

Evaluation of Paignton Health and Wellbeing Centre

Feedback Summary

March
2018



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Introduction

Torbay and South Devon NHS Foundation Trust asked Healthwatch Torbay to find out about the experience of using Paignton Health and Wellbeing Centre (the Centre). This evaluation took place towards the end of the first year of operation as a component of the new model of transformational care in Torbay and South Devon.

There is now a considerable body of public health research which supports the view that long-term health and personal wellbeing work together. A model health and wellbeing centre is considered to include community outpatients, lifestyles and prevention, and to help connect people to wider services and activities to support their physical health, mental health, social care and wellbeing.

The outpatient clinics brought together those from the closed Midvale Clinic, existing outpatients from Paignton Hospital, and some associated with a general practice. The Trust's aspiration for the future is to extend the scope of the Centre to include the voluntary sector and groups, and spread the ranges of other services to include more working age, children and families, plus primary care colleagues.

Healthwatch Torbay is the independent local consumer champion for people who use health and social care services. In the first phase of evaluation the Healthwatch team created an online survey, which was also available in printed form with a freepost return envelope. The team were on-site in the Centre for three weeks, for a few hours each day when the survey was promoted and individual patients were invited to share their opinions. The survey was open for four weeks to ensure that late entries were captured. Some of the wellbeing questions overlapped with those tested and used in the evaluation of the new model of care for the coastal area of South Devon. The survey followed the journey of the person's experience and 210 people responded of which 12 offered to take part in the next evaluation phase.

When available, the clinical and administrative staff of the centre provided their thoughts through unstructured conversations. Although scheduling was difficult, the survey ran at the time of weather disruption giving a number of cancelled appointments. This was used to good effect by the surveying team as staff willingly gave their freed-up time to the evaluation.

Part 2 of the evaluation will take the form of focus group/workshop, using the findings from part 1 and continued working with the multi-disciplinary Reference Group set up to advise the evaluation team. This group includes representation from primary care, Torbay and South Devon NHS Foundation Trust and Paignton League of Friends as representatives of the local community.

Broad Conclusions from the Survey

The survey responders, on the whole, considered that Paignton Health and Wellbeing Centre is successful. The key elements of this are that:

- the facility is within the local community and has reduced travelling for many
- their care is considered to be of a high standard with both clinical and administrative staff being praised
- the former Paignton Hospital building is still in use but now renamed and used as Paignton Health and Wellbeing Centre.

The survey was aimed to explore the shift to include 'wellbeing' in the delivery of services. From both conversations and survey responses, it appears that this part of the aspiration is delivered through the traditional approach of holistic care. However, it is not underpinned by significant resources to promote self-care in the general population, other than those offered by dedicated clinics. The Centre has adopted the traditional outpatient health clinic approach, something responders understand and appreciate.

Summary feedback

Initial Experience: Midvale Centre comparison

As some patients had been transferred from clinics run at Midvale Clinic, now closed, the Reference Group asked for opinions comparing the two venues. The survey allowed for segmentation separating out those people who were experiencing their first visit to any location and those that had attended Midvale but were also experiencing their first visit to the Centre.

First time attending for treatment

32% (64) of responders confirmed that this was the first time that they had attended the Centre for their treatment. Of these, 31 had not attended Midvale Clinic for treatment either. Of this latter group, 8 considered that they were unprepared, to some extent, in their preparation for their consultation or treatment, and over 50% (17) were unable to identify how to give praise or make complaint. When asked to consider what would have made their experience better, parking information, road directions and the external entry slope were criticised, as well as a request for refreshment. 2 were critical of treatment. When asked what made their experience a good one, responders were overwhelmingly positive about staff attitudes.

Of those first time attenders who had previously attended Midvale Clinic, only 3 considered themselves unprepared for their visit to the Centre, to any extent. Again, under 50% considered that they knew how to complain or give praise. Of the 6 making comment about

improving their experience, parking information was again mentioned, 1 considered that there was lack of security and 1 felt confused about seating arrangements for waiting areas. When asked what made their experience a good one, local parking was considered positively, while staff were overwhelmingly praised.

