384	Access/Parking	PARKING!!!! Make sure there is MORE than enough and make it FREE.	3/2/2019 12:12 PM
385	Access/Parking Congestion	This hub will be in one of the busiest areas of the town, where there is already significant traffic congestion and very limited parking. You need to take into consideration the impact in terms of traffic and parking for those business in the immediate vicinity e.g. The Grove Theatre, the carpark gets extremely busy, when shows are on. The bowling alley - this is pay and display already and then there is Central Bedfordshire college, not to mention the local surrounding homes/residents	3/2/2019 12:09 PM
386	Access/Parking	Parking facilities. Currently parking can be an issue at peak times and if more patients will be congregating at one place this will be even more important. If in walking distance for patients this could be alleviated, however most people go to doctors then on to work or school and would therefore use their cars.	3/2/2019 11:33 AM
387	Football Pitches Location -neg	we are trying to improve the health and well being of residents and this proposal plans to build over a football pitch - it's an incredibly poor choice of location. Instead demolish ASDA and have it on what is already a building / carpark site. There is already a plan to merge ASDA and Sainsburys and Dunstable doesn't need so many supermarkets.	3/2/2019 11:20 AM

388	Appointments	Opening hours ?At present West Street Surgery have very limited hours and you can only book an appointment by telephoning between 8 and 8.30 am -which is ridiculous.	3/2/2019 11:13 AM
389	Access/Parking	Parking facilities need to be free for people attending the facilities and for staff. As the catchment area will be large many who now walk will be unable to. There also needs to be a bus stop close to the amenities. The 'Dog Kennel Walk' needs to be made safe for those approaching from that direction.	3/2/2019 10:55 AM
390	Access/Parking	I recently moved to Kirby road surgery so it was in walking distance. This new surgery will mean driving and I am assuming very limited parking so will cost me money to park in an over priced Dunstable car park There will be a significant loss in personal care for elderly patients in seeing a regular doctor for ongoing medical conditions Overall not happy with the proposal	3/2/2019 8:21 AM
391	Access/Parking	Enough free parking spaces for appointment slots. Enough appointments for patients especially same day appointments. Evening and weekend appointments required. Enough doctors so that patients are not constantly seeing locums	3/1/2019 10:22 PM
392	Access/Parking	Any car parking needs to be free of charge	3/1/2019 10:17 PM
393	Access/Parking	Sufficient free parking. (Will the new hub be part built on the existing car park behind Go Bowling) The new Leisure centre now includes CAB and adult, social care and library and the council hopes for an increase in the number of visits. The adjacent college also has a recently opened gym again hoping for more visitors so could this cause a car parking problem. The bus stops could be too far away for elderly patients and those unable to walk. Additional ambulances or taxi's would have to bring and take them from the Hub. If it expected to provide services for those new houses being proposed to the north of Dunstable again it would be bringing in more vehicles to the town centre, having just got the HGV vehicles out of the town and reducing road widths.	3/1/2019 9:43 PM
394	Increased costs	For patients that live off high street south and that side of town the new site is hardly central by taxi this will cost approx 9 pounds per Appt.	3/1/2019 9:43 PM
395	Access/Parking	The number of free available parking spaces	3/1/2019 9:41 PM
396	Access/Parking	Currently there is free parking at West Street surgery either on site or opposite. Will there be a cost to parking? A lot more people will need to drive to get to new Hub	3/1/2019 9:32 PM
397	Congestion	As I drive, usually, the road system being updated in Dunstable may have a negative impact on visiting the new surgery. Especially if they do restrict traffic in Queensway.	3/1/2019 7:32 PM
398	Access/Parking	Parking and congestion	3/1/2019 7:09 PM
399	Access/Parking	Lack of parking at new site. Distance to travel. Pollution surrounding proposed new site being next to the A5. Mentally unwell patients around children and older people. Damage to environment due to travel and building works. Loss of community support from local gp's . Patients being unable to get there . Basically a bad idea for everyone involved and affected. Where is the money coming from for this when we already have fantastic local surgeries? Increased costs for transport for patients that walk/ride bikes to local go's	3/1/2019 7:04 PM
400	Congestion	What about all the extra traffic in and around the ambulance station and Asda.	3/1/2019 5:44 PM
401	Access/Parking	Having enough car parking spaces available	3/1/2019 4:35 PM
402	Congestion	Traffic will be terrible.	3/1/2019 3:47 PM
403	Access/Parking Appointments	The hub would be further away from my home address and would involve a longer car journey. When feeling ill it would be a daunting prospect to have to get nearer into the centre of Dunstable in order to attend the GP. As an older person, I anticipate that my health requirements will grow as I age. Would having a bigger building with more services available make it any easier to get an appointment to see a GP. Some health requirements need to be dealt with at the local hospital where specialists are available and not in a general GP surgery.	3/1/2019 3:30 PM
404	Access/Parking	Enough parking for patients as well as doctors.	3/1/2019 2:44 PM
405	Access/Parking	Parking needs to be plentiful and free and specifically for patients only	3/1/2019 2:26 PM

406	Access/Parking Congestion	Parking will be a major issue. The time it would take to get there and park if there are any parking spaces would be greater and less flexible as it is now. Parking also needs to be of nil cost. To do that how will parking be policed. We have lots of issues in that area with the travelling community. No one will want to travel and park behind the go bowling area. The court drive area often is grid locked with traffic. We have always received excellent service from the West Street Surgery and I feel this will be compromised in a bigger hub with several surgeries in one place.	3/1/2019 2:02 PM
407	Access/Parking	Designated FREE parking for patients.	3/1/2019 12:52 PM
408	Congestion	Cars and the impact of traffic in that area, with the library and leisure centre using the same small road.	3/1/2019 12:37 PM
409	Access/Parking Congestion	Parking facilities including cost. Increased traffic in town centre.	3/1/2019 12:36 PM
410	Access/Parking	Parking could be a problem if people other than patients try to park while shopping in town. I think some sort of restrictions should be in place. Not sure how this could be implemented	3/1/2019 12:22 PM
411	Appointments Staffing	Maybe having to deal with new personnel less familiar with one's particular condition or needs.	3/1/2019 12:19 PM
412	Congestion	It's already very difficult to get across the main high street in any vehicle, there are constant queues in West Street going out towards Luton or down towards the North End of Town. And the High Street since you restricted the traffic lanes! Our friends and those we don't even know constantly complain about how 'awful' Dunstable is and how mad we must be to live there!! Still we are impacted by problems on the M1 and vehicles coming off at Junction 9. Surely more vehicles will be used not less! Causing more greenhouse gas effect issues, queues, distress both mentally and physically. Already have to wait to see our GP for two weeks plus, we need more surgeries, not less, we need them to be more accessible, not less. Better placed around the town, not in one big LUMP. You talk about providing more services, helping those with mental health and disabilities and joined up working. I've worked for Social Care and Borough Council for over 18 years, there has never been joined up working between Social Care and the Health Service, I am really sorry to say it but there will never be - of course there should be - but it never worked, and just by putting them in the same building - I can't see it working now. More people need more services, they also need more infrastructure - keep these surgeries BUT still build this new 'hub' - give people more not less. My daughters both have families here in Dunstable, to try to see a doctor now, is not easy and we cannot see how this 'removal of existing services' can actually help, support and care for anyone - especially the vulnerable, the elderly and the disabled.	3/1/2019 11:37 AM
413	Access/Parking	Adequate and controlled parking to ensure patients can arrive on time. Combining services and bringing them to one hub is a great idea. However, the need for car parking will increase immensely.	3/1/2019 11:35 AM
414	Access/Parking	Parking. The right number and quality of staff to deal with the increased numbers.	3/1/2019 11:31 AM
415	Access/Parking Congestion	The traffic congestion getting through Dunstable at peak times for appointments. Will there be adequate parking for the volume of patients etc	3/1/2019 11:04 AM
416	Access/Parking	car parking building should be large enough to allow for further expansion of the town	3/1/2019 10:52 AM
417	Access/Parking	Plenty of parking for staff as well as patients	3/1/2019 10:11 AM
418	Location -neg	it seems a backward step to locate the hub off centre of the town. the three surgeries which will form the hub are in convenient areas. Elderly people will find this new location more difficult to attend.	3/1/2019 10:08 AM
419	Access/Parking Hub -neg	My grandfather is nearly 90 and where his surgery now is easily accessible as it is in a central location. He knows where it is and is happy to go on his own. Moving the surgery creates upheaval, costs as there is no bus service from where he lives and he cannot walk to far. The only pharmacy local is Asda which struggles with the high volume of usage as it is. He will be lost in the larger system and people of his generation deserve better than that. The bigger service does not guarantee that he will receive a better standard of care especially if he can't get there.	3/1/2019 9:45 AM
420	Access/Parking	suitable parking for patients	3/1/2019 9:33 AM
421	Access/Parking	Will parking be adequate and free?	3/1/2019 8:56 AM

422	Access/Parking	Parking		3/1/2019 8:33 AM	
423	Access/Parking	Congestion	Traffic will be even worse than now, due to the close proximity to the town center. Parking will be a major inconvenience	3/1/2019 8:29 AM	
424	Hub -neg	Staffing	The loss of patient doctor relationships. Seeing the same doctor is important if you have long term health conditions as they understand you as an individual and can look at your care holistically. Larger hubs will disburse these relationships and the community feel of the doctors will be lost.	3/1/2019 8:20 AM	
425	Access/Parking		The amount of parking that will be available, the access to the car park and back out onto adjoining roads especially when Dunstable is gridlocked due to the M1 being closed. The cost of parking and the way in which parking is charged for e.g on arrival, on departure as you never know how long you could be in there for an appointment	3/1/2019 8:09 AM	
426	Access/Parking	Congestion	cost of travel, traffic problems and parking	3/1/2019 8:03 AM	
427	Appointments	Staffing	Inspect of impersonal service, the GPs are already difficult enough to get a continuation with. This will be impossible	3/1/2019 8:02 AM	
428	Access/Parking		I am concerned about people who walk to both Kirby Road and West Street surgeries as they both serve local communities. Elderly patients may find the local harder to access.	3/1/2019 7:00 AM	
429	Access/Parking	Congestion	Central Beds Council yet again have not considered the stress and anxiety in older patients whom used their own GP in over 40 years new hub will cause Waste of time proposing such a building Need build surgeries where we build new housing , not some super centre for rich or famous, without affect it has on vulnerable, those mental health or autism in new building. New hub will be complete waste time & money - no transportation or car parking taking into account. New centre about open that going cause more traffic chaos in the area where hub would got CBC just forget whole project.	3/1/2019 6:34 AM	
430	Access/Parking	Appointments	Staffing	People with limited mobility having to travel further. It's difficult to get an appointment at the Dr's now, with an increase in population in dunstable ir will be impossible. Higher risk of death.	3/1/2019 4:32 AM
431	Access/Parking		Enough places to park	3/1/2019 4:24 AM	
432	Access/Parking		This location means getting through town which is very hard most of the time. I'm used to surgeries being local. I don't like the idea of this location. Are we expected to pay parking?	3/1/2019 3:42 AM	
433	Access/Parking		I am concerned about congestion and accessibility of the these services. I have a disabled son and a toddler so travelling by car is a necessity for me for their safety. Parking for Priory Gardens is already quite difficult at peak times so I am seriously concerned about the impact of creating a Hub and how all the patients, staff and users will be able to use the facilities in the volumes that are expected	3/1/2019 2:55 AM	
434	Access/Parking	Congestion	Car parking in this area is already over subscribed. Traffic in this part of dunstable is not great either	3/1/2019 12:47 AM	
435	Access/Parking		What parking will be available, will patience be expected to pay for parking?	3/1/2019 12:36 AM	
436	Access/Parking	Congestion	Traffic. Parking Access	3/1/2019 12:11 AM	
437	Access/Parking		Potentially to be more difficult to get an appointment with a GP which is already difficult for someone who works full time. Parking provision and cost	3/1/2019 12:09 AM	
438	Access/Parking		This would mean traveling a lot further to my gp and attend a much busier centre which is not good for me as I do not cope well with crowds. It also means that the pharmacy I use would not be as convenient to the hub. It's just inconvenient all around.	2/28/2019 9:24 PM	
439	Access/Parking	Staffing	I would be concerned that a large combined centre would be less personal and therefore less reassuring. I enjoy seeing MY doctor and do not want to loss the benefit of having a doctor that knows me and that I have confidence in.	2/28/2019 9:22 PM	
440	Access/Parking	Congestion	Dunstable is already bad with traffic & living at the west side of Dunstable, it is going to be a nightmare every time you need to go to the doctors. And what is parking going to be like, will the parking spaces reflect the amount of patients!! Or is it going to be another charge?	2/28/2019 9:22 PM	
441	Access/Parking		This proposed location for the hub is a long way from West Street and getting there by public transport is very difficult.	2/28/2019 9:19 PM	

442	Access/Parking	Adequate car parking	2/28/2019 7:52 PM
443	Access/Parking	The environment and impact on travel times across Dunstable plus air pollution	2/28/2019 7:46 PM
444	Access/Parking	The building will not be situated reasonably close to the town centre which means that patients, especially elderly ones, who live in the West of Dunstable, will have to travel to the new building.	2/28/2019 7:43 PM
445	Access/Parking	Road access & parking	2/28/2019 5:49 PM
446	Access/Parking	Congestion Road access - area is already very congested and will, shortly, have Asda, New Library & Leisure Centre and Grove Theatre all using just two roads. If the hub is based at the same site the road system will not cope to the detriment of the institutions listed above.	2/28/2019 5:46 PM
447	Access/Parking	How much car parking will there be and will there be a charge? If no charge how can you stop shoppers etc. parking and if a charge how much?	2/28/2019 5:43 PM
448	Access/Parking	needs adequate parking. Underground carpark?	2/28/2019 5:17 PM
449	Access/Parking	Parking charges for visitors by car so local streets are not used for parking.	2/28/2019 5:05 PM
450	Access/Parking	Parking ?	2/28/2019 4:55 PM
451	Access/Parking	Appointments Congestion Location -neg When you are locating all these other surgeries under one roof, think of the implications with traffic congestion and parking. Where it going to be located, behind the bowling centre we are going to have a leisure centre, library, CIB, also college and Asda not very far away and all the traffic with be coming into this area with only one way to travel. This is madness. I am disabled so only able to travel by car from north Dunstable so will have to factor in a longer time to get to this new surgery. I understand that putting all these additional services under one roof would and could be beneficial to us but just think of all the other negatives with this scheme. I feel a more personal touch is better for the patient. Will we be able to see our own doctor, are we all to be in the same waiting room before our appointment. I do not see how with all these services from the one building for all the surgeries mentioned that the car parking will not become a big issue for the patients/carers, and all the staff working at the hub.	2/28/2019 4:54 PM
452	Access/Parking	Location -neg Their are a lot of elderly people living on the oldhill estate, the buses are 1 an hour until 2pm. that is the last bus from the town. I also do not consider it in the Town Centre.	2/28/2019 4:30 PM
453	Access/Parking	Will parking be free and how will you ensure there are spaces for patients visiting the hub not for people shopping. Will there be enough staff parking spaces?	2/28/2019 4:20 PM
454	Access/Parking	Parking free for disabled drivers	2/28/2019 4:16 PM
455	Congestion	The road leading to the area can sometimes become extremely congested and if we continue to use this area then the infrastructure of access to the facilities needs to be considered. With the leisure centre and library etc not open currently the roads are relatively quiet. Once open there will be a considerable amount of traffic at rush hour and school times which may effect patients getting to the proposed medical hub.	2/28/2019 3:59 PM
456	Congestion	Not central and not easily accessible by public transport by vast majority of Dunstable residents also will be difficult to access by patients own transport during rush hour due to the amount of traffic trying to exit and enter the Woodside estate.	2/28/2019 3:57 PM
457	Congestion	Increase of traffic will be a negative impact on the town if people need to travel further to the Hub	2/28/2019 3:53 PM
458	Access/Parking	Adequate Parking nearby at reasonable cost Preferable reserved for Patients.	2/28/2019 3:49 PM
459	Access/Parking	More people needing to drive to the service. Must ensure adequate parking facilities	2/28/2019 3:36 PM
460	Access/Parking	car parking ,with more services will need larger car parks and more disabled parking spaces, and free parking. A bus stop nearer than Asda. A late night emergency facility	2/28/2019 3:31 PM
461	Appointments	Staffing Access to my own doctor who is aware of my needs	2/28/2019 2:17 PM
462	Misc	A in house pharmacy would be good as currently there is one across the road - what will happen to the jobs of the current doctors and pharmacists at the local Boots and at West Street? Does this mean they will be without a job?	2/28/2019 1:47 PM

463	Access/Parking	Pedestrian lights to cross Queensway, drivers are not always patient with slow walkers under the present system, and there may be potential danger.	2/28/2019 1:45 PM
464	Access/Parking Location -neg	We live in south west Dunstable near Bennett's Recreation Ground. We are both over 70 and my wife suffers from arthritis in her legs and COPD. To walk is much too far for her. To get a bus would mean walking a half mile to the Winston Churchill - bus to Dunelm in the Luton Road - cross the Luton Road - bus to Asda - walk several hundred yards to the new clinic. Obviously this is not a realistic option. Without significant enhancement to the east-west bus services for West Street, and services for the south west sector of the town, this site will involve significant expense. The proposed location must also include plentiful parking.	2/28/2019 1:15 PM
465	Congestion	The amount of traffic in dunstable rush hours and when the motorway has problems which is often also court drive is jammed . Kirby road is near where we live it's partly why we moved where we did.	2/28/2019 1:00 PM
466	Access/Parking	Parking is vital. I live in Studham which has virtually no public transport	2/28/2019 12:56 PM
467	Access/Parking	Must be free off street parking	2/28/2019 12:20 PM
468	Access/Parking	The main issue with Q8. For me anyhow, would be the availability of reasonable cost parking. EG. The L&D hospital often lacks parking spaces at busy times and of course a minimum cost of £3.00 after 1/2 and hour is ridiculous for patients that have to visit the hospital frequently. I'm would sooner pay a slightly smaller cost that goes directly to the hospital and NOT private car parking companies.	2/28/2019 12:08 PM
469	Access/Parking	Related convenience of location, it would be difficult for me if I had to walk further. At the moment I can get a bus very close to Priory Gardens Surgery.	2/28/2019 12:06 PM
470	Access/Parking	The proposed site is in an area of significant retail and leisure activity and will cause most patients to need to travel further when compared with the existing surgeries. Given the anticipated growth in numbers of elderly patients increased car usage must be expected. It is essential that ample car parking is provided and that use of this parking is restricted to patients/carers etc only and cannot be used by people wanting to use the nearby leisure facilities. It would be a great benefit to patients if there is an on site pharmacy. This will eliminate the need for patients having to travel again to collect prescriptions and for new or changed medications to be available immediately. I appreciate that this may not please Boots but the health care hub is intended, first and foremost, to benefit patients.	2/28/2019 12:03 PM
471	Hub +Pos	Whilst the proposed site is further to travel than i do currently and therefore the convenience of the location is not as good i do still feel that it will be a benefit to myself and my family.	2/28/2019 11:56 AM
472	Access/Parking	There are frequent problems at the Luton and Dunstable Hospital out-patient clinics as a result of missed/delayed appointments as a result of patients or their carers unable to access the car parking impacting on the overall efficiency of the operation. There are similar problems accessing the town centre surgeries and out- patient clinics. The proximity of the proposed facility could also attract casual parkers using adjacent non medical facilities. It is important that from inception that two issues concerning the design and management/operation of car parking are addressed. 1: The overall layout width of car parking bays must allow for the larger than average number of patients with limited mobility who may need to open car doors wide to get in or out. There needs to be a large drop off/pick up area included in the design. There also needs to a flat charge parking control regime whereby patients who through no fault of their own have longer or delayed appointments do not find themselves financially disadvantaged. This could involve validating exit tickets when leaving clinics. Outsourcing of car parking might seem attractive to your accountants but may not be in the best interests of patients. 2:Staff parking will be an essential element and extended opening hours may involve shift rotation. By definition the staff will be more mobile than the patients and should multi story parking be requires it would seem reasonable to reserve upper decks for staff 3: The new facility will border the bus way - a new dedicated stop could encourage both staff and patients to come by bus.	2/28/2019 10:27 AM
473	Access/Parking	Car parking and disabled parking	2/28/2019 9:44 AM
474	Access/Parking	Plenty of parking for staff and patients	2/28/2019 9:43 AM
475	Congestion	you would be removing our local doctors surgery away from where we live which is one of the reasons we moved to where we are as things were local. the bus service from the langdale road estate is poor. The traffic through dunstable in the rush hours and court drive is at a standstill. When the motorway has problems the last place you want to try and do is get through the centre of dunstable.	2/28/2019 9:04 AM

476	Access/Parking court drive is jam packed in the rush hour , when the motorway has issues dunstable and court drive are jam packed parking would need to be for the health hub only with no charge. travelling to the new hub would take longer than going to kirby road.	2/28/2019 8:57 AM
477	Access/Parking at this time the buases in meadway have stoped runniing to asda ,to far to walk from church st. to much paine in my legs i will needa bus from spoondell - cemertery lane bus stop to asda i can't aford taxis in both directions. [REDACTED]	2/28/2019 6:37 AM
478	Location -neg Not sure of proposed location	2/28/2019 1:36 AM
479	Appointments Waiting times and availability of appointments. The possibility of patients using it as a walk in centre for problems which can be treated at home as it is more accessible and open out of hours (if this is the proposed plan).	2/27/2019 10:04 PM
480	Access/Parking Car parking	2/27/2019 10:02 PM
481	Access/Parking I can walk ar the moment the 1.25 miles. If health deteriorates and I was not able to walk or drive I would have to get a taxi as There is not an adequate bus service.	2/27/2019 9:24 PM
482	Access/Parking Minor negative points (that's just the way it is). Please just make sure there is place to park (FOR FREE!) for the volume anticipated not just in 2021 but 2031!	2/27/2019 8:46 PM
483	Access/Parking Increased costs It's too far to travel and will cost me money I am on sick benefits	2/27/2019 8:39 PM
484	Access/Parking Congestion Increase in traffic in the area and adequacy of parking spaces	2/27/2019 8:39 PM
485	Access/Parking Adequate FREE parking must be provided. A new bus stop should be created on the busway adjacent to the new heath centre for those who don't/can't drive.	2/27/2019 8:20 PM
486	Misc None	2/27/2019 8:09 PM
487	Access/Parking Congestion cost of parking and the bottleneck already caused in this area by traffic going both ways.	2/27/2019 8:01 PM
488	Access/Parking Considering the present road congestion in Dunstable and the difficult of elderly people getting access to a surgery this is a crazy idea. Money should be spent on creating more local easily accessible surgeries away from the centre where people live not bringing everyone, including cars into the already congested centre of Dunstable. Next thing all the chemists will disappear into a central hub chemist. The current West St Surgery is ideal, easily accessible and free parking immediately behind the surgery.	2/27/2019 7:52 PM
489	Access/Parking Hopefully the new location will provide more parking especially for those of limited physical ability.	2/27/2019 7:45 PM
490	Access/Parking Parking availability, especially for blue badge holders.	2/27/2019 7:24 PM
491	Congestion TRAFFIC!!!	2/27/2019 7:12 PM
492	Congestion Town centre traffic	2/27/2019 7:10 PM
493	Access/Parking Maybe make a reasonable car park available for those that are too ill or incapacitated to travel by public transport.	2/27/2019 7:00 PM
494	Access/Parking where is everyone going to park?	2/27/2019 6:43 PM
495	Access/Parking Parking (free parking at West Street Surgery). Location of nearest pharmacy (1 nearly opposite West St Surgery). Disorientation/ unfamiliarity with location & facilities & admin.	2/27/2019 6:38 PM
496	Hub -neg We strongly feel that the individual surgeries should be improved, our surgery cannot maintain a full compliment of full time Doctors. Services are being eroded through lack of funding and the pressure of administration, and the onerous amount of paperwork expected and generated by the government and organisations such as the CCG. Doctors time is constantly diminishing from their primary task which is serving patients, what are you doing to recruit Doctors to general practice this is the main source of the problem. Layers of bureaucracy does not allow for a positive impact when front line services are constantly under such pressure. The complete travesty of moving the blood testing service is an example of how wrong you can be when 'planning' a new service. blood testing should be able to take place at your GP's practice this should be standard practice. I believe that this Hub will be a cost cutting project. If you put the money into our existing surgeries it would allow them to implement many positive changes that could revolutionise our GP surgeries	2/27/2019 6:38 PM

497	Access/Parking	Coordinating appointments with bus timetables is already difficult. The appalling 34 bus service needs to be looked at closely.	2/27/2019 6:14 PM
498	Access/Parking Congestion	Traffic in Dunstable town centre causes delays, especially along West Street. Will there be adequate parking at the Hub, preferably FOC.	2/27/2019 5:57 PM
499	Access/Parking	Whether there will be adequate free parking on site. I live very close and would be negatively affected if people parked on my estate in order to access the site if payment was required to park. Currently my surgery (West St) has 2 nearby free car parks, and priory has a number of free spaces (although not enough) so if you are expecting all 3 surgeries as well as the additional patients the new housing will bring to use the car parks this needs to be a top consideration.	2/27/2019 5:43 PM
500	Access/Parking Congestion	I would like to know of the parking facilities and is parking going to be free ?? Will there be space for disabled people with blue badges. I don't find it very convenient down near Asda and the Dunstable college as there could be problems with parking and traffic in the area.	2/27/2019 5:40 PM
501	Access/Parking Congestion Location -neg	Central hub sounds good but not substantiated by reality or experience. The location is not where the end user requires the service to be, that is required to be local and convenient. The proposed location is not ideal for reason of: 1) location and access - poor local buses services / poor and unsafe car parking facilities in relationship to the proposed site, known area for criminal activity and travellers illegal campsite. 2) travel logistics, no one wants to go into Dunstable town due to poor road systems, congestion, lack of free parking, lack of safe crossing places. 3) safety - located in a hidden corner of Dunstable bordered by Dog Kennel Walk, Central Bedfordshire College and Go Bowling, not ideal locations for the old or sick to be sent, either day or particularly at night time. 4) services proposed - not convinced the new facility under NHS management would create any betterment for any proposed services.	2/27/2019 5:37 PM
502	Access/Parking	Will there be free parking or a bus from west or south west Dunstable	2/27/2019 5:23 PM
503	Appointments	I registered with Kirby road surgery after carefully considering all the surgeries in the town & chose them because of the friendly & helpful atmosphere that the staff have created. I am concerned that all that will change if the surgery closes & is swallowed up by a much larger practice. I have nothing against having a new hub housing all the proposed new services but do not want to sacrifice my GP practice.	2/27/2019 5:21 PM
504	Access/Parking	Free parking at the new site ?	2/27/2019 5:21 PM
505	Access/Parking Congestion	That is a terrible place to put a new hub, the traffic and access to that area is bad enough now with the leisure centre closed, it will be horrific trying to get there through the traffic and where would people park? Also a larger facility will ALWAYS be less personal and friendly. I say this from experience of something similar from my ole go surgery which is one of the reasons I left it	2/27/2019 5:17 PM
506	Access/Parking	Parking charges and the lack of car parking as most people will have to use a car. Buses are near enough non existent in SW Dunstable	2/27/2019 4:24 PM
507	Access/Parking	The current bus service to/from south west Dunstable to the town centre (proposed medical hub) is very poor; one bus every hour. This will need to be addressed as many of the older generation live in this area. For evening surgeries the current bus service would be none existent.	2/27/2019 4:00 PM
508	Access/Parking	sufficient parking which should be free	2/27/2019 3:53 PM
509	Access/Parking	The amount of people to answer the phones WILL BE underestimated. Parking WILL BE a problem. Consistency of patient care WILL inevitably decline With potentially devastating consequences. Patients with mental health issues and children in the same waiting room will impact on the children. THE ABOVE STATEMENTS ARE TRUE AND COME FROM A PLACE OF HAVING BEEN ON THE RECEIVING END OF THE DIASTER THAT OCCURED WHEN THE SAME 'HUB' CONCEPT WAS ADOPTED IN ANOTHER AREA. PLEASE DO NOT ALLOW THIS TO HAPPEN AS THE REALITY IS PROVED TO BE A DISASTER. YOUR CONSULTATION SHOULD BE WITH THOSE PATIENTS WHO HAVE ALREADY HAD THIS IMPOSED UPON THEM. PATIENTS IN THIS AREA MAY AGREE TO THE CONCEPT BUT IT DOES NOT WORK	2/27/2019 3:51 PM
510	Access/Parking	The critical issue will be the question of available parking and whether this will be charged. Currently, of course, unless you have a Blue Badge then you have to pay.	2/27/2019 3:44 PM

511	Access/Parking	Possible service to help eldest people get to and from the new job might be considered	2/27/2019 3:38 PM
512	Hub -neg	I have a personal doctor patient relationship with my GP. I have both physical and mental health problems so things are not always easy and going over circumstances to explain to new doctors awkward. The CQC might deem my surgery as inadequate but I deem this one size fits all also inadequate. I have experienced this kind of med center approach with relatives in Wales and Bedford and have found it very impersonal and uncaring which is not what health should be. Progress is not progress if it does not meet the needs of the individual. Our mental health system down here is terrible and I chose to leave it and go under the care of my doctor who is far superior to this one size fits all approach. My children although now grown up are also under this surgery. One of them is a nurse and would tell me if things were not right but I have heard no such concern frankly. I will be writing to my MP and making sure a petition is set up against this. I feel very sorry for our doctors who provide an excellent service under a lot of pressure. Your question at 4. is ambiguous and misleading you need to rephrase this questionnaire. I object I object and I object. I have a research degree so I know what I am talking about. This makes me very cross as this approach is concerning misleading and controlling. No matter what is said no doubt these changes will be made anyway.	2/27/2019 3:25 PM
513	Access/Parking	Length of time it will take to travel across town to get to an appointment. I collect my elderly disabled mother to take her to Kirby Road but would have to allow a lot longer to take her to the new hub. Presumably there will be parking on site or else that will be a further negative impact.	2/27/2019 3:24 PM
514	Access/Parking	car parking	2/27/2019 3:20 PM
515	Access/Parking	If a patient cannot walk very well. Not everyone has a car I think they would think twice about going to the doctors at all.	2/27/2019 3:11 PM
516	Access/Parking	Dedicated Car parking for patients. Close to the facility. NOT just using supermarket car parking. Charge NOT important. Convenience top of my list.	2/27/2019 3:10 PM
517	Access/Parking	I am wondering if there will be a free car park at the new hub?	2/27/2019 3:09 PM
518	Appointments	When needed I've always been able to make an urgent appointment, within 90 minutes or so, at Kirby Rd. I don't believe such good service will be offered by the proposed "hub". A two week wait for routine appointments is ok but not for genuinely urgent requirements & the Kirby Rd receptionists are excellent at assessing & prioritising patients requests for these.	2/27/2019 3:02 PM
519	Access/Parking	For the elderly Make sure there's also enough car park spaces	2/27/2019 2:59 PM
520	Access/Parking	Parking	2/27/2019 2:56 PM
521	Access/Parking	Adequate parking!	2/27/2019 2:51 PM
522	Access/Parking	I believe that adequate and free parking should be made available so that the additional travel time isn't made more inconvenient by having to search for parking or pay for it.	2/27/2019 2:46 PM
523	Access/Parking	Parking of vehicles for patients Would be advantageous for bus link stop, so patient can use bus link which appears to run close by to the land proposed	2/27/2019 2:34 PM
524	Congestion	Time of travel. A return trip to a Hub near Go Bowling would take double the amount of time than travelling to West St Surgery. Negative impact to Dunstable Town Centre due to increased traffic having to go through the centre because you are moving two practices on the west side of Dunstable to a single site on the East of the A5. The result would be no GP surgeries in Dunstable to the West of the A5. How does that serve your stated aim of patient access?	2/27/2019 2:16 PM
525	Access/Parking	If patients from out of town need to go further from home if you have no other form of transport other than the bus then the buses need to be taken to the hub especially for elderly or disabled children and disabled elderly patients. No good building a hub on the outskirts of town if you have trouble walking the bus would need to be taken to the hub and back at times of the appointments, a bus at 8am in the morning for a 8.30 appointment. In Whipsnade at the moment you cannot do this.	2/27/2019 2:11 PM
526	Access/Parking	Plenty of parking.	2/27/2019 2:11 PM

527	Access/Parking It is difficult to get a doctors appointment at Kirby Road Surgery. I have ticked neither agree or disagree to a few survey questions because we simply do not know whether this idea will be better or worse. Regarding the proposed site, I think this will be a very bad idea. It is often gridlocked around the Asda/ Leisure centre area, I personally avoid the area unless I really have to go there. Having spent years of swimming lessons at the Leisure centre, I know what a headache it is more often than not to get out at Kingsway and through the High Street. I'm guessing we'll also have to pay to park? So, a new hub might be a good idea but definitely not behind the Go Bowling! I think you will make more people go to the A&E department.	2/27/2019 2:08 PM
528	Misc Safety of access in evenings.	2/27/2019 1:49 PM
529	Congestion Location -neg This is a poor location. Our surgery is currently on the Western edge of the town. This moves its location to the centre. Getting from the West to the centre of the town is a nightmare given the poor circulation of traffic through the centre. If such a hub is to be built it should NOT be in the centre of town.	2/27/2019 1:39 PM
530	Misc The cost of the exercise.	2/27/2019 1:33 PM
531	Misc I walk everywhere now but at age 82 may have problems in future. Hopefully will continue to be able to walk into old age,but who knows?	2/27/2019 1:17 PM
532	Misc No	2/27/2019 1:17 PM
533	Appointments Would there be more G.P home visits?	2/27/2019 1:16 PM
534	Access/Parking Blue badge parking, never enough available in Dunstable.	2/27/2019 1:01 PM
535	Access/Parking Proper crossing facilities as current arrangement for buses is dangerous. Control for car park if free as could be used by other locals and guided busway users.	2/27/2019 1:00 PM
536	Access/Parking Car park needs to be for patients only with maybe barrier or some form of control. Could be abused if free by other facilities in the area and guided busway users.	2/27/2019 12:49 PM
537	Access/Parking Free car Parking!	2/27/2019 12:25 PM
538	Access/Parking One of the things that may negatively impact at the new location will be parking. I live in an area near the town centre off High Street South and people travel and park their cars there all day to avoid the parking charges in the town centre. With the new location, if parking is free then it is likely to be impacted even further with non-users parking and if the charges are high then It will be seen as a cost for using the N.H.S services. I already as a Cancer suffered have a parking concession at the L & D because of the number of visits. If the age is to increase, the likelihood is that this group will be making more visits to the GP services and will be paying increased parking costs, as if they are cheap it will encourage the parking fee avoiders travelling into town to use this car park. Maybe you need to look at this to avoid being seen as charging for NHS Services because of parking costs. This would be seen like hospital parking as a Tax on the sick.	2/27/2019 11:53 AM
539	Congestion Additional time will also be incurred due to frequently heavy town centre traffic especially at peak times which will involve allowing much longer for my journey to appointments as well as increasing congestion and pollution.	2/27/2019 11:13 AM
540	Access/Parking Sufficient car parking restricted to patients.	2/26/2019 8:55 AM
541	Access/Parking Parking at West Street Surgery is free for patients and staff and has a CBC free car park opposite. There is no free parking available at the proposed location this is effectively a charge to see that doctor. It also affect the wages of staff, who already on close to the minimum wage. There are no buses available to Court Drive. SW or SE Dunstable, the closest stop would be on Church Street, a considerable distance from Go Bowling. From the NE and NW the nearest stop would be High Street North. It is inevitable that the elderly will require taxis, community transport or cars.	2/22/2019 6:04 PM
542	Hub -neg I believe that it will be detrimental to overall health care	2/21/2019 4:12 PM
543	Access/Parking 1hour free parking as being charged to park is a massive negative.	2/20/2019 12:51 PM

544	Access/Parking Congestion	Parking. Unless the bus routes are changed, this would still be a challenging distance for some bus-riders to get to from the stops already in place, especially if services for older people/physical disabilities are there. Town Centre is already VERY busy around that area, and with a hub there, this will increase the traffic around Asda. Although a central hub is potentially a good idea, the potential area is close to bus routes, and I realise that space in Dunstable is limited, not certain this will be a positive impact on the traffic without changing the current system to bus and access only. Notoriously a secluded and unpleasant area which puts me, personally, off going to the bowling rink already. However, positively, more activity from customers could deter unwanted loiterers.	2/20/2019 9:37 AM
545	Access/Parking Location -neg	Avaiability of parking spaces for both disabled and non disabled drivers and volunteer drivers which if free and near to the entrance of the building. Why is the location behind the go bowling building why not the old magistrates court location	2/18/2019 11:16 PM
546	Access/Parking	My main issue is that I am sure that if you have a car park you will charge for parking . This would be totally wrong in my opinion. I live right next to Kirby road surgery and the car parks are definitely inadequate and people park dangerously on the double yellow lines, however it's very convenient for me to attend. The parking available for the new hub must be free for visitors as sometimes you have to wait for ages for your appointment and it's not fair to charge people for that.	2/15/2019 9:20 AM
547	Access/Parking	Location of public transport to the proposed site	2/15/2019 5:35 AM
548	Access/Parking	Cost and availability of parking	2/14/2019 10:13 PM
549	Congestion	Traffic in the area is already a problem	2/14/2019 10:13 PM
550	Access/Parking	Parking. Being in the town centre, unless plenty of parking is provided for staff and patients there will be no off street parking near by.	2/14/2019 8:53 AM
551	Access/Parking	Availability/ provision of free parking needs to be a consideration. There needs to be a bus stop on the bus way as near as possible to a rear entrance to the site.	2/13/2019 6:05 PM
552	Access/Parking	I would like you to confirm that we would NOT have to pay for car parking to visit the GP!! Dunstable is famous for it's car parking charges and this would be outrageous if we had to pay to visit the doctor .. especially as they are never on time and you are always late going in for your appointment. I also would like to know what the plan is for any overflow car parking ... how many spaces would there be and would there be enough for patients, staff and then if you are running clubs and other services I foresee there not being enough spaces. At the moment I can drive to a road near the doctors and walk in. Or I drive to my dad's house and leave the car there and walk to the doctors. Where would you park nearby here ... if the car park is full there is no nearby roads or places to leave the car. On behalf of my 80 year old father you are moving his doctor from a 10 minute walk away to the other side of town - what are the provisions or plans for people that are too old to drive and/or walk that far? How would you prevent people that are NOT going to the doctors getting into the car park and using it to go to the Grove theatre or the Go bowling??	2/13/2019 5:55 PM
553	Access/Parking	Availability of standard parking.	2/13/2019 3:26 AM
554	Access/Parking	I am concerned that creating such a large scheme would increase the need for extensive parking otherwise this will displace parking to other residential areas.	2/12/2019 5:36 PM
555	Access/Parking	Currently there is sufficient free parking for West Street Surgery. There needs to be sufficient FREE parking at the new location to cater for this and avoid adding cost to people getting medical help. As the new location is within the town centre and near the new leisure centre, it could easily be filled with people parking to use that facility rather than the medical ones. I believe some mechanism for free parking (maybe a ticket issued at an entry barrier stamped at a machine inside the new hub) could be added to prevent or significantly reduce misuse whilst still allowing ample free parking for people attending the hub.	2/11/2019 6:07 PM

Q9 Is there anything else we should take into consideration?

Answered: 602 Skipped: 443

#	RESPONSES	DATE
1	Appt mgt/hours Unless more doctors and nurses are employed a new building will not help. I used to be able to get an appointment the next day. Now it is weeks - even a month. My Surgery (Kirby Road) and the others need to continue in suit. The hub must be additional to provide for all the extra people coming to live in Dunstable. My surgery is severely stretched. Please give them relief and keep them in Kirby Road	4/16/2019 4:20 PM
2	Appt mgt/hours Yes getting more telephone lines installed, by the time I get through all the appointments have gone either make it easier also not everyone has a laptop, only a few of the doctors are online why cant you have all doctors & practice nurses on the internet as well I find it very frustrating at times.	4/16/2019 10:15 AM
3	MISC Who will be actually managing/ sub-contracting this proposal/ Have great concerns that it will be run by organisations that haven't got a clue about health services (care homes, probation services, forensic services, prisons have all suffered at the hands of overpriced in efficient sales contractors) I assure this survey in retrospective as the decision to integrate these surgeries has already been made	4/11/2019 4:25 PM
4	MISC In view of new location will doctors be more agreeable to visit?	4/11/2019 2:22 PM
5	Seperate GP services Rather than catering for an anticipated increase in population your proposal is simply moving three G.P surgeries away from one region to another. The hub would be beneficial to our town, but needs to be additional to our present medical services. Moving the three nominated G.P surgeries will leave Dunstable severely depleted for services within reach for elderly and disabled people.	4/11/2019 2:15 PM
6	Parking Cost & Parking for work staff Plus cost of parking for patients	4/10/2019 11:07 AM
7	Hub +pos Location Parking We are keen on the idea, but not on the location! Please consider the following : To the central it should be in West Street on the site of the present car park between the police station and yeem yeems, Cars should use the main car park area behind the salvation army centre which is often little used.	4/10/2019 11:04 AM
8	Range of services I assume a phlebotomy service will be offered, but it is essential the specimens are transported to the pathology laboratory in a timely manner and suitable preserved specimens need to be in the lab before they are 2 hours old to give the most accurate results	4/9/2019 3:44 PM
9	Congestion Public Transport How busy I will be and roads are crowded round that area now. Would there be buses to get there for people without cars.	4/8/2019 4:17 PM
10	Hub -Neg Location Staffing I walk to my surgery at present and wish to continue to. If it gets moved to a different location, I will find it hard to get there which will result in more home visits, the doctors are pressured enough without putting more things to them. I am against this move.	4/8/2019 3:30 PM
11	Seperate GP services My surgery is very local and close to me and I have no difficulty in getting to this. I can usually get around to this surgery if I am asked to get there by the reception when making an appointment to see a doctor or nurse. I have a good term of life as my doctors is near my home and my chemist is just down the road where I can get my prescriptions from . It is all in my immediate location near my home.	4/8/2019 3:01 PM
12	Hub -Neg Location I would like to say how dismayed I am that this poiece of "green space" is being destroyed. There's hardly any of the original gardens left	4/8/2019 12:05 PM

13	Appt mgt/hours Location Parking	The proposed site for the hub is not in the centre of town, its North East of the town. Priory Gardens is no longer taking new patients and is a good surgery with good parking facilities, so why move it? We need a new surgery in the hub, to cater for 32,000 new homes being built to the North East of Dunstable. I have heard Kirby Road has parking problems and West Street patients have trouble getting appointments so maybe they need space to expand, but they would still be leaving South West Dunstable without GP surgeries especially the aging population. How big will the hub be to take all these new services? Can you please tell me how this can be a public consultation when many many people belonging to Prior Gardens Surgery have not been informed of the proposed location?	4/8/2019 11:59 AM
14	Appt mgt/hours Staffing	It is very hard to get an appointment it see a GP for non urgent consultation, we need more doctors, especially with all the new housing being built. Our doctors are run off their feet and deserve better.	4/8/2019 11:46 AM
15	Appt mgt/hours	Will this make it easier and quicker to access an appointment with the GP's?	4/7/2019 10:50 PM
16	Appt mgt/hours Location Parking	At present the ability to register with my GP practice is via a catchment area. The Hub is not in my catchment area but will be in the catchment area for the north and north west of Dunstable where there it is proposed to significantly increase the number of new homes. I feel this will have a negative impact on my being able to obtain an appointment and to see my chosen GP as people in the new homes will be be able to register with my practise putting an additional strain on the service. At present we have Dunstable Health Centre whose aim on its inception was to offer precisely the services suggested. However it is in need of modernisation and is too small to offer a range of services. I would like to see the hub to be more central to the town with easier access. In order to support the proposed increase in housing additional (new) GP practices need to be formed to meet these needs and the proposed siting of the hub is well positioned for this area. However I do not agree that moving my present practice which I can easily reach to one that is too far away for me to attend is a positive move. I can see that including other integrated services (non GP) could be beneficial if a more central site was chosen. Parking in the area proposed for the hub is near to the new library/ leisure centre complex as well as the Grove Theatre and provision for separate non chargeable parking should be made.	4/7/2019 10:39 PM
17	Public Transport	Will their be a bus service to the Hub. Bad weather	4/7/2019 9:41 PM
18	Parking	Free disabled car parking	4/7/2019 9:22 PM
19	Appt mgt/hours Staffing	Please ensure there are baby changing facilities and perhaps consider having an anti social hours clinic. A drop box that can be accessed from outside for repeat prescription requests would also be useful. Also information about each gp's specialisms should be easily accessible so thatbifbyou have a specific issue you can request that gp for a non-urgent appointment. I have had the issue where a go advised they were not a paediatric specialist when I attended an appointment with my daughter. I explained to the receptionist what the appointment was for but still had an appointment with a go who wasn't able to assist.	4/7/2019 8:46 PM
20	Seperate GP services	Practice works very well as it is and is centrally located.	4/7/2019 4:26 PM
21	Parking	Any proposal for an Integrated Health and Care Hub should include good public transport links, especially as the population is ageing (as indicated in the consultation document) and to encourage less dependence upon cars. There should also be facilities for cycle parking and connections to cycle routes. I didn't receive any notification of this consultation, even though I am registered at Priory Gardens Practice, and I only found out about it from a family member.	4/7/2019 1:42 AM
22	Parking Staffing	Plenty of parking. It is difficult enough at the moment to see your own GP. Will it be guaranteed that you at least will see one of 'your own' GPs if not your actual GP? Amenities on site, enough waiting room space. I have experienced mergers of surgeries, with lots of patients' complaints about not being able to get through to the receptionist by phone as the waiting times are too long. Will there be enough waiting room seating as we miss this now.	4/6/2019 4:10 PM
23	Staffing	There is shortage of medical staff including and doctors.	4/6/2019 3:34 PM
24	Location	A more central location would be a much better option.	4/6/2019 2:39 PM
25	Appt mgt/hours	Clarify whether we will still be registered with the West Street GPs or whether we shall access any GP in the new integrated team of GPs. Ensure it is easy to access the hub and the particular service required by phone or online - no waiting for 45 minutes to get through!	4/6/2019 10:46 AM

26	Appt mgt/hours The priory Gardens Health Centre did this 40 years ago. But we still needed GP Surgeries. Wilkinson Quarter of Dunstable will have no surgeries It seems to me that you will be having 1/2 Dunstable in this building and then plus new housing and I think trying to get an appointment will be zero-over time we will be pushed to see other GPs not of our choosing. Would this mean if you go with one problem and you needed to see physio/emergency mental care to see physio within that appointment so you didn't need to go back again? Keep the surgeries for initial contact	4/5/2019 4:20 PM
27	Appt mgt/hours Less hassle to book an appointment. Receptionists think that they are doctors I only call if I am ill so then need an appointment getting one is difficult	4/5/2019 4:11 PM
28	Range of services I think it would be useful to have someone to give nutrition an dietary advice. This is not available at my G.P at the moment. We are constantly being told that as a nation we are getting fatter especially our children. This leads to great many health problems. To have a professional dietitian at the surgery would be extremely useful	4/5/2019 4:07 PM
29	Hub +pos Seperate GP services Why is a large practice better? I agree that a centre for all other groups will be a good idea bur doctors should be left where they are.	4/5/2019 3:52 PM
30	Hub +pos Seperate GP services The new hub will be idea; for the new occupants of the proposed new houses (12,500) But I would like to see new facilities and surgeries at West Street Surgery Thank You	4/5/2019 3:45 PM
31	Appt mgt/hours To make more sufficient time to treat urgent care patients is to consider whether people with minor colds can wait	4/5/2019 3:38 PM
32	Public Transport Buses stopping closer to the proposed hub for easier access for those feeling very unwell, less able, etc.	4/5/2019 3:34 PM
33	Hub +pos Seperate GP services What I think should happen is the following keep the surgeries (3of) where they are, put another surgery near Delco fire station side of town. Plus build a hub where it is proposed for the non doctors part of the health service or other services you have described	4/5/2019 3:31 PM
34	Staffing If patients have on going conditions I feel it is hugely important that where possible they are able to see the GP of their choice. It is extremely difficult and frustrating to have to go over it all again to different GP's unless in an emergency then you don't care who you see. I hope a lot of thought will go into this.	4/5/2019 3:25 PM
35	Range of services Seperate GP services Patient/GP continuity must by definition be paramount. If, as you say we will still be seeing our own GP, why move his/her location. Why not open a minor Injuries/ social services hub and leave the surgeries alone.	4/5/2019 3:15 PM
36	Seperate GP services Keep the doctor surgeries as they are but have the other health services at the hub in one place.	4/5/2019 11:59 AM
37	Hub +pos Range of services Seperate GP services I want to remain attending my local G.P Surgery in West Street, which I have done so for the last 48 years!! But I would like to see the new services available at West Street also The integrated hub idea sounds promising, but surely this can be for the extension of the 32,500 approx. new people coming to the area? This allocating extra staff positions for i.e Doctors, Nurses, therapists etc.	4/4/2019 4:20 PM
38	Hub -Neg In view of the rising age of the population there must be due consideration for this age group. They should not be recognised as an inconvenience or a nuisance	4/4/2019 4:14 PM
39	Appt mgt/hours Parking Range of services 1. what guarantee you will see your own doctor 2. What sort of booking system will be used as different surgeries use various systems 3. Will it be open 7 days a week including evenings 4. Telephone access to make appointment not restricted to a few lines Parking is a major issue where hub is to be sited, have you estimated how many to use hub now and in the future especially with new housing to be built	4/4/2019 4:08 PM
40	MISC I would like to have my ears cleaned instead of going to the hospital each 4 months	4/4/2019 3:31 PM
41	Appt mgt/hours Number of GPs in attendance at new location with regards to length of wait to see them, as realistically one location will have fewer doctors than currently in all the locations in use, but a lot more patients in total.	4/4/2019 2:45 PM
42	Staffing With more people in and around Dunstable will need more GP	4/4/2019 2:38 PM
43	MISC Not at moment	4/4/2019 2:38 PM
44	Parking Plenty of free parking	4/4/2019 2:28 PM

