

DATE	TIME	VENUE
23 July 2025	6:00pm-7:00pm	The Hall, All Saints Church, Parade Gardens, St Helier, JE2 3XF

Minister for Health and Social Services	MHSS
NHFP Programme Director	JH
NHFP Programme Business Lead	PBL
NHFP Programme Healthcare Lead	PHL
NHFP Programme Delivery Senior Project Manager	SPM
NHFP Programme Engagement Lead	PEL

**Following a presentation given to residents with updates about the Programme by the team and the Minister for Health and Social Services, a Q&A discussion took place.**

Questions & Answers	Actions
<p><b>Temporary relocation of crematorium services</b></p> <p>A resident asked if after a service at the RJA&amp;HS, whether the family/friends would then travel to the Jersey Crematorium for the committal. SPM advised that this would only be the case with prior arrangement with the Crematorium Team and Funeral Directors.</p> <p>A resident commented that the photo of the empty Members' Room at the RJA&amp;HS in the presentation didn't appear particularly significant for a chapel setting – asking what will be done to improve its appearance. <b>SPM</b> confirmed that works are underway to ensure the space is thoughtfully refurbished, with all-new equipment including a catafalque and curtain, to provide the same respectful and dignified environment and experience as the current crematorium facility. This also included the installation of a music/streaming at the Jersey Crematorium, so that services can continue to be streamed, as they are currently. <b>SPM</b> also confirmed that the paintings and trophies currently in the Members' Room will be removed to help the space feel more appropriate for its temporary use for crematorium funeral services.</p> <p><b>JH</b> added that the Crematorium User Group – which includes representatives from the Island's funeral directors, crematorium staff, and faith leaders – has played a key role in shaping the temporary facility. Feedback from the group has been very positive. <b>JH</b> also noted that larger funeral services already take place at the RJA&amp;HS, and this arrangement has been in place for some time, meaning that both crematorium staff and funeral directors and some islanders are already familiar with the location – which the team thought was a reason that the venue was considered appropriate.</p> <p>A resident asked whether access to the Garden of Remembrance at the current Westmount Road site would remain. <b>JH</b> confirmed that it would – only the service element of the crematorium is relocating. While the Garden will remain open to visitors, <b>JH</b> advised that people may prefer to visit outside of site working hours once construction is underway.</p>	

A resident enquired whether the Members' Room would be used for anything other than as temporary crematorium funeral services. **SPM** confirmed that while it may be used for other purposes at weekends, it will be solely dedicated to funeral services during the week.

#### **Refurbishment of Mulcaster House (former Jersey Water building)**

Following the presentation on the refurbishment of Mulcaster House, a resident asked for clarification on the term "immediate neighbours" – specifically, who had received written communication. The resident noted that they live nearby but had not received a letter. **JH** explained that only the four properties directly adjacent to the site were contacted, as they are immediate adjacent to the building works that were largely internally. The team had also considered that wider neighbours might be attending the neighbourhood forum.

#### **Overdale Development Works**

A resident asked a question about the site hoardings shown in the presentation. They commented that the footway along Westmount is already very narrow and asked whether the hoardings be set back from it. **JH** confirmed the team would take a look at it and that the treatment of the footway is important to ensure it remains safe for pedestrians, however the details would need to be considered given the works that would be taking place within the site.

**JH** explained that part of the hoarding package includes the design itself, so once a company has been appointed, the team will be able to review drawings and, where possible, refine the layout with the contractor – though it will also depend on how much space is needed for the Development Works and then the Main Works.

A resident asked for more detail on how the eastern part of the plan – the fields east of Westmount Road – would be used during construction. **JH** explained that the hoardings are there to clearly demarcate and secure the site for the contractors including the Main Works Delivery Partner (MWDP) throughout the entire construction period. Everything on the eastern side of the road will fall under the MWDP's control. While plans are still being finalised, this area is expected to be used for site storage, welfare facilities and some parking for construction workers, though it is anticipated that travel arrangements will also be put in place to bring staff to site each day.

**JH** also noted that the Planning Application includes provision for a possible concrete batching plant in the northern fields, but the MWDP will confirm their preferred approach to concrete supply once appointed.

A resident raised a concern that the northern field is very close to Old St John's Road and asked whether neighbours might be affected by noise. **JH** explained that all construction activities will be required to comply with established noise guidelines, which are agreed with the Environment Department.