Comparison with Midvale Clinic (all responders who had visited both before the survey)

Of the total number of responders who had attended the Centre before and had attended Midvale Clinic in the past, 66 (of 72) responders did not consider that they missed anything about it. The new availability of a safe pushchair area was praised. Of the 6 considering that they missed something, this included better parking at Midvale Clinic (contradicted by others), a larger audiology room, availability of health visitors, better signs to the waiting area.

Preparation for your appointment:

Overview of those who were attending on the day of the survey, not their first visit.

90% (118) of this group considered that they were able to prepare for their current consultation or treatment. 61% (74) knew how to complain or give praise. 71% (85) did not consider they had anything to add to make their experience better. Of those who did comment, this included feeling “nervous about the slope”, being rushed in the amount of consultation time or not given sufficient time to transfer from waiting to treatment room, lack of availability of refreshment, parking confusion, and not being a child-friendly environment. Some complaints about disruption to appointment times due to staff delays. When asked what made their experience a good one 40% (69) had no comment to make. The remaining 60% (105) praised having a local facility. For some, being able to walk to the Centre was high on the list. Again there was more extensive praise for staff.

Specific areas of comment:

Waiting areas. The comments from responders reflected the areas allocated. The corridor area was regularly criticised as being too cramped, uncomfortable and ‘gloomy’. The physiotherapy waiting area was considered cramped and uncomfortable, whereas the large waiting area with atrium was considered excellent, light and airy. There are no child play areas and some seating was considered difficult by those responders who said they had mobility problems. Lack of refreshment was a common comment. Comment about toilet facilities tended to be from those with mobility problems.

Only 3 responders (2%) reported difficulty in hearing their name called for the appointment. It was noted that the majority of clinicians came out to greet their patients.

Internal directional signs. These were improved during the survey period using temporary signs after staff responded to our instant feedback. In the first days of the survey it was observed that a few patients wandered around before asking for further directions. There are anecdotal reports of delays to appointments caused by patients sitting in the wrong waiting area. The extent to which new signs were added indicates the extent to which it is

required. Directions to alternative toilets, breast-feeding stations etc. were requested by responders.

External area. It is a given that the slope leading to the entrance can be dangerous for those attending who have mobility problems. Mobility scooters can fail power if batteries are not fully charged, wheelchairs require an assistant, and those with frailty were regularly seen to shuffle with anxiety even if they did not comment. Parking is a mixed blessing with some not understanding the extent of availability. Road directions are not obvious. Responders considered that a bus stop would be useful.

Communication during the consultation or therapy session (all responses)

Of those responding to these sections, 92% (171) felt that they were as involved in discussion and decisions about their care, support and treatment as they wanted to be. 88% (166) considered that when they had important questions to ask the staff they were answered well enough, with 8% (15) reporting that questions were not answered or there was uncertainty. 97% (185) considered that they were treated with respect and dignity.

The statement “Staff discuss with me whether I need any further health, social care services or voluntary support for me to stay as well as possible and think positively about my life” created the most divergence:

Yes	51.34%	96
No – but I would have liked them to	4.81%	9
No – it did not apply	43.85%	82

Of the 6 responders attending the healthy lifestyles clinic, 2 responded to this question, one stated yes, the other no. Overall, the reason for this response is left open to stimulate discussion.

Leaving the Centre to return home (all responses)

93% (165) felt that they had sufficient information about exercises, medication, etc. and what would happen next. 7% (12) were either unclear or felt that they were not given the opportunity to check.

Asking if they knew how to give praise or complain about care also gave significant divergence:

Yes – definitely I have seen posters and leaflets	57.75%
No -but I would like to know how to do it	15.51%
I do not want or need this	26.74%

What would make your experience of using Paignton Health and Wellbeing Centre better? (all responses)

72% said there was nothing with many comments saying “it is fine”. Of the 28% (52) that said yes, comments included:

parking, refreshment, water from the dispenser too cold, need for x-ray and minor injuries, staff going to a meeting without warning, baby feeding chair and room (not signed), need for enclosed area for children, poor waiting area for physiotherapy, improving corridor waiting area.