45	Seperate GP services It is not possible to provide all services at all surgeries but I feel that it would be better to retain local surgeries and then refer on to the hub. Given the proposed house building to the north of the area how will that be provided for with regard to GPs?	4/4/2019 12:56 PM
46	Seperate GP services We would like to stay with a small friendly surgeries	4/3/2019 10:30 PM
47	Location Highway access Site of Library and Magstrates court provides a town centre location which can be better served with highway access	4/3/2019 9:15 PM
48	Location The positioning of the centre	4/3/2019 9:11 PM
49	Location Highway access	4/3/2019 9:06 PM
50	Appt mgt/hours Just a little concerned that it is difficult to get an appointment quickly now so if we can see the same group of Doctors but the patient numbers will increase, not sure how long available appointments will be in advance.	4/3/2019 6:37 PM
51	Congestion Parking Range of services 1. Traffic congestion 2. parking 3. Hours of opening 4. Pharmacy	4/3/2019 3:32 PM
52	Staffing I do not see why all these questions are relevant, surely if there is to be an increase of 32 thousand more residents in the Dunstable area you definitely need more doctors	4/3/2019 2:32 PM
53	Congestion Location I realise we have to move on and modernise but I feel that the town from West Street towards Tring Road will be left without any surgeries and as we get older I feel that the new care hub will be more difficult to travel to because of its location. Plus all the extra traffic it will cause at an already busy location.	4/3/2019 2:29 PM
54	Parking Road access to new location for cars, parking and people	4/3/2019 2:26 PM
55	Congestion As question 8 overleaf Also the amount of traffic arouhnd this area will be much greater than at present. We already have this road leading to the college, bowling alley, leisure centre, grove theatre, car parks, and other smaller facilities . So further traffic may be hazardous to pedestrians.	4/3/2019 2:18 PM
56	Appt mgt/hours Less time to wait for an appointment - I wait 3 weeks to see my doctor More scope for getting a same day appointment	4/3/2019 2:17 PM
57	Parking Important to provide adequate free parking	4/3/2019 2:15 PM
58	Location Why would you consider spending more money to build a new building, also locating it further from the main part of the town when there are plenty of empty buildings available, i.e the old library, the old post office, the old police station, empty building, flats etc. Over the shops opposite Asda. I am sure there are more than this. It appears that you want to use our money and put up our property tax unnecessarily instead of using existing buildings you would save money	4/3/2019 2:12 PM
59	Range of services Would it be possible to provide x-ray facilities for "minor" needs	4/3/2019 2:05 PM
60	Range of services This would have to be a big building to accommodate all the services you are suggesting, I am not sure including social care is a good idea unless it is for health reasons only	4/3/2019 2:04 PM
61	Hub +pos Location The proposed integration of three surgeries into one large unit I am sure will provide many more avenues of medicine for patients. However the move to the very North of the Town of Dunstable appears to abandon a large number of people living South of the Town's cross roads. For example from the Old Hill area to First Avenue, patients will have quite a journey. Many are pensioners who are not very mobile in old age. A taxi there and back home would be £9.00 at todays price. The hub is very desirable but there are numerous new problems to overcome.	4/3/2019 1:57 PM
62	Appt mgt/hours Building Design Seperate GP services See question eight. Plus people do not like to be herded. They do not want to sit in a crowded large waiting room. Children will be complaining and running around, and the thought of sitting in that large open crowded space with all those people who are needing the full range of medical help you envisage is frankly awful. I am sure that I'm not alone in saying that I would be much happier sitting in a small comfortable area waiting my turn to be called in politely by name, rather than a number on the board (possibly)	4/3/2019 1:53 PM
63	Hub -Neg I STRONGLY DISAGREE INTEGRATED HEALTH AND SOCIAL CARE HUB	4/3/2019 1:47 PM
64	Location will patients from the North and Houhton Regis want to travel all the way to Dunstable when they are ill?	4/3/2019 12:55 PM
65	Parking Parking Accessibility by road or on foot could be chaotic. With the parking the numbers are going to be very large just for staff let alone patients	4/3/2019 12:33 PM

66	Location Staffing	The new hub location seems to be in a very strange location. Right out of the way for people to get to. Elderley and less mobile patients will struggle to get there. Dunstable will be more congested. It will lead to more empty buildings in the town. Jobs could be lost as less staff needed from the three surgeries. People will lose the personal touch.	4/3/2019 12:19 PM
67	MISC	Why are you proposing to dig up all weather pitches and replace with a health centre	4/3/2019 12:07 PM
68	Location Parking	I have a problem walking far. I do not want to drive to the other side of town and then probably have to pay to park. Also the area is not safe	4/3/2019 11:57 AM
69	Location	Cost of taxis for pedestrians	4/3/2019 11:42 AM
70	Location	Please consider finding a hub in a more central location for all patients of the 3 surgeries wishing to relocate	4/3/2019 11:29 AM
71	Hub -Neg	I am at Eastgate Surgery which consistently receives high customer satisfaction ratings, far higher than other surgeries in the Town. I believe that this move will undermine the high level of service I currently receive. I do not believe this is a compromise worth making. A move to the lowest common denominator is a bad one.	4/3/2019 11:24 AM
72	MISC	No	4/2/2019 5:09 PM
73	MISC	How will you help me to get to see a doctor and get my prescriptions?	4/2/2019 1:46 PM
74	Hub +pos Location	agree with idea of a hub, but not on location. Should be more central .maybe where old library was or magistrates courts.	4/1/2019 11:37 PM
75	Hub -Neg	Not happy about the merge	4/1/2019 5:43 PM
76	Parking	With all th epatients expected with the extra services on offer and the three GP practices with more to follow - car parking will be a major concern. The number of staff alone, and the need for access for ambulances etc. and patient transport will require a much better access than would be possible due to the proposed site. There are no "local " buses which stop near the proposed site.	4/1/2019 3:49 PM
77	MISC	Not at the moment	4/1/2019 2:41 PM
78	Public Transport	poor public transport	4/1/2019 2:01 PM
79	Parking	Looking at the site it appears too small to accommodate all the possible services suggested for it parking looks totally inadequate and if free will be used for leisure centre or bowling centre users	4/1/2019 12:25 PM
80	Parking	Will parking be provided? If so will it be free or "pay for parking"	4/1/2019 12:05 PM
81	Parking	With 3 hubs make sure there is plenty of parking and free . Also stop shoppers parking in the aforementioned spaces	4/1/2019 11:51 AM
82	Staffing	Yes. If the 3 practices are integrated into 1, what will be the cost of lost jobs to the backroom staff i.e. receptionists, managers, cleaners, maintenance	4/1/2019 11:36 AM
83	Hub -Neg	Access to all there local services (GP) negatively impacted for all living in South West Dunstable	4/1/2019 11:28 AM
84	Appt mgt/hours	Improvement to get appointments with a G.P (3-4 weeks I snot acceptable) Provide a dedicated public transport service to the hub	4/1/2019 11:18 AM
85	Appt mgt/hours Parking	1, disabled parking 2, general parking. 3, close public transport. 4, easier system to make an appointment. 5, more administration staff 6, more doctors.	3/31/2019 8:57 PM
86	Congestion	Traffic congestion around this par of town is already an issue, adding this facility will make things worse.	3/31/2019 10:52 AM
87	Hub -Neg	Keep the Existing Surgeries for Primary Care..	3/30/2019 2:43 PM
88	Parking Staffing	Guarantee that you be still be seen by your existing local GP. Free Parking, as having to travel by car as too far to walk. leave Current GP Surgeries as they are for patient consultation , and Addition Social Services,as listed!!	3/30/2019 1:55 PM
89	Staffing	Need more doctors Enough to see same one. Not duty or locums Bloods on site Therapists as in past	3/28/2019 5:43 PM

90	Hub -Neg [REDACTED] for even thinking of this health and care hub where the BCCG want to start and put the interest and concerns of patients and members of the public first before of thinking of ideas I this	3/28/2019 5:28 PM
91	Parking People with mental health issues that find it hard to leave their homes to get the help required. Old people who also find it hard to travel also find it hard to see other doctors they don't know. If there is going to be more charges for parking & for the services provided.	3/28/2019 5:18 PM
92	Parking Enough disabled parking spaces, crossings clearly marked for guide dog or cane users Help for visually impaired people to access the building once inside	3/28/2019 5:04 PM
93	MISC Hopefully a range of services for elderly and disabled available e.g. chiropodist, diet service	3/28/2019 5:01 PM
94	Building Design Waiting room - have a radio on while doing nothing (can't read magazines)	3/28/2019 4:58 PM
95	Hub -Neg These hubs should not be considered at the expense of curtailing more localised services throughout the district	3/28/2019 4:44 PM
96	Congestion Seperate GP services When the town is congested how will access be possible except by foot. The closure of these surgeries will penalise the existing residents of Dunstable and presumably it is just to serve the proposed new housing! At present it is possible for many people to walk to these surgeries but moving them will denude us of service by GPs in our section of town Yes put ancillary services there but do not move GP surgeries. Having to cross the old as causes problems.	3/28/2019 4:40 PM
97	Public Transport Seperate GP services Travelling by bus if not possible for all and local surgeries especially need to be kept open.	3/28/2019 4:33 PM
98	Range of services Having a diabetic eye screening unit taking pressure off the hospital and save travelling there or the Kingsway health centre Also a blood testing unit for the same reason as above	3/28/2019 4:23 PM
99	Parking Parking - will there be enough?	3/28/2019 4:16 PM
100	Location Location can be dangerous when dark. Vulnerable patients would feel intimidated due to large volume of youths that hang around the area.	3/28/2019 4:14 PM
101	MISC How much has this 'shiny booklet' cost the NHS. Money would have been better spent elsewhere, such as cancer treatment.	3/28/2019 4:07 PM
102	Parking Parking for hub only be free or a small charge. Will it be monitored and will it stop all day parking for non users of the hub	3/28/2019 3:08 PM
103	MISC I am on the blind register. With this new hub can I go to any GP in the practise or do I just stay with the Kirby Rd GP. With the new hub will we be out of the catchment area.	3/28/2019 3:03 PM
104	MISC Why not shut surgeries nearer the hub?	3/28/2019 2:58 PM
105	Seperate GP services Open a new one but don't shut the others The population of Dunstable has trebled and surgery's can not cope now.	3/28/2019 2:55 PM
106	Range of services to have a pharmacist on site	3/28/2019 2:50 PM
107	Range of services Blood tests should be considered here.	3/28/2019 2:48 PM
108	MISC You might be thinking of H/Regis but give west Dunstable a thought	3/28/2019 2:47 PM
109	Congestion As before Dunstable is already solid West Street, High Street, Priory Road - there's already lots of cars. Think about the 'people' not money!	3/28/2019 2:39 PM
110	MISC My wife and I have been patients at West Street for more than 50 years and now our children and Grandchildren are also patients. For most of our time West Street Surgery has exceeded our expectations, but after a brief hiccup the service is now back to the high standard required. I suggest that you use West Street as the benchmark that you need to significantly exceed.>	3/27/2019 10:08 PM
111	Congestion Parking Buses pass near in only one direction. Access to the site is in a congested area - traffic is accessing other adjacent facilities. Cars may park on the access road. Is there enough parking space for all the facilities provided.	3/27/2019 9:14 PM

112	Congestion Parking Buses pass near in only one direction. Access to the site is in a congested area - traffic is accessing other adjacent facilities. Cars may park on the access road. Is there enough parking space for all the facilities provided.	3/27/2019 9:00 PM
113	MISC Please see above	3/27/2019 4:54 PM
114	Appt mgt/hours I think all most people want is to be able to get an appointment. I work full time and the current system of calling on the day and then being thwarted at every attempt does not allow for work commitments and planning around busy lives. Until we can guarantee this all the extras should wait!	3/27/2019 3:07 PM
115	Hub +pos An excellent idea bringing medical services back into the community The Old Cottage Hospitals	3/27/2019 10:51 AM
116	Range of services A pharmacy would be nice	3/27/2019 10:39 AM
117	Hub +pos Parking I very much like the odea of putting so many services under the one roof it makes good sense. I woulf like to think that the site will have its own car park? and it should be free fro patients. Maybe a card system for patients and staff which would prevent people without them parking there. I hope this helps you in making the decisions you need to make.	3/27/2019 10:22 AM
118	Parking Cost of car parking	3/27/2019 10:09 AM
119	MISC A) Will actual running of the hub be subcontracted out? Heaven help us then with the likes of G4, Capita, Serco, Circle et al. appointed. If so, we can only wonder who has profited, and it will not be the patients! The rewards for selecting them must be on a personal base only, as inevitable deterioration and massive failures are the key results forsuch a choice. Despite this, they continue to be selected, so someone must be experiencing a plentiful upside! Am I correct in thinking the whole exercise has already been completed, and this exercise is just a smokescreen? Why Houghton Regis, or has the Health Centre already been overwhelmed as the countryside is being concreted over! Why are only certain surgeries moving-are financial inducements being offered?	3/26/2019 10:19 PM
120	Appt mgt/hours Parking Range of services Staffing Car Parking - please do not charge for parking. Parking is free at my GP Surgery and that's how it should be. The new integrated health and care Hub in Dunstable is planned to allow expansion of GP surgeries to take on more patients as the local population grows. How will you provide extra doctors to cope with the extra work load when there is currently difficulty in attracting GP's to work in local practices? Making an appointment with the GP has become increasingly more difficult over the years, resulting in weeks as opposed to days to be seen unless it's an emergency. Will the new Hub deal with appointments in a better way...more GP's, nurses etc. to cope with demand and bring down the waiting time? Regarding suitable services to provide at the Hub, I feel that all blood tests should be carried out within the premises and if at all possible following on from a GP appointment , avoiding a long wait for an appointment elsewhere which can cause distress to the patient. I appreciate that results need to be waited for.	3/26/2019 6:37 PM
121	Appt mgt/hours Staffing All aims (Q3) are laudable and we will probably all vote for motherhood and apple pie, but will this Hub be able to deliver these aims? Current waiting times for an appointment with the doctor are already extensive and new expanded premises on their own will not improve patient access unless there is an increase in the number of GPs - something our surgery finds extremely difficult because there are not enough GPs in the country - and many of those that do exist now only work as locums, costing far more for less responsibility. How will this Hub fix this? Likewise, other enhanced services can only be delivered if resources can be increased. There may be some cost benefit by merging or combining some of the non-medical aspects - eg admin, reception etc - but this might actually result in hindering access. We are able to book an appointment for a future date currently. Some surgeries in Leighton Buzzard for instance now only book appointments on the day, making it virtually impossible to get access. Please do not allow this to happen at the new Hub.	3/26/2019 6:19 PM
122	Appt mgt/hours As above, are the chances of getting an appointment going to be improved? Consolidating several services into the one building should hopefully make it easier to access these but would we actually be able to get appointments?	3/26/2019 6:15 PM
123	Appt mgt/hours Hub +pos Staffing I think this is a great opportunity to improve the availability of services that don't require a GP appointment to free up precious GP time. If services such as contraception clinics and smear tests were available outside working hours, I think take-up would be much higher and people wouldn't need to make an evening GP appointment because people don't like having to take time off and explain to their employer why they need to do so in order to access these services. Blood tests are also badly needed in Dunstable. People with health conditions shouldn't be made to travel to Luton for blood tests - it's ridiculous.	3/26/2019 5:47 PM

124	Parking	Disabled parking	3/26/2019 10:08 AM
125	Location	Your are moving a local surgery away to another art of town making it difficult to get to.	3/26/2019 7:25 AM
126	Parking	Parking	3/25/2019 2:35 PM
127	Parking	Enough parking for patients and staff	3/24/2019 8:34 PM
128	Range of services	Blood tests please not luton	3/24/2019 4:14 PM
129	Range of services	Longer opening hours weekends and do blood tests as have to go to Luton arndales	3/24/2019 4:05 PM
130	Location Staffing	Only concern is for those elderly residents who live in the locality of the Kirby Road surgery and for whatever reason may not be able to get to the new Hub. Also is there a commitment that resources will be continously aligned to each practice - i.e a doctor goes off sick from another practice , does another practice suffer to cover the existing contingent, rather than calling in a costly locum which reducing the availability of appointments for those choosing to stay with their respective practice .	3/24/2019 10:19 AM
131	Hub +pos Seperate GP services	At present we have a very well run surgery with friends and caring staff. Many know you name as soon as you walk in. Any new and enlarged facility is bound to become impersonal. So a clinic for minor procedures, yes, it would save the journey to, hospital with all the hustle and stress that brings. But keep doctors able to know their patients. I would not like the position of seeing a different doctor each s might be promised at first, but how long would it last?	3/23/2019 8:47 PM
132	Staffing	Presumably no additional funding will be available to cover all the laudible aims so a concern is the cut backs that may affect GP numbers, Nursing staff numbers and the essential back-office staff that make it all work.	3/22/2019 8:29 PM
133	Congestion	Amount of traffic using the same area.	3/22/2019 2:47 PM
134	Seperate GP services	There are 9 surgeries in the Dunstable and surrounding area, 3 in Church street, as a large chunk of the population exists to the West of Dunstable why close the two West surgeries. Why not amalgamate the central Dunstable surgeries if you want to form a Health Hub. Also the larger facilities allowing the different surgery patient lists to expand is of no benefit to existing patients. If you need more patients to be seen because of more housing being built then create a new practice to cover this, but do not destroy well developed local practices.	3/22/2019 12:56 PM
135	MISC	see above note	3/22/2019 12:48 PM
136	Parking Range of services	Could there be a pharmacy on site, so we don't have to trail round the town looking for one that is open and has the items on the prescription in stock? Anything which stops regular visits to L&D, which costs money for parking. Hopefully the parking at the hub will be free.	3/22/2019 10:48 AM
137	Disabled Access	easy disabled access for all facilities	3/22/2019 9:35 AM
138	Parking Range of services	Sufficient car parking. Phlebotomists for blood tests.	3/21/2019 11:49 PM
139	Range of services	As far as possible, this should be a one-stop-shop for all health services for residents of Dunstable, avoiding ridiculous situations like having to travel to the Arndale Centre for a simple blood test.	3/21/2019 9:07 PM
140	Congestion Location	The impact on the environment of all the extra cars polluting the air on their way to the back end of the town centre Those without cars will need to use taxis why cannot you plan to utilise some land surrounding school	3/21/2019 5:13 PM
141	Appt mgt/hours Parking Staffing	How are these services going to grow when my surgery is already short of doctors and relies on locums. It is difficult enough now to make appointments. Not all the elderly have computers. What sort of telephone service would be available? Would each surgery have its own number? Is the hub going to be big enough for all the additional services? Is car parking going to be free for those patients that are able to drive? Will there be enough space for the number of patients and staff? All these facts need to be taken into consideration.	3/21/2019 5:06 PM

142	Hub -Neg	I have little faith in a centralised approach. Whilst on paper it may appear beneficial to both budget and services on offer, it does not offer a bespoke service tailored to the local community need. The 2005 Report for the National Co-ordinating Centre for NHS Service Delivery highlighted "It is important that in making decisions policy-makers and managers recognise inter-relationships between inputs, processes and outcomes and levels in the sense that any organisation (or individual) can gain and lose". Other reports concerning cancer identification and treatment do not necessarily consider centralisation a good thing.	3/21/2019 4:56 PM
143	Parking	Parking	3/21/2019 4:54 PM
144	Building Design Staffing	Is the place that will be built be big enough and have the right amount of doctors and nurses and staff	3/21/2019 3:49 PM
145	MISC	See above	3/21/2019 3:06 PM
146	Parking	Free car park for patients	3/21/2019 12:00 PM
147	MISC	See previous comment box	3/21/2019 12:17 AM
148	Location	The nearby skate park	3/20/2019 8:52 PM
149	MISC	Please refer to the additional single page letter attached. This will also form part of my legal challenge. Please note that no-where in this publication does it state that by giving my address and IT does this invalidate this survey. I have also photo-copied the vast array of inappropriate questions and illegal in this survey. [REDACTED]	3/20/2019 4:07 PM
150	MISC	Seemed to have covered everything	3/20/2019 3:58 PM
151	Appt mgt/hours	1) will it reduce the length of time to obtain appointment with a particular doctor or nurse? 2) I am not connected to the internet. It seems that there will be a gradual but real risk of a reduction in services in consequence.	3/20/2019 3:43 PM
152	Congestion Location	Can see case for medically centred Hub (not a conglomeration of all social services). BUT location is almost worst possible. Draws traffic into immediately restricted access point (leisure centre, Grove Theatre, GObowling) and into already congested Queensway/Court Drive (road works on one lane in Queensway caused chaos last week!)	3/20/2019 3:38 PM
153	Congestion Hub -Neg Location Seperate GP services	Forced extra transport in a town centre is detrimental to anyone particularly young children in pushchairs & people with respiratory issues. Many people walk to the 3 surgeries you want to close forcing extra cost to use other transport. I want to go to my GP not a council office or charity. That is what I pay NI for. I do not want to go to a large crowded waiting room with an illness& come out with another illness by walking into a large crowd of bacteria and virus. Surgeries on estates work , that's why they are set up like that. Why these 3 surgeries & not others? Put new surgeries on new estates.	3/20/2019 3:30 PM
154	Congestion Location	Biggest problem is location Potentially a massive hive of activity. But access roads are limited, already often congested and also already service Asda, Grove, Leisure Centre and GObowling. [REDACTED] intention to squeeze out town centre traffic and close 'ratruns' will exacerbate. Hub visitors will mostly need cars to get there and most will need to cross A5183. And we still haven't got effects of another 12500 residents still to come. Sucking so many visitors into such a bottleneck will be disastrous. Need to seriously consider more accessible/less congested option. Otherwise OK with expanded medical services, but not OK with loading in social care, voluntary services, etc.	3/20/2019 3:22 PM
155	Parking	Plenty of parking Easy access roads	3/20/2019 3:12 PM
156	Hub +pos	Creating one-stop hubs for health and social care is a good idea. You have not written about phlebotomy.	3/20/2019 3:00 PM
157	Congestion Parking	Traffic problem Parking	3/20/2019 2:58 PM
158	Range of services Staffing	I am neutral for the first 4 questions as a service is only able to provide all the expectations if it has a team willing to meet the demands eg out of hours service 7 day service. Contracts and pay need to be carefully considered to ensure maintenance of an efficient service	3/20/2019 11:31 AM
159	Seperate GP services	I think the surgeries should remain the same	3/20/2019 10:38 AM
160	Congestion Parking	Traffic in town centre and car parking facilities	3/20/2019 10:34 AM
161	Appt mgt/hours	The ability to book an appointment with the G.P. within a reasonable time of your call - not 3 to 4 weeks away.	3/19/2019 6:22 PM

162	Public Transport	Yes put in a bus service to supply the South-West corner of our Town otherwise getting to the hub will be difficult	3/19/2019 4:00 PM
163	Disabled Access	I have trouble in getting around. I am scared of falling, I use a walker or 2 walking sticks I do have a disability	3/19/2019 3:53 PM
164	Appt mgt/hours	I would like to see improved access. Unless it is an emergency I currently have to wait 3 weeks for an appointment. With this system it is no surprise that so many people don't attend their appointment - they probably either recovered or went to the A&E or walk-in centre.	3/19/2019 3:51 PM
165	Parking	Parking!	3/19/2019 3:45 PM
166	Appt mgt/hours Parking	The current length of time we have to wait for appointments is disappointing, so this might now increase. The available parking space	3/19/2019 3:41 PM
167	Parking	Sufficient parking	3/19/2019 3:16 PM
168	MISC	Adequately covered by Q.3	3/19/2019 3:05 PM
169	Public Transport	Currently there is no direct bus service to this location from downside, only to the town centre itself This must be addressed to enable people to access public transport on a regular basis to this new proposed hub	3/19/2019 3:01 PM
170	Congestion Location Parking Public Transport	There seems no reference to the issue of the new housing area which really requiring fixing as part of an integrated approach. Encouraging those new areas to use the hub will just increase the traffic, make parking worse and discourage use of town centre for other purposes. There has to be something closer to those new areas. Little consideration of what the public transport access will be. Although close to bus way no obvious stop, it still a significant walk from the bus stops near the Gar Cooper and Asda.	3/19/2019 2:58 PM
171	Staffing	Where a patient has been with a practice for many many years the concern is how many different Doctors will we see or can we still have and get appointments with the Doctors we know and have been patients of for many years???	3/19/2019 1:51 PM
172	Parking	The availability of sufficient car parking.	3/19/2019 1:35 PM
173	MISC	Additional practices maybe with support from L@D	3/19/2019 12:04 PM
174	Congestion Location	Air pollution caused by extra traffic in the town. The proposed location is as far away from people living in south West Dunstable as you can get	3/19/2019 12:02 PM
175	Parking Public Transport	Access by public transport, nearest bus stop at Asda requires crossing the busy road and walking through the car park used by the bowling centre and new sports library complex and will there be more parking for the hub staff and patients attending	3/19/2019 11:25 AM
176	Building Design Staffing	How many extra doctors and nurses would be available More chance of catching disease if all patients are in one waiting room	3/19/2019 10:38 AM
177	Appt mgt/hours	Will residents of Houghton Regis be able to register? Can't get an appointment at HRMC now let alone when as other 9000 houses built.	3/18/2019 9:44 PM
178	Appt mgt/hours Hub +pos Seperate GP services	I believe that it would be beneficial to open the hub as well as keeping the other surgeries open too. With the expansion of the town including Houghton Regis and surrounding areas there is a lack of spaces available in all local surgeries. I believe that it would open up availability for appointments if there was an alternative venue available.	3/18/2019 5:19 PM
179	Staffing	Ability to see named GP or a GP urgently on the day guaranteed.	3/18/2019 3:31 PM
180	MISC	see above	3/18/2019 9:16 AM
181	Appt mgt/hours	1. Provide a Flexible Appointment Sytem that works for full-time workers and allows forward bookings to be made 2. Appoint friendly, helpful receptionists, NOT 'jobs worths'	3/17/2019 8:21 PM
182	Parking	Ensure there is sufficient dedicated parking (free or pay on exit)	3/17/2019 12:05 PM
183	Range of services	A pharmacy on site would be a lot more convenient	3/17/2019 11:25 AM
184	MISC	Cost/benefit analysis: not just in financial terms but genuine benefit to patients and medical staff	3/17/2019 9:17 AM
185	Appt mgt/hours	Currently West Street have good emergency appointment system but it is difficult to book an appointment unless you book 4 weeks in advance, if you are on new treatment this is unacceptable you need to be able to discuss any new symptoms.	3/16/2019 8:07 PM

186	Building Design	Internal design of the building will be dictated by the doctors, but externally the roof should be designed to make most use of Solar Panels and a wind generator. The design should basically be carbon neutral with triple glazing using solar glass and very good insulation. Could also incorporate ground source heating, and rain water to toilets etc. The idea being to make running costs as low as possible.	3/16/2019 7:46 PM
187	MISC	In order to maximise the utility of this (no doubt very expensive) move, has consideration been given to providing additional services such as dentistry, physiotherapy, and imaging procedures such as X-ray/ultra sound examination etc., at this site? Can I assume that this questionnaire will be backed up with a fairly wide-ranging focus group programme to supplement the engagement events mentioned in the letter dated 22nd February? More detail on the format of the "engagement events" is needed. The results of this questionnaire survey need to be widely published, preferably BEFORE the "engagement events" programme is set in train. Finally, a technical point concerning the design of this questionnaire. Many of the early questions permit of a response only within the options given. In many cases, I would have liked to have been able to add comments or caveats to my responses as the enforced "chose one option" design did not adequately represent the nuances I would have liked to add. Without these nuances being identified, it does seem that there is a risk of false clarity being read into the responses. But I do accept the difficulties of combining brevity with total precision and I know from experience that caveated responses add to the difficulties of analysis - just as long the survey analysts accept these limitations and are suitably circumspect in drawing and setting out their conclusions.	3/16/2019 6:36 PM
188	Congestion	Position is in a v congested part of town especially for someone like me coming from Edlesborough	3/16/2019 6:34 PM
189	Range of services	Will there be ambulances operating from the centre?	3/16/2019 1:44 PM
190	Public Transport	If its at the back of bowling how Are the elderly going to get there from bus stops	3/16/2019 9:06 AM
191	Hub -Neg Location Seperate GP services	Everything. Priory gardens surgery is absolutely amazing and they have worked incredibly hard to ensure outstanding patient care. This new hub is being done to merge poor rated surgeries into one and create chaos for patients that are happy with how things already are. This will leave empty buildings in an already rundown town. Put the funds into what is already there. Priory gardens surgery is technically with the times and patient care is outstanding. Never delay in getting to speak to a Dr or nurse. Do not jeopardise it by moving just because it sounds good on paper the fact of a new building. I want to see my own GP not other surgery gps.	3/16/2019 12:09 AM
192	Location	Great idea, wrong location (in my opinion with out knowing all the cost implications)	3/15/2019 9:23 PM
193	Location	Find a new location	3/15/2019 3:10 PM
194	Location	Good idea but needs desperately to be somewhere else	3/15/2019 3:06 PM
195	Location	A different location.	3/15/2019 3:00 PM
196	Location	I am concerned what will happen to the tennis courts	3/15/2019 2:19 PM
197	MISC	See above.	3/14/2019 9:53 PM
198	Range of services	Pharmacy facilities on site	3/14/2019 4:08 PM
199	MISC	As Above	3/14/2019 3:08 PM
200	Hub -Neg Parking	To house so many health professionals in one place will not be beneficial. South West Dunstable residents will be the most adversely affected. Being disabled and elderly it is vital for me to have easy access to a GP this will be removed from me. The proposed fills me with horror. Parking!!! Cost!	3/14/2019 12:27 PM
201	Seperate GP services	Local doctors should mean local	3/14/2019 12:18 PM
202	Building Design	As my husband has Asperger's and a chest condition he will be extremely anxious having to sit and wait in a potentially large area with lots of people. He could not cope with this. Possibly quiet rooms or areas should be made available.	3/14/2019 12:04 PM
203	Range of services	Opening Hours	3/14/2019 12:00 PM
204	Parking	Car parking and charges No buses So many houses being built North Dunstable I feel it should be built there somewhere as it will be a long way for those people to travel	3/14/2019 11:48 AM

205	Disabled Access Location	I have walking problems, any increase in distance will increase my problems	3/14/2019 11:41 AM
206	MISC	Seniors and parents with younger families Stop wasting our time and spending our money unnecessarily	3/14/2019 11:30 AM
207	Parking	Safety of area and security of car park	3/14/2019 9:55 AM
208	Parking	Free parking for patients	3/14/2019 9:04 AM
209	Parking Public Transport	Parking, ev parking and charging, direct bus service, facilities to be powered by green energy sources: solar, geothermal	3/14/2019 7:02 AM
210	Range of services	Late Night and weekend appointments	3/14/2019 4:10 AM
211	Seperate GP services	All very well having certain services in one hub but the gp practices should not be amalgamated. You should still be able to see one of a few drs not one of 30!!	3/14/2019 12:28 AM
212	Parking	Parking large enough for all patients	3/13/2019 11:49 PM
213	Congestion	I don't feel the town could cope with the volume of traffic the hub will cause. The town is already struggling with traffic	3/13/2019 11:27 PM
214	Range of services	Physio	3/13/2019 11:19 PM
215	Seperate GP services	Don't move the suguries together just make the hub for extra services that we would notmally have to go to the hospital for	3/13/2019 11:01 PM
216	Parking	PARKING	3/13/2019 10:46 PM
217	MISC	No	3/13/2019 10:28 PM
218	Seperate GP services	I like and tryst the drs at my surgery which is why i chose it. I do not like and most definitley do not trust the drs at at least 2 of the other surgeries involved in this scheme. I am worried that my refusal to be treated by one of them will jepordise my care and that of my family	3/13/2019 10:19 PM
219	MISC	Spaces for elderly may help, & patients who need carers to support them.	3/13/2019 10:16 PM
220	MISC	No	3/13/2019 10:11 PM
221	Hub -Neg	I simply do not believe that this will make it any easier to see a GP, the town surgeries are already overwhelmed and oversubscribed, and I don't see how shoving three of them together will really deliver any improvement to patient care. I think you have laudable aims of integrating services, but the cynic in me says this will be a money saving exercise and what's best for patients will be far down the agenda compared to cost saving.	3/13/2019 9:55 PM
222	MISC	No	3/13/2019 9:20 PM
223	Parking	More parking availability, free parking, environmental impacts!!!!	3/13/2019 9:12 PM
224	Location Seperate GP services	Don't move the doctor surgery to outside of town centre. It is not near any pharmacy.	3/13/2019 9:07 PM
225	MISC	NA	3/13/2019 9:05 PM
226	Range of services	Would be nice to be able to have x-rays , instead of many hours up the hospital	3/13/2019 9:02 PM
227	Hub +pos Seperate GP services	although a health hub itself is a positive suggestion, the surgeries that would be closing will leave an area of Dunstable without sufficient services for those who are unable to travel the longer distance.	3/13/2019 8:31 PM
228	MISC	No	3/13/2019 8:30 PM
229	Appt mgt/hours	More flexible appointments for those that work full time and do not work locally so that you do not need to take time off work to seek health support	3/13/2019 8:28 PM
230	Location	Is there possibility for a separate access road leading to the hub that does not require use of court drive, or an accompanying road?	3/13/2019 8:27 PM
231	Parking	Car parking. When each patient is signed up to move over to the hub they give over their car registration where possible so they can access the car park. Or use a signing in portal so reg number can be tracked to an appointment.	3/13/2019 8:15 PM

232	MISC	The amount of people all in one place with illnesses won't be very nice	3/13/2019 8:14 PM
233	MISC	-	3/13/2019 8:09 PM
234	Appt mgt/hours	Currently to get an appointment on the day for my doctors means calling at 8am and spending 1/2 hour on constant redial to get an appointment. If all the surgeries were together they would need a better appointment booking infrastructure to meet everyone's needs.	3/13/2019 8:08 PM
235	Hub +pos Staffing	Kirby Rd surgery is so old and dated. The new hub will be much better. Hopefully they will employ new Drs who specialise in long term illnesses.	3/13/2019 8:07 PM
236	MISC	No	3/13/2019 7:55 PM
237	Parking	There is a theatre, a college, a busy supermarket, a new sports centre all going to be wanting parking spaces and road access/traffic will be increased!!	3/13/2019 7:55 PM
238	Staffing	Yes how will this impact on the employees at the surgeries? Will we keep everything the same or are you planning to change this?	3/13/2019 7:54 PM
239	Staffing	Patient relationships with current doctors	3/13/2019 7:54 PM
240	Appt mgt/hours	DO NOT WANT THIS TO HAPPEN, DIDNT BEFORE AND IT WILL MAKE GETTING APPOINTMENTS EVEN MORE DIFFICULT	3/13/2019 7:53 PM
241	MISC	Listen to the people, the ones who'll be negatively affected	3/13/2019 7:44 PM
242	Range of services	Warfarin blood tests is a must.	3/13/2019 7:44 PM
243	MISC	No	3/13/2019 7:36 PM
244	Parking	Free parking for 1hr	3/13/2019 7:35 PM
245	MISC	No	3/13/2019 7:34 PM
246	MISC	No	3/13/2019 7:32 PM
247	Seperate GP services	Prefer to stay at current surgery	3/13/2019 4:25 PM
248	Parking Public Transport	availability and cost of parking ease of access from other parts of Dunstable e.g. public transport routes	3/13/2019 3:05 PM
249	Parking	There should be sufficient parking for patients in addition to GP's and other staff	3/13/2019 10:24 AM
250	Parking	Parking Parking at Kirby Road is a nightmare	3/13/2019 10:17 AM
251	MISC	Consulting the residents who live in next to the site!!!!	3/12/2019 6:09 PM
252	Hub -Neg	I'm concerned that a large centre with higher patient numbers might lead to less personal attention.	3/12/2019 5:12 PM
253	Location	The proposed location can not be considered the centre of Dunstable! The building currently occupied by Wilkinsons would be more appropriate.	3/12/2019 1:06 PM
254	Appt mgt/hours Staffing	Potential for patients to see Doctors from all participating surgeries, not just the practice currently registered with, if the patient wishes to.	3/12/2019 12:16 PM
255	Building Design	Building and administration costs	3/12/2019 11:01 AM
256	Public Transport	Basically the idea is good but there are good number of elderly people living in the south of the town who may not have their own transport and would have to rely on a poor bus route.	3/12/2019 10:26 AM
257	Congestion Parking	You would be removing doctors surgeries that are conveniently located to the surrounding people especially Kirby road and leaving people with longer and more difficult travelling times to the new hub. Court Drive gets extremely busy during the rush hour and when the motorway has difficulties which is very often Dunstable and Houghton Regis become gridlocked . You just would not get to the doctors in time . Parking there would need to be designated parking for the health hub and for no one else . You need to guarantee plenty of free parking.	3/12/2019 8:21 AM
258	MISC	see above	3/11/2019 5:28 PM
259	Location	I would like same location that I'm at	3/11/2019 5:20 PM
260	Seperate GP services	existing services at Kirby Road are just fine. Why, therefore, make changes.	3/11/2019 5:11 PM

261	Range of services	Dental Health very much needed and a dentist at the hub will be great.	3/11/2019 4:58 PM
262	Parking	Hopefully all these services that would be available at the hub, there would be adequate parking for all the vehicles involved with running from or for visitors to the hub	3/11/2019 4:31 PM
263	Seperate GP services	Leave things as there are. It will be impossible to get a same day GP in the Hub due to the amount of patients registered. Stupid idea!	3/11/2019 4:24 PM
264	Location	Much further to travel	3/11/2019 4:15 PM
265	MISC	More people will visit A and E if they have to get into the car to travel for medical help.	3/11/2019 4:03 PM
266	Location Seperate GP services	Currently surgeries in Dunstable seem to be fairly evenly distributed across the area. Although we appreciate the need to accommodate the populations of new housings - the current plan would appear to discriminate against the population of the southern half of the town.	3/11/2019 3:25 PM
267	Public Transport Range of services	Pulmonary rehabilitation in surgery Bus stop nearby where local buses can stop Pharmacy 24 hour 24 Hour Doctors walk in	3/11/2019 3:04 PM
268	Range of services	Blood test department	3/11/2019 2:51 PM
269	Public Transport	My doctor surgery is convenient for where I live. Being a pensioner i cannot walk far. There is only one bus which is not reliable. I cannot afford a taxi on my pension.	3/11/2019 2:47 PM
270	Staffing	My main fear is that this is a cost cutting exercise and we see a drop in numbers of doctors and nurses. The fact is I have absolutely no faith in this awful government as far as the NHS goes they would sell it off and privatise it as they have with all our other services. God help us if they get back into power (rant over!!!!)	3/11/2019 2:37 PM
271	Range of services	Opening hours and Weekend surgery - no details of what this will look like. Blood tests ? and other services delivered. How you will book in with your own doctor.	3/11/2019 2:19 PM
272	Appt mgt/hours Range of services	Longer opening times to enable workers to make an appointment. Out of hours services	3/11/2019 1:10 PM
273	Location	The time it takes to travel across Dunstable. with the new road narrowing it takes much longer.	3/11/2019 11:37 AM
274	Congestion Location Parking	The potential customer throughput for the Hub is enormous but the only access roads will be inadequate to take the resulting traffic. Queensway/Court Drive already service ASDA, Leisure Centre, Grove Theatre and Go-Bowling and is already congested at peak periods. Moreover Central Beds policy is to inhibit traffic flows through town centre yet customers from West, South East and North East Dunstable will all need to pass through the town centre to get to the Hub. The proposed location poses severe traffic and parking issues.	3/10/2019 10:14 PM
275	Congestion	Yes at Xmas this area is bad for traffic thanks to Amazon putting this here will make the traffic worse	3/10/2019 7:51 PM
276	Location	Parking/rethink location as totally inconsiderate.	3/10/2019 5:34 PM
277	Building Design Congestion Parking	The existing 'new' road system in that area is diabolical and will create driving tensions and possibly induce accidents - more customers for the hub! The waiting room area will need to accommodate many more people and will be a hotbed of illness especially during the winter months. If patients park in Asda's car park this will lower the number of Asda's customers and Asda will put the parking rate up to push non customers out and reimburse customers at the till.	3/10/2019 5:00 PM
278	Parking	Free parking with anpr cameras and entering your reg at reception to stop abuse	3/10/2019 3:57 PM
279	MISC	no	3/10/2019 12:13 PM
280	Congestion	general traffic volumes in that very busy area eg. college, sports centre, bowling alley, asda, and theatre complex.	3/10/2019 11:55 AM
281	Hub -Neg	There is media coverage about failures of such hubs elsewhere, as promised extended services seem not to be delivered...	3/10/2019 11:28 AM
282	Building Design	Privacy when talking to reception would be nice	3/10/2019 10:35 AM
283	MISC	N/a	3/10/2019 9:52 AM

284	Parking Public Transport	Bus routes for those not able to walk / pay for parking etc ... long walk for elderly r disabled from Asda bus stop to proposed hub. Would want to see buses stopping in and around hub area	3/10/2019 12:42 AM
285	MISC	Our previous GP surgery was closed under the pretence that there were too many surgeries in the area (a surgery which provided a number of services) and we were forced to move to another surgery. Now we are being told that the population in Dunstable is increasing and larger facilities are required. Ultimately we will be forced to move. Why? Especially after building up a relationship and trust with another GP practice.	3/9/2019 5:59 PM
286	Parking	Car parking at the proposed centre needs urgent consideration.	3/9/2019 5:01 PM
287	Appt mgt/hours Staffing	Older people with increasing medical problems like to have a specific physician who knows their history and does not spend nearly the whole appointment trying to read a screen to get him/herself up to speed on the patient, what will be the system adopted for seeing specific doctors?	3/9/2019 4:47 PM
288	Location	Great idea, poor location	3/9/2019 2:27 PM
289	Parking Public Transport	Parking. And buses	3/9/2019 1:20 PM
290	Parking	Car parking at the proposed centre needs urgent consideration.	3/9/2019 12:21 PM
291	Staffing	Having easy access to GP is mandatory. NHS is going through a lot of changes and it is vital that patients have easy access to their GP. The staff at Priory Surgery are excellent. The new hub should also have a kids play area. This is to accommodate waiting time	3/9/2019 12:49 AM
292	Appt mgt/hours Staffing	If you expected 32,500 new patients - new doctors will be needed therefore there needs to be room for growth AND budget to employ new staff. Patients need to be sure that they will be able to see a doctor very quickly (without weeks of waiting! - currently Kirby Road are very good at offering appointments which are soon)	3/8/2019 7:27 PM
293	Location	Why are you building on young peoples exercise space? Why in an area away from centre of Dunstable?	3/8/2019 6:07 PM
294	Appt mgt/hours	will waiting times for an appointment to see a GP improve .ie less than 21 days	3/8/2019 12:31 PM
295	Location Parking	Build the new locatoin on the old court house land which is not being used for anything. At least it will be visable to the public and theres a bus stop near by. If you build it on the Astro Pitch land then Parking wont be free and there will be uproar as know one will want to pay for having to wait to be seen as they know their parking will be running out. Unless the car park is made in Free Parking. And use the Astro land for an Indoor Football Centre.	3/7/2019 9:11 PM
296	MISC	None	3/7/2019 8:56 PM
297	Parking Public Transport	Enough parking near bus stops or taxi rank	3/7/2019 7:03 PM
298	Parking	there are not many parking spaces behind west street surgery, i dread going up the slope opposite to park,as i had a bad experience in the past.	3/7/2019 6:21 PM
299	Location Public Transport	if the surgery moved near the bowling place,buses are not very regular,and without my car,it would be too far to walk.	3/7/2019 6:07 PM
300	Seperate GP services	The elderly care will suffer Kirby rd is a caring helpful surgery who know & look after the elderly in the community knowing most of them by name.	3/7/2019 5:45 PM
301	Hub +pos Location	Proposals to expand the range of services within a single hub are welcomed. Access to services from outlying villages needs to be taken fully into account & that services currently provided within GP surgeries that are not proposing to co-locate at a hub should not decline or be reduced.	3/7/2019 4:20 PM
302	MISC	No	3/7/2019 4:03 PM
303	MISC	It is fine as it is	3/7/2019 3:43 PM
304	MISC	see above	3/7/2019 2:59 PM
305	MISC	Dont do it!	3/7/2019 2:59 PM
306	Parking	Parking, access to the building, if patients will be allowed to use other doctors other than their own original practice. will there be a cost for parking. Will you be providing information about the hub to existing patients	3/7/2019 1:09 PM

307	Location	Surgeries are usually chosen for their closeness to residents' homes. The new proposed hub would be right across town which would greatly disadvantage patients at two of the three surgeries chosen to be moved there.	3/7/2019 12:32 PM
308	Location	How are the elderly going to attend their appointments	3/6/2019 8:56 PM
309	Appt mgt/hours	The possibility of home visits, when there is a need, especially with elderly.	3/6/2019 6:21 PM
310	Parking	No - Just get the parking sorted out, oh and get West Street out of Special Measures!	3/6/2019 5:44 PM
311	Building Design	Make sure there are sufficient consulting rooms of a reasonable size.	3/6/2019 4:58 PM
312	Staffing	Would this mean we may be seen by a Doctor from one of the other practices? That may prove controversial if so.	3/6/2019 4:15 PM
313	Range of services	Blood tests	3/6/2019 4:10 PM
314	Public Transport	RELIANT ON BUSES WHICH RUN EVERY TWO HOURS- OR FURTHER DISTANCE TO WALK FROM WEST DUNSTABLE SO EXTRA TIME NEEDED TO ATTEND APPOINTMENTS ON TIME	3/6/2019 1:57 PM
315	Public Transport	WEST DUNSTABLE AND VILLAGES SERVED BY WEST ST SURGERY- BUSES INTO DUNSTABLE RUN ONLY EVERY TWO HOURS MAKING IT A PROBLEM GETTING TO APPOINTMENTS- AND BUS SERVICE FINISHES EARLY EVENING.	3/6/2019 1:44 PM
316	Location Parking	The location at present proposed would put a lot of people in the south and south west of the town a long way from their surgery. At present this site would be way out of the way for most people even when they are in the town centre. A more central site e.g the old library site, would be easier to find, park and encourage shopping and make collection of prescriptions or other medical supplies easier.	3/6/2019 1:14 PM
317	Public Transport	Transportation for buses not all areas have a good service	3/6/2019 12:36 PM
318	MISC	The fact that the Astro turf will no longer be there . Will there be another one elsewhere? .	3/6/2019 12:34 PM
319	Building Design Parking Range of services	Parking facilities would need to be factored in as the numbers of attendees will increase & the hub is incorporating many surgeries. Will reception areas & waiting room facilities be adequate? Will they be a phlebotomy service & the INR services continue?	3/6/2019 12:04 PM
320	Location	Whether the intended location really is the best in terms of easy access for the majority of patients - particularly the old and infirm	3/6/2019 10:40 AM
321	Appt mgt/hours	People that do not work in the area need to be able to make appointments to suit their hours outside of 9am/5.30pm without having to wait weeks.	3/6/2019 10:15 AM
322	Hub -Neg Location	Having experienced a "hub" while looking after my mother. It seems to exacerbate the problem of not enough GPs rather than mitigate. And mainly "phone" Consultations occur. As for the other services. They happened in the town with the social services counseling and clinic. People choose a GP usually on location, and catchment area. By putting a combined surgery out the back of town. You are limiting access to services not creating	3/6/2019 9:57 AM
323	Hub -Neg	What's the point? The decision. Has already been made. Social service adult or child will not be moving from the council offices, there is a hub at the new leisure centre for voluntary services and a health centre that offers phlebotomy so don't pretend any extra will happen at this new centre. What a waste of public funds, disgraceful and shameful	3/6/2019 9:16 AM
324	Appt mgt/hours Parking	Waiting times for appointments and parking costs	3/6/2019 9:03 AM
325	Parking	Enough free parking is necessary!!!!	3/6/2019 8:17 AM
326	MISC	No	3/6/2019 8:07 AM
327	MISC	Can't think of anything else	3/5/2019 11:21 PM
328	MISC	No	3/5/2019 10:22 PM
329	Location Parking	Parking in the town centre will almost certainly be difficult. Patients will be competing with ASDA shoppers, with people using the library and leisure centre, and the college - all of whom will be looking for free parking.	3/5/2019 7:09 PM
330	Location	Location Location Location	3/5/2019 6:58 PM

331	Parking Public Transport	Bus Service to the Centre Cost of Parking for patients attending the Centre	3/5/2019 6:26 PM
332	Parking	provide adequate car parking	3/5/2019 5:25 PM
333	Parking	easy parking, maybe free for 1 hour and increased disabled parking due to the possible rise in need for over 75years	3/5/2019 4:28 PM
334	MISC	I hope that this survey is taken into account.	3/5/2019 3:01 PM
335	MISC	As above	3/5/2019 2:14 PM
336	MISC	I doubt you will take any of the real problems into consideration You never do. You will mess it all up. Its fine as it is. Build a few more local surgeries for the influx of new residents near where they live.	3/5/2019 1:54 PM
337	MISC	As far as I am concerned if [REDACTED] is in favour of it then I am also	3/5/2019 1:02 PM
338	Parking	adequate car parking as all facilities ie new centre, theatre and others in this area already	3/5/2019 11:02 AM
339	Appt mgt/hours	There needs to be a sufficient number of appointments available within a reasonable time scale.	3/5/2019 10:27 AM
340	Appt mgt/hours	Adding more patients to our surgery will increase the length of time to wait for an appointment which is already quite long unless you need an emergency appointment	3/5/2019 10:17 AM
341	Range of services	the need for taking bloods in the hub as the only alternative is to travel to Luton	3/5/2019 10:05 AM
342	Location	Astro turf as mentioned above - it should not be lost as a valuable diversionary opportunity for young people.	3/5/2019 9:05 AM
343	Appt mgt/hours	I'm still trying to understand how merging the surgeries all into one centre will help? It's hard enough getting an appointment at my surgery as it is, I don't understand how this will help, particularly with the increased housing and population that is coming. We need more surgeries not merged ones.	3/4/2019 10:37 PM
344	Staffing	Job cuts will need to be looked at and there should be consideration given to those who will lose their jobs i.e. receptionists and cleaners to name a couple.	3/4/2019 8:35 PM
345	Parking	Free parking	3/4/2019 7:11 PM
346	Range of services	I would like to see a phlebotomy clinic in the proposed new surgery as most of us who are patients of The Priory and L & D, have to go to the Arndale, this can be very inconvenient.	3/4/2019 6:33 PM
347	MISC	The cost factor.	3/4/2019 5:45 PM
348	Appt mgt/hours	Needs to be no greater wait to see a Dr than at present, i.e.: this is not a cost saving exercise to the detriment of the patient.	3/4/2019 5:25 PM
349	Location	Town centre access. Always difficult	3/4/2019 1:45 PM
350	Parking	enough car parking facilities for all the patients of the three surgeries?	3/4/2019 1:42 PM
351	Location	considering the proposed location having lived locally for 40+ years I would think there is plenty of unused/vacant building that that could be fitted out to this use .rather than build on green field site	3/4/2019 11:53 AM
352	Appt mgt/hours	Worried that this may be a way of cutting healthcare provision by amalgamating the surgeries, I would be totally against this as provision is insufficient now. Takes 3 weeks to get a routine appointment.	3/4/2019 10:45 AM
353	Hub +pos Staffing	How could it serve patients from Houghton Regis Medical Center who want to join the new surgery? Will we be allowed to join? The choice is so limited to Houghton Regis patients and I would really like to join a different surgery. This one sounds ideal and modern with hopefully a range of doctors from all backgrounds to choose from. I used to be an out of area patient for the Houghton Close Surgery in Ampthill which is fantastic. Unfortunately I had to move to the local practice because they had too many patients and the difference is care is dramatic and nowhere near as good at the Houghton Regis surgery which is average at best. The only negative point I anticipate from such a large practice is that there would be no consistency in the doctors you see and not be able to build a relationship with your GP.	3/4/2019 10:32 AM

354	Public Transport	how hard will it be to get seen by a doctor quickly?? how will there be continuity of care if the hub is so large ? how will people who are frail/disabled or ill get to behind go bowling - no bus stops there?	3/4/2019 10:25 AM
355	Parking	Adequate parking, West Streets Surgery parking is dreadful.	3/4/2019 10:07 AM
356	Seperate GP services	A new surgery instead of taking existing ones and putting them together would be a better way of dealing with new residents to Dunstable.	3/4/2019 9:51 AM
357	Appt mgt/hours	Availability of appointments with a greater number of patients.	3/4/2019 9:48 AM
358	Location	Not building this new facility on top of the AstroTurf football area,moving the facility to Dunstable library's building	3/4/2019 9:17 AM
359	Hub -Neg Seperate GP services	Whether condensing three good practices into essentially one when the NHS is already underfunded by making a new unnecessary practice isn't needed	3/4/2019 8:21 AM
360	Parking	Have parking on site	3/3/2019 11:35 PM
361	Parking	Parking	3/3/2019 9:35 PM
362	Parking Public Transport	Hopefully more car parking space, and maybe a convenient bus stop for elderly patients	3/3/2019 8:39 PM
363	MISC	The safety of patients if you are going to integrate mental health patients into same buildings	3/3/2019 5:50 PM
364	Seperate GP services	Consider not moving, instead make existing surgeries into specialist units covering, e.g. minor surgery, physio facilities, etc	3/3/2019 5:23 PM
365	Range of services	Differences in patient needs as different types of patients need different environments. It shouldn't be based solely on cosy saving	3/3/2019 4:35 PM
366	Staffing	more doctors does not equal more access for patients unless the new doctors take on less new patients than the (already situated) doctors otherwise the situation remains the same...dismal	3/3/2019 4:25 PM
367	MISC	Don't know	3/3/2019 3:48 PM
368	Parking	Parking	3/3/2019 3:35 PM
369	Parking	Parking	3/3/2019 3:22 PM
370	Parking Range of services	Yes will there be lots of parking ,how will the phone system work,will it open out of hours eg Saturday or Sunday	3/3/2019 2:50 PM
371	MISC	Can't answer because don't know were exactly the hub is and the layout.	3/3/2019 2:13 PM
372	Hub +pos	The new Hub would be a very welcome facility.	3/3/2019 2:10 PM
373	MISC	Can't answer because don't know were exactly the hub is and the layout.	3/3/2019 2:09 PM
374	MISC	Can't answer because don't know were exactly the hub is and the layout.	3/3/2019 2:07 PM
375	Public Transport	Difficulties for the elderly getting to surgery e.g. Cost of taxi, or Bus fare, and having to walk to and from a bus stop, wait to a bus before and after an appointment when possibly feeling unwell.	3/3/2019 2:02 PM
376	Parking	Parking will be key	3/3/2019 1:41 PM
377	Range of services	I think there should be a blood testing facility	3/3/2019 1:20 PM
378	MISC	N/A	3/3/2019 12:55 PM
379	Appt mgt/hours Building Design	Have a ground floor cafeteria for people who have to wait a long time. Fit the building with free NHS wi-fi. Don't use plastic cups for water dispensers. Have a good appointments system that emails, telephones or writes to people to remind them to go to their appointments.	3/3/2019 12:12 PM
380	Appt mgt/hours	Better convenience of appointments when new arrangements are made	3/3/2019 12:09 PM
381	Parking	Capability for infirm and less/non mobile patients to be be received, including strong control if parking bays and drop off areas.	3/3/2019 12:08 PM
382	MISC	No	3/3/2019 12:05 PM

383	Hub -Neg	Seperate GP services	I am against this hub. I want to maintain my local service that I can walk to.	3/3/2019 11:23 AM	
384	Staffing		can you get sufficient staff to run it?	3/3/2019 11:05 AM	
385	MISC		No	3/3/2019 11:02 AM	
386	MISC		no	3/3/2019 10:36 AM	
387	Appt mgt/hours		Late appointments and Saturday surgeries for working people with no urgency required but a need to be seen relatively quickly. Day surgeries and clinics for some chronic illnesses would be helpful. Blood testing daily and later and early times offered again for working people. Dental surgery also would be really helpful also .	3/3/2019 10:25 AM	
388	Parking	Public Transport	Parking free of charge to patients. Access for elderly or infirm? Will buses take them right to the door?	3/3/2019 10:07 AM	
389	Disabled Access	Parking	parking. The route to be taken by motorised wheel chairs.	3/3/2019 9:48 AM	
390	Location	Parking	Parking? Consider building it somewhere else? Astro is where all youngsters play football and socialise	3/3/2019 1:34 AM	
391	Appt mgt/hours	Parking	Parking, ability to get same day & prebookable appointment	3/3/2019 12:58 AM	
392	Parking		Parking spaces If surgery gonna provides more services needs bigger car park as is always a problem especially if you are with children	3/3/2019 12:33 AM	
393	Hub -Neg		Overall an awful idea and waste of taxpayers money	3/2/2019 11:07 PM	
394	Parking		Parking for vehicles carrying children.	3/2/2019 9:50 PM	
395	Location		The effect of the location on the infirm ,disabled and elderly.	3/2/2019 8:25 PM	
396	Appt mgt/hours	MISC	Staffing	I am concerned by the wording of these questions that this Hub is all about moving things to one location thereby making it harder for many to reach their GP surgery, rather than increasing provision. Bedfordshire has one of the worse patients to doctors ratio and Houghton Regis in particular is expanding rapidly with no new GP provision. This scheme cannot simply replace 3 other surgeries, it MUST create new capacity	3/2/2019 7:57 PM
397	Parking		The parking. It's bad enough on theater days	3/2/2019 7:40 PM	
398	Appt mgt/hours	Parking	Range of services	Hours of opening. Making a way that it's only patients in the car park as staff currently fill the one at Kirby Road. While in there one lunch time to collect something there were no patients in the surgery but on one parking space. Opening hours as for most people if you have a doctors appointment in the middle of the day you have to book the whole day off. If lucky enough to get it in the begin or the end of you working day you would just loose a few hours. A play facility for children. It can be very stressful for parents trying to keep children entertained. Especially when doctors or nurses can be running late. Some experience have left me waiting up to an hour after my appointment. Effeciency, if seeing a doctor or nurse about multiple things it should be booked as multiple appointments as otherwise doctors and nurses run over and leave people up to an hour as I have experienced. Meaning I was late to things that I thought I had left plenty of time for. I now have to make no plans on days I have booked off to be able to attend the doctors because I don't know if I can make them or not. Also an under 25 sexual health clinic o be run for people to access contraception without having to book an appointment.	3/2/2019 7:23 PM

399	Congestion Hub -Neg Location Parking	Yes, I bet most people in Dunstable do not want this. As usual, the decision has been made BEFORE the population of Dunstable was informed of any ideas or plans. The letter sent out says the main reason for doing this is because 12,500 new homes will be built, housing 32,500 people. Based on the Dunstable and Houghton Regis Profiles, 1040 homes were built in the 4 years between 2011-15. At that rate, it will take 40 years to build 12,500. To put these numbers in perspective, the population of Dunstable and Houghton Regis is currently less than 60,000 yet you're saying it will increase by 50% in 5 years. The BCCG letter also states all of these new homes will be built to the north of Dunstable and northeast of Houghton Regis, in other words the area along the new Northern Link Road between the M1 junction 11a and A5. If this is the case, surely it would be better to build a health centre and other facilities where all the new houses are going to be. There was a proposed Heath Centre in north Dunstable 10 years ago. After a new housing estate was built on the site of AC Delco, the Heath Hub was to be in the corner of Brewers Hill Road and High Street North. That was shelved after the Credit Crunch started in October 2008. In my opinion, each ward in Dunstable would benefit with a GP surgery rather than a big centralised hub. The traffic and parking is going to be a nightmare. This hub idea has nothing to do with helping the people of Dunstable and everything to do with reducing the number of GPs, their surgeries and money spent on the range of good Doctors we have.	3/2/2019 6:04 PM
400	Location	Location is ridiculous how do you expect the elderly or disabled to get there	3/2/2019 6:02 PM
401	Disabled Access Staffing	Deaf awareness training for ALL staff be they Doctors, Nurses, HCAs or receptionists (especially receptionists .)	3/2/2019 5:38 PM
402	Congestion	Squeezing all these services in one place will have a negative impact on the care the staff can provide. Doctors and nurses will be "hot" rooming, administration staff will become integrated and individual care will be lost. The site is not accessible. Dunstable traffic is mostly at a standstill as it is without creating more. [REDACTED] only want to be there to run everything his way. Collaboration is not his style. It will be a disaster.	3/2/2019 5:16 PM
403	Hub +pos Range of services Staffing	I like the idea of extended services available, such as specialist services. I would be concerned that I wouldn't be able to see the same Dr or nurse, I have spent the last year having nearly daily nurse appointments, seeing the same nurse and it was so beneficial, both to my physical and mental health through various surgeries and recovery. I think overall it is a good idea but would need to be managed effectively, especially in the transition period.	3/2/2019 4:59 PM
404	Location	As we get older, it will prove more difficult to travel, at the moment we have a car but by end of 2021 our car might have disappeared.	3/2/2019 4:07 PM
405	Location	It's not walkable	3/2/2019 4:00 PM
406	MISC	How is this being financed? How long will it take to build?	3/2/2019 2:46 PM
407	MISC	.	3/2/2019 2:22 PM
408	Parking	Parking facilities	3/2/2019 2:21 PM
409	Range of services Seperate GP services	Why can't we have our original surgeries but just special treatments at this hub.	3/2/2019 2:15 PM
410	Parking	Car parking costs, will it be free, how do you prevent shoppers using it?	3/2/2019 1:51 PM
411	Hub -Neg	Why mess with something spending millions of pounds on fixing something that isn't broken! The care I receive from my doctors surgery is more than adequate! If that is not the same at other surgeries then they need to pick up and do better but placing the care in one place for such a large area as a ridiculous plan and another ridiculous waste of money. Invest less money in improving what is here rather than putting more money into something that will be horrendous for residents	3/2/2019 1:42 PM
412	Appt mgt/hours	Better access to appointments	3/2/2019 1:25 PM
413	MISC	No	3/2/2019 1:16 PM
414	Location	Site of old library should be considered first rather than Astro turf site	3/2/2019 1:04 PM
415	Location	re locate it?	3/2/2019 1:03 PM
416	MISC	n/a	3/2/2019 12:54 PM
417	Parking	Cost of parking	3/2/2019 12:48 PM

418	MISC	Local pharmacys impact	3/2/2019 12:46 PM
419	Hub +pos	Location The hub of combining surgeries is a good idea however the location is not suitable	3/2/2019 12:38 PM
420	MISC	Dilution of services at I&d - increased management costs Unnecessary	3/2/2019 12:36 PM
421	Public Transport	As above. Also will there be alternatives offered .Remember many people are now affected by lack of local transport due to cuts.Need community bus paid for by a small yearly contribution from the users .Voluntary drivers.	3/2/2019 12:28 PM
422	Parking	Should be somewhere more residential with free parking.	3/2/2019 12:25 PM
423	Parking	PARKING!!!! Make sure there is MORE than enough and make it FREE.	3/2/2019 12:12 PM
424	Parking	Layout of the entrance, parking	3/2/2019 12:09 PM
425	Appt mgt/hours	Appointment options. Would be great if could have walk in clinics in the morning and afternoon so that rather than wait for appointment in 3 weeks time could actually get to see a doctor when you need to see them.	3/2/2019 11:33 AM
426	MISC	so far this is a very slanted survey designed to produce the answer the instigator wants. There are an equal number of major disadvantages in merging three surgeries.	3/2/2019 11:20 AM
427	Range of services	Opening hours	3/2/2019 11:13 AM
428	Range of services	Facility for x rays and scans?	3/2/2019 10:55 AM
429	Congestion	Location Location in town is already problematic for traffic	3/2/2019 8:21 AM
430	Staffing	Where are all the additional trained staff going to come from. Will they be taken from existing health centres which will then have their own problems	3/1/2019 9:43 PM
431	Parking	Parking will be paramount. People are always trying to find free places to park. How will visitors to the hub get priority parking?	3/1/2019 9:43 PM
432	Appt mgt/hours	The time it takes to get an appointment should be an absolute maximum of 5 working days	3/1/2019 9:41 PM
433	Seperate GP services	people joined these surgeries because of where they are ! If we wanted a super surgery we would have asked for one!	3/1/2019 9:33 PM
434	MISC	No	3/1/2019 9:32 PM
435	MISC	Nothing that immediately comes to mind.	3/1/2019 7:32 PM
436	Congestion	Distance that elderly and disabled people will have to travel. Congestion created by users from across the whole town arriving at the same facility.	3/1/2019 7:18 PM
437	MISC	No	3/1/2019 7:09 PM
438	Appt mgt/hours	Staffing Ease of access to GP services	3/1/2019 7:09 PM
439	Location	Cost. Location. Environmental damage . Pollution surrounding proposed new site. Safety of patients children and older people. Access .	3/1/2019 7:04 PM
440	Location	People - especially elderly or disabled - partly choose where they live based on how close it is to a Doctors surgery - that surgery should not then be moved!	3/1/2019 5:59 PM
441	Congestion	Extra traffic and footfall in an already busy area	3/1/2019 5:44 PM
442	Hub -Neg	Re think this idiotic plan. NOT HAPPY	3/1/2019 5:28 PM
443	Parking	There is already inadequate free parking in and around the town. There is inadequate parking full stop! An "edge of town" facility with substantial parking would be essential to cater for the anticipated additional residents.	3/1/2019 4:59 PM
444	Parking	to make sure there is adequate parking for all the patients attending the hub its no good relying on the Asda car park or the one for the theatre	3/1/2019 4:38 PM
445	Range of services	Extending after hours	3/1/2019 4:35 PM
446	Staffing	Loss of jobs	3/1/2019 3:47 PM
447	Congestion	Travel to and from the local area into the centre of Dunstable to attend the 'hub' would only create a lot more traffic.	3/1/2019 3:30 PM

448	Range of services	Blood tests should be carried out here	3/1/2019 2:26 PM		
449	Location	The stress factor of getting to see a doctor, when lots of people currently walk to their surgery.	3/1/2019 2:02 PM		
450	MISC	No	3/1/2019 12:37 PM		
451	Range of services	Staffing	Ambulance provision in town both emergency and routine. Ambulance access on the hub site Recruitment of extra GPs Recruitment of Nursing and allied health professionals	3/1/2019 12:36 PM	
452	MISC	Seperate GP services	The population of Dunstable has rapidly increased with no noticeably added surgeries etc. Of course build a new one, but don't close 3 others in the process - Building Costs and always triple - look at the Leisure Centre!	3/1/2019 11:37 AM	
453	Appt mgt/hours	All the surgeries SHOULD have Nurse Practitioners employed to enhance the provision of services to patients. At present we have to wait 3+ weeks for an appointment possibly "just for a rash" or minor ailment.	3/1/2019 11:35 AM		
454	Parking	Public Transport	Situated in town centre, brilliant....easy access being able to use bus routes from surrounding areas, easy parking ...you cannot go wrong...!!!	3/1/2019 11:21 AM	
455	Parking	Public Transport	Situated in town centre, brilliant....easy access being able to use bus routes from surrounding areas, easy parking ...you cannot go wrong...!!!	3/1/2019 11:17 AM	
456	Congestion	Just sort out the traffic and logistics of the Hub. It will be right next to the college and the new leisure centre!!!	3/1/2019 11:04 AM		
457	Building Design	build a light airy space so that we are not all on top of each other building should be carbon neutral tea/coffee facility - maybe by WVS play area for children but not in general waiting area	3/1/2019 10:52 AM		
458	Staffing	Being able to see a doctor from you own surgery if possible	3/1/2019 10:18 AM		
459	Congestion	It will take a lot longer for us to get to the drs & create more traffic in the town centre. It's ad enough trying to turn out of Queensway into high street north without added this.	3/1/2019 10:14 AM		
460	Building Design	Ensure building / area has adequate space to expand Nothing worse than services within hub need to Increase their capacity and face to consider moving out	3/1/2019 10:11 AM		
461	Location	Only location for patients in the south of dunstable.	3/1/2019 10:08 AM		
462	Congestion	Location	Parking	I live in the new estate of College Drive which is a private estate. We already have issues of increase of crime rate, people cutting through the estate, leaving their car to save on parking charges, an increase of anti social behaviour and increase of traffic. As the neighbours to the potential hub we have not been considered at all how it will impact on us.	3/1/2019 9:45 AM
463	MISC	not that I can think of	3/1/2019 9:33 AM		
464	Staffing	Yes I am a patient but I also work at the west street surgery how will this affect my position as job role at the surgery will there be job loss ??	3/1/2019 9:33 AM		
465	MISC	Child's health	3/1/2019 8:33 AM		
466	Parking	Parking facilities adequate for the number of patients! Currently unable to park at any of the local doctors	3/1/2019 8:29 AM		
467	Location	Further distance to travel especially when you're not feeling well.	3/1/2019 8:20 AM		
468	Appt mgt/hours	Staffing	The amount of people that will be visiting this hub at any one time, This should have been a consultation in itself as I am sure members of the good practices wouldn't have agreed that this Hun is a good idea. It needs to work and work well for the community with the aims of the Hub being met from day one, otherwise it is again a waste of money. It needs to be adequately staffed at all times.	3/1/2019 8:09 AM	
469	Parking	Free Parking	3/1/2019 7:28 AM		
470	Range of services	7 day service and longer opening hours	3/1/2019 7:00 AM		
471	Hub -Neg	Don't build this hub - Dunstable does not need it, Build surgeries where new housing is. GP Local and services where people are in area where you live.	3/1/2019 6:34 AM		

472	Appt mgt/hours	The thoughts of the community. We cannot get an appointment with the Dr and if we do it is limited. I am in pain constantly but the next appointment I could make was in three weeks time for treatment. If there are fewer Dr's this would be a longer wait.	3/1/2019 4:32 AM
473	Appt mgt/hours	Not to make it harder to get an appointment. Waiting times are currently ridiculous	3/1/2019 4:24 AM
474	Appt mgt/hours	For me if it's not broke don't fix it. Priory is a fantastic surgery, a well oiled machine. It has a close/community vibe. Easy to get appointments with the same doctors. I don't see the need for this to change.	3/1/2019 3:42 AM
475	MISC	In the current plans are you taking into consideration the expected increase in residents for the area with housing projections for the next few years?	3/1/2019 2:55 AM
476	Hub -Neg	Against the move	3/1/2019 2:36 AM
477	Range of services	Be able to drop stool sample collection and walk in blood sample collection	3/1/2019 12:53 AM
478	Public Transport	Needs to be on a bus route for people who don't drive to access it easily.	3/1/2019 12:53 AM
479	Appt mgt/hours	Will surgeries all run independently within the 'hub', or will they all be amalgamated? I currently like that I can run up and get an appointment within 24 hours, everyone is polite and helpful. I do not wish to lose this.	3/1/2019 12:36 AM
480	MISC	How the amount of people accessing treatment would affect those of us who don't cope well in busy/crowded places.	3/1/2019 12:35 AM
481	Parking	Parking for the hub should be free	3/1/2019 12:17 AM
482	Building Design Disabled Access	Hoists so that patients in wheelchairs can be assessed and if needed treatment given properly	3/1/2019 12:11 AM
483	MISC	Is there room or will this be a purpose built facility	3/1/2019 12:09 AM
484	Parking	Free parking	2/28/2019 11:13 PM
485	Congestion Location Parking	Would this really improve things? More people trying to use one 'hub' how will it affect traffic and parking in the already busy town centre? Are elderly patients really expected to have to travel further to see a gp? And what impact will this have on community pharmacies?	2/28/2019 9:24 PM
486	Appt mgt/hours	You say taking on more patients I have to wait 3-4 weeks for an appointment already!	2/28/2019 9:22 PM
487	Location	Many patients from these three surgeries will find this proposed location very difficult. The idea of a hub is a good one but if it is badly located it will be a negative move and not positive	2/28/2019 9:19 PM
488	MISC	As the decision has already been made why waste money on this consultation	2/28/2019 7:54 PM
489	Appt mgt/hours Range of services	On-line booking and access to personal data (more than now) Services to avoid visits to hospital eg blood tests Able to access specific GP Extended opening hours Good telephone services ie waiting time & scope of person answering phone Retain telephone consultations Improve access to same day appointments with GP	2/28/2019 7:52 PM
490	Hub -Neg	I can see all the benefits of the hub but still think it's a terrible idea. What about less mobile people who use their local surgery for convenience	2/28/2019 7:46 PM
491	Public Transport	Public transport	2/28/2019 6:50 PM
492	Congestion	Congestion in town centre	2/28/2019 5:49 PM
493	Parking	Parking - again often full with Grove and so will need considerable extra space - especially as so few people can access this site by other means than a car.	2/28/2019 5:46 PM
494	Parking	Parking facilities	2/28/2019 4:55 PM
495	MISC	PATIENTS OPINIONS	2/28/2019 4:54 PM
496	Building Design Disabled Access	Ensuring access in disabled friendly and that if staff are working out of hours it is safe for them. Please ensure there is sufficient lighting as currently it is very dark around there when parking. How will you ensure patients are not hassled by the boy racers who frequent the skate park?	2/28/2019 4:20 PM
497	MISC	no	2/28/2019 4:16 PM

498	Parking	The amount of parking required especially with the new leisure centre and the bowling alley already there.	2/28/2019 3:57 PM
499	MISC	It sounds rather impersonal whereas my local surgery is friendly and familiar	2/28/2019 3:53 PM
500	MISC	No	2/28/2019 3:46 PM
501	Appt mgt/hours	It is currently almost impossible to get an appointment to see a doctor within less than four weeks of booking. While I appreciate that the service is under pressure I'm hopeful that this move will mean more doctors and more access to them	2/28/2019 3:36 PM
502	Staffing	Trust built up with current doctors not locum who would not know history.	2/28/2019 2:17 PM
503	Appt mgt/hours	I think by doing this it will be even harder to get an appointment especially trying to manage so many more patients	2/28/2019 1:47 PM
504	Hub +pos	Don't think so.....it all seems very well thought out.	2/28/2019 1:45 PM
505	Appt mgt/hours	Unless you provide enough doctors, nurses etc this will be a waste of time and money. I was quoted a 3 week wait for a doctor's appointment last week.	2/28/2019 12:56 PM
506	MISC	no	2/28/2019 12:29 PM
507	Range of services	please please please bring back on-site blood testing	2/28/2019 12:26 PM
508	Parking	Car parking on or near site.	2/28/2019 12:22 PM
509	MISC	Yes. I totally disagree with Private Companies making huge profits by financing the building of NHS hospitals, where they charge rents forever back to the NHS. I think they are called PFI projects? I have heard that hospitals/NHS could have paid back the the building cost in less than 10 years in many cases and these schemes basically can charge rent forever??	2/28/2019 12:08 PM
510	MISC	No	2/28/2019 12:06 PM
511	Range of services	It has not been stated in your documents but I assume functions such as blood tests which are currently provided by the L&D would be provided in the new hub?	2/28/2019 12:03 PM
512	Parking	Cost of parking as a consultation may not be on time and cause problems with prepayment of parking. At the moment I can park for free when attending Priory Gardens Surgery.	2/28/2019 11:57 AM
513	Parking	The new site must have sufficient parking !	2/28/2019 11:56 AM
514	Parking	Cost of parking.. will I still be able to see my usual doctor surgery	2/28/2019 11:32 AM
515	Parking	Would parking be sufficient and free? Experience of the L&D would indicate not.	2/28/2019 11:07 AM
516	MISC	I don't think so	2/28/2019 10:53 AM
517	Appt mgt/hours	The sooner that the relocation of all GP's to the centre is achieved the better. There needs to be a similar appointment system to that operated at L&D hospital rather than trying to contact a heavily engaged switchboard at 08:00 hours	2/28/2019 10:27 AM
518	Parking	parking facilities	2/28/2019 10:07 AM
519	Hub -Neg	Moving all services into one centre is a bad idea, just look at hospitals closed and merged into one centre, it doesn't work. Causes lack of personnel care and a feeling of being important	2/28/2019 9:44 AM
520	Congestion Public Transport	the amount of traffic that dunstable has in the rush hour and when the motorway has issues which is quite often. bus services from the south west are poor for the elderly also guaranteed parking for the health hub needed.	2/28/2019 8:57 AM
521	Hub +pos	This is a fantastic idea the sooner the better	2/28/2019 8:13 AM
522	Public Transport	theres others in this area that will need bus to asda from beach rd.-lowther rd.-langdale rd.& meadway	2/28/2019 6:37 AM
523	Parking	Parking spaces	2/28/2019 1:36 AM
524	Appt mgt/hours	Would current Appointment arrangements remain the same	2/28/2019 12:00 AM
525	Staffing	Patients commitment and relationships with their current surgery which will be lost. Patient trust in their GP may be lost	2/27/2019 10:04 PM
526	Location MISC	Impact on local areas, reduced accessibility of local hub for patients.	2/27/2019 10:02 PM

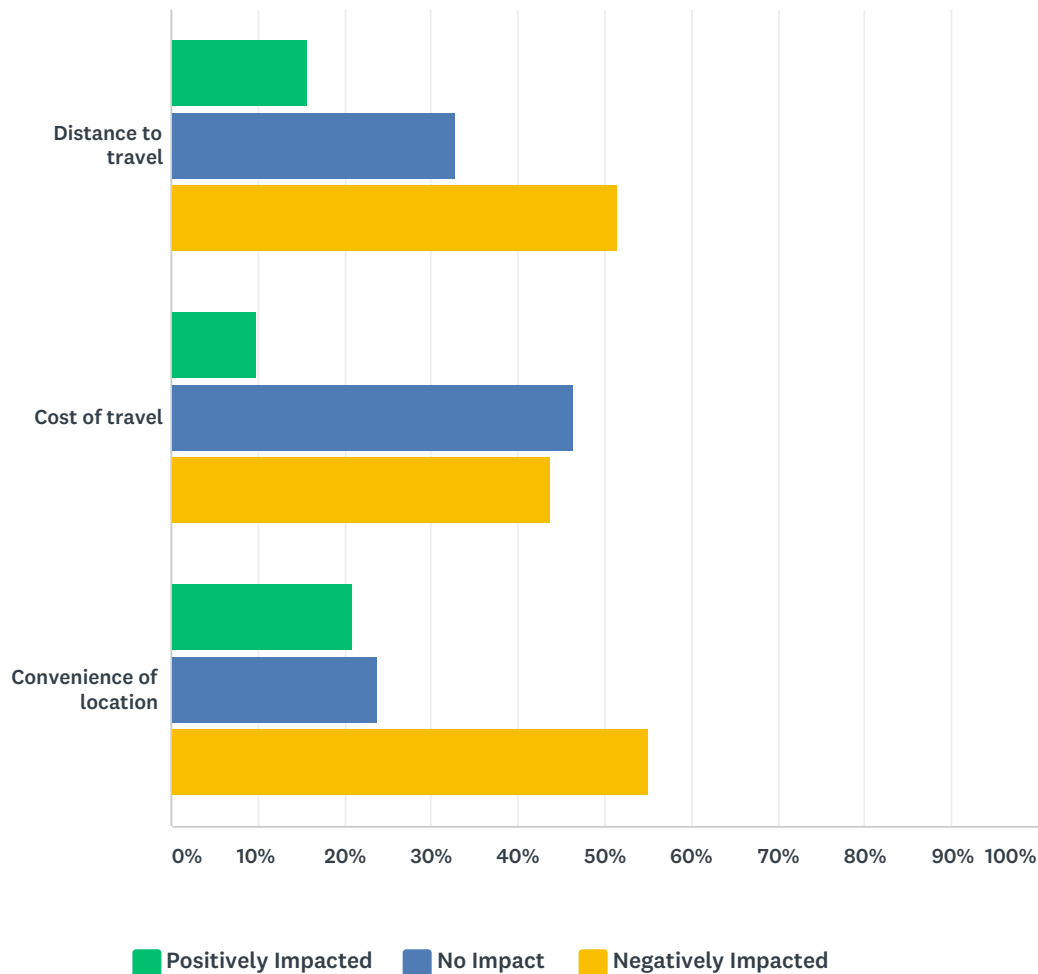
527	Building Design Parking	Ensure growth for expansion. Many health facilities run out of space a few years after opening. The same applies to parking.	2/27/2019 9:24 PM
528	Public Transport	make sure you have a dedicated bus route for people who rely on public transport	2/27/2019 9:04 PM
529	Parking	Parking should be free.	2/27/2019 8:46 PM
530	Congestion Public Transport	Whether such a New facility would actually meet all those positive aims! Where access, particularly for cars will be made and whether this will have a negative impact on the already difficult traffic situation. Where the nearest bus stops will be and which bus routes will serve them.	2/27/2019 8:43 PM
531	MISC	No	2/27/2019 8:39 PM
532	Range of services	Opening hours - evenings/ weekends	2/27/2019 8:39 PM
533	MISC	How to ensure everybody affected knows precisely where to go and from when. I suspect a number of older, less able people will find the move hard to deal with.	2/27/2019 8:20 PM
534	MISC	No	2/27/2019 8:09 PM
535	Hub -Neg	grouping all areas of care will mean a shortfall for all	2/27/2019 8:01 PM
536	MISC	who is going to pay for this madness, presumably ratepayers like myself	2/27/2019 7:52 PM
537	Range of services	Sometimes less is more. Don't try to include too many services as this could lead to all round chaos.	2/27/2019 7:24 PM
538	Public Transport	Decent regular bus services running from the existing surgery areas to the new surgery	2/27/2019 7:10 PM
539	MISC	Maybe think about doing something similar with the dentist surgery's as well	2/27/2019 7:00 PM
540	Range of services	a clinic to do blood tests to avoid going to luton	2/27/2019 6:55 PM
541	Seperate GP services	the hub should just be used for additional and extra services leave the gp surgeries where they are	2/27/2019 6:43 PM
542	Location Seperate GP services	This questionnaire is biased. For example, question 3 implies that the stated aims will only be met by closing our local surgeries. If future expansion is to be met, how about opening a new centre for new patients, but not closing existing facilities? I am not very mobile & do not intend to travel into the town centre for services which are already being adequately met by a more local surgery.	2/27/2019 6:38 PM
543	Hub -Neg	Some people with mental health issues would find it overwhelming to access this type of centre and what would happen then? vulnerable people appreciate familiarity.	2/27/2019 6:38 PM
544	Public Transport	There is not a nearby bus stop for this location. Although there wasn't really for West St either, patients from Priory surgery may find this inconvenient.	2/27/2019 5:43 PM
545	Congestion	Overcrowding with the college and Asda traffic. Will it be on that same rd running by college .	2/27/2019 5:40 PM
546	Congestion	Look at the access roadway to realise that the infrastructure in Dunstable town is not capable of coping with any further load.	2/27/2019 5:37 PM
547	Parking	There needs to be a huge car park if the community is going to grow as predicted	2/27/2019 5:31 PM
548	MISC	no	2/27/2019 5:31 PM
549	Parking	Free parking for disabled people	2/27/2019 5:23 PM
550	Location	Older people & people who do not drive. Also, when people are not feeling great they do not want to travel further to see a doctor	2/27/2019 5:21 PM
551	Parking	Free parking	2/27/2019 5:21 PM
552	Seperate GP services	Invest in the existing surgeries instead or build new ones as part of the new houses you propose	2/27/2019 5:17 PM
553	Location	The proposed site is not central and well out of most people's way.	2/27/2019 4:24 PM
554	Location	By moving Kirby Road Surgery it would make it very difficult for elderly and disabled people to get to the new hub	2/27/2019 4:17 PM

555	Hub +pos Having more integrated services within one hub , would be a huge impact, and would stop patients attending A/E unnecessary.	2/27/2019 4:10 PM
556	Appt mgt/hours Staffing There is a need to employ more GPs than are currently practicing in Dunstable. Kirby Road practice (where I am a patient) still requires a replacement for a doctor who retired years ago. i Adequate doctor/patient ratio to cut appointment waiting times.	2/27/2019 4:00 PM
557	Parking parking facilities	2/27/2019 3:56 PM
558	Appt mgt/hours Bigger is not necessarily better, need to be able to get an appointment in a reasonable amount of time which isn't currently the case. Should be able to choose to see a doctor of choice. would be worried about getting lost in the system, no level of local care	2/27/2019 3:53 PM
559	MISC This sounds very much like a fait accompli and the so called 'consultation' is merely a hoop that must be seen to be done as a token gesture before the plans go ahead.	2/27/2019 3:51 PM
560	Location I notice that you have chose the site behind the bowling alley which is only a short distance from Dukes Court Flats could this not have been on the vacant site behind Asda Superstore which is also a short distance from myself	2/27/2019 3:48 PM
561	Location Helping elderly people to and from appointments	2/27/2019 3:38 PM
562	MISC No.	2/27/2019 3:36 PM
563	MISC Not sure	2/27/2019 3:34 PM
564	MISC Its all about penny pinching and money isn't it its not about service. I can see you twisting the outcome of the survey re question four. which is ambiguous and misleading.	2/27/2019 3:25 PM
565	Range of services pharmacy services	2/27/2019 3:20 PM
566	Location Crossing very busy roads.	2/27/2019 3:11 PM
567	Appt mgt/hours Please make it easier to get an appointment when you need to be seen.	2/27/2019 3:09 PM
568	Parking Public Transport Good bus service and for parking	2/27/2019 3:04 PM
569	Range of services More guidance to professionals about fibromyalgia because the current GPS are not educated properly on this	2/27/2019 2:59 PM
570	Location Parking The location is closer to me so would be easier to get to, and being within the town centre area there is more availability for parking which is limited near my current GP surgery	2/27/2019 2:51 PM
571	Building Design Infection control. More people more coughing and sneezing. Young children running about amongst the sick patients. Concerns with a few mental health patients amongst the vulnerable	2/27/2019 2:34 PM
572	Staffing We need also decent Gp.s ones that join a practice and stay rather than do a couple of years then have to leave because they are only locums so many good doctors get lost in that system.	2/27/2019 2:11 PM
573	Location Public Transport Distance from busstops, ideally busses should stop outside.	2/27/2019 2:11 PM
574	MISC Are you making situations better or worse.	2/27/2019 2:08 PM
575	MISC Cost as compared with present facilities.	2/27/2019 1:49 PM
576	Parking If it is built, there MUST be free parking provided and plenty of parking spaces. Most people do get to the surgery by car and currently there is free parking at Kirby Road surgery. Do NOT use this as an opportunity to make money out of parking charges.	2/27/2019 1:39 PM
577	MISC Wasting of money	2/27/2019 1:33 PM
578	MISC No	2/27/2019 1:20 PM
579	Hub -Neg Big changes are worrying. My local surgery has been excellent,always helpful,ready to advise.I worry that a large complex facility may seem less personal,more remote.	2/27/2019 1:17 PM
580	Parking Public Transport It needs to be close enough to walk to from the bus stop at Asda. Also needs ample free parking spaces for the patient not just staff and other visitors	2/27/2019 1:17 PM

581	Parking Public Transport	More than adequate parking facilities. Somewhere secure to leave a push bike. I believe the most important thing is that a new hub should be placed on a bus route that currently travels through the catchment areas of the current surges. This will carbon footprint, there is never enough places to park at these surgeries. Staff at these surges should be encouraged to use that bus route if possible, but should not be allowed to use patient parking, so again enough space for staff to park.	2/27/2019 1:17 PM
582	MISC	Overcrowding in the clinics.	2/27/2019 1:01 PM
583	Range of services	Onsite dispensary. Blood tests available and possible blood donations.	2/27/2019 1:00 PM
584	Range of services	Opening hours should be extended from 8am to 7pm Mon to Friday plus Saturday's. Blood test facilities available.	2/27/2019 12:49 PM
585	MISC	No	2/27/2019 12:25 PM
586	Range of services	Joined up thinking, to treat patients as a whole person. Dentistry, Chiropody and Physiotherapy services.	2/27/2019 11:53 AM
587	Parking	Parking availability. In West St there is free, usually plentiful, parking.	2/27/2019 11:41 AM
588	Seperate GP services	I believe that you lose the personal contact with a large integrated practice.	2/27/2019 11:13 AM
589	Range of services	opening weekends and late evening for working people.	2/20/2019 12:51 PM
590	Location Range of services	Better central location on the old magistrates court location next to the ambulance station and ASDA. Also a pharmacy inside the hub run by an small independent pharmacy and not some internet based organisation	2/18/2019 11:16 PM
591	Location	Multiple points of access to the site i.e. the footpath that runs behind the site providing improved access from the busway	2/15/2019 5:35 AM
592	Public Transport	No direct bus link from certainly areas	2/14/2019 10:13 PM
593	Appt mgt/hours Parking	Do provide free parking 15 minute drop off points for taxis and people ferrying the wounded. Do optimise the number of parking spaces at the expense of shrubbery. Do maximise the hours of availability to cater for all people.	2/14/2019 8:42 PM
594	Building Design	It would be a good idea to have a cafe and and small shop on site, perhaps run by a CIC	2/13/2019 6:05 PM
595	Staffing	The confidentiality of my personal information - if this is a bigger hub how many people will have access to my files. Also the relationship I have built up with my GP ...	2/13/2019 5:55 PM
596	Hub +pos	expansion of services locally well overdue	2/13/2019 12:37 PM
597	Parking	How will parking be structured in such a busy location. Parking around West Street and other surgeries can be troublesome, particularly at certain times of day. How will this many combined gp practices have ample parking along with general shoppers?	2/13/2019 3:26 AM
598	MISC	Why single out 3 Dr practices when you are integrating 5 in your questionnaire?	2/12/2019 8:33 PM
599	Congestion Location	consider the wider impact of travel into effectively the eastern area of the town which has become overwhelmingly congested as a result of the distribution centres on the woodside estate. I am unsure if the road infrastructure around Boscombe Road would be able to cope with the increased traffic travelling to this area of the town. There needs to be further consideration to the impact of traffic from Queensway and into Boscombe Road where traffic flow has already reached capacity	2/12/2019 5:36 PM
600	MISC	No	2/12/2019 1:21 PM
601	MISC	.	2/11/2019 6:18 PM
602	Seperate GP services	It is not clear from the consultation document if patients will be shared across the surgeries or if we will still keep our same set of doctors (e.g. I would only see the West Street doctors/nurses etc). I would prefer to keep to my own doctors who I know.	2/11/2019 6:07 PM

Q8 Thinking about the proposed new location for an integrated health and care Hub. Do you consider you will be impacted, if so please indicate how below.

