

# St Mary's Hospital

## Phase One Engagement Summary

March 2024



# Engagement in numbers

**299** survey responses

**232** attendees across 4 pop-up events and the online webinar

**281** stakeholders written to

**5** engagement events held

**154** people subscribed for updates

**125,000+** impressions on social media

**1,470** visitors to the Commonplace survey

**8,000+** visits to the project website

# Promoting the engagement events

# Promoting the engagement events



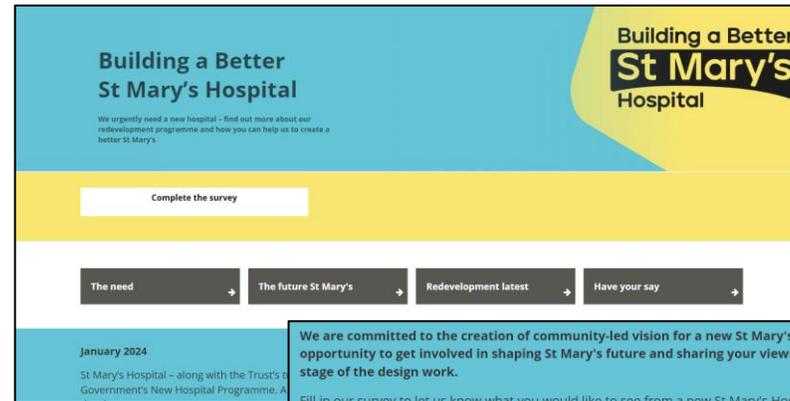
A dedicated project website  
[www.imperial.nhs.uk/st-marys-development](http://www.imperial.nhs.uk/st-marys-development)  
with key information about the proposals  
and online survey



A commonplace survey launched online  
allowing the community to share feedback  
with us digitally



Press advertisement included in the  
**Westminster Extra** promoting the project,  
engagement events and survey



We are committed to the creation of community-led vision for a new St Mary's, designed with local people. This is an opportunity to get involved in shaping St Mary's future and sharing your views ahead of extensive consultation to come at each stage of the design work.

Fill in our survey to let us know what you would like to see from a new St Mary's Hospital.



# Promoting the engagement events



A **double-sided flyer** sent to **11,959 local addresses** surrounding the hospital promoting the engagement events and online survey



**Social media advert** promoting the website, survey and pop-up events that reached a **2km radius** of the hospital reaching **56,080 people**



An **article** distributed across the **PaddingtonNow BID's network** of local businesses and stakeholders



**Letters** written to **local GP surgeries** promoting the engagement events

17th January 2024

## Help Build a Better St. Mary's Hospital

St. Mary's Hospital, a cornerstone of healthcare excellence since 1945, is poised for a strategic redevelopment aimed at meeting the evolving healthcare demands of our community.

The current state of its aging infrastructure presents imminent challenges, and as key stakeholders in the local business ecosystem, your participation is crucial in shaping the future of this vital institution.

To ensure a robust response to the evolving healthcare needs of our community, we would like to invite you to be part of this crucial initiative at a local pop up event. Your insights and



# Promoting the engagement events



**Letters** send to **281 stakeholders tiers 1, 2 and 3** including a copy of the **Needs Case Brochure**



**A notice** on the **Church Street Facebook and News Page** promoting the engagement events



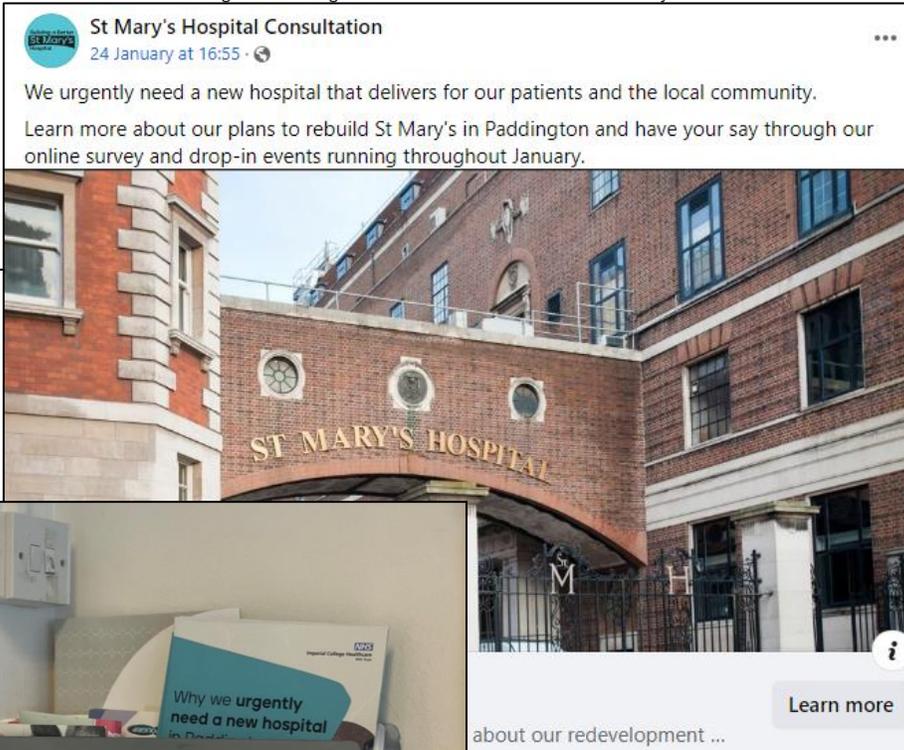
**Copies of the Needs Case Brochure** hand-delivered to:

- 4 local pharmacies
- 1 dentist
- **Church Street Regeneration Base**
- **Church Street Library**
- **Point A Hotel**
- **St James Church**
- **Masjid Salahuddin (local Islamic Centre)**

17th January 2024

## Help Build a Better St. Mary's Hospital

St. Mary's Hospital, a cornerstone of healthcare excellence since 1945, is poised for a strategic redevelopment aimed at meeting the evolving healthcare demands of our community.



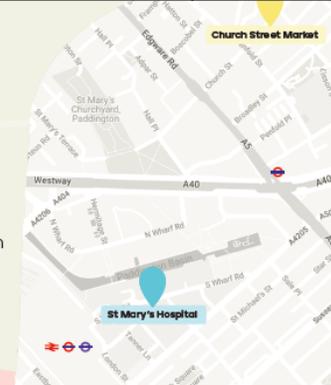
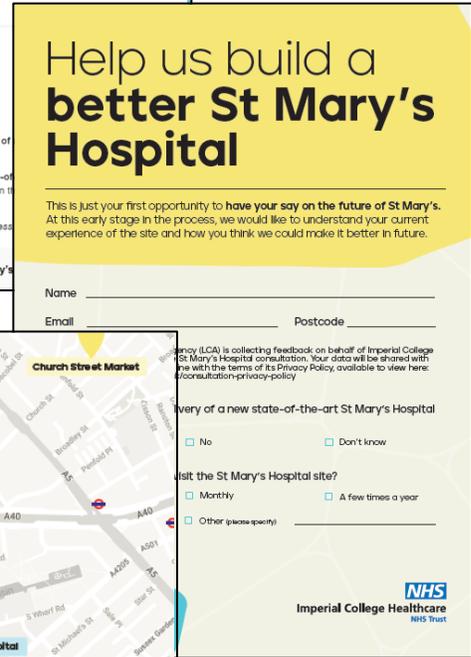
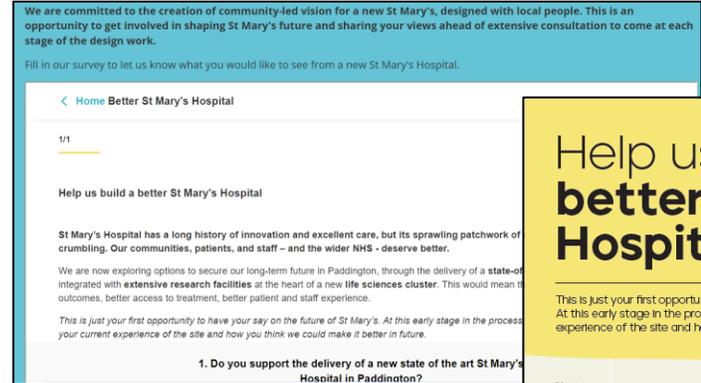
# Collecting feedback

# Collecting feedback

- **Public survey** on the engagement webpage (via Commonplace) and available as a hard copy to fill out at the pop-up events
- **Public email and freephone** advertised on all engagement materials

## In-person conversations and questions asked at events:

- **4** in-person pop-up events
- **1** public webinar
- **232** total attendees



- St Mary's Hospital pop-up event**, Queen Elizabeth The Queen Mother Main entrance, 10 S Wharf Rd, W2 1PE  
Monday 22 January | 11am - 3pm  
Thursday 25 January | 11am - 3pm
- Church Street Market pop-up event**, Triangle, Church St, NW8 8DT  
Saturday 27 January | 11am - 3pm
- PaddingtonNow BID pop-up event**, 1 Spring Street, W2 3RA  
Tuesday 30 January | 3.30pm - 7.30pm
- Online webinar**, Register to attend via our website  
Wednesday 31 January | 6pm - 7pm

**Get in touch**  
✉ imperial.betterhospitals@imperial.ac.uk  
☎ 0800 082 0545  
🌐 imperial.nhs.uk/st-marys

Imperial College Healthcare NHS Trust is collecting feedback on behalf of Imperial College St Mary's Hospital consultation. Your data will be shared with Imperial College Healthcare NHS Trust in accordance with the terms of its Privacy Policy available to view here: [/consultation-privacy-policy](#)

1. Do you support the delivery of a new state-of-the-art St Mary's Hospital?

No  Don't know

2. How often do you visit the St Mary's Hospital site?

Monthly  A few times a year

Other (please specify) \_\_\_\_\_

Imperial College Healthcare NHS Trust



# Summary of key feedback themes



**General support for a new hospital:** Most respondents are generally supportive of the redevelopment of St Mary's Hospital, and feel the staff deserve a better hospital that is modern with new facilities.



**Old and in need of modernising:** The hospital building is old and crumbling. There are leaks in corridors, peeling paint on walls and unreliable heating / air conditioning.



**Excellent staff and care:** There are lots of positive feedback comments on the care patients have received at the hospital. Lots of respondents feel the environment is friendly, understanding and provides high-quality care.

*"However the signage around the hospital is complicated and confusing and the site is not laid out in a way that makes sense. After having a c section and needing to visit my twins regularly on the ward I found access challenging"*

*"Amazing staff, third world facilities."*

*"Old and decrepit infrastructure and buildings. Good staff"*

*"The use of space is so inefficient and some of the buildings are seriously old and dilapidated"*

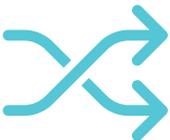
# Summary of key feedback themes



**Height:** There are a few concerns about the height of the new hospital and the impact this will have on light and privacy to neighbouring buildings. The noise from the helipad has also raised some concern



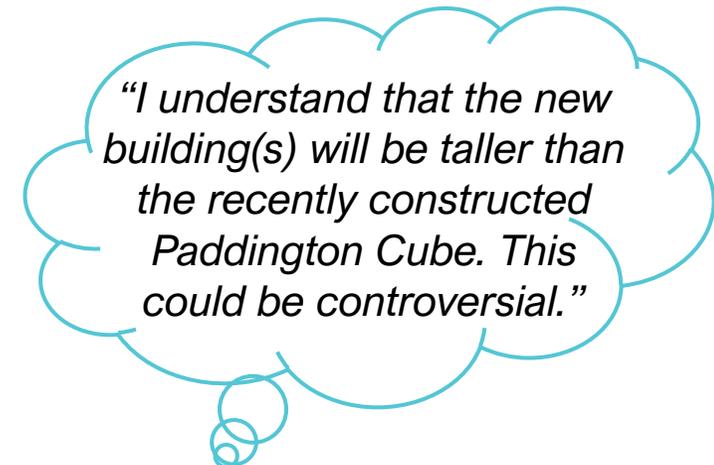
**Overcrowded and busy:** There were concerns about the overcrowded facilities and long waiting times, particularly at A&E and in the reception areas.



**Confusing navigation:** The existing hospital is confusing to navigate and respondents feel a new hospital would benefit from better signage and wayfinding.



**Loss of services:** Many respondents have asked whether the hospital will be completely closed during redevelopment and what is planned for this stage.



# Survey summary

- **A total of 300 forms** were received during the engagement period:
  - **54 physical feedback forms** handed in across 4 pop-up events
  - **246 digital forms** complete
- **87** of the total respondents are hospital patients
- **89** of the total respondents live near the hospital

**Help us build a better St Mary's Hospital**

This is just your first opportunity to have your say on the future of St Mary's. At this early stage in the process, we would like to understand your current experience of the site and how you think we could make it better in future.

Name \_\_\_\_\_  
Email \_\_\_\_\_ Postcode \_\_\_\_\_

London Communications Agency (LCA) is collecting feedback on behalf of Imperial College Healthcare in relation to the St Mary's Hospital consultation. Your data will be shared with LCA and will only be used in line with the terms of its Privacy Policy, available to view here: [londoncommunications.co.uk/consultation-privacy-policy](https://londoncommunications.co.uk/consultation-privacy-policy)

1. Do you support the delivery of a new state-of-the-art St Mary's Hospital in Paddington?  
 Yes  No  Don't know

2. How regularly do you visit the St Mary's Hospital site?  
 On a weekly basis  Monthly  A few times a year  
 Never  Other (please specify) \_\_\_\_\_

3. What three words would you use to describe your experience of visiting St Mary's Hospital?  
\_\_\_\_\_  
\_\_\_\_\_

4. How can we help make your experience of visiting the St Mary's Hospital site better?  
 Better signage & wayfinding  Cafes & coffee shops  More shops & amenities  
 Green spaces  Places to sit outside  Better access  
 Other (please specify) \_\_\_\_\_

5. What do you think would make the Paddington area better for you? Please rank the following from most to least important. (Being least important and being most important.)  
Community spaces (such as a community centre for pop-up and cultural events, a gym or library)  
Different types of homes  
Places to eat and drink, including restaurants, cafes, convenience stores and local markets  
Open green spaces for people to enjoy nature and play  
Safe and secure routes for walking and cycling  
Job opportunities within the life sciences and innovation industries

6. Is there anything else you would like to tell us about St Mary's Hospital, or do you have any questions?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Tell us more about you**  
What is your connection to St Mary's Hospital?  
 I am a patient  I work here  I live near here  
 I commute through the area  I am part of an organisation  Other (please specify) \_\_\_\_\_

If you are responding on behalf of an organisation please share the organisation here: \_\_\_\_\_

What is your age group?  
 13-15  16-24  25-34  35-44  45-54  
 55-64  65-74  75-84  85 or over  Prefer not to say

What is your employment status? Select one or more options  
 Working full-time  Working part-time  Zero-hour contract  
 Self-employed  Apprenticeship / training  Student  
 Retired  Unemployed  Stay at home parent  
 Carer  Volunteer  Other (please specify) \_\_\_\_\_

**Help us reach your entire community**  
The answers you provide here are considered to be 'special category' data and, like the questions above, are optional. You can answer all the questions, some, or none of them. For more information, read the privacy policy on the first page.

How would you describe your gender?  
 Man  Woman  Non-binary  Prefer not to say

Do you consider yourself to be trans? (Trans is an umbrella term to describe people whose gender identity is not the same as the sex they were assigned at birth)  
 Yes  No  Prefer not to say

Do you consider yourself as having a disability or long term health condition? Select one or more options  
 Yes - sensory impairment e.g. hearing or vision  Yes - physical / mobility impairment  
 Yes - mental health condition  Yes - long standing illness or health condition  
 No  Prefer not to say

What is your ethnicity?  
 White - English / Welsh / Scottish / Northern Irish / British  
 White - Irish  
 White - Irish or Gypsy traveller  
 White - Other  
 Mixed / Multiple - White and Black Caribbean  
 Mixed / Multiple - White and Black African  
 Mixed / Multiple - White and Asian  
 Mixed / Multiple - Other  
 Asian / Asian British - Bangladeshi  
 Asian / Asian British - Chinese  
 Asian / Asian British - Indian  
 Asian / Asian British - Pakistani  
 Asian / Asian British - Other  
 Black / African / Caribbean / Black British - African  
 Black / African / Caribbean / Black British - Caribbean  
 Black / African / Caribbean / Black British - Other  
 Other ethnic group - Arab  
 Prefer not to say  
 Other (please specify) \_\_\_\_\_

**Contact Us**  
[imperial.betterhospitals@nhs.net](mailto:imperial.betterhospitals@nhs.net)  
[imperial.nhs.uk/st-marys-development](https://imperial.nhs.uk/st-marys-development)



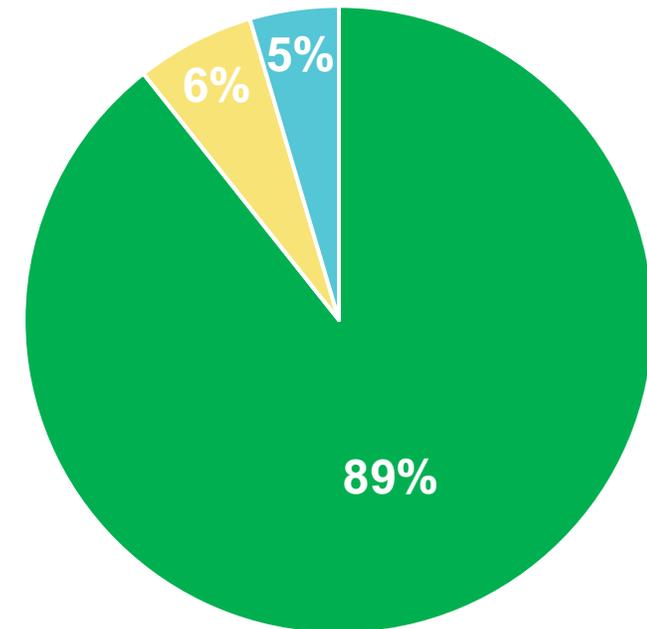
# Survey results

# Q1: Do you support the delivery of a new state-of-the-art St Mary's Hospital in Paddington?

- **89%** of respondents support a new St Mary's Hospital in Paddington
- **6%** of respondents do not support a new hospital
- **5%** of respondents do not know whether they support a new hospital

Those who **do not support** a new hospital detailed the following reasons:

- Overdevelopment of the area
- Existing lack of hospital staff
- Prefer the existing hospital
- Concern that the new hospital will not be in keeping with the surrounding area

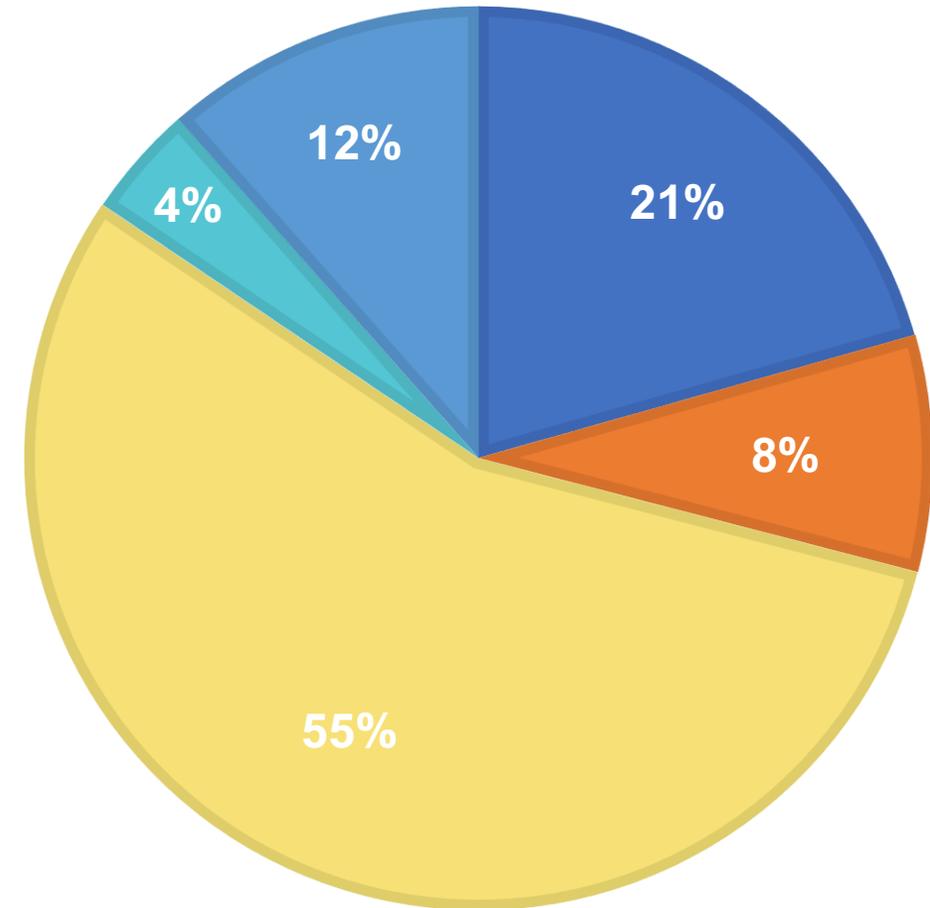


■ Yes ■ No ■ Don't know

## Q2: How regularly do you visit the St Mary's Hospital site?

- **55%** of respondents visit the hospital a few times a year
- **21%** of respondents visit the hospital weekly
- **12%** of respondents selected other, which included answers such as a weekly volunteering, for emergencies, once, maternity visits, several times a week, occasionally, rarely
- **8%** of respondents visit the hospital monthly
- **4%** of respondents never visit the hospital

■ On a weekly basis ■ Monthly ■ A few times a year ■ Never ■ Other



# Q3: What three words would you use to describe your experience of visiting St Mary's Hospital?

There was a wide variety of comments in response to this question, with the top descriptions of St Mary's Hospital as follows:

- **Old and outdated** building
- **Confusing to navigate**
- **Welcoming and dedicated staff**

Comment	Count
Old / outdated building and facilities	70
Confusing layout / design	56
Welcoming / friendly / hospitable / excellent / helpful / efficient	44
Amazing / dedicated / professional staff	42
Overcrowded / busy	23
Depressing / inadequate	17
Run-down / neglect	12
Frustrating	7
Good location	7
Difficult to find / not accessible	7
Crumbling	6
Long waiting times	3
Happy with the hospital	3
Okay	3
Historical building	3
Hospital is too small	1
Comment for the new hospital to be learning - focussed	1
Lack of natural light	1
Costly	1
Dangerous	1
Frightening	1
Short-staffed	1
Safe	1
Peaceful	1

# Q4: How can we help make your experience of visiting the St Mary's Hospital site better? (multiple-choice)

The spectrum below ranks each option from most to least responses received. Most respondents would like to see **better signage and wayfinding, better access and places to sit outside** to make their experience of visiting St Mary's Hospital better.

## Responses to 'Other' include:

- Maintained / updated clinical space
- Clean hospital
- Better accessibility for visually impaired visitors
- A modernised building
- More staff
- Places to sit outside
- Larger reception area
- Canteen with staff discount
- Natural light
- More seating
- Spacious waiting areas
- Shorter waiting times
- Better road access for ambulances

Most responses ←

Better signage and wayfinding

Better access

Places to sit outside

Cafes & coffee shops

Green spaces

More shops and amenities

Other

→ Least responses

# Q5: What do you think would make the Paddington area better for you?

Most respondents feel that having places to eat, drink, including restaurants, cafes and convenience stores and local markets is **most important**.

Respondents feel that job opportunities within the life sciences sector is **least important**.

Most responses



Least responses

Places to eat, drink, including restaurants, cafes, convenience stores and local markets

Community spaces

Open green spaces for people to enjoy nature and play

Different types of homes

Safe and secure routes for walking and cycling

Job opportunities within the life sciences sector

# Q6: Is there anything else you would like to tell us about St Mary's Hospital or do you have any questions?

In response to Question 6, respondents have told us anything else about St Mary's Hospital and have asked any questions:

Comment	Count
Hospital needs re-designing (specifically urgent care and A&E, leaky corridors and peeling paintwork)	25
Excellent care	13
Maintain the hospital's history in the plans	12
Better design and access (road access, ambulance access, disability access)	11
Comment for the hospital to be built as soon as possible	8
General facilities are good	5
Clean / working facilities	5
The faith rooms are well used and essential to the mental and physical health of visitors, staff and patients	4
Comment for more staff and for nurses to be more kind and respectful	4
Wait times are too long	3
Too sacred to pass through the hospital / poor buildings	2
Suggestion for bigger commune areas for staff	2
Ensure all staff and community are involved in the proposal	2

