

Statement of Community Involvement

October 2025



Future Paget Programme

RGP-BID-XX-XX-RP-T-00005

Contents

1. Introduction	3
2. Consultation requirements	4
3. What is proposed?	6
4. Engagement	8
5. Feedback	18
6. Response to key issues	21
7. Conclusion	24

Appendix 1: Councillor briefing questions and comments	25
Appendix 2: Newsletter	27
Appendix 3: Website feedback form	29
Appendix 4: Social media ads	31
Appendix 5: Press release	32
Appendix 6: News articles	35
Appendix 7: Banners and boards	35
Appendix 8: Feedback form	41
Appendix 9: Letter to residents	42
Appendix 10: Feedback	44

1. Introduction

This Statement of Community Involvement (SCI) sets out the consultation and engagement that the James Paget University Hospital NHS Trust has undertaken with local residents and stakeholders on plans for a new hospital for the communities of Great Yarmouth and Waveney.

This document demonstrates how James Paget University Hospital NHS Foundation Trust has met and exceeded pre-application consultation guidance contained in the National Planning Policy Framework and the Great Yarmouth Borough Council's Statement of Community Involvement 2022.

This SCI gives an overview of all consultation activity undertaken prior to the submission of the planning application alongside outlining how the plans have responded to feedback from the local community and other stakeholders.

James Paget University Hospital NHS Foundation Trust is committed to ongoing engagement and ensured the community were made aware of the proposals and had multiple avenues to find out more and share their feedback. The James Paget University Hospital NHS Foundation Trust will continue to engage throughout the determination process and beyond.

This report has been prepared on behalf of James Paget University Hospital NHS Foundation Trust by Meeting Place, a specialist in stakeholder engagement in relation to planning and development issues.



2. Consultation requirements

Community involvement is at the forefront of national planning policy and is noted in the revised version of the National Planning Policy Framework (December 2024).



The revised NPPF highlights that early engagement has “significant potential to improve the efficiency and effectiveness of the planning application system for all parties”. It also indicates that good quality pre-application discussion “enables better coordination between public and private resources and improved outcomes for the community”.

Great Yarmouth Borough Council’s Statement of Community Involvement (SCI) 2022 outlines the council’s expectations on how the local community should be involved during the pre-application process. The SCI emphasises the council’s desire to see all sections of the community shape new development proposals within the borough and indicates that effective pre-application engagement and consultation is central to achieving this.

The SCI sets out the authority’s key principles for engagement as follows:

“To ensure that community engagement is effective and meaningful, the Council will:

- Ensure that the level of community involvement is appropriate to the type of planning policy document being consulted on;
- Clearly set out opportunities for stakeholders to get involved;
- Involve stakeholders as early in the process as possible;
- Tailor consultation events to local circumstances ensuring that resources and time are managed appropriately;
- Be open and clear about what is being asked for and how the responses will be used;
- Create consultation materials that are understandable by limiting the use of technical terms and using plain English wherever possible.”

Great Yarmouth Borough Council Statement of Community Involvement (2022), Section 2.1, page 3.

2. Consultation requirements

2.1 Our response to the consultation requirements

James Paget University Hospital NHS Foundation Trust has sought to create a new hospital for Great Yarmouth and Waveney and the wider community that responds to the feedback received during the consultation period.

James Paget University Hospital NHS Foundation Trust recognised the importance of involving the community and a wide range of other stakeholders and provided multiple avenues for engagement. In response to national and local guidance as well as James Paget University Hospital NHS Foundation Trust's desire to create the right plans for Great Yarmouth and Waveney, and the wider community, activity included:

- Presentation to local councillors.
- Newsletter sent to local addresses.
- Dedicated website with an online version of the feedback form.
- Geographically targeted social media campaign.
- Five public consultation events held across Great Yarmouth and Lowestoft.
- Engagement with the local media.
- Dedicated email address, freephone telephone number and freepost address.

These elements and the feedback received are detailed in the following sections.



3. What is proposed?

3.1 About James Paget University Hospital NHS Foundation Trust

The James Paget University Hospital is a vibrant university hospital providing the best possible care to a population of 250,000 residents across Great Yarmouth, Lowestoft and Waveney, as well as to the many visitors who come to this part of East Anglia. Our main site in Gorleston is supported by the Newberry Clinic and other outreach clinics in the local area.

Ensuring our patients are central to everything we do is our priority. Our vision is to be an innovative organisation delivering compassionate and safe patient care through a well led and motivated workforce.

We employ over 4,000 staff, both part and full time, making us the largest local employer in the area. Our staff act as ambassadors for the Trust and are guided by our ambitions and values.

Our ambitions sit under four headings:



OUR
PATIENTS



OUR
PEOPLE



OUR
PARTNERS



OUR
PERFORMANCE

3.2 Site location

James Paget University Hospital is located in Gorleston-on-Sea, Great Yarmouth, Norfolk, England. It is situated on the A47 (formerly A12) Lowestoft Road, between the coastal towns of Great Yarmouth and Lowestoft. The hospital is on a 40-acre greenfield site.

The Future Paget Programme will see the new hospital be built to the west of the current site, with land already purchased for this purpose.



Site location

3. What is proposed?

3.3 Proposals

The proposals seek to replace RAAC-affected buildings with a new, state-of-the-art facility on the existing site, while retaining RAAC-free structures that align with future operational needs. Capacity will be strategically designed to meet projected growth through 2041 and facilitate agreed service transformations, adhering to the national New Hospital Programme's (NHP) Hospital 2.0 standards.

A new James Paget University Hospital will address the critical infrastructure needs and enhance patient care. Our vision encompasses:

- **Eradicating RAAC**

Ensuring a safe and modern environment that creates a welcoming and healing environment for all users.

- **Enhanced Patient Outcomes and Experience**

Delivering high-quality, timely, accessible, patient-centred, and integrated care for all.

- **Service Transformation**

Adapting to meet the evolving needs of our population.

- **Sustainability**

Achieving net-zero targets through environmentally conscious practices.

- **Digital Innovation**

Maximizing digital tools to improve patient experience and outcomes.

- **Empowered Workforce**

Supporting a sustainable and thriving team.

The description of the two applications that will be submitted in parallel can be found below:

Hybrid planning application seeking:

(1) Full planning permission for construction of enabling works for the new James Paget University Hospital to include site clearance, multi-storey car park, surface level car park, three accesses to Woodfarm Lane, temporary pedestrian path to existing hospital, drainage works and associated infrastructure and landscaping.

(2) Outline planning permission for the demolition of existing hospital buildings and development of the proposed new James Paget University Hospital (Use Class C2) along with associated ancillary uses, hospital buildings, temporary construction compound, car parking, energy centre, substation, replacement helipad, associated highway and landscaping and utilities. All matters reserved for future determination except access points at site boundary.

4. Engagement

This section details James Paget University Hospital NHS Foundation Trust programme of engagement and more than 138 feedback responses have been received through the various channels available.



4.1 Pre-application engagement with Great Yarmouth Borough Council

In July 2024 the Trust agreed a Planning Performance Agreement with Great Yarmouth Borough Council (GYBC), setting a framework for detailed pre-application / application discussions. Engagement was via a series of meetings.

- Meeting July 2024 with Officers from GYBC and NCC Highways to introduce the masterplan and hospital redevelopment and discuss the high-level approach to transport and drainage.
- Meeting early September 2024 with Officers from GYBC, NCC Highways and NCC Lead Local flood Authority to discuss the masterplan, highways strategy including the new accesses and the overarching drainage strategy.
- Meeting late September 2024 with GYBC Officers to discuss the enabling works for the new hospital.
- Meeting November 2024 with GYBC Officers to discuss the new hospital layout, massing and façade design.
- Meeting December 2024 with GYBC Officers to discuss the proposed landscaping and parameter plans.
- Meeting early February 2025 with GYBC Officers and NCC Lead Local Flood Authority Officers to discuss the drainage strategy for the enabling works and main hospital.
- Meeting early February 2025 with GYBC Officers and Designing Out Crime Officer to discuss the approach to site security.
- Meeting late February 2025 with GYBC Officers, NCC Highways Officers and National Highways Officer to discuss the site accesses, approach to traffic impact assessment, car and cycle parking, and bus strategy.
- Meeting March 2025 with GYBC Officers to discuss the design for the multi storey car park.
- Meeting April 2025 with GYBC Officers and NCC Lead Local Flood Authority Officers to discuss landscaping and detailed drainage scheme.
- Meeting May 2025 with GYBC Officers, NCC Highways Officers and First Buses to discuss bus routing and bus stop provision.
- Meeting mid-June 2025 with GYBC Officers to discuss the massing and design of the new hospital.
- Meeting late June 2025 with GYBC Officers and NCC Highways Officers to discuss the highway design for the proposed accesses.
- Meeting in August 2025 with GYBC Officers and NCC Highways Officers to discuss bus routing and bus stops.
- Meeting in September 2025 with GYBC Officers to discuss the evolving Masterplan and massing of the new hospital.
- Meeting in October 2025 with GYBC Officers and Designing Out Crime Officer to discuss the multi-storey car park.

4. Engagement

4.2 Presentation to local councillors

The James Paget team held a briefing for the Cabinet and councillors who sit on Great Yarmouth Council. At the briefing the team ran through a presentation explaining the Future Paget Programme plans whilst providing an opportunity for councillors to ask questions and raise any concerns.

The new hospital masterplan sparked numerous questions, expressions of support and concerns from councillors, this included:

- Operational aspects of catering integrations, digital capabilities and the hospital's university status.
- Wanted assurance that conversations were being held with staff at the hospital regarding both staff and patient amenities such as accommodation, parking (including solutions for staff overspill and accessibility for disabled visitors) and administrative offices and functions.
- Impact on the surrounding infrastructure and concerns relating to road widths, traffic management, bus access and proposed lighting arrangements given project traffic movements. The new circulation around the hospital was a big improvement.

- Some questions were related to environmental aspects such as whether solar panels will be provided in addition to the type of heating system proposed and the potential development of green spaces.
- It was emphasised that the consultation will need to be transparent and that there needs to be local economic benefits from construction while delivering the overall improvement of patient experience, staff well-being and future proofing healthcare services for the community and wider area.
- The new hospital has the potential to improve resident's lives by providing state of the art facilities to improve the patient experience; bringing down waiting lists and improving efficiency; retaining and recruiting staff with an improved workplace; and future proofing healthcare with new facilities for an aging population.

The full list of question and comments raised can be found in **Appendix 1**.



4. Engagement

4.3 Community newsletter

A community newsletter was posted via a delivery company to 16,500 addresses in the immediate area (pictured to the side) in April 2025. The newsletter provided information on the Future Paget Programme, where the site was, what the plans were and how the new hospital could look. A timeline was also included. Feedback was encouraged through a link and QR Code which took residents to the online feedback form.

The newsletter also invited people to the consultation events and promoted the dedicated project website. Freephone, email and freepost details were included for people to contact the team.

A copy of the newsletter is available at **Appendix 2**.



Newsletter distribution area to 16,500 addresses surrounding the site

4. Engagement

4.4 Project website

A dedicated project website, www.jpaget.nhs.uk/about-us/our-strategies-plans-and-policies/our-new-hospital/our-future-paget-vision, was launched to act as an online hub of information on what is proposed and to provide channels for feedback. More than 1,877 people have visited the website and 80 people completed feedback form online.

The website was launched to coincide with distribution of the community newsletter. It contained information on the Future Paget Programme, where the site was, what the plans were and what the new hospital could look like.

The website also invited people to the consultation events detailing their location and times. Freephone, email and freepost details were also available for people to contact the team. The website was designed to be easy to navigate and engaging.

A screen grab of the homepage is included below, with screenshots of the online feedback form available in **Appendix 3**.

4.5 Social media

Social media adverts were promoted through Facebook and Instagram to promote the consultation events, project website and to invite residents to provide feedback on the proposals. Using social media increased awareness of the consultation and encouraged more people to engage. The first advert ran for seven days in the lead up to the event on 27th April 2025 to encourage attendance, and the second advert ran from the 27th April 2025 to encourage those to attend our next events. These can be seen in Appendix 4.

This also helped to reach those individuals who may not typically engage in a more traditional in-person consultation.

The results of the ads were:

Great Yarmouth

- **Link clicks** (the total number of clicks on the ads): 1961
- **Reach** (the number of people who viewed an ad at least once): 47,799*
- **Impressions** (total number of times an ad was visible in a user's timeline or feed): 112,543

Lowestoft

- **Link clicks** (the total number of clicks on the ads): 269
- **Reach** (the number of people who viewed an ad at least once): 14,862*
- **Impressions** (total number of times an ad was visible in a user's timeline or feed): 22,066

*Note that the figure for Reach is an estimation provided by Facebook and it must be noted that the Lowestoft ads have launched after the first advert in Great Yarmouth.

4. Engagement

4.6 Local media – press release

Great Yarmouth's local media was engaged to raise awareness of the proposals and the consultation. A media release was issued to local outlets, and coverage was subsequently secured in different local and national media outlets such as the BBC and the Great Yarmouth Mercury.

The press release issued to local media is available at **Appendix 5** and coverage received at **Appendix 5**.

4.7 Community engagement events

As part of the community engagement for the proposals for James Paget University Hospital, a series of engagement events were held across Great Yarmouth and Lowestoft to enable residents to speak to the project team regarding the plans for the new hospital.

There were 228 attendees across the five events. Most of those who attended were residents living in the surrounding areas and wanted to understand what the proposals were and how it would affect them living in the wider area.

Residents were invited to complete the feedback form at the event, but many chose to take it away and submit it through the post or via our online feedback form. The feedback received through the post and online has been combined with that received from the events, helping to provide a broader indication of local sentiment.

The exhibition banners and boards displayed at the event are included in **Appendix 7** and the paper version of the feedback forms from the event are included in **Appendix 8**.

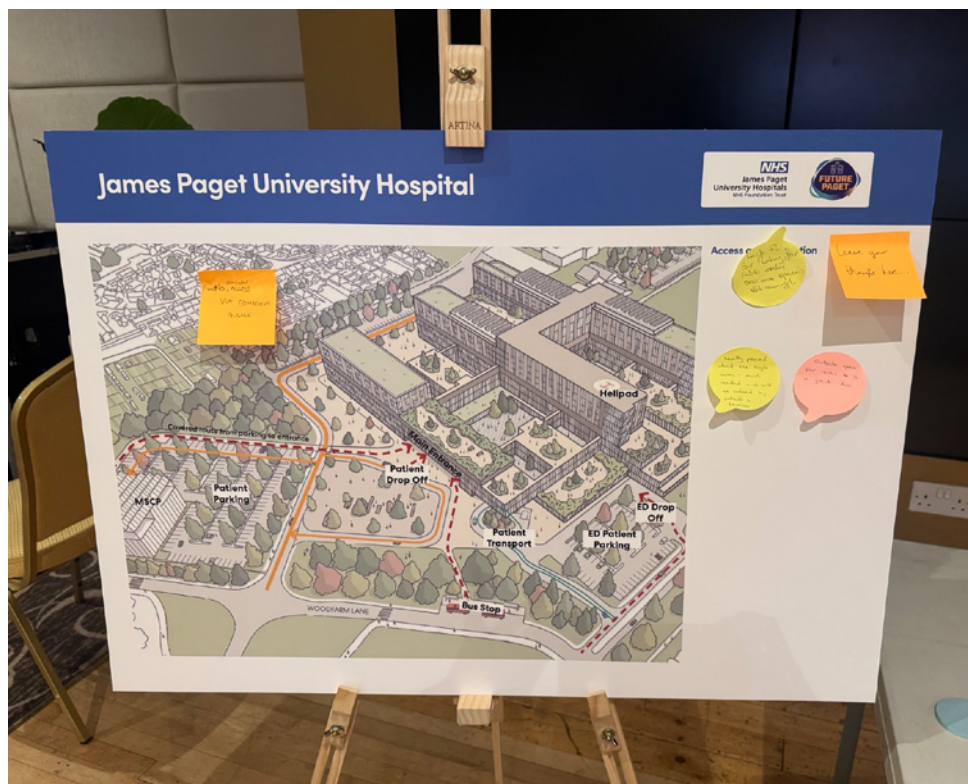
Given that a total of five events were held across the James Paget University Hospital NHS Foundation Trust we have split the events into individual sections.



4. Engagement

4.8 The Cliff Hotel – 29th April 2025

A total of 50 residents attended the engagement event.
Please see below some pictures from the event:



4. Engagement

4.9 Great Yarmouth Town Hall - 30th April 2025

A total of 19 residents attended the engagement event.
Please see below some pictures from the event:



4. Engagement

4.10 Lowestoft Library – 7th May 2025

A total of 25 residents attended the engagement event.
Please see below some pictures from the event:



4. Engagement

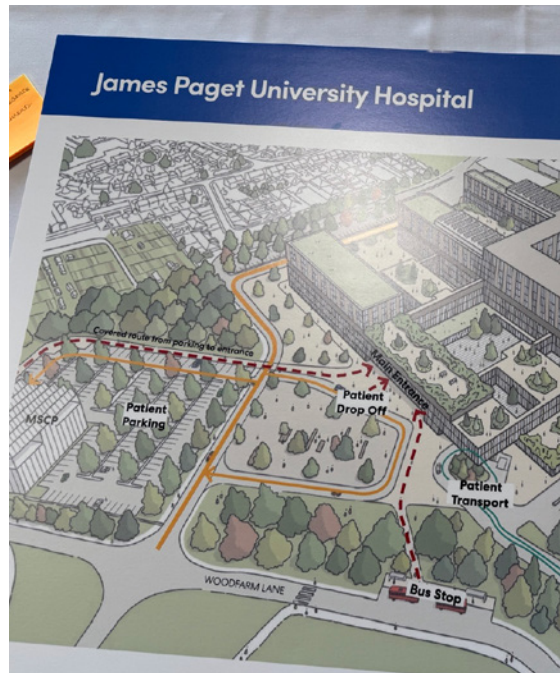
4.11 East Point Pavilion – 8th May 2025

A total of 27 residents attended the engagement event. Please see below some pictures from the event:



4.12 Burrage Centre – 14th May 2025

A total of 107 residents attended the engagement event.



4.13 Near neighbour meetings

James Paget University Hospital held a series of near neighbour meetings in summer 2025 to engage with residents living close to the site.

A letter was sent in July 2025 and August 2025 to 422 residents who lived near the hospital inviting them to book a meeting with the project team to discuss any concerns or questions they had.

The first session took place at the Beacon Innovation Centre in Gorleston-on-Sea on Tuesday 23rd July 2025, where three meetings were held with four residents.

Further sessions followed in September: An in-person event at the Beacon Innovation Centre on Wednesday 10th September 2025 and an online session on Thursday 11th September 2025, with eight meetings held across the two days and eight residents taking part. In total, eleven meetings were held with twelve residents engaged.

Across the sessions, residents raised consistent themes including concerns about overlooking and loss of privacy from the new hospital buildings, potential overshadowing and reduced sunlight to gardens, and the impact of traffic, access routes and parking on local streets.

4. Engagement

Construction management issues such as noise, dust, rodents, HGV movements and out-of-hours working were also discussed, with the hospital team explaining how mitigation measures would be put in place. Other concerns focused on the location of the proposed power substation (later relocated), the removal and relocation of a local play area, and broader questions about future services and the use of the old hospital site.

The hospital team reassured residents that building designs would aim to minimise overlooking and shadowing, traffic and access were being carefully planned in discussion with the council, and that natural buffers, landscaping and screening would be introduced to reduce impacts.

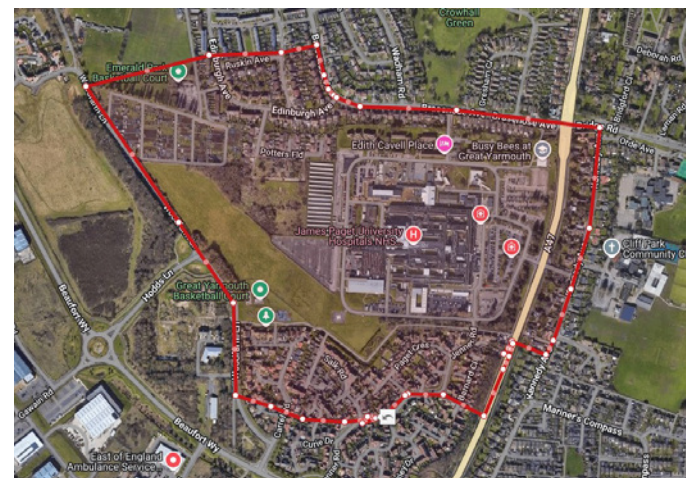
The letters that were sent to residents can be found in **Appendix 9** and **Appendix 10**.

4.14 Contact details

Ensuring people were able to get in touch with the team to ask any questions and make any comments was vital. The Freephone telephone number and freepost address, also provided an important opportunity for people unable to access the online channels to engage.

The number, 0800 148 8911, and email address, communications@jpaget.nhs.uk were staffed between 9.00am and 5.30pm from Monday to Friday. The Meeting Place Freepost address was managed by Meeting Place.

These contact details were promoted through all communications including the newsletter and website.



Distribution area of 422 homes
that received the letters

5. Feedback

This section summarises the feedback received through the feedback form, online survey on the website and communications@jpaget.nhs.uk email address.



5.1 Feedback summary

This section summarises the feedback received through the feedback form and online survey, in total we have had 138 responses, with a varying number of responses to each question – charts of the responses can be found in **Appendix 10**.

The consultation provided valuable insights into the community's perspectives on the plans for the James Paget Future Programme. Feedback was collected through a range of channels, including the engagement event, feedback forms, the online survey, and email submissions. This multi-channel approach ensured that a diverse range of voices was heard.

The majority of respondents work at or live close to the hospital (64%) which is important as we analyse the feedback and ensure those most likely to be impacted are engaging. Secondly those who lived in the wider area completed 24% of feedback, who may not use the hospital regularly but wanted to have a say on the proposal.

In summary the answers to each question were as follows:

How important to you are each of the following aspects of the new hospital?

The majority of residents ranked every option as “highly important” or “important” with under 8% of residents ranking the options as “not important at all” or “unimportant”.

The options of “Delivering high-quality, timely, accessible, patient-centred, and integrated care”, “Helping recruit a committed and compassionate workforce” and “A welcoming hospital that is easy to navigate” all equally received the highest support with over 80% of residents ranking all of these as “very important”.

“Using digital tools to improve patient experience and care” and “Eradicating RAAC and creating a new and safely constructed hospital” were the least supported options with 8% of residents ranking them both as “not important at all”.

5. Feedback

What are your thoughts about the proposed design and landscaping of the new hospital?

There has been a very positive response to this question from residents. Whilst some have raised their concerns about specific issues such as parking and questioning whether the landscaping will happen or be properly maintained the majority have stated that these plans are welcomed and will provide needed green and open space. Some of the verbatim responses are:

- "I think it looks good let's hope there's enough staff to facilitate all areas"
- "I think it is great and so needed, also do need more parking as get quite a lot of feedback from visitors complaining of the lack of parking."
- "I think it will be an improvement on the existing one, but I would like to see more beds planned as the number of new houses in the catchment area will produce a lot of new people."

What are your thoughts about vehicle access strategy for the new hospital?

The majority of residents responded welcoming the new access to the hospital hoping that it will create a safer entrance and one that will help visitors who use other forms of transport. A few residents raised concerns in relation to the increase of traffic in the local area and whether there will be enough parking for everyone. Some of the verbatim responses are:

- "It makes complete sense to put access from hobbs lane, as the ambulance station will be closer to this entrance. And with the increase of housing around that area will be beneficial too."
- "Dedicated lanes for hospital traffic should be a consideration as this area often suffers from bottlenecks"
- "I tend to walk to the hospital, but I think having two entrances will be a good move, as well as more parking."
- "Worried about amount of traffic especially for cyclists!"

What are your thoughts on plans for the new hospital's aim to deliver green open space for everyone to use?

Many residents were pleased to see the plans for green open space included in the design of the new hospital suggesting that this move would help patients' mental health and help the local wildlife. Some residents raised their concerns about the cost to maintain this and whether the money being spent on the open space could be better used elsewhere in the hospital. Some of the verbatim responses are:

- "This is excellent. For our patients and us who work there, green space is important for feelings of wellbeing and the ability to get away from the hospital environment"
- Nice but could this funding be better spent on making sure inside is adequate. This is where treatment required not in the grounds"
- "Will be a nice place for patients and staff to enjoy some fresh air and will make to hospital grounds a more pleasant experience"
- "Don't really see the point. Just use the space to put more hospital on. No one walks around it."

5. Feedback

Are there any stories or memories you would like to share about the current James Paget Hospital?

Residents have used this question to express their gratitude to the staff and the help that the hospital has given to them or their families. Some residents have unfortunately reflected on some bad experiences that they had. Some of the verbatim responses are:

- “Son was born here on the first day of Covid, myself, wife and son were kept in the maternity ward for 7 days looked after by some brilliant nurses.”
- “Never had a bad experience. The staff have always been attentive, professional and caring. From visits to A&E, maternity, children’s ward, day care, out patients etc.”
- “I think everyone holds the hospital and staff in high regard.”
- “They looked after my wife during her fight with breast cancer, but she lost the fight in the end but my thanks go out to all at JPH.”

Do you have any final thoughts or comments about the proposals for the new James Paget Hospital that you would like to share?

Residents commented with a variety of ideas and further concerns about the hospital with some focussing on the need for plenty of parking for residents and staff and questioning if the hospital could be built in another location. Some of the verbatim responses are:

- “Would like more areas for staff to sit outside and enjoy during the warmer weather.”
- “Make sure there’s enough parking spaces for the size of the hospital as at the moment you spend a lot of time trying to find a space.”
- “I hope that the development of the site will entice more speciality doctors and professionals to the area so that we don’t have to travel further for specialist support and operations.”
- “Great that it’s finally being built, but please take into account existing residents and any detrimental impact this may have.”

Details on how the team has responded to these key issues are outlined in **Section 6**.

5.2 Other feedback

All emails received to the project email address and Freephone telephone number were responded to by the Meeting Place project team.

At the time of writing, no emails or Freephone calls have been received. However, Meeting Place will be available through the post-submission process should residents have any further questions or queries.

6. Response to key issues

All feedback has been reviewed by the team. This section details how the plans have responded to several key issues that were raised with the team during the consultation.



Key theme	James Paget University Hospital’s response
Lack of parking on site during construction	<p>The project will maintain adequate car parking throughout construction. The sequence of construction has been influenced by ensuring there is always sufficient car parking for patients, visitors and staff</p> <p>Patient parking at the front of the existing hospital will be available throughout construction of the new hospital. During that period staff will use a new multi-storey car park to be built on Woodfarm Lane. Once the new hospital opens the parking arrangements will switch with patients and visitors parking at the multi-storey car park near the new hospital entrance. Staff will then use some new surface level car parks and the existing car parks during and after demolition. After demolition the hospital will construct additional parking for staff.</p>
Parking on site once developed	<p>The surface carpark will be replaced by both a multi-storey carpark and a new surface carpark on the west of the site. The parking would be served via a newly formed entrance road from Woodfarm Lane which would eventually also form the main entrance to the proposed new hospital.</p>

6. Response to key issues

Key theme	James Paget University Hospital's response
<p>Height of the new hospital and potential overlooking</p>	<p>The final height of the building will be worked through with the Council, Trust and New Hospital Programme. The current design envisages a hospital ranging between 3 and 8 storeys in height. The higher storeys have been stacked in the centre of the site to reduce the height impact on our near neighbours.</p> <p>However, our hybrid planning application will allow for up to two additional storeys in some places. This is to create flexibility to meet the New Hospital Programme construction requirements from central government.</p>
<p>Parking on site once developed</p>	<p>Access into the new hospital will be from Hodds Lane to the west. A generous arrival plaza provides space for patient drop-off as well as landscaping for sitting, socialising and sitting.</p> <p>There is also a separate patient-transport drop-off and pick-up zone with its own waiting area. Ground level patient and visitor parking is distributed around the building, with the largest number located next to the existing woodland and closer to the main entrance.</p> <p>Vehicular circulation is kept to the perimeter of the site to create a pedestrian priority zone in the centre of the proposed masterplan, with additional parking distributed around the new building on the existing hospital site.</p> <p>The different types of vehicular circulation – patients, visitors, staff, ambulances, service and delivery vehicles, bicycles will all be kept as separate as possible to create a safe and secure experience for everyone.</p>

6. Response to key issues

Key theme	James Paget University Hospital's response
Traffic	<p>Surveys of local roads were undertaken in 2024 and have been supplemented by extra surveys this year. A detailed Transport Assessment will be submitted with the hybrid planning application.</p> <p>This will assess all the impacts arising from the new hospital including on local roads and junctions to ensure the road network will continue to function.</p> <p>We have modelled the likely traffic generation for the new hospital. While the new hospital is bigger than the existing one a lot of the increase in floor space is to improve the quality of patient care and to provide space for modern mechanical plant to serve the building. As a result, the actual increase in patient numbers and staff is not as big as the increase in building size would imply, meaning there wouldn't be a huge increase in traffic.</p>
Biodiversity net gain	<p>The new hospital will meet the requirements for biodiversity net gain and the Trust's intention is that this is provided on-site rather than off-site. This will be achieved by minimising the number of ecological areas that are lost and then planting ecologically diverse landscaping for the hospital. This includes a new park in the east of the site which will be rich in wildlife habitat.</p>
Landscaping of the new hospital site	<p>The landscape of the site will be designed to enhance its existing characteristics – the hedgerows, mature trees and triangular woodland – while bringing new soft and hard landscape to create an external environment that promotes health and wellbeing and creates a welcoming environment.</p>

7. Conclusion

James Paget University Hospital is pleased with the response to the consultation, which generated valuable feedback through a variety of channels, including the consultation event, feedback forms, and emails.