Answered: 316 Skipped: 6



	POSITIVELY IMPACTED	NO IMPACT	NEGATIVELY IMPACTED	TOTAL
Distance to travel	15.72% 47	32.78% 98	51.51% 154	299
Cost of travel	9.85% 27	46.35% 127	43.80% 120	274
Convenience of location	20.98% 64	23.93% 73	55.08% 168	305

#	ARE THERE ANY OTHER IMPACTS WE NEED TO CONSIDER?	DATE
1	Access/Parking Congestion Time to get there will be impacted by the traffic in that busy area. Pollution as I walk there will be much greater. If I drive I don't know if parking will be possible or expensive	4/16/2019 4:20 PM
2	Access/Parking There will come a point where we wont be able to walk far and we find it onerous now walking to our present surgery	4/11/2019 4:25 PM
3	Access/Parking Parking	4/11/2019 2:28 PM

4	Access/Parking	To walk from Bus Stop by Leisure Centre far for some	4/10/2019 11:08 AM
5	Hub -neg	We do not need all surgeries under one roof. Our surgery caters for all the needs, its convenient to and more personal towards everyone	4/8/2019 3:31 PM
6	Access/Parking Location -neg	This means I would have to either stay at home and look after myself as best I can or get a taxi to the new location . This location is very long distance away from my home and may be a hazard crossing several roads in the town centre to this new hub. The weather could be an issue if I need to walk to this new hub. I may not have enough money on me to consider travel to this new hub and then I have to get back home after treatment at this new hub!	4/8/2019 3:01 PM
7	Access/Parking	I permanently use a motorised wheelchair. There is no direct bus service from where I live to the hub, the local bus service from where i live to the town centre is infrequent and at best hourly with just one space allocated for a wheelchair, If this is already taken I cannot travel. Due to the size and type of wheelchair I cannot use taxi's I have no access to a adapted car and I have no-one to help me. At the moment I can get to my GP surgery using my wheelchair but if it moved to the hub the wheelchair has insufficient range to get me from my house to the hub and return.	4/7/2019 10:40 PM
8	Access/Parking	I permanently use a motorised wheelchair. There is no direct bus service from where I live to the hub, the local bus service from where i live to the town center is infrequent at best hourly and there is only one space allocated for a wheelchair. If this is already taken I cannot travel. Due to the size and type of wheelchair I cannot use Taxi's I have no access to a adapted car and I have no family therefore there is no-one who could offer to help me. At the moment I can get to my GP surgery using my wheelchair but if it moved to the hub the wheelchair has insufficient range to get me from my house to the hub and return.	4/7/2019 9:56 PM
9	Access/Parking	Free disabled car parking	4/7/2019 9:23 PM
10	Access/Parking Congestion	Traffic to and from the hub. Whether there is sufficient parking and a secure storage facility for prams if they are not allowed in the hub.	4/7/2019 8:46 PM
11	Access/Parking Location -neg	Instead of the proposed site could the old Magistrates Court area plus the current Ambulance Station be used? It is more central, more convenient if you travel by bus And less walking distance from the town centre bus stops which, I believe, would be the most used. If this is not possible have you considered the old library and youth social services building, which is now unoccupied and due for demolition.	4/7/2019 4:41 PM
12	Access/Parking	Time to travel: the last thing you want to do when you are feeling really unwell, is standing at a bus stop and wait for a bus.	4/6/2019 4:10 PM
13	Access/Parking Congestion Location -neg	The proposed location of the super hub is not central to the town, is not served by a bus close by. Where the stop is currently located it is a 3 minute walk for an able-bodied person and 10 - 15 minutes for a patient with mobility issues. I understand there will be no free parking by the proposed site either for staff or patients which is not acceptable. The road infrastructure around the site is not suitable for constant traffic coming and going. The proposed location leaves the south and west side of the town without a nearby doctor's surgery.	4/6/2019 2:40 PM
14	Access/Parking	What about parking impact on the centre of Dunstable if you do not provide enough parking spaces.	4/5/2019 4:20 PM
15	Access/Parking Congestion	Road access due to bus and supermarket and college traffic car parking	4/5/2019 3:52 PM
16	Appointments Staffing	Just that there are enough doctors and appropriate medical professionals to cope with the capacity of increased/new patients and that if there are more patients more appointment times are available	4/5/2019 12:13 PM
17	Access/Parking	Parking in Central Dunstable , congested and expensive. So having to pay to park to see your doctor is an expense older people and families don't need.	4/4/2019 4:09 PM
18	Access/Parking Staffing	Dependent on parking arrangements. How will people with disabilities access services. How long will it take to get interpreters if you are providing all that is attended/suggested will you have the resources available?	4/4/2019 3:03 PM

19	Access/Parking Appointments Congestion Location -neg Staffing	Is there going to be plenty of parking for the hub that isn't shared with the rest of the amenities? Is parking going to cost Creating more traffic in the town during busy times Its further for the elderly to go that live near kirby road and west street. Will we able to see a dr rather than phone consultations Will you get the same care and service in a big place than people will expect.	4/3/2019 10:30 PM
20	Congestion Location -neg	Further away from home and would need to cross the centre of Dunstable which is busy at the best of times!	4/3/2019 6:37 PM
21	Access/Parking	Bus service needs to be regular from every location in Dunstable Car parking needs to be free for patients only	4/3/2019 3:25 PM
22	Congestion	Already a congested area	4/3/2019 2:33 PM
23	Access/Parking	It is crucial that adequate car-parking Is provided particularly because of there being a much wider range of services provided + therefore the need for ease of parking should be at a premium. Also it should be free	4/3/2019 2:18 PM
24	Misc	Disagree	4/3/2019 1:47 PM
25	Access/Parking Increased costs	Cost to travel to the council bus pass buses are unpredictable - you cannot rely on the buses to turn up	4/3/2019 12:55 PM
26	Access/Parking	Poor bus service, none on Saturday	4/3/2019 11:42 AM
27	Football Pitches	Why are you considering doing away with all weather pitches which keep people fit to replace it with a care hub?	4/3/2019 11:30 AM
28	Access/Parking Location -neg	Please help me I am so worried about this. I am 79 years old and I walk to the doctors. If you move it away from me how will I get there. There is no bus service to take me from my road to the other side of town. I can't walk that far. I will not be able to have any doctors appointments. How will I get my repeat prescriptions?	4/2/2019 1:46 PM
29	Access/Parking Location -neg	why build on green land, shouldnt take more of our open land for building. Also it would be quite a way from bus stops outside Asda for sick or elderly.	4/1/2019 11:37 PM
30	Access/Parking	poor public transport	4/1/2019 2:01 PM
31	Hub -neg	Having had experience of attending one of these establishments with a patient I escorted I do not want this type of environment for myself. I have had really good medical care from Kirby Rd + before for 55 years, and wish it to remain a caring and personal centre.	4/1/2019 1:47 PM
32	Access/Parking Congestion	Overemphasis on new arrival patients requirements to the decrement of existing patients of 3 surgeries congestion on M1 will make it difficult to access the facility	4/1/2019 12:26 PM
33	Access/Parking Congestion	Location proposed is in a busy area not easily reached at various times of the day	4/1/2019 12:06 PM
34	Access/Parking	Parking. Many people will need to drive there but if parking is free the carpark will be filled with non-patients. A system must be put in place to allow only patients to use the car park, and the patients to park for free.	4/1/2019 11:36 AM
35	Access/Parking	Free & adequate parking facilities for everybody	4/1/2019 11:18 AM
36	Access/Parking	Need to be a very large car park for the hub	3/28/2019 4:50 PM
37	Location -neg	This is much too far to walk if one is feeling unwell	3/28/2019 4:45 PM
38	Access/Parking Congestion Location -neg	The proposed location is in a congested traffic area of Dunstable worsened by M1 problems Bus services from SW quadrant are inadequate and the size of site is inadequate for access and/or parking	3/28/2019 4:41 PM
39	Access/Parking	There needs to be a good bus service which stops outside the new centre for everyone in this part of town	3/28/2019 4:38 PM

40	Access/Parking Appointments Location -neg	I do agree that minor surgery and procedures outside the hospital would be beneficial to most patients However, 1. Patients with mobility difficulties who cannot manage bus journeys, and the lack of parking at the L&D would find it easier to travel to a facility with parking. 2. I do not believe that having all the surgeries in one building would be beneficial to patients- continuity of treatment would inevitably be lost. 3. I think that a Clinic facilities alone outside the hospital is an excellent idea; travelling to the Arndale Centre for Dermatology, Blood Tests etc is not acceptable for patients living in Dunstable. 4. I am firmly against building on a green field site; has the Dunstable Library site not been considered along with other brown field sites?	3/28/2019 4:34 PM
41	Access/Parking Congestion	Dunstable is 'grid locked' already. Have you considered parking/costs, convenience of disabled people? The congestion in Dunstable is horrendous as it is, this would make it worse!	3/28/2019 4:07 PM
42	Access/Parking	Parking/Cost of car parking.	3/28/2019 3:39 PM
43	Access/Parking Congestion	The main high street - it's solid most days - how do the elderly, infirm, disabled and those with young children going to get across town	3/28/2019 2:39 PM
44	Access/Parking Hub -neg	Further to travel from the village. Bigger is not necessarily better. Atmosphere becomes less friendly. A smaller practice seems to be more caring where GPs can know their patients better than in a much larger environment. With the planned growth in housing to the north of Dunstable and Houghton Regis, the new hub would be taken up with the new residents. I feel the current GP practices should remain and maybe included in any new care facilities.	3/27/2019 4:55 PM
45	Misc	Our ability to visit will become increasingly impacted by gathering infirmity!	3/26/2019 10:20 PM
46	Building design	Will each GP practice and other health providers at the hub have their own waiting rooms? If not I will feel negatively impacted by being in a waiting area of considerable size - to cater for the large number of patients - and I may not feel comfortable with this arrangement.	3/26/2019 6:37 PM
47	Access/Parking Building design	The patient groups for the various services proposed to be co-located have differing conditions which will present in various ways. Depending on waiting arrangements at the new Hub, I may feel reluctant to attend because I may not wish to mix with others, therefore this is a negative impact. The availability of car parking spaces may be a negative impact. If payment for car parking is introduced, this will be another negative impact.	3/26/2019 6:19 PM
48	Access/Parking	Ensuing there is sufficient parking so that it doesn't effect nearby streets	3/25/2019 2:35 PM
49	Access/Parking	Sufficient parking spaces	3/24/2019 4:38 PM
50	Misc	N/A	3/24/2019 10:20 AM
51	Building design	Loosing of an open site for exercise and sport when brownfill sites should be investigated.mi do not agree with using open space when others would be a good use of existing used land.	3/23/2019 8:48 PM
52	Access/Parking	I marked the convenience of location as a negative but that is because there are no details yet regarding car parking (size and cost concerns), no details of bus route changes that would be necessary to call at or near the new hub. The nearest stop is by ASDA which is quite a long walk for the elderly or disabled and it only goes in one direction, so you may have to go via Luton from certain parts of Dunstable.	3/22/2019 8:30 PM
53	Access/Parking	As we age we will need to rely on public transport to get to the surgery. Bus service from Brierley Close to town is very poor currently so meeting appointment times will be a problem. Fuel costs will increase in the short term and sufficient FREE parking will need to be provided.	3/22/2019 4:11 PM
54	Hub -neg	If lots of other social services operate from a Doctors surgery the purpose of it being a surgery will be diminished and it will become a division of a social services hub and patient care will suffer.	3/22/2019 12:57 PM
55	Access/Parking Congestion Hub -neg	Given the traffic in Dunstable especially in the area where new build is to be situated, it will take longer time and in some cases you may even miss your appointment where traffic is concerned. At the moment at the surgery we get an welcoming greeting and an individual service. 9/10 times we see the GP/ nurse we have asked to see. I certainly would not like to be coming into the centre of Dunstable during winter nights, as unsafe and the elderly would be vulnerable too.	3/22/2019 12:49 PM

56	Access/Parking Location -neg	I will have to travel through the town crossing several major roads and junctions.	3/21/2019 4:56 PM
57	Access/Parking	free car park would be good to have as same as at kirby road surgery.	3/21/2019 12:01 PM
58	Congestion	Impact of increased local car traffic through town centre and Queensway, Court Drive and Kingsway	3/20/2019 3:38 PM
59	Access/Parking Congestion Location -neg	Impacts of time needed to get to and from Hub; and of stress caused by traffic and parking issues in over-loaded town centre roads (see Rates)	3/20/2019 3:22 PM
60	Appointments	I don't go to the GP very often but have generally found it easy to get an appointment. I am now concerned that by offering more it will be harder to get an appointment when needed.	3/19/2019 5:30 PM
61	Access/Parking	We have been used to free parking - who would own the car parking?	3/19/2019 3:49 PM
62	Access/Parking Congestion	1) Parking 2) It will take longer to reach the hub. Traffic can be heavy through Town.	3/19/2019 10:38 AM
63	Access/Parking	Sufficient parking	3/18/2019 3:31 PM
64	Access/Parking	Will there be enough parking and will it be free.	3/17/2019 3:56 PM
65	Access/Parking	Parking at Kirby Road Surgery is free, although there are limited spaces. I would not be happy to have to pay to park, either as a patient or an employee. Many staff work part time and do not earn much more than the minimum wage. If they had to pay to park it could impact on there decision whether to possibly seek new employment.	3/17/2019 11:59 AM
66	Access/Parking Congestion	The council is actively discouraging travel through the town centre yet the hub will be the far side of the town centre. Also the car parking facilities in the area of the proposed building are regularly used by travellers to set up illegal camps. None of the measures designed to stop this have made any difference.	3/15/2019 10:34 PM
67	Access/Parking Congestion	1.We have a Health Centre in the town already so why are we looking at taking local surgeries into the town centre as well. 2. I thought we were supposed to be taking traffic away from the town centre. 3.The area for the proposed site can be a very busy area for traffic 4. The car park opposite the police station would perhaps be a better location. Plenty of parking available and helps to regenerate that end of town.	3/15/2019 9:23 PM
68	Access/Parking Congestion Location -neg	Location is not viable. I used to visit the theatre but rarely do so due to the excessive time taken to travel in and out of the Area. With little street parking , all cars now park in the ASDA car park so I no longer shop there as it takes longer to leave the car park than it does to shop.	3/15/2019 3:11 PM
69	Access/Parking Congestion Location -neg	It is difficult to comprehend that anyone would consider that this is a suitable location. The area is gridlocked and the Leisure Centre is not yet even open which will increase traffic. There are huge delays already in accessing the area and it will not cope with any further development. As a resident of SW Dunstable I have no choice but to travel by car to do shopping etc. yet the Town Centre is prioritised for residents - it is not my fault as a resident that there is nothing in SW and that I have to cross by car. The same looks as though it is being planned for the Surgery - please rethink the location.	3/15/2019 3:07 PM
70	Access/Parking Congestion Location -neg	This is a totally untenable location. The area is already totally gridlocked even while the Leisure Centre is closed. The roads cannot cope with existing traffic. All cars have been forced in to the ASDA car park by Residents Only parking having been introduced in North Dunstable. Access would be impossible. The area cannot cope with existing traffic. I have stopped shopping in the Area as I cannot exit the car park without considerable delay and stress. The stated policy is that the Town Centre is for pedestrians but most patients will not be able to access the new facility on foot. The narrowing of the roads in the Town Centre has made Dunstable a laughing stock and to now and try and put extra facilities in the same area is ridiculous. The residents of SW Dunstable have to cross the town centre to other quadrants through no fault of their own as everything is built over there, yet we are chastised for having to use our cars to get there.	3/15/2019 3:00 PM
71	Access/Parking Appointments Location -neg	Free parking is available where the GP is now. This needs to be available at the Hub and not full of people shopping/ going to the Leisure Centre etc. With the new houses being built in the area the Hub must have enough facilities to meet this additional population. We can already wait around 3 weeks for an appointment with a chosen GP. This needs to be significantly reduced with this new proposal, not increased, and patients must be able to see a specific GP.	3/14/2019 9:54 PM

72	Access/Parking Location -neg	I will not be able to get to the new premises. I have no means of travelling to the proposed location. I will therefore be very negatively affected and may not get to see a GP - so add proposed services are irrelevant	3/14/2019 12:27 PM
73	Access/Parking	Stop widening paths, making roads narrower & making access more difficult	3/14/2019 11:30 AM
74	Access/Parking	PARKING	3/13/2019 10:47 PM
75	Congestion	Travelling time will increase for anyone needing to use a car to attend the new location due to the volume of traffic in the town centre.	3/13/2019 10:20 PM
76	Appointments Hub -neg Staffing	I simply do not believe that this will make it any easier to see a GP, the town surgeries are already overwhelmed and oversubscribed, and I don't see how shoving three of them together will really deliver any improvement to patient care. I think you have laudable aims of integrating services, but the cynic in me says this will be a money saving exercise and what's best for patients will be far down the agenda compared to cost saving.	3/13/2019 9:55 PM
77	Access/Parking	Accessibility - Kirby Road Surgery is in a small street packed with parking cars, so this can only be improved Parking - Enough FREE parking for patients	3/13/2019 9:01 PM
78	Access/Parking	Parking will need to be a serious consideration if it is free it will be abused by people not attending the centre. Should it be pay and display this would make it an additional cost for patients. If parking is to be managed by some sort of permit or authorized ticket system this would take up staff time to manage.	3/13/2019 8:50 PM
79	Access/Parking	Cost of parking	3/13/2019 8:31 PM
80	Access/Parking	Enough parking space	3/13/2019 8:15 PM
81	Access/Parking Congestion Location -neg	Parking and infrastructure of traffic into location. Currently only one way in if travelling by car and having to pay to park when car parking is currently free at the surgery I go to. Also if you are very poorly you and you need to attend the hub the last thing you want to be doing is looking to park and pay for your car.	3/13/2019 7:55 PM
82	Access/Parking	Cost of parking will be an issue for most patients as no free parking in area.	3/13/2019 7:50 PM
83	Access/Parking	Easy access to a bus service	3/13/2019 10:25 AM
84	Misc		3/12/2019 1:07 PM
85	Access/Parking Location -neg	The basic problem is that you're moving the surgeries to a location that's equally inconvenient for most patients. Many people who would have walked to their local surgery will now need to use alternative transport. For many patients in work, it's highly unlikely that travel by bus will be viable (due to the need to get to the appointment and back to work quickly). As a result, car journeys to the surgery will increase and a consequent provision will need to be made for parking. Failure to make adequate parking provision will mean that a doctor's appointment will take a substantially longer chunk of time out of a working patient's day, and might put greater pressure on evening or weekend appointments - or, indeed, even dissuade patients from making appointments at all. Parking should NOT be seen as a potential revenue source and should be free of charge. Patients should not be put at a financial disadvantage as a result of this move. I would urge that you undertake a full mode-of-transport study.	3/12/2019 12:55 PM
86	Access/Parking	Hopefully there would be enough provision for parking	3/11/2019 8:53 PM
87	Access/Parking	200 extra cars an hour (16 health care professionals 5 min appointment's) on the shared road way (pedestrians and cars). Also the carpark at the back of go bowling is already part full of cars, and that without the new leisure centre opening. It's a 5 min walk from the bus stops not easy if you have mobility issues. how will the car parking be policed so the drs car park is kept for just patients especially if it is free it will be used by leisure centre users and shoppers. access out of the shared road way is on to 2 busy roads sitting in a queue often happens. at certain times of the day 9 am and end of college times it very busy in the surrounding roads At weekends and evening go bowling and grove theatre fill the parking spaces.	3/11/2019 5:28 PM
88	Access/Parking	Car parking How big will the car park be and will there be a charge?	3/11/2019 4:40 PM
89	Access/Parking Congestion Location -neg	For patients with limited mobility, limited access to a vehicle and limited time to get across the terrible traffic of our town centre, you are proposing a location which will certainly have a terribly negative impact. The cost of travel and the cost of parking when you get there, are also negative issues. You will leave one whole side of Dunstable without easy access to a GP.	3/11/2019 4:03 PM

90	Access/Parking To accommodate the patients and staff of 3+ surgeries the car parking available would need to be free and plentiful For those without a car available - the cost of taxis from this area would be prohibitive Buses are very few and far between and are unsuitable for people with mobility problems Friends who attend kirby road and priory gardens are appalled at the distance of the possible hub.	3/11/2019 3:26 PM
91	Access/Parking Congestion Location -neg Extra time needed to get to and from Hub, including through traffic delays, and stress from traffic and parking issues due to location of Hub on a site with inadequate and congested road access.	3/10/2019 10:14 PM
92	Access/Parking Congestion When we choose a doctors surgery we choose one near our home. This creates less traffic on the roads & ease of getting there for many elderly people. This latest idea of a new central surgery right out of the way in Dunstable to me is not a good idea. We will now have to use our car & struggle through traffic & hope we get plenty of parking spaces. To pop to the doctors during ones working day will not be possible. The extra time this will take could mean employees are losing pay for their appointment times. I know this has happened in other areas and it has been a total mess & has never worked properly. If we choose not to move to this new surgery, what's the chance of getting in to a closer one. As previously said, we choose a doctor near our homes. Today with virtually no home visits by doctors, patients very often go to the surgery feeling very poorly & not able to drive. The thought of having to get a taxi or find a friend to take you is so unnecessary. I hope this new idea never happens.	3/10/2019 5:49 PM
93	Access/Parking The inadequacy/bias of this "consultation" and the "consultation" map. Parking provision. Loss of contact with GPs that we have known for years. Distance to proposed "hub". Waiting times for appointments with so many patients.	3/10/2019 5:35 PM
94	Access/Parking Congestion Location -neg Location is ridiculous. With new leisure centre to be opened soon along with traffic from Asda, Grove theatre, college etc. I can foresee unnecessary car journeys adding to the bad traffic situation in Dunstable. I was forced to choose a surgery close to my home when I moved 2 years ago. Now I'm being forced to have to allow extra time to get to and from the surgery & not sure what parking is going to be like. This location is far too far for elderly carless people to get to. Totally inconsiderate.	3/10/2019 5:35 PM
95	Access/Parking Road congestion with one way in and one way out at peak times. Is there a possibility to have an additional exit and entrance going towards woodside industrial estate maybe and then the main exit and entrance on court drive. Also, make it free parking for patients, perhaps with anpr cameras and you enter your registration at the reception desk.	3/10/2019 3:58 PM
96	Access/Parking There is a lack of parking in the area. This could impact negatively on some people.	3/10/2019 12:10 PM
97	Access/Parking much more parking and especially disabled parking required	3/10/2019 11:56 AM
98	Access/Parking Cost of car parking - at present free car parking at surgery	3/10/2019 12:42 AM
99	Access/Parking Will there be sufficient parking spaces for the much larger number of patients arriving at the same time?	3/9/2019 4:47 PM
100	Access/Parking There needs to be sufficient free parking - paying for parking could be a barrier for some people. Cycling would need very secure places to lock up the bike where people could be confident that the bike(s) would not be stolen while in the doctors. Access needs to be on flat ground - not a steep hill or ramp. Kirby Road surgery is all on one level which is a huge benefit to those with pushchairs, small children or who have mobility issues.	3/8/2019 7:27 PM
101	Congestion Traffic congestion around that area is bad at present so building a new centre there will make traffic congestion worse!	3/7/2019 7:02 PM
102	Misc We have a brilliant surgery at Kirby Rd so well managed caring staff & nurses with excellent doctors. This is a service which could never be bettered.	3/7/2019 5:46 PM
103	Access/Parking The bus service from South West Dunstable into the town centre is rubbish unless you want to go via St Albans or Markyate! If you drive to the new location you would have to pay parking costs as well! You may have no other option than using a taxi - so expensive extra costs!	3/7/2019 3:46 PM

104	Access/Parking Congestion	You need to consider that I don't want my doctors surgery to move full stop. I want you to consider that I believe that the surgeries should remain in their current addresses in order to best serve those that are local residents. You need to consider those that are less mobile than I. I do not want to have to go through the centre of town to get to a surgery whereby I will more than likely have to pay to park, probably not see my own Dr. & have to wait even longer than present to get an appointment. I would like to see a major overall of my current surgery (incl. the building) It really needs to be brought kicking & screaming onto the 21st century, as do the other surgeries in the vicinity. They should all be offering things such as blood tests rather than having to go to the L&D, CT scanning & other none emergency treatments as per your proposal. The council has/is built/building homes and blighting the town already - making stupid decisions re the roads (the centre of Dunstable now being a complete joke. They are ruining the town without considering the infrastructure & the quality of life of those that live here. New surgeries for all these new residents should be built in these new estates not create a monolithic surgery that will cause more traffic, more pollution, more waiting times, less likely hood that you will see your own registered GP, more stress for the elderly & vulnerable of this district.	3/7/2019 2:59 PM
105	Access/Parking	Finding a free car parking location	3/6/2019 9:10 PM
106	Access/Parking	Making sure there is enough free car parking spaces. As doctors times can overrun dramatically. I certainly do not want a parking fine	3/6/2019 8:56 PM
107	Access/Parking	Not sure if a bus service will run near to the care hub, or how parking will be. But in another 3 years I may not be able to drive. It could mean two taxis for a single visit, and a means of being able to telephone for one. I could possibly walk one way at present, in 3 years??. It is a more central venue than previously proposed a few years ago. There are already parking problems in present surgery situation.	3/6/2019 6:21 PM
108	Access/Parking	The parking at Kirby Road surgery was very limited but free. Can you assure plenty of free car parking spaces in this much larger integrated hub? Will I be able to access the Kirby Road doctors or be pushed onto whoever is free?	3/6/2019 1:03 PM
109	Access/Parking	Cost will Be a huge factor as well. Because of the parking charges in town to try and use a town car park. Also as the same sight is where a lot of youths hang out and where the traveler community like to set up camp. Personal safety by being hidden round the back and so far away from any thoroughfares	3/6/2019 9:58 AM
110	Access/Parking Location + pos	Parking for those who can't walk. I think the location is great for people using public transport.	3/5/2019 10:23 PM
111	Access/Parking Congestion Location -neg	This is an impossible location. The recent narrowing of roads in the town centre, the building of road humps and the increase in residents only parking schemes in North Dunstable, have made it all but impossible for residents living in the SW Quadrant to cross the Town Centre. Given that it is clearly stated that pedestrians are to have priority in the Town Centre, why on earth are the residents of SW Dunstable expected to battle their way over to the proposed site. I have stopped shopping in ASDA and in the Town Centre given the gridlock that is always around the Supermarket, the theatre etc. The road system there does not cope now and will not cope when the Leisure Centre is open and if this proposed building goes ahead. I am in favour of the project, but the location needs to be reconsidered. Could we not have something in SW Dunstable for a change? If not, definitely no where near the disaster which is the roads and car parks around ASDA/the theatre etc.	3/5/2019 6:59 PM
112	Access/Parking	Disabled access and FREE very short term parking for carers to collect prescriptions	3/5/2019 4:39 PM
113	Congestion	Bigger doesn't necessary means better. The surgery we are currently in is small and we know the doctors, nurses and the staff and they know us, which in the hub would be very, very difficult to achieve. The personal touch and observation which these people have will be washed up since we going to be just a number on someone computer. And lastly but not least you should strongly consider the environment cost this urbanisation will inevitably cause. Now even if I'm not well I could walk to the surgery in the new hub this will be impossible. There is enough traffic already in the town centre as it is adding extra is unreasonable.	3/5/2019 3:02 PM
114	Access/Parking Appointments Congestion Staffing	Traffic issues around hub location; difficulty accessing hub for local patients who walk to surgery; opinion of GP's who will be relocated; removal of 'local' surgery; regular access to own GP; ratio of patients per GP (current level too high); existing surgeries overloaded. A new hub as 'addition to' existing surgeries with increased services would reduce current overload, improve patient care and reduce load on hospitals. Streamline basic routine procedures currently undertaken by GP's, eg approving interim repeat prescription issues.	3/5/2019 2:14 PM

115	Access/Parking You need to consider the rip off parking. Qudrant operate scam with a private company. Check Dangerous Dunstable Facebook page. You can pay for a car number that they know does not exist so an elderly person who makes a slight mistake with the car number is going to pay £70 plus SCAM. They know you have entered a number the ANPR knows is not in the car park sell you the ticket then hit you for a £70 plus fine. Not really a fine but they make it look like that. Tens of thousands have been scammed from people in Dunstable already. Plus mixing everyone in the same place will be a disaster. I expect you will not listen to reason so I will go the the hospital for treatment as they have emergency GP. This is going to be a total mess just like the roads and bus lanes were.	3/5/2019 1:54 PM
116	Access/Parking Congestion Parking currently is free at Kirby road GP or off road parking, this would not be the case in the Dunstable Town centre. Bus service not frequent enough from my part of town, therefore this is will make people drive and have to Pay and display. Traffic congestion is already bad around the Grove theatre and Adsa in the day time, this will really impack Dunstable town when they are already trying to make it car free, and the leisure center is not open yet which will make it even more traffic congested.	3/5/2019 11:48 AM
117	Access/Parking Parking, will there be free parking as at present or will we have to pay to attend the surgery? Any parking charges will have a negative effect. Cannot use local buses as they only run infrequently and would not necessarily tie up with appointment times.	3/5/2019 10:17 AM
118	Access/Parking Congestion Location -neg The principle of the health hub is OK but the location is wrong. In our case we live two miles from Kirby Road surgery, we don't have a bus service, we don't have a footpath, we don't have street lights, and the road is very busy with fast moving traffic so the only practical way to get anywhere is by car. It takes five minutes to get to Kirby Road surgery and we can do that without getting in any traffic jams and, therefore, without adding to the congestion and pollution in Dunstable town centre. Contrast that with travelling to the proposed site, we will get to the back of the traffic queue in West Street in about five minutes, we will then crawl down West Street which can easily take another five minutes or more just to get to the town centre, it will then take another five minutes to get through the traffic in High Street/Queensway/Court Drive. All this time we will be adding to the congestion and pollution in the town centre, the very thing that the 'powers that be' are trying to reduce! Then consider that our experience will be multiplied many times over because Kirby Road surgery (and probably West Street surgery) has a large catchment area on the western side of Dunstable and once they are gone there will be no surgery's on western side of the town centre. Thus everyone on the west side of Dunstable will be forced to travel through the town centre causing more congestion and pollution for those who live, work and shop there. I seem to recall that at one time there was a proposal to build a health centre at the bottom of Brewers Hill road, that site has gone but, looking at Google Earth there appears to be a site near the Council Offices (where the old gas works was) or, what about land at, what was, Brewers Hill school? Somewhere like that would be better than the proposed site.	3/4/2019 11:18 AM
119	Access/Parking Parking provision needs to be taken into account, as provision at Kirby Road is very insufficient. At least in the town centre there are more parking options, though most would mean paying.	3/4/2019 10:46 AM
120	Access/Parking Parking. If you're elderly, or infirm you cannot walk even a short distance	3/3/2019 5:23 PM
121	Hub -neg Large-scale sites deter people, loss of local community feel. Too crowded and busy which is not helpful for gp services. Other out reach services could be based together	3/3/2019 4:36 PM
122	Access/Parking You can't charge people to park to visit their doctor! You simply can't and I'm assuming being centre of town you will have to pay to park. Just like you'll probably have to pay to park to use the leisure facilities or the library. Not everyone can walk into town and bus prices are stupid! The idea is great in theory.	3/3/2019 1:33 PM
123	Access/Parking Congestion Parking, which should be free. A good frequent bus service. The local residents, will it mean more traffic and parking on their roads. The impact of extra traffic on the area in general	3/3/2019 11:06 AM
124	Access/Parking Time consuming Now surgery is close to school and nursery where my kids are	3/3/2019 12:33 AM

125	Appointments Staffing	The current wait time for doctors appointments is usually about four weeks unless booking an emergency. Which the doctors tend to only give medication to help get you through until you can get a normal appointment. Also the hours available even with the one late night and one Saturday does not make the doctors surgery widely available to those who work. Quite often I have to take an appointment because it could be seven or eight week wait for a time that suits. This means I loose pay quite frequently especially when certain staff refuse to prescribe medication and I am only able to receive it from one doctor. With combining with two other surgeries and having new patients I am very concerned that it will take even longer to get an appointment and be treated for things in a timely manner or get appointment with the doctor who will prescribe medication I require. Will there be more staff? Longer hours to accommodate for everyone, including those who work the traditional 9-5? Will we be able to choose the doctor we require?	3/2/2019 7:23 PM
126	Access/Parking Congestion	Yes. The letter sent out says the main reason for doing this is because 12,500 new homes will be built, housing 32,500 people. Based on the Dunstable and Houghton Regis Profiles, 1040 homes were built in the 4 years between 2011-15. At that rate, it will take 40 years to build 12,500. To put these numbers in perspective, the population of Dunstable and Houghton Regis is currently less than 60,000 yet you're saying it will increase by 50% in 5 years. The BCCG letter also states all of these new homes will be built to the north of Dunstable and northeast of Houghton Regis, in other words the area along the new Northern Link Road between the M1 junction 11a and A5. If this is the case, surely it would be better to build a health centre and other facilities where all the new houses are going to be. There was a proposed Heath Centre in north Dunstable 10 years ago. After a new housing estate was built on the site of AC Delco, the Heath Hub was to be in the corner of Brewers Hill Road and High Street North. That was shelved after the Credit Crunch started in October 2008. In my opinion, each ward in Dunstable would benefit with a GP surgery rather than a big centralised hub. The traffic and parking is going to be a nightmare. This hub idea has nothing to do with helping the people of Dunstable and everything to do with reducing the number of GPs, their surgeries and money spent on the range of good Doctors we have.	3/2/2019 6:05 PM
127	Access/Parking	Will the parking be free? If so how will it be secured so it is only for patients and not for people planning to visit the town centre? If it's not free how much will it be, I would be extremely disappointed if it were not free, however parking is currently an issue at Kirby Road.	3/2/2019 4:59 PM
128	Hub -neg	How will you cater for a larger population if the UK is already struggling to obtain GPs? Is this in addition to the present go surgeries? As usual, East Dunstable is not catered for in particular, everything is that side of town. Will this close further GP surgeries in Dunstable?	3/2/2019 1:52 PM
129	Access/Parking Congestion	Where that proposed location is it will cause more traffic and be make if more difficult to park Has a multi story car park been part of the plans ? Would there be more than one access route?	3/2/2019 12:39 PM
130	Access/Parking Congestion	Traffic and parking With a hub this size, how will you manage infection control?	3/2/2019 12:15 PM
131	Access/Parking Congestion	This hub will be in one of the busiest areas of the town, where there is already significant traffic congestion and very limited parking. You need to take into consideration the impact in terms of traffic and parking for those business in the immediate vicinity e.g. The Grove Theatre, the carpark gets extremely busy, when shows are on. The bowling alley - this is pay and display already and then there is Central Bedfordshire college, not to mention the local surrounding homes/residents	3/2/2019 12:10 PM
132	Appointments	Opening hours ?At present West Street Surgery have very limited hours and you can only book an appointment by telephoning between 8 and 8.30 am -which is ridiculous.	3/2/2019 11:14 AM
133	Access/Parking	Parking facilities need to be free for people attending the facilities and for staff. As the catchment area will be large many who now walk will be unable to. There also needs to be a bus stop close to the amenities. The 'Dog Kennel Walk' needs to be made safe for those approaching from that direction.	3/2/2019 10:55 AM
134	Access/Parking	I recently moved to Kirby road surgery so it was in walking distance. This new surgery will mean driving and I am assuming very limited parking so will cost me money to park in an over priced Dunstable car park There will be a significant loss in personal care for elderly patients in seeing a regular doctor for ongoing medical conditions Overall not happy with the proposal	3/2/2019 8:21 AM
135	Increased costs	For patients that live off high street south and that side of town the new site is hardly central by taxi this will cost approx 9 pounds per Appt.	3/1/2019 9:43 PM

136	Access/Parking	The number of free available parking spaces	3/1/2019 9:42 PM
137	Access/Parking	Lack of parking at new site. Distance to travel. Pollution surrounding proposed new site being next to the A5. Mentally unwell patients around children and older people. Damage to environment due to travel and building works. Loss of community support from local gp's . Patients being unable to get there . Basically a bad idea for everyone involved and affected. Where is the money coming from for this when we already have fantastic local surgeries? Increased costs for transport for patients that walk/ride bikes to local go's	3/1/2019 7:05 PM
138	Congestion	What about all the extra traffic in and around the ambulance station and Asda.	3/1/2019 5:44 PM
139	Congestion	Traffic will be terrible.	3/1/2019 3:47 PM
140	Access/Parking	Appointments The hub would be further away from my home address and would involve a longer car journey. When feeling ill it would be a daunting prospect to have to get nearer into the centre of Dunstable in order to attend the GP. As an older person, I anticipate that my health requirements will grow as I age. Would having a bigger building with more services available make it any easier to get an appointment to see a GP. Some health requirements need to be dealt with at the local hospital where specialists are available and not in a general GP surgery.	3/1/2019 3:30 PM
141	Access/Parking	Enough parking for patients as well as doctors.	3/1/2019 2:44 PM
142	Appointments	Staffing Maybe having to deal with new personnel less familiar with one's particular condition or needs.	3/1/2019 12:19 PM
143	Congestion	Its already very difficult to get across the main high street in any vehicle, there are constant queues in West Street going out towards Luton or down towards the North End of Town. And the High Street since you restricted the traffic lanes! Our friends and those we don't even know constantly complain about how 'awful' Dunstable is and how mad we must be to live there!! Still we are impacted by problems on the M1 and vehicles coming off at Junction 9 Surely more vehicles will be used not less! Causing more green house gas effect issues, queues, distress both mentally and physically. Already have to wait to see our gp for two weeks plus, we need more surgeries, not less, we need them to be more accessible, not less. Better placed around the Town, not in one big LUMP. You talk about providing more services, helping those with mental health and disabilities and joined up working Ive worked for Social Care and Borough Council for over 18 years, there has never been joined up working between Social Care and the Health Service, I am really sorry to say it but there will never be - of course there should be - but it never worked, and just by putting them in the same building - I can't see it working now. More people need more services, they also need more infrastructure - keep these surgeries BUT still build this new 'hub' - give people more not less. My daughters both have families here in Dunstable, to try to see a doctor now, is not easy and we cannot see how this 'removal of existing services' can actually help, support and care for anyone - especially the vulnerable, the elderly and the disabled.	3/1/2019 11:38 AM
144	Access/Parking	Adequate and controlled parking to ensure patients can arrive on time. Combining services and bringing them to one hub is a great idea. However, the need for car parking will increase immensely.	3/1/2019 11:36 AM
145	Access/Parking	Congestion The traffic congestion getting through Dunstable at peak times for appointments. Will there be adequate parking for the volume of patients etc	3/1/2019 11:04 AM
146	Access/Parking	Plenty of parking for staff as well as patients	3/1/2019 10:12 AM
147	Access/Parking	suitable parking for patients	3/1/2019 9:33 AM
148	Access/Parking	Will parking be adequate and free?	3/1/2019 8:56 AM
149	Access/Parking	Congestion Traffic will be even worse than now, due to the close proximity to the town center. Parking will be a major inconvenience	3/1/2019 8:29 AM
150	Hub -neg	Staffing The loss of patient doctor relationships. Seeing the same doctor is important if you have long term health conditions as they understand you as an individual and can look at your care holistically. Larger hubs will disburse these relationships and the community feel of the doctors will be lost.	3/1/2019 8:20 AM
151	Access/Parking	Congestion cost of travel, traffic problems and parking	3/1/2019 8:03 AM
152	Appointments	Staffing Inspect of impersonal service, the GPs are already difficult enough to get a continuation with. This will be impossible	3/1/2019 8:02 AM

153	Access/Parking Congestion	Central Beds Council yet again have not considered the stress and anxiety in older patients whom used their own GP in over 40 years new hub will cause Waste of time proposing such a building Need build surgeries where we build new housing , not some super centre for rich or famous, without affect it has on vulnerable, those mental health or autism in new building. New hub will be complete waste time & money - no transportation or car parking taking into account. New centre about open that going cause more traffic chaos in the area where hub would got CBC just forget whole project.	3/1/2019 6:35 AM
154	Access/Parking	Enough places to park	3/1/2019 4:24 AM
155	Access/Parking Congestion	Dunstable is already bad with traffic & living at the west side of Dunstable, it is going to be a nightmare every time you need to go to the doctors. And what is parking going to be like, will the parking spaces reflect the amount of patients!! Or is it going to be another charge?	2/28/2019 9:23 PM
156	Access/Parking Appointments Congestion Location -neg	When you are locating all these other surgeries under one roof, think of the implications with traffic congestion and parking. Where it going to be located, behind the bowling centre we are going to have a leisure centre, library, CIB, also college and Asda not very far away and all the traffic with be coming into this area with only one way to travel. This is madness. I am disabled so only able to travel by car from north Dunstable so will have to factor in a longer time to get to this new surgery. I understand that putting all these additional services under one roof would and could be beneficial to us but just think of all the other negatives with this scheme. I feel a more personal touch is better for the patient. Will we be able to see our own doctor, are we all to be in the same waiting room before our appointment. I do not see how with all these services from the one building for all the surgeries mentioned that the car parking will not become a big issue for the patients/carers, and all the staff working at the hub.	2/28/2019 4:54 PM
157	Congestion	The road leading to the area can sometimes become extremely congested and if we continue to use this area then the infrastructure of access to the facilities needs to be considered. With the leisure centre and library etc not open currently the roads are relatively quiet. Once open there will be a considerable amount of traffic at rush hour and school times which may effect patients getting to the proposed medical hub.	2/28/2019 3:59 PM
158	Congestion	Increase of traffic will be a negative impact on the town if people need to travel further to the Hub	2/28/2019 3:54 PM
159	Access/Parking	Pedestrian lights to cross Queensway, drivers are not always patient with slow walkers under the present system, and there may be potential danger.	2/28/2019 1:46 PM
160	Congestion	The amount of traffic in dunstable rush hours and when the motorway has problems which is often also court drive is jammed . Kirby road is near where we live it's partly why we moved where we did.	2/28/2019 1:00 PM
161	Access/Parking	Parking is vital. I live in Studham which has virtually no public transport	2/28/2019 12:56 PM
162	Access/Parking	The proposed site is in an area of significant retail and leisure activity and will cause most patients to need to travel further when compared with the existing surgeries. Given the anticipated growth in numbers of elderly patients increased car usage must be expected. It is essential that ample car parking is provided and that use of this parking is restricted to patients/carers etc only and cannot be used by people wanting to use the nearby leisure facilities. It would be a great benefit to patients if there is an on site pharmacy. This will eliminate the need for patients having to travel again to collect prescriptions and for new or changed medications to be available immediately. I appreciate that this may not please Boots but the health care hub is intended, first and foremost, to benefit patients.	2/28/2019 12:04 PM
163	Hub +Pos	Whilst the proposed site is further to travel than i do currently and therefore the convenience of the location is not as good i do still feel that it will be a benefit to myself and my family.	2/28/2019 11:56 AM
164	Access/Parking	Plenty of parking for staff and patients	2/28/2019 9:44 AM
165	Congestion	you would be removing our local doctors surgery away from where we live which is one of the reasons we moved to where we are as things were local. the bus service from the langdale road estate is poor. The traffic through dunstable in the rush hours and court drive is at a standstill. When the motorway has problems the last place you want to try and do is get through the centre of dunstable.	2/28/2019 9:04 AM
166	Access/Parking	court drive is jam packed in the rush hour , when the motorway has issues dunstable and court drive are jam packed parking would need to be for the health hub only with no charge. travelling to the new hub would take longer than going to kirby road.	2/28/2019 8:58 AM

167	Access/Parking	Car parking	2/27/2019 10:03 PM
168	Access/Parking	Increased costs benefits It's too far to travel and will cost me money I am on sick	2/27/2019 8:40 PM
169	Access/Parking	Adequate FREE parking must be provided. A new bus stop should be created on the busway adjacent to the new health centre for those who don't/can't drive.	2/27/2019 8:20 PM
170	Congestion	TRAFFIC!!!	2/27/2019 7:13 PM
171	Access/Parking	where is everyone going to park?	2/27/2019 6:44 PM
172	Access/Parking	Congestion Location -neg Central hub sounds good but not substantiated by reality or experience. The location is not where the end user requires the service to be, that is required to be local and convenient. The proposed location is not ideal for reason of: 1) location and access - poor local buses services / poor and unsafe car parking facilities in relationship to the proposed site, known area for criminal activity and travellers illegal campsite. 2) travel logistics, no one wants to go into Dunstable town due to poor road systems, congestion, lack of free parking, lack of safe crossing places. 3) safety - located in a hidden corner of Dunstable bordered by Dog Kennel Walk, Central Bedfordshire College and Go Bowling, not ideal locations for the old or sick to be sent, either day or particularly at night time. 4) services proposed - not convinced the new facility under NHS management would create any betterment for any proposed services.	2/27/2019 5:37 PM
173	Appointments	I registered with Kirby road surgery after carefully considering all the surgeries in the town & chose them because of the friendly & helpful atmosphere that the staff have created. I am concerned that all that will change if the surgery closes & is swallowed up by a much larger practice. I have nothing against having a new hub housing all the proposed new services but do not want to sacrifice my GP practice.	2/27/2019 5:22 PM
174	Access/Parking	Free parking at the new site ?	2/27/2019 5:22 PM
175	Access/Parking	Parking charges and the lack of car parking as most people will have to use a car. Buses are near enough non existent in SW Dunstable	2/27/2019 4:25 PM
176	Access/Parking	The current bus service to/from south west Dunstable to the town centre (proposed medical hub) is very poor; one bus every hour. This will need to be addressed as many of the older generation live in this area. For evening surgeries the current bus service would be none existent.	2/27/2019 4:01 PM
177	Access/Parking	sufficient parking which should be free	2/27/2019 3:53 PM
178	Access/Parking	Possible service to help eldest people get to and from the new job might be considered	2/27/2019 3:38 PM
179	Access/Parking	Length of time it will take to travel across town to get to an appointment. I collect my elderly disabled mother to take her to Kirby Road but would have to allow a lot longer to take her to the new hub. Presumably there will be parking on site or else that will be a further negative impact.	2/27/2019 3:24 PM
180	Access/Parking	car parking	2/27/2019 3:20 PM
181	Access/Parking	If a patient cannot walk very well. Not everyone has a car I think they would think twice about going to the doctors at all.	2/27/2019 3:12 PM
182	Appointments	When needed I've always been able to make an urgent appointment, within 90 minutes or so, at Kirby Rd. I don't believe such good service will be offered by the proposed "hub". A two week wait for routine appointments is ok but not for genuinely urgent requirements & the Kirby Rd receptionists are excellent at assessing & prioritising patients requests for these.	2/27/2019 3:03 PM
183	Access/Parking	Parking	2/27/2019 2:57 PM
184	Access/Parking	I believe that adequate and free parking should be made available so that the additional travel time isn't made more inconvenient by having to search for parking or pay for it.	2/27/2019 2:47 PM
185	Access/Parking	It is difficult to get a doctors appointment at Kirby Road Surgery. I have ticked neither agree or disagree to a few survey questions because we simply do not know whether this idea will be better or worse. Regarding the proposed site, I think this will be a very bad idea. It is often gridlocked around the Asda/ Leisure centre area, I personally avoid the area unless I really have to go there. Having spent years of swimming lessons at the Leisure centre, I know what a headache it is more often than not to get out at Kingsway and through the High Street. I'm guessing we'll also have to pay to park? So, a new hub might be a good idea but definitely not behind the Go Bowling! I think you will make more people go to the A&E department.	2/27/2019 2:08 PM

186	Congestion Location -neg	This is a poor location. Our surgery is currently on the Western edge of the town. This moves its location to the centre. Getting from the West to the centre of the town is a nightmare given the poor circulation of traffic through the centre. If such a hub is to be built it should NOT be in the centre of town.	2/27/2019 1:39 PM
187	Misc	The cost of the exercise.	2/27/2019 1:33 PM
188	Access/Parking	One of the things that may negatively impact at the new location will be parking. I live in an area near the town centre off High Street South and people travel and park their cars there all day to avoid the parking charges in the town centre. With the new location, if parking is free then it is likely to be impacted even further with non-users parking and if the charges are high then It will be seen as a cost for using the N.H.S services. I already as a Cancer sufferer have a parking concession at the L & D because of the number of visits. If the age is to increase, the likelihood is that this group will be making more visits to the GP services and will be paying increased parking costs, as if they are cheap it will encourage the parking fee avoiders travelling into town to use this car park. Maybe you need to look at this to avoid being seen as charging for NHS Services because of parking costs. This would be seen like hospital parking as a Tax on the sick.	2/27/2019 11:54 AM
189	Access/Parking	My main issue is that I am sure that if you have a car park you will charge for parking . This would be totally wrong in my opinion. I live right next to Kirby road surgery and the car parks are definitely inadequate and people park dangerously on the double yellow lines, however it's very convenient for me to attend. The parking available for the new hub must be free for visitors as sometimes you have to wait for ages for your appointment and it's not fair to charge people for that.	2/15/2019 9:21 AM
190	Access/Parking	I would like you to confirm that we would NOT have to pay for car parking to visit the GP!! Dunstable is famous for it's car parking charges and this would be outrageous if we had to pay to visit the doctor .. especially as they are never on time and you are always late going in for your appointment. I also would like to know what the plan is for any overflow car parking ... how many spaces would there be and would there be enough for patients, staff and then if you are running clubs and other services I foresee there not being enough spaces. At the moment I can drive to a road near the doctors and walk in. Or I drive to my dad's house and leave the car there and walk to the doctors. Where would you park nearby here ... if the car park is full there is no nearby roads or places to leave the car. On behalf of my 80 year old father you are moving his doctor from a 10 minute walk away to the other side of town - what are the provisions or plans for people that are too old to drive and/or walk that far? How would you prevent people that are NOT going to the doctors getting into the car park and using it to go to the Grove theatre or the Go bowling??	2/13/2019 5:56 PM

Q9 Is there anything else we should take into consideration?

Answered: 199 Skipped: 123

#	RESPONSES	DATE
1	Appt mgt/hours Unless more doctors and nurses are employed a new building will not help. I used to be able to get an appointment the next day. Now it is weeks - even a month. My Surgery (Kirby Road) and the others need to continue in suit. The hub must be additional to provide for all the extra people coming to live in Dunstable. My surgery is severely stretched. Please give them relief and keep them in Kirby Road	4/16/2019 4:20 PM
2	MISC Who will be actually managing/ sub-contracting this proposal/ Have great concerns that it will be run by organisations that haven't got a clue about health services (care homes, probation services, forensic services, prisons have all suffered at the hands of overpriced in efficient sales contractors) I assure this survey in retrospective as the decision to integrate these surgeries has already been made	4/11/2019 4:25 PM
3	MISC In view of new location will doctors be more agreeable to visit?	4/11/2019 2:22 PM
4	Parking Cost & Parking for work staff Plus cost of parking for patients	4/10/2019 11:08 AM
5	Hub -Neg Location Staffing I walk to my surgery at present and wish to continue to. If it gets moved to a different location, I will find it hard to get there which will result in more home visits, the doctors are pressured enough without putting more things to them. I am against this move.	4/8/2019 3:31 PM
6	Seperate GP services My surgery is very local and close to me and I have no difficulty in getting to this. I can usually get around to this surgery if I am asked to get there by the reception when making an appointment to see a doctor or nurse. I have a good term of life as my doctors is near my home and my chemist is just down the road where I can get my prescriptions from . It is all in my immediate location near my home.	4/8/2019 3:01 PM
7	Appt mgt/hours Location Parking At present the ability to register with my GP practice is via a catchment area. The Hub is not in my catchment area but will be in the catchment area for the north and north west of Dunstable where there it is proposed to significantly increase the number of new homes. I feel this will have a negative impact on my being able to obtain an appointment and to see my chosen GP as people in the new homes will be be able to register with my practise putting an additional strain on the service. At present we have Dunstable Health Centre whose aim on its inception was to offer precisely the services suggested. However it is in need of modernisation and is too small to offer a range of services. I would like to see the hub to be more central to the town with easier access. In order to support the proposed increase in housing additional (new) GP practices need to be formed to meet these needs and the proposed siting of the hub is well positioned for this area. However I do not agree that moving my present practice which I can easily reach to one that is too far away for me to attend is a positive move. I can see that including other integrated services (non GP) could be beneficial if a more central site was chosen. Parking in the area proposed for the hub is near to the new library/ leisure centre complex as well as the Grove Theatre and provision for separate non chargeable parking should be made.	4/7/2019 10:40 PM
8	Parking Free disabled car parking	4/7/2019 9:23 PM
9	Appt mgt/hours Staffing Please ensure there are baby changing facilities and perhaps consider having an anti social hours clinic. A drop box that can be accessed from outside for repeat prescription requests would also be useful. Also information about each gp's specialisms should be easily accessible so that if you have a specific issue you can request that gp for a non-urgent appointment. I have had the issue where a go advised they were not a paediatric specialist when I attended an appointment with my daughter. I explained to the receptionist what the appointment was for but still had an appointment with a go who wasn't able to assist.	4/7/2019 8:46 PM
10	Parking Staffing Plenty of parking. It is difficult enough at the moment to see your own GP. Will it be guaranteed that you at least will see one of 'your own' GPs if not your actual GP? Amenities on site, enough waiting room space. I have experienced mergers of surgeries, with lots of patients' complaints about not being able to get through to the receptionist by phone as the waiting times are too long. Will there be enough waiting room seating as we miss this now.	4/6/2019 4:10 PM
11	Location A more central location would be a much better option.	4/6/2019 2:40 PM

12	Appt mgt/hours The priory Gardens Health Centre did this 40 years ago. But we still needed GP Surgeries. Wilkinson Quarter of Dunstable will have no surgeries It seems to me that you will be having 1/2 Dunstable in this building and then plus new housing and I think trying to get an appointment will be zero-over time we will be pushed to see other GPs not of our choosing. Would this mean if you go with one problem and you needed to see physio/emergency mental care to see physio within that appointment so you didn't need to go back again? Keep the surgeries for initial contact	4/5/2019 4:20 PM
13	Range of services I think it would be useful to have someone to give nutrition an dietary advice. This is not available at my G.P at the moment. We are constantly being told that as a nation we are getting fatter especially our children. This leads to great many health problems. To have a professional dietitian at the surgery would be extremely useful	4/5/2019 4:08 PM
14	Hub +pos Seperate GP services Why is a large practice better? I agree that a centre for all other groups will be a good idea bur doctors should be left where they are.	4/5/2019 3:52 PM
15	Appt mgt/hours Parking Range of services 1. what guarantee you will see your own doctor 2. What sort of booking system will be used as different surgeries use various systems 3. Will it be open 7 days a week including evenings 4. Telephone access to make appointment not restricted to a few lines Parking is a major issue where hub is to be sited, have you estimated how many to use hub now and in the future especially with new housing to be built	4/4/2019 4:09 PM
16	MISC I would like to have my ears cleaned instead of going to the hospital each 4 months	4/4/2019 3:31 PM
17	Staffing With more people in and around Dunstable will need more GP	4/4/2019 2:38 PM
18	Seperate GP services It is not possible to provide all services at all surgeries but I feel that it would be better to retain local surgeries and then refer on to the hub. Given the proposed house building to the north of the area how will that be provided for with regard to GPs?	4/4/2019 12:57 PM
19	Seperate GP services We would like to stay with a small friendly surgeries	4/3/2019 10:30 PM
20	Appt mgt/hours Just a little concerned that it is difficult to get an appointment quickly now so if we can see the same group of Doctors but the patient numbers will increase, not sure how long available appointments will be in advance.	4/3/2019 6:37 PM
21	Staffing I do not see why all these questions are relevant, surely if there is to be an increase of 32 thousand more residents in the Dunstable area you definitely need more doctors	4/3/2019 2:33 PM
22	Congestion Location I realise we have to move on and modernise but I feel that the town from West Street towards Tring Road will be left without any surgeries and as we get older I feel that the new care hub will be more difficult to travel to because of its location. Plus all the extra traffic it will cause at an already busy location.	4/3/2019 2:29 PM
23	Congestion As question 8 overleaf Also the amount of traffic arouhnd this area will be much greater than at present. We already have this road leading to the college, bowling alley, leisure centre, grove theatre, car parks, and other smaller facilities . So further traffic may be hazardous to pedestrians.	4/3/2019 2:18 PM
24	Hub -Neg I STRONGLY DISAGREE INTEGRATED HEALTH AND SOCIAL CARE HUB	4/3/2019 1:47 PM
25	Location will patients from the North and Houhton Regis want to travel all the way to Dunstable when they are ill?	4/3/2019 12:55 PM
26	Location Cost of taxis for pedestrians	4/3/2019 11:42 AM
27	Location Please consider finding a hub in a more central location for all patients of the 3 surgeries wishing to relocate	4/3/2019 11:30 AM
28	MISC How will you help me to get to see a doctor and get my prescriptions?	4/2/2019 1:46 PM
29	Hub +pos Location agree with idea of a hub, but not on location. Should be more central .maybe where old library was or magistrates courts.	4/1/2019 11:37 PM
30	Hub -Neg Not happy about the merge	4/1/2019 5:44 PM
31	Public Transport poor public transport	4/1/2019 2:01 PM
32	Parking Looking at the site it appears too small to accommodate all the possible services suggested for it parking looks totally inadequate and if free will be used for leisure centre or bowling centre users	4/1/2019 12:26 PM
33	Parking Will parking be provided? If so will it be free or "pay for parking"	4/1/2019 12:06 PM

34	Appt mgt/hours Improvement to get appointments with a G.P (3-4 weeks I snot acceptable) Provide a dedicated public transport service to the hub	4/1/2019 11:18 AM
35	Hub -Neg These hubs should not be considered at the expense of curtailing more localised services throughout the district	3/28/2019 4:45 PM
36	Congestion Seperate GP services When the town is congested how will access be possible except by foot. The closure of these surgeries will penalise the existing residents of Dunstable and presumably it is just to serve the proposed new housing! At present it is possible for many people to walk to these surgeries but moving them will denude us of service by GPs in our section of town Yes put ancillary services there but do not move GP surgeries. Having to cross the old as causes problems.	3/28/2019 4:41 PM
37	Public Transport Seperate GP services Travelling by bus if not possible for all and local surgeries especially need to be kept open.	3/28/2019 4:34 PM
38	Parking Parking - will there be enough?	3/28/2019 4:16 PM
39	MISC How much has this 'shiny booklet' cost the NHS. Money would have been better spent elsewhere, such as cancer treatment.	3/28/2019 4:07 PM
40	MISC I am on the blind register. With this new hub can I go to any GP in the practise or do I just stay with the Kirby Rd GP. With the new hub will we be out of the catchment area.	3/28/2019 3:03 PM
41	Seperate GP services Open a new one but don't shut the others The population of Dunstable has trebled and surgery's can not cope now.	3/28/2019 2:56 PM
42	Range of services to have a pharmacist on site	3/28/2019 2:50 PM
43	Congestion As before Dunstable is already solid West Street, High Street, Priory Road - there's already lots of cars. Think about the 'people' not money!	3/28/2019 2:39 PM
44	MISC Please see above	3/27/2019 4:55 PM
45	MISC A) Will actual running of the hub be subcontracted out? Heaven help us then with the likes of G4, Capita, Serco, Circle et al. appointed. If so, we can only wonder who has profited, and it will not be the patients! The rewards for selecting them must be on a personal base only, as inevitable deterioration and massive failures are the key results for such a choice. Despite this, they continue to be selected, so someone must be experiencing a plentiful upside! Am I correct in thinking the whole exercise has already been completed, and this exercise is just a smokescreen? Why Houghton Regis, or has the Health Centre already been overwhelmed as the countryside is being concreted over! Why are only certain surgeries moving-are financial inducements being offered?	3/26/2019 10:20 PM
46	Appt mgt/hours Parking Range of services Staffing Car Parking - please do not charge for parking. Parking is free at my GP Surgery and that's how it should be. The new integrated health and care Hub in Dunstable is planned to allow expansion of GP surgeries to take on more patients as the local population grows. How will you provide extra doctors to cope with the extra work load when there is currently difficulty in attracting GP's to work in local practices? Making an appointment with the GP has become increasingly more difficult over the years, resulting in weeks as opposed to days to be seen unless it's an emergency. Will the new Hub deal with appointments in a better way...more GP's, nurses etc. to cope with demand and bring down the waiting time? Regarding suitable services to provide at the Hub, I feel that all blood tests should be carried out within the premises and if at all possible following on from a GP appointment, avoiding a long wait for an appointment elsewhere which can cause distress to the patient. I appreciate that results need to be waited for.	3/26/2019 6:37 PM
47	Appt mgt/hours Staffing All aims (Q3) are laudable and we will probably all vote for motherhood and apple pie, but will this Hub be able to deliver these aims? Current waiting times for an appointment with the doctor are already extensive and new expanded premises on their own will not improve patient access unless there is an increase in the number of GPs - something our surgery finds extremely difficult because there are not enough GPs in the country - and many of those that do exist now only work as locums, costing far more for less responsibility. How will this Hub fix this? Likewise, other enhanced services can only be delivered if resources can be increased. There may be some cost benefit by merging or combining some of the non-medical aspects - eg admin, reception etc - but this might actually result in hindering access. We are able to book an appointment for a future date currently. Some surgeries in Leighton Buzzard for instance now only book appointments on the day, making it virtually impossible to get access. Please do not allow this to happen at the new Hub.	3/26/2019 6:19 PM
48	Parking Parking	3/25/2019 2:35 PM

49	Parking	Enough parking for patients and staff	3/24/2019 8:34 PM
50	Location Staffing	Only concern is for those elderly residents who live in the locality of the Kirby Road surgery and for whatever reason may not be able to get to the new Hub. Also is there a commitment that resources will be continuously aligned to each practice - i.e a doctor goes off sick from another practice, does another practice suffer to cover the existing contingent, rather than calling in a costly locum which reducing the availability of appointments for those choosing to stay with their respective practice.	3/24/2019 10:20 AM
51	Hub +pos Seperate GP services	At present we have a very well run surgery with friends and caring staff. Many know you name as soon as you walk in. Any new and enlarged facility is bound to become impersonal. So a clinic for minor procedures, yes, it would save the journey to, hospital with all the hustle and stress that brings. But keep doctors able to know their patients. I would not like the position of seeing a different doctor each s might be promised at first, but how long would it last?	3/23/2019 8:48 PM
52	Staffing	Presumably no additional funding will be available to cover all the laudible aims so a concern is the cut backs that may affect GP numbers, Nursing staff numbers and the essential back-office staff that make it all work.	3/22/2019 8:30 PM
53	Congestion	Amount of traffic using the same area.	3/22/2019 2:48 PM
54	Seperate GP services	There are 9 surgeries in the Dunstable and surrounding area, 3 in Church street, as a large chunk of the population exists to the West of Dunstable why close the two West surgeries. Why not amalgamate the central Dunstable surgeries if you want to form a Health Hub. Also the larger facilities allowing the different surgery patient lists to expand is of no benefit to existing patients. If you need more patients to be seen because of more housing being built then create a new practice to cover this, but do not destroy well developed local practices.	3/22/2019 12:57 PM
55	MISC	see above note	3/22/2019 12:49 PM
56	Hub -Neg	I have little faith in a centralised approach. Whilst on paper it may appear beneficial to both budget and services on offer, it does not offer a bespoke service tailored to the local community need. The 2005 Report for the National Co-ordinating Centre for NHS Service Delivery highlighted "It is important that in making decisions policy-makers and managers recognise inter-relationships between inputs, processes and outcomes and levels in the sense that any organisation (or individual) can gain and lose". Other reports concerning cancer identification and treatment do not necessarily consider centralisation a good thing.	3/21/2019 4:56 PM
57	Parking	Free car park for patients	3/21/2019 12:01 PM
58	Location	The nearby skate park	3/20/2019 8:53 PM
59	MISC	Seemed to have covered everything	3/20/2019 3:58 PM
60	Appt mgt/hours	1) will it reduce the length of time to obtain appointment with a particular doctor or nurse? 2) I am not connected to the internet. It seems that there will be a gradual but real risk of a reduction in services in consequence.	3/20/2019 3:43 PM
61	Congestion Location	Can see case for medically centred Hub (not a conglomeration of all social services). BUT location is almost worst possible. Draws traffic into immediately restricted access point (leisure centre, Grove Theatre, GObowling) and into already congested Queensway/Court Drive (road works on one lane in Queensway caused chaos last week!)	3/20/2019 3:38 PM
62	Congestion Location	Biggest problem is location Potentially a massive hive of activity. But access roads are limited, already often congested and also already service Asda, Grove, Leisure Centre and GObowling. Nigel Young's intention to squeeze out town centre traffic and close 'ratruns' will exacerbate. Hub visitors will mostly need cars to get there and most will need to cross A5183. And we still haven't got effects of another 12500 residents still to come. Sucking so many visitors into such a bottleneck will be disastrous. Need to seriously consider more accessible/less congested option. Otherwise OK with expanded medical services, but not OK with loading in social care, voluntary services, etc.	3/20/2019 3:22 PM
63	Congestion Parking	Traffic in town centre and car parking facilities	3/20/2019 10:34 AM
64	Public Transport	Yes put in a bus service to supply the South-West corner of our Town otherwise getting to the hub will be difficult	3/19/2019 4:01 PM
65	Appt mgt/hours	I would like to see improved access. Unless it is an emergency I currently have to wait 3 weeks for an appointment. With this system it is no surprise that so many people don't attend their appointment - they probably either recovered or went to the A&E or walk-in centre.	3/19/2019 3:51 PM

66	Parking	Sufficient parking	3/19/2019 3:17 PM
67	MISC	Adequately covered by Q.3	3/19/2019 3:06 PM
68	Building Design Staffing	How many extra doctors and nurses would be available More chance of catching disease if all patients are in one waiting room	3/19/2019 10:38 AM
69	Appt mgt/hours Hub +pos Seperate GP services	I believe that it would be beneficial to open the hub as well as keeping the other surgeries open too. With the expansion of the town including Houghton Regis and surrounding areas there is a lack of spaces available in all local surgeries. I believe that it would open up availability for appointments if there was an alternative venue available.	3/18/2019 5:20 PM
70	Staffing	Ability to see named GP or a GP urgently on the day guaranteed.	3/18/2019 3:31 PM
71	Location	Great idea, wrong location (in my opinion with out knowing all the cost implications)	3/15/2019 9:23 PM
72	Location	Find a new location	3/15/2019 3:11 PM
73	Location	Good idea but needs desperately to be somewhere else	3/15/2019 3:07 PM
74	Location	A different location.	3/15/2019 3:00 PM
75	MISC	See above.	3/14/2019 9:54 PM
76	Hub -Neg Parking	To house so many health professionals in one place will not be beneficial. South West Dunstable residents will be the most adversely affected. Being disabled and elderly it is vital for me to have easy access to a GP this will be removed from me. The proposed fills me with horror. Parking!!! Cost!	3/14/2019 12:27 PM
77	MISC	Seniors and parents with younger families Stop wasting our time and spending our money unnecessarily	3/14/2019 11:30 AM
78	Parking Public Transport	Parking, ev parking and charging, direct bus service, facilities to be powered by green energy sources: solar, geothermal	3/14/2019 7:02 AM
79	Seperate GP services	Don't move the suguries together just make the hub for extra services that we would notmally have to go to the hospital for	3/13/2019 11:02 PM
80	Parking	PARKING	3/13/2019 10:47 PM
81	Seperate GP services	I like and tryst the drs at my surgery which is why i chose it. I do not like and most definitley do not trust the drs at at least 2 of the other surgeries involved in this scheme. I am worried that my refusal to be treated by one of them will jepordise my care and that of my family	3/13/2019 10:20 PM
82	Hub -Neg	I simply do not believe that this will make it any easier to see a GP, the town surgeries are already overwhelmed and oversubscribed, and I don't see how shoving three of them together will really deliver any improvement to patient care. I think you have laudable aims of integrating services, but the cynic in me says this will be a money saving exercise and what's best for patients will be far down the agenda compared to cost saving.	3/13/2019 9:55 PM
83	MISC	No	3/13/2019 9:20 PM
84	MISC	No	3/13/2019 8:31 PM
85	MISC	The amount of people all in one place with illnesses won't be very nice	3/13/2019 8:15 PM
86	Hub +pos Staffing	Kirby Rd surgery is so old and dated. The new hub will be much better. Hopefully they will employ new Drs who specialise in long term illnesses.	3/13/2019 8:07 PM
87	Staffing	Yes how will this impact on the employees at the surgeries? Will we keep everything the same or are you planning to change this?	3/13/2019 7:55 PM
88	Appt mgt/hours	DO NOT WANT THIS TO HAPPEN, DIDNT BEFORE AND IT WILL MAKE GETTING APPOINTMENTS EVEN MORE DIFFICULT	3/13/2019 7:54 PM
89	Parking	There should be sufficient parking for patients in addition to GP's and other staff	3/13/2019 10:25 AM
90	Parking	Parking Parking at Kirby Road is a nightmare	3/13/2019 10:18 AM
91	Location	The proposed location can not be considered the centre of Dunstable! The building currently occupied by Wilkinsons would be more appropriate.	3/12/2019 1:07 PM
92	MISC	see above	3/11/2019 5:28 PM

93	Location	I would like same location that I'm at	3/11/2019 5:20 PM
94	Seperate GP services	existing services at Kirby Road are just fine. Why, therefore, make changes.	3/11/2019 5:11 PM
95	Parking	Hopefully all these services that would be available at the hub, there would be adequate parking for all the vehicles involved with running from or for visitors to the hub	3/11/2019 4:31 PM
96	MISC	More people will visit A and E if they have to get into the car to travel for medical help.	3/11/2019 4:03 PM
97	Location Seperate GP services	Currently surgeries in Dunstable seem to be fairly evenly distributed across the area. Although we appreciate the need to accommodate the populations of new housings - the current plan would appear to discriminate against the population of the southern half of the town.	3/11/2019 3:26 PM
98	Congestion Location Parking	The potential customer throughput for the Hub is enormous but the only access roads will be inadequate to take the resulting traffic. Queensway/Court Drive already service ASDA, Leisure Centres, Grove Theatre and Go-Bowling and is already congested at peak periods. Moreover Central Beds policy is to inhibit traffic flows through town centre yet customers from West, South East and North East Dunstable will all need to pass through the town centre to get to the Hub. The proposed location poses severe traffic and parking issues.	3/10/2019 10:14 PM
99	Location	Parking/rethink location as totally inconsiderate.	3/10/2019 5:35 PM
100	Parking	Free parking with anpr cameras and entering your reg at reception to stop abuse	3/10/2019 3:58 PM
101	Congestion	general traffic volumes in that very busy area eg. college, sports centre, bowling alley, asda, and theatre complex.	3/10/2019 11:56 AM
102	MISC	N/a	3/10/2019 9:52 AM
103	Parking Public Transport	Bus routes for those not able to walk / pay for parking etc ... long walk for elderly or disabled from Asda bus stop to proposed hub. Would want to see buses stopping in and around hub area	3/10/2019 12:42 AM
104	Appt mgt/hours Staffing	Older people with increasing medical problems like to have a specific physician who knows their history and does not spend nearly the whole appointment trying to read a screen to get him/herself up to speed on the patient, what will be the system adopted for seeing specific doctors?	3/9/2019 4:47 PM
105	Appt mgt/hours Staffing	If you expected 32,500 new patients - new doctors will be needed therefore there needs to be room for growth AND budget to employ new staff. Patients need to be sure that they will be able to see a doctor very quickly (without weeks of waiting! - currently Kirby Road are very good at offering appointments which are soon)	3/8/2019 7:27 PM
106	Appt mgt/hours	will waiting times for an appointment to see a GP improve .ie less than 21 days	3/8/2019 12:32 PM
107	Seperate GP services	The elderly care will suffer Kirby rd is a caring helpful surgery who know & look after the elderly in the community knowing most of them by name.	3/7/2019 5:46 PM
108	MISC	see above	3/7/2019 2:59 PM
109	Location	Surgeries are usually chosen for their closeness to residents' homes. The new proposed hub would be right across town which would greatly disadvantage patients at two of the three surgeries chosen to be moved there.	3/7/2019 12:32 PM
110	Location	How are the elderly going to attend their appointments	3/6/2019 8:56 PM
111	Appt mgt/hours	The possibility of home visits, when there is a need, especially with elderly.	3/6/2019 6:21 PM
112	Staffing	Would this mean we may be seen by a Doctor from one of the other practices? That may prove controversial if so.	3/6/2019 4:15 PM
113	Hub -Neg Location	Having experienced a "hub" while looking after my mother. It seems to exacerbate the problem of not enough GPs rather than mitigate. And mainly "phone" Consultations occur. As for the other services. They happened in the town with the social services counselling and clinic. People choose a GP usually on location, and catchment area. By putting a combined surgery out the back of town. You are limiting access to services not creating	3/6/2019 9:58 AM
114	MISC	No	3/6/2019 8:08 AM
115	MISC	No	3/5/2019 10:23 PM

116	Location Location Location Location	3/5/2019 6:59 PM
117	MISC I hope that this survey is taken into account.	3/5/2019 3:02 PM
118	MISC As above	3/5/2019 2:14 PM
119	MISC I doubt you will take any of the real problems into consideration You never do. You will mess it all up. Its fine as it is. Build a few more local surgeries for the influx of new residents near where they live.	3/5/2019 1:54 PM
120	Appt mgt/hours Adding more patients to our surgery will increase the length of time to wait for an appointment which is already quite long unless you need an emergency appointment	3/5/2019 10:17 AM
121	Location considering the proposed location having lived locally for 40+ years I would think there is plenty of unused/vacant building that that could be fitted out to this use .rather than build on green field site	3/4/2019 11:54 AM
122	Appt mgt/hours Worried that this may be a way of cutting healthcare provision by amalgamating the surgeries, I would be totally against this as provision is insufficient now. Takes 3 weeks to get a routine appointment.	3/4/2019 10:46 AM
123	Parking Public Transport Hopefully more car parking space, and maybe a convenient bus stop for elderly patients	3/3/2019 8:39 PM
124	Seperate GP services Consider not moving, instead make existing surgeries into specialist units covering, e.g. minor surgery, physio facilities, etc	3/3/2019 5:23 PM
125	Range of services Differences in patient needs as different types of patients need different environments. It shouldn't be based solely on cosy saving	3/3/2019 4:36 PM
126	Hub -Neg Seperate GP services I am against this hub. I want to maintain my local service that I can walk to.	3/3/2019 11:24 AM
127	Staffing can you get sufficient staff to run it?	3/3/2019 11:06 AM
128	MISC No	3/3/2019 11:02 AM
129	Parking Parking spaces If surgery gonna provides more services needs bigger car park as is always a problem especially if you are with children	3/3/2019 12:33 AM
130	Appt mgt/hours Parking Range of services Hours of opening. Making a way that it's only patients in the car park as staff currently fill the one at Kirby Road. While in there one lunch time to collect something there were no patients in the surgery but on one parking space. Opening hours as for most people if you have a doctors appointment in the middle of the day you have to book the whole day off. If lucky enough to get it in the begin or the end of you working day you would just loose a few hours. A play facility for children. It can be very stressful for parents trying to keep children entertained. Especially when doctors or nurses can be running late. Some experience have left me waiting up to an hour after my appointment. Efficiency, if seeing a doctor or nurse about multiple things it should be booked as multiple appointments as otherwise doctors and nurses run over and leave people up to an hour as I have experienced. Meaning I was late to things that I thought I had left plenty of time for. I now have to make no plans on days I have booked off to be able to attend the doctors because I don't know if I can make them or not. Also an under 25 sexual health clinic o be run for people to access contraception without having to book an appointment.	3/2/2019 7:23 PM

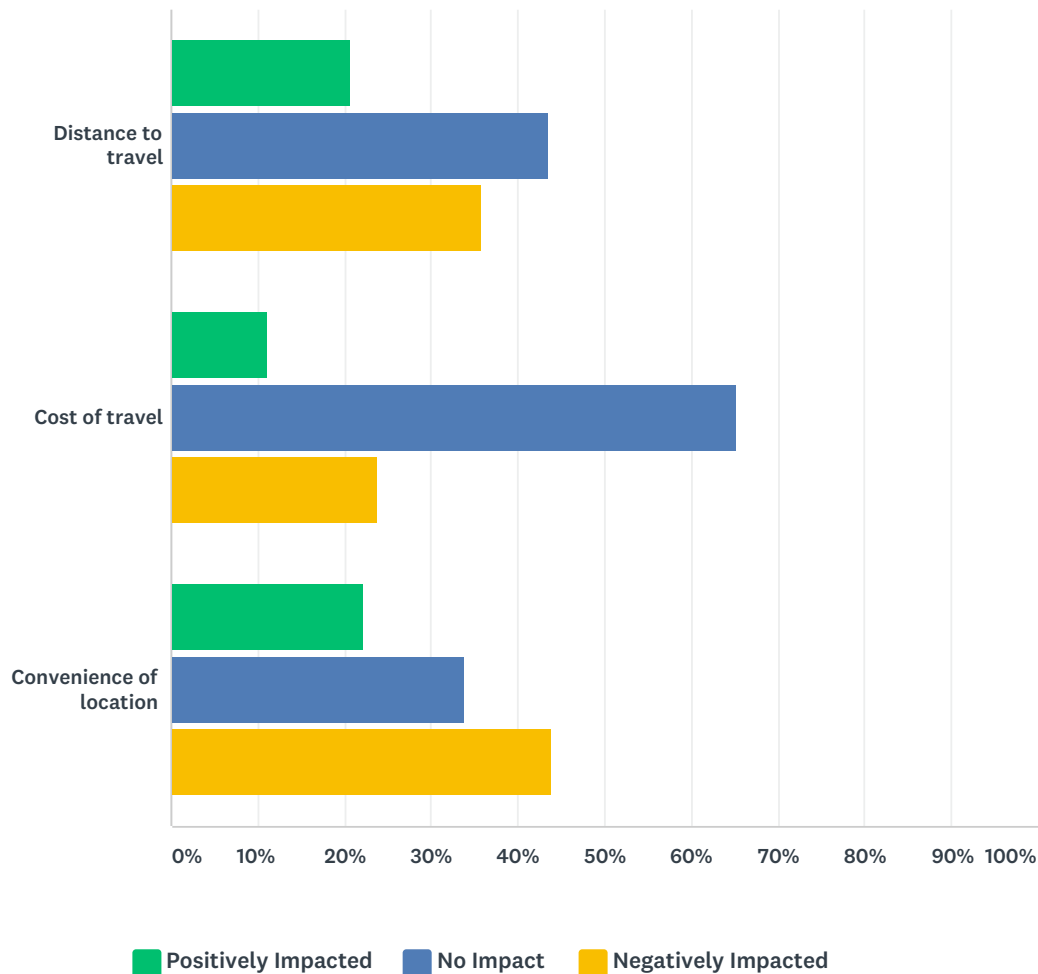
131	Congestion Hub -Neg Location Parking	Yes, I bet most people in Dunstable do not want this. As usual, the decision has been made BEFORE the population of Dunstable was informed of any ideas or plans. The letter sent out says the main reason for doing this is because 12,500 new homes will be built, housing 32,500 people. Based on the Dunstable and Houghton Regis Profiles, 1040 homes were built in the 4 years between 2011-15. At that rate, it will take 40 years to build 12,500. To put these numbers in perspective, the population of Dunstable and Houghton Regis is currently less than 60,000 yet you're saying it will increase by 50% in 5 years. The BCCG letter also states all of these new homes will be built to the north of Dunstable and northeast of Houghton Regis, in other words the area along the new Northern Link Road between the M1 junction 11a and A5. If this is the case, surely it would be better to build a health centre and other facilities where all the new houses are going to be. There was a proposed Heath Centre in north Dunstable 10 years ago. After a new housing estate was built on the site of AC Delco, the Heath Hub was to be in the corner of Brewers Hill Road and High Street North. That was shelved after the Credit Crunch started in October 2008. In my opinion, each ward in Dunstable would benefit with a GP surgery rather than a big centralised hub. The traffic and parking is going to be a nightmare. This hub idea has nothing to do with helping the people of Dunstable and everything to do with reducing the number of GPs, their surgeries and money spent on the range of good Doctors we have.	3/2/2019 6:05 PM
132	Hub +pos Range of services Staffing	I like the idea of extended services available, such as specialist services. I would be concerned that I wouldn't be able to see the same Dr or nurse, I have spent the last year having nearly daily nurse appointments, seeing the same nurse and it was so beneficial, both to my physical and mental health through various surgeries and recovery. I think overall it is a good idea but would need to be managed effectively, especially in the transition period.	3/2/2019 4:59 PM
133	Location	As we get older, it will prove more difficult to travel, at the moment we have a car but by end of 2021 our car might have disappeared.	3/2/2019 4:08 PM
134	Parking	Car parking costs, will it be free, how do you prevent shoppers using it?	3/2/2019 1:52 PM
135	Location	Site of old library should be considered first rather than Astro turf site	3/2/2019 1:05 PM
136	Hub +pos Location	The hub of combining surgeries is a good idea however the location is not suitable	3/2/2019 12:39 PM
137	Parking	Layout of the entrance, parking	3/2/2019 12:10 PM
138	Range of services	Opening hours	3/2/2019 11:14 AM
139	Range of services	Facility for x rays and scans?	3/2/2019 10:55 AM
140	Congestion Location	Location in town is already problematic for traffic	3/2/2019 8:21 AM
141	Parking	Parking will be paramount. People are always trying to find free places to park. How will visitors to the hub get priority parking?	3/1/2019 9:43 PM
142	Appt mgt/hours	The time it takes to get an appointment should be an absolute maximum of 5 working days	3/1/2019 9:42 PM
143	Congestion	Distance that elderly and disabled people will have to travel. Congestion created by users from across the whole town arriving at the same facility.	3/1/2019 7:18 PM
144	MISC	No	3/1/2019 7:10 PM
145	Location	Cost. Location. Environmental damage . Pollution surrounding proposed new site. Safety of patients children and older people. Access .	3/1/2019 7:05 PM
146	Location	People - especially elderly or disabled - partly choose where they live based on how close it is to a Doctors surgery - that surgery should not then be moved!	3/1/2019 6:00 PM
147	Congestion	Extra traffic and footfall in an already busy area	3/1/2019 5:44 PM
148	Parking	to make sure there is adequate parking for all the patients attending the hub its no good relying on the Asda car park or the one for the theatre	3/1/2019 4:39 PM
149	Staffing	Loss of jobs	3/1/2019 3:47 PM
150	Congestion	Travel to and from the local area into the centre of Dunstable to attend the 'hub' would only create a lot more traffic.	3/1/2019 3:30 PM

151	MISC Seperate GP services	The population of Dunstable has rapidly increased with no noticeably added surgeries etc. Of course build a new one, but don't close 3 others in the process - Building Costs and always triple - look at the Leisure Centre!	3/1/2019 11:38 AM
152	Appt mgt/hours	All the surgeries SHOULD have Nurse Practitioners employed to enhance the provision of services to patients. At present we have to wait 3+ weeks for an appointment possibly "just for a rash" or minor ailment.	3/1/2019 11:36 AM
153	Parking Public Transport	Situated in town centre, brilliant....easy access being able to use bus routes from surrounding areas, easy parking ...you cannot go wrong...!!!	3/1/2019 11:22 AM
154	Parking Public Transport	Situated in town centre, brilliant....easy access being able to use bus routes from surrounding areas, easy parking ...you cannot go wrong...!!!	3/1/2019 11:17 AM
155	Congestion	Just sort out the traffic and logistics of the Hub. It will be right next to the college and the new leisure centre!!!	3/1/2019 11:04 AM
156	Building Design	Ensure building / area has adequate space to expand Nothing worse than services within hub need to Increase their capacity and face to consider moving out	3/1/2019 10:12 AM
157	MISC	not that I can think of	3/1/2019 9:33 AM
158	Parking	Parking facilities adequate for the number of patients! Currently unable to park at any of the local doctors	3/1/2019 8:29 AM
159	Location	Further distance to travel especially when you're not feeling well.	3/1/2019 8:20 AM
160	Hub -Neg	Don't build this hub - Dunstable does not need it, Build surgeries where new housing is. GP Local and services where people are in area where you live.	3/1/2019 6:35 AM
161	Appt mgt/hours	Not to make it harder to get an appointment. Waiting times are currently ridiculous	3/1/2019 4:24 AM
162	Hub -Neg	Against the move	3/1/2019 2:37 AM
163	Appt mgt/hours	You say taking on more patients I have to wait 3-4 weeks for an appointment already!,	2/28/2019 9:23 PM
164	MISC	PATIENTS OPINIONS	2/28/2019 4:54 PM
165	MISC	It sounds rather impersonal whereas my local surgery is friendly and familiar	2/28/2019 3:54 PM
166	MISC	No	2/28/2019 3:47 PM
167	Hub +pos	Don't think so.....it all seems very well thought out.	2/28/2019 1:46 PM
168	Appt mgt/hours	Unless you provide enough doctors, nurses etc this will be a waste of time and money. I was quoted a 3 week wait for a doctor's appointment last week.	2/28/2019 12:56 PM
169	MISC	no	2/28/2019 12:30 PM
170	Range of services	It has not been stated in your documents but I assume functions such as blood tests which are currently provided by the L&D would be provided in the new hub?	2/28/2019 12:04 PM
171	Parking	The new site must have sufficient parking !	2/28/2019 11:56 AM
172	MISC	I don't think so	2/28/2019 10:54 AM
173	Congestion Public Transport	the amount of traffic that dunstable has in the rush hour and when the motorway has issues which is quite often. bus services from the south west are poor for the elderly also guaranteed parking for the health hub needed.	2/28/2019 8:58 AM
174	Appt mgt/hours	Would current Appointment arrangements remain the same	2/28/2019 12:01 AM
175	Location MISC	Impact on local areas, reduced accessibility of local hub for patients.	2/27/2019 10:03 PM
176	MISC	No	2/27/2019 8:40 PM
177	MISC	How to ensure everybody affected knows precisely where to go and from when. I suspect a number of older, less able people will find the move hard to deal with.	2/27/2019 8:20 PM
178	Range of services	a clinic to do blood tests to avoid going to luton	2/27/2019 6:56 PM
179	Seperate GP services	the hub should just be used for additional and extra services leave the gp surgeries where they are	2/27/2019 6:44 PM

180	Congestion	Look at the access roadway to realise that the infrastructure in Dunstable town is not capable of coping with any further load.	2/27/2019 5:37 PM
181	Parking	There needs to be a huge car park if the community is going to grow as predicted	2/27/2019 5:31 PM
182	MISC	no	2/27/2019 5:31 PM
183	Location	Older people & people who do not drive. Also, when people are not feeling great they do not want to travel further to see a doctor	2/27/2019 5:22 PM
184	Parking	Free parking	2/27/2019 5:22 PM
185	Location	The proposed site is not central and well out of most people's way.	2/27/2019 4:25 PM
186	Location	By moving Kirby Road Surgery it would make it very difficult for elderly and disabled people to get to the new hub	2/27/2019 4:17 PM
187	Hub +pos	Having more integrated services within one hub , would be a huge impact, and would stop patients attending A/E unnecessary.	2/27/2019 4:11 PM
188	Appt mgt/hours Staffing	There is a need to employ more GPs than are currently practicing in Dunstable. Kirby Road practice (where I am a patient) still requires a replacement for a doctor who retired years ago. i Adequate doctor/patient ratio to cut appointment waiting times.	2/27/2019 4:01 PM
189	Appt mgt/hours	Bigger is not necessarily better, need to be able to get an appointment in a reasonable amount of time which isn't currently the case. Should be able to choose to see a doctor of choice. would be worried about getting lost in the system, no level of local care	2/27/2019 3:53 PM
190	Location	Helping elderly people to and from appointments	2/27/2019 3:38 PM
191	Range of services	pharmacy services	2/27/2019 3:20 PM
192	Location	Crossing very busy roads.	2/27/2019 3:12 PM
193	Location Parking	The location is closer to me so would be easier to get to, and being within the town centre area there is more availability for parking which is limited near my current GP surgery	2/27/2019 2:51 PM
194	MISC	Are you making situations better or worse.	2/27/2019 2:08 PM
195	Parking	If it is built, there MUST be free parking provided and plenty of parking spaces. Most people do get to the surgery by car and currently there is free parking at Kirby Road surgery. Do NOT use this as an opportunity to make money out of parking charges.	2/27/2019 1:39 PM
196	MISC	Wasting of money	2/27/2019 1:33 PM
197	Parking Public Transport	More than adequate parking facilities. Somewhere secure to leave a push bike. I believe the most important thing is that a new hub should be placed on a bus route that currently travels through the catchment areas of the current surges. This will carbon footprint, there is never enough places to park at these surgeries. Staff at these surges should be encouraged to use that bus route if possible, but should not be allowed to use patient parking, so again enough space for staff to park.	2/27/2019 1:17 PM
198	Range of services	Joined up thinking, to treat patients as a whole person. Dentistry, Chiropody and Physiotherapy services.	2/27/2019 11:54 AM
199	Staffing	The confidentiality of my personal information - if this is a bigger hub how many people will have access to my files. Also the relationship I have built up with my GP ...	2/13/2019 5:56 PM

Q8 Thinking about the proposed new location for an integrated health and care Hub. Do you consider you will be impacted, if so please indicate how below.

Answered: 198 Skipped: 7



	POSITIVELY IMPACTED	NO IMPACT	NEGATIVELY IMPACTED	TOTAL
Distance to travel	20.73% 40	43.52% 84	35.75% 69	193
Cost of travel	11.05% 20	65.19% 118	23.76% 43	181
Convenience of location	22.22% 42	33.86% 64	43.92% 83	189

#	ARE THERE ANY OTHER IMPACTS WE NEED TO CONSIDER?	DATE
1	Access/Parking Location -neg Where they want to put it is very tucked away behind other buildings and can be a no go area at times, if travellers park up. Also access is not great having to go round other buildings. Might be better putting it where the court was behind Asda bit easier to get to.	4/7/2019 10:37 PM

2	Access/Parking Congestion Location -neg	It will be much harder for elderly patients to get to the proposed new location, especially for those living in East Dunstable. As people get older they will no longer be able to drive and walk as far, being heavily reliant on public transport to reach their surgery. I think there should be a separate surgery or surgeries for those living in north and north west Dunstable, nearer to their catchment area rather than moving services from their current locations to another part of town. In addition, you will be increasing local traffic congestion in an area, which has a large supermarket Asda, a further education college, bowling alley, library and leisure centre and theatre. The road is used as a rat run to avoid the main crossroads in the centre of Dunstable to reach other parts of the town, Boscombe Road Industrial Estate, Houghton Regis and Luton. Patients may get caught up in traffic queues and miss their scheduled appointments.	4/7/2019 9:41 PM
3	Access/Parking Congestion Location -neg	The proposed location for the integrated health and care Hub is unsuitable, as it is too far from the Town Centre and existing pharmacies. It is quite a walk from Bus Stops, especially for bus routes that don't operate via ASDA's. The existing entrance to the site is already fairly congested with cars at certain times, as it serves Car Parks for the Grove Theatre, Bowling Alley and the Leisure Centre, as well as local residences. The proposed site is also unsuitable because it is presently a mixture of green space leading up to the Dog Kennel Path and Dog Kennel Down, and sports pitches associated with the Leisure Centre. These area should be retained and enhanced, rather than replaced. The Bedfordshire CCG should not be seeking to replace green space and sports pitches with a health hub, since this would have a detrimental impact on the livelihood of local residents. If the Bedfordshire CCG still wish to continue to proceed with the Health Hub proposal, then alternative sites should be considered. The existing GP surgeries are much more convenient for local residences, town centre shops and pharmacies, and bus stops. It would be much more suitable, if the Bedfordshire CCG considered new GP surgeries locally for the new housing planned for the area North of Houghton Regis, as these will be some distance from the proposed Dunstable Hub. There are other sites in Dunstable town centre, which may be worth considering, such as the recently closed Dunstable Library and former Bedfordshire County Council offices, and the site of the court near Bedfordshire College.	4/7/2019 1:43 AM
4	Access/Parking Location -neg	Patients who have mobility problems who do not have there own vehicle and patients who live to south and west also will have long walk if they do not have a own a vehicle. The local chemists and shops may have less business.	4/6/2019 3:35 PM
5	Access/Parking Location -neg	Although the new site would be closer to my home, would a more central location (eg the former magistrates court site) be more suitable especially to allow access to better parking facilities. Whilst the proposed new site is near the busway it is between two bus stops (White Lion and Portland Ride)	4/5/2019 4:29 PM
6	Building design	Waiting rooms - how will these be situated for different surgeries? More people in one place carrying varying viruses?	4/5/2019 3:34 PM
7	Access/Parking	Plenty of car parking places need to be available.	4/4/2019 9:39 PM
8	Access/Parking	Parking facilities are essential	4/3/2019 2:02 PM
9	Access/Parking Location -neg	Having to visit your GP regularly is bad enough. To have to drive and hassle for a car parking space will be an added stressful inconvenience for already unwell people. No matter how much space will be provided, the truth is that it is never be enough.	4/3/2019 1:53 PM
10	Access/Parking Location -neg	The proposed site has very restricted access which is already busy, especially with users at the theatre, bowling, library & sport centre. The site is a designated green recreation site on the Master plan. The designated site for a new Health hub is the old unused Court House site would be more accessible. There are no pharmacies near the new site.	4/1/2019 3:50 PM
11	Misc	NO	3/31/2019 8:57 PM
12	Access/Parking	The bus service would need to re route to serve the centre	3/28/2019 2:43 PM
13	Location -neg	Not in town centre as stated .Is pharmacy included ? .	3/28/2019 1:03 PM
14	Access/Parking Location -neg	Too far from town centre so may need a taxi if not able to walk; Not a safe area; Takes up a green site rather than a brown one; Not in the site proposed by the Dunstable Master Plan. Know many people who do not like this out of the way site.	3/27/2019 9:14 PM
15	Access/Parking Location -neg	Too far from town centre so may need a taxi if not able to walk; Not a safe area; Takes up a green site rather than a brown one; Not in the site proposed by the Dunstable Master Plan. Know many people who do not like this out of the way site.	3/27/2019 9:00 PM

16	Access/Parking	Walking to the new sight would be more difficult than now because of the distance I have quite severe COPD A bus service into the sight should be looked at particularly because of the large elderly community	3/27/2019 10:22 AM
17	Football Pitches	I would like to see the football pitches currently there re-located so that they can continue to be used	3/26/2019 2:21 PM
18	Access/Parking Hub -neg	I understand you need to look at the service's to accomodate a growth in the area. Priory Gardens is the best Doctors surgery I have ever had. The reception staff are so helpful and very polite. I get appointments quickly, the time of my appointment are good, I can go to work and see the doctor out of my office hours and I work in Milton Keynes. I recently used the blood clinic next door the service was outstanding. The online engage is a real great thing they have introduced. Parking is good in the area. I don't know what pressure the staff are under at priory gardens but the service they offer right now, I wouldn't want it to change as it works so well for me as it is.	3/22/2019 12:16 PM
19	Access/Parking Congestion Football Pitches Location -neg	The location is currently green space. It is a football pitch which whilst it is now unmanaged it is still useable for the youth in the area and often has people playing football on it. The roads in that area are often busy, especially during evening rush hour, so more cars are unlikely to help. There will be more traffic past the college so likelihood of an accident is greater. Parking in Dunstable is not cheap, and I think it is ridiculous that people have to pay for parking to get health services, especially when it's common for people to have to wait past their appointment times.	3/21/2019 12:18 AM
20	Access/Parking	Parking	3/20/2019 11:04 PM
21	Location -neg	The proposed location is not in the town centre as you state. It will be quite a bit north of the town centre. The bus services from the S.W. quarter of the town is very poor even to my present surgery which is in the centre - Priory Gardens.	3/20/2019 3:50 PM
22	Access/Parking	Bus services?	3/20/2019 2:48 PM
23	Appointments Staffing	Would patients still be able to obtain appointments with their current doctors/clinical staff at the new hub?	3/19/2019 3:01 PM
24	Access/Parking Congestion Location -neg	There would be no surgeries to SW of the old A5 (High Street), requiring all patients to cross the main road that bisects Dunstable, that feels very undesirable. Car parking could be even more problematic, especially for blue badge holders, unless provision is made for free parking at check in (car registration) to surgery. It is already problematic at Priory Gardens with shoppers using the spaces. It does nothing to address the issues of services to the new housing areas to the N/NW Dunstable and Houghton Regis. Houghton Regis Health Centre is much closer to those areas than the centre of Dunstable.	3/19/2019 2:58 PM
25	Access/Parking Location -neg	At present no buses run down past the proposed location from the town centre (plenty in the opposite direction) Elderly and disabled patients could find it difficult to reach the location having to walk quite a distance from the nearest bus stop in St North	3/19/2019 12:16 PM
26	Access/Parking Hub -neg	Town Centre Parking is impossible. Develop the 3 GP surgeries and create quality and competitive standards, One Hiub will be a basic standard with a mediocre attitude. L&D is so close, why not develop New facility's there for Dunstable area...and Not just for the 3 mentionrd practices.. Remember, Centralisation never achieved the benefits it tried to achieve its then a costly Mistake..	3/19/2019 12:05 PM
27	Access/Parking	Cost of parking as it may be too far to walk from a bus stop	3/19/2019 11:58 AM
28	Access/Parking	1. A busway bus stop, plus a bus stop outside the new hub. 2. A taxi rank outside the new hub. 3. Covered bicycle, pram, pushchair, mobility scooter etc parking with the ability to securely lock. 4. Ample parking, with charging but refundable with doctor/nurse appointment, (stop unauthorised parking if free). Maybe 1st 15 min free to enable dropping off repeat prescription requests, booking appointments etc. 5. Numerous security cameras covering both inside and out. With number plate recognition software.	3/16/2019 7:47 PM
29	Access/Parking	Parking, Opening hours	3/14/2019 4:09 PM
30	Access/Parking	Parking costs. Availibilty of parking if full. Where do you park! Bus access for non car users.	3/14/2019 12:28 AM

31	Appointments Staffing Yes. I was a patient at Chiltern Hills Surgery. Despite so called consultation and majority of patients wanting it to remain open it was closed. The service at Priory Gardens is poor. I have had long waiting periods for pre booked appointments and can't always get one when needed. How will you ensure the service is not even more over subscribed? By changing premises you still need adequate staffing levels. With the number of new build properties in Dunstable should come an increase in adequately resourced services. I feel this is a cost cutting exercise and yet again patients wishes will be ignored.	3/13/2019 10:29 PM
32	Access/Parking Location -neg Parking needs to be free, or cheap. Need enough space for disabled bays, & parent and child spaces nearby. Needs to be accessible by bus, especially for elderly, disabled, & those with babies/children. Not a good area for those who don't drive really, as out of main part of the town.	3/13/2019 10:17 PM
33	Access/Parking Location -neg There are a number of Doctor surgeries that have a number of elderly patients that walk to surgery to get regular check-ups. Moving the surgery to outside location will make elderly and other vulnerable people impossible to get to.	3/13/2019 9:08 PM
34	Access/Parking Congestion Traffic Parking	3/13/2019 8:34 PM
35	Access/Parking Parking availability and costs	3/13/2019 7:55 PM
36	Misc No	3/13/2019 7:37 PM
37	Access/Parking Distance from hub of a Pharmacy (walking distance/in house maybe)	3/12/2019 4:47 PM
38	Access/Parking Bus route. Care park, no charges.	3/11/2019 2:51 PM
39	Access/Parking Isn't this going to be built in the current skate park/football pitches? Where are these facilities going to go? Parking at present the grove, go bowling etc make use of the parking this will increase when the leisure centre reopens what is the impact going to be on the parking	3/10/2019 7:51 PM
40	Access/Parking There would need to be enough free parking available that cannot be abused by those NOT attending the surgery.	3/10/2019 1:56 PM
41	Football Pitches According to your plan, the playing fields (soccer and skateboard) would be removed. Do you intend to provide alternative facilities nearby? The young do need this space, for their health!	3/10/2019 11:28 AM
42	Hub -neg lack of relationship and dedicated service with known GP	3/9/2019 5:59 PM
43	Access/Parking No buses from north Dunstable direct	3/9/2019 1:21 PM
44	Access/Parking Congestion Location -neg There is no bus service directly to the proposed Hub. There roads around the proposed Hub can become congested and this adds unnecessary journey time and taxi costs. My wife take the bus with my kids currently at Priory Gardens Surgery. The Hub is located where a lot of college kids hang about and it doesnt feel safe. The proposed Hub location is very difficult to travel to.	3/9/2019 12:49 AM
45	Access/Parking Hub -neg Will there be parking available? Will it be free? Most likely not, as this is a prime location. So not only will it be much further for me considering I am getting older as well it will also be more expensive. And since I have to spend longer for travel I have to consider taking time of work which so far was not an issue. My wife does not have a car and I will have to drive her to the surgery. Combining all services in one area might seem a good idea however it will create a situation where the NHS wants to care for all but simply creates a big centralized mess. I strongly object to the proposal. Federated services are easier to access less busy and more specialised for certain health problems.	3/8/2019 12:24 PM
46	Access/Parking Location -neg There is absolutely no bus links to the area. How are you expecting elderly or less able people to get there? Also there is absolutely no parking facilities. The are already struggles with parking, neighbours dont have enough parking spaces, where are the patients supposed to park? Making the locals parking situation worse? I am sure there are better locations for this and a specific parking plan with enough bays is necessary to be included in the hub plans.	3/6/2019 8:17 AM
47	Access/Parking People living in south west dunstable with limited mobility/unable to drive will struggle to get to the new location and may be forced to register with another practice more central (eg. Kingsbury), this may put pressure on those practices getting busier.	3/5/2019 11:22 PM
48	Access/Parking at present I can drive, but in the future a bus service that brings us closer to the Hub would be good	3/5/2019 4:29 PM
49	Access/Parking public transport not available from High Street North to Asda area	3/5/2019 11:02 AM