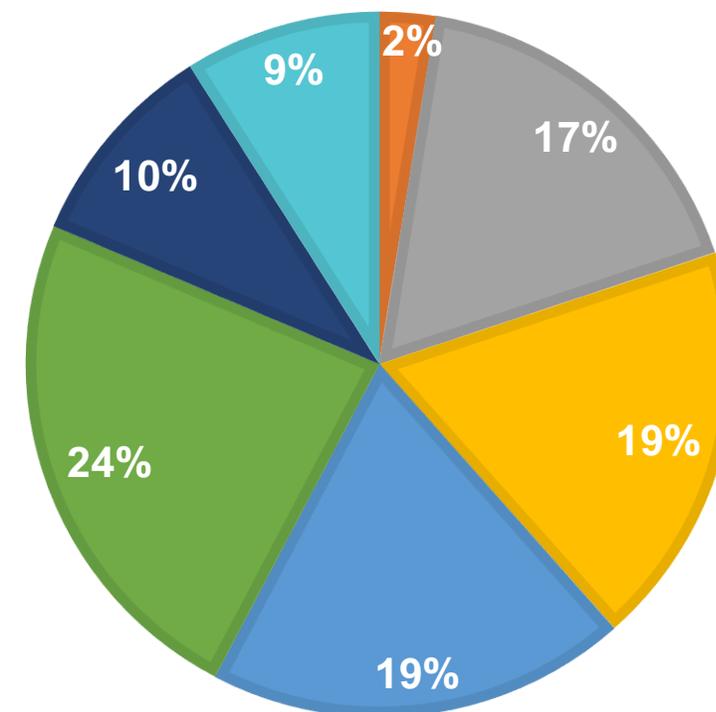
Comment	Count
The current use of space is inefficient	2
Will the redevelopment mean the hospital will close?	2
Hospital is a vital part of the community	2
Timeline of construction	2
Comment for more staff	1
No private car parking options	1
Make the hospital sustainable and future-proof	1
Area is overdeveloped	1
Need more education into illnesses	1
More directional signage	1
Suggestion for better radiography equipment	1
Helipad is essential	1
Comment for the hospital to work with local businesses on the new proposal	1

# Tell us more about you

## What is your connection to St Mary's?

- **87** respondents are patients
- **35** respondents work at the hospital
- **89** respondents live near the hospital
- **13** respondents commute through the area
- **7** respondents are part of an organisation (Lancaster Court Hotel, Porchester Place and Coniston Court Residents Association, SEBRA Committee)
- **10** respondents chose 'Other' (student, volunteer, family, visiting)

## What Is Your Age Group?

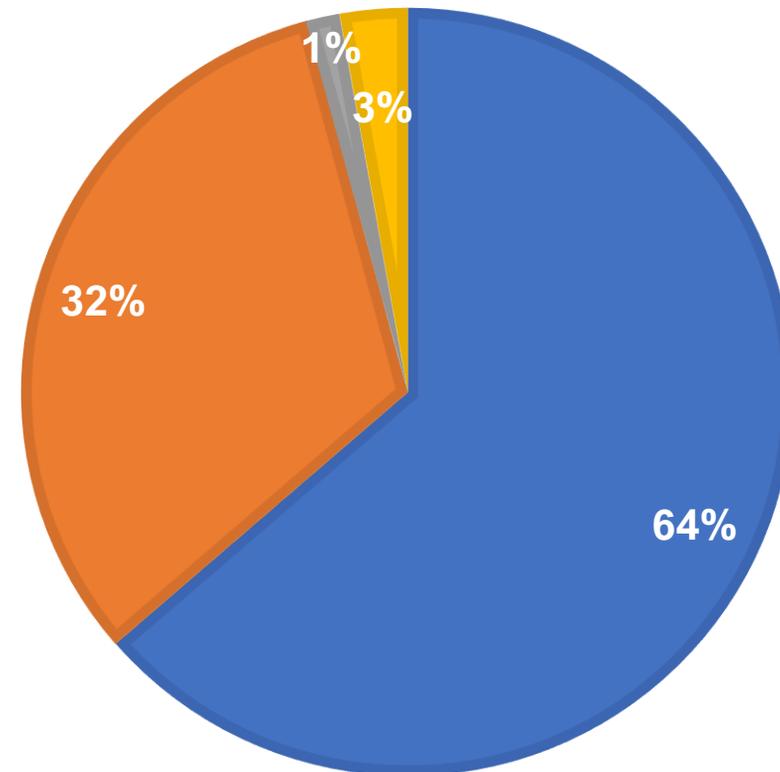


# Tell us more about you

- **64%** of respondents are women
- **32%** of respondents are men
- **3%** of respondents preferred not to say
- **1%** of respondents are non-binary

## How would you describe your gender?

■ Women ■ Men ■ Non-Binary ■ Prefer not to say

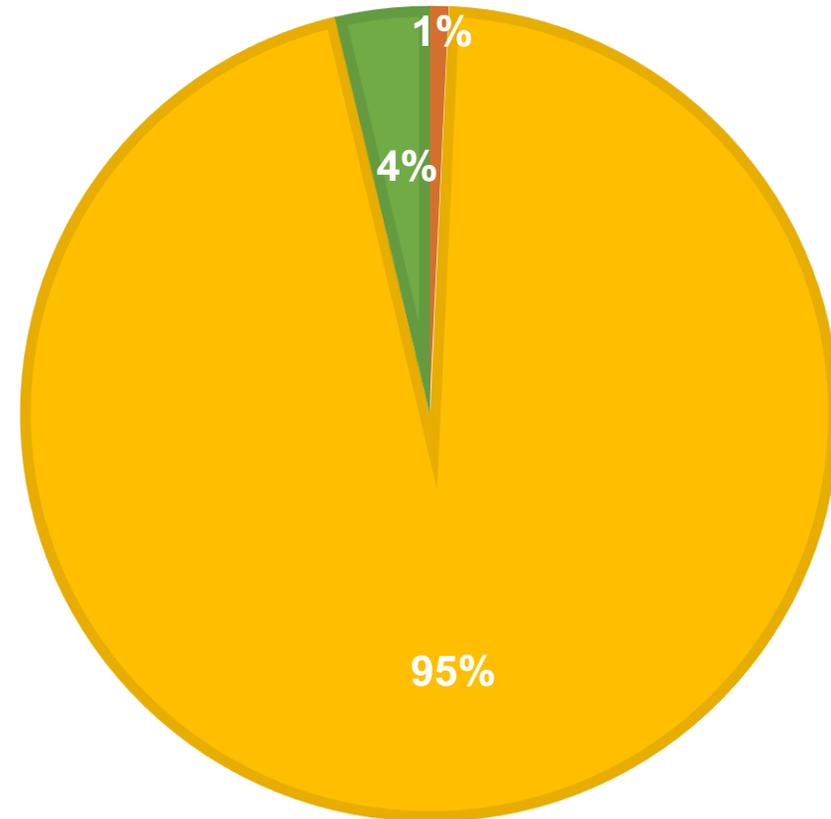


# Tell us more about you

- **95%** of respondents do not consider themselves to be Trans
- **4%** of respondents preferred not to say
- **1%** of respondents do consider themselves to be Trans

## Do you consider yourself to be Trans?

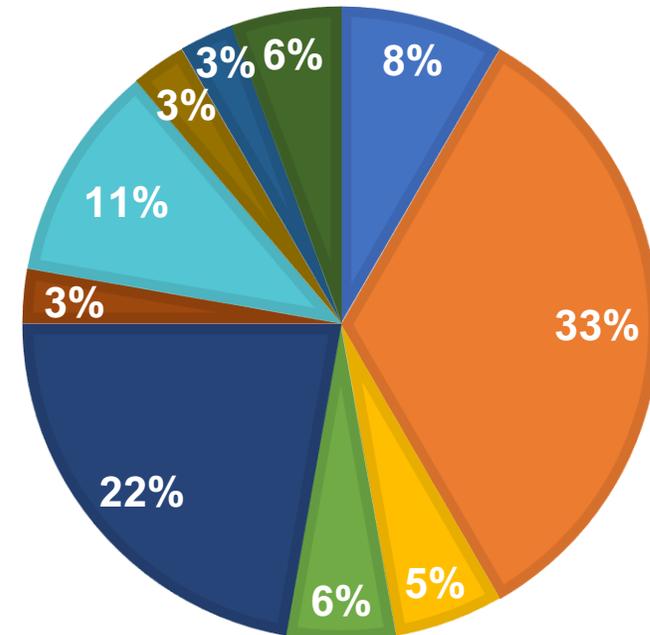
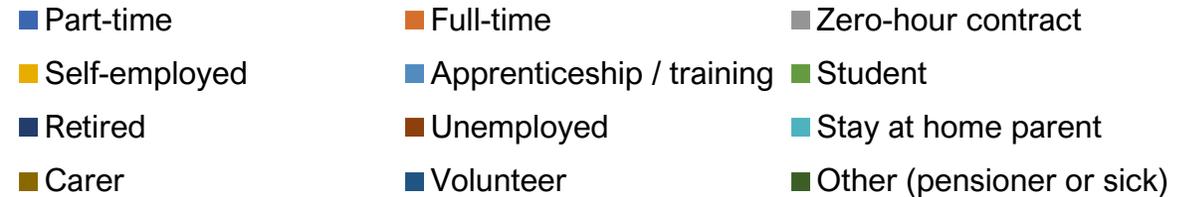
■ Yes ■ No ■ Prefer not to say



# Tell us more about you

- **33%** of respondents work full-time
- **22%** of respondents are retired
- **11%** of respondents are stay at home parents
- **8%** of respondents work in an apprenticeship / training
- **6%** of respondents ticked 'Other' (pensioner or sick)
- **3%** of respondents are carers
- **3%** of respondents are unemployed
- **3%** of respondents are volunteers

## What is your employment status?

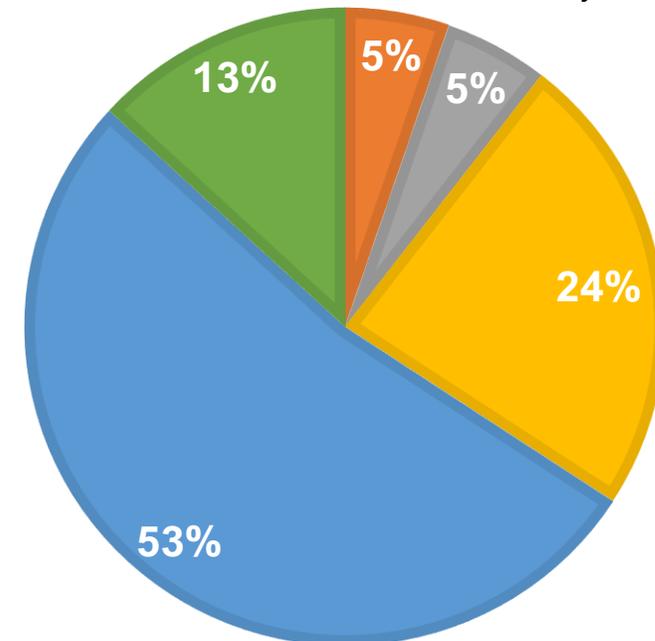


# Tell us more about you

- **53%** of respondents do not have a disability of long-term health condition
- **24%** of respondents do have a long-standing illness or health condition
- **13%** of respondents preferred not to say
- **5%** of respondents have a mental health condition
- **5%** of respondents are physically / mobility impaired