The engagement undertaken aligns with Great Yarmouth Borough Council's SCI, enabling consultation with the wider community before an application is submitted. This approach reflects James Paget University Hospital's commitment to creating a scheme that has taken on board the feedback received whilst delivering a new hospital.

Extensive stakeholder engagement has been a cornerstone of the process. A community newsletter was sent to 16,500 addresses in April 2025, inviting residents to a consultation event and promoting the dedicated project website. Four public consultation events were held on April 29th, April 30th, May 7th and May 8th 2025 across Great Yarmouth and Lowestoft. A total of 228 residents attended, providing opportunities to view the proposals, meet the project team, and share feedback.

In summary our engagement saw:

- 58 feedback forms completed at the consultation events or returned via freepost.
- 80 surveys completed online.
- A total of 138 responses.

Key themes raised during the consultation included:

- Concerns about parking during construction and parking provision once the hospital is complete.
- The potential for increased traffic following development.
- The height and potential overlooking of the new hospital buildings.
- Support for enhanced biodiversity and public open spaces, alongside requests for further details on green space.
- The new access onto the site and the wider vehicular plan.

In addition to wider consultation, James Paget University Hospital undertook targeted near neighbour engagement in summer 2025. Letters were sent in July and August 2025 to 422 households closest to the hospital, inviting residents to book a one-to-one meeting with the project team. Eleven meetings were held with twelve residents across in-person and online sessions, providing an important forum to discuss site-specific concerns such as overlooking, loss of privacy, overshadowing, traffic impacts, parking on local streets, and construction management issues including noise, dust, HGV movements and working hours. The hospital team also discussed the relocation of a proposed power substation, the removal and re-provision of a local play area undertaken by GYBC as part of the new site land purchase, and future use of the old hospital site. Residents were reassured that building designs, landscaping, screening and traffic management measures were being carefully developed to reduce impacts and that mitigation would be in place during construction.

James Paget University Hospital remains committed to ongoing engagement with residents, stakeholders, and local authorities to ensure the development meets the needs of Great Yarmouth and the wider community while supporting sustainable growth.

Appendix 1

Councillor briefing questions and comments

- Hospital – How is catering integrated into the new hospital?
- What is a digital hospital?
- Will it be remaining a university hospital?
- Are the nurses' quarters being refurbished? Not suitable for today's students and families. Is accommodation being built for them?
- Major issues with staff parking on side roads so they don't have to pay at the hospital. Does the masterplan address the issue? Issue is brought to him as County Councillor on a regular basis.
- New entrance, Hodds Lane and Woodfarm Lane are single carriageway. Are there plans to widen these roads and make sure the highway still functions adequately? Woodfarm Lane not going to take all the traffic that is proposed there. Road is not large enough without widening.
- Area in south-west of new hospital is going to be very busy and the roads will need looking at for the volume of traffic. Jenner Road unsuitable for access. Concern is sheer quantity of uses coming in off Woodfarm Lane entrance. Roundabouts on Beaufort Way not designed for it.
- Revised circulation is a big improvement in comparison to the existing situation. 150 children catch the school bus from the James Paget bus stop. Prefer it if children get bus from Ridge Road. New entrance is welcomed but will need to be wider road to accommodate buses and cars. Roads in that area will need to be lit at night.
- Is a ward councillor and expects to hear the following concerns from residents: daily impact on residents from construction – they should be warned in advance; concern about the impact on existing hospital functions during construction; requiring payment for parking is a concern as people don't want to pay to park and leads to overspill parking. Need to get conversation right with residents from the outset.
- Questioned whether bus laybys were large enough and whether there are any other locations for buses. Bus laybys need to be big enough to accommodate expected use.
- Will the footpath along the southern boundary be retained?
- Asked about whether the building incorporates solar panels and how it will be heated. In Yarmouth the County Council have removed the trees in car parks for safety purposes to prevent crime.

Appendix 1

- Is it likely that the reserved green space in the centre of the masterplan will be developed for car parking?
- Will there be admin offices included in the masterplan? Can admin staff go off-site, potentially to vacant offices in Yarmouth?
- Councillors should be included in the public consultation so they can attend drop in sessions.
- Key to him is how residents are going to have their lives made better by this. He sees 4 key principles:
 - a) State of art facilities to improve the patient experience;
 - b) Bring down waiting lists and improve efficiency;
 - c) Retain and recruit talented staff by improved facilities;
 - d) Future proofing healthcare with new facilities in a new hospital for the locally aging population.
- What is the life of hospital?
- Welcomes the development.
- Asked if the staff accommodation is being redeveloped / improved – is it staying in situ or being relocated? Would like staff accommodation to be taken into account as part of the masterplan.
- Welcomes the new circulation through the hospital and splitting the traffic. Asked about Brasenose Avenue and whether it is still an access point?
- The construction budget is significant and some of it should benefit the local area. What proportion of the construction budget is going to be locally sourced during construction? Will there be any apprentices? Will the construction project integrate with colleges?
- Where will mobility impaired people be able to park as the visitor parking is some distance from the main hospital entrance?
- There are currently bottlenecks with social care – are there any plans to provide rehab services on site instead of off-site? This is a missing service currently.
- One of problems with existing hospital is unauthorised parking on the estate. Does the masterplan resolve this. Does the masterplan factor in growth as part of the parking plans?
- Are there EV chargers proposed and are they in the MSCP as well as the surface car parking areas?
- Is there going to be a focus on staff wellbeing with the new designs?
- What happens if the power supply cuts out?

Appendix 2

Newsletter

We want to engage with you on the proposals for the new James Paget University Hospital

To ensure that everyone has a way of getting involved that suits them, we will be using a variety of methods to gather feedback from the community. This will include direct mailings, updates on the project website and face to face events. Please come along to one of our drop-in events and have your say.

Drop in events

29 April, 2:00pm-7:00pm
Cliff Hotel
Cliff Hill, Gorleston-on-Sea,
Great Yarmouth NR31 6DH

30 April, 2:00pm-7:00pm
Great Yarmouth Town Hall
Hall Plain, Great Yarmouth
NR30 2QF

7 May, 1:00pm-5:30pm
Lowestoft Library
Clapham Rd, Lowestoft
NR32 1DR

8 May, 2:00pm-7:00pm
East Point Pavilion
East Point Pavilion, Royal Plain,
Lowestoft NR33 0AP

14 May, 2:00pm-7:00pm
Burrage Centre
Lowestoft Rd, Gorleston-on-Sea,
Great Yarmouth NR31 6LA

Feedback form

Please complete the feedback form by scanning this QR code or by going to this website address:

bit.ly/jpaget-feedback



Future Paget Programme
April 2025

NHS
James Paget
University Hospitals
NHS Foundation Trust



Delivering a brand-new state of the art hospital for Great Yarmouth



James Paget University Hospitals NHS Foundation Trust will build a new hospital as part of the Government's national New Hospital Programme. This is the biggest hospital building programme for a generation – a once in a lifetime opportunity to deliver a brand-new state of the art hospital for Great Yarmouth.

This project represents far more than just a new building. It's a fantastic and rare opportunity to transform the hospital, enabling significant improvements and redesigns in the model of care for the population. This initiative provides a crucial chance to strengthen the collaboration with local partners and deepen the engagement with Great Yarmouth and Waveney, and the wider community we serve.

In order for us to carry out our proposals, we must follow the process of applying for outline planning permission which will seek to determine if the principle of a new hospital is acceptable. The application will also examine the maximum size of any building, its location and look at other external matters such as highway capacity.

Securing outline planning permission is a significant milestone on our

journey to building a new hospital and we hope you will support us in bringing this to fruition. Should the outline planning application be supported and approved, this will mean that we will take a big step closer to building your new hospital which will serve generations to come.

We want the local community to be excited about the future of the James Paget Hospital and we are keen to hear your thoughts about our proposals.


This newsletter provides information on how you can find out more about our plans, where to attend drop in events, answers some of the questions you may have and how you can get in touch with the project team.


Our vision

We believe a the new James Paget Hospital will enhance patient care, and provide a modern state-of-the-art environment for our staff

Our vision encompasses:


 **Eradicating RAAC (Reinforced Autoclaved Aerated Concrete)**
Ensuring a safe and modern environment.

 **Enhanced patient outcomes:**
Delivering high-quality, timely, accessible, patient-centred, and integrated care for all.

 **Service transformation**
Adapting to meet the evolving needs of our population.

 **Sustainability**
Achieving net-zero targets through environmentally conscious practices.

 **Digital innovation**
Maximising digital tools to improve patient experience and outcomes.

 **Empowered workforce**
Supporting a sustainable and thriving team.

The vision for the Future Paget Programme is to create a seamless integration between the hospital building and the local landscape, using the space to the west of our current hospital estate, and by building vertically, which also enables optimal clinical adjacencies.

The building design is informed by 'Hospital 2.0', a standard approach to building new hospitals for the future, developed through the national New Hospital Programme. Our vision has been developed to ensure we have thought about how the building fits within existing site considerations including neighbouring residential areas.

The proposal is for the design of the new hospital building to be located on the plot immediately west of the current hospital and to establish a framework that defines plots for potential future development in a logical way, including strategic guidelines for all associated public realm, landscape strategies and car-parking provision.

Any design work that we have undertaken is purely to support our outline planning application. Further iterations will be refined as we work with our staff, patients and local community to progress the plans.

An artist's impression of the Future Paget masterplan



Appendix 2

FAQs

Will there be improvements to landscape?

Yes, the landscape of the site will be designed to enhance its existing characteristics – the hedgerows, mature trees and triangular woodland – while bringing new soft and hard landscape to create an external environment that promotes health and wellbeing and creates a welcoming environment.

Key elements to the landscaping include:

Parking courts

Parking spaces set within a framework of tree and shrub planting with low impact sustainable drainage systems integrated into the layout in the form of swales and permeable surfaces.

Arrival plaza

An open welcoming, multi-purpose space with seating and planting to create a sense of arrival, ease wayfinding and accommodate drop-off, cycling parking and create a pedestrian-priority environment.

Roof terraces

A variety of accessible roof gardens across the hospital at different levels provide external space for rest, socialising and convalescence, with a balance of flexible open space and fixed furniture in the form of planters and seating.

Courtyard gardens

A combination of planting and hard landscape in varying sized courtyards create visual amenity and provide the hospital community with varied experiences, bring in plenty of natural daylight and creates space within the building to enjoy nature.

Woodland garden

A shaded woodland with some clearings that is accessible to hospital staff, patients and visitors for leisure and rest during day light hours.

Water gardens

An attenuation basin required for flood risk mitigation and storm water storage is re-imagined as a multi-purpose space for leisure, rest and relaxation through the introduction of planting, walking routes and informal seating areas.

What is the scale of the new hospital?

The new hospital will be provisionally around 115,000 square metres in floor space (about 1.2million square feet). The existing hospital is around 60,000sq.m.

The new hospital will provide single patient bedrooms to improve privacy and dignity, instead of the existing 6 person bays on our wards. This increases the quantity of space needed for the new building. The new hospital also has increased mechanical plant requirements to create a modern environment and meet Net Zero Carbon goals.

What facilities are being refurbished and what will be moved/added?

In addition to the new hospital building these are the following facilities that may retain their current use or be re-purposed for a new use under the proposal:

- Louise Hamilton Centre
- Dermatology/ophthalmology
- Burrage Centre
- Renal
- Education & Training Centre
- Newberry Clinic

These are the facilities that are to be moved or added:

- Solar Farm Relocation
- Multi-Storey Car Park
- Helipad Relocation



What are the access arrangements?

Access into the new hospital will be from Hodge Lane to the west. A generous arrival plaza provides space for patient drop-off as well as landscaping for socialising and sitting.

There is also a separate patient-transport drop-off and pick-up zone with its own waiting area. Ground level patient and visitor parking is distributed around the building, with the largest number of spaces located next to the existing woodland.



Timeline

- ▶ **April/May 2025**
Community drop-in events and engagement with staff and near neighbours.
- ▶ **May/June 2025**
Project team reviews feedback and will finalise technical documents.
- ▶ **July 2025**
Planning application submitted to Great Yarmouth Borough Council.
- ▶ **Winter 2025**
Planning application determined by the Great Yarmouth Borough Council Planning Committee.

We will continue to keep local residents and users of the hospital updated as our plans progress but please do get in touch with any questions or comments you may have using the details below.



About James Paget University Hospital

The James Paget University Hospital is a vibrant university hospital providing the best possible care to a population of 250,000 residents across Great Yarmouth, Lowestoft and Waveney, as well as to the many visitors who come to this part of East Anglia. Our main site in Gorleston is supported by the Newberry Clinic and other outreach clinics in the local area.

Ensuring our patients are central to everything we do is our priority. Our vision is to be an innovative organisation delivering compassionate and safe patient care through a well led and motivated workforce.

We employ over 4,000 staff, both part and full time, making us the largest local employer in the area. Our staff act as ambassadors for the Trust and are guided by our ambitions and values.

Our ambitions sit under four headings:



OUR PATIENTS



OUR PEOPLE



OUR PARTNERS



OUR PERFORMANCE

Get in touch

Come along to one of our drop-in events and meet the project team

Contact us

Write to us directly to:
James Paget University Hospital,
Lowestoft Road,
Gorleston,
Gorleston-on-Sea NR31 6LA

Email us at
communications@jpaget.nhs.uk

Scan the QR code to visit our website:
bit.ly/jpaget-new-hospital



[jamespagetuniversityhospital](https://www.jamespagetuniversityhospital.nhs.uk)

[@jamespagethospital](https://www.instagram.com/jamespagethospital)

[james-paget-hospital](https://www.facebook.com/jamespagethospital)

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29 April, 2:00pm-7:00pm
Cliff Hotel
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NR32 1DR

8 May, 2:00pm-7:00pm
East Point Pavilion
East Point Pavilion, Royal Plain,
Lowestoft NR33 0AP

14 May, 2:00pm-7:00pm
Burrage Centre
Lowestoft Rd, Gorleston-on-Sea,
Great Yarmouth NR31 6LA

Appendix 3

Website feedback form



Future Paget - Your Feedback on Our Vision

James Paget University Hospitals NHS Foundation Trust has released its latest vision for 'Future Paget' at this stage of planning for its new hospital. You can view the plans here: <https://www.jpah.nhs.uk/about-us/our-strategies-plans-and-policies/our-new-hospital/>

These outline plans have been produced to help show our staff, our patients, and our communities the size, scale and location of our new hospital, ahead of submitting an outline planning application for the site later in 2025. Our new hospital will continue to evolve as we work with all stakeholders on the design.

We want to hear your views about the hospital through completing this form. Your feedback will be collated by Meeting Place, who are working with the James Paget in collecting views. The themes will be submitted with the hospital's planning application.

All written feedback will be anonymised and shared with the local planning authority, Great Yarmouth Borough Council. For further information about how Meeting Place holds and uses your data and your rights under General Data Protection Regulations please visit: www.meeting-place.uk

At the end, we will ask if you wish to receive updates about the James Paget's new hospital via email. If you wish to receive updates, your email address will be retained by the hospital Communications team in accordance with GDPR, and will not be shared publicly. You have the right to remove your details from our mailing list at any time by emailing communications@jpah.nhs.uk

1

What is your relationship with the James Paget Hospital currently? Select all that apply to you. *

☐ I work at the James Paget or nearby

☐ I live close to the hospital

☐ I live in the wider area

☐ I don't live or work near the site, but I am interested in the proposals

2


How important to you are each of the following aspects of the new hospital? *

	Not important at all	Unimportant	Neither important or unimportant	Important	Very Important
Delivering high quality, timely, accessible, patient-centred, and integrated care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eradicating BAVC and creating a new and safely constructed hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adapting services to meet the needs of the population	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivering an environmentally sustainable hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using digital tools to improve patient experience and care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping recruit a committed and compassionate workforce	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A welcoming hospital that is easy to navigate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Appendix 3

3


What are your thoughts about the proposed design and landscaping of the new hospital? *



Enter your answer

4


What are your thoughts about vehicle access strategy for the new hospital? The proposal keeps the existing access to the A47 and creates a new entrance to the site from Hoddles Lane to provide more ways in and out for different types of vehicles accessing the site.



Enter your answer

5

What are your thoughts on plans for the new hospital's aim to deliver green open space for everyone to use?



Enter your answer

6

Are there any stories or memories you would like to share about the current James Paget Hospital?

Enter your answer

7

Do you have any final thoughts or comments about the proposals for the new James Paget Hospital that you would like to share?

Enter your answer

8

Thank you for submitting your feedback. Would you like to receive updates about the James Paget's new hospital by email? *

☐ Yes

☐ No

Submit

Never give out your password. [Report abuse](#)

Appendix 4

Social media ads



Appendix 5

Press release



Press Release:

7 April 2025

James Paget Hospital completes purchase of land and shares vision of its new hospital

James Paget University Hospitals NHS Foundation Trust, located in Gorleston, Great Yarmouth, has launched its vision for 'Future Paget', showing the latest designs for the new hospital, and where it will be situated on the hospital's estate.

The new James Paget Hospital is being delivered through the national New Hospital Programme, with an allocated budget of £1-1.5 billion to complete the project. The James Paget is one of seven hospitals constructed primarily using reinforced autoclaved aerated concrete (RAAC) that require replacement and will be prioritised in the programme.

The vision for the new hospital will help deliver state-of-the-art facilities to improve patient care and overall experience, help attract staff to careers in health and care, and provide high quality care that meets the needs of our future population.

Jo Segasby, Chief Executive at James Paget Hospital, said: "We are delighted to share our vision for our new hospital, which gives our patients and communities a feel for what 'Future Paget' could look like."

"At this stage of planning, these are not our finished designs – and we need our patients, our staff working at the hospital, and residents across Gorleston, Great Yarmouth and Waveney, to give their feedback on the scale of what our new hospital looks like."

Situated to the west of the current James Paget Hospital, the new hospital has a provisional size of 114,469 square metres and around 600 beds for patients, and incorporates single rooms for all patients on wards. The hospital will feature a new entrance from the west, with a new multi-storey car park and additional parking spaces across the site.

James Paget Hospital is sharing its vision to gather the views of its staff, patients, the public and stakeholders ahead of submitting outline planning application to Great Yarmouth Borough Council later in 2025. This application provides an outline of the scale and position of the future hospital design, which will be refined further through the planning process.

The hospital is inviting people to attend open events across Great Yarmouth and Waveney to view the plans for Future Paget, and give their feedback. Details on the events as follows:

- The Cliff Hotel, Gorleston – 29th April, 2-7pm
- Great Yarmouth Town Hall – 30th April, 2-7pm
- Lowestoft Library – 7th May, 1pm-5:30pm
- East Point Pavilion – 8th May, 2-7pm
- Burrage Centre, James Paget Hospital – 14th May, 2-7pm

Further details can be found on the James Paget's website:

<https://www.jpah.nhs.uk/about-us/our-strategies-plans-and-policies/our-new-hospital/>

The James Paget also has secured the purchase of land next to its current hospital site that will form part of its future new hospital, supported by £9.8m of funding from the Department of Health and Social Care, which approved a business case to purchase land to the west of the hospital's current estate in February.

The hospital has worked closely with partners Great Yarmouth Borough Council to have the land assessed and valued, and this purchase of the land will allow the hospital to plan for key enabling works in readiness for construction of its new hospital, which is scheduled to start in 2027-28.

Karin Smyth, Minister of State for Health said: "I am truly delighted to confirm that we have issued £9.8m of funding to James Paget University Hospitals NHS Foundation Trust to purchase land from Great Yarmouth Borough Council.

"It's for communities like Great Yarmouth that we were determined to put the New Hospital Programme on a realistic and affordable timetable for delivery – which we set out in January, backed by funding from the Chancellor Rachel Reeves. Today's land purchase is a vital first step to deliver this much needed new hospital."

Mark Flynn, Director of Strategic Projects at James Paget Hospital, said: "This is a major milestone for our plans for a new hospital. We are grateful of the help that Great Yarmouth Borough Council has shown in helping with the land purchase, and supporting our vision for 'Future Paget'."

Councillor Graham Plant, Great Yarmouth Borough Council's portfolio holder for Operational Property and Asset Management, said: "The council is delighted to have been able to assist The James Paget University Hospital with some of the land acquisition that was necessary for the scheme. The construction of a new hospital is an exciting and ambitious project and supporting the team as it looks to deliver the best possible care it can for residents is something we are very pleased to support."

The land will be used as the locations of enabling works that are vital to the constructing the new hospital, indicated on map below. The area to the south west has been allocated as a site for a contractor compound and car park, while the land adjacent to the current hospital will be the location of a multi-story car park for staff when construction begins on the land where staff currently park.

Alongside these enabling works, the hospital will also use the land to develop a new access road to the site, begin work on sewerage and utilities relocation, and moving the solar panel array currently located to the rear of the hospital's staff car park.

Appendix 6

News articles

'Future Paget' vision launched as hospital purchases land

8TH APRIL JAMES PAGET UNIVERSITY HOSPITAL HEALTH LOWESTOFT SUFFOLK



James Paget Hospital shares its vision for Future Paget – its ambitious plans for a new hospital for people living in Great Yarmouth and Waveney. Picture: JPUH (Image: JPUH)

Great Yarmouth Mercury

James Paget Hospital shares vision of its new Norfolk hospital

The new hospital is being built as part of the national New Hospital Programme



© James Paget University Hospitals NHS Foundation Trust

Members of the Future Paget Programme team on the acquired land

Author: Sian Roche

Published 7th Apr 2025

Fresh designs have been released for the new James Paget hospital which is to be built in Norfolk.

They come from the James Paget University Hospitals NHS Foundation Trust, based in Gorleston, and are being called 'Future Paget'.

HelloRayo

Appendix 6

BBC

First plans for new hospital revealed



BIDWELLS/JAMES PAGET UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

An artist's impression of how the new hospital could look

Paul Moseley

BBC political reporter, Norfolk

18 March 2025

Initial proposals for a new hospital in Gorleston, Norfolk, show it could be 10 storeys tall and have 630 beds – 80 more than in the existing facility.

Earlier this year the government confirmed that James Paget University Hospital would be rebuilt.

The trust that runs the JPH has submitted its first proposals for the project, which would also include two multi-storey car parks with up to 2,000 spaces.

The development would be built next to the existing hospital, which would remain in use in the meantime.

Work is due to begin in 2027 or 2028, and the project **could cost up to £1.5bn**.

The JPH serves up to 250,000 people in east Norfolk and Waveney, including Great Yarmouth and Lowestoft.

It needs replacing as it is one of seven hospitals in England **affected by reinforced autoclaved aerated concrete (RAAC)**.

Appendix 7

Banners and boards

James Paget University Hospital



Access and navigation



The future James Paget University Hospital will be accessed via Hodds Lane, leading to a welcoming arrival space that combines patient drop-off with landscaped areas for social interaction. Dedicated zones will be provided for patient transport, alongside ground-level parking dispersed around the new hospital.

A generous arrival plaza provides space for patient drop-off as well as landscaping and places for sitting, socialising and meeting. There is a separate patient transport drop-off and pick-up zone and waiting area. Ground level patient and visitor parking is distributed around the building, with the largest number located adjacent to the existing woodland.

A multi-storey car park will offer additional parking, connected to the hospital by a partially covered pathway alongside the woods. To ensure pedestrian safety, vehicle movement will be confined to the site's edges, creating a central pedestrian-focused area. Separate routes will be established for patient and visitor vehicles, staff, ambulances, and service vehicles, aiming to enhance the overall safety and experience for those on foot.

Vehicular movement is kept to the perimeter of the site to create a pedestrian priority zone in the centre of the masterplan, with parking distributed around the new building and on the existing hospital site.

The different types of vehicular movement include patients and visitors, staff, ambulances, service and delivery vehicles, bicycles – kept as separate as possible to create a safe and secure experience for pedestrians.

Find out more

Scan the QR code or visit bit.ly/jpaget-our-vision





James Paget University Hospital



About the hospital



The James Paget University Hospital is a vibrant university hospital providing the best possible care to a population of 250,000 residents across Great Yarmouth, Lowestoft and Waveney, as well as to the many visitors who come to this part of East Anglia.

Our main site in Gorleston is supported by the Newberry Clinic and other outreach clinics in the local area.

Ensuring our patients are central to everything we do is our priority. Our vision is to be an innovative organisation delivering compassionate and safe patient care through a well led and motivated workforce.

We employ over 4,000 staff, both part and full time, making us the largest local employer in the area. Our staff act as ambassadors for the Trust and are guided by our ambitions and values.

Our ambitions sit under four headings:

Caring for our patients

Supporting our people

Collaborating with our partners

Enhancing our performance

We will continue to keep local residents and users of the hospital updated as our plans progress but please do get in touch with any questions or comments you may have using the details below.

Write to us using the enclosed Freepost addressed envelope or directly to:
Freepost MEETING PLACE CONSULTATION (no stamp required)

Email us at:
JPUHNewHospital@jpaget.nhs.uk
Get in touch through the feedback page on this website:
bit.ly/jpaget-feedback

Find out more

Scan the QR code or visit bit.ly/jpaget-our-vision



Timeline of our proposals:

- ▶ April/May 2025
Community drop-in events and engagement with staff and near neighbours
- ▶ May/June 2025
Project team reviews feedback and finalises technical documents
- ▶ July 2025
Planning application submitted to Great Yarmouth Borough Council
- ▶ Winter 2025
Planning application determined by the Great Yarmouth Borough Council Planning Committee

35

Appendix 7

James Paget University Hospital

Our vision



An artist's impression of the planned hospital

The vision for the Future Paget Programme is to create a seamless integration between the hospital building and the local landscape.

The new James Paget University Hospital is being delivered through the national New Hospital Programme. The James Paget is one of seven hospitals constructed primarily using reinforced autoclaved aerated concrete (RAAC) that require replacement and will be prioritised in the programme.

We believe a new James Paget University Hospital, will address the critical infrastructure needs and enhance patient care.

The proposals seek to replace RAAC-affected buildings with a new, state-of-the-art facility on the existing site, while retaining RAAC-free structures that align with future operational needs.

The Schedule of Accommodation that was submitted in our refreshed Strategic Outline Case, which details the rooms and support spaces for the new hospital, shows a provisional requirement for the total area of the building to be 114,469m². This was based on compliance with standards set nationally through the New Hospital Programme, and extensive demand and capacity modelling undertaken through the planning process.

This modelling has shown the new hospital will require around 600 beds (from 552 existing beds) to meet the health needs of local populations. The new hospital is acting as a catalyst for transformation of our clinical pathways, which will contribute a mitigating effect on the future activity requirements and therefore the size of the new hospital. This has been taken account of as part of the demand and capacity modelling.

Any design work that we have undertaken is purely to support our outline planning application. Further iterations will be refined as we work with our staff, patients and the local community to progress the plans.

Find out more

Scan the QR code or visit bit.ly/jpaget-our-vision

Our vision encompasses:

- Eradicating RAAC**
Ensuring a safe and modern environment.
- Enhanced Patient Outcomes**
Delivering high-quality, timely, accessible, patient-centred, and integrated care for all.
- Service Transformation**
Adapting to meet the evolving needs of our population.
- Sustainability**
Achieving net-zero targets through environmentally conscious practices.
- Digital Innovation**
Maximizing digital tools to improve patient experience and outcomes.
- Empowered Workforce**
Supporting a sustainable and thriving team.

James Paget University Hospital

Access and navigation



The future James Paget University Hospital will be accessed via Hodds Lane, leading to a welcoming arrival space that combines patient drop-off with landscaped areas for social interaction. Dedicated zones will be provided for patient transport, alongside ground-level parking dispersed around the new hospital.

A generous arrival plaza provides space for patient drop-off as well as landscaping and places for sitting, socialising and meeting. There is a separate patient transport drop-off and pick-up zone and waiting area. Ground level patient and visitor parking is distributed around the building, with the largest number located adjacent to the existing woodland.

A multi-storey car park will offer additional parking, connected to the hospital by a partially covered pathway alongside the woods. To ensure pedestrian safety, vehicle movement will be confined to the site's edges, creating a central pedestrian-focused area. Separate routes will be established for patient and visitor vehicles, staff, ambulances, and service vehicles, aiming to enhance the overall safety and experience for those on foot.

Vehicular movement is kept to the perimeter of the site to create a pedestrian priority zone in the centre of the masterplan, with parking distributed around the new building and on the existing hospital site.

The different types of vehicular movement include patients and visitors, staff, ambulances, service and delivery vehicles, bicycles - kept as separate as possible to create a safe and secure experience for pedestrians.

Find out more

Scan the QR code or visit bit.ly/jpaget-our-vision



Appendix 7

James Paget University Hospital

Enabling works

The design process of the Future Paget Masterplan incorporates enabling works which have been sequenced to ensure that the site for the new hospital is ready for construction to start, and to ensure that the current hospital stays operational with minimal to no disruptions whilst the new hospital is being built.

Find out more

Scan the QR code or visit bit.ly/jpaget-our-vision

These works include:

Solar farm and site clearance
The current solar panels will be removed and replaced with more efficient panels installed over the existing retained buildings.

Car parks
The surface car park will be replaced by both a multi-storey car park and a new surface car park on the west of the site.

Road alignment
The new hospital will be located to the west of the current hospital, with the main entrance proposed from the east.

James Paget University Hospital

Landscaping

The development strategy for the Future Paget Masterplan involves a carefully phased approach to prepare the new hospital site for construction, all while ensuring the existing hospital's continued operation with minimal impact.

Find out more

Scan the QR code or visit bit.ly/jpaget-our-vision



The illustrative plans and Environmental Impact Assessment work, which will be included within our outline planning application, demonstrate the aim to minimise, and where necessary, mitigate the impact of the development of the new hospital on areas including the existing landscape, ecology, trees, protected species and potential flood risks. We are also mindful of the impact on our neighbours in terms of visual impact, noise and light.


The new hospital, positioned west of the existing facility, will feature a primary entrance from the east. The surrounding landscape will be thoughtfully designed, enhancing existing features like hedgerows, mature trees, and the triangular woodland, while introducing new landscaped areas that promote well-being and create a welcoming atmosphere.

The new hospital will meet the requirements for a biodiversity net gain on-site, minimising habitat loss and introducing diverse plantings. A new park on the eastern side of the site will be created, providing a rich habitat for wildlife.

Appendix 7

James Paget University Hospital





Masterplan

James Paget University Hospital



Share your thoughts and ideas



Around the room, we have placed a number of the following:

 Maps

 Plans

 Drawings

 Feedback forms

Find out more

Scan the QR code or visit bit.ly/jpaget-our-vision



Please fill out a feedback form and either hand it to a team member or leave it in the provided box. You can also take it with you and return it via our Freepost address (no stamp required).



Alternatively scan the QR code to fill it in online bit.ly/jpaget-feedback

We value your feedback and will consider all comments to help evolve the design of the proposal wherever possible.

Get in touch

The project team welcome your comments. You can ask questions or provide feedback through the following methods:

Write to us using the enclosed Freepost addressed envelope or directly to:
Freepost MEETING PLACE CONSULTATION
(no stamp required)

Email us at:
JPUNewHospital@jpaget.nhs.uk

Get in touch through the feedback page on this website:
bit.ly/jpaget-feedback


Facebook:
[jamespagetuniversityhospital](https://www.facebook.com/jamespagetuniversityhospital)


Instagram:
[@jamespagethospital](https://www.instagram.com/jamespagethospital)

LinkedIn:
www.linkedin.com/company/james-paget-hospital

Appendix 7


James Paget University Hospital






Artist impression of hospital

James Paget University Hospital





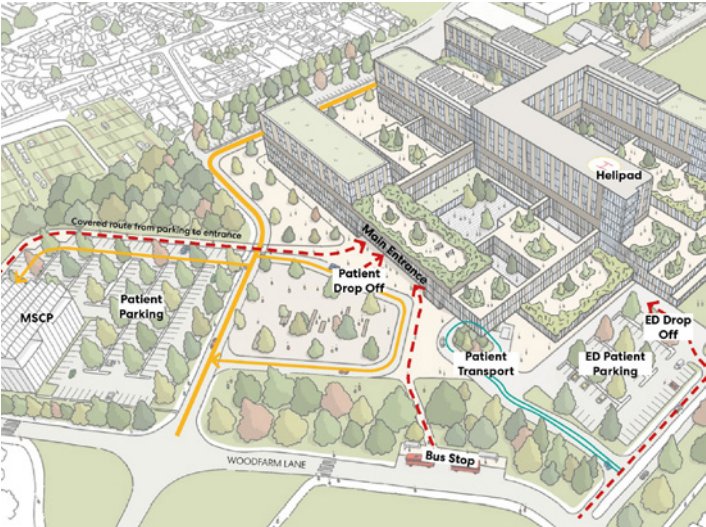


Indicative enabling works plan

Appendix 7



James Paget University Hospital






Access and navigation

James Paget University Hospital







Aerial red line image of proposed new hospital

Appendix 8

Feedback form

April 2025
Feedback form



Future Paget Programme
James Paget University Hospital

Thank you for your interest in our consultation on our outline application for the Future Paget Programme. We would like to receive your feedback to understand what is important to you and how we may be able to take this forward to help shape our proposal wherever possible.

1. What is your relationship to the site? (select all that apply)

☐ I work at the James Paget or nearby

☐ I live close to the hospital

☐ I live in the wider area

☐ I don't live or work near the site, but I am interested in the proposals

2. How important to you are each of the following aspects of the new hospital?

	Not important at all	Unimportant	Neither important or unimportant	Important	Very important
Delivering high-quality, timely, accessible, patient-centred, and integrated care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eradicating RAAC and creating a new and safely constructed hospital.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adapting services to meet the needs of the population.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivering an environmentally sustainable hospital.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using digital tools to improve patient experience and care.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping recruit a committed and compassionate workforce.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A welcoming hospital that is easy to navigate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. What are your thoughts about the proposed design and landscaping of the new hospital?

4. The proposal keeps the existing access to the A47 and creates a new entrance to the site from Hodd's Lane to provide more ways in an out for different types users.
What are your thoughts about vehicle access strategy for the new hospital?

5. What are your thoughts on plans for the new hospital's aim to deliver green open space for everyone to use?

6. Are there any stories or memories you would like to share about the James Paget University Hospital?

7. Do you have any final thoughts or comments about the proposals for the new James Paget University Hospital that you would like to share?

Next steps

Thank you for completing this feedback form.
Please return in the box provided or if you want to take this home then please post it to us, free of charge without the need of a stamp, by posting it to:
Freepost MEETING PLACE CONSULTATION
(no stamp required)

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Email: _____

Contact


If you have any further comments, please contact us via:
communications@jpaget.nhs.uk
0800 148 8911 (freephone)

☐ I would like to be kept informed of the proposals' progress.

This information is being collected by Meeting Place on behalf of James Paget University Hospitals NHS Foundation Trust. It will be shared with them, securely stored and destroyed at the end of the planning process. All written feedback will be anonymised and shared with the local planning authority, Great Yarmouth Borough Council. For further information about how we hold and use your data and your rights under General Data Protection Regulations please visit: www.meeting-place.uk/privacy-cookie-policy

Appendix 9

Letter to residents



James Paget University Hospitals
NHS Foundation Trust
Lowestoft Rd,
Gorleston-on-Sea, Great
Yarmouth
NR31 6LA
0117 428 6873

[Address line 1]
[Address line 2]
[Address line 3]
[Address line 4]


July 2025

Dear Neighbour,

Invitation to Neighbourhood Meeting: Future Paget Hospital Development

As you may be aware, the James Paget University Hospital has been prioritised by the Government to be rebuilt due to the hospital building being mostly constructed from RAAC (Reinforced Aerated Autoclaved Concrete) planks. The new hospital also gives us the opportunity to improve the healthcare provision we provide, by using the latest healthcare design standards and consulting with those who will use the facility to tailor to local needs.

Earlier this year, the hospital began engaging with communities across Great Yarmouth and Lowestoft about its vision for 'Future Paget', and we want to thank residents for attending these sessions and the feedback provided. You can find more details about this vision here: <https://www.jpah.nhs.uk/about-us/our-strategies-plans-and-policies/our-new-hospital/our-future-paget-vision/> or by scanning the QR code below:



This feedback has been vital in informing the design that will be submitted for our outline planning application, which is expected in October 2025. At this stage the design is still at an early stage and so is shown as a maximum 'outline' size on the application. Once submitted this information will appear on the Great Yarmouth Borough Council's (GYBC) planning portal, with updates appearing as it progresses through the planning process.

Your Invitation

As part of the engagement, we are notifying you of further upcoming meetings regarding the proposed development. We understand that as a resident living near to the hospital site, you may have questions and thoughts about the impact of the new hospital, both during its construction and once it is built.

1

Your views are incredibly important to us and so we want to offer you an opportunity to meet with us and share these. We will be holding two dedicated in-person sessions at a venue close to the hospital site and a third session will be held on Microsoft Teams remotely for those who will find this more convenient.

To ensure we can give everyone adequate time, we will be offering half-hour slots which can be booked on a first-come, first-served basis.

In Person Meeting Dates

Tuesday 22nd July 2025, 11:00am to 5pm
Wednesday 10th September 2025, 11:00am to 5pm

Venue

The Beacon Innovation Centre, Gorleston-on-Sea, Great Yarmouth NR31 7RA

Microsoft Teams Remote Meeting Date


Thursday 11th September 2025 between 4pm to 8pm

To book your preferred slot on a preferred date, please email us at [redacted] or call us on 0800 148 8911 (Monday-Friday 9am-5:30pm).

If you require this information made in another language, or in other formats such as braille or Easy Read, please contact us at the details above.


We look forward to meeting with you and discussing your thoughts on this important development.

Yours faithfully,


James Paget University Hospitals NHS Foundation Trust

2

Appendix 9



James Paget University Hospitals
NHS Foundation Trust
Lowestoft Rd,
Gorleston-on-Sea, Great
Yarmouth
NR31 6LA
0117 428 6873

[Address line 1]
[Address line 2]
[Address line 3]
[Address line 4]


August 2025

Dear Neighbour,

Invitation to Neighbourhood Meeting: Future Paget Hospital Development

As you may be aware, the James Paget University Hospital has been prioritised by the Government to be rebuilt due to the hospital building being mostly constructed from RAAC (Reinforced Aerated Autoclaved Concrete) planks. The new hospital also gives us the opportunity to improve the healthcare provision we provide, by using the latest healthcare design standards and consulting with those who will use the facility to tailor to local needs.

Earlier this year, the hospital began engaging with communities across Great Yarmouth and Lowestoft about its vision for 'Future Paget', and we want to thank residents for attending these sessions and the feedback provided. You can find more details about this vision here: <https://www.jpah.nhs.uk/about-us/our-strategies-plans-and-policies/our-new-hospital/our-future-paget-vision/> or by scanning the QR code below:



Your Invitation
As part of the engagement, we are notifying you of further upcoming meetings regarding the proposed development.

We held appointments with residents in July 2025, and there is still time to meet with the team and to book a one-to-one session to discuss the proposals in further detail prior to the planning application being submitted in October 2025.

To ensure we can give everyone adequate time, we will be offering half-hour slots which can be booked on a first-come, first-served basis.

1

In Person Meeting Date
Wednesday 10th September 2025, 11:00am to 5pm

Venue
The Beacon Innovation Centre, Gorleston-on-Sea, Great Yarmouth NR31 7RA

Microsoft Teams Remote Meeting Date
Thursday 11th September 2025 between 4pm to 8pm


Invites with Teams links will be issued once appointments have been confirmed.

To book your preferred slot on a preferred date, please email us at [redacted] or call us on 0800 148 8911 (Monday-Friday 9am-5:30pm).

If you require this information made in another language, or in other formats such as braille or Easy Read, please contact us at the details above.

We look forward to meeting with you and discussing your thoughts on this important development.

Yours faithfully,


James Paget University Hospitals NHS Foundation Trust

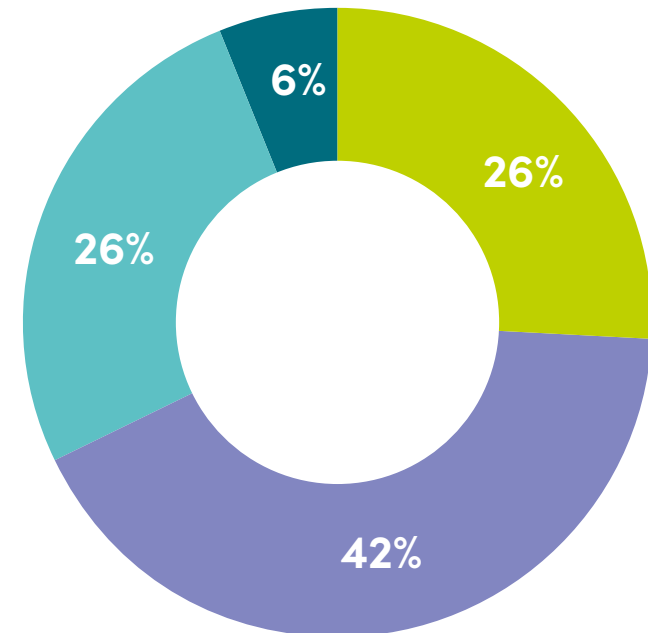
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Appendix 10

Feedback

1 What is your relationship with the James Paget Hospital currently? Select all that apply to you.

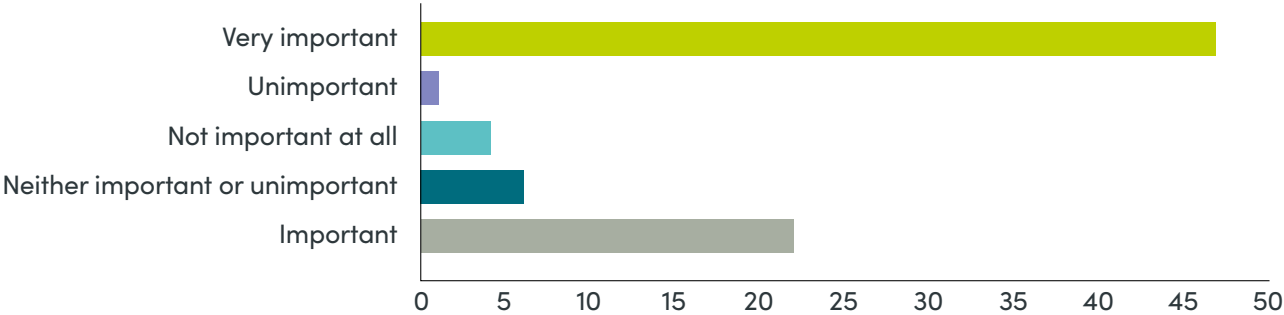
- I work at the James Paget or nearby
- I live close to the hospital
- I live in the wider area
- I don't live or work near the site, but I am interested in the proposals