What gave a good experience? (all responses)

60% (105) considered that they had a good experience, with the remainder not wishing to comment. Of the 109 comments made for this section, ‘being local to them’ was really appreciated, with some commenting on their pleasure at retaining the old building and their memories of its involvement in their life. The following word cloud gives an indication:

A word cloud of positive feedback comments. The words are arranged in several lines, with varying font sizes and weights. The most prominent words are 'Happy', 'Access', 'Convenient', 'Waiting Room', 'Appointment', 'Hospital', 'Staff', 'Parking', 'Pleasant', 'Live', 'Better than Torbay', and 'Receptionists'. Other visible words include 'Space', 'Location', 'Consultant', 'Travelling', 'Service', 'Lovely', 'Atmosphere', 'Glad', and 'Minor'.

Staff Interviews

Context

Wherever possible, staff (both clinical and administrative) were interviewed. One staff member commented by survey completion. Approximately 10 staff/groups were interviewed. Interviews included those providing clinics associated with a general practice as well as the Trust outpatient clinics.

Interviews were unstructured, set in the context of their experience in using the Centre and the impact on the care provided as a result of the environment.

Overview

On the whole, staff considered that the concept of a community-based centre gives a positive experience for patients and there was much to build on. As the building is not purpose-built, some clinical staff had an improved experience and some a degraded experience. Some appeared to be experiencing the constant need for a work-around.

Where the allocated space included a large waiting area or consultation space, the opportunity to build self-support groups of patients, especially young mothers, was valued and was being actively encouraged as a way to reduce isolation. Being local gave an opportunity for drop-in, again for young mothers experiencing anxiety about their ability to care. Large spaces also facilitated staff learning groups and meetings. Some clinicians aspired to this approach but considered that their allocated accommodation did not facilitate its development.

The concept of sharing patient care by asking for opinions from other team members and other clinicians was voiced on a number of occasions. The building is not ideally set up for this approach. In some cases, clinicians originally attached to general practice felt cut off from their usual information sharing opportunities. Working interactively in teams, with the patient at the centre, was considered to be an essential part of good practice.

The difficulty of booking rooms and providing a fixed, appropriate space for a consultation was also voiced. This was especially disruptive where there was inadequate space for equipment storage within the consultation area. It was also a challenge when appointment flexibility was required.

Clinicians were asked how they supported “wellbeing”. On the whole wellbeing was considered to be equivalent to the holistic care of the patient and part of all consultations. When pushed to explore knowledge of appropriate voluntary groups and other means of support or activity which could be suggested to patients, responders became vague, relying on their own past experience rather than a central resource.

One clinician felt that an on-site “navigator” for immediate referral would be helpful as this could be “in the moment”. Suggestions also included incorporating a library of leaflets and videos. Further investigation outside the survey noted comment about a seemingly high attrition rate for follow-up appointments for ‘Healthy Living’. One comment considered that promoting social services assessments might become easier through a navigator.

Open access sessions for physical exercise support were discussed, with agreement that the gym is not fit for the new purpose of the Centre. External access to the gym has always been associated with the challenges of “the slope” and security. In the past the gym was used within a hospital setting for assessment to test the readiness for discharge for frail elderly people and for amputee rehabilitation. As a result, space and equipment is unsuitable for establishing a self-care approach to wellbeing. There is no dedicated waiting area, meaning the slope in both directions has to be navigated from reception.

Information technology was unhelpful in two ways. Staff displaced from their general practice and King’s Ash were frustrated at lack of access to their records, which resulted in the need for duplication of time used. When appointments were cancelled, they were unable to use the available time constructively. Secondly, there is concern that appointments from physiotherapy are handled centrally with the patient being required to

make telephone contact, not the administrative staff. Some frustration of the process was reported. This was believed to be one of the causes of attrition in follow-up and may be the case in other specialities. (Online comment: “Since changing from Paignton Hospital to the Wellbeing Hub, clinic prep has become very lax. I have twice in the last two weeks had to waste time trying to find referral letters.”)

Healthwatch Torbay has also received a verbal comment, directly, that the physiotherapy space is not ideal for privacy, with noise being transmitted. As this area was also subject to an intrusion safety risk during the survey (as reported by one responder to the survey), and responders reported a cramped waiting area, there are indications that the physiotherapy space allocation may require a rethink.