50	Access/Parking	I do think that you need to consider the parking situation, I don't know about the other surgeries, but at Priory Gardens, parking is very difficult and there is not nearly enough.	3/4/2019 6:33 PM
51	Congestion	Need to ensure roads can cope with increased traffic as sometimes very busy adjacent to Asda. Need to ensure there are sufficient Drs, nurses and other health care professionals available and not less than currently.	3/4/2019 5:26 PM
52	Access/Parking	will there be plenty of parking in this new location without costing too much	3/3/2019 12:57 PM
53	Access/Parking	You must ensure there is adequate FREE parking for all patients considering that 3x times as many patients will be on site or waiting as there would normally be at a single surgery	3/3/2019 12:08 PM
54	Access/Parking	There needs to be enough parking	3/3/2019 12:08 PM
55	Access/Parking	plenty of parking and make it free	3/3/2019 10:36 AM
56	Access/Parking	Greater provision of parking spaces for disabled, as near as possible to entrance.parking for	3/2/2019 9:50 PM
57	Access/Parking	Parking at a nil or minimum cost will have to be provided and plenty of it.	3/2/2019 8:25 PM
58	Access/Parking	Hub -neg Location -neg The proposed site is some distance from existing bus stops. Kirby Road, West Street and Priory Gardens are all within walking distance of bus stops. Patients using these surgeries, especially the elderly, will find it difficult to get to the new Hub. I can see lots of benefits to have a new purpose built facility but would prefer it to be situated closer to the town centre.	3/2/2019 2:46 PM
59	Access/Parking	Congestion Location -neg Not sure the location will be the best one. There is a lot of traffic around that area and once the Leisure Centre reopens parking may become an issue. My concern would be for elderly patients who don't drive, it may prove difficult for them to get to and then they may not attend appointments. Also a lot of elderly won't use the internet so won't be able to have their say or even know about the proposal.	3/2/2019 2:29 PM
60	Access/Parking	Congestion Volume of traffic all going to the same area. Parking facility.	3/2/2019 2:15 PM
61	Access/Parking	Sheer numbers of people trying to access an out of the way place one entry one exit will be a nightmare for all trying to travel to the doctors and those trying to travel around it	3/2/2019 1:42 PM
62	Football Pitches	Location -neg we are trying to improve the health and well being of residents and this proposal plans to build over a football pitch - it's an incredibly poor choice of location. Instead demolish ASDA and have it on what is already a building / carpark site. There is already a plan to merge ASDA and Sainsburys and Dunstable doesn't need so many supermarkets.	3/2/2019 11:21 AM
63	Congestion	Cars and the impact of traffic in that area, with the library and leisure centre using the same small road.	3/1/2019 12:38 PM
64	Location -neg	it seems a backward step to locate the hub off centre of the town. the three surgeries which will form the hub are in convenient areas. Elderly people will find this new location more difficult to attend.	3/1/2019 10:08 AM
65	Access/Parking	Parking	3/1/2019 8:33 AM
66	Access/Parking	The amount of parking that will be available, the access to the car park and back out onto adjoining roads especially when Dunstable is gridlocked due to the M1 being closed. The cost of parking and the way in which parking is charged for e.g on arrival, on departure as you never know how long you could be in there for an appointment	3/1/2019 8:10 AM
67	Access/Parking	This location means getting through town which is very hard most of the time. I'm used to surgeries being local. I don't like the idea of this location. Are we expected to pay parking?	3/1/2019 3:42 AM
68	Access/Parking	I am concerned about congestion and accessibility of these services. I have a disabled son and a toddler so travelling by car is a necessity for me for their safety. Parking for Priory Gardens is already quite difficult at peak times so I am seriously concerned about the impact of creating a Hub and how all the patients, staff and users will be able to use the facilities in the volumes that are expected	3/1/2019 2:55 AM
69	Access/Parking	What parking will be available, will patients be expected to pay for parking?	3/1/2019 12:37 AM
70	Appointments	Staffing Access to my own doctor who is aware of my needs	2/28/2019 2:18 PM

71	Access/Parking Location -neg We live in south west Dunstable near Bennett's Recreation Ground. We are both over 70 and my wife suffers from arthritis in her legs and COPD. To walk is much too far for her. To get a bus would mean walking a half mile to the Winston Churchill - bus to Dunelm in the Luton Road - cross the Luton Road - bus to Asda - walk several hundred yards to the new clinic. Obviously this is not a realistic option. Without significant enhancement to the east-west bus services for West Street, and services for the south west sector of the town, this site will involve significant expense. The proposed location must also include plentiful parking.	2/28/2019 1:15 PM
72	Access/Parking Related convenience of location, it would be difficult for me if I had to walk further. At the moment I can get a bus very close to Priory Gardens Surgery.	2/28/2019 12:07 PM
73	Access/Parking Car parking and disabled parking	2/28/2019 9:44 AM
74	Location -neg Not sure of proposed location	2/28/2019 1:37 AM
75	Access/Parking Congestion cost of parking and the bottleneck already caused in this area by traffic going both ways.	2/27/2019 8:02 PM
76	Access/Parking Parking availability, especially for blue badge holders.	2/27/2019 7:24 PM
77	Access/Parking Maybe make a reasonable car park available for those that are too ill or incapacitated to travel by public transport.	2/27/2019 7:01 PM
78	Access/Parking Congestion I would like to know of the parking facilities and is parking going to be free ?? Will there be space for disabled people with blue badges. I don't find it very convenient down near Asda and the Dunstable college as there could be problems with parking and traffic in the area.	2/27/2019 5:40 PM
79	Access/Parking The critical issue will be the question of available parking and whether this will be charged. Currently, of course, unless you have a Blue Badge then you have to pay.	2/27/2019 3:44 PM
80	Access/Parking Dedicated Car parking for patients. Close to the facility. NOT just using supermarket car parking. Charge NOT important. Convenience top of my list.	2/27/2019 3:11 PM
81	Access/Parking For the elderly Make sure there's also enough car park spaces	2/27/2019 2:59 PM
82	Access/Parking Plenty of parking.	2/27/2019 2:11 PM
83	Misc Safety of access in evenings.	2/27/2019 1:50 PM
84	Misc I walk everywhere now but at age 82 may have problems in future. Hopefully will continue to be able to walk into old age, but who knows?	2/27/2019 1:18 PM
85	Appointments Would there be more G.P home visits?	2/27/2019 1:16 PM
86	Access/Parking Blue badge parking, never enough available in Dunstable.	2/27/2019 1:01 PM
87	Access/Parking Free car Parking!	2/27/2019 12:26 PM
88	Access/Parking Sufficient car parking restricted to patients.	2/26/2019 8:55 AM
89	Access/Parking Location -neg Availability of parking spaces for both disabled and non disabled drivers and volunteer drivers which if free and near to the entrance of the building. Why is the location behind the go bowling building why not the old magistrates court location	2/18/2019 11:16 PM
90	Access/Parking Availability/ provision of free parking needs to be a consideration. There needs to be a bus stop on the bus way as near as possible to a rear entrance to the site.	2/13/2019 6:06 PM
91	Access/Parking I am concerned that creating such a large scheme would increase the need for extensive parking otherwise this will displace parking to other residential areas.	2/12/2019 5:37 PM

Q9 Is there anything else we should take into consideration?

Answered: 104 Skipped: 101

#	RESPONSES	DATE
1	Appt mgt/hours Location Parking The proposed site for the hub is not in the centre of town, its North East of the town. Priory Gardens is no longer taking new patients and is a good surgery with good parking facilities, so why move it? We need a new surgery in the hub, to cater for 32,000 new homes being built to the North East of Dunstable. I have heard Kirby Road has parking problems and West Street patients have trouble getting appointments so maybe they need space to expand, but they would still be leaving South West Dunstable without GP surgeries especially the aging population. How big will the hub be to take all these new services? Can you please tell me how this can be a public consultation when many many people belonging to Prior Gardens Surgery have not been informed of the proposed location?	4/8/2019 11:59 AM
2	Public Transport Will their be a bus service to the Hub. Bad weather	4/7/2019 9:41 PM
3	Seperate GP services Practice works very well as it is and is centrally located.	4/7/2019 4:27 PM
4	Parking Any proposal for an Integrated Health and Care Hub should include good public transport links, especially as the population is ageing (as indicated in the consultation document) and to encourage less dependence upon cars. There should also be facilities for cycle parking and connections to cycle routes. I didn't receive any notification of this consultation, even though I am registered at Priory Gardens Practice, and I only found out about it from a family member.	4/7/2019 1:43 AM
5	Staffing There is shortage of medical staff including and doctors.	4/6/2019 3:35 PM
6	Public Transport Buses stopping closer to the proposed hub for easier access for those feeling very unwell, less able, etc.	4/5/2019 3:34 PM
7	Parking Plenty of free parking	4/4/2019 2:28 PM
8	Parking Road access to new location for cars, parking and people	4/3/2019 2:27 PM
9	Range of services This would have to be a big building to accommodate all the services you are suggesting, I am not sure including social care is a good idea unless it is for health reasons only	4/3/2019 2:04 PM
10	Appt mgt/hours Building Design Seperate GP services See question eight. Plus people do not like to be herded. They do not want to sit in a crowded large waiting room. Children will be complaining and running around, and the thought of sitting in that large open crowded space with all those people who are needing the full range of medical help you envisage is frankly awful. I am sure that I'm not alone in saying that I would be much happier sitting in a small comfortable area waiting my turn to be called in politely by name, rather than a number on the board (possibly)	4/3/2019 1:53 PM
11	Parking Parking Accessibility by road or on foot could be chaotic. With the parking the numbers are going to be very large just for staff let alone patients	4/3/2019 12:34 PM
12	Parking With all th epatients expected with the extra services on offer and the three GP practices with more to follow - car parking will be a major concern. The number of staff alone, and the need for access for ambulances etc. and patient transport will require a much better access than would be possible due to the proposed site. There are no "local " buses which stop near the proposed site.	4/1/2019 3:50 PM
13	Appt mgt/hours Parking 1, disabled parking 2, general parking. 3, close public transport. 4, easier system to make an appointment. 5, more administration staff 6, more doctors.	3/31/2019 8:57 PM
14	Hub -Neg I think that the chief operations officer [REDACTED] even thinking of this health and care hub where the BCCG want to start and put the interest and concerns of patients and members of the public first before of thinking of ideas I this	3/28/2019 5:28 PM
15	Parking People with mental health issues that find it hard to leave their homes to get the help required. Old people who also find it hard to travel also find it hard to see other doctors they don't know. If there is going to be more charges for parking & for the services provided.	3/28/2019 5:19 PM

16	Range of services	Having a diabetic eye screening unit taking pressure off the hospital and save travelling there or the Kingsway health centre Also a blood testing unit for the same reason as above	3/28/2019 4:24 PM
17	Congestion Parking	Buses pass near in only one direction. Access to the site is in a congested area - traffic is accessing other adjacent facilities. Cars may park on the access road. Is there enough parking space for all the facilities provided.	3/27/2019 9:14 PM
18	Congestion Parking	Buses pass near in only one direction. Access to the site is in a congested area - traffic is accessing other adjacent facilities. Cars may park on the access road. Is there enough parking space for all the facilities provided.	3/27/2019 9:00 PM
19	Hub +pos Parking	I very much like the odea of putting so many services under the one roof it makes good sense. I woulf like to think that the site will have its own car park? and it should be free fro patients. Maybe a card system for patients and staff which would prevent people without them parking there. I hope this helps you in making the decisions you need to make.	3/27/2019 10:22 AM
20	Range of services	Blood tests please not luton	3/24/2019 4:15 PM
21	Range of services	As far as possible, this should be a one-stop-shop for all health services for residents of Dunstable, avoiding ridiculous situations like having to travel to the Armdale Centre for a simple blood test.	3/21/2019 9:07 PM
22	Building Design Staffing	Is the place that will be built be big enough and have the right amount of doctors and nurses and staff	3/21/2019 3:50 PM
23	MISC	See previous comment box	3/21/2019 12:18 AM
24	Public Transport	Currently there is no direct bus service to this location from downside, only to the town centre itself This must be addressed to enable people to access public transport on a regular basis to this new proposed hub	3/19/2019 3:01 PM
25	Congestion Location Parking Public Transport	There seems no reference to the issue of the new housing area which really requiring fixing as part of an integrated approach. Encouraging those new areas to use the hub will just increase the traffic, make parking worse and discourage use of town centre for other purposes. There has to be something closer to those new areas. Little consideration of what the public transport access will be. Although close to bus way no obvious stop, it still a significant walk from the bus stops near the Gar Cooper and Asda.	3/19/2019 2:58 PM
26	MISC	Additional practices maybe with support from L@D	3/19/2019 12:05 PM
27	Building Design	Internal design of the building will be dictated by the doctors, but externally the roof should be designed to make most use of Solar Panels and a wind generator. The design should basically be carbon neutral with triple glazing using solar glass and very good insulation. Could also incorporate ground source heating, and rain water to toilets etc. The idea being to make running costs as low as possible.	3/16/2019 7:47 PM
28	Hub -Neg Location Seperate GP services	Everything. Priory gardens surgery is absolutely amazing and they have worked incredibly hard to ensure outstanding patient care. This new hub is being done to merge poor rated surgeries into one and create chaos for patients that are happy with how things already are. This will leave empty buildings in an already rundown town. Put the funds into what is already there. Priory gardens surgery is technically with the times and patient care is outstanding. Never delay in getting to speak to a Dr or nurse. Do not jeopardise it by moving just because it sounds good on paper the fact of a new building. I want to see my own GP not other surgery gps.	3/16/2019 12:10 AM
29	Location	I am concerned what will happen to the tennis courts	3/15/2019 2:20 PM
30	Range of services	Pharmacy facilities on site	3/14/2019 4:09 PM
31	Seperate GP services	All very well having certain services in one hub but the gp practices should not be amalgamated. You should still be able to see one of a few drs not one of 30!!	3/14/2019 12:28 AM
32	MISC	No	3/13/2019 10:29 PM
33	MISC	Spaces for elderly may help, & patients who need carers to support them.	3/13/2019 10:17 PM
34	Location Seperate GP services	Don't move the doctor surgery to outside of town centre. It is not near any pharmacy.	3/13/2019 9:08 PM
35	Range of services	Would be nice to be able to have x-rays , instead of many hours up the hospital	3/13/2019 9:03 PM

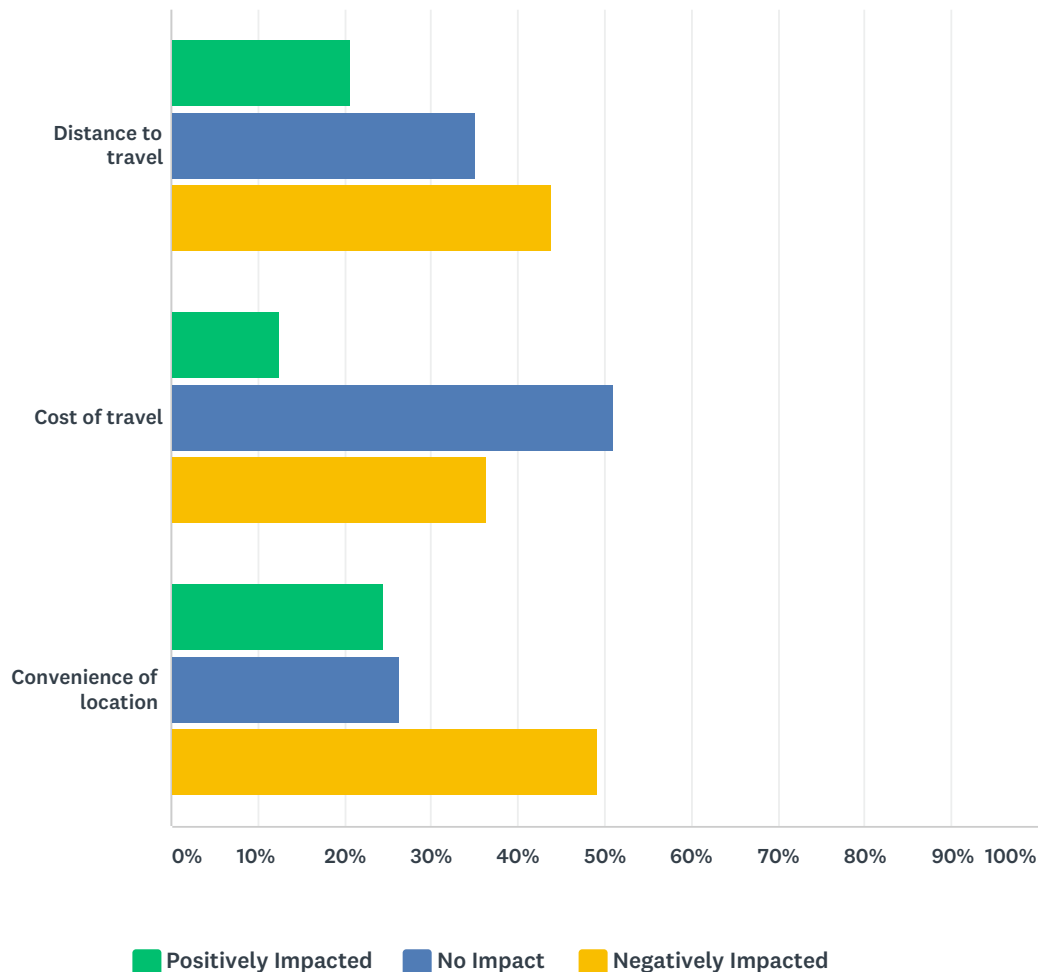
36	Parking	There is a theatre, a college, a busy supermarket, a new sports centre all going to be wanting parking spaces and road access/traffic will be increased!!	3/13/2019 7:55 PM
37	MISC	No	3/13/2019 7:37 PM
38	Public Transport	Basically the idea is good but there are good number of elderly people living in the south of the town who may not have their own transport and would have to rely on a poor bus route.	3/12/2019 10:27 AM
39	Range of services	Blood test department	3/11/2019 2:51 PM
40	Congestion	Yes at Xmas this area is bad for traffic thanks to Amazon putting this here will make the traffic worse	3/10/2019 7:51 PM
41	MISC	no	3/10/2019 12:13 PM
42	Hub -Neg	There is media coverage about failures of such hubs elsewhere, as promised extended services seem not to be delivered...	3/10/2019 11:28 AM
43	MISC	Our previous GP surgery was closed under the pretence that there were too many surgeries in the area (a surgery which provided a number of services) and we were forced to move to another surgery. Now we are being told that the population in Dunstable is increasing and larger facilities are required. Ultimately we will be forced to move. Why? Especially after building up a relationship and trust with another GP practice.	3/9/2019 5:59 PM
44	Parking Public Transport	Parking. And buses	3/9/2019 1:21 PM
45	Staffing	Having easy access to GP is mandatory. NHS is going through a lot of changes and it is vital that patients have easy access to their GP. The staff at Priory Surgery are excellent. The new hub should also have a kids play area. This is to accommodate waiting time	3/9/2019 12:49 AM
46	MISC	None	3/7/2019 8:57 PM
47	MISC	It is fine as it is	3/7/2019 3:43 PM
48	Building Design Parking Range of services	Parking facilities would need to be factored in as the numbers of attendees will increase & the hub is incorporating many surgeries. Will reception areas & waiting room facilities be adequate? Will they be a phlebotomy service & the INR services continue?	3/6/2019 12:04 PM
49	Parking	Enough free parking is necessary!!!!	3/6/2019 8:17 AM
50	MISC	Can't think of anything else	3/5/2019 11:22 PM
51	Parking	easy parking, maybe free for 1 hour and increased disabled parking due to the possible rise in need for over 75years	3/5/2019 4:29 PM
52	MISC	As far as I am concerned if [REDACTED] is in favour of it then I am also	3/5/2019 1:02 PM
53	Parking	adequate car parking as all facilities ie new centre, theatre and others in this area already	3/5/2019 11:02 AM
54	Range of services	I would like to see a phlebotomy clinic in the proposed new surgery as most of us who are patients of The Priory and L & D, have to go to the Arndale, this can be very inconvenient.	3/4/2019 6:33 PM
55	Appt mgt/hours	Needs to be no greater wait to see a Dr than at present, i.e.: this is not a cost saving exercise to the detriment of the patient.	3/4/2019 5:26 PM
56	Appt mgt/hours	Availability of appointments with a greater number of patients.	3/4/2019 9:49 AM
57	Hub -Neg Seperate GP services	Whether condensing three good practices into essentially one when the NHS is already underfunded by making a new unnecessary practice isn't needed	3/4/2019 8:22 AM
58	MISC	The safety of patients if you are going to integrate mental health patients into same buildings	3/3/2019 5:50 PM
59	Parking	Parking	3/3/2019 3:36 PM
60	MISC	N/A	3/3/2019 12:56 PM
61	Parking	Capability for infirm and less/non mobile patients to be received, including strong control if parking bays and drop off areas.	3/3/2019 12:08 PM
62	MISC	no	3/3/2019 10:36 AM

63	Parking	Parking for vehicles carrying children.	3/2/2019 9:50 PM
64	Location	The effect of the location on the infirm ,disabled and elderly.	3/2/2019 8:25 PM
65	Disabled Access Staffing	Deaf awareness training for ALL staff be they Doctors, Nurses, HCAs or receptionists (especially receptionists .)	3/2/2019 5:39 PM
66	MISC	How is this being financed? How long will it take to build?	3/2/2019 2:46 PM
67	MISC	.	3/2/2019 2:23 PM
68	Range of services Seperate GP services	Why can't we have our original surgeries but just special treatments at this hub.	3/2/2019 2:15 PM
69	Hub -Neg	Why mess with something spending millions of pounds on fixing something that isn't broken! The care I receive from my doctors surgery is more than adequate! If that is not the same at other surgeries then they need to pick up and do better but placing the care in one place for such a large area as a ridiculous plan and another ridiculous waste of money. Invest less money in improving what is here rather than putting more money into something that will be horrendous for residents	3/2/2019 1:42 PM
70	Parking	Cost of parking	3/2/2019 12:48 PM
71	MISC	so far this is a very slanted survey designed to produce the answer the instigator wants. There are an equal number of major disadvantages in merging three surgeries.	3/2/2019 11:21 AM
72	MISC	No	3/1/2019 12:38 PM
73	Location	Only location for patients in the south of dunstable.	3/1/2019 10:08 AM
74	MISC	Child's health	3/1/2019 8:33 AM
75	Appt mgt/hours Staffing	The amount of people that will be visiting this hub at any one time, This should have been a consultation in itself as I am sure members of the good practices wouldn't have agreed that this Hun is a good idea. It needs to work and work well for the community with the aims of the Hub being met from day one, otherwise it is again a waste of money. It needs to be adequately staffed at all times.	3/1/2019 8:10 AM
76	Appt mgt/hours	For me if it's not broke don't fix it. Priory is a fantastic surgery, a well oiled machine. It has a close/community vibe. Easy to get appointments with the same doctors. I don't see the need for this to change.	3/1/2019 3:42 AM
77	MISC	In the current plans are you taking into consideration the expected increase in residents for the area with housing projections for the next few years?	3/1/2019 2:55 AM
78	Appt mgt/hours	Will surgeries all run independently within the 'hub', or will they all be amalgamated? I currently like that I can run up and get an appointment within 24 hours, everyone is polite and helpful. I do not wish to lose this.	3/1/2019 12:37 AM
79	MISC	How the amount of people accessing treatment would affect those of us who don't cope well in busy/crowded places.	3/1/2019 12:36 AM
80	Parking	Free parking	2/28/2019 11:13 PM
81	MISC	As the decision has already been made why waste money on this consultation	2/28/2019 7:55 PM
82	Staffing	Trust built up with current doctors not locom who would not know history.	2/28/2019 2:18 PM
83	MISC	No	2/28/2019 12:07 PM
84	Parking	Cost of parking as a consultation may not be on time and cause problems with prepayment of parking. At the moment I can park for free when attending Priory Gardens Surgery.	2/28/2019 11:57 AM
85	Parking	Cost of parking.. will I still be able to see my usual doctor surgery	2/28/2019 11:32 AM
86	Hub -Neg	Moving all services into one centre is a bad idea, just look at hospitals closed and merged into one centre, it doesn't work. Causes lack of personnel care and a feeling of being important	2/28/2019 9:44 AM
87	Parking	Parking spaces	2/28/2019 1:37 AM
88	Public Transport	make sure you have a dedicated bus route for people who rely on public transport	2/27/2019 9:04 PM

89	Congestion Public Transport	Whether such a New facility would actually meet all those positive aims! Where access, particularly for cars will be made and whether this will have a negative impact on the already difficult traffic situation. Where the nearest bus stops will be and which bus routes will serve them.	2/27/2019 8:44 PM
90	Hub -Neg	grouping all areas of care will mean a shortfall for all	2/27/2019 8:02 PM
91	Range of services	Sometimes less is more. Don't try to include too many services as this could lead to all round chaos.	2/27/2019 7:24 PM
92	MISC	Maybe think about doing something similar with the dentist surgery's as well	2/27/2019 7:01 PM
93	Congestion	Overcrowding with the college and Asda traffic. Will it be on that same rd running by college .	2/27/2019 5:40 PM
94	Location	I notice that you have chose the site behind the bowling alley which is only a short distance from Dukes Court Flats could this not have been on the vacant site behind Asda Superstore which is also a short distance from myself	2/27/2019 3:49 PM
95	Range of services	More guidance to professionals about fibromyalgia because the current GPS are not educated properly on this	2/27/2019 2:59 PM
96	Location Public Transport	Distance from busstops, ideally busses should stop outside.	2/27/2019 2:11 PM
97	MISC	Cost as compared with present facilities.	2/27/2019 1:50 PM
98	MISC	No	2/27/2019 1:21 PM
99	Hub -Neg	Big changes are worrying. My local surgery has been excellent,always helpful,ready to advise.I worry that a large complex facility may seem less personal,more remote.	2/27/2019 1:18 PM
100	MISC	Overcrowding in the clinics.	2/27/2019 1:01 PM
101	MISC	No	2/27/2019 12:26 PM
102	Location Range of services	Better central location on the old magistrates court location next to the ambulance station and ASDA. Also a pharmacy inside the hub run by an small independent pharmacy and not some internet based organisation	2/18/2019 11:16 PM
103	Building Design	It would be a good idea to have a cafe and and small shop on site, perhaps run by a CIC	2/13/2019 6:06 PM
104	Congestion Location	consider the wider impact of travel into effectively the eastern area of the town which has become overwhelmingly congested as a result of the distribution centres on the woodside estate. I am unsure if the road infrastructure around Boscombe Road would be able to cope with the increased traffic travelling to this area of the town. There needs to be further consideration to the impact of traffic from Queensway and into Boscombe Road where traffic flow has already reached capacity	2/12/2019 5:37 PM

Q8 Thinking about the proposed new location for an integrated health and care Hub. Do you consider you will be impacted, if so please indicate how below.

Answered: 374 Skipped: 13



	POSITIVELY IMPACTED	NO IMPACT	NEGATIVELY IMPACTED	TOTAL
Distance to travel	20.77% 76	35.25% 129	43.99% 161	366
Cost of travel	12.61% 42	51.05% 170	36.34% 121	333
Convenience of location	24.44% 87	26.40% 94	49.16% 175	356

#	ARE THERE ANY OTHER IMPACTS WE NEED TO CONSIDER?	DATE
1	Access/Parking Yes if people can't walk properly, how do you expect them to get to the premises	4/16/2019 10:16 AM
2	Access/Parking Staffing Parking for so many more patients - very important Staffing - especially with all the services envisaged - and staff parking Ensuring patients will be able to continue with their current doctors/staff continually is important	4/11/2019 4:19 PM
3	Access/Parking How are the elderly, disabled and those with mobility difficulties going to access the steeply sloping site of the hub?	4/11/2019 2:16 PM

4	Access/Parking	Adequate low cost parking Suitable for bus service Refreshments	4/9/2019 3:44 PM
5	Access/Parking	For those without their own transport a single bus ride from all areas of Dunstable need to be considered.	4/7/2019 10:51 PM
6	Access/Parking	My concern is I don't have to pay to park at the moment, but will have to where they are planning to put the hub as it's close to; Go Bowling, the leisure centre, theatre and Wetherspoons and the bars	4/7/2019 5:53 PM
7	Access/Parking	Car parking is going to be a problem. There must be sufficient/plenty of car parking spaces and it must be free of charge.	4/6/2019 10:46 AM
8	Congestion	More traffic from the side of Dunstable where more people like to get to the hub behind bowling alley	4/5/2019 3:31 PM
9	Appointments	Too many patients, not enough new doctors appointed for proposed new house building. Concerned wont be able to get appointment with the surgery we are with now.	4/5/2019 2:36 PM
10	Appointments	appointments should be within 48 hours of making them.	4/4/2019 6:10 PM
11	Access/Parking	Ability to park at new surrounding and how far from the car park to the surgery	4/4/2019 4:14 PM
12	Access/Parking	Those with walking difficulty would have further to walk from Asda than the bus stop virtually outside West St surgery	4/4/2019 2:46 PM
13	Increased costs	Too much travel cost for us pensioners in south Dunstable	4/4/2019 2:38 PM
14	Access/Parking Location -neg	If a larger percentage of population will be 75 or over then they will have increasing difficulty in getting to proposed site o the new hub. Fewer will be driving by then & waiting for buses is difficult for disabled. The present surgeries have in the main been chosen by patients for their convenient location to patients homes.	4/4/2019 2:33 PM
15	Access/Parking	Lack of public transport Not a town centre facility	4/3/2019 9:16 PM
16	Access/Parking Location -neg	No public transport to the centre. This centre is not in the town centre and therefore difficult to get to. The old Library or Magistrates court would be a much easier to get to.	4/3/2019 9:11 PM
17	Access/Parking Location -neg	Lack of public transport Not a town centre facility	4/3/2019 9:07 PM
18	Congestion	Traffic	4/3/2019 3:33 PM
19	Access/Parking Location -neg	We have three children and no access to a car during the daytime. The new location will make it extremely difficult for us to get to the surgery. We currently have to walk 1 mile which works ok, more than this will be exceptionally more difficult	4/3/2019 2:34 PM
20	Access/Parking	Free parking at hub. Bus stop very close to hub	4/3/2019 2:17 PM
21	Access/Parking Congestion Location -neg	Less convenient as it would be wrong side of town and further to travel from where I live, also pharmacy would be impacted too and that is the one we use regularly. Too much traffic in Dunstable with congestion I don't see the need to change the set up	4/3/2019 2:09 PM
22	Access/Parking	Car parking to be considered (a) Distance from hub (b) Is it free to park? (c) If not, how much?	4/3/2019 1:58 PM
23	Congestion	Dunstable has had problems with severe congestion for years. The new hub will add to this problem.	4/3/2019 12:19 PM
24	Location -neg	Location is too remote	4/3/2019 12:08 PM
25	Access/Parking Building design Location -neg	Location difficult to get to and not a good place to be late in the day and winter. Also I am concerned about a large number of people together in a waiting area when I no longer drive I shall have to rethink area I heel is in an unfested area and trouble	4/3/2019 11:58 AM
26	Access/Parking	Availability and cost of parking. - It is not possible to determine in advance whether one hour, or even two hours, is adequate in order to see a GP.	4/2/2019 8:57 PM
27	Access/Parking Location -neg	It seems to be in a location where nearly all the current customers will be inconvenienced due to having to negotiate Dunstable town centre!	4/2/2019 5:09 PM
28	Increased costs	Too much travel cost from us pedestrians in South Dunstable	4/1/2019 2:41 PM
29	Access/Parking	Depends on parking facilities	4/1/2019 11:36 AM

30	Access/Parking	For people who cannot walk (and no buses) but have car will there be free limited time parking. Otherwise there will be a cost impact. Possibly other problems with ill people driving to the location (accident risk)	4/1/2019 11:28 AM
31	Access/Parking	There must be adequate parking for patients which must also be free.	3/31/2019 10:52 AM
32	Access/Parking Appointments Hub -neg Location -neg Staffing	This will double my distance to travel, it will be too far for me to walk, so will now have to use the car, which will impact on cost ,time ,parking cost!, and convenience. Plus I am not at all convinced I will be able to get an appointment with my current doctor. You will be past around from doctor to doctor. This has been tried out in Leighton Buzzard, with disastrous effect, you only have to look at the social media to see how bad it is, LISTEN to and read the patient stories!!!!	3/30/2019 2:44 PM
33	Access/Parking Hub -neg Location -neg	The travel impact is unacceptable , we can currently walk to the Surgery, it is convenient the new proposals will mean we well have to travel by car, thus will add to the congestion in Dunstable. Currently if we do have to travel by car the parking is free, which it should be! The Proposal for the Hub will result in having to pay for parking. We are pensioners and the extra distance is Totally unacceptable, well have easy access to the Surgery at present at the Proposed Hub will cause us considerable difficulties. Where this has been tried before it has been total disaster, and can not see this being any different, I hope someone is going to be TOTALLY accountable for this change, if the proposals are implemented.	3/30/2019 1:55 PM
34	Access/Parking Congestion	Parking - no charges please Traffic	3/28/2019 5:43 PM
35	Access/Parking	Ease of parking as I am 85 and disabled West Street Surgery is very difficult for parking.	3/28/2019 5:02 PM
36	Access/Parking Congestion Location -neg	Nothing like as convenient as West Street as right the other side of town - not on bus route either. Boots Pharmacy in West Street would probably suffer or close too. Car journey or taxi would take a lot longer and have to get through Dunstable! NOT IN FAVOUR.	3/28/2019 4:26 PM
37	Access/Parking	Disabled parking Parking only for hub Will parking area be large enough Stop parking for library etc. bowling college	3/28/2019 3:09 PM
38	Location -neg	It only takes one minute to get to surgery. No carbon emissions. Appointments same day. What will be built nest door on surgery ground?	3/28/2019 2:59 PM
39	Access/Parking Hub -neg Location -neg	Parking-Leisure centre,bowling alley, library,theatre and wetherspoons all in that area. That area is already congested and gets particularly busy at peak times. I don't see how a bigger hub with more people is going to be an easier experience. Plus the car parks are chargeable.	3/28/2019 2:48 PM
40	Access/Parking Congestion	More traffic in Court Drive!	3/28/2019 2:48 PM
41	Access/Parking Location -neg	We will need a very large FREE car park. Will we have longer opening hours, including evenings and weekends? This location is already a very busy area of town!!! How much is this project going to cost, remembering the on-going New Leisure Centre fiasco!!! What else could this money be spent on to better benefit the community!! I suggest extra funding to further enhance the excellent L&D hospital.	3/27/2019 10:08 PM
42	Access/Parking Congestion Location -neg	There is congestion in Court Drive already especially during peak times which will increase if the hub is located where it is currently suggested. How would you ensure that more traffic to the area would not cause further disruption to the already frustrating travel through Queensway/Court Drive. It seems that there will be alack of public transport facilities/bus stops therefore not suitable for the less able. The nearest stop would be next to Asda and not every bus stops there. I am also worried about the lack of parking at the suggested location.	3/27/2019 3:02 PM
43	Access/Parking	Availability of low cost parking near the proposed location	3/27/2019 10:54 AM
44	Misc	It depends how long this project takes, age and mobility will come into the reply	3/27/2019 10:10 AM
45	Appointments Staffing	If the practices are to expand and take on more patients would it be easier for us to see a doctor or harder? Would there be more doctors taken on to cope with the increased patient numbers? It's already difficult to get an appointment at the doctors!	3/26/2019 6:16 PM

46	Access/Parking	Parking for disabled people. West Street is currently very difficult for anyone with accessibility issues because of the car park for the surgery and the free car park across the road both being on very steep slopes. I personally won't be affected but it is important that there are car parking spaces available for people attending the new Hub and that they are not used by people generally parking for the Town Centre. This will need to be enforced in some way.	3/26/2019 5:47 PM
47	Access/Parking Congestion	Parking costs? Vehicle/bike security (that area of Dunstable has a big history of bike theft!) More traffic coming into an area which is already bad enough to get in/out of - have the residents of Kingsway been consulted or informed?	3/26/2019 7:26 AM
48	Access/Parking	Availability of free parking which we have at the moment.	3/22/2019 9:35 AM
49	Hub -neg	As the CCG is currently overspent, how could it consider spending an enormous amount of money on a new build, which will disadvantage a large amount of their current case load who often choose a GP practise for ease of access. Won't the rents be too high for practises to remain there long term? How likely is it that the GP practices will remain as individuals, and not one huge practice after a little while. Surley if there will be a lot of extra housing around Houghton Regis, a large GP practice should be located in the new area.	3/21/2019 8:02 PM
50	Hub -neg	What 'brains' thought of putting this service as far away as possible from its customers? Maybe the same 'brains' who destroyed the physio service by giving it to a hedge fund to run	3/21/2019 5:14 PM
51	Access/Parking Location -neg	People try to choose a surgery on location to where they live . The proposed hub is not close to the three surgeries, so most people would find it much further to travel.	3/21/2019 5:07 PM
52	Access/Parking	My only concern is whether there will be sufficient, and free, parking for patients at the Hub	3/21/2019 4:55 PM
53	Access/Parking Location -neg	However for patients who walk and would now need to use public transport there would be an issue regarding suitable bus routes due to the proposed location being inaccessible for many. My mobility is very limited so I can only access my gp by car	3/21/2019 3:06 PM
54	Misc	Personal security at location if the opening times are extended into the evening	3/21/2019 11:02 AM
55	Hub -neg	There are many impacts with re-location and central federating of the facility. Please refer to the additional single page letter attached for all details.	3/20/2019 4:07 PM
56	Misc	Being asthmatic will not go into town to breath bus, taxi diesel fumes and all the extra cars that will be forced to drive rather than walk.	3/20/2019 3:30 PM
57	Access/Parking	Parking access	3/20/2019 3:12 PM
58	Access/Parking	Parking facilities	3/20/2019 11:59 AM
59	Access/Parking	Where are people going to park?	3/20/2019 11:31 AM
60	Access/Parking	Where it is proposed to be there will be a lot of people parking there already without the addition of the hub. Would patients need to pay? Would patients be able to park close enough?	3/20/2019 10:38 AM
61	Access/Parking	Parking situation	3/19/2019 3:46 PM
62	Access/Parking Appointments Congestion	Traffic in the middle of Dunstable, the amount of parking spaces, and the extra wait for appointments	3/19/2019 3:42 PM
63	Access/Parking	Car parking must be adequate and free of charge	3/19/2019 3:03 PM
64	Location -neg	If patients are feeling ill, the distance and convenience of the Doctors' Surgery is of the utmost importance. They would perhaps decide to go straight to the L&D Hospital with the Walk-in Surgery and all the other facilities possibly required.	3/19/2019 1:35 PM
65	Access/Parking	A large car park without charges would be needed	3/19/2019 12:02 PM
66	Access/Parking Appointments Staffing	Cost of car parking, especially if you have to guess how long you will be at the surgery (ie pay up front). Availability of car parking, Asda car park is always very busy when I have been there, and has a 3 hour time limit (free for the first hour). It is probable that you will not see the same doctor each visit as the pool of doctors will be larger. It is highly likely that it will be even harder to get an appointment as there are likely to be fewer receptionists for the patient numbers. I currently turn up on the door upto 30 minutes before the surgery doors open because it is far far far easier to do that (with free parking not in the centre of town) than it is to try to get through on the day to get an appointment via a phone call.	3/18/2019 6:16 PM

67	Access/Parking Appointments Congestion Location -neg Staffing	As a resident of Eaton Bray and 65 years of age, still able to drive, I would like to think that there will be ample FREE parking available when I visit the doctors as there is at West Street at the moment. The location is more inconvenient as which ever way I would travel to the proposed new venue it would mean negotiating traffic queues and numerous traffic lights in Dunstable (either via West Street or via High Street North). Also if I ever needed to use the bus service I would then have to walk from the bus stop near to Aldi. I have been registered with the West Street surgery since 1976 and have seen many changes during that time, some not for the best! I am assuming, of course, that living in Eaton Bray I would still remain a patient. I would hope for more same day appointments, better answering times when ringing in and a better system for waiting times when in the surgery. Longer opening hours, including weekends would also be beneficial.	3/18/2019 9:17 AM
68	Access/Parking	Parking charges, parking spaces	3/17/2019 1:55 PM
69	Access/Parking Congestion	Traffic and parking management. It's bad enough crossing Dunstable at present without the added volume of vehicles accessing and trying to park at the new leisure centre/Library.	3/17/2019 12:05 PM
70	Access/Parking Appointments Location -neg	- Stress for those patients who need to make alternative arrangements - whether due to lack of personal transport, or additional time involved to make their way from home/place of work to new location - increased cost of travelling, especially if bus services are not in place to support the move - car parking - will there be sufficient places/availability throughout the period the hub is open - will there be a charge, and how much - will there adequate security especially lighting and CCTV	3/17/2019 9:18 AM
71	Access/Parking Location -neg	There needs to be sufficient FREE car parking available for patients visiting the medical centre, this must be free as those patients who visit regularly should not be penalised for doing so and the costs can be an added pressure for those on low incomes. The location being behind GOBowling will mean that those who rely on public transport and have mobility issues will struggle to get to the centre whereas the current practices have bus stops close to the entrance to the surgeries.	3/16/2019 8:08 PM
72	Access/Parking Appointments Building design Location -neg Staffing	The chosen location is likely to be inconvenient and more expensive for many users, in terms of both access and security. In particular, there must be plentiful DEDICATED (and ideally FREE) parking space for the Health Hub as the present car park behind the bowling alley is likely to be heavily used - especially when the new leisure centre is fully operational. Given the past history of problems caused by large groups of Travellers parking on this car park, there must be robust measures in place to prevent this problem recurring or the location will become impossible. If the intention is to provide late-night appointments the same potential parking problems will arise whenever the Grove Theatre is in use. The CCG must be able to show that they have undertaken a proper survey of bus routes/times that will provide transport to and from the proposed Hub throughout all periods when the Hub is planned to be open in order to prevent a repeat of the embarrassing lack of planning/foresight that affected the wholesale relocation of the L&D Phlebotomy and Anticoagulant clinics to the Arndale centre in Luton. I know that many responders to the survey that related to that relocation raised that issue (including me) - and we were simply ignored (clearly, someone not affected by that move thought they knew better than the responders to the consultation survey), as the full relocation went ahead, only to be redesigned within a matter of weeks. This time, we really do need to see that someone in a decision-making position has actually LISTENED to the issues raised and taken them properly and fully into account - preferably before the move is implemented! Continuity of medical practitioner can be vital, what guarantees will be set up to ensure that patients can continue to consult "their" doctor without the huge delays (currently up to 4 weeks, I hear) presently being experienced by many patients when trying to book an appointment with the doctor who has been treating them recently ? If this cannot be delivered many of the proposed benefits will just be lost. This is probably less important for one-off conditions. The other side of this coin is to what extent it is intended/possible to provide a "drop-in" facility for one-off conditions, where patients may consult any doctor on duty in the drop-in unit?	3/16/2019 6:36 PM
73	Access/Parking Location -neg	I can easily walk now but the new location is much further so I may have a get a taxi	3/16/2019 4:06 PM
74	Access/Parking	Will there be sufficient parking for the centre staff & the volume of patients arriving at one centre	3/16/2019 1:44 PM
75	Access/Parking Location -neg	The proposed area for the new health hub is in a slightly awkward place. Parking and accessibility might be an issue.	3/15/2019 2:17 AM
76	Misc	Hotspot for travelers	3/14/2019 9:00 PM

77	Access/Parking	Think a bus service to that area would be helpful	3/14/2019 12:32 PM
78	Access/Parking Congestion	Densely congested part of Dunstable made even worse as West Street, Church Street junction will be more of a nightmare. How can this area cope with the extra traffic?	3/14/2019 12:18 PM
79	Access/Parking	Paying to park	3/14/2019 9:55 AM
80	Access/Parking	Free parking otherwise it's another cost on top of the cost of travel.	3/14/2019 9:05 AM
81	Access/Parking	Must be a car park	3/14/2019 4:10 AM
82	Access/Parking	As long as there is adequate parking, I am happy to travel as I normally attend straight from work	3/13/2019 10:12 PM
83	Access/Parking	will a charge be made for parking?	3/13/2019 9:06 PM
84	Misc	You won't consider what people say the hub will happen end of	3/13/2019 8:40 PM
85	Access/Parking Congestion Location -neg	Doctors surgeries are generally selected for convenient locations and being close to patients homes. The proposed location will cause many patients to have to drive, potentially paying for parking, use public transport (which is often running late and may cause people to be late for appointments) or travel by taxi (again costing more money). There are already issues with traffic in Dunstable without adding another major 'destination' in the middle of town where the infrastructure is unlikely to be able to accommodate it. If free parking is provided for the health hub it is likely to be used by people visiting the leisure centre so there is a good chance any parking would come with a cost - if no new parking is provided the current car parks will often be full.	3/13/2019 8:31 PM
86	Access/Parking Congestion	Concerns around losing leisure facilities such as skate park and football five a side pitches. Concerns 're increased traffic in an area that is ready congested and parking may be a problem. Concerns for those that do not have transport particularly on the south side of Dunstable as bus services around the Old Hill estate are limited.	3/13/2019 8:28 PM
87	Access/Parking Congestion Location -neg	Due to the poor road layout in and around Court Drive, there have been many occasions of people getting stuck in their cars inside Asda car park. The proposal to potentially triple the traffic there at any given time seems ludicrous. I appreciate that not all the tens of thousands of patients who are registered at these three surgeries will be attending the hub at the same time, but the more services you include at the centre the greater the stress on the road infrastructure on that part of the town. For me personally, I either walk to the surgery or drive and park at the St Mary's short stay car park if it is an appointment for my child when he is ill. This will not be a possibility at the Hub location. The need for parking provision is going to be near impossible to predict, and I feel that many people will object to paying for parking to attend their surgery.	3/13/2019 8:27 PM
88	Access/Parking	The car park will need to be big enough to support all patients attending their appointments or multiple appointments and not allow business visitors, shoppers, theatre/pub goers or college/uni students and lecturers to use it as an extra car park.	3/13/2019 8:16 PM
89	Access/Parking	My daughter currently goes once a month to the nurse for an ongoing condition. We would not be able to walk there from school and then home again. I would need to drive and find somewhere to park. I would probably have to pay for parking as all the car parks in that area charge. It would also cause great anxiety if the doctor or nurse was running late as I would be worried the car park charge would run out!	3/13/2019 8:08 PM
90	Access/Parking	Parking cost.	3/13/2019 7:44 PM
91	Access/Parking	Parking facilities	3/13/2019 7:33 PM
92	Congestion	Dunstable Town is highly congested as it is, with a hub in the centre, traffic congestion would surely increase	3/13/2019 4:23 PM
93	Access/Parking	Parking Congestion	3/13/2019 4:11 PM
94	Access/Parking	The distance from busses in high street bus stops to hub centre for elderly people. People that go by car at the moment as we get older we will not be able to drive and busses are not reliable and stop running in the afternoon this will be a bit problem to a lot of people.	3/13/2019 2:43 PM
95	Congestion	New hub is too far to walk - negative impact on my health. Having to use a car increases pollution. The position of hub appears to suffer from traffic congestion at present - this would only get worse - further increasing pollution.	3/13/2019 10:28 AM

96	Access/Parking	Car parking availability/car parking restrictions for patients who drive. Safety or the elderly feeling unsafe during dark evenings if area around hub will be secluded.	3/12/2019 10:52 PM
97	Access/Parking Congestion	At the moment I can walk to West St surgery, I might not be able to walk to the proposed new site which would mean driving or getting a taxi. The road access to the proposed site is inadequate, Court Drive and the Go Bowling and Theatre car parks access is not suitable for the amount of traffic now and would not cope with more. The proposed site would fragment the town centre further, redevelopment of some of the failing central retail sites would be better and there is already a transport network in place.	3/12/2019 5:13 PM
98	Access/Parking	Availability of ample free parking. Possibility of getting there by public transport from the residential areas served by the current practices.	3/12/2019 12:16 PM
99	Congestion	Getting through Dunstable Town Centre is difficult enough now, more traffic pollution is bad for everyone.	3/12/2019 11:02 AM
100	Misc	Dental health is needed	3/12/2019 10:09 AM
101	Access/Parking Congestion	Congestion in the area. Not easily accessed. Further to go and having to travel through the town centre and will take much more time	3/11/2019 7:20 PM
102	Access/Parking	Free parking currently - how will this work in town centre, will have to get through town to get to Doctors	3/11/2019 2:20 PM
103	Appointments Staffing	Will a larger practice mean we have even less chance of seeing a named dr. At present we often have to wait weeks to see a particular dr.	3/11/2019 1:10 PM
104	Access/Parking	At present there is a 2 hour free parking facility close to West St. surgery which needs to be maintained at the new Hub. Also there is a frequent bus service close to the present surgery. The new Hub requires a short walk which may be inconvenient for many older patients who will be the most users of the service. A free car park is most essential.	3/10/2019 5:22 PM
105	Access/Parking	As there will be more patients because of the combination of 3 surgeries and the proposed influx of new people, where will they park and will they have to pay charges? As there will be more staff where will they park and will they take up patient spaces? If different types of patients are directed to the hub will the resulting queue of ambulances impinge on current patient parking spaces? Access to the hub via the 'new' road system will be difficult.	3/10/2019 5:01 PM
106	Access/Parking Congestion	The traffic and parking congestion in that area especially around the college and when the new leisure centre opens	3/10/2019 10:36 AM
107	Access/Parking	The nearest bus stop is next to Asda. The existing pathway for pedestrians to reach the proposed new centre is uneven and difficult to navigate with cars passing on their way to the Grove theatre and GObowling. This needs substantial improvement for the safety of those walking to the new Hub	3/9/2019 5:01 PM
108	Access/Parking Congestion Location -neg	As I currently walk to the GP, this will double the walking time to 30 +mins so is impractical to walk Please ensure there is enough car parking as this will add large numbers of staff into the building before you even get service users arriving. There will need to be a drop off point close to the entrance to drop off older/less mobile people. This is not a convenient area of the town for most people and the exit to get back onto the main road could easily get blocked up. Has the impact of the theatre during matinees/school holiday times and when the leisure centre is open been considered for once the hub is operational? (during holiday time there will be more leisure centre users there and more films at the theatre aimed at children). The library will be in the leisure centre too which is likely to add to the parking requirements. Will buses be relocated to drop off outside the hub? If someone can't walk very far, the walk from the ASDA bus stop to the hub is not a short one. This is really the back of the town centre and not convenient for many people - why wasn't a more central location sought?	3/9/2019 2:27 PM
109	Access/Parking	The nearest bus stop is next to Asda. The existing pathway for pedestrians to reach the proposed new centre is uneven and difficult to navigate with cars passing on their way to the Grove theatre and GObowling. This needs substantial improvement for the safety of those walking to the new Hub	3/9/2019 12:21 PM

110	Access/Parking Hub +Pos Car parking! We would have to travel by car across central Dunstable to reach the location, from our home in Studham. Adequate car parking would be crucial for people like us who have to travel some distance. Parking for those legitimately using the health hub should be free, and there would need to be a method of preventing people who were not using the hub from parking there. I am basically in favour of the hub, but have real concerns about parking problems if it is to be a large facility providing many different services. These parking problems would escalate over time if more and more patients became registered at the hub.	3/8/2019 8:43 PM
111	Access/Parking PARKING CHARGES. Turn the car park into a free car park.	3/7/2019 9:11 PM
112	Congestion if the surgery moved there would always be a lot more traffic around the new area. Buses are not regular, without a car it would take ages to walk to the surgery. In west street the doctor's and nurses do a fantastic job, looking after our health. They are brilliant.	3/7/2019 6:21 PM
113	Access/Parking Congestion Heavy traffic in that area will make it difficult to get to appointments on time. West street surgery is brilliant, all the doctors and nurses do a fantastic job, making sure we stay healthy. The only problem is lack of parking spaces behind the surgery. I dread parking up the slope opposite the doctor's surgery.	3/7/2019 6:08 PM
114	Misc Is there going to be a pharmacy on site?	3/7/2019 4:03 PM
115	Access/Parking Location -neg It's not going to be local, it will be much more difficult to get there as it's far to far out of the way. Not on a bus route, from this side of town. No option but to walk & for the less able not easily accessible.	3/7/2019 3:41 PM
116	Hub -neg NOT a good idea removing local surgeries. They are part of the community and conveniently located.	3/7/2019 2:59 PM
117	Access/Parking The location and impact will depend on whether or not a parking charge will be implemented when you attend the hub. I would also have a concern about the parking as Dunstable is often used for parking their car to travel by bus to London so any free parking places around the town are often taken from early in the morning and used all day.	3/7/2019 1:09 PM
118	Access/Parking What is going to be the policy on car parking? We know the NHS and Central Beds Council are greedy regarding the charges they levy for parking and see it as an income generator. Are you going to charge for car parking for surgery visits? If so how much? What will be the policy on 'overstaying' How large will the car park be?	3/6/2019 5:44 PM
119	Access/Parking Ideally I would travel by bus (61) but the service timetable rarely suits the appointment time (getting to the surgery and returning home therefrom) plus buses only run at extended intervals ie every 90 minutes or more. Until the recent change in provider the service was very unreliable - I do not know if it has improved (but I would not wish to take the risk of a missed appointment). As a result I use a car and consequently there would need to be sufficient parking without having to resort to using Asda or Bowling car park. Parking should be free of charge. The length of visits cannot be calculated in advance and therefore any system requiring payment in advance could lead to patients overpaying in order to avoid any overstay fine, or getting a fine.	3/6/2019 4:58 PM
120	Access/Parking Convenience of location depends on parking. West Street surgery has a free two hour carpark opposite for if the doctors carpark is full. Parking is essential for user of this new hub	3/6/2019 4:11 PM
121	Access/Parking Buses for the Langdale estate as if the surgery is moving buses stop at 2pm how will people get home as a cost of taxi locally is too high for such short travel	3/6/2019 12:36 PM
122	Access/Parking You need to think about people who do not drive and are currently at surgeries close to their homes. Also parking, will there be parking, will we have to pay for it? I hope not.	3/6/2019 12:34 PM
123	Hub -neg losing very important personnel touch with my regular GP who knows the history of my health as an individual and can make a more educated and knowledgeable assessment of my health requirements when needed as opposed to being absorbed into a totally impersonal healthcare vacuum.	3/6/2019 11:27 AM
124	Appointments Primarily the ease and speed with which access can be gained to health professionals. Currently it is almost impossible to get a "doctor's appointment" - even when there is a pressing need. Unless you are able to increase the number of doctors etc operating at the Hub then simply moving surgeries to a new location will not solve the difficulties patients face. You will be wasting money and increasing difficulties for many patients. Perhaps simply increasing the number of doctors operating at the various surgeries might be a better way forward rather than trying to reinvent the wheel.	3/6/2019 10:40 AM

125	Congestion Location -neg	In my opinion, the location of this new hub would be a complete nightmare to get to by car. The reason I say this is because the traffic through Dunstable is a nightmare most of the time, the congestion is crazy at rush hour. I also believe that the reason why people go to other surgeries is purely based on their current locations more than anything else. I, for one would not be happy with this location and I believe a better place would be where it was originally suggested would be down Brewers Hill Road. If not there, then somewhere on a regular bus route out of the actual town centre. I believe that appointments could easily be missed or people getting delayed because of the traffic congestion.	3/6/2019 10:15 AM
126	Access/Parking	Currently I can easily walk to the surgery, but as I get older I expect doing so will become more difficult; especially if it is located within the town centre.	3/5/2019 7:09 PM
127	Access/Parking	There needs to be sufficient free parking to users of the health care hub, which is monitored to prevent anyone not using the hub taking up the free spaces.	3/5/2019 10:28 AM
128	Access/Parking	Whether there will be free parking at the new hub and whether there will be the taking of bloods at the hub	3/5/2019 10:05 AM
129	Football Pitches	I think that the astro turf pitches should not be removed for this site. With so few diversionary opportunities for young people, losing a site that promotes a free and healthy activity would be a big loss to the community. Diversionary tactics improve ASB and there is so much more that could be done with the site. I live in the gated community overlooking the astro turf and there are groups of young people playing football and doing workouts on it every single day, even late into the evenings. They are never destructive, they are never just "hanging around" mindlessly, they are playing football and other sports. I think to lose this would be a loss and some consideration should be given to this when choosing a location.	3/5/2019 9:05 AM
130	Access/Parking	Exactly where behind GObowling would the new Hub be? Currently there is a car park and artificial football pitches, neither of which should be impacted, removed or reduced in space. In fact additional car parking would be required as that car park services The Grove theatre, GObowling and the leisure centre once it reopens. Car parking spaces at doctors' surgeries are always very hard to get so extra car parking would be needed.	3/4/2019 10:37 PM
131	Hub -neg Location -neg	I'm concerned about those with difficulties including mobility and learning difficulties. I work as a support worker as well as being a patient at this surgery and I'm concerned that the location is not appropriate for those who require extra support to get to places. By having all services in one place, you are limiting those who can access the service. By saying that it will integrate a range of services, this I do not believe will help as multi-agency working is efficient due to communication between teams, not because they're in one building. For those with additional needs, they may refuse to go to this new building as they may associate it with another form of medical procedure. For example, if they go there for a blood test but hate needles but then need to attend therapy there it will be extremely difficult to get an individual to attend due to the association of the centre with needles. This currently is not a problem due to different services in different buildings.	3/4/2019 8:36 PM
132	Access/Parking	Free parking is necessary.	3/4/2019 5:46 PM
133	Access/Parking Congestion	Traffic. Parking Why not use the old library. Courthouse. Easier access Someone suggested Asda carpark It's a nightmare	3/4/2019 1:45 PM
134	Access/Parking Congestion	Not on a bus route, not local, not accessible by car as Dunstable town centre already congested enough. Much further walking for anyone less mobile.	3/4/2019 1:21 PM
135	Access/Parking	My doctors surgery has free parking. Will parking be free for patients at the new hub? If not patients will complain about paying to park. ~If you offer free parking how will you stop residents of The Parklands and the properties on the old Ashton Middle site parking in the patients spaces? These residents currently park in Crabtree Way and Printers Way and if you have unrestricted free parking for the new hub these residents will park there	3/4/2019 11:19 AM
136	Access/Parking	plenty of parking needs to be available, currently free at west street surgery or opposite in carpark. how will disabled and poorly people get to behind go bowling?? when you have sick children or are ill yourself you don't need the extra hassle of checking for coins and trying to pay and display.	3/4/2019 10:25 AM

137	Congestion Its going to be in the town centre, a congested area around the leisure centre and ASDA at the best of times, then if three surgery's have patients convening at one point, increased traffic. Plus these additional services, more traffic. Then another reason you state for building this is to accommodate the new people from north of Dunstable, more traffic. The new estate should have an area committed to public services that could provide a local convenience store, dentist, doctors. This hub might be good for providing the services the surgery's cannot provide in their current spaces, or a new surgery, and for putting the services together, but don't add the new housing estate people to the existing surgery's that currently struggle to serve their current patients (going on trying to get appointments when you most need them, can't just call to see the doctor, got to make that decision at 8am or 12pm and keep hitting redial until you get through, might not get an appointment but not sick enough for A&E). And don't put all the surgery's together. It could be a referral point with a new surgery for the services not provided so you would contact them if you're receiving treatment from them, but leave the existing ones alone.	3/4/2019 9:52 AM
138	Access/Parking I'm 82 and there is no bus from where I live south Dunstable is very badly covered by public transport would there be arrangements made with the bus company to cover patients needs to get to the new hub	3/3/2019 4:09 PM
139	Location -neg Should be built on heath centre site in the town center, location is not in town centre	3/3/2019 2:50 PM
140	Access/Parking Further away from house. Town centre congestion. If unable to drive cost of taxi. No buses available. More risk of infection with larger numbers of people. Is parking going to be free, accessible and adequate.	3/3/2019 2:14 PM
141	Access/Parking Further away from house. Town centre congestion. If unable to drive cost of taxi. No buses available. More risk of infection with larger numbers of people. Is parking going to be free, accessible and adequate.	3/3/2019 2:10 PM
142	Access/Parking Further away from house. Town centre congestion. If unable to drive cost of taxi. No buses available. More risk of infection with larger numbers of people. Is parking going to be free, accessible and adequate.	3/3/2019 2:08 PM
143	Access/Parking plenty of parking	3/3/2019 1:20 PM
144	Access/Parking Need sufficient car parking and no parking charges	3/3/2019 12:09 PM
145	Misc As we grow older, there might be a bigger impact in time.	3/3/2019 12:06 PM
146	Access/Parking Will we now have to pay to visit the doctors surgery? At the moment I can walk there or go by car and park for free.	3/3/2019 10:08 AM
147	Hub -neg Terrible idea	3/2/2019 11:07 PM
148	Access/Parking Essential it is located next or near to bus stops/busway serving all of local area	3/2/2019 8:59 PM
149	Access/Parking That you will be taking away a large area used by the young people of dunstable. There is already a lack of useable space as parks are considered anti-social. Growing up here was hard enough before all the open areas were taken over by housing estates and do gooders. Think of the impact on the younger people.	3/2/2019 7:41 PM
150	Hub -neg I am always concerned when I see charities listed as service providers I feel that you will take the patient funding using it as you see fit there will be winning and the losers will get left behind charity cases	3/2/2019 6:03 PM
151	Access/Parking Parking and pollution	3/2/2019 4:01 PM
152	Access/Parking Ensure there is plenty of free parking facilities for patients of the surgeries, taking into account the increased usage of the hub	3/2/2019 3:24 PM
153	Access/Parking Appointments Building design Hub +Pos I am elderly nearly 90 with limited mobility so a bus stop from weatherby area of Dunstable direct to a bus stop directly outside would be fantastic, as currently I have to get two different buses and change bus in town. Plenty of seating Plenty of public toilets Lots of his so appointments are easier to book	3/2/2019 1:25 PM
154	Access/Parking Yes it is a bottle neck with asda and the leisure centre, college, and Gym, Bowling alley and residential housing all on the same road, people parking for the Theatre right next the the new health hub coaches dropping people off, couldnt be in a worse place. Where would the entrane be for this HUB? on a roundabout at the end of the road before you have to turn into the car park for the Grove or would you have to drive into the Grove car park to get to it?	3/2/2019 1:03 PM

155	Access/Parking	The distance between pharmacy and surgery will now be greater for me, a lot of people may have to find new pharmacies.	3/2/2019 12:55 PM
156	Location -neg	People would have to travel a further distance, its unfair to those who are unable to do so. Closing west street & kirby surgery would negatively impact the 2 small local pharmacies located that end of town as patients are no longer across the road from them so they will seek those closer to the new surgery and not come back up the other end just to use them, asda would benefit from more patients as it is the closest pharmacy to the purposed surgery, however boots west street would loose out greatly with it being the furthest away. Local pharmacies rely on the location on the surgeries to build a patient base. The move would simply put them at risk of going out of business.	3/2/2019 12:47 PM
157	Hub +Pos Hub -neg	While integration of services may be a good idea one can't help to think that an integrated hub will is just a junior version of the L&D - why waste money developing this when investment into the l&d would probably be a more vist effective solution. What reasons do the council have for this development.	3/2/2019 12:37 PM
158	Access/Parking	Looking to the future do you visualise that other travel and distance problems could manifest themselves ie a degenerative disease.	3/2/2019 12:29 PM
159	Access/Parking	PARKING!!!! Make sure there is MORE than enough and make it FREE.	3/2/2019 12:13 PM
160	Access/Parking	Parking facilities. Currently parking can be an issue at peak times and if more patients will be congregating at one place this will be even more important. If in walking distance for patients this could be alleviated, however most people go to doctors then on to work or school and would therefore use their cars.	3/2/2019 11:33 AM
161	Access/Parking	Enough free parking spaces for appointment slots. Enough appointments for patients especially same day appointments. Evening and weekend appointments required. Enough doctors so that patients are not constanltle seeing locums	3/1/2019 10:23 PM
162	Access/Parking	Any car parking needs to be free of charge	3/1/2019 10:18 PM
163	Access/Parking	Sufficient free parking. (Will the new hub be part built on the existing car park behind Go Bowling) The new Leisure centre now includes CAB and adult, social care and library and the council hopes for an increase in the number of visits. The adjacent college also has a recently opened gym again hoping for more visitors so could this cause a car parking problem. The bus stops could be too far away for elderly patients and those unable to walk. Additional ambulances or taxi's would have to bring and take them from the Hub. If it expected to provide services for those new houses being proposed to the north of Dunstable again it would be bringing in more vehicles to the town centre, having just got the HGV vehicles out of the town and reducing road widths.	3/1/2019 9:44 PM
164	Access/Parking	Currently there is free parking at West Street surgery either on site or opposite. Will there be a cost to parking? A lot more people will need to drive to get to new Hub	3/1/2019 9:32 PM
165	Congestion	As I drive, usually, the road system being updated in Dunstable may have a negative impact on visiting the new surgery. Especially if they do restrict traffic in Queensway.	3/1/2019 7:33 PM
166	Access/Parking	Having enough car parking spaces available	3/1/2019 4:35 PM
167	Access/Parking	Parking needs to be plentiful and free and specifically for patients only	3/1/2019 2:26 PM
168	Access/Parking Congestion	Parking will be a major issue. The time it would take to get there and park if there are any parking spaces would be greater and less flexible as it is now. Parking also needs to be of nil cost. To do that how will parking be policed. We have lots of issues in that area with the travelling community. No one will want to travel and park behind the go bowling area. The court drive area often is grid locked with traffic. We have always received excellent service from the West Street Surgery and I feel this will be compromised in a bigger hub with several surgeries in one place.	3/1/2019 2:03 PM
169	Access/Parking	Designated FREE parking for patients.	3/1/2019 12:52 PM
170	Access/Parking Congestion	Parking facilities including cost. Increased traffic in town centre.	3/1/2019 12:36 PM
171	Access/Parking	Parking could be a problem if people other than patients try to park while shopping in town. I think some sort of restrictions should be in place. Not sure how this could implemented	3/1/2019 12:23 PM
172	Access/Parking	Parking. The right number and quality of staff to deal with the increased numbers.	3/1/2019 11:32 AM

173	Access/Parking	car parking building should be large enough to allow for further expansion of the town	3/1/2019 10:53 AM
174	Access/Parking Hub -neg	My grandfather is nearly 90 and where his surgery now is easily assessable as it is in a central location. He knows where it is and his happy to go on his own. Moving the surgery creates upheaval, costs as there is no bus service from where he lives and he cannot walk to far. The only pharmacy local is Asda which struggles with the high volume of usage as it is. He will be lost in the larger system and people of his generation deserve better than that. The bigger service does not guarantee that he will receive s better standard of care especially if he can't get there.	3/1/2019 9:45 AM
175	Access/Parking	I am concerned about people who walk to both Kirby Road and West Street surgeries as they both serve local communities. Elderly patients may find the local harder to access.	3/1/2019 7:01 AM
176	Access/Parking	Potentially to be more difficult to get an appointment with a GP which is already difficult for someone who works full time. Parking provision and cost	3/1/2019 12:10 AM
177	Access/Parking	This would mean traveling a lot further to my gp and attend a much busier centre which is not good for me as I do not cope well with crowds. It also means that the pharmacy I use would not be as convenient to the hub. It's just inconvenient all around.	2/28/2019 9:25 PM
178	Access/Parking Staffing	I would be concerned that a large combined centre would be less personal and therefore less reassuring. I enjoy seeing MY doctor and do not want to loss the benefit of having a doctor that knows me and that I have confidence in.	2/28/2019 9:23 PM
179	Access/Parking	This proposed location for the hub is a long way from West Street and getting there by public transport is very difficult.	2/28/2019 9:19 PM
180	Access/Parking	Adequate car parking	2/28/2019 7:52 PM
181	Access/Parking	The environment and impact on travel times across Dunstable plus air pollution	2/28/2019 7:47 PM
182	Access/Parking	The building will not be situated reasonably close to the town centre which means that patients, especially elderly ones, who live in the West of Dunstable, will have to travel to the new building.	2/28/2019 7:44 PM
183	Access/Parking	Road access & parking	2/28/2019 5:50 PM
184	Access/Parking Congestion	Road access - area is already very congested and will, shortly, have Asda, New Library & Leisure Centre and Grove Theatre all using just two roads. If the hub is based at the same site the road system will not cope to the detriment of the institutions listed above.	2/28/2019 5:47 PM
185	Access/Parking	How much car parking will there be and will there be a charge? If no change how can you stop shoppers etc. parking and if a charge how much?	2/28/2019 5:44 PM
186	Access/Parking	needs adequate parking. Underground carpark?	2/28/2019 5:18 PM
187	Access/Parking	Parking charges for visitors by car so local streets are not used for parking.	2/28/2019 5:06 PM
188	Access/Parking	Parking ?	2/28/2019 4:56 PM
189	Access/Parking Location -neg	There are a lot of elderly people living on the oldhill estate, the buses are 1 an hour until 2pm. that is the last bus from the town. I also do not consider it in the Town Centre.	2/28/2019 4:30 PM
190	Access/Parking	Will parking be free and how will you ensure there are spaces for patients visiting the hub not for people shopping. Will there be enough staff parking spaces?	2/28/2019 4:21 PM
191	Access/Parking	Parking free for disabled drivers	2/28/2019 4:17 PM
192	Congestion	Not central and not easily accessible by public transport by vast majority of Dunstable residents also will be difficult to access by patients own transport during rush hour due to the amount of traffic trying to exit and enter the Woodside estate.	2/28/2019 3:58 PM
193	Access/Parking	Adequate Parking nearby at reasonable cost Preferable reserved for Patients.	2/28/2019 3:50 PM
194	Access/Parking	More people needing to drive to the service. Must ensure adequate parking facilities	2/28/2019 3:37 PM
195	Access/Parking	car parking ,with more services will need larger car parks and more disabled parking spaces, and free parking. A bus stop nearer than Asda. A late night emergency facility	2/28/2019 3:31 PM

196	Misc	A in house pharmacy would be good as currently there is one across the road - what will happen to the jobs of the current doctors and pharmacists at the local Boots and at West Street? Does this mean they will be without a job?	2/28/2019 1:48 PM
197	Access/Parking	Must be free off street parking	2/28/2019 12:20 PM
198	Access/Parking	at this time the buases in meadway have stoped runniing to asda ,to far to walk from church st. to much paine in my legs i will needa bus from spoon dell - cemertery lane bus stop to asda i can't aford taxis in both directions. yours faithfully [REDACTED]	2/28/2019 6:38 AM
199	Access/Parking	I can walk ar the moment the 1.25 miles. If health deteriorates and I was not able to walk or drive I would have to get a taxi as There is not an adequate bus service.	2/27/2019 9:25 PM
200	Access/Parking	Minor negative points (that's just the way it is). Please just make sure there is place to park (FOR FREE!) for the volume anticipated not just in 2021 but 2031!	2/27/2019 8:47 PM
201	Access/Parking	Congestion Increase in traffic in the area and adequacy of parking spaces	2/27/2019 8:39 PM
202	Misc	None	2/27/2019 8:10 PM
203	Access/Parking	Considering the present road congestion in Dunstable and the difficult of elderly people getting access to a surgery this is a crazy idea. Money should be spent on creating more local easily accessible surgeries away from the centre where people live not bringing everyone, including cars into the already congested centre of Dunstable. Next thing all the chemists will disappear into a central hub chemist. The current West St Surgery is ideal, easily accessible and free parking immediately behind the surgery.	2/27/2019 7:53 PM
204	Access/Parking	Hopefully the new location will provide more parking especially for those of limited physical ability.	2/27/2019 7:45 PM
205	Congestion	Town centre traffic	2/27/2019 7:11 PM
206	Access/Parking	Parking (free parking at West Street Surgery). Location of nearest pharmacy (1 nearly opposite West St Surgery). Disorientation/ unfamiliarity with location & facilities & admin.	2/27/2019 6:39 PM
207	Hub -neg	We strongly feel that the individual surgeries should be improved, our surgery cannot maintain a full compliment of full time Doctors. Services are being eroded through lack of funding and the pressure of administration, and the onerous amount of paperwork expected and generated by the government and organisations such as the CCG. Doctors time is constantly diminishing from their primary task which is serving patients, what are you doing to recruit Doctors to general practice this is the main source of the problem. Layers of bureaucracy does not allow for a positive impact when front line services are constantly under such pressure. The complete travesty of moving the blood testing service is an example of how wrong you can be when 'planning' a new service. blood testing should be able to take place at your GP's practice this should be standard practice. I believe that this Hub will be a cost cutting project. If you put the money into our existing surgeries it would allow them to implement many positive changes that could revolutionise our GP surgeries	2/27/2019 6:38 PM
208	Access/Parking	Coordinating appointments with bus timetables is already difficult. The appalling 34 bus service needs to be looked at closely.	2/27/2019 6:15 PM
209	Access/Parking	Congestion Traffic in Dunstable town centre causes delays, especially along West Street. Will there be adequate parking at the Hub, preferably FOC.	2/27/2019 5:57 PM
210	Access/Parking	Whether there will be adequate free parking on site. I live very close and would be negatively affected if people parked on my estate in order to access the site if payment was required to park. Currently my surgery (West St) has 2 nearby free car parks, and priory has a number of free spaces (although not enough) so if you are expecting all 3 surgeries as well as the additional patients the new housing will bring to use the car parks this needs to be a top consideration.	2/27/2019 5:43 PM
211	Access/Parking	Will there be free parking or a bus from west or south west Dunstable	2/27/2019 5:24 PM
212	Access/Parking	Congestion That is a terrible place to put a new hub, the traffic and access to that area is bad enough now with the leisure centre closed, it will be horrific trying to get there through the traffic and where would people park? Also a larger facility will ALWAYS be less personal and friendly. I say this from experience of something similar from my ole go surgery which is one of the reasons I left it	2/27/2019 5:18 PM

213	Access/Parking The amount of people to answer the phones WILL BE underestimated. Parking WILL BE a problem. Consistency of patient care WILL inevitably decline With potentially devastating consequences. Patients with mental health issues and children in the same waiting room will impact on the children. THE ABOVE STATEMENTS ARE TRUE AND COME FROM A PLACE OF HAVING BEEN ON THE RECEIVING END OF THE DIASTER THAT OCCURED WHEN THE SAME 'HUB' CONCEPT WAS ADOPTED IN ANOTHER AREA. PLEASE DO NOT ALLOW THIS TO HAPPEN AS THE REALITY IS PROVED TO BE A DISASTER. YOUR CONSULTATION SHOULD BE WITH THOSE PATIENTS WHO HAVE ALREADY HAD THIS IMPOSED UPON THEM. PATIENTS IN THIS AREA MAY AGREE TO THE CONCEPT BUT IT DOES NOT WORK	2/27/2019 3:51 PM
214	Hub -neg I have a personal doctor patient relationship with my GP. I have both physical and mental health problems so things are not always easy and going over circumstances to explain to new doctors awkward. The CQC might deem my surgery as in adequate but I deem this one size fits all also inadequate. I have experienced this kind of med center approach with relatives in wales and Bedford and have found it very impersonal and uncaring which is not what health should be. Progress is not progress if it does not meet the needs of the individual. Our mental health system down here is terrible and I chose to leave it and go under the care of my doctor who is far superior to this one size fits all approach. My children although now grown up are also under this surgery. One of them is a nurse and would tell me if things were not right but I have heard no such concern frankly. I will be writing to my mp and making sure a petition is set up against this. I feel very sorry for our doctors who provide an excellent service under a lot of pressure. Your question at 4. is ambiguous and misleading you need to rephrase this questionnaire. I object I object and I object. I have a research degree so I know what I am talking about. This makes me very cross as this approach is concerning misleading and controlling. No matter what is said no doubt these changes will be made anyway.	2/27/2019 3:26 PM
215	Access/Parking I am wondering if there will be a free car park at the new hub?	2/27/2019 3:10 PM
216	Access/Parking Adequate parking!	2/27/2019 2:51 PM
217	Access/Parking Parking of vehicles for patients Would be advantageous for bus link stop, so patient can use bus link which appears to run close by to the land proposed	2/27/2019 2:35 PM
218	Congestion Time of travel. A return trip to a Hub near Go Bowling would take double the amount of time than travelling to West St Surgery. Negative impact to Dunstable Town Centre due to increased traffic having to go through the centre because you are moving two practices on the west side of Dunstable to a single site on the East of the A5. The result would be no GP surgeries in Dunstable to the West of the A5. How does that serve your stated aim of patient access?	2/27/2019 2:17 PM
219	Access/Parking If patients from out of town need to go further from home if you have no other form of transport other than the bus then the buses need to be taken to the hub especially for elderly or disabled children and disabled elderly patients. No good building a hub on the outskirts of town if you have trouble walking the bus would need to be taken to the hub and back at times of the appointments, a bus at 8am in the morning for a 8.30 appointment. In Whipsnade at the moment you cannot do this.	2/27/2019 2:11 PM
220	Misc No	2/27/2019 1:18 PM
221	Access/Parking Proper crossing facilities as current arrangement for buses is dangerous. Control for car park if free as could be used by other locals and guided busway users.	2/27/2019 1:01 PM
222	Access/Parking Car park needs to be for patients only with maybe barrier or some form of control. Could be abused if free by other facilities in the area and guided busway users.	2/27/2019 12:49 PM
223	Congestion Additional time will also be incurred due to frequently heavy town centre traffic especially at peak times which will involve allowing much longer for my journey to appointments as well as increasing congestion and pollution.	2/27/2019 11:14 AM
224	Access/Parking Parking at West Street Surgery is free for patients and staff and has a CBC free car park opposite. There is no free parking available at the proposed location this is effectively a charge to see that doctor. It also affect the wages of staff, who already on close to the minimum wage. There are no buses available to Court Drive. SW or SE Dunstable, the closest stop would be on Church Street, a considerable distance from Go Bowling. From the NE and NW the nearest stop would be High Street North. It is inevitable that the elderly will require taxis, community transport or cars.	2/22/2019 6:05 PM
225	Access/Parking 1hour free parking as being charged to park is a massive negative.	2/20/2019 12:51 PM

226	Access/Parking Congestion Parking. Unless the bus routes are changed, this would still be a challenging distance for some bus-riders to get to from the stops already in place, especially if services for older people/physical disabilities are there. Town Centre is already VERY busy around that area, and with a hub there, this will increase the traffic around Asda. Although a central hub is potentially a good idea, the potential area is close to bus routes, and I realise that space in Dunstable is limited, not certain this will be a positive impact on the traffic without changing the current system to bus and access only. Notoriously a secluded and unpleasant area which puts me, personally, off going to the bowling rink already. However, positively, more activity from customers could deter unwanted loiterers.	2/20/2019 9:38 AM
227	Access/Parking Parking. Being in the town centre, unless plenty of parking is provided for staff and patients there will be no off street parking near by.	2/14/2019 8:53 AM
228	Access/Parking Availability of standard parking.	2/13/2019 3:27 AM
229	Access/Parking Currently there is sufficient free parking for West Street Surgery. There needs to be sufficient FREE parking at the new location to cater for this and avoid adding cost to people getting medical help. As the new location is within the town centre and near the new leisure centre, it could easily be filled with people parking to use that facility rather than the medical ones. I believe some mechanism for free parking (maybe a ticket issued at an entry barrier stamped at a machine inside the new hub) could be added to prevent or significantly reduce misuse whilst still allowing ample free parking for people attending the hub.	2/11/2019 6:08 PM

Q9 Is there anything else we should take into consideration?

Answered: 238 Skipped: 149

#	RESPONSES	DATE
1	Appt mgt/hours Yes getting more telephone lines installed, by the time I get through all the appointments have gone either make it easier also not everyone has a laptop, only a few of the doctors are online why cant you have all doctors & practice nurses on the internet as well I find it very frustrating at times.	4/16/2019 10:16 AM
2	Seperate GP services Rather than catering for an anticipated increase in population your proposal is simply moving three G.P surgeries away from one region to another. The hub would be beneficial to our town, but needs to be additional to our present medical services. Moving the three nominated G.P surgeries will leave Dunstable severely depleted for services within reach for elderly and disabled people.	4/11/2019 2:16 PM
3	Range of services I assume a phlebotomy service will be offered, but it is essential the specimens are transported to the pathology laboratory in a timely manner and suitable preserved specimens need to be in the lab before they are 2 hours old to give the most accurate results	4/9/2019 3:44 PM
4	Congestion Public Transport How busy I will be and roads are crowded round that area now. Would there be buses to get there for people without cars.	4/8/2019 4:18 PM
5	Hub -Neg Location I would like to say how dismayed I am that this poiece of "green space" is being destroyed. There's hardly any of the original gardens left	4/8/2019 12:06 PM
6	Appt mgt/hours Staffing It is very hard to get an appointment it see a GP for non urgent consultation, we need more doctors, especially with all the new housing being built. Our doctors are run off their feet and deserve better.	4/8/2019 11:46 AM
7	Appt mgt/hours Will this make it easier and quicker to access an appointment with the GP's?	4/7/2019 10:51 PM
8	Appt mgt/hours Clarify whether we will still be registered with the West Street GPs or whether we shall access any GP in the new integrated team of GPs. Ensure it is easy to access the hub and the particular service required by phone or online - no waiting for 45 minutes to get through!	4/6/2019 10:46 AM
9	Hub +pos Seperate GP services The new hub will be idea; for the new occupants of the proposed new houses (12,500) But I would like to see new facilities and surgeries at West Street Surgery Thank You	4/5/2019 3:46 PM
10	Hub +pos Seperate GP services What I think should happen is the following keep the surgeries (3of) where they are, put another surgery near Delco fire station side of town. Plus build a hub where it is proposed for the non doctors part of the health service or other services you have described	4/5/2019 3:31 PM
11	Range of services Seperate GP services Patient/GP continuity must by definition be paramount. If, as you say we will still be seeing our own GP, why move his/her location. Why not open a minor Injuries/ social services hub and leave the surgeries alone.	4/5/2019 3:16 PM
12	Seperate GP services Keep the doctor surgeries as they are but have the other health services at the hub in one place.	4/5/2019 12:00 PM
13	Hub +pos Range of services Seperate GP services I want to remain attending my local G.P Surgery in West Street, which I have done so for the last 48 years!! But I would like to see the new services available at West Street also The integrated hub idea sounds promising, but surely this can be for the extension of the 32,500 approx. new people coming to the area? This allocating extra staff positions for i.e Doctors, Nurses, therapists etc.	4/4/2019 4:20 PM
14	Hub -Neg In view of the rising age of the population there must be due consideration for this age group. They should not be recognised as an inconvenience or a nuisance	4/4/2019 4:14 PM
15	Appt mgt/hours Number of GPs in attendance at new location with regards to length of wait to see them, as realistically one location will have fewer doctors than currently in all the locations in use, but a lot more patients in total.	4/4/2019 2:46 PM
16	MISC Not at moment	4/4/2019 2:38 PM

17	Location	Highway access Site of Library and Magistrates court provides a town centre location which can be better served with highway access	4/3/2019 9:16 PM
18	Location	The positioning of the centre	4/3/2019 9:11 PM
19	Location	Highway access	4/3/2019 9:07 PM
20	Congestion Parking Range of services	1. Traffic congestion 2. parking 3. Hours of opening 4. Pharmacy	4/3/2019 3:33 PM
21	Appt mgt/hours	Less time to wait for an appointment - I wait 3 weeks to see my doctor More scope for getting a same day appointment	4/3/2019 2:17 PM
22	Parking	Important to provide adequate free parking	4/3/2019 2:16 PM
23	Range of services	Would it be possible to provide x-ray facilities for "minor" needs	4/3/2019 2:06 PM
24	Hub +pos Location	The proposed integration of three surgeries into one large unit I am sure will provide many more avenues of medicine for patients. However the move to the very North of the Town of Dunstable appears to abandon a large number of people living South of the Town's cross roads. For example from the Old Hill area to First Avenue, patients will have quite a journey. Many are pensioners who are not very mobile in old age. A taxi there and back home would be £9.00 at today's price. The hub is very desirable but there are numerous new problems to overcome.	4/3/2019 1:58 PM
25	Location Staffing	The new hub location seems to be in a very strange location. Right out of the way for people to get to. Elderly and less mobile patients will struggle to get there. Dunstable will be more congested. It will lead to more empty buildings in the town. Jobs could be lost as less staff needed from the three surgeries. People will lose the personal touch.	4/3/2019 12:19 PM
26	MISC	Why are you proposing to dig up all weather pitches and replace with a health centre	4/3/2019 12:08 PM
27	Location Parking	I have a problem walking far. I do not want to drive to the other side of town and then probably have to pay to park. Also the area is not safe	4/3/2019 11:58 AM
28	MISC	No	4/2/2019 5:09 PM
29	MISC	Not at the moment	4/1/2019 2:41 PM
30	Parking	With 3 hubs make sure there is plenty of parking and free . Also stop shoppers parking in the aforementioned spaces	4/1/2019 11:52 AM
31	Staffing	Yes. If the 3 practices are integrated into 1, what will be the cost of lost jobs to the backroom staff i.e. receptionists, managers, cleaners, maintenance	4/1/2019 11:36 AM
32	Hub -Neg	Access to all there local services (GP) negatively impacted for all living in South West Dunstable	4/1/2019 11:28 AM
33	Congestion	Traffic congestion around this part of town is already an issue, adding this facility will make things worse.	3/31/2019 10:52 AM
34	Hub -Neg	Keep the Existing Surgeries for Primary Care..	3/30/2019 2:44 PM
35	Parking Staffing	Guarantee that you be still be seen by your existing local GP. Free Parking, as having to travel by car as too far to walk. leave Current GP Surgeries as they are for patient consultation , and Addition Social Services,as listed!!	3/30/2019 1:55 PM
36	Staffing	Need more doctors Enough to see same one. Not duty or locums Bloods on site Therapists as in past	3/28/2019 5:43 PM
37	MISC	Hopefully a range of services for elderly and disabled available e.g. chiropodist, diet service	3/28/2019 5:02 PM
38	Location	Location can be dangerous when dark. Vulnerable patients would feel intimidated due to large volume of youths that hang around the area.	3/28/2019 4:14 PM
39	Parking	Parking for hub only be free or a small charge. Will it be monitored and will it stop all day parking for non users of the hub	3/28/2019 3:09 PM
40	MISC	Why not shut surgeries nearer the hub?	3/28/2019 2:59 PM
41	Range of services	Blood tests should be considered here.	3/28/2019 2:48 PM
42	MISC	You might be thinking of H/Regis but give west Dunstable a thought	3/28/2019 2:48 PM

43	MISC My wife and I have been patients at West Street for more than 50 years and now our children and Grandchildren are also patients. For most of our time West Street Surgery has exceeded our expectations, but after a brief hiccup the service is now back to the high standard required. I suggest that you use West Street as the benchmark that you need to significantly exceed.>	3/27/2019 10:08 PM
44	Appt mgt/hours I think all most people want is to be able to get an appointment. I work full time and the current system of calling on the day and then being thwarted at every attempt does not allow for work commitments and planning around busy lives. Until we can guarantee this all the extras should wait!	3/27/2019 3:08 PM
45	Range of services A pharmacy would be nice	3/27/2019 10:39 AM
46	Parking Cost of car parking	3/27/2019 10:10 AM
47	Appt mgt/hours As above, are the chances of getting an appointment going to be improved? Consolidating several services into the one building should hopefully make it easier to access these but would we actually be able to get appointments?	3/26/2019 6:16 PM
48	Appt mgt/hours Hub +pos Staffing I think this is a great opportunity to improve the availability of services that don't require a GP appointment to free up precious GP time. If services such as contraception clinics and smear tests were available outside working hours, I think take-up would be much higher and people wouldn't need to make an evening GP appointment because people don't like having to take time off and explain to their employer why they need to do so in order to access these services. Blood tests are also badly needed in Dunstable. People with health conditions shouldn't be made to travel to Luton for blood tests - it's ridiculous.	3/26/2019 5:47 PM
49	Parking Disabled parking	3/26/2019 10:08 AM
50	Location Your are moving a local surgery away to another art of town making it difficult to get to.	3/26/2019 7:26 AM
51	Parking Range of services Could there be a pharmacy on site, so we don't have to trail round the town looking for one that is open and has the items on the prescription in stock? Anything which stops regular visits to L&D, which costs money for parking. Hopefully the parking at the hub will be free.	3/22/2019 10:48 AM
52	Disabled Access easy disabled access for all facilities	3/22/2019 9:35 AM
53	Parking Range of services Sufficient car parking. Phlebotomists for blood tests.	3/21/2019 11:49 PM
54	Congestion Location The impact on the environment of all the extra cars polluting the air on their way to the back end of the town centre Those without cars will need to use taxis why cannot you plan to utilise some land surrounding school	3/21/2019 5:14 PM
55	Appt mgt/hours Parking Staffing How are these services going to grow when my surgery is already short of doctors and relies on locums. It is difficult enough now to make appointments. Not all the elderly have computers. What sort of telephone service would be available? Would each surgery have its own number? Is the hub going to be big enough for all the additional services? Is car parking going to be free for those patients that are able to drive? Will there be enough space for the number of patients and staff? All these facts need to be taken into consideration.	3/21/2019 5:07 PM
56	Parking Parking	3/21/2019 4:55 PM
57	MISC See above	3/21/2019 3:06 PM
58	MISC Please refer to the additional single page letter attached. This will also form part of my legal challenge. Please note that no-where in this publication does it state that by giving my address and IT does this invalidate this survey. I have also photo-copied the vast array of inappropriate questions and illegal in this survey. [REDACTED]	3/20/2019 4:07 PM
59	Congestion Hub -Neg Location Seperate GP services Forced extra transport in a town centre is detrimental to anyone particularly young children in pushchairs & people with respiratory issues. Many people walk to the 3 surgeries you want to close forcing extra cost to use other transport. I want to go to my GP not a council office or charity. That is what I pay NI for. I do not want to go to a large crowded waiting room with an illness& come out with another illness by walking into a large crowd of bacteria and virus. Surgeries on estates work , that's why they are set up like that. Why these 3 surgeries & not others? Put new surgeries on new estates.	3/20/2019 3:30 PM
60	Parking Plenty of parking Easy access roads	3/20/2019 3:12 PM
61	Congestion Parking Traffic problem Parking	3/20/2019 2:59 PM

62	Range of services Staffing I am neutral for the first 4 questions as a service is only able to provide all the expectations if it has a team willing to meet the demands eg out of hours service 7 day service. Contracts and pay need to be carefully considered to ensure maintenance of an efficient service	3/20/2019 11:31 AM
63	Seperate GP services I think the surgeries should remain the same	3/20/2019 10:38 AM
64	Appt mgt/hours The ability to book an appointment with the G.P. within a reasonable time of your call - not 3 to 4 weeks away.	3/19/2019 6:22 PM
65	Disabled Access I have trouble in getting around. I am scared of falling, I use a walker or 2 walking sticks I do have a disability	3/19/2019 3:53 PM
66	Parking Parking!	3/19/2019 3:46 PM
67	Appt mgt/hours Parking The current length of time we have to wait for appointments is disappointing, so this might now increase. The available parking space	3/19/2019 3:42 PM
68	Staffing Where a patient has been with a practice for many many years the concern is how many different Doctors will we see or can we still have and get appointments with the Doctors we know and have been patients of for many years???	3/19/2019 1:51 PM
69	Parking The availability of sufficient car parking.	3/19/2019 1:35 PM
70	Congestion Location Air pollution caused by extra traffic in the town. The proposed location is as far away from people living in south West Dunstable as you can get	3/19/2019 12:02 PM
71	MISC see above	3/18/2019 9:17 AM
72	Appt mgt/hours 1. Provide a Flexible Appointment Sytem that works for full-time workers and allows forward bookings to be made 2. Appoint friendly, helpful receptionists, NOT 'jobs worths'	3/17/2019 8:21 PM
73	Parking Ensure there is sufficient dedicated parking (free or pay on exit)	3/17/2019 12:05 PM
74	Range of services A pharmacy on site would be a lot more convenient	3/17/2019 11:26 AM
75	MISC Cost/benefit analysis: not just in financial terms but genuine benefit to patients and medical staff	3/17/2019 9:18 AM
76	Appt mgt/hours Currently West Street have good emergency appointment system but it is difficult to book an appointment unless you book 4 weeks in advance, if you are on new treatment this is unacceptable you need to be able to discuss any new symptoms.	3/16/2019 8:08 PM
77	MISC In order to maximise the utility of this (no doubt very expensive) move, has consideration been given to providing additional services such as dentistry, physiotherapy, and imaging procedures such as X-ray/ultra sound examination etc., at this site? Can I assume that this questionnaire will be backed up with a fairly wide-ranging focus group programme to supplement the engagement events mentioned in the letter dated 22nd February? More detail on the format of the "engagement events" is needed. The results of this questionnaire survey need to be widely published, preferably BEFORE the "engagement events" programme is set in train. Finally, a technical point concerning the design of this questionnaire. Many of the early questions permit of a response only within the options given. In many cases, I would have liked to have been able to add comments or caveats to my responses as the enforced "chose one option" design did not adequately represent the nuances I would have liked to add. Without these nuances being identified, it does seem that there is a risk of false clarity being read into the responses. But I do accept the difficulties of combining brevity with total precision and I know from experience that caveated responses add to the difficulties of analysis - just as long the survey analysts accept these limitations and are suitably circumspect in drawing and setting out their conclusions.	3/16/2019 6:36 PM
78	Congestion Position is in a v congested part of town especially for someone like me coming from Edlesborough	3/16/2019 6:34 PM
79	Range of services Will there be ambulances operating from the centre?	3/16/2019 1:44 PM
80	Seperate GP services Local doctors should mean local	3/14/2019 12:18 PM
81	Building Design As my husband has Asperger's and a chest condition he will be extremely anxious having to sit and wait in a potentially large area with lots of people. He could not cope with this. Possibly quiet rooms or areas should be made available.	3/14/2019 12:05 PM
82	Parking Car parking and charges No buses So many houses being built North Dunstable I feel it should be built there somewhere as it will be a long way for those people to travel	3/14/2019 11:49 AM

83	Disabled Access Location	I have walking problems, any increase in distance will increase my problems	3/14/2019 11:41 AM
84	Parking	Safety of area and security of car park	3/14/2019 9:55 AM
85	Parking	Free parking for patients	3/14/2019 9:05 AM
86	Range of services	Late Night and weekend appointments	3/14/2019 4:10 AM
87	Range of services	Physio	3/13/2019 11:20 PM
88	MISC	No	3/13/2019 10:12 PM
89	Parking	More parking availability, free parking, environmental impacts!!!!	3/13/2019 9:13 PM
90	MISC	NA	3/13/2019 9:06 PM
91	Hub +pos Seperate GP services	although a health hub itself is a positive suggestion, the surgeries that would be closing will leave an area of Dunstable without sufficient services for those who are unable to travel the longer distance.	3/13/2019 8:31 PM
92	Appt mgt/hours	More flexible appointments for those that work full time and do not work locally so that you do not need to take time off work to seek health support	3/13/2019 8:28 PM
93	Location	Is there possibility for a separate access road leading to the hub that does not require use of court drive, or an accompanying road?	3/13/2019 8:27 PM
94	Parking	Car parking. When each patient is signed up to move over to the hub they give over their car registration where possible so they can access the car park. Or use a signing in portal so reg number can be tracked to an appointment.	3/13/2019 8:16 PM
95	Appt mgt/hours	Currently to get an appointment on the day for my doctors means calling at 8am and spending 1/2 hour on constant redial to get an appointment. If all the surgeries were together they would need a better appointment booking infrastructure to meet everyone's needs.	3/13/2019 8:08 PM
96	MISC	No	3/13/2019 7:55 PM
97	Range of services	Warfarin blood tests is a must.	3/13/2019 7:44 PM
98	MISC	No	3/13/2019 7:33 PM
99	Seperate GP services	Prefer to stay at current surgery	3/13/2019 4:26 PM
100	Hub -Neg	I'm concerned that a large centre with higher patient numbers might lead to less personal attention.	3/12/2019 5:13 PM
101	Appt mgt/hours Staffing	Potential for patients to see Doctors from all participating surgeries, not just the practice currently registered with, if the patient wishes to.	3/12/2019 12:16 PM
102	Building Design	Building and administration costs	3/12/2019 11:02 AM
103	Range of services	Dental Health very much needed and a dentist at the hub will be great.	3/11/2019 4:59 PM
104	Location	Much further to travel	3/11/2019 4:15 PM
105	Public Transport Range of services	Pulmonary rehabilitation in surgery Bus stop nearby where local buses can stop Pharmacy 24 hour 24 Hour Doctors walk in	3/11/2019 3:05 PM
106	Public Transport	My doctor surgery is convenient for where I live. Being a pensioner i cannot walk far. There is only one bus which is not reliable. I cannot afford a taxi on my pension.	3/11/2019 2:47 PM
107	Staffing	My main fear is that this is a cost cutting exercise and we see a drop in numbers of doctors and nurses. The fact is I have absolutely no faith in this awful government as far as the NHS goes they would sell it off and privatise it as they have with all our other services. God help us if they get back into power (rant over!!!!)	3/11/2019 2:37 PM
108	Range of services	Opening hours and Weekend surgery - no details of what this will look like. Blood tests ? and other services delivered. How you will book in with your own doctor.	3/11/2019 2:20 PM
109	Appt mgt/hours Range of services	Longer opening times to enable workers to make an appointment. Out of hours services	3/11/2019 1:10 PM
110	Location	The time it takes to travel across Dunstable. with the new road narrowing it takes much longer.	3/11/2019 11:37 AM