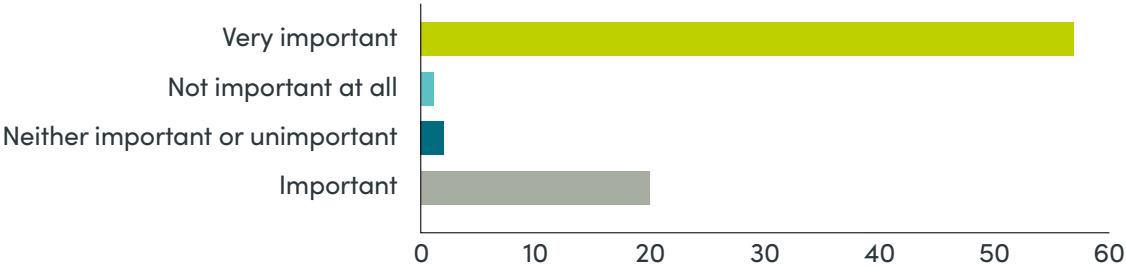
Appendix 10

2 How important to you are each of the following aspects of the new hospital?

Eradicating RAAC and creating a new and safely constructed hospital

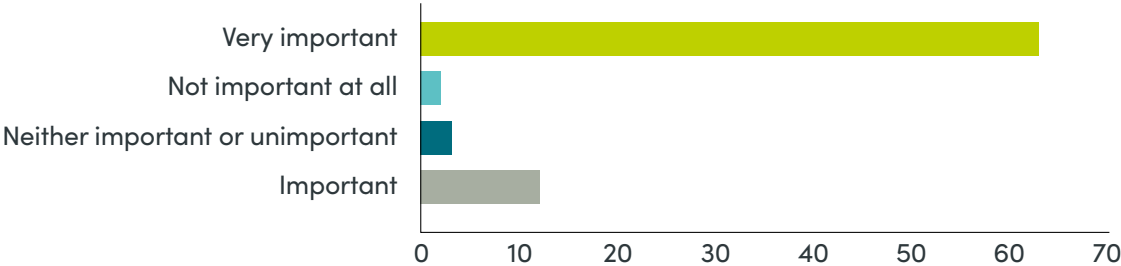


Adapting services to meet the needs of the population

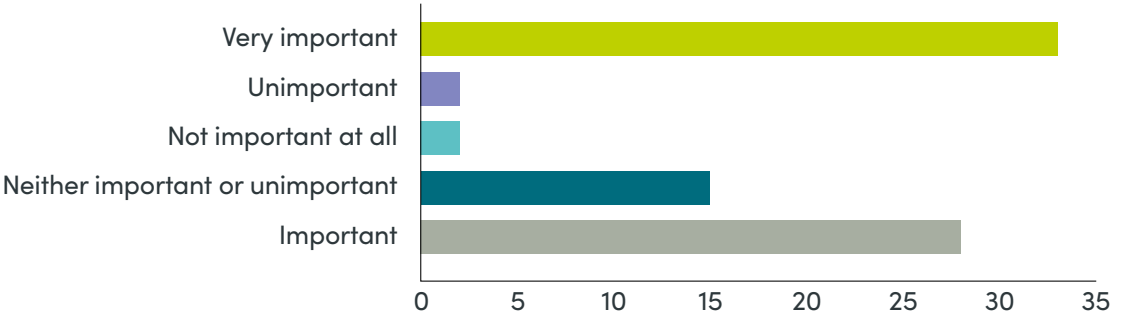


Appendix 10

Delivering high-quality, timely, accessible, patient-centred, and integrated care

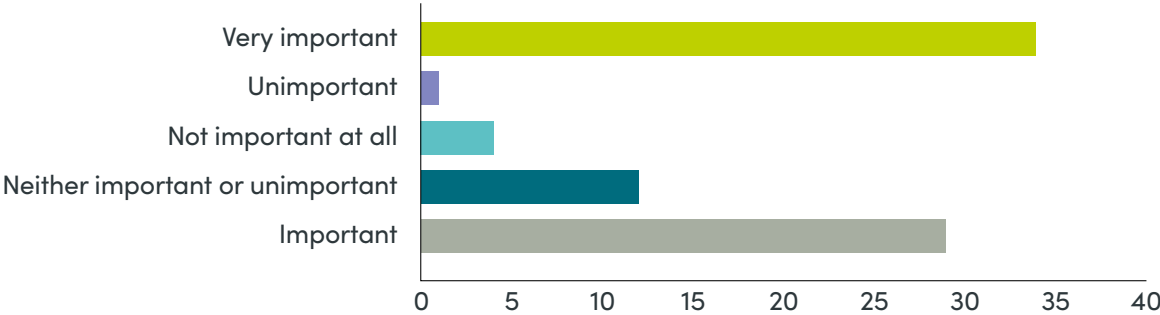


Delivering an environmentally sustainable hospital

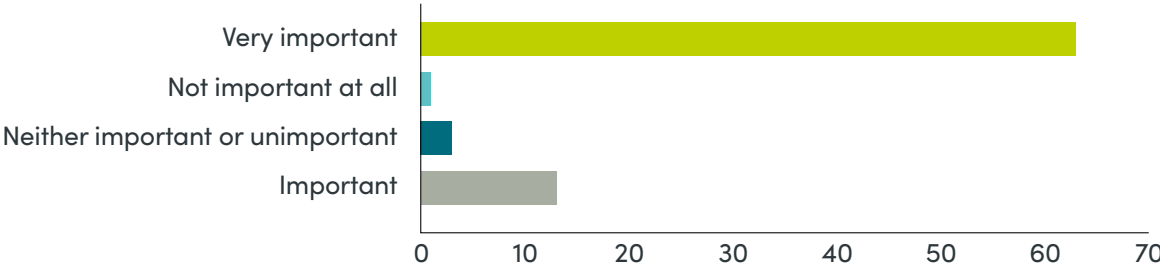


Appendix 10

Using digital tools
to improve patient
experience and care

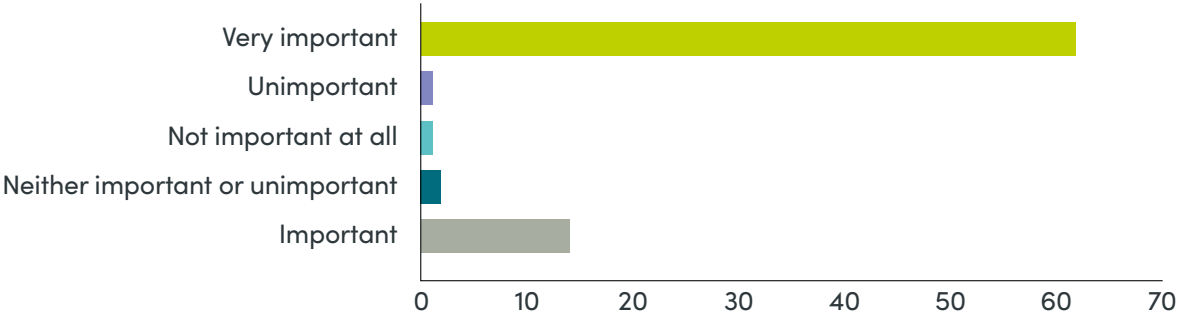


Helping recruit a committed
and compassionate
workforce



Appendix 10

A welcoming hospital that is easy to navigate



Appendix 10

3 What are your thoughts about the proposed design and landscaping of the new hospital?

A nice modern looking building

Looks like a nice space – a lot less haphazard and utilitarian as the current site

Will it have automatic doors so it's easy for people in wheelchairs to get through. Also more beds to accommodate patients admissions. Nice garden for staff & patients to enjoy in the nice weather, & keep the entrance to the Hospital from the main road still easy to access, not like other Hospitals that have difficult entrances from back roads that are not easy or big enough to take the amount of traffic going into the Hospital. I think the main entrance we have now is ideal for the amount of Traffic into the Hospital.

it looks more unique

The design seems to ignore the large area of land provided by the Council as an emergency landing area for the helipad. The proposal does not appear to given any provision for a helipad to serve the hospital. Does the scheme seek the retention of the tree planting adjoining Lowestoft Road which are the subject of a Tree Preservation Order? The overall design of the structure seems very bulk and out of character with surrounding development.

Working at the hospital my biggest issue with the current hospital in regards to the design in between the buildings I find them a waste of good space.

I also believe the flow of getting rid of waste could be so much better and by doing that the level of recycling would increase massively.

Another issue is storage it is very poor throughout and perhaps the hospital should include a central storage point

The amount of wastage on a daily basis needs to be addressed.

The comfort of the patients need addressing long waits in poor conditions need to be removed and proper facilities put in place to accommodate

The staff work hard and there should be good facilities where they can take a break away from the frontline

Looks very nice and modern, like the green spaces. Just make sure there is adequate provision of parking spaces and don't sacrifice parking for the sake of more green spaces.

Looks good but needs to provide free parking for staff and plenty parking for patients attending

It looks very well planned

Do not like multi floors. Will be ugly and a blot on the landscape. Need to plant lots of trees and habitats for nature.

Good to have greenery and treesy

I like the design but am concerned about public transport links. As a member of staff that has to use public transport I have very long waits for buses and at present there is no adequate shelter to stay safe and dry.

Looks reasonable, as long as it has more space inside of it for more patients, theatre rooms etc then it should be fine

Has a more modern look and plenty of green spaces surrounding it

Haven't seen them

Worried about traffic flow

It seems well thought out and logical. As a midwife, I appreciate maternity being planned to be on the ground floor for ease of our labouring women. I also appreciate consideration for car parking to expand.

Non, because the Hospital is in such a poor

Appendix 10

location with a poor level of public transport. It would be better to build Two smaller Hospitals in Yarmouth and in Lowestoft, and pull it all down.

More details required

Looks amazing and plenty of green space too. Car parking is an issue currently, so hope the design improves on parking.

When are the potting sheds on Pottersfield going to be demolished?

Will there be access from Pottersfield to the new hospital? If so, where?<https://hive.forms.usercontent.microsoft/images/5a620320-6607-4bca-9e62-71c7cf85e149/25b84ee3-88ed-4a4d-9a0b-954dd6b039bb/T7451QTZ0DUSCKNLMTNP8MJ8MF/a3826671-63f6-4ce2-99df-a1725a922ab1>

I think it looks good let's hope there's enough staff to facilitate all areas

Ok

Please make sure that there are sufficient car parking facilities for staff, patients and visitors, car parking at the current hospital is often problematic. Even staff struggle to get places some times. I do not think that you should charge staff to park at all and extend the free period for other visitors. I was held up at breast screening recently because a workman had turned off

equipment, I had to pay for parking due to that, I'd have been in and out otherwise. So that workman cost several of us ladies money.

Good

Looks good

Needs more beds for aging population

I think it is great and so needed, also do need more parking as get quite a lot of feedback from visitors complaining of the lack of parking.

It looks amazing and will be the future of the NHS, looking forward to this happening

I hope there is ample, and easily accessible, disabled parking

I am blind and hard of hearing so the public transport services including taxi, self-driving cars and other mode of transport that I would be using on my own, needs special drop-off and parking, with tactile guidance built into the road and pavement surfaces, to allow me to safely navigate to the entrance, without tripping over seats, signs, bins and other street furniture. This path and route must be clearly marked out so a visually impaired person can also be guided. This path must be solely used for pedestrians and this path is solid and complete from all parts of the car park, drop-off zones, bus stops etc. We mustn't have to content with parked cars, ambulances etc.

The distance from these public services and drop-offs should be as short as possible because many people may be unable to walk very far from a bus stop or taxi drop-off points.

The traffic noise must be kept down to the minimum so I can hear my surroundings and detect hazards especially other people walking around me.

It would be very useful to provide a BlueTooth iBeacon navigation system so I can go from building to building without any 3rd person guidance.

There should be a very quiet and peaceful gardens, with big trees and benches for visitors and patient to relax and unwind.

I think it will be an improvement on the existing one, but I would like to see more beds planned as the number of new houses in the catchment area will produce a lot of new people.

I am happy with the design and landscaping of the new hospital. Although it is important, it is more important if the building is functional for its needs to provide better care.

I can't see anywhere in the plans about a special sensory room for disabled adults attending A&E. The A&E waiting room isn't accessible to many autistic and disabled adults as it's crowded, too bright and lots of different smells and people

Appendix 10

eating food. Disabled people like me need somewhere quiet and where we can turn the lights down. Sadly the current A&E waiting room is dangerously for disabled people as they can easily elope and run out of the doors when over stimulated.

Bus stops should be closer to the main entrance of the building

Modern, accessible

Looks great

I am concerned that it is in the middle of a residential area. I am concerned that parking will continue to be inadequate. How can you expect to provide timely, high quality care if you can't do it now. A new building won't make the service any better. The capacity for care, including A & E is inadequate, just like everywhere else. The quality of care in A & E is poor. Active communication with patients is poor. PALs is a complete waste of time and makes any sort of resolution almost impossible. The default for any complaints is 'go to the ombudsman'. Norfolk & Waveney ICB are incompetent and have no idea how poor the services they commission actually are. You now have a CEO covering 3 hospitals; an absolute joke. I have had care a number of times at JP and every time the nursing care and communication has been abysmal. JP really needs a good shake up. There is a culture of acceptance of poor quality

care. It must change, now.

The landscaping is very well thought out it's nice that it's not too high

The trees planted need to be already mature and good quality outdoor spaces for patients and families to access as well as staff on rest breaks. As many porous surfaces as possible outside and decent parking. The design is very 'cube' which is likely to get very hot in summer. Particularly if windows are restricted or the number of openings is reduced to save costs. Having previously worked in hospitals, fresh air is very important. Otherwise anything is better than what we already have! Lighting needs to be considered from the position of laying down in bed as well as stood up as often as a patient the corridors are blinding as all the lights are straight into your face!

It looks very impressive. There aren't currently many high rise buildings in the area which I was led to believe was because of the land being below sea-level. I assume types of foundations have improved so that the building will be 'weatherproof' enough to withstand changes to the climate.

How will people be evacuated in the event of fire?

Will 600 beds be enough for the size of the predicted population - about 240,000 by 2040? The increase to be mainly from an ageing

population which is presumably going to need more health care.

Are there further plans to develop social care facilities on the rest of the original site to improve bed-blocking?

The site is to be pedestrianised so what about access for people with disabilities? Will the multi-storey car park have height restrictions?

Should work very well as long as it's disabled accessible etc

My only concern is currently with the entrance on a dual carriageway it can back up along the road, with the proposed new entrance on a single road the traffic will be a nightmare for residents locally, the new hospital looks awesome but the entrance/exit needs reviewing

I like it. I like the ecological considerations. To be honest. I'm not too worried about aesthetics, so long as the hospital meets the needs of the community.

Very nice, but needs to be sustainable i.e. great landscaping but with minimal maintenance to reduce extra costs.

Looks clean, much bigger.

I believe the above everything else the number one priority should be a good functioning hospital

Appendix 10

Looks good as long as there is adequate parking facilities

Looks good

Needs more parking and more entry & exists

Difficult to see detail

The new hospital should be no higher than 3 stories. Any higher is not in keeping with the local area. Jpuh has the land to build outwards, it does not need to build 8 floors high.

Love the design! MSCP is needed.

We will see

It looks well landscaped with green spaces. Not possible to tell where specific areas will be or car parking from the image

I'm not sure if there is enough car parking spaces also disabled car parking the purposed parking area does not look big enough for the current hospital let alone one that is nearly twice the size.

Looks very interesting and can't wait for it.

Looks amazing

Initial proposals look very exciting and a great improvement except relocating the Helicopter pad onto the roof of the Hospital building. Obviously no thought of the huge increase of risk of an incident and what that would do to the hospital facilities. Please give thought to extra

noise it would bring to the hospital building and neighbouring houses and businesses. The helipad needs to be as far away and isolated with all the appropriate emergency and firefighting facilities and surrounded by noise dampening walls or trees etc. for the sake of one person who is airlifted on the helicopter it is putting the whole hospital at risk.

Make sure your leaflet arrives before the dates mentioned. You have already killed a man from falling metal from above.

We definitely need a new hospital with much more parking, as the existing parking is no longer fit for purpose.

It appears to be well thought out and it looks future proof.

Definitely needed as old one is not fit for purpose anymore

Absolutely fantastic

It will provide a very high spec hospital for all needs and also helping to bring back a community feel to the area

Accessible, Patient centred

Would have liked to attend the drop in event at the Town Hall but the letter wasn't delivered until the morning of 30th April. This doesn't instil confidence in future schedules or engaging with

the community as to their interest and opinions.

I notice a few things missing in the proposed plan including missing a helicopter pad which an upgraded hospital should have available. And in my personal opinion the plan shows bus stops which are far too small for the growing community. Bigger hospital should mean more public transport going there as well as more available parking spaces for busses. Photo of the plan shows two busses parked one behind the other. Another point could get by is that this plan still doesn't have enough parking spaces for patients - there should be far more parking areas for the patients to use. The local community often already complains about lack of spaces. There isn't enough for the current staff and current patients. If there will be upgrades done as to more sectors of the hospital and more units it means more staff and more patients. Therefore more parking spots should be available. Especially the hospital covers a huge part of coastal Norfolk. The population is keep growing.

Looks great

Concern about height of main hospital block for residential neighbours living in bungalows or 2 storey houses. Also volume of noise disturbance

I have had the experience of having to visit the A&E department - to be honest, it was a bad experience. The decor, ambience and

Appendix 10

arrangements were almost as if they were designed to deter people from seeking the treatment they sought. Great thought must be given to the A&E reception, triage, seating (it is an endurance exercise, when one is ill, sitting for many hours on the seating currently provided). and the provision of sufficient toilet facilities. The provision of soothing 'mood' background music might also be some worth considering. Ultimately of course it is the provision of consultation 'booths' and staff levels which affect the length of time people have to wait to be seen. Thought should be given to how best staff could 'surge' to meet high demand etc.

My concern is that there is supposedly going to be an entrance from potters field where I live into the hospital this will almost certainly mean that people will park thier cars on our small Rd and walk through there leaving us with no parking for residents nurses calling and family this is going to cause a massive problem

No.

It looks good

interesting

It looks big !

It's enough

Will be nice to have good outside spaces and

greenery around the hospital. I hope we will also have a variety of shop options to stop the M&S monopoly.

The new hospital looks fantastic, however, I live in one of the houses in a quiet close right on the perimeter of the new hospital. The new build will unfortunately have a devastating effect on my house that I live in with my toddler. We will have to move house.

I live on Edinburgh Avenue and I am concerned with how high the main hospital building and car parks will be. I don't want to be over looked by high buildings or have extremely high buildings in view.

Appendix 10

4 What are your thoughts about vehicle access strategy for the new hospital? The proposal keeps the existing access to the A47 and creates a new entrance to the site from Hodds Lane to provide more ways in and out for different types of vehicles accessing the site.

I feel as long as there is little or no congestion it will be acceptable

Good to see a new road utilised in this way. May increase traffic on Beaufort Way, though

I think a Multi Storage car park is a good idea as takes up little space. But how much is it going to cost Staff & the Public to park, as I have heard from other Hospitals that they are very expensive.

Better provision for bus services must be provided in order to avoid conflict with cars entering the site, together with much improved passenger waiting facilities closer to the entrance to the hospital.

An added entrance / exit is definitely required into the Bradwell direction

Makes sense looks good. Definitely keep both entrances.

Adequate

Looks good

That is a good idea

Seems ok

The bus stop is a long way from the entrance and elderly and less mobile patients using public transport have a long walk to enter the hospital.

Will get complicated for some so will require a lot of signage and directions. The car park spaces need to be slightly bigger as the vehicles are becoming bigger and there needs to be an overflow car park or two

Avoids high traffic areas and buses/cars blocking lanes when traffic lights on main roads are on red

Great

Worried about amount of traffic especially for cyclists!

This is a good idea because currently there's only really 2 entrances with paget estate being busy.

Same as three

Entry to current jph is diabolical so anything would be better

Great so long as residents on Pottersfield can have access instead of having to go all the way round the site

Main entrance gets far to congested should leave

the front for buses and taxis and other vehicles use other entrances

Ok

That looks fine

Good idea to have another access

Looks much better than what we have currently.

It will stop congestion

It is good as long as there be more parking for visitors as this is much needed.

It makes complete sense to put access from hobbs lane, as the ambulance station will be closer to this entrance. And with the increase of housing around that area will be beneficial too.

Dedicated lanes for hospital traffic should be a consideration as this area often suffers from bottlenecks

So long as self-driving vehicles can handle the layout and get me to the front entrance drop-off points. There should be a dozen ways in and out of the hospital grounds from all surrounding streets, to serve the local residents. These are strictly pedestrians only.

Appendix 10

Only two or three vehicle accesses.

I tend to walk to the hospital, but I think having two entrances will be a good move, as well as more parking.

As long as access is clear and easy to navigate into and around the hospital and parking is better then it will serve its purpose.

No thoughts

Well thought out except for bus stop placement

It's a good thing to have more access options

There should be multiple access points and taxis and buses should remain separate from visiting traffic. There also needs to be a taxi rank, not shared dropped off

Vehicle access is ok but what about parking and what will the transition from the old to new hospital be like and how will it impact staff, patients and local people?

Access is right on the nail if your heading southbound it's so easy

Doesn't appear to be enough ED parking, if a visitor/non local turns in wrong entrance, how long will it take to get around to correct place - Traffic light phasing and traffic etc? Provided it is well signposted it will be safer, but buses staying out on main road is definitely better. A&E will need

to be very clearly sign posted and maybe limit the parking to 60 mins to ensure space availability if number of spaces cannot be increased, so people move around to main car park once loved in is 'booked in' etc.

Having different entrances should help with traffic flow which is a nightmare. I can imagine that the traffic island which will serve both entrances will become very congested even with traffic lights. I'd like to see something about the traffic flow management.

As long as no traffic hold ups should be ok

This is a concern as already in mornings with the amount of new houses in Bradwell traffic is backed up, this will only add further traffic issues and with even more new houses going up with certainly cause big tail backs

I do have concerns that the the Emergency departments is out of the way. I feel there needs to be a direct road from the A47 to the Emergency department. No access for the public vehicles, just ambulances. I just returned from The Netherlands and the hospital I visited, the ED had it's own direct access. Just thinking of all the roundabouts you have to go round to get to where you need to go. Would this slow down transport time, when time is of the essence?

Disabled access needs to be clearly thought

about with parking near by but also accessible paths, doors etc.

Quite far from the main building, hopefully disabled parking closer.

I believe the above everything else the number one priority should be a good functioning hospital

Good idea to have more than one entrance and exit way

Seems a lot better than how it is right now

Needs as many as possible

My main issue would be car parking.

Why can't the car park be under the hospital?

Easier access to departments, better than separate multi-storey car parking.

New entrance will move traffic away from lowest off road.

Good to have more entrances for different types of vehicles.

Certainly needs better parking facilities and ??? Free

Additional access is helpful. As long as doesn't get rid of the existing way in/out

Having another entrance might help the congestion. But car parking for disabled people looks too far away from the hospital.

Appendix 10

It's a very good idea to leave the existing system up to date

Doesn't apply to me as don't drive

Very good but please also include bicycle access and consider that a lot of people walk to the hospital who live local.

I am really concerned about the access to the new hospital via Hodds Lane. I live off Carrel Road and since the new road was opened, the traffic has increased hugely. It's already difficult for homeowners to get in, and especially out of Carrel Road due to the sheer volume at certain times of day, and with most drivers unwilling to give way it is already increasingly frustrating. The traffic is often at a standstill up to and on the roundabout at Jenner Road at busy times. With another entrance/exit on Hodds Lane, I and a number of my neighbours are worried that it will get much worse. I don't know what measures are going to be put in place so that local residents aren't going to be impacted further by the sheer amount of traffic at busy times, ie rush hour or indeed any other time of day. For instance will there be traffic lights to give us a chance to get out of Carrel Road? We all agree that a new hospital is long overdue, but we are increasingly concerned about the traffic impact on us.

It looks to be a better option than the present one. It should remove the hold ups currently

experienced at the traffic lights.

Looks OK apart from how far the bus stop is from the entrance. It seems a long way to walk if you have mobility problems and can not drive.

Absolutely fine

If this helps then I hope it will be good access for all concerned

Creating a new access will be beneficial from staff, relatives and patients.

Picture doesn't show full map, parking spaces including disabled spaces or all bus stops? Maybe more information was given at the drop in event on the 30th April but as both myself and my neighbour didn't receive the letter until that morning we were unable to attend.

I think this is a fair design of entrances. I stick to the fact there should be more parking available on the site and around the site so perhaps even more entrances to make it easier for patients to enter specific sectors of the hospital. It would make hospital visits easier for the elderly, disabled and or pregnant patients unable to walk far without having to be wheeled around buildings in order to access specific wards. Like in Norwich hospital each wing has it's own car park making it easier for patients not to have to walk across hospital in order to access specific ward.

Buses at the minute struggle to get it with the amount of people visiting by car so hope this improves

Roundabout on A47 inadequate for proposed volume of traffic.

All access would be gratefully received for the public; but I would suggest consideration for dedicated access/exit for Ambulances.

No it mad leave alone

As long as staff & visitors don't try to park for free on the older existing housing estates!

Better entrance

Good

The ED drop off will run right past the back of my house. I live with my son who is 2 and seeing an ambulance with blue lights on is sad anyway but to be able to see them outside our bedroom window will be very traumatic.

Yes the access is OK as long as long as there is still the road access from Brasenose Avenue and shorter walking accesses from the North side

Appendix 10

5 What are your thoughts on plans for the new hospital's aim to deliver green open space for everyone to use?

It will be good for staff and patients to have a good outside environment

This is excellent. For our patients and us who work there, green space is important for feelings of wellbeing and the ability to get away from the hospital environment

Good idea as I have already said about seating, & nice gardens for patients & staff to sit.

Very good and must be retained for such a use in perpetuity.

Green open spaces are fine but not to much as this costs money to keep in good state of repair specially if space can be better utilised

Like it

Nice but could this funding be better spent on making sure inside is adequate. This is where treatment required not in the grounds

Looks lovely

As long as everyone includes nature.

Good idea

Green space is important , when my father was a patient he wanted to get out for some air and there was nowhere that he could be wheeled in a chair expect for around the car park . Our younger patients need green spaces to play and get fresh air from the ward too.

Space is good especially for those whom are in the hospital but would just like some fresh air etc

Will be a nice place for patients and staff to enjoy some fresh air and will make to hospital grounds a more pleasant experience

Great for patients and relatives to spend time In the fresh air

N/a

This will help patients and staff have more opportunities to get outside and be encouraged to be with nature whilst at our hospital, I like this idea.

as Three

Good

Great idea as long as the areas are kept free of cigarette smoking and litter.

Absolutely brilliant.

It's surprising how much open space aids with healthy mind and body. A nice calming fish pond would be great as well

Nice

Fantastic idea if there is plenty of room after providing ample parking for all

Good idea in principle but too much would cost money for it's up keep which could go towards money for the hospitals day to day running costs. Also people could just hang around causing trouble or damage if it was too big.

Will be lovely for staff and patients to use.

It will be good for patients to get fresh air!

Having green space would be lovely and would bring a total different look and some may say a calming feel.

Definitely a brilliant use of outdoor space, and also a place to meet up with friends and family

I believe that other priorities, such as waiting times, should come first

Appendix 10

A lovely quiet and peaceful gardens, completely hidden from the car parks and other hassle and noise. A place to relax and unwind.

This is always good to have in a hospital, but it can easily become just somewhere where staff eat their sandwiches, rather than a quiet place.

It will be lovely to have more green open spaces so people can sit outside with patients when the weather is nice. Will there be sheltered areas to sit too in the open when the weather is not so nice?!

Good

It would benefit, staff the patients and the wider community

Great idea .

All very well but who will have time for it?

Open space is good for everyone

Love it, love it, love it! Helps recovery and creates a space to go during visits etc. Also a place for reflection etc. Would welcome a duck pond/ similar (SUDS) like what Colchester hospital did.

A laudable aim.

I like the idea

Love the idea

Yes, I like. I suppose this would/could relax people when visiting, as the current site is very bleak and

unwelcoming.

Very good for mental health of all

Good idea.

I believe the above everything else the number one priority should be a good functioning hospital

Green space is ok but parking is more important at a hospital

Good for the general public , hopefully will make people feel more comfortable around a hospital

Don't really see the point. Just use the space to put more hospital on. No one walks around it. 99% go as far as the car park or front doors to smoke (disgusting)

As long as cost is appropriate

Good idea, but will be costly to maintain.

Amazing!

Very good

More importantly to get treatment waiting times etc sorted

Unclear what the purpose is? Who would you be expecting to use it? Does it work for combination of patients, staff and public? Is it safe day and night?

