

## Edward Hain feedback received - 4 week engagement - 7 October to 8 November 2020

### Concerns over integrity of process

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	There's a shed load of information now popped up on this website which paints only one picture, which is you wish to close the hospital, thus I'm unsure really why you're even asking the question because your evidence says it's not viable.
Individual - West Cornwall HealthWatch and SP4Cornwall	Report	NHS Kernow and the trust responsible for the hospital want to close it completely, handing it over to NHS Property Services, the building's owner, to sell. NHS Kernow has persisted against all reason in treating the future of Edward Hain Hospital as a self-contained issue, isolated from what was happening elsewhere in Penwith. For more than 4 years inpatient beds at Edward Hain Hospital were closed 'temporarily' when it was obvious to everyone that there was no intention to reopen them.
Organisation - West Cornwall HealthWatch and SP4Cornwall	Report	As above-same report.

Type of respondent	Method of feedback	Comments
Individual	Email	Quantitative measures, reliably using real measures of wellbeing seemed to be lacking in the simplistic number crunching applied in the recent report. The Age UK day services 'pilot' were poorly understood and so take up was poor, amongst local community NHS and social care staff. Frequent changes to available services, short time period for pilot and well known difficulties with transport to and from the site along with lack of joined up publicising to statutory services were a problem. When and how did this hospital, publicly gifted to the community, fall into the hands of NHS property services - continues to be asked. The site continued to be visited unnecessarily by the property services to maintain rooms, heating and areas not used clinically presumably because the contracts given out to private businesses were allowed to run. This would show a false inefficiency and invented high costs in the running of the hospital. No surprise then it should be made to look like a waste of resources.
Individual	Feedback form post	No point answering these questions-I'm sure you've already made up your mind!
Individual	Email	There has been nothing but prevarication about this for several years - to the detriment of the community.
Individual	Feedback form website	But to remove another known facility from use would be damaging as it appears although you had a very well chosen audience of Stakeholders who all had an agenda of their own brought from their immediate employers, including Former Nursing Staff. No one appeared to represent "Joe Bloggs". A great pity very sad!
Individual	Feedback form post	If the Governing Body has made its mind up its pointless filling out these forms
Individual	Feedback form post	No point in answering these questions as you take no notice of anyone from MPs, to the League of Friends, to councillors, to GPs. Our opinions count for nothing.
Organisation - St Just-in-Penwith Town Council	Letter	The reality is that the hospital closed to inpatients back in February 2016 and whilst senior officials insisted this was temporary Councillors and other community representatives feared it would be permanent and pleaded for honest responses rather than protracted closure and decision making like Poltair.

Type of respondent	Method of feedback	Comments
Individual	Email	This is typical of your group since you closed this hospital from my own observations you have and are still spending vast amounts of money which is not necessary as this building has been earmarked for sale four probably the last three years and this exercise is just that gives you a chance to keep your snouts in the money trough. If instead of paying your grossly inflated salaries for the committee this was spent on upgrading the safety which is possible as I found in my 50 years in construction so of this in the health service nothing is impossible unless you don't want to see. Our local group amassed £600,000 to help which to my knowledge your group or your bosses refused but you pay to service the lift which I witnessed improve the fire alarm system put up new fences send workmen to the hospital to sit in their van all day because they were booked in to carry out non-existent repairs.
Individual	Email	I suspect there are very few people that live in or out of St Ives that are not aware that the intended destination for Edward Hain hospital, is and always has been, that it should be closed and sold.
Individual	Feedback form post	It's appreciated to ask my opinion but the horse has already left the starting gate?
Organisation - St Ives Town Council	Letter	A particular matter of concern was the very low score levels, against a range of criteria. The Council would like to better understand how the evaluation process could become so far advanced and result in scores of zero or one against so many of the criteria. In addition, within these scoring criteria, it is not clear how actual need for services has been assessed, when there was very clear evidence of need from local primary care providers. If the commissioning group have rejected the suitability of the site for this purpose, what then are its plans to identify provision on an alternative site, which is deemed to score favourably in relation to safety, quality, access, deliverability and environment? Expressing its strongest possible objection to the nature and outcome of the process, which in the Council's view was based upon a flawed evaluation and scoring methodology.

## Question 1

If Edward Hain Community Hospital was not available, how would this affect you, your friends, family and community, and what might help with any concerns you have?

### Concerns over lack of community hospital beds in Penwith

Type of respondent	Method of feedback	Comments
Organisation - Chairman, Penwith 50+ Forum	Email	Very concerned over the lack of community beds within our PCN. Elderly patients from our PCN have had to get step down and step up treatment with in-beds at other hospitals and care homes throughout the county, with some even having to go hospitals out of county. End of Life Care is so important to the individual and the family. To have to spend it at a Community Hospital or Care Home somewhere in Cornwall alone with no family present is unacceptable. I think the loss of the facilities in Poltair and Edward Hain has resulted in 28 beds in our PCN not being available for in-patients. Needs our NHS staff and the community working together for a new facility in our PCN.
Individual - West Cornwall HealthWatch and SP4Cornwall	Report	Since Edward Hain lost its 12 inpatient beds in 2016, demand for such beds has risen. In 2019-20 no fewer than 75 Penwith residents aged 65+ discharged from Treliske found themselves in community hospitals distant from home. The loss of Edward Hain's beds has been partially – but only partially – offset by discharging Penwith residents from Treliske to West Cornwall Hospital. Penwith does have a hospital performing community hospital functions, but It is West Cornwall Hospital, which happens to be situated in Penzance, not St Ives. <sup>2</sup> It has more advanced services than 'normal' community hospitals and is developing as a centre of excellence for healthcare in the West of Cornwall. It happens to be run by the Royal Cornwall Hospitals Trust, not by the Cornwall Partnership Foundation Trust, which runs all the 'normal' community hospitals in Cornwall. At present it doesn't have enough step-down beds to meet the needs of Penwith's 65+ population.

Type of respondent	Method of feedback	Comments
Organisation - West Cornwall HealthWatch and SP4Cornwall	Report	As above-same report.
Individual	Email	Unfortunately, whilst the consultation asks for suggestions for the relocation of podiatry and mental health clinics, it makes no mention of inpatient beds, which were until three years ago the most significant aspect of the hospital. To the Primary Care Network, to make the case for adequate bedded provision in Penwith. Attaching a unit to West Cornwall Hospital (on the land to be vacated once the O/P department is relocated), would be the most cost-efficient way of providing this care alongside the CATU and Med 2.
Individual	Email	The 16 hospital beds at Edward Hain are vitally needed in West Cornwall for health, economic efficiency and for humanitarian reasons to alleviate the suffering of families who are separated.
Individual	Letter	The hospital has served the community for many years providing half way house for patients leaving acute care hospitals who are not ready to go home yet.
Organisation - St Just-in-Penwith Town Council	Letter	The impact of no community hospital beds for re-enablement and rehabilitative care has led to our residents being sent far from home.
Individual	Feedback form website	After my mother fell and broke her hip in August 2015, she was admitted to Treliske for surgery but after two weeks wasn't well enough to be sent home, where my then 89 year old father couldn't nurse her back to health. She was transferred to Edward Hain, where she received excellent rehabilitation and daily physiotherapy etc., which enabled her to regain sufficient mobility to return home after three weeks. I cannot speak too highly of the care she received there. It was the right place for her to be, as my father could easily and safely travel daily from Hayle to visit her. I feel very strongly that this kind of care is greatly needed for the elderly residents of Penwith.
Individual	Feedback form website	We need a step down hospital in St. Ives where local people can go to recuperate following surgery or illness in an acute hospital to free up much needed beds in the acute hospital.

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	It is vital for the local population of St Ives that the resource of the Edward Hain is available to provide services preferably also inpatient beds to the local community.
Individual	Feedback form website	There is a clear and established need for additional beds in West Cornwall. The situation at Treliske makes that glaringly obvious.
Individual	Feedback form website	What is missed in St. Ives and wider Penwith is the loss of in-patient beds. I believe it is criminal to permanently remove these 12 beds!
Individual	Feedback form website	We need local community beds.
Individual	Email	There is only one main hospital in Cornwall 40 mins away from St Ives and longer by public transport. We have less beds and medical staff per person that most of the country but have an elderly population. This in itself is not acceptable and needs to be addressed.
Individual	Feedback form website	Not having a local community hospital in the area. Isolating vulnerable patients from their families and friends. Invest in local resources, not forcing people to travel and feel intimidated in a large target driven hospital which struggles to cope already.
Organisation - Towednack Parish Council	Letter	The urgent need for community beds in Penwith and St Ives and that this must be addressed when planning future health provision in in the area.
Organisation - St Ives Town Council	Letter	Urge NHS Kernow in the strongest possible terms to re-provide these services, which are urgently needed in West Cornwall, on a new site capable of accommodating more than 12 beds.

## Implications for travel time, cost and inconvenience for individuals

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	Without E.H. having to travel to Truro or Penzance, Helston is not only expensive even with volunteer drivers service but very inconvenient and time consuming.

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	I now have to travel a much further distance for health care for me and my family.
Individual	Email	Staying close to home for treatment always makes for a better (and cheaper) recovery for patients. Tests and specialist care can be arranged and delivered better when organised from within a hospital, transport is expensive and unavailable for those with mobility problems and journeying when ill or uncertain is not conducive to wellbeing. Hospital transport can be unreliable and complicated to arrange and coordinate from a private home. Expensive and stressful journeys for people already stressed and unwell.
Individual	Feedback form post	People of any age, my son and mother included were treated there after an operation in Truro. We were able to visit and they were happy to be near home.
Individual	Feedback form post	It was lovely having a local hospital making it easy for the people of St Ives and Carbis Bay to visit.
Individual	Feedback form post	If Edward Hain was not available it would be a problem as we would have to travel by bus (expensive) or still use the car-we live in Hayle.
Individual	Email	My personal experience of the hospital. My mother, who was disabled with MS, spent a week there while my father had a short break - she was quite confused but I was able to visit her every day and provide reassurance. A friend was there after suffering a stroke - friends and family were able to visit and support her during the last weeks of her life.
Individual	Email	I know from first-hand experience the positive effects of hospital visits from family and friends when patients are recovering. I used to feel so sad for some of the fellow patients in my husband's ward whose family could not travel to see them easily and I know that on days when I couldn't travel the 60 mile round trip it affected my husband. I am convinced that social visits aid recovery. Sometimes it's as simple as helping a patient eat and drink. Some patients are not likely to recover but can't be discharged. In these cases having local hospital beds where family can visit can massively improve end of life care. As well as these considerations, beds closer to families will help reduce the carbon footprint of the NHS.
Individual	Feedback form post	The hospital is central and easy access to get to and parking is ok if people keep to their appointments with one in and out. It's as easy as Stennack and as safe.

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	Distance to podiatry appointments is a serious consideration for us all. We also have to fit our appointments between carers visits which limits how far we can go. Therefore facilities need to be local and Edward Hain is the perfect location for us all.
Individual	Feedback form post	I'm 85 and have to rely on taxis as my family all work, any further to travel would be very expensive which I can't afford.
Individual	Letter	When patients are hospitalised at a distance from their homes their family/friends are faced with long journeys for their visitation often over long periods and at a financial cost.
Organisation - St Just-in-Penwith Town Council	Letter	Being sent far from home making it costly for family and friends to visit.
Individual	Feedback form website	Many people like my late mother have had to be sent sometimes many miles away to be cared for in a community hospital. I know of elderly people who have ended up in Liskeard and Bodmin, many miles from Penwith.
Individual	Letter	Predominately elderly people requiring rehabilitation or re-enablement in a community hospital, away from an acute setting but with skilled NHS staff caring for them 24/7 have had to travel away from there area to receive such care. This also applies to those needing end of life care.
Individual	Feedback form post	I was deposited in Bodmin after my operation and had no visitors as transport was very difficult. This made my recovery longer.
Individual	Feedback form post	I'm 86 years old so I no longer run a car so need a local bus if Edward Hain is to close down, and fortunately Stennack surgery is within easy walking distance if that is to become the extension.
Individual	Feedback form website	Many patients living in our area are decanted to distant community hospitals on discharge from RCH including Bodmin, St Austell and Helston. In consequence they are separated from their relatives and friends, mainly elderly, for whom visiting poses major problems.



Type of respondent	Method of feedback	Comments
Individual	Feedback form website	I was very surprised to find out last week that with Edward Hain hospital closed many older Penwith residents discharged from Treliske are being sent to Bodmin and Liskeard community hospitals to continue their recovery after treatment. When my elderly mother fell and broke her hip, after the surgery she was moved to Edward Hain where I was able to visit her every day until I brought her home. Friends and neighbours visited her too. If she had been at Bodmin or Liskeard that wouldn't have been possible and I'm sure her recovery would have been much slower, because she was quite depressed after her fall.
Individual	Feedback form website	The have patients located miles from their home impacts adversely on the patients and on their families, particularly those for whom it is difficult to travel, or elderly, don't have a car or have young children and no car.
Individual	Survey monkey	Many in the community do not have the means to get to Treliske (50 mile round trip) to see their loved ones.
Individual	Survey monkey	Do not like travelling far - do not drive and avoiding buses at moment.
Individual	Feedback form website	I have several elderly friends who have recently been in Treliske because of falls or heart attacks. They have no help at home and so could not be discharged. Instead they have been sent elsewhere outside St Ives away from their community. One was sent as far away as Helston. In normal non covid times this also happens and is very detrimental to their recovery. It is unacceptable that elderly people from St Ives are sent far away from the town instead of being able to recuperate nearby. Please restore beds to the Edward Hain hospital.
Individual	Feedback form website	Loss of local community beds means travelling further for friends and family and local community especially those without adequate transport. What would help would be to reinstate these local facilities
Individual	Feedback form website	I used it to treat a condition when I was 17. When my daughter developed the same condition I had to leave my job to take her Wadebridge. That is not community health care.
Individual	Feedback form post	Friends and family could recuperate in their home town and convenient for visitors.