## Do you consider yourself as having a disability or long term health condition?

- Sensory impairment
- Mental health condition
- Physically / mobility impairment
- Long standing illness or health condition
- No
- Prefer not to say



# Tell us more about you

Respondents filled out what ethnicity they belong to, the table to the right shows the response:

What ethnicity are you?	
Ethnicity	Count
White – English / Welsh / Scottish / Northern Irish / British	63
White – Other	22
Asian / Asian British – Other	8
Mixed / multiple White and Asian	7
Asian / Asian British – Indian	4
Other ethnic group – Arab	4
Prefer Not to Say	4
White-Irish	3
Asian / Asian British – Bangladeshi	3
Black / African / Caribbean / Black British - African	3
Black / African / Caribbean / Black British - Other	3
Asian / Asian British – Chinese	3
Mixed / Multiple / Other	2
Gypsy or Irish Traveller	1
Black / African / Caribbean – Caribbean	1
Other	1
Mixed / Multiple White and Black Caribbean	1

# Engagement events

# Summary of events

- 4 in-person pop-up events – approximately 200 attendees
  - St Mary's Hospital Reception on Monday 22 January, 11am - 3pm
  - St Mary's Hospital Reception on Thursday 25 January, 11am - 3pm
    - Key attendee – Felicity Buchan MP
  - Church Street Market on Saturday 27<sup>th</sup> January, 11am-3pm
    - Key attendees – Conservative candidate for Queens Park and Maida Vale – Samia Hersi and a representative from the Harrow Road Mosque
  - PaddingtonNow BID Event on Tuesday 30<sup>th</sup> January, 3:30pm-7:30pm
- 1 online webinar – 32 attendees
- Key questions and feedback raised at these events centred around the **need for a new hospital, question surrounding the timeline of construction and support for the excellent healthcare staff**



# Feedback from pop-up events

As part of the engagement exercise, we held:

- 4 in-person pop-up events approximately 230 attendees
  - St Mary's Hospital Reception on Monday 22 January, 11am - 3pm
  - St Mary's Hospital Reception on Monday 22 January, 11am - 3pm
  - Church Street Market on Saturday 27<sup>th</sup> January, 11am - 3pm
  - PaddingtonNow BID Event on Tuesday 30<sup>th</sup> January, 3:30pm - 7:30pm

Feedback from conversations and questions raised at these events has been summarised on this slide.

## Pop-up events (approx. 230 attendees)

Clarification of the height of the proposed hospital – there were concerns raised about the height and massing of the proposed location of the new hospital, which mainly came from residents living close to the site or adjacent to the current car park.

Positive feedback surrounding the need for redevelopment – overall people were generally supportive of the prospect of a new hospital, stating it was overdue and were keen for work to start taking place as fast as possible.

Many attendees praised the work of the staff at St Mary's Hospital – they were happy to share stories of relatives born at the hospital, and the excellent care which was provided, despite the current condition of the facilities. However, some did note the long waiting times to be seen and were curious to know if more staff will be hired to address the increase in beds and patients post-completion.

Highlighted need for better, more modern facilities – attendees were enthusiastic about the proposed provision of enhanced facilities which would improve their experience at the hospital and allow staff to carry on the great work.

Questions asking how a larger hospital will have a smaller carbon footprint – residents were keen to see the sustainability credentials of the proposals once shown publicly.

Queries surrounding the construction timeline, if the hospital will stay open during construction and when we expect the new hospital to be complete.

# Feedback from online webinar

As part of the engagement exercise, we held one virtual webinar on Wednesday 31 January 6pm to 7pm. Attendees were given the opportunity to ask questions and make comments. We have included a summary of these on this slide.

Online webinar Wednesday 31 January 2024
Closure of the hospital during redevelopment
When will we be consulting on the new design
Height of the new hospital
Involvement of disability groups / charities in the new hospital
Is it certain the hospital will be delivered
Are increased disabled parking spaces included in the plans
Has HIP funding been secured
Will there be services offered for all illnesses
What is being proposed at the building next to the proposed new outpatients building
How will the redevelopment be funded
Will the older buildings on the site be demolished
Will there be plans for an affordable canteen / food space
Do these plans also mean there will be improvements for Charing Cross?
Will more staff be hired to care for the increase in patients
Has public transport been considered
Will there be new prayer rooms
Will there be efficient heating / air conditioning in the new hospital

# Recommendations

Concluding the feedback and response from the first phase of engagement, there are a few key themes we will note for the next phase of engagement.

This includes:

- **Height of the hospital:** Neighbouring residents have expressed concerns over the impact of height and massing
- **Hospital closure:** It will be important to reiterate that the hospital will not close during construction
- **NHS staff:** A key question was asked about how services will cope with the increase in healthcare space and patients
- **Design:** What the new hospital will look like and how the architecture and materials will reflect on the local character
- **Engagement:** How the local community will be involved in the engagement process once proposals are shown to feedback on