A park has been removed to put in the new grounds, did that need to be done? Is there

hospital facilities being compromised to add this space?

It's very nice and all but car parking must be a priority.

It will be a much needed safe space

A lovely idea for all to enjoy

Great

Your idea sucks sack your over paid doctors.

Good

I think it's a good idea.

I like the plan for more green spaces, needed for relaxing for staff and patients.

A fantastic idea

Yes very good a peaceful and tranquil environment

Green open space will have beneficial for everyone well being.

There is a lot of it which will cost to maintain, money which would be better spent elsewhere. A couple of outdoor spaces with covered seating would be sufficient. So much seems a waste of space.

I think it's a brilliant idea. It would give a more relaxed atmosphere for the patients to look out on a green open space rather than just buildings.

Appendix 10

Good
Yes - well being for patients and nearby residents important. In fact essential. Hospital does not exist in a bubble. Also many security concerns.
Excellent.
Good
No
It's necessary in this area
Excellent and important to mental health and wellbeing
A green space is fantastic, however if this backs onto my house, it will seem quite busy and I won't feel very safe anymore. People smoke, shout on phones, police in attendance outside the hospital now. That won't change but to be able to actually hear and see what is going on is very upsetting.
Yes this is very good.

Appendix 10

6 Are there any stories or memories you would like to share about the current James Paget Hospital?

I completed my college placement at the hospital the year it opened and now actually work here

Not that I can think of personally, but I am sure there are staff that have some memories.

No

Vision of ambulances stacked outside table to off load.

No

Memories of poor care and neglect. Relatives made to feel like they don't matter. Memories of rude staff and ignorant nurses and doctors.

I have worked at the hospital for 6 years and find everyone really friendly and helpful when you are walking round the corridors.

Patients often get lost and are asking for directions as the map isn't always clear

Yes I have Two Memories. First time I went there for a Five minuet X ray ,the return trip took nearly Four hours. (four buses.) Second more recent time Forty Pound taxi fares so I will not be going there again unless they carry me in.

„

They looked after my wife during her fight with breast cancer, but she lost the fight in the end but my thanks go out to all at JPH

The time when my Mother was in hospital and we were called in as they thought she was not going to make it, we had to sit in the middle of the ward with the curtains closed around us, normal ward business went on around us, my Daughter was reading her notes and discovered that she was being given penicillin, Mother couldn't have penicillin, we informed the staff, she was taken off it and she came round, not quite sure how something like that could happen, she was wearing the red alert band, if not for my Daughter's keen eye it could have ended very badly. I'd had Mother bedridden for 8 years and had managed to avoid any pressure sores, sadly during a stay at the JPH she developed a grade 4 pressure sores. She died soon afterwards. Also got banged on the head during repositioning further up the bed, she was flung in to the head of the bed quite violently. After seeing some of the things that go on there first hand, I really don't want to get ill where I'd have to stay in.

Only a sad memory

Working there for past 22 years! Needs space for different types of physio to take place (gym and equipment).

The hospital means a lot to me personally, if it was not for this hospital I would not be here as was saved from having meningitis back in the late 80's as a toddler and also saved my sons live when he was born. I am all for improving the hospital and resources and updating to times now. Totally support this hospital and grateful for all and grateful for working here as well.

There is a need for more beds - when I was admitted as an emergency with a broken hip I ended up in a bed on the private ward. Own room and facilities may sound great but I would have preferred to be on an ordinary ward so i could speak with people (i felt isolated).

No

Will the Emergency department be a bigger and better space to sit in. At present it is not very relaxing especially when you sometimes have to sit there for hrs waiting to be seen?

Appendix 10

I sat with someone for 7 hrs the other day and couldn't relax. It would be helpful to maybe have vending machines in the actually department too.

No

No

My memories are of a doctor who accused me of calling him out in the night after a total hip replacement and told me I was having a panic attack when, in fact, I had a DVT which he and the nursing staff missed, despite my leg looking like a tree trunk. I far too many horrendous memories of this hospital to record them here. My wife and I saw a doctor reduce a nurse to tears with verbal abuse. My wife complained via PALs who we repeatedly contacted but nothing ever happened. Probably because the complaint was about a doctor. As we well know DRs are rarely accountable and avoid complaints. That particular doctor was a horrible horrendous man. You are very good, just like all other statutory services, at avoiding and dismissing concerns and complaints.

I was taken there because I was staying at Potters and I had a fall cutting an artery on the side of my head. I spent 3 days at the hospital before I was discharged.

Only fabulous treatment and lovely staff. The staff make the hospital special not the bricks and mortar (or RAAC!).

My stepfather helped plaster it. My brother and I worked there in different depts

Son was born here on the first day of Covid, myself, wife and son were kept in the maternity ward for 7 days looked after by some brilliant nurses.

Never had a bad experience. The staff have always been attentive, professional and caring. From visits to A&E, maternity, children's ward, day care, out patients etc.

The staff have always been great to provide compassionate care when myself or a loved one has been in JPH.

The current JPH is no longer fit for purpose, its past its sell by date like most of the management running it.

I don't have good memories of the JPUH

Grandad passed away in hospital 2020

And my daughter was born here, both time staff were wonderful and kept us all comfortable

Memories of Jph is walking through the clouds of fag smoke to get into the hospital

No

Hope the hospital cat will be allowed in the new hospital as it cheers people up when they see it.

Being born there on the 26th June 1999

AE overnight Awful

No facility for drink unless you leave the dept.

Disappointed in time frames

Do you want the one about the time I nearly missed a very important appointment because there was no where to park? Or the thousands more complaining on facebook about the insufficient car park the hospital currently has.

Both my father and mother why given excellent care at the hospital and we have many friends and family working at the JPH.

Was one of the employees to build a hospital

Yes years ago we had a wonderful social club which then was the Burrage centre. It is so dearly missed and it was a club that got people together to talk, celebrate birthdays and occasions. Why cant we had an hospital social club to the development it would bring funds into the hospital as well as meeting new people. Please it would make a wonderful addition to our new hospital

First floor corridor-memory lane.

Appendix 10

It's very important to look at the past and learn more new things that beneficial to the staff,relatives,patients and to the whole community.

Spent a month on ward 9

I don't have the most pleasant experiences with the hospital. Including horrid state of maternity ward and rude, dismissive staff there.

Way back in the late 80s me and my two sisters walked the length of Lowestoft over many nights carol singing on people's doorstep we made £180 which was a lot in those days our parents got us a big cheque. We were a family which didn't have much money ourselves but our parents said we couldn't keep the money that they wanted us to donate it to a charity so we picked the JPH children's ward which we all visited the mayor from Gt Yarmouth was there to which was great we got to speak to the children on the ward which was lovely we had photos taken with the mayor and handed over the cheque

No

I think everyone holds the hospital and staff in high regard. The efforts to keep people safe and treated during COVID was heroic; the lessons learnt particularly in emergency/disaster planning requires to be thoroughly digested and plans and lessons learnt but into the new hospital developments to 'future proof' against the next major incident that might be faced.

No

Yes. I had my son at JPH and they were fantastic. It's just a shame this will rip our home apart.

Appendix 10

7 Do you have any final thoughts or comments about the proposals for the new James Paget Hospital that you would like to share?

No

Please give some thought to the patient groups using different areas of the hospital e.g. don't put last stop/one-stop departments on opposite sides of the hospital i.e. blood tests and pharmacy

I would like to see that Ambulances have somewhere that they can drop off their patients so they can get back out on the road to deal with emergency calls.

You need to look back at the issues raised when the large 'barrack block' nursing accommodation was dealt with the original submission in the 1980's. With the towering three storey structures adjacent to residential bungalows.

No

Just ensure there is plenty of parking and this should 100% be free for staff and ideally free for patients / visitors

No

It must not impact nature or the landscape. Must be sympathetic to the green rural area .

Would like more areas for staff to sit outside and enjoy during the warmer weather

Staff should be considered in the functioning of areas, e.g staff kitchens having space for the tea trolley as well as adequate sink space. Staff toilets located near the wards etc

Yes Build two new Hospitals where the population live instead of one where it is now,in the middle of nowhere.

Hopefully they will built something to last without any untested innovation in the building methods so we are not looking rebuilding it after a few years

I have used the new xray department and thought it was amazing. Having separate areas to the main hospital is definitely an improvement. I do feel it is difficult to get through on the phone to front desk to ask questions about appointments etc.

I am nearly 90years old and would like to see it at least started before my time is up. What are the chances.....?

Let's just hope people get treated in timely manner. It's always packed and people appear not as ill as they said as they just seem to moan and complain

I'm hoping that instead of wards, each patient is put in their own room, like American hospitals, as this would stop all viruses going through the wards and if someone come in with Norovirus or any horrible viruses, it won't spread, like it would, if you are on a ward, hence this would cut back on viruses spreading and each patient would be in their own room, getting all the rest and sleep they needed, unlike on a noisy ward where you are kept awake

Please future proof it, have a look at the neighbourhood plans for all the new houses. Our quiet little village is meant to have 500 new homes, it will ruin the area for sure, I have no idea about other areas but I can imagine it to be similar and bluebell meadow and associated developments are huge.

Make sure there's enough parking spaces for the size of the hospital as at the moment you spend a lot of time trying to find a space.

Appendix 10

It would be nice if staff did not have to pay for parking other than that just more parking for visitors.

Just looking forward to it.

All the staff love my Emotional Support Dog! He is always made so welcome. Exercise areas for my dog, away from traffic, would be good

The internal layout must be designed for blind people to navigate. There should be a mixture of tactile guidance grooves in the flooring so that I can use my long white cane to tap my way along the corridors. There must be braille signs in easy accessible locations at every junctions so I can work out where I am at all times.

There should be electronic signs that can detect special guidance pods being carried by anyone and display helpful instructions in terms of pictures and icons including arrows to guide the person in the hospital. Make use of BlueTooth iBeacon technology to link to my mobile phone so I can hear through my own hearing aids, landmark announcements and instructions to when to turn left or right, or keep going straight. All corridors should be quiet to walk down and does not echo. Should be able to hear myself talk and be able to listen to anyone standing or walking next to me.

All doors must be labelled in braille and audio announcements, to indicate where I have got to and also indicate that I need to continue another 2 or 3 doors before I get to my destination.

No

As long as the hospital serves it's purpose and improves patient care that would be the main goal. Hopefully there will be minimal disruption as the new build takes place and services are not too disrupted.

We need more beds than the current amount proposed.

We need more disabled parking close to the hospital. Sadly multi-storey car park isn't appropriate for disabled people like me with large vehicles for wheelchairs as multi-storey car parks are tight and hard to navigate.

I can't see anywhere in the plans about a special sensory room for disabled adults attending A&E. The A&E waiting room isn't accessible to many autistic and disabled adults as it's crowded, too bright and lots of different smells and people eating food. Disabled people like me need somewhere quiet and where we can turn the lights down. Sadly the current A&E waiting room is dangerously for disabled people as they can easily elope and run out of the doors when over stimulated. It's hard enough to get a disabled

adult into A&E, but to be able to keep them on A&E till they are seen is a bigger challenge. It's why we need a quiet sensory room

Provide more spaces for ambulances queuing so they can safely move and offload patients once main parking is full

No

I am concerned that the opportunity for improvement in the delivery of services will not happen. You spent a lot of money on a new A & E department which is no better than it was before. On one occasion there were 20 ambulances outside A & E. It is no wonder people have to wait for ambulances. If social community care doesn't improve with increased provision and capacity, people will continue to block beds. A new hospital will make no discernible difference unless you make sure it does. All we have from you is pictures and words. We need to see things happen and change. Peoples views are pointless. You are only asking for comments because you have to. This is, as usual, a political exercise. The public are fed up with words. We need action. You need to start improving things in the current hospital before you even think about the new hospital.

I found the staff were wonderful they were so kind not like the hospitals near where I live .Charing x West Middlesex they don't even know your name .

Appendix 10

None.

The important thing is to cut waiting times and provide good quality treatment.

No

Please please do a proper study on the new entrance taking into account all the new houses still be built in Bradwell

How are you going to endure we have enough staffing with moral being so low currently. Staffing is being cut till it's thread bare with all areas ring threatened with even more cuts. What happens as the long term sickness rises, well-being is just being given lip service and not actually being taken seriously.

I hope that the development of the site will entice more speciality doctors and professionals to the area so that we don't have to travel further for specialist support and operations.

I believe the above everything else the number one priority should be a good functioning hospital

Please ensure there is enough parking

Na

You need as much hospital as possible 88 extra beds really doesn't seem with it, especially with all the thousands of extra houses and people moving into the area.

Given the relatively short life of this hospital, what is the life of the proposed hospital?

Keep it 3 stories high, keep it within budget, start construction as soon as possible.

Discharge Lounge to have its own entrance. Definitely have more than 2 lifts. Electric doors also, so it makes it easier for staff pushing beds and wheelchairs. Unsure if 80 extra beds will be enough.

Not interested far more important to spent time and money on improving services to patients

New hospital and facilities are absolutely needed. Important to create a space the inspires joint working and innervation across paediatric services as well as adults services

Simply does it have enough parking spaces and the disabled spaces need to be close to the hospital and we need significantly more then the current hospital has.

Just I'm looking forward to this happening

I would like to see the hospital more integrated with other NHS facilities.

Let's have GP surgery, Dentists, Social care etc etc and speed up on the processes.

Great that it's finally being built, but please take into account existing residents and any detrimental impact this may have.

Been a long time in the making

Read previous answer

Well being for the staff.

Example:gym,social club,space for event gathering.

The extra space could be used for more wards or day surgery. Maybe larger emergency department to cut waiting times.

N/A

Size of expanded facilities and height of main building inappropriate for this location.

I am sure that all residents are eternally grateful for the new hospital and I wish everyone involved in the project the very best for what we all would wish to see. A modern, technologically futuristic and cutting edge facility, that will serve the area for the next 50 years.

Leave agent alone what about bus route

The noise and impact of the actual building of the new hospital (pile driving) is going to sadly have a big impact on the surrounding older housing estates...but the hospital does need to be replaced..

Appendix 10

We must be very vigilant about digital exclusion and how we help people as we transition staff and patients to a more digital approach Making use of things like the good things foundation to support would be good.

Yes, I will loose my view of the sunset, the children's park is being knocked down. I came to this house as a safe house as my relationship was very unstable. A lot of the houses on the estate are now up for sale. I'm sure it's because of this.

There is supposed to be an 'energy source' or 'power bank' right next to where my house is which is alarming as this will be very unsafe. I do appreciate that it needs to be done and I have no voice but I want you all to realise the effect it has on us and potentially other residents who wont speak up.



Future Paget Programme