

Thousands share views on new health centre

The new Devizes Health Centre, which is due to open later this summer, has been broadly welcomed by local people, although some were disappointed there won't be a Minor Injury Unit and are confused about which services will be provided there.

These are the key findings of Healthwatch Wiltshire's survey, which asked local residents how they would like to access services at the new centre. The facility, on Marshall Road, will replace Devizes Community Hospital and provide a range of services all under one roof.

More than 2,500 people responded to our survey, which we ran on behalf of Bath and North East Somerset, Swindon and Wiltshire Clinical Commissioning Group (BSW CCG) and local health and care organisations.

Our report, [How people would like to access services at Devizes Health Centre](#), highlights how the public's response to the new health centre is largely positive, with many looking forward to being able to access a wide range of services at a time to suit them.

But others told us of their disappointment that Devizes would not be getting a Minor Injury Unit, feeling there was a need for one in a growing town. People were also concerned about how they would get an appointment at the new centre, and how their existing GP practice would work with the new facility. Other comments included:

- The need for ample free parking to



minimise stress to patients.

- The need for a fast, frequent bus service to and from the town centre so people who don't have a car can get to the centre easily.
- Suggestions for accessibility and signage.
- Requests for more women's services, such as a menopause clinic.
- Concerns over a lack of x-ray facilities and an on-site pharmacy.

Catharine Symington, Healthwatch Wiltshire Interim Manager, said: "Thank you to everyone who shared their views. We know the CCG have listened to your feedback and have already started to look at ways of improving information so people will have a better understanding of what services will be offered, and how people's ideas could be used to inform the project. We will continue to work with the CCG on how these changes can be implemented."

Dr Andrew Girdher, Clinical Chair of BSW CCG, said: "The CCG will endeavour to keep the local community updated on the latest developments, and will also give people the chance to have their questions and queries answered by those closely involved with the project."