## Ideas for alternative building use For Edward Hain Community Hospital

Type of respondent	Method of feedback	Comments
Individual	Email	All I can say is that it should be kept as a health facility for local people, and the whole community. Care in the community that is what matters. That is what really matters, the people, young and old, the building should be used.
Individual	Email	Please in the consideration for the future of the hospital site , look at creating a truly joint Health and Social Care hub for West Cornwall complete with truly joint funding for staffing and care and health services
Individual	Feedback form post	This community hospital was used for many years. The hospital should be re-opened and used.
Individual	Email	Please keep this open for mental health.
Individual	Email	If the building is no longer suitable for use as a 'cottage hospital' then it should continue to be used for outpatient appointments. The building is surely suitable for podiatry, physiotherapy, psychotherapy, addiction clinics etc. If the building is unsuitable for use as a hospital then we need a new purpose-built hospital in the immediate area for the use of convalescent patients and respite. It is totally unsuitable to have bed-blocking in the larger hospitals when smaller ones could perform this function - as indeed they used to.
Individual	Feedback form website	This as you know is a well-loved hospital, which is well built: Changing the use of the hospital from primary care to social care which is always needed could be a solution As there are still facilities for the disabled (lifts) bathing facilities in place. To run the Old Hospital 7 days a week as a day centre for all ages (daily respite care) just not residential. Obviously staff would be required but I assume former nurses and care assistants' would be recruited along with a body of vetted volunteers. I am aware there is a similar facility in Hayle but with an ever aging population and Now an emerging population of newly arrived dependant people, since covid.
Individual	Feedback form post	It still seems to me that podiatry and mental health clinics could run there if the layout was addressed and closed areas incorporated for hospital use-is pure clinical use.

Type of respondent	Method of feedback	Comments
Individual	Letter	I'm aware the Edward Hain building requires refurbishment. It is my understanding that the League of Friends have offered to fund this work. It would be interesting to know the cost of keeping a patient in either Treliske or West Cornwall Hospital as opposed to a bed in the Edward Hain hospital. In the refurbishment rooms that are considered to be unsuitable for patients' accommodation could be used for office or utility considerations.
Organisation - St Just-in-Penwith Town Council	Letter	Community based living units that people could go to temporarily to receive step up/step down care either avoiding hospital admission or allowing discharge from hospital to happen quicker and sooner. Such a facility could be provided at the empty Warren's site...this has not been followed up as an option. Many wanting a purpose built facility for re-enablement/rehabilitation. The land at the rear of West Cornwall Hospital could prove a cost effective way to do this and the sale of the Edward Hain site could fund it. Our priority is to ensure with great urgency that facilities in Penzance/Lands End area allow people to receive good intensive re-enablement and rehabilitative care when home is not the safe place to be.
Individual	Email	There must be many uses for various rooms (i.e. podiatry) which could help to keep it viable. I appreciate it needs to be brought up to healthcare regulations/standard but I feel it would be a challenge to complete the necessary work and have a small hospital in operation again.
Individual	Feedback form post	If the offices and nurses rooms were converted back to wards. Beds couldn't be pushed out of the front door and out of the French windows from the nurse's room. The new extension that the friends paid for could have a larger door out to the back. Beds could be pushed through there. I've seen blow up stretchers in other premises. The friends have a great amount of money that can be used on the upgrade.
Individual	Email	I am writing to express my support for the Edward Hain Hospital in St. Ives to remain under the NHS and be reopened. Having been a nurse in the North of England before moving here 2 and 1/2 years ago, I can see many advantages of having localised hospital services. Easier family access, less stress for patients are a couple of advantages.
Individual	Email	It should be turned into purpose built cottage Hospital...not more holiday accommodation for St Ives. All age groups in St Ives would benefit from local Health care with a provision for overnight nursing care.

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	Keep it operating!
Individual	Feedback form website	Yes by continuing to provide local services at Edward Hain hospital. By investing into making it a proper community hospital rather than using resources to rent other facilities. The COVID crisis has shown we need local facilities especially extra community beds
Organisation - St Ives Town Council	Letter	The council felt that they could provide a community-based solution and an alternative future for the site, meeting some elements of local needs. The Council resolved to support a steering group to bring back the site into community ownership.

## Importance of building as a community asset with cultural heritage

Type of respondent	Method of feedback	Comments
Individual - West Cornwall HealthWatch and SP4Cornwall	Report	Recognise the significance of the name 'Edward Hain' to the local community. He was a son of St Ives who lost his life in the Great War. Strange though it may seem to the powers that be that run the NHS, commemorations like this are hugely important to local communities.
Organisation - West Cornwall HealthWatch and SP4Cornwall	Report	As above-same report.
Individual	Email	We as a family have used the Hospital for some 40-years. This includes regular visits for clinics etc. Serious illnesses, recovery and even bereavement.
Individual	Email	The shock of the closure of the hospital was emotional. My children grandparents and great grandparents and my sister in law had all had treatment there and benefitted from the personal care and attention they received. The loss of our beds locally hurt.
Individual	Feedback form post	As the building and land was given as a hospital to the people of the area are you going to give it back to the Hain family?

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	Edward Hain has always unanimously been regarded as a prime asset to the community on many levels. There is a lot of anger and frustration over what has happened over the last 4 years
Individual	Feedback form post	I am aware that Ed Hain has always been a valued resource to St Ives. However I am also aware the necessary adaption to make safe care is challenging.
Individual	Feedback form post	It's sad to hear it will be closing.
Individual	Email	The Edward Hain was given to the community for its benefit and the building should continue to be used for this purpose. The Edward Hain Hospital has been a boon to St Ives throughout its history and the loss of its primary use over the past few years is quite deplorable. If the past few months have taught us anything, it is the importance of getting healthcare right.
Individual	Feedback form post	I shall miss this old hospital with all its history regarding benefactors in the last century. I feel it is a building that is loved by the community.
Individual	Feedback form post	Please don't close our hospital. It is vital to the community. Having to go there for podiatry is easy for me and I'm sure for other patients. The clinic staff are excellent.
Individual	Letter	The Edward Hain hospital has offered such year over the years and should continue to do so. I know there is strong community support for the hospital's re-opening.
Individual	Email	This hospital was given to the people for their treatment and I feel it would be a shame to turn it away from its purpose. It helped our aunt and it would be good to see it continuing to help other people. I fear if it is sold it will only be knocked down and a bigger uglier block of flats? In its place....the building is worth more than that and something to be proud of.
Individual	Email	Please keep this hospital open. It's not just the moany oldies who want this place to remain a part of St Ives. I'm 29 and said goodbye to my grandmother at this place and had many other family members treated here. We don't have many resources down here for us; please don't take this one away!!!

Type of respondent	Method of feedback	Comments
Individual	Email	When a community is gifted a building or land it is the community who have the right to decide its future. Please do not underestimate the St Ives community's ability to make very meaningful and community led projects a valuable success. This pandemic has made it clear that local care with local facilities are precious and can offer long term value for money when led in a responsive and needs led manner, rather than simply an outpost of a large and cumbersome system.
Individual	Feedback form post	The closure of any facility has a profound impact on the community. The centralising of resources and reinforcing the myth 'big is beautiful' is a fallacy and evidence around the UK demonstrates that fact.
Individual	Feedback form post	Edward Hain community hospital should not be closed. The hospital was purchased for the benefit of St Ives residents and the surrounding areas.
Individual	Email	It is my belief that the NHS cannot find a use for the space that it should be gifted to a community land trust to be of benefit to the St Ives community.
Individual	Email	The building was bequeathed to the people of St Ives and should therefore stay within the community.

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	This hospital was transferred to the NHS as a hospital to be used for the benefit of the people of St Ives. The terms of the original Trust under which it was held provided that the Trust was set up for the use and benefit of the sick and poor of St Ives. There are many sick and poor people in St Ives (over 35% of St Ives children live in child poverty and many of the town's large elderly population have health and/or financial problems). The terms of the original trust still subsist and are capable of being complied with therefore if NHS Kernow are not going to re-open the hospital it should be transferred back to be held once again for the use and benefit of the people of St Ives in accordance with the terms of the original Trust. This hospital was never transferred to NHS as a disposable asset. That would have flown in the face of the original Trust and the Trustees could not, and would not, have transferred it on that basis. NHS PS can only sell a site if it is declared surplus by NHS Kernow. There is no basis whatsoever for a finding that this site is surplus, all the evidence points to the contrary. Section 6(4) of the NHS Act 1946 under which this property was transferred provides that the Minister... shall 'so far as practicable secure that the objects for which that property was used ....are not prejudiced by the operation of section 6'. Prior to the transfer to NHS the property was used for the benefit of the people of St Ives and to honour Edward Hain's name. In the current climate and present circumstances of the residents of the town it is impossible to argue that it is not practicable to use the building or sale proceeds thereof for the benefit of the people of St Ives and in remembrance of Edward Hain as per the original objects of the trust. To sell the property and move the entire sale proceeds out of county would directly prejudice the objects of the original trust.
Individual	Feedback form website	It would be a loss of a valuable community resource to St Ives, somewhere where local people (especially those who are vulnerable, such as the elderly) can access care. Why should we have to lose this beautiful resource?
Individual	Feedback form website	It is important
Individual	Feedback form website	Edward Hain hospital was given to the NHS for the benefit of local people - it is appalling it will be sold off and money from sale will go into central NHS funds rather than for local use

Type of respondent	Method of feedback	Comments
Individual	Email	The Edward Hain hospital belongs to the NHS and should remain in use for the local community. It would be a scandal to sell it and St Ives lose a potentially valuable resource.
Individual	Feedback form website	The hospital was given to the community to be used as a hospital!!
Organisation - Towednack Parish Council	Letter	Proceeds from any sale of the Edward Hain building should be reinvested in the West Penwith area.

## Impact on services and individuals

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	Personally, it won't affect me but it's the community I'm thinking about here and they need to fully heard on matters.
Individual	Email	I was told at the PPG meeting that the GPs in the area are agreed that there are insufficient community hospital beds for their patients. The concern is that this places a burden on GPs, with inadequate care at home support for patients who in many cases should be in hospital certainly for longer, whether this be for reablement, rehabilitation, or end of life care.
Individual	Feedback form website	If similar facilities were to be found within St Ives to cover those lost by the closure of Edward Hain Community Hospital that would be OK.
Individual	Email	This facility needs to be kept open if only to relieve pressure on Treliske. Patients and visitors have a long trek to Truro.



Type of respondent	Method of feedback	Comments
Individual	Email	I dispute that under 16 beds in a hospital site is not feasible. Having worked at Treliske I can confirm what the staff surveys repeatedly show. Near continual black alert, outlying patients in wards not specialist to their needs, lack of efficient communication between teams and staff in the hospital, are a result of an overlarge and stressed system. Poor local transport, staff having to pay for parking - even when working in the community delivering hospital equipment to get people home in their own cars! Do not make for good morale and of course a shortage of staff in all areas seemed to be the norm. Nurses therapists and other hospital workers do not want to work in this type of environment. Smaller IS better and more organised!
Individual	Feedback form post	The hospital was ideal for people who needed recuperating in the town. This will be lost putting more strain on the other hospitals and blocking needed beds. It will not affect me as I can go anywhere but the elderly local patients will miss it as they will be miles from family and friends.
Individual	Feedback form post	The closure of Edward Hain will and has had a traumatic effect on the people of St Ives. This was I believe given to the town. Over the years there has been a decline in use with a fictitious campaign by the health service to close.
Individual	Feedback form post	As Edward Hain is the only facility where NHS podiatry is housed for the surrounding area it would have a very adverse impact on my family and the many other users of the service in Hayle. Hayle is a very fast growing community and podiatry either needs to return to Bodriggy surgery in Hayle, the day centre or St Michael's Hospital.
Individual	Feedback form post	I personally would be very upset if we lost Edward Hain hospital as I have lived in St Ives for 85 1/2 years, all my life and it has helped so many people in my family and hundreds of others. Having said that I don't know the reasons for closure.
Individual	Feedback form post	I am COPD and cannot walk too far as I am 81 years old. Edward Hain just right for me.
Individual	Feedback form post	Edward Hain has always been very handy for me as I'm unable to walk very far. I use public transport as stops outside.
Individual	Feedback form post	The hospital has been providing excellent care over many years. Its closure is having profound impacts across the population particularly the elderly. Its permanent closure would be a disaster for these people.

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	For people living in St Ives and the surrounding area, a centre within that area would be beneficial to relieve pressure on larger hospitals.
Individual	Feedback form post	1 clinic only affected.
Individual	Feedback form website	Living in Hayle I have attended the Hospital on a few occasions for medical reason as an outpatient. I have also attended Hayle and Penzance Hospitals for similar reason and both the latter two for operations where I have spent several days as an inpatient. The closure of the hospital would not affect me unduly. For the people in the immediate St Ives Town area this would be a loss.
Individual	Feedback form website	Do not believe removal of the Old Hospital would affect me, my family or friends.
Individual	Email	Some patients don't need all the specialist services available in big hospitals and could recuperate more quickly in a local hospital where it is easier for family and friends to support them. Small local hospital help free up beds at Treliske which is on constant black alert. This saves the NHS paying for private beds
Individual	Feedback form post	I would very much miss the Edward Hain hospital -it should be kept open.
Individual	Feedback form post	I imagine St Michael's in Hayle and West Cornwall Hospital in Penzance will feel more pressure from the local community and so will have to employ more staff.
Individual	Feedback form post	I would be very sad to see this hospital closed. I found it very useful and ideal for my podiatry needs.
Individual	Feedback form post	Closure of the hospital would affect me and my husband immensely! I am wheelchair bound unable to transfer into a car and unable to use public transport. I need easy access that Edward Hain provides. I rely on the podiatrist to cut my nails and nip other problems in the bud. I know 3 or 4 others who also rely on this.
Individual	Feedback form post	Since my foot was amputated I attend Edward Hain monthly by taxi. There is ample turning for care turning and drop off/pick up.
Individual	Letter	Bed blocking has become a problem in the main hospitals patients are often waiting home care packages for weeks.

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	It would be devastating obviously!
Individual	Letter	Edward Hain hospital has not been available since 2016 and it has affected friends, family and the community. My concerns are because this service is not available and it is missed.
Individual	Email	I have recently been diagnosed with type 2 diabetes and the allocated place to see the podiatrist is at Edward Hain.
Individual	Feedback form post	Due to covid 19 lockdown rules I do not know what my friends think about this problem, neither do I have access to the web page or internet-I'm a dinosaur!
Individual	Email	I am writing to express my dismay that the Edward Hain hospital is to be closed. We need more local services not less and I cannot believe that a local function cannot be fulfilled by this space gifted to the community.
Individual	Feedback form website	My wife and I are pensioners with underlying health problems that will probably lead to needing some hospital care in the near future. The lack of a local community hospital would face us with travel difficulties, and worries over the lack of local convalescence services.
Individual	Feedback form website	It would have a major negative impact on our community, on myself friends and family. It is beyond comprehension the Edward Hain beds were ever closed in the face of huge opposition from our local community. There seems no rational to this decision in the face of the requirements of the community in the West Penwith Area 7 the severe shortage of beds in Cornwall.
Individual	Feedback form website	Edward Hain Hospital offers essential services for the local community. I have worked there as a nurse myself in the past and it was always fully utilised. The elderly and those rehabilitating found it particularly useful as many had relatives living in the area who could visit the hospital on foot. Many of these patients would otherwise have had no visitors and I believe this would have had a negative effect on their recovery and led to longer hospital stays.
Individual	Email	My friends and family can't be nursed locally.at present. My grandfather was nursed there years ago.....I went there as child to urgent care....and attended outpatient appointments. It's perfectly placed.

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	My family and friends would have to go to Treliske...West Cornwall....already filled beds....being local is so much more appropriate for the elderly. Currently patients don't have the opportunity to detox locally as they did prior to closing Edward Hain.
Individual	Feedback form website	Local services good, especially for older people and people reliant on public transport.
Individual	Feedback form website	My family has previously received excellent supportive palliative care from Edward Hain. It would not be possible to provide that level of care at home whatever NHS managers claim. Our friends and families need and deserve a community hospital service which can provide solid and reliable professional clinical services which will never be guaranteed from private sector residential and nursing homes, nor the under-resourced, overstretched and threadbare district nursing and other home visiting domiciliary and other NHS and care services. The problem with discharging patients from an acute hospital direct to home in all cases is that this can only work if the "out-of-sight-out-of-mind" back-up services are available as promised. What happens when diagnostic support is required, or reablement services are needed but in quantities which cannot be delivered at home, or if a patient needs a more complex palliative care interventions like needing a syringe-driver and 24/7 nurse oversight? A community hospital with inpatient beds is required to integrate with the acute and primary care sectors. One thing this pandemic has taught us is that there is a serious shortage of capacity and hospital beds which can assist with flexible response to need.
Individual	Feedback form website	It would, and already has, affected the community greatly, particularly the elderly and vulnerable members of the community. The removal of in-patient care is a huge loss. People benefit hugely both mentally and physically from being in a hospital bed which is close to where they live and where their family and friends are. There is a proven need for the facilities Edward Hain offered in the past and can again in the future. Treliske is bed locked, with ambulances containing very sick people stuck outside because there are no available beds in the hospital. Money has been wasted discharging patients from Treliske into hotels and care homes when the hospital could provide beds. The money would be better spent on the hospital rather than being given to care homes, the private hospital and hotels.

Type of respondent	Method of feedback	Comments
Individual	Survey monkey	Might have to travel for clinic
Individual	Survey monkey	This will effect all the community at some time in their lives. This hospital served as a half-way house when the elderly were coming out of hospital.
Individual	Feedback form website	It would result in the removal of services which are on the doorstep and result in much more effort required to access services and some relying on public transport it would possibly be impossible.
Individual	Feedback form website	With very limited health support available for the community at present the lack of essential care given by this facility would greatly impact the local community.
Individual	Feedback form website	I have used Edward Hain in the past for myself and my family. The extra range of services has been very valuable.
Individual	Feedback form website	We would have to travel some way e.g. Penzance, Hayle or Truro for treatment.
Individual	Feedback form website	It stopped my gran from bed blocking Treliske hospital and enabled me to work, visit her and run my home. She benefitted from knowing her surroundings and having a familiar view.
Individual	Feedback form website	My grandparents use it for their eye tests and podiatry appointments.
Individual	Feedback form website	It would affect myself and my family as it is an iconic part of St. Ives history. My concerns are that it will be lost and forgotten about whereas, what would help is for it to be brought back into use and be able to care for St. Ives locals who currently do not receive the care they deserve.
Organisation - Towednack Parish Council	Letter	Deep regret and sadness at the closure of Edward Hain Community Hospital. However, as a Council we do accept that the building itself is no longer suitable as a setting for providing health and care.
Individual	Feedback form post	Edward Hain hospital was invaluable before it changed. I don't understand why anyone would want to change it. It was ideal for emergencies, children with cuts, insect stings for example. Also A&E for anyone.

## What may help with concerns?

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	In Carbis Bay we have a great chemist which is not being used to its full capacity. It has consulting rooms etc. When it was built it was supposed to have a doctor's surgery for Carbis Bay, but nothing happened. St Ives is over-loaded.
Individual	Feedback form post	Do not move or sell the property please.
Individual	Feedback form website	The unit run alongside a similar day centre for mental health, Drug addicts, just support group much needed in every area.
Individual	Feedback form website	I don't consider that the Edward Hain building is adequate, however, and think that building an extra wing onto West Cornwall Hospital in Penzance would probably be the most cost-effective and efficient solution, as well as being easier to access than the site in St Ives. This would most definitely help with my concerns that this service is no longer available.
Individual	Letter	Re-providing an appropriate community hospital facility on a central location in Penwith with sufficient beds to meet this needs of this population.
Individual	Survey monkey	Moving to the Stennack Surgery would be fine but it would just put another nail in the coffin of Edward Hain. So should not be considered.

## Question 2

If we moved the podiatry clinics from Edward Hain Community Hospital to another location in St Ives, how would this affect you, and what might help with any concerns you have?

### In support of St Ives as location

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	It wouldn't affect me. At a minimum these service needs to be in the town somewhere so that's the main concern as evidently they were very well used at Edward Hain previously.
Individual	Feedback form post	It would not matter to me where I had to go as I drive
Individual	Feedback form post	I have continued to have foot problems since my last appointment. If it was relocated in the Stennack surgery then at least it's a facility for the community.
Individual	Feedback form post	If the podiatry clinic was removed to Stennack surgery then nothing would affect me at all. I might have more problems if it was moved elsewhere.
Individual	Feedback form post	If you move podiatry clinics to St Ives it will be good news for everybody. They used to have it down in one of the doctors which was great.
Individual	Feedback form post	As I have my own transport on the face of it this would not be a problem.
Individual	Feedback form post	Another location in St Ives would not affect me.
Individual	Feedback form post	No problem
Individual	Feedback form post	This would be ok for me to get to another location in St Ives, but it would be good to have parking with it.
Individual	Feedback form post	I would be very happy to have the podiatry clinic at Stennack surgery St Ives

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	Put back to Stennack surgery where it used to be.
Individual	Feedback form post	Depends on where you're moving to. Easy access and no stairs.
Individual	Feedback form post	I would be happy to attend Stennack surgery for podiatry appointment. It's very convenient for me.
Individual	Feedback form post	This would be fine if it would beat the Stennack surgery where it used to be. Edward Hain was ok if you could park at the front, too many steps if you parked at the back.
Individual	Feedback form post	Stennack surgery was the best place so put it back again.
Individual	Feedback form post	If moved to Stennack surgery this would be ok.
Individual	Feedback form post	If you moved podiatry from Edward Hain to Stennack surgery that would be ok for me.
Individual	Feedback form post	My doctor's surgery is the Stennack so I would be very happy to continue my appointments there.
Individual	Feedback form post	Fine as long as parking available.
Individual	Feedback form post	Should the podiatry clinic be moved to the Stennack surgery her in St Ives that would be even more convenient for me as I live very close to the surgery.
Individual	Feedback form post	As long as it is local I am ok with that.
Individual	Feedback form post	Should the clinics move to another St Ives location the prime consideration needs to be access not just within the building and the entrance but the surrounding roads and pavements. Ample parking needs to be available.
Individual	Feedback form post	Yes, the Stennack surgery would be a viable option.
Organisation - St Just-in-Penwith Town Council	Letter	If people have to travel from St Just to St Ives then a location easy to reach with public transport would be most sensible.



Type of respondent	Method of feedback	Comments
Individual	Feedback form website	Keep Podiatry clinic in the St Ives/Penzance area
Individual	Feedback form website	I understand that most of the patients who attend these clinics are from St Ives, and that Stennack Surgery has the space to relocate them there, so that should be more than acceptable for the patients.
Individual	Feedback form website	How would people manage with parking and mobility?
Individual	Letter	The alternative location at Stennack would seem to be acceptable.
Individual	Feedback form post	If it was moved to our surgery at the Stennack that would be the best possible alternative option and would be suitable to me and I expect other service users would be of the same opinion.
Individual	Feedback form post	If the podiatry location is going to move from Edward Hain hospital a different location in St Ives will probably be very useful.
Individual	Feedback form website	Not directly as we do not need podiatry services at present but likely to in the future. As long as it was in the St Ives area that would be fine.
Individual	Feedback form website	I think the podiatry service and all the clinical services available both past and present at the Edward Hain Hospital should be maintained at the site for the convenience of our local community.
Individual	Email	Podiatry clinics and other clinics means travel to Penzance and Treliske are not needed.
Individual	Feedback form website	another service that should be local for the people of St Ives
Individual	Feedback form website	It would be best if all outpatient services were firmly retained in the public sector and NHS.
Individual	Feedback form website	It makes much more sense and is much more convenient to have all these facilities under one roof, with shared resources thereby saving costs.
Individual	Survey monkey	No effect if accommodation could be found in St Ives or Hayle. My concerns relate to availability of parking if it has to compete with parking for other medical practices. There would have to be strict appointments for all.
Individual	Survey monkey	Would please me

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	As a diabetic requiring this service the move to the Stennack Surgery would make little difference. What is going to is the fact that this service is being reduced or removed by the NHS!
Individual	Feedback form website	This would not impact me currently. But without care in the area, which does not seem to be guaranteed this could impact me or those close to me in the future. We are already expected to travel the great distance to Treliske and if there are nit these additional services offered at places like this facility we are going to have to travel out if county. We have ever increasing estates being built but there are no additional health resources available. The risk to the community is large.
Individual	Feedback form website	The provision of this service within St Ives is very important. Where else could they be held? If as accessible place could be found within St Ives this would be good.
Individual	Feedback form website	Depends where the location is and it's accessibility plus cost to NHS Kernow in renting these facilities. What would help would be to leave podiatry services at Edward Hain
Individual	Feedback form website	It depends on the capacity the new building had and what else would also be housed there. Also, why would you purchase/rent a new building within the same town when you have a building already? When something doesn't need touching, why are you trying to waste money and upset locals by creating more issues?

## Not in support of St Ives as location

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	I do not drive and have no access to a driver with car, so that means using a bus and currently I am trying not to use them - if services could be moved to Carbis Bay all the better. Apart from the spare capacity of consulting rooms in the local chemists, they are also some empty shop-like properties nearby that could be used.
Individual	Feedback form post	This would not be much help as we are on the bus route to Edward Hain community hospital and other places in St Ives are not so accessible. We need a podiatry service nearer to Hayle.

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	I have a problem walking and live only 25 yards from Hain. To move it would mean a taxi and that is expensive.
Individual	Feedback form post	Anywhere in St Ives is difficult to park, also getting there, particularly in tourist season is difficult.
Individual	Feedback form post	Anywhere in St Ives would be hopeless. Traffic problems would overwhelm all.
Individual	Feedback form website	Often there are issues with access and parking in St Ives, most other venues would create difficult access.
Individual	Feedback form website	Don't do it!
Individual	Feedback form website	The Stennack is already overrun and many properties are inaccessible with parking restrictions, long walks from public transport etc.

## Feedback on specific locations and sites

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	Stennack Surgery where the rooms are very depressing.
Individual	Feedback form website	Could not the spare consulting rooms in the Carbis Bay Chemists be used to provide some services - especially a podiatry clinic for the people of Carbis Bay which would mean less travelling for them? Or split the service with some days in St Ives and others in Carbis Bay?
Individual	Feedback form website	If there is a hospital in St Ives I would be happy but I would prefer that location.
Individual	Feedback form post	If it moved to Stennack I could use my car as I could not walk.
Individual	Feedback form post	Edward Hain was perfect as I could go by bus. Any other location would be far from ideal.

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	The Stennack GP surgery would be good. I could also attend Penzance but not everywhere has transport.
Individual	Feedback form post	If Edward Hain was not available it would be a problem as we would have to travel by bus (expensive) or still use the car-we live in Hayle.
Individual	Feedback form website	Currently I have been receiving treatment at Bellair Hospital in Penzance. I do not believe the current facility at Edward Hain being removed would be a "Big Deal" just cause an added expense in getting clients to where they need to be. Transport being reclaimable. This clinic could easily run alongside. Day Care Facilities, in fact allow people of similar age to meet old friends again. A Cafe on site would be invaluable.
Individual	Feedback form post	Stennack surgery good parking and flat for walking in.
Individual	Feedback form post	Stennack parking is always full.
Organisation - St Just-in-Penwith Town Council	Letter	More desirable would be that clinics are provided within our own community in conjunction with the surgery at Cape Cornwall or the Morrab branch surgery in Pendeen.
Individual	Feedback form website	The Stennack surgery would be ideal
Individual	Email	Another place to have the podiatry care could be at Bodriggy surgery or the healthcare place beside the surgery or at Penzance hospital. I live at St. Erth so either place would suit me.
Individual	Feedback form post	If the podiatry clinic was held at Stennack surgery but was moved to Edward Hain as the cost was too much. I suppose if Edward Hain were to be sold the money would fund for many years the clinic to be held at the Stennack surgery.
Individual	Feedback form website	Where in St Ives would they go?
Individual	Feedback form website	It's a hospital (and building) left to the people of St Ives. Is there a better building readily available?
Individual	Survey monkey	Why not use spare capacity in consulting rooms at local Carbis Bay Chemists?

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	I'm not sure it would depend on the location, if any are suitable.
Individual	Feedback form website	The Shen bank surgery isn't big enough
Individual	Feedback form website	It wouldn't affect me as I don't use the service. However if moved to Stennack then I would be concerned if placing more pressure on space a facilities.
Individual	Feedback form post	Why not the usual outpatients?

### Question 3

If we moved the mental health clinics from Edward Hain Community Hospital to another location in St Ives, how would this affect you, and what might help with any concerns you have?

#### In support of St Ives as location

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	Once again, doesn't affect me although I did attend a few clinics here in the past as it was quick and easy to get to and it was the quickest way for me to be seen as soon as possible. Given the way Mental Health services were then, and I hear they haven't improved, the more places available the better.
Individual	Feedback form post	I have not used this facility so cannot comment.
Individual	Feedback form post	I have continued to have foot problems since my last appointment. If it was relocated in the Stennack surgery then at least it's a facility for the community.
Individual	Feedback form post	Personally it would be ok for us as we do not use this service at the present time.

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	It will be good news in St Ives where I live.
Individual	Feedback form website	Another location if found in St Ives for both services then that would be ideal as no loss for the local population.
Individual	Feedback form post	I'm sure people with mental health issues would feel more comfortable not having to travel too far for appointments.
Individual	Feedback form post	OK if parking available
Individual	Feedback form website	I understand that most of the patients who attend these clinics are from St Ives, and that Stennack Surgery has the space to relocate them there, so that should be more than acceptable for the patients.
Individual	Feedback form website	Not near, not close. Alone!
Individual	Letter	The alternative location at Stennack would seem to be acceptable.
Individual	Feedback form post	If it was moved to our surgery at the Stennack that would be the best possible alternative option and would be suitable to me and I expect other service users would be of the same opinion.
Individual	Feedback form post	Most people in St Ives don't have their own transport. With the older generation it is difficult to get to a bus stop. The community bus is not always available.
Individual	Feedback form post	I might have to walk a bit further unless one of the local nurses would be of great help.
Individual	Feedback form website	I think the mental health services should be maintained at the Edward Hain Hospital. It is clearly vital that these services remain available at this site as requirements for this service continue to rise
Individual	Feedback form website	It would help mental health patient to know they was local services to care for them.
Individual	Feedback form website	It would be best if all outpatient services were firmly retained in the public sector and NHS.

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	It makes much more sense and is much more convenient to have all these facilities under one roof, with shared resources thereby saving costs. Convenience, a feeling of being in a safe medical environment and huge costs saving in having all facilities under one roof, shared resources and lower overheads as you are only looking at the costs and overheads involved in occupying one building.
Individual	Survey monkey	Not applicable at moment but again, use local facilities for local people.
Individual	Survey monkey	Would want it somewhere private
Individual	Feedback form website	This would not impact me currently. But without care in the area, which does not seem to be guaranteed this could impact me or those close to me in the future. We are already expected to travel the great distance to Treliske and if there are nit these additional services offered at places like this facility we are going to have to travel out if county. We have ever increasing estates being built but there are no additional health resources available. The risk to the community is large.
Individual	Feedback form website	Provision of mental health clinics is essential but it doesn't matter where they are as long as they are in St Ives.
Individual	Feedback form website	Depends where the location is and it's accessibility plus cost to NHS Kernow in renting these facilities. What would help would be to leave podiatry services at Edward Hain
Individual	Feedback form website	It is important that local people have easy access to mental health facilities so an alternative location would have to be in the same vicinity.
Individual	Feedback form website	Again Edward Hain makes the perfect healthcare hub. Easily accessed with parking etc. The light in the building and views make a good environment for mental health. My daughter had to be taken to Wadebridge for anorexia support. I worked with teenagers in the pz area that couldn't attend due to parental incapacity. Ultimately I had to leave my job as a lecturer which I worked hard for. This building would be perfect.
Individual	Feedback form website	Mental health is rife in St Ives people feel safe visiting the same location.
Individual	Feedback form website	I think mental health clinics should stay at Edward Hain.

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	It depends on the capacity the new building had and what else would also be housed there. Also, why would you purchase/rent a new building within the same town when you have a building already? When something doesn't need touching, why are you trying to waste money and upset locals by creating more issues?

## Not in support of St Ives as location

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	Parking and accessibility are an issue and somewhere with sufficient space and parking and interview rooms will be hard to find.
Individual	Feedback form post	Fortunately we do not use this service so are not familiar with people's needs for this service but I'm sure it would add difficulties if travel is an extra cost.
Individual	Feedback form post	We would have continual traffic problem especially during the seasonal time.
Individual	Feedback form post	There are not many places that you can hold these clinics in St Ives.
Individual	Feedback form website	Often there are issues with access and parking in St Ives, most other venues would create difficult access.
Individual	Feedback form website	Horrendous outcome don't do it!

## Feedback on locations and sites

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	It is preferable to attend places that you are familiar with rather than have anxieties about the unfamiliar



Type of respondent	Method of feedback	Comments
Individual	Feedback form website	Would not be a problem for me personally at moment - but again helpful to have local services in Carbis Bay for those requiring them who live locally.
Individual	Feedback form website	If there is a hospital in St Ives I would be happy but I would prefer that location.
Individual	Feedback form website	Personally it would not affect me, my family or anyone I know. BUT if I suffered with Mental Health problems continuity of care is essential, any change even in where the care is received would be an added stress to the recipient.
Individual	Feedback form post	Depends where, easy access, no stairs.
Individual	Feedback form post	I suppose if Edward Hain were to be sold the money would fund for many years the clinic to be held at the Stennack surgery.
Individual	Feedback form website	Where in St Ives would they go?
Individual	Feedback form website	It's a hospital (and building) left to the people of St Ives. Is there a better building readily available?
Individual	Survey monkey	Site facilities locally as suggested in local Carbis Bay chemists - or use empty nearby properties to the chemists.
Individual	Feedback form website	The Stennack surgery car park is usually full. When I have had to find alternative parking it adds to my stress levels when I have suffered from anxiety or depression.
Individual	Feedback form website	I think mental health clinics should stay at Edward Hain
Individual	Feedback form post	Why not the usual outpatients?

## Question 4

Do you have any ideas about how we can continue to improve health and care services or access to these in Penwith and St Ives?

### Ideas for Edward Hain Community Hospital

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	The main thing I wish to state here is that if Edward Hain doesn't continue as a hospital, it should return to public use for a nominal fee. I'm unsure why it can't be an administrative building for the NHS or why other options listed were not evaluated.
Individual	Feedback form website	Yes by providing them at Edward Hain a local place for the community of St. Ives. Stop the travelling/the expense involved/ the unfamiliar. Time something was available to the elderly community of St. Ives. There is a building...use it please.
Individual	Feedback form website	Reopening this hospital!
Individual	Feedback form post	Re-open Edward Hain urgently.
Individual	Feedback form post	Invest in Edward Hain hospital is the obvious answer and probably the cheapest.
Individual	Feedback form post	A suitable hospital should be built on the grounds of the present hospital.
Individual	Feedback form post	By keeping the Edward Hain hospital open, refurbishing it and taking a little strain over Treiske hospital.
Individual	Feedback form post	Re-open fully Edward Hain
Individual	Feedback form post	So the only option is to keep our Edward Hain community hospital open.

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	It is a serious and major error to close the Edward Hain Hospital as a vital service for our community with in-patient as well as outpatient facilities. At a time when there is increasing demand for the in-patient facilities at the Royal Cornwall Hospital, there is an increasing requirement for patients to be discharged as quickly as possible. Many such patients are not immediately fit to return home and a community hospital such as the Edward Hain Hospital can play an important role in rehabilitating these patients prior to discharge home or placement in long term care. The Edward Hain hospital's in-patient and op facilities should be fully restored.
Individual	Feedback form website	Upgrade Edward's Hain...open beds and support the locally I'll patients so they relieve Treliske and West Cornwall ....who are constantly full.
Individual	Feedback form website	Yes, re-open the Edward Hain or transfer the property back to the people of St Ives. Have the mental health and podiatry and other clinics in there. Open up the beds. Take overspill from Treliske for people who are not ready to be discharged home but do not need to remain in Treliske. This would be better for the patients and their families. Evidence has shown that where patients feel better mentally their physical wellbeing improves, again leading to earlier discharges and costs savings. Spend money on the Edward Hain rather than renting space in care homes, hotels and the Duchy Hospital. Edward Hain is accessible and, if necessary, arrangements can be made for existing access to be improved. It can be a centre for clinics, families and patients.
Individual	Feedback form website	Keep Edward Hayne open for our community needs!
Individual	Feedback form website	"Don't sell a centrally located building that is already been used as a hospital. It could be used as an extension of the Stennack surgery.
Individual	Feedback form website	Keep Edward Hain Hospital open as a vital facility for local people.
Individual	Feedback form website	The Stennack is over run. We need a health care centre. A community hub. It needs parking. It needs to be easily accessed. Edward Hain is this building
Individual	Feedback form website	You need to use Edward Hain to its full potential - allow residents of Penwith and St. Ives to have somewhere to recuperate after surgery, etc. when they have no help at home to be able to cope unadded.

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	Surely it can be made safe-town plan?

