

# LEARNING POINT 37:

## how can mainstream health services contribute to regeneration?

### FOR MORE INFORMATION

If you would like more information about any of the issues mentioned in this learning point, please contact:

### Scottish Centre for Regeneration

Highlander House, 58 Waterloo Street, Glasgow G2 7DA  
telephone 0141 271 3736  
email: [contactscr@scotland.gsi.gov.uk](mailto:contactscr@scotland.gsi.gov.uk)  
[www.scr.communitiesscotland.gov.uk](http://www.scr.communitiesscotland.gov.uk)

The SCR has a new Joined-up Working How to Guide which can help people work together in regeneration. There are also a number of Profiles available on the SCR's site at [www.scr.communitiesscotland.gov.uk](http://www.scr.communitiesscotland.gov.uk)

### Useful contacts:

Community-based support:  
Community Renewal Ltd.  
27 Camphill Avenue, Glasgow, G41 3AU  
tel: 0141 632 1083 [www.communityrenewal.org.uk](http://www.communityrenewal.org.uk)

Information on community renewal is also available from [www.equal-access-scotland.org.uk](http://www.equal-access-scotland.org.uk)

Major capital investments:  
Mark McAllister  
NHS Greater Glasgow & Clyde  
Dalian House, PO Box 15329,  
350 St Vincent Street, Glasgow, G3 8YZ  
tel: 0141 201 4789 [www.nhs.gov.uk](http://www.nhs.gov.uk)

Co-location of services:  
Strathbrock Partnership Centre  
189a West Main Street, Broxburn,  
West Lothian EH52 5LH tel: 01506 771 700  
[www.westlothian.gov.uk/408373](http://www.westlothian.gov.uk/408373)

Other developments:  
Salford Royal NHS Foundation Trust  
Hope Hospital, Stott Lane, Salford, M6 8HD  
tel: 0161 206 4100

[www.srht.nhs.uk](http://www.srht.nhs.uk)  
Through the SHIFT programme, Salford's Health Investment for Tomorrow, the Trust is working with Salford Primary Care Trust to radically improve health services in Salford. Plans include the redevelopment and modernisation of Hope Hospital.

Whipps Cross University Hospital  
Whipps Cross Road, Leytonstone, London E11 1NR  
tel: 020 8539 5522 [www.whippsx.nhs.uk](http://www.whippsx.nhs.uk)

Whipps Cross is redeveloping its site to create a new hospital with more beds, more staff and the capacity to see more patients by 2012. It will also provide new accommodation for key workers and medical students as well as a sports hall, social housing and expanded premises for South Bank University. Further information is available at [www.whippsx.co.uk](http://www.whippsx.co.uk)

### Other formats

You can also ask for this publication in large print, Braille or audio cassette, and we also provide translations into other languages. Please contact 0131 479 5162 or email [translations@communitiesscotland.gsi.gov.uk](mailto:translations@communitiesscotland.gsi.gov.uk).

**The views expressed in learning points are those of participants at various events and are not necessarily shared by their employers, the Scottish Centre for Regeneration (SCR) or the Scottish Government.**

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### What are learning points?

Learning points share what people have learned from their experience in regeneration. They share the lessons from people working or talking together, or from research into issues and evaluation of what is happening. Learning points are one of the ways that help people and organisations identify what works and what doesn't work to improve their practice.

### What is this learning point about?

One of the Scottish Government's strategic objectives is "to help people to sustain and improve their health, especially in disadvantaged communities, ensuring better, local and faster access to health care." The Scottish Government and agencies can contribute to improving health

through investment strategies and delivery of services. The health service doesn't just treat illness. It can also help people make healthier choices, has a health planning role and provides a variety of community-based primary care services.

This learning point is about how mainstream, or day-to-day, health services provided by general practitioners (GPs) and other primary care staff in local health centres can contribute to regeneration and suggests ways they can be a catalyst or a partner in change.

We illustrate this with examples where health services could contribute to regeneration and where regeneration could improve the health of local people.

### What are the important issues?

- Being clearer about the common priorities of the health service and regeneration.
- Making more effective partnerships between the National Health Service and other agencies working to improve communities.
- Helping health professionals understand that contributing to regeneration will improve the health of patients in their communities.
- Improving the integration of services for the benefit for local communities.
- Improving links between NHS services and community-led health projects for people's long-term benefit.

### What is known already?

- The NHS's priority is to sustain and improve health. Community improvement and regeneration is not always automatically seen as part of this.
- There are two models of health: the medical model, which diagnoses symptoms and treats the illness; and the social model, which says the changes that can be made in society and lifestyles to improve people's health.
- Co-location of services (where mainstream services and community projects are based in the same place) is a good way to encourage co-operation and integration of services, but doesn't automatically lead to it.
- One of the challenges of the long-term approach is that most funding is short-term.
- Agencies working in partnership can be challenging because of different funding and ways of working.
- Success will only be achieved by involving the local community from the start.



### What did we learn?

- The NHS can make a significant contribution to regeneration, although it may not have the internal resources and capacity to do so.
  - The social model of health provides a good framework for joint work between regeneration and the health services.
  - Connections between regeneration and the health services can vary from small-scale connections in local communities to large-scale capital re-developments.
- NHS capital investments and major re-developments can significantly contribute to community regeneration. We can make the most of this in many ways.*
- Partnership working is the key to success. Agencies not involved in health issues could benefit from taking up the opportunities arising from NHS developments. For example, NHS developments may present opportunities to improve housing, transport links and employment, which can all be linked to health improvement.

- The earlier strategic discussions take place, the better.
- Strategic partnerships should be used as forums for different agencies to discuss plans and ideas.
- The NHS could provide a strategic vision.
- Capital investment can create further opportunities such as attracting employers into the service and medical research industries.

Local community projects and mainstream services can help one another succeed if they:

- work in partnership;
- share information and recognise that medical prescriptions may only be a part of dealing with people's health needs;
- improve connections with, and refer people to, local community projects which can build their confidence and support them with other issues such as getting back into work; and
- are based in the same place, for example where a GP practice shares premises with a local community project.

Co-location works well and provides added value for regeneration if:

- it is planned through a partnership in which everyone is committed to providing an integrated service centre;
- all partners work together;
- organisations are helped to make the necessary changes in the way they work;
- planning starts with the community, which helps make sure the building and services work effectively and builds a sense of community responsibility, ownership and pride in a 'place'; and
- organisations realise that sharing a building is more than sharing a space and use the opportunity to improve services, which can build links with the community, and encourage people to get involved in projects that improve services.

### What next?

- Learn from successful initiatives, especially about how they have changed attitudes, have worked in partnership and effectively engaged the community.

- Successful models and pilot programmes should become part of day-to-day activity rather than continue on short-term funding.
- Develop learning opportunities and joint training which encourages and develops joint working.
- Develop champions at a strategic level who have the passion and vision to create opportunities for better partnerships between agencies and more effective engagement of local communities.
- Raise awareness of the role NHS services can play in community regeneration.
- Explore ways to encourage change in the organisational culture within the NHS.
- Argue the case for procurement processes, such as building contracts, to have elements aimed at improving the quality of life in local communities (for example, training and employment initiatives).
- Make sure that when you plan developments you allow the time to get local people into new jobs created as a result of these initiatives, and ensure the whole community benefits.