111	Building Design Congestion Parking	The existing 'new' road system in that area is diabolical and will create driving tensions and possibly induce accidents - more customers for the hub! The waiting room area will need to accommodate many more people and will be a hotbed of illness especially during the winter months. If patients park in Asda's car park this will lower the number of Asda's customers and Asda will put the parking rate up to push non customers out and reimburse customers at the till.	3/10/2019 5:01 PM
112	Building Design	Privacy when talking to reception would be nice	3/10/2019 10:36 AM
113	Parking	Car parking at the proposed centre needs urgent consideration.	3/9/2019 5:01 PM
114	Location	Great idea, poor location	3/9/2019 2:27 PM
115	Parking	Car parking at the proposed centre needs urgent consideration.	3/9/2019 12:21 PM
116	Location	Why are you building on young peoples exercise space? Why in an area away from centre of Dunstable?	3/8/2019 6:07 PM
117	Location Parking	Build the new locatoin on the old court house land which is not being used for anything. At least it will be visable to the public and theres a bus stop near by. If you build it on the Astro Pitch land then Parking wont be free and there will be uproar as know one will want to pay for having to wait to be seen as they know their parking will be running out. Unless the car park is made in Free Parking. And use the Astro land for an Indoor Football Centre.	3/7/2019 9:11 PM
118	Parking Public Transport	Enough parking near bus stops or taxi rank	3/7/2019 7:03 PM
119	Parking	there are not many parking spaces behind west street surgery, i dread going up the slope opposite to park,as i had a bad experience in the past.	3/7/2019 6:21 PM
120	Location Public Transport	if the surgery moved near the bowling place,buses are not very regular,and without my car,it would be too far to walk.	3/7/2019 6:08 PM
121	MISC	No	3/7/2019 4:03 PM
122	MISC	Dont do it!	3/7/2019 2:59 PM
123	Parking	Parking, access to the building, if patients will be allowed to use other doctors other than their own original practice. will there be a cost for parking. Will you be providing information about the hub to existing patients	3/7/2019 1:09 PM
124	Parking	No - Just get the parking sorted out, oh and get West Street out of Special Measures!	3/6/2019 5:44 PM
125	Building Design	Make sure there are sufficient consulting rooms of a reasonable size.	3/6/2019 4:58 PM
126	Range of services	Blood tests	3/6/2019 4:11 PM
127	Public Transport	RELIANT ON BUSES WHICH RUN EVERY TWO HOURS- OR FURTHER DISTANCE TO WALK FROM WEST DUNSTABLE SO EXTRA TIME NEEDED TO ATTEND APPOINTMENTS ON TIME	3/6/2019 1:57 PM
128	Public Transport	WEST DUNSTABLE AND VILLAGES SERVED BY WEST ST SURGERY- BUSES INTO DUNSTABLE RUN ONLY EVERY TWO HOURS MAKING IT A PROBLEM GETTING TO APPOINTMENTS- AND BUS SERVICE FINISHES EARLY EVENING.	3/6/2019 1:45 PM
129	Public Transport	Transportation for buses not all areas have a good service	3/6/2019 12:36 PM
130	MISC	The fact that the Astro turf will no longer be there . Will there be another one elsewhere? .	3/6/2019 12:34 PM
131	Location	Whether the intended location really is the best in terms of easy access for the majority of patients - particularly the old and infirm	3/6/2019 10:40 AM
132	Appt mgt/hours	People that do not work in the area need to be able to make appointments to suit their hours outside of 9am/5.30pm without having to wait weeks.	3/6/2019 10:15 AM
133	Hub -Neg	What's the point? The decision. Has already been made. Social service adult or child will not be moving from the council offices, there is a hub at the new leisure centre for voluntary services and a health centre that offers phlebotomy so don't pretend any extra will happen at this new centre. What a waste of public funds, disgraceful and shameful	3/6/2019 9:17 AM
134	Location Parking	Parking in the town centre will almost certainly be difficult. Patients will be competing with ASDA shoppers, with people using the library and leisure centre, and the college - all of whom will be looking for free parking.	3/5/2019 7:09 PM
135	Parking	provide adequate car parking	3/5/2019 5:26 PM

136	Appt mgt/hours	There needs to be a sufficient number of appointments available within a reasonable time scale.	3/5/2019 10:28 AM
137	Range of services	the need for taking bloods in the hub as the only alternative is to travel to Luton	3/5/2019 10:05 AM
138	Location	Astro turf as mentioned above - it should not be lost as a valuable diversionary opportunity for young people.	3/5/2019 9:05 AM
139	Appt mgt/hours	I'm still trying to understand how merging the surgeries all into one centre will help? It's hard enough getting an appointment at my surgery as it is, I don't understand how this will help, particularly with the increased housing and population that is coming. We need more surgeries not merged ones.	3/4/2019 10:37 PM
140	Staffing	Job cuts will need to be looked at and there should be consideration given to those who will lose their jobs i.e. receptionists and cleaners to name a couple.	3/4/2019 8:36 PM
141	MISC	The cost factor.	3/4/2019 5:46 PM
142	Location	Town centre access. Always difficult	3/4/2019 1:45 PM
143	Parking	enough car parking facilities for all the patients of the three surgeries?	3/4/2019 1:42 PM
144	Public Transport	how hard will it be to get seen by a doctor quickly?? how will there be continuity of care if the hub is so large ? how will people who are frail/disabled or ill get to behind go bowling - no bus stops there?	3/4/2019 10:25 AM
145	Parking	Adequate parking, West Streets Surgery parking is dreadful.	3/4/2019 10:08 AM
146	Seperate GP services	A new surgery instead of taking existing ones and putting them together would be a better way of dealing with new residents to Dunstable.	3/4/2019 9:52 AM
147	Parking	Parking	3/3/2019 3:23 PM
148	Parking	Range of services Yes will there be lots of parking ,how will the phone system work,will it open out of hours eg Saturday or Sunday	3/3/2019 2:50 PM
149	MISC	Can't answer because don't know were exactly the hub is and the layout.	3/3/2019 2:14 PM
150	MISC	Can't answer because don't know were exactly the hub is and the layout.	3/3/2019 2:10 PM
151	MISC	Can't answer because don't know were exactly the hub is and the layout.	3/3/2019 2:08 PM
152	Range of services	I think there should be a blood testing facility	3/3/2019 1:20 PM
153	Appt mgt/hours	Better convenience of appointments when new arrangements are made	3/3/2019 12:09 PM
154	MISC	No	3/3/2019 12:06 PM
155	Appt mgt/hours	Late appointments and Saturday surgeries for working people with no urgency required but a need to be seen relatively quickly. Day surgeries and clinics for some chronic illnesses would be helpful. Blood testing daily and later and early times offered again for working people. Dental surgery also would be really helpful also .	3/3/2019 10:25 AM
156	Parking	Public Transport Parking free of charge to patients. Access for elderly or infirm? Will buses take them right to the door?	3/3/2019 10:08 AM
157	Disabled Access	Parking parking. The route to be taken by motorised wheel chairs.	3/3/2019 9:49 AM
158	Hub -Neg	Overall an awful idea and waste of taxpayers money	3/2/2019 11:07 PM
159	Parking	The parking. It's bad enough on theater days	3/2/2019 7:41 PM
160	Location	Location is ridiculous how do you expect the elderly or disabled to get there	3/2/2019 6:03 PM
161	Location	It's not walkable	3/2/2019 4:01 PM
162	Parking	Parking facilities	3/2/2019 2:21 PM
163	Appt mgt/hours	Better access to appointments	3/2/2019 1:25 PM
164	MISC	No	3/2/2019 1:16 PM
165	Location	re locate it?	3/2/2019 1:03 PM
166	MISC	n/a	3/2/2019 12:55 PM

167	MISC	Local pharmacys impact	3/2/2019 12:47 PM
168	MISC	Dilution of services at I&d - increased management costs Unnecessary	3/2/2019 12:37 PM
169	Public Transport	As above. Also will there be alternatives offered .Remember many people are now affected by lack of local transport due to cuts.Need community bus paid for by a small yearly contribution from the users .Voluntary drivers.	3/2/2019 12:29 PM
170	Parking	PARKING!!!! Make sure there is MORE than enough and make it FREE.	3/2/2019 12:13 PM
171	Appt mgt/hours	Appointment options. Would be great if could have walk in clinics in the morning and afternoon so that rather than wait for appointment in 3 weeks time could actually get to see a doctor when you need to see them.	3/2/2019 11:33 AM
172	Staffing	Where are all the additional trained staff going to come from. Will they be taken from existing health centres which will then have their own problems	3/1/2019 9:44 PM
173	Seperate GP services	people joined these surgeries because of where they are ! If we wanted a super surgery we would have asked for one!	3/1/2019 9:34 PM
174	MISC	No	3/1/2019 9:32 PM
175	MISC	Nothing that immediately comes to mind.	3/1/2019 7:33 PM
176	Hub -Neg	Re think this idiotic plan. NOT HAPPY	3/1/2019 5:29 PM
177	Parking	There is already inadequate free parking in and around the town. There is inadequate parking full stop! An "edge of town" facility with substantial parking would be essential to cater for the anticipated additional residents.	3/1/2019 5:00 PM
178	Range of services	Extending after hours	3/1/2019 4:35 PM
179	Range of services	Blood tests should be carried out here	3/1/2019 2:26 PM
180	Location	The stress factor of getting to see a doctor, when lots of people currently walk to their surgery.	3/1/2019 2:03 PM
181	Range of services Staffing	Ambulance provision in town both emergency and routine. Ambulance access on the hub site Recruitment of extra GPs Recruitment of Nursing and allied health professionals	3/1/2019 12:36 PM
182	Building Design	build a light airy space so that we are not all on top of each other building should be carbon neutral tea/coffee facility - maybe by WVS play area for children but not in general waiting area	3/1/2019 10:53 AM
183	Staffing	Being able to see a doctor from you own surgery if possible	3/1/2019 10:18 AM
184	Congestion	It will take a lot longer for us to get to the drs & create more traffic in the town centre. It's ad enough trying to turn out of Queensway into high street north without added this.	3/1/2019 10:15 AM
185	Congestion Location Parking	I live in the new estate of College Drive which is a private estate. We already have issues of increase of crime rate, people cutting through the estate, leaving their car to save on parking charges, an increase of anti social behaviour and increase of traffic. As the neighbours to the potential hub we have not been considered at all how it will impact on us.	3/1/2019 9:45 AM
186	Staffing	Yes I am a patient but I also work at the west street surgery how will this affect my position as job role at the surgery will there be job loss ??	3/1/2019 9:33 AM
187	Range of services	7 day service and longer opening hours	3/1/2019 7:01 AM
188	Building Design Disabled Access	Hoists so that patients in wheelchairs can be assessed and if needed treatment given properly	3/1/2019 12:11 AM
189	MISC	Is there room or will this be a purpose built facility	3/1/2019 12:10 AM
190	Congestion Location Parking	Would this really improve things? More people trying to use one 'hub' how will it affect traffic and parking in the already busy town centre? Are elderly patients really expected to have to travel further to see a gp? And what impact will this have on community pharmacies?	2/28/2019 9:25 PM
191	Location	Many patients from these three surgeries will find this proposed location very difficult. The idea of a hub is a good one but if it is badly located it will be a negative move and not positive	2/28/2019 9:19 PM

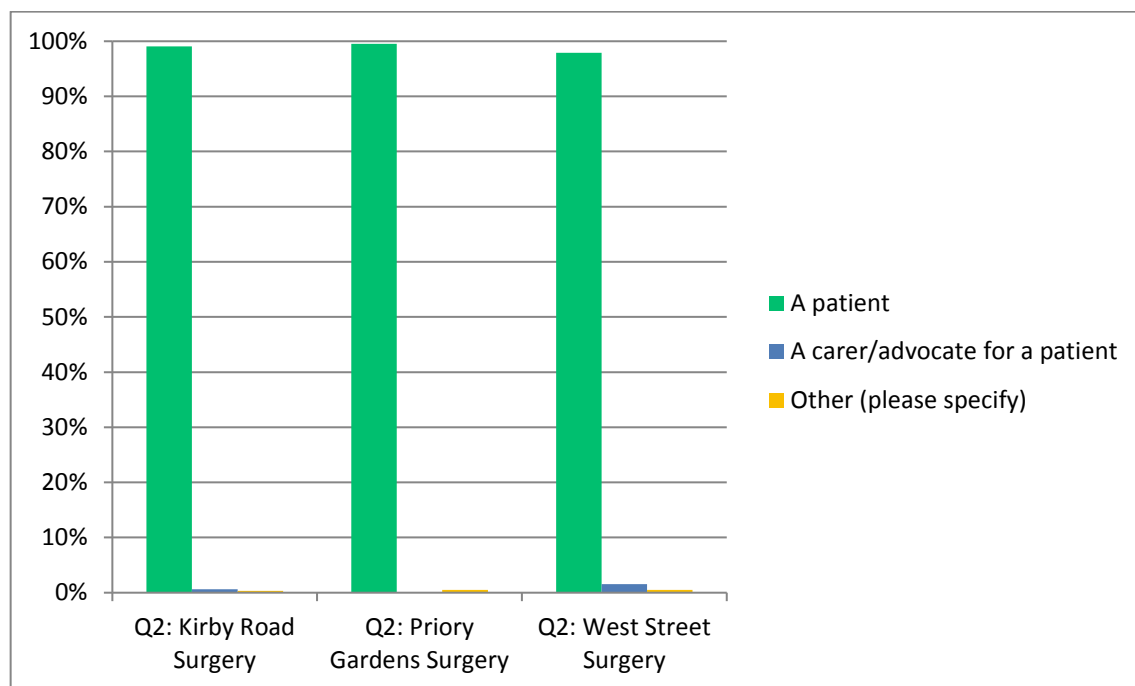
192	Appt mgt/hours Range of services On-line booking and access to personal data (more than now) Services to avoid visits to hospital eg blood tests Able to access specific GP Extended opening hours Good telephone services ie waiting time & scope of person answering phone Retain telephone consultations Improve access to same day appointments with GP	2/28/2019 7:52 PM
193	Hub -Neg I can see all the benefits of the hub but still think it's a terrible idea. What about less mobile people who use their local surgery for convenience	2/28/2019 7:47 PM
194	Public Transport Public transport	2/28/2019 6:51 PM
195	Congestion Congestion in town centre	2/28/2019 5:50 PM
196	Parking Parking - again often full with Grove and so will need considerable extra space - especially as so few people can access this site by other means than a car.	2/28/2019 5:47 PM
197	Parking Parking facilities	2/28/2019 4:56 PM
198	Building Design Disabled Access Ensuring access in disabled friendly and that if staff are working out of hours it is safe for them. Please ensure there is sufficient lighting as currently it is very dark around there when parking. How will you ensure patients are not hassled by the boy racers who frequent the skate park?	2/28/2019 4:21 PM
199	MISC no	2/28/2019 4:17 PM
200	Parking The amount of parking required especially with the new leisure centre and the bowling alley already there.	2/28/2019 3:58 PM
201	Appt mgt/hours It is currently almost impossible to get an appointment to see a doctor within less than four weeks of booking. While I appreciate that the service is under pressure I'm hopeful that this move will mean more doctors and more access to them	2/28/2019 3:37 PM
202	Appt mgt/hours I think by doing this it will be even harder to get an appointment especially trying to manage so many more patients	2/28/2019 1:48 PM
203	Range of services please please please bring back on-site blood testing	2/28/2019 12:26 PM
204	Parking Car parking on or near site.	2/28/2019 12:22 PM
205	Parking Would parking be sufficient and free? Experience of the L&D would indicate not.	2/28/2019 11:07 AM
206	Parking parking facilities	2/28/2019 10:07 AM
207	Hub +pos This is a fantastic idea the sooner the better	2/28/2019 8:14 AM
208	Public Transport theres others in this area that will need bus to asda from beatch rd.-lowther rd.- langdale rd.& meadow	2/28/2019 6:38 AM
209	Building Design Parking Ensure growth for expansion. Many health facilities run out of space a few years after opening. The same applies to parking.	2/27/2019 9:25 PM
210	Parking Parking should be free.	2/27/2019 8:47 PM
211	Range of services Opening hours - evenings/ weekends	2/27/2019 8:39 PM
212	MISC No	2/27/2019 8:10 PM
213	MISC who is going to pay for this madness, presumably ratepayers like myself	2/27/2019 7:53 PM
214	Public Transport Decent regular bus services running from the existing surgery areas to the new surgery	2/27/2019 7:11 PM
215	Location Seperate GP services This questionnaire is biased. For example, question 3 implies that the stated aims will only be met by closing our local surgeries. If future expansion is to be met, how about opening a new centre for new patients, but not closing existing facilities? I am not very mobile & do not intend to travel into the town centre for services which are already being adequately met by a more local surgery.	2/27/2019 6:39 PM
216	Hub -Neg Some people with mental health issues would find it overwhelming to access this type of centre and what would happen then? vulnerable people appreciate familiarity.	2/27/2019 6:38 PM
217	Public Transport There is not a nearby bus stop for this location. Although there wasn't really for West St either, patients from Priory surgery may find this inconvenient.	2/27/2019 5:43 PM
218	Parking Free parking for disabled people	2/27/2019 5:24 PM

219	Seperate GP services	Invest in the existing surgeries instead or build new ones as part of the new houses you propose	2/27/2019 5:18 PM
220	Parking	parking facilities	2/27/2019 3:56 PM
221	MISC	This sounds very much like a fait accompli and the so called 'consultation' is merely a hoop that must be seen to be done as a token gesture before the plans go ahead.	2/27/2019 3:51 PM
222	MISC	No.	2/27/2019 3:37 PM
223	MISC	Not sure	2/27/2019 3:35 PM
224	MISC	Its all about penny pinching and money isn't it its not about service. I can see you twisting the outcome of the survey re question four. which is ambiguous and misleading.	2/27/2019 3:26 PM
225	Appt mgt/hours	Please make it easier to get an appointment when you need to be seen.	2/27/2019 3:10 PM
226	Parking Public Transport	Good bus service and for parking	2/27/2019 3:05 PM
227	Building Design	Infection control. More people more coughing and sneezing. Young children running about amongst the sick patients. Concerns with a few mental health patients amongst the vulnerable	2/27/2019 2:35 PM
228	Staffing	We need also decent Gp.s ones that join a practice and stay rather than do a couple of years then have to leave because they are only locums so many good doctors get lost in that system.	2/27/2019 2:11 PM
229	Parking Public Transport	It needs to be close enough to walk to from the bus stop at Asda. Also needs ample free parking spaces for the patient not just staff and other visitors	2/27/2019 1:18 PM
230	Range of services	Onsite dispensary. Blood tests available and possible blood donations.	2/27/2019 1:01 PM
231	Range of services	Opening hours should be extended from 8am to 7pm Mon to Friday plus Saturday's. Blood test facilities available.	2/27/2019 12:49 PM
232	Parking	Parking availability. In West St there is free, usually plentiful, parking.	2/27/2019 11:41 AM
233	Seperate GP services	I believe that you lose the personal contact with a large integrated practice.	2/27/2019 11:14 AM
234	Range of services	opening weekends and late evening for working people.	2/20/2019 12:51 PM
235	Parking	How will parking be structured in such a busy location. Parking around West Street and other surgeries can be troublesome, particularly at certain times of day. How will this many combined gp practices have ample parking along with general shoppers?	2/13/2019 3:27 AM
236	MISC	No	2/12/2019 1:22 PM
237	MISC	.	2/11/2019 6:19 PM
238	Seperate GP services	It is not clear from the consultation document if patients will be shared across the surgeries or if we will still keep our same set of doctors (e.g. I would only see the West Street doctors/nurses etc). I would prefer to keep to my own doctors who I know.	2/11/2019 6:08 PM

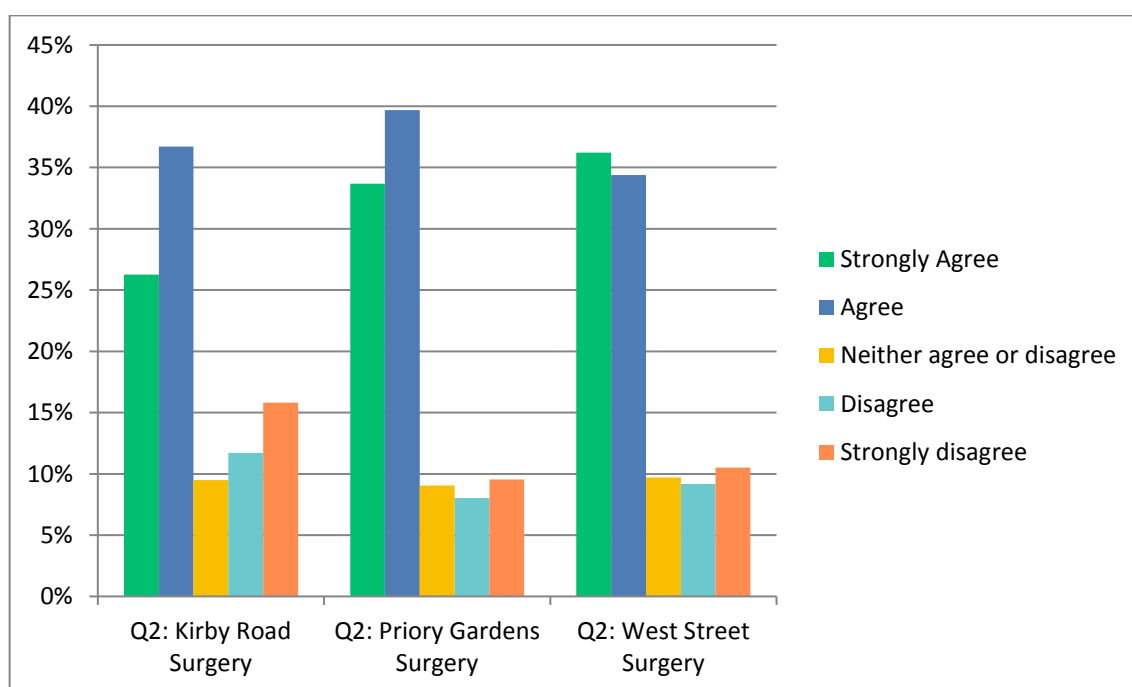
Comparison Tables for Kirby Road, Priory Gardens and West Street Surgery

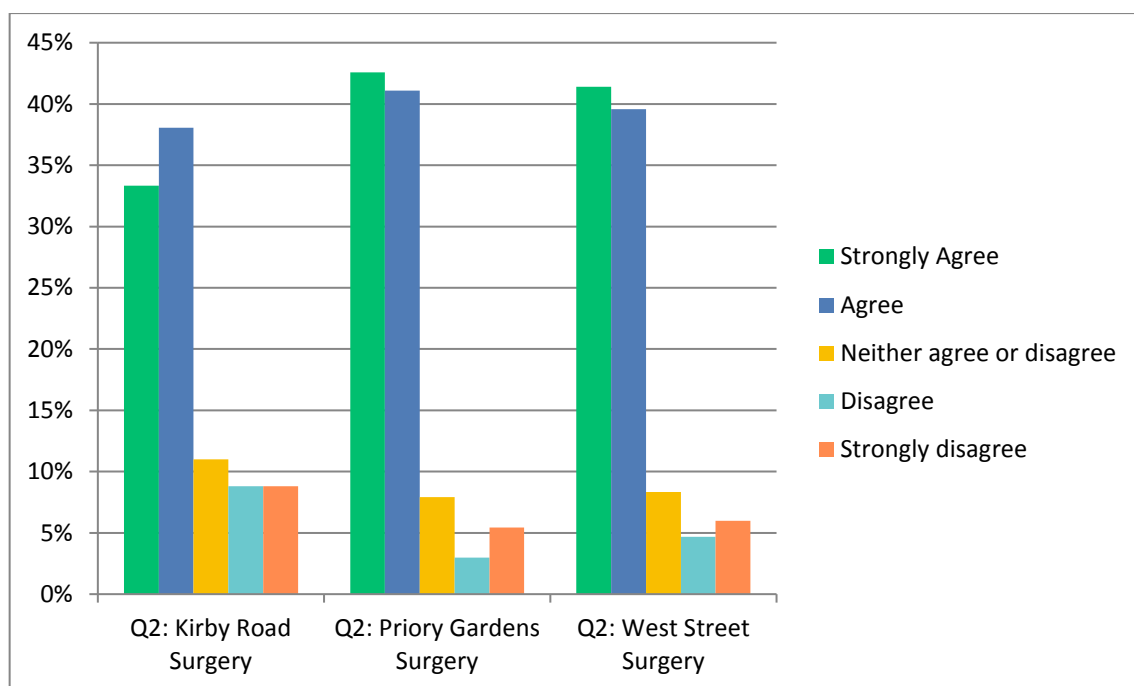
Question 1

Are you responding to this survey as?

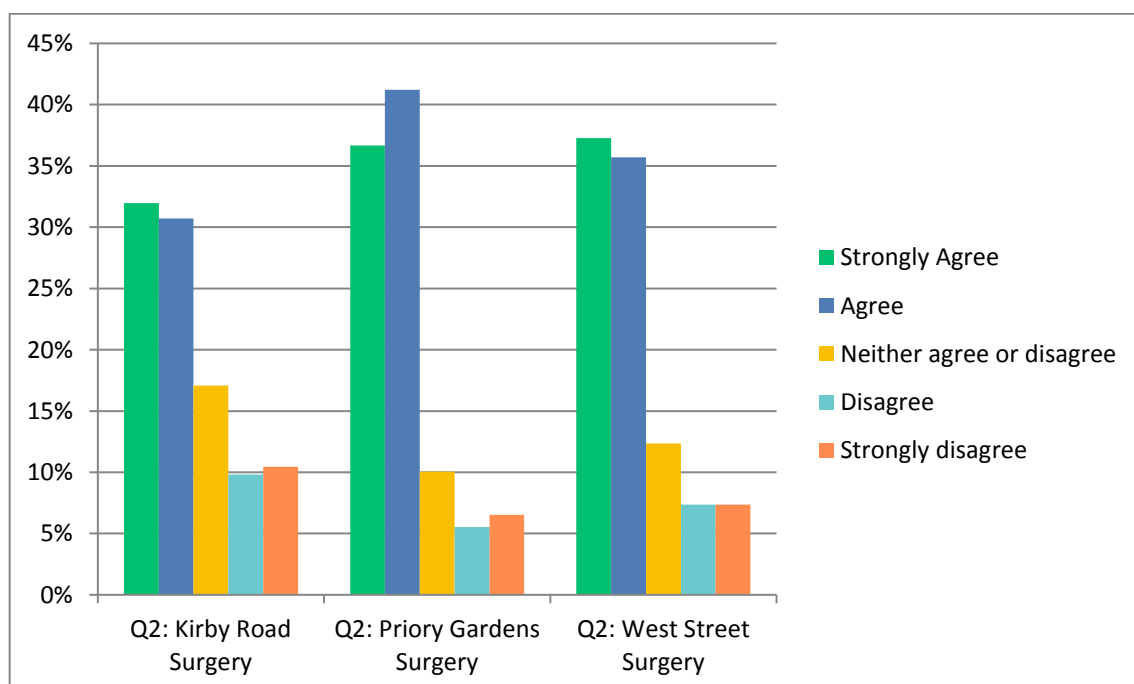
[illegible]

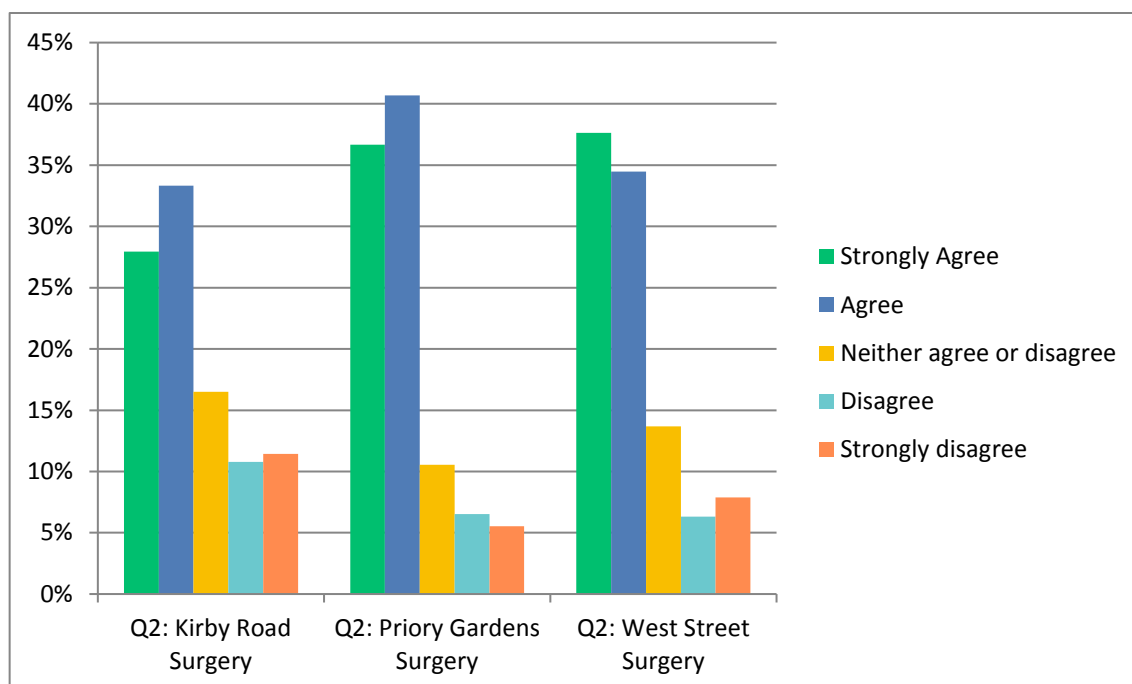
How far do you agree or disagree with the aims of the integrated health and care Hub?

[illegible][illegible]



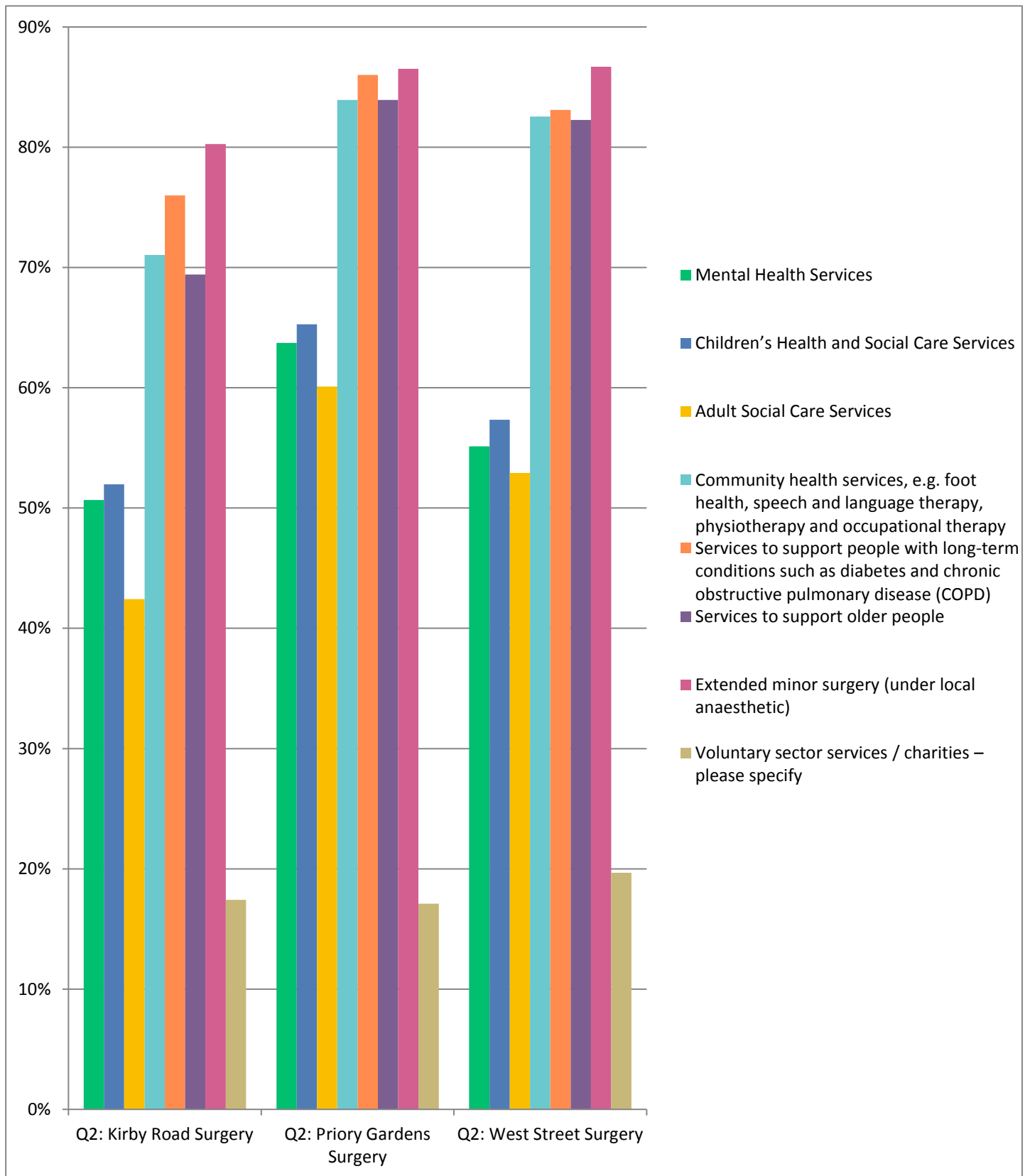
Bring community, mental health and social care closer together to improve the range of services available to older people and those with disabilities and long-term conditions												
	Strongly Agree		Agree		Neither agree or disagree		Disagree		Strongly disagree		Total	
Kirby Road Surgery	31.96%	101	30.70%	97	17.09%	54	9.81%	31	10.44%	33	34.84%	316
Priory Gardens Surgery	36.68%	73	41.21%	82	10.05%	20	5.53%	11	6.53%	13	21.94%	199
West Street Surgery	37.27%	142	35.70%	136	12.34%	47	7.35%	28	7.35%	28	42.01%	381
Total	34.84%	316	34.73%	315	13.34%	121	7.72%	70	8.16%	74	100.00%	907
											Answered	907
											Skipped	7



[illegible]

When considering the new integrated health and care hub, which services do you think would be suitable to be delivered from the same location as GP services? Please tick all that apply.

[illegible]

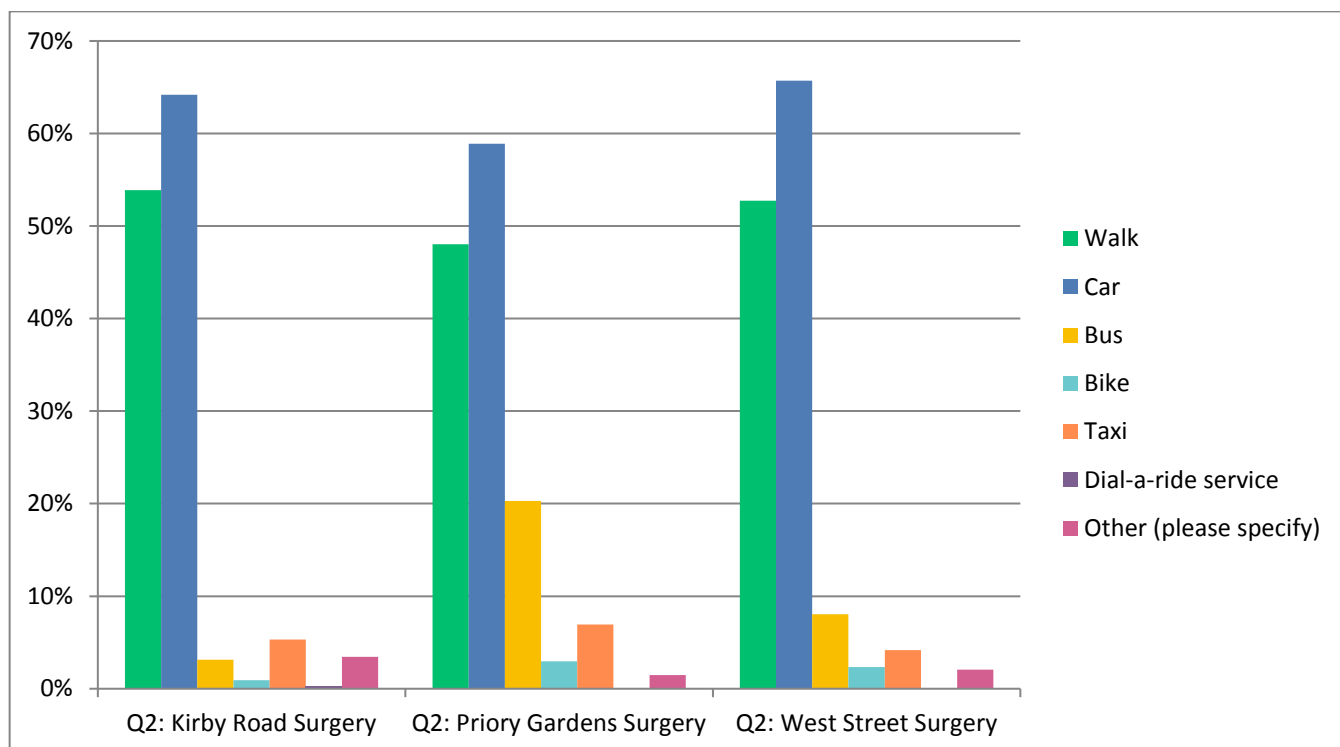


Do you agree that there will be benefits of having a range of health and social care services in the same facility?

Surgery Location	No (%)	Yes (%)
Q2: Kirby Road Surgery	29%	71%
Q2: Priory Gardens Surgery	18%	82%
Q2: West Street Surgery	19%	81%

If you are a patient of Kirby Road Surgery, Priory Gardens Surgery or West Street Surgery. How do you usually travel to your GP surgery? Please tick all that apply.

[illegible]

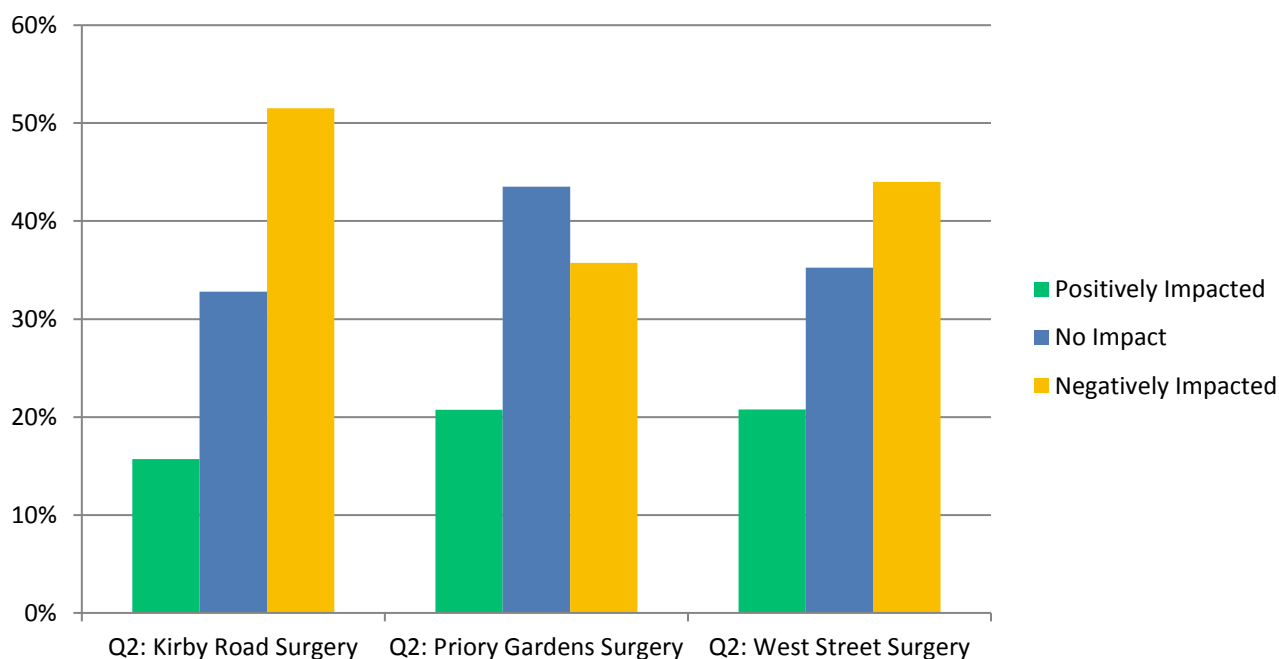


Question 7

How would you travel to the new integrated health and care Hub in the proposed location? Please tick all that apply.

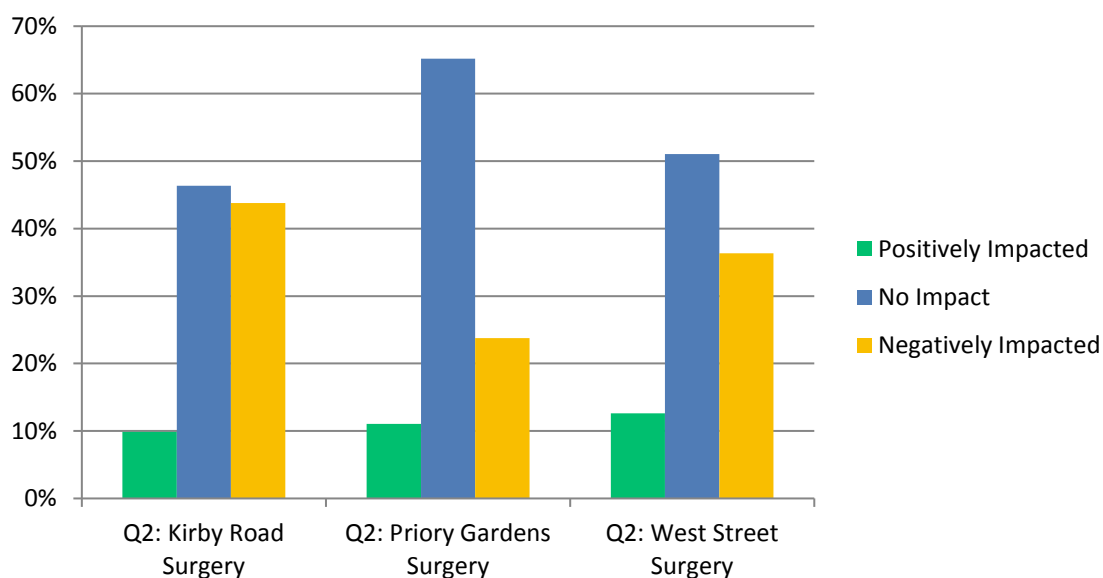
[illegible]

Distance to travel

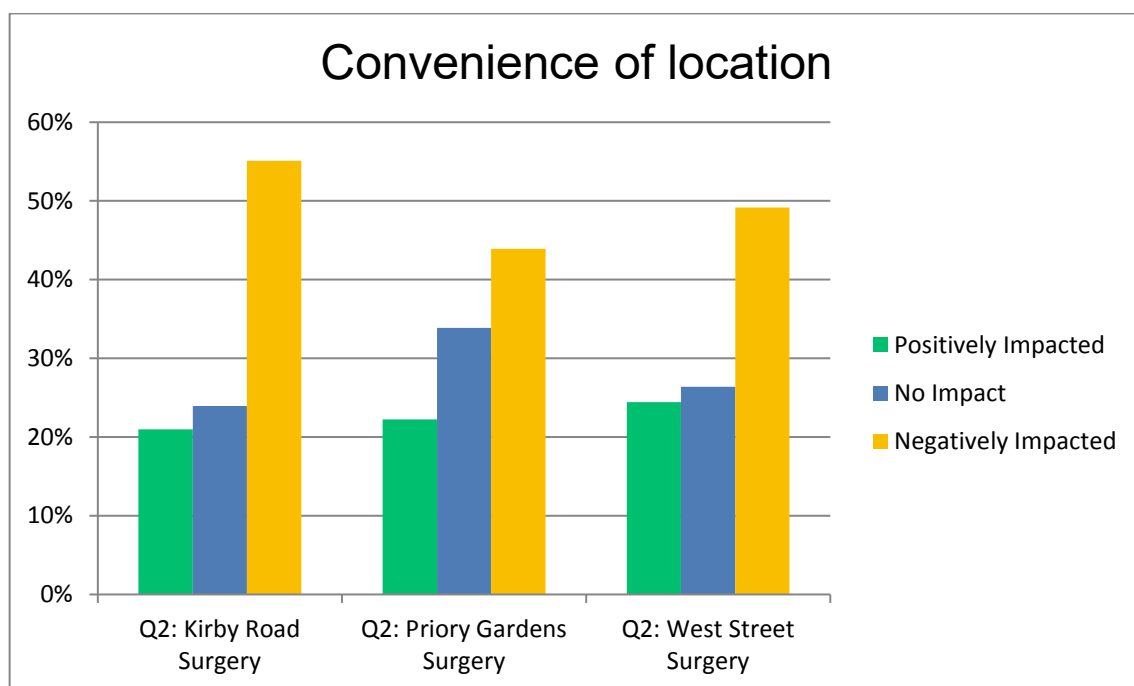


Cost of travel								
	Positively Impacted		No Impact		Negatively Impacted		Total	
Kirby Road Surgery	9.85%	27	46.35%	127	43.80%	120	30.86%	274
Priory Gardens Surgery	11.05%	20	65.19%	118	23.76%	43	20.38%	181
West Street Surgery	12.61%	42	51.05%	170	36.34%	121	37.50%	333
Total	10.02%	89	46.73%	415	31.98%	284	100.00%	888
							Answered	888
							Skipped	26

Cost of travel



Convenience of location								
	Positively Impacted		No Impact		Negatively Impacted		Total	
Kirby Road Surgery	20.98%	64	23.93%	73	55.08%	168	34.35%	305
Priory Gardens Surgery	22.22%	42	33.86%	64	43.92%	83	21.28%	189
West Street Surgery	24.44%	87	26.40%	94	49.16%	175	40.09%	356
Total	21.73%	193	26.01%	231	47.97%	426	100.00%	888
							Answered	888
							Skipped	26



	Kirby Road Surgery	Priory Gardens Surgery	West Street Surgery	Total
Are there any other impacts we need to consider?	190	91	229	510

Question 9

Is there anything else we should take into consideration?		
	Is there anything else we should take into consideration?	Total
Kirby Road Surgery	100.00% 199	36.78% 199
Priory Gardens Surgery	100.00% 104	19.22% 104
West Street Surgery	100.00% 238	43.99% 238
Total	100.00% 541	100.00% 541
		Answered 541
		Skipped 373