Reception staff understood the regret that patients had for the loss of the hospital beds and minor injury unit, as they were required to explain the change on a regular basis. They also had to handle misdirection from general practice for x-ray facilities that are no longer available. They confirmed the problems of the “slope” especially for patients attending podiatry. They had picked up on transport issues, including having no bus stop close by and delays in organised transport. Many responders commented on how clean everything was, and this was reported back to domestic staff. There was agreement that toilets were not child-friendly, being at a height for use by disabled people.

(The information reported in this section has not been additionally checked and is reported as noted at the time by the surveyor.)



Pictured: Main entrance of Paignton Health and Wellbeing Centre

Response from the Trust

“We really welcome this recent report from Healthwatch and the time that they and their volunteers have taken to undertake the survey and produce this report.

“Our Health and Wellbeing Centre has been up and running for over a year now and it has been important for us to gain feedback from the people who now receive care and treatment with us at this site.

“When creating the Health and Wellbeing Centre our vision was always to bring care closer to home. By bringing together, the service from the former Paignton Community Hospital and Midvale clinic and moving some services out of Torbay Hospital we are now able to offer over 32 different services to people in Paignton, ranging from physiotherapy to children’s health services. We are now looking at ways in which we can continue to develop and broaden our health and wellbeing services available at Paignton, with a particular focus on wellbeing. This will help support people to live the best life possible and we hope to do this by working closely with the voluntary sector and other partners across Torbay and South Devon.

“I am heartened to see that this report shows on the whole what a good experience people had in our facilities and with our staff. To see that 92 percent of people feel they are involved in their decisions about care and treatment and that 97 percent felt they were treated with respect and dignity is excellent. However, the feedback does us tell that the actual estate itself needs improvement to enhance the quality of client and staff experience.

“The feedback we have received means we can now look at ways in which can continue to improve the overall experience and, as a result, of this report the Trust has drawn up an action plan to try and tackle the issues that have been raised by patient, client and staff feedback. This includes looking at how we can improve access via the ramp at the front entrance, which we know is difficult for people with mobility issues, and some of the suggestions, such as, improved signage have already been implemented.

“I would like to thank Healthwatch and everyone who took part in this for giving us such a valuable measure of patient experience that we can now use as a baseline for continued improvement.”

Liz Davenport

Interim Chief Executive

Torbay and South Devon NHS Foundation Trust

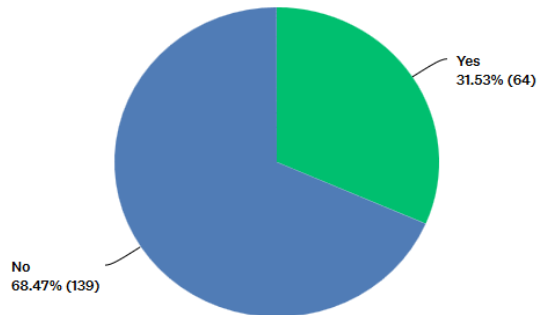
Appendix

Questions and their responses with indicative verbatim comments.

Qu 1. Clinics attended (in order of number of responders, missing clinics had no responses)

Podiatry	59	
Audiology	31	
Retinal screening	15	
Physiotherapy Musculoskeletal	15	
Rheumatology	11	
DEX - bone density scanning	10	
Child health clinic	9	
Speech and Language Therapy children	8	8
Audiology hearing aid repairs	8	
Diabetic eye screening	7	
Healthy Lifestyles	6	
Midwifer service for Waterside and Coastal	5	
Catheter care	4	
Urology	4	
Breast Clinic	3	
General medicine	3	
Gynaecology	3	
Ophthalmic for children	3	
Paediatrics	3	
Physiotherapy women's health	3	
AAA screening	2	
Contraception services	2	
Dermatology	2	
Falls/balance group	2	
Pain management	2	
Physiotherapy ESP	2	
Specialist physiotherapy	2	
Amputee group	1	
Blue badge assessment	1	
Cardiac specialist nurse	1	
Parkinson clinic specialist nurse	1	
Speech and Language Therapy adults	1	1

Qu 2. Is this the first time you have visited the new Health and Wellbeing Centre for your treatment?



Preparation for your appointment

Qu 3. I was able to prepare for my consultation or treatment as I had sufficient information provided in advance. (For example, how to dress or whether to bring my medication)

Yes - definitely	86.93%
Yes - to some extent	8.54%
No - I was unprepared	4.52%

Qu 4. I walked or used a wheelchair or scooter from a drop off point outside the Centre to the waiting room without requiring additional assistance

Yes - definitely	88.27%	143
No - I was unprepared for mobility problems so assistance was requested	1.23%	2
No - I struggled	10.49%	17

Qu 5. When I came to the Centre for the first time I found my way to the correct waiting area by following the signs

Yes - definitely	76.50%	153
Yes - to some extent, then asked for directions	13.50%	27
No - I had to ask for full directions from the beginning as I could not see or read the signs	10.00%	20

Qu 6. I consider that the waiting area is comfortable and suits my needs including signs to find toilets and refreshment

Yes - definitely	88.50%	177
Yes - to some extent, seating is unsuitable for me but everything else is suitable	5.00%	10
No - Please give your reasons	6.50%	13

Verbatim indicative responses:

- No refreshments. No privacy
- Cannot get electric mobility scooter into the podiatry waiting area as turning circle too large
- Not enough seating
- Need enclosed area for children as at Torquay (child with autism)
- More chairs as I had to stand
- No coffee machine
- Water machine that works
- Disabled toilet out of order, I am wheelchair bound
- I am Visually Impaired and use a guide cane so I realise I need a bit more room. The waiting area was quite small and cramped and so the chairs are squashed together. There were plenty of signs around - none of which I could read.
- My wheelchair didn't fit in the disabled toilets. I got stuck and it was very upsetting. Someone in a power chair needs to actually show you what space we need. It's very different to using a manual wheelchair.

Qu 7. When called for my consultation I heard my name clearly

Yes – definitely	98.34%	178
No – I had to check	1.66%	3

Communication with the person providing your therapy or consultation

Qu 8. I am as involved in discussion and decisions about my care, support and treatment as I want to be

Yes – definitely	92.47%	172
Yes – to some extent	6.99%	13
No	0.54%	1

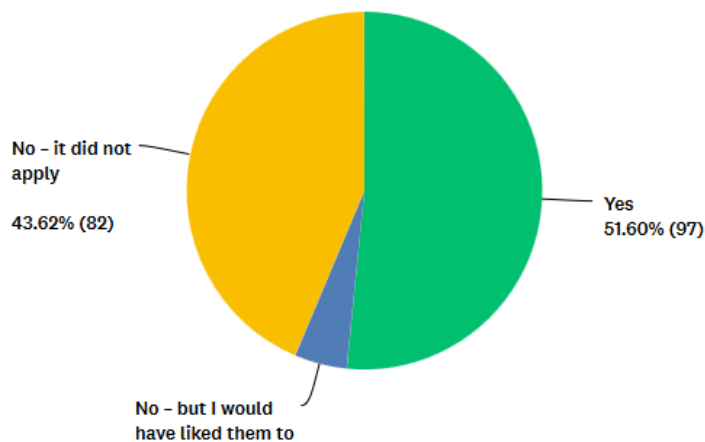
Qu 9. When I have important questions to ask the staff they are answered well enough

Yes - always	88.36%	167
Yes - sometimes	6.88%	13
No	1.06%	2
I had no need to ask	3.70%	7

Qu 10. Overall, I feel I am treated with respect and dignity when I attend the clinic or group

Yes - always	96.88%	186
Yes - sometimes	2.08%	4
No	1.04%	2

Qu 11. Staff discuss with me whether I need any further health, social care services or voluntary support for me to stay as well as possible and think positively about my life.



Qu 12. Look back at your experience of care when visiting Midvale Clinic

Verbatim indicative comments

- Midvale was a nightmare with children - more room for pushchairs here
- Parking better at Midvale
- The dungeon, depressing, this is clear, dated but good - that ramp!
- Better here - claustrophobic at Midvale - husband had alzheimer which gave problems

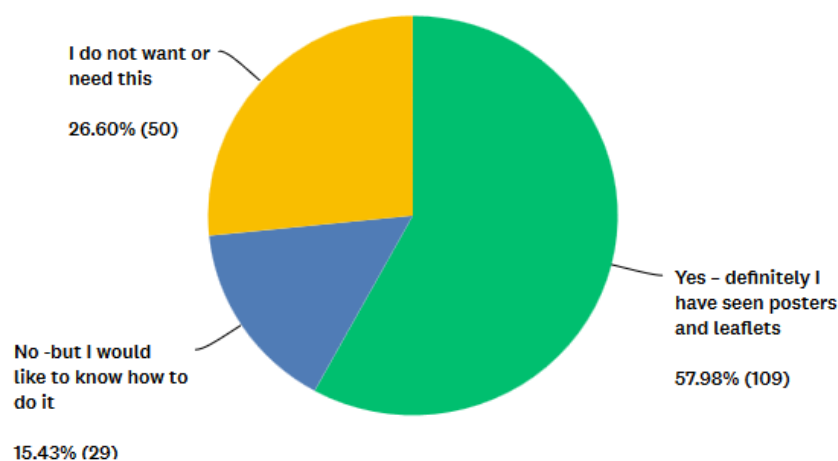
- The audiology room was much larger at Midvale Clinic and I felt that the space used for testing is very small considering how busy the clinic appeared to be. I was accompanying a family member to their appointment.
- Health visitors were there. Could always call in and see them
- The sloop up to the front door is not suitable for the disabled, staff cannot help as they are not allowed to push patient up the sloop, and this was not a problem at Midvale clinic. My husband got out the car to help a couple as her husband could not push his wife and staff would only give them the wheel chair and not help to push her up
- Reception was better staffed. Waiting room clearly signed.

Leaving the Centre to return home

Qu 13. Before leaving the consultation or treatment, I felt confident that I understood and had sufficient information about my medicines, exercises or suggested activities and what would happen next.

Yes – definitely	93.26%	166
Yes – to some extent	5.62%	10
No – I felt unclear but was not given the opportunity to check	1.12%	2

Qu 14. I am clear about how I can give praise or complain about the care I have at Paignton Health and Wellbeing Centre



Qu 15. Do you feel that there is something that could have made your experience of using Paignton Health and Wellbeing Centre better?

Verbatim indicative comments

- Please read my note though! -Appointments are very few, my appointment has been cancelled quite a few times when you need to be seen it's important to me to be seen especially when the nurses are saying "make sure you keep your appointments"
- There was insufficient time allowed for my appointment during my visit at the centre
- Improving parking availability
- Coffee machine. Making sure you are heard for your appointment. Get them to phone when they are not there when off sick. After leaving Paignton Hospital found it difficult coming down steep slope. Had to hold on to rail felt nervous.
- As a new patient to Paignton Health Centre I found parking difficult and where to park was not very clear.
- Nurse showing my Mum in to the clinic always walks on in front but Mum cannot follow quickly enough. Refreshments should be available. Water from dispenser far too cold. Easier to absorb if it is body temperature.
- The slope is unsafe for a scooter as it tips and overshoots on the way down as slope is in 2 directions and has no braking distance at the end.
- Because this is my first visit, I am not sure; however, I found that coming into this Health and Wellbeing Centre, it looked nice and bright and clean and staff were very friendly. Husband helps me to hear.
- Could use the x-ray and minor injuries back. We have needed both.
- Baby feeding chair and room
- Tea making machine
- Bus to stop outside
- Enclosed area for children
- Better directions as I got lost
- Better signs - I am from Exeter and don't know Paignton or where to park - I had difficulty finding the entrance while driving

- I was late being called for my afternoon physiotherapy appointment because 4 OAPs (2 couples) obviously with nothing better to do, decided to turn up on spec and seek advice about their ailments. None of them had an appointment, but they seemed to know the staff on duty, and were seen before me. I found this extremely frustrating and unacceptable.
- Lack of security
- I would like to have the audiology department for children at Paignton because my grandson finds Torbay Hospital too much for him and he finds it all difficult
- Apart from a larger waiting area for the Physiotherapy section which I wrote about in a previous answer, I do not feel that the ENTRANCE to the whole place is suitable. The door is reached up a steep slope. I know there is a rail, but it is still difficult. The ground is a little uneven so my guide cane skittered around a bit and couldn't run smoothly. A couple of times a car or patient transport vehicle was parked right by the entrance and there was very little space to get by. I think a more user friendly entrance is needed.
- Better signage in Paignton to the Centre. AA got it wrong, no signs for winner Street, locals got street names wrong.
- Opening times of sexual medicine clinic should be longer, more in the daytime.
- The reception area (*corridor area*) not being so dark and dingy. The place feels cold it doesn't feel friendly. Hardly any staff to be found. I didn't feel comfortable here at all
- A much better run and organised HOPE course. It was terrible! I couldn't cope with it at all. The staff were telling us about their problems! I was in a group with people with Dementia and I have mental health problems and physical disabilities. It was very inappropriate for us to be all together! I had to leave the group early as it was so bad! I never returned! I have no support at all and I hoped that would help me cope with daily life.

