

HEALTH AT THE HUB (HATH)

BIG PICTURE

- Successive Governments have had a vision of health and **care services focused on communities** rather than hospitals. This aims to improve patient outcomes, tackle health inequalities and deliver cost savings.
- Despite having fewer GPs in England than there were in 2015, general practice is delivering record numbers of appointments. Yet patients report finding it harder to make appointments and are increasingly dissatisfied with waiting times and the types of appointments offered.
- **GP practice buildings in Melbourn and surrounding areas are fully utilised** and have no room to physically expand.
- Melbourn is an important service hub, lying between Cambridge and Royston. It directly serves a population of 7,000+.

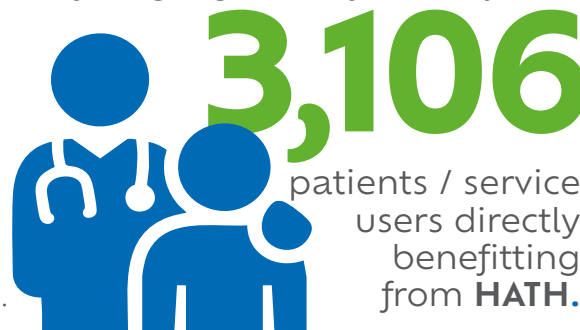


BENEFIT COST RATIO

HATH has a BCR of **£2.30/£1.00**. The Ministry of Housing, Communities and Local Government (MHCLG) ranks BCR; with anything above '2' categorised as offering 'high' value-for-money.

SOCIAL RETURN ON INVESTMENT

HATH is delivering **£4.14 of social value for every £1.00 invested**. The MHCLG ranks anything over £4.00 as delivering a 'very high' level.




MELBOURN HUB

- In **2022**, Health at the Hub (HATH) was developed as a new way of providing health and wellbeing services at Melbourn Community Hub, with a focus on prevention services for Orchard Surgery and Meridian PCN.
- HATH delivers a range of **medical services** such as blood tests, physiotherapy, pharmacy and chronic obstructive pulmonary disease (COPD) checks.
- HATH **enables Orchard Surgery and Meridian PCN to deliver more appointments and offer new services not available in GP surgeries.**
- HATH also offers **non-clinical services** to support people experiencing dementia or memory loss, sexual violence, relationship breakdown and/or money issues.
- The Hub has **15 part-time paid staff** and **41 regular volunteers**.

SNAPSHOT

Medical services provided by HATH in 2024:

- 852** blood tests
- 407** physiotherapy sessions
- 91** asthma and COPD checks
- 83** attendees at Menopause Café
- 65** attendees at Carers Café
- 59** cervical screening procedures
- 58** pharmacy appointments
- 48** patients helped to use the NHS App
- Fortnightly NHS psychiatric assessment & triage service
- Site for COVID-19 and flu vaccinations



The average **Did Not Attend (DNA) rate** for medical services delivered at the Hub was 1%. This compares to a national average of 4.51% for GP appointments between June 2022 and December 2024.



Positive feedback from the patients shows that the Hub is working well. Appointments are booked up early, and the DNA rates are excellent. Patients prefer the informal setting as the place feels less clinical than a surgery, which in turn encourages them to attend.



Medical Provider

“ I am particularly grateful that at no time did I feel judged for decisions I’ve made, or feelings I have, which has allowed me to speak in a completely honest and open way. I’m not sure what the future holds but I do have hope as I move into the future.

Service User

“ I am so glad I came to the appointment. I was feeling really anxious as I am not usually one to reach out or ask for help, but I feel so much better now.

Patient

REDUCING ISOLATION

- The Hub provides a broader support offer, including access to a **community café, library**, activities and events. Many providers refer patients/service users to this so they can connect with others.



PATIENT SURVEYS

- Of the 108 patients surveyed by Orchard Surgery, 92 rated the medical services they had received at the Hub as being ‘very good’ and 16 as ‘good’.
- From the 50 of the 98 COVID and flu vaccination clinic patients surveyed, if they hadn’t come to the Hub 50% said they would have booked an appointment elsewhere, 28% would have gone without a vaccination and 22% would have searched for a walk-in appointment elsewhere.



ACCESS TO SERVICES

HATH works in partnership with **12 non-medical service providers** so residents can access a wider range of health and wellbeing support under one roof. Without the Hub, people would need to travel further to access these services, or they would be limited to telephone/online support.



FINANCIAL SUPPORT

- 127 people supported by Citizens Advice harnessed a total of **£111,541** in benefits.
- A higher proportion of HATH users have a disability or long-term condition (77% of HATH users compared to an average of 51% across the Citizens Advice service).
- A more even spread of service user ages at the Hub compared to Citizens Advice users elsewhere.



“ The clients that I see have experienced very traumatic experiences...The staff [at the Hub] are so welcoming and helpful to both me and my clients, and there is complete respect and understanding of my clients’ confidentiality. Many of my clients would not be able to access counselling if we were not able to use the Hub.

Service Provider

WHERE NEXT?

Melbourn Hub, in partnership with Meridian PCN and with the support of the South Cambridgeshire and Royston Integrated Neighbourhood Delivery Team and South Cambridgeshire District Council, has produced a new Strategic Plan. This sets out a 3-year funding model which includes the appointment of a HATH coordinator, and upgrades to the clinical space so that more medical appointments can take place at the Hub. HATH is planning to expand their portfolio of providers offering holistic support for the wider determinants of health. Many providers have waiting lists and/or would like to increase the number of appointments they offer.