



CHAIRMAN'S UPDATE

9th April 2026

Dear Members

Last year Royal Surrey NHS Foundation Trust carried out a detailed community engagement exercise to better understand what local people in Haslemere would like from their health services. As one would expect there was sorrow at the beds being paused. However, after becoming more aware of the changes in the New NHS Plan and the “what ifs” participants gave enthusiastic and very useful feedback and ideas to be considered for the future.

Some common themes emerged from this; people were highly supportive of expanding outpatient clinics, liked the idea of a proactive long term conditions hub for older people and were keen to see services evolve that collaborate with GPs, voluntary groups and other facilities they already use and trust. There was also a clear ask for new and innovative services that focus on long-term conditions and provide care closer to home, avoiding frequent trips to Guildford.

Over the last few months we have carefully considered all of the feedback and worked with the Royal Surrey Adult Community Services, Haslemere Hospital Transformation Group, Primary Care, Voluntary sector and others to co-design an exciting plan for the future.

As you will have seen in the local press the organisations are now ready to put that plan into action - and it has been announced the creation of an integrated neighbourhood team, joining up hospital, primary care and community services and the launch of a new long-term conditions hub in June. This will first focus on cardiology care and heart failure, seeing approximately 50 patients a week, with the plan to expand to a broader range of conditions in the future.

To enable these developments to happen the Royal Surrey have secured £1m of capital funding for building works to make improvements and adaptations to the previous ward space to accommodate more outpatient appointments and the proactive care hub services. Rather than keep the ward space empty, the Royal Surrey with our blessing have successfully piloted a cardiac and respiratory rehabilitation programme on Elizabeth Ward. Discussions are also underway about other clinics and services that could expand into Haslemere Hospital, maximising use of the other facilities on site, including diagnostics.

The improvements being made at Haslemere Hospital are very much in line with the NHS 10-Year Plan and the development of neighbourhood health – helping people to live well in their local areas and reducing their need for care delivered in hospitals.

As Louise Stead CEO of the RSCH has said - these plans reflect what the community has told us matters most for Haslemere. As part of their ongoing engagement with the community, they look forward to welcoming local people to the hospital to see detailed plans at an upcoming information stand. The timings of this will be shared in due course.

Royal Surrey governors and colleagues will also be attending Haslemere Charter Fair on 4 May, where they will be pleased to share more about these developments and hear directly from the community. We will also be there.



The development at Haslemere will be a flagship pilot for neighbourhood services across Guildford and Waverley. Services will be closely evaluated regarding the impact of the changes that are being made, adapting as they evolve and using this feedback to help shape future communities.

What is a Proactive Care Hub?

Patients with long term conditions and frailty on an outpatient basis will receive an appointment which will provide a one stop attendance. Depending on the condition a variety of practitioners, diagnostics and voluntary services will be available for the patient – negating the need to attend for separate blood tests and Xrays etc. These appointments will take longer than a normal outpatient attendance. Food will be available for these appointments if required.