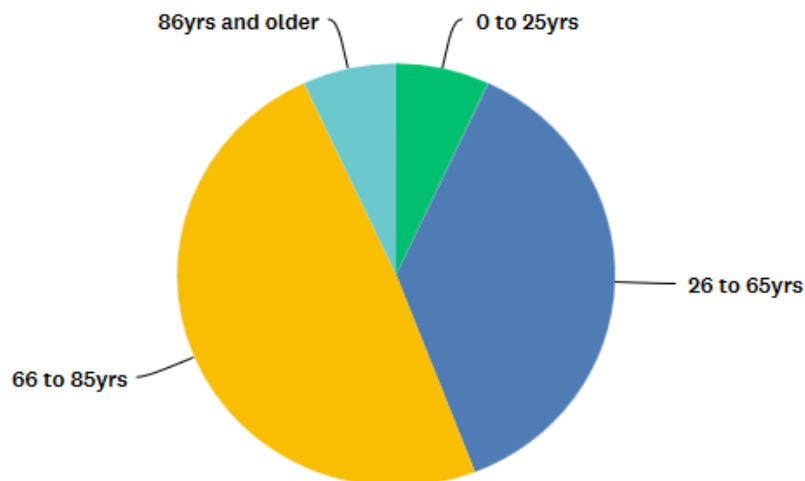
Qu 16. Do you feel that there is something that gave you a good experience of using Paignton Health and Wellbeing Centre?

Verbatim indicative comments

- I feel that moving to Paignton Hospital (*Paignton Health and Wellbeing Centre*) it feels a lot more professional and in tune with the needs & care of all patients that attend.
- Friendly staff and glad that Paignton Hospital is still being used.
- Convenience, close to home no travelling
- A warm welcome at reception, staff very efficient and friendly. The rooms all looked very clean. The specialist nurse (osteoporosis) was very efficient and informative. Coming from Dartmouth and Totnes being my "hub" I must say it worked well. Previously I had to go to Torbay Hospital for this appointment - this was much better.
- Being local and 91 years old it is now always a pleasure to visit Paignton Hospital, so many memories for me, both happy and sad. Both birth and death, breast cancer checkups, physio, minor injury treatment and often just chatting to the receptionists. A super atmosphere. Thank You.
- I felt listened to and generous time was given to me, friendly reception and staff
- The friendly, helpful, encouragement of my physio who explained and demonstrated the exercises and praised our achievements. Also the variety of equipment and quality.
- Having the midwives here is better, more room
- Everything
- All fine
- Lovely to be able to go to physio at Paignton rather than travelling to somewhere afield.
- receptionist showed me where to park
- perfectly satisfied with it all, glad its still here
- Clean comfortable and very helpful staff
- Nice place but would like children's audiology here
- Very good service and everybody was very polite. Hospital was very clean and tidy. Appointments have always been on time.

- The quality of the service
- Close to where I live, I was able to access an early morning appointment and then go straight to work, therefore this meant I did not have to leave work in the middle of the day for my appointment.
- Staff very friendly, nothing too much trouble and professional
- Convenient, easy access
- My appointment was at an agreed time and I found it easy to park. The staff were friendly and I was seen within a sensible amount of time. All in all I enjoyed my visit.
- The staff were helpful, friendly and explained every step of my treatment well so I understood.
- Lovely health visitors
- The Centre is central and easy to get too. Parking/Drop off is easy too.
- Space, light and friendly staff.

Qu 17. Please tick which age range you are in



Thanks

Healthwatch Torbay would like to thank everyone involved in the survey for helping Healthwatch to understand what it feels like to use Paignton Health and Wellbeing Centre.

We look forward to working with you through this project and in the future.

Contact us

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