## Services and facilities

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	Keep services local - more facilities in Carbis Bay - taking pressure from the services in St Ives and less travelling for local people. Keep small and local - not large and centralised which means more travelling.
Individual	Feedback form website	More funding, more doctors, more facilities! St Ives is extremely busy and we need more services
Individual	Feedback form website	Yes. Keep the services local.
Individual	Email	Geographic black spots for Package of Care provision. This can be addressed by arranging and allowing more Direct Payments so people can source their package of care staff locally.
Individual	Feedback form post	Tell the planning department to stop building houses until we have enough infrastructure to cope with all the extra people, cars not enough schools, doctors, hospitals to cope with it.
Individual	Feedback form post	Do not think big is beautiful. If the likes of Edward Hain were re-opened with other facilities it would take the burden from Treliiske.
Individual	Feedback form post	Hayle really needs to have a podiatry service
Individual	Feedback form post	The care and help I have had from podiatry has been first class.
Individual	Feedback form post	Local services needed in Penwith and St Ives to relieve pressure on hospitals

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	Open up some more centres that are easier to get to.
Individual	Feedback form post	Identifying a property that can be adapted or where a new purpose built on the edges of St Ives would be best.
Individual	Feedback form post	How about splitting the services between Hayle and St Ives as in the past the podiatry services were at Hayle surgery or the day centre, particularly as Hayle is growing at such a rapid rate.
Individual	Feedback form website	We need a centre in the area of St Ives and Hayle that can provide the outpatient services that would be lost when the Edward Hain Hospital is forced to close finally. Once it was muted that a new centre/hospital was looked at being built in the Crowlas area which would cover Penwith to support the community in addition to West Cornwall Hospital which has very limited expansion areas as situated in the town. Hayle Hospital does have limited expansion areas and greater use of the outpatients and x-ray facilities could be considered.
Individual	Feedback form website	Open a much needed day centre Seven Days a Week or indeed 2 Day centres running at the same time for Clients suffering from Mental, Physical, and problems of Isolation.
Individual	Feedback form post	Put back services to Stennack surgery as it used to be.
Individual	Feedback form post	Stop closing down hospitals and other places that help old people.
Individual	Feedback form post	In these very difficult times with covid 19 we don't want to be travelling out of our comfort zone. There are bus links to St Ives for non-drivers. Don't change from the Stennack idea.
Individual	Feedback form post	No ideas only that sites are accessible for parking. Any money in grants to be spent sensibly and carefully to improve services.
Individual	Feedback form post	Should both clinics be relocated to the surgery it would be good if the care park could be used daily by the attendees and their representatives rather than holidaymakers abusing the system during opening surgery hours.
Individual	Feedback form post	Continue with local care if possible. Some patients may need lifts or public transport help.

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	A medical centre in St Ives would be ideal to offer more podiatry, physiotherapy clinics and consultant clinics and nurse clinics as well as mental health clinics thus offering a comprehensive health check locally in St Ives.
Individual	Feedback form website	Keep funding West Cornwall and St Michaels Hospitals
Individual	Feedback form website	Bring more health and care services to Penwith. Too often we have to travel to Treliske for treatment. We need more than one emergency hospital in a county the size of Cornwall. We need more services locally for diagnostic tests as well, to avoid the need to travel so far for these. I am also very concerned at the moves towards using the private sector - buying beds in nursing and residential homes, operations from Duchy Hospital, and services from Specsavers, all funded by the NHS. This dependency on the private sector will end badly, as the NHS itself will lose the ability to provide these services itself, and the availability of the private sector cannot be guaranteed. Please make sure that all health and care services remain NHS-delivered and remain sufficient for us all. Improving access to health and care services doesn't mean you can provide everything in people's homes. It seems that the government wants everyone to be at home when they are ill, be discharged home from hospital before they are ready, receive so much of their treatment from people driving around to them. Isolation in particular is a problem, and people don't get better if they are home alone. And the burden on elderly or unwell relatives, husbands, wives, in trying to nurse really poorly people at home, is frankly intolerable. The cost/benefit analysis really needs to be done in this case, and cutting hospital provision because 'everyone prefers to be at home' is a simplistic and misguided attempt to save money which won't deliver on the savings anyway.
Individual	Feedback form website	Continue to fund all services.
Individual	Letter	Getting to St Ives is difficult whether by public transport or car. Penwith sees Penzance as its natural hub. Services not provided at local GP level Hayle, Marazion, St Just, Pendeen should be available at Penzance.

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	Having local services that can be accessed by one and all in a convenient place/s. Any such facility should be located for the benefit of the community not the needs of the organisation to rationalise staff etc.
Individual	Feedback form post	The hall at the church is quite a big room; Carbis church hall and the memorial hall in St Ives are also one big area not suitable for having several sessions going on the same day. The scout hut is also the same.
Individual	Feedback form website	Yes. We need more local short stay convalescence beds. We have personal experience of undergoing operations and being returned home for home care prematurely.
Individual	Feedback form website	I strongly believe that health services should be provided locally both for quality of care and for environmental reasons. Other hospitals in the area require travel from St Ives and the local area either on public transport or by car. Treliske is a 50 mile round trip which is not only very impractical but has a negative environmental impact which is in contradiction of the council's aim to make Cornwall carbon neutral by 2030
Individual	Email	Mental Health care should be a provision close at hand.
Individual	Feedback form website	Local people need local health services within their locality.
Individual	Feedback form website	Make services for healthcare more accessible
Individual	Feedback form website	Services at the hospital seem deliberately to be poorly co-ordinated. For example people with mobility problems can be sent to sites a fair distance away.
Individual	Survey monkey	Boost existing services at St Michael's in Hayle. Have a proper District Nursing system. Use the same idea that provides venues for Diabetic Retinal examinations in Supermarket car parks.
Individual	Survey monkey	Improve the management running the health and care services and stop paying them exorbitant salaries and put more money into all services.
Individual	Survey monkey	More community beds
Individual	Survey monkey	Keep small and local, not big and centralised!

Type of respondent	Method of feedback	Comments
Individual	Feedback form website	Yes, keep them local.
Individual	Feedback form website	Actual expand rather than shut down facilities, support the expanding population in the local communities with active plans if support.
Individual	Feedback form website	<p>Increase numbers of GPs. Increase opening hours to cover weekends and bank holidays. At the very least extend Monday to Friday, 7am to 7pm service to accommodate people who work.</p> <p>Continue with telephone/video consultations but make specific time slots to call people who are at work as impossible to hold on for an appointment for over 30 minutes when at work and even worse to fit in a telephone appointment when no idea when the Doctor will call you.</p> <p>Make home visits when needed. Ensure there is a robust accessible central patient record database to improve service delivery for all patients.</p>

## Community engagement and population needs

Type of respondent	Method of feedback	Comments
Individual	Feedback form post	Start listening to MPs, former MPs, councillors the League of Friends from the Stennack.
Individual	Letter	<p>"You need to listen to the voices of ordinary people whose concerns have not been addressed in this long drawn out consultation about a building that has passed its sell by date. Ordinary people want prompt access to health and care services provided locally and generally they don't want to travel to Treliske. You need to consider the needs of patients and carers more. Patients are often kicked out of hospital too soon, persuaded that they are safer at home. Frail and isolated people are often at home alone in far from ideal living conditions and help delivered in 15 minute chunks is simply inadequate. And carers are too often left to pick up the pieces and are in pieces themselves.</p>



Type of respondent	Method of feedback	Comments
Individual	Feedback form website	I imagine the local professionals working very hard to look after people in and around St Ives are very well placed to offer informed opinions. As, of course are current and recent users of the service. We would hope such feedback is being sought.