**JH** added that if the batching plant goes ahead, it would be subject to the same controls and measures as other construction activities. It's something the team is very mindful of and would monitor closely if implemented by the MWDP.

A resident asked whether access from Old St John's Road would change – specifically, if vehicles serving the north-eastern field (including the potential batching plant) might start using what is currently a premises only road, increasing traffic. **JH** replied that as indicated on the hoarding plan, no vehicular gates are planned on the eastern side of the site, so access from that direction is not expected. **JH** added that there would be a number of mechanisms used to ensure that contractors understood and complied with approved traffic management plans that are part of planning conditions.

A resident asked if it would be possible to block off Old St John's Road, suggesting that a series of bollards be installed to prevent vehicle access. **JH** explained that this would be a wider matter and would need to be considered by the Highway and Roads Authorities (POSH & I&E). It was however not anticipated as part of the requirements for the Overdale Acute development. **MHSS** added that it was safe to say the situation can be monitored and take action if necessary once construction is underway.

A resident asked if there is any information about the operational hours for vehicles on Westmount Road, and whether vehicles will be using the road during construction. **JH** responded that, ultimately, Westmount Road is a public road that vehicles can currently use freely. However, once in place, the team will work closely with the MWDP to understand delivery schedules and routing.

**JH** said it is expected that most deliveries will approach from the north, with fewer coming from the south, as was adopted for the Demolition Works. However, all these details will be finalised as part of the Transport and Environmental Management Plan, which will be shared with residents at a future meeting.

A resident asked if there is information on how many workers and vehicles will be going to the site during construction. **JH** explained that this data is included in the Environmental Impact Assessment (EIA), specifically within the transport assessment section and the modelling detailed in the report. **JH** added that once the delivery partner is appointed, they will manage operations according to their approach. When the details are confirmed, **JH** assured that the team will return to update residents.

A resident asked whether the idea of a shuttle bus to access the site has been suggested to the MWDP, to avoid people parking on roads or residential sites in the area. **JH** responded that while there is car parking provision on site during construction, it might not be necessary should a shuttle bus solution be implemented. **JH** added that car parking is a valuable resource and could be better used for other purposes by the MWDP. **JH** emphasised that the Neighbourhood Forum meetings exist precisely to address neighbourhood concerns and provide a forum to raise and resolve any issues collaboratively, which will be especially important once construction starts.

#### **Camden and Westmount Terrace**

Following the presentation, a resident asked whether Westmount Terrace is currently inhabited. **JH** confirmed some current Government of Jersey occupancy, but that the properties on the Terrace would need to be vacated before construction begins.

A resident asked whether site workers are likely to be housed in Westmount Terrace. **JH** explained that the team is in ongoing discussions with the MWDP about potential uses for those properties but noted that each delivery partner may have a different view on what will be most useful for their needs and all will become clearer once a contract is signed.

A resident asked whether the team expects to have non-local workers on site, noting that the hospitality industry would benefit from having this information as early as possible. **JH** said that once the MWDP is appointed and worker numbers are confirmed, the team will be able to begin those discussions in more detail.

### **Overdale Acute Progress**

Following a presentation on the progress of the Acute Hospital, a resident commented that while Jersey may end up with world-class healthcare facilities, there's concern about having enough staff to run the hospital – asking what the plan is for staffing, training, and attracting healthcare professionals to the Island.

**PBL** outlined the ongoing development of a comprehensive workforce plan in partnership with Health and Care Jersey (HCJ), which covers not just the Acute Hospital, but staffing needs across the entire HCJ estate.

**PBL** added that the new hospital will be a modern facility with advanced technologies, which means careful consideration is needed around who will be required, including expertise, roles, timing and cost. All of this will be detailed in the Full Business Case.

**MHSS** commented that a significant amount of work is currently underway to ensure that the quality of care delivered matches the standard of the new Acute Hospital at Overdale. He confirmed that a public consultation by Health and Care Jersey (HCJ) is planned for later this year.

A resident asked why so much consultation with Health and Care Jersey staff is needed, noting that this isn't the first hospital to be built, and questioning why a standard design couldn't just be used. **PHL** explained that while there is a design and technical "playbook" in place known as Health Building Notes (HBN's) and Health Technical Memoranda (HTM's), it's essential to work closely with the client (HCJ) and other stakeholders to ensure the facility is right for their needs and for Jersey. **PHL** noted that, unlike in the UK, where specialist hospitals may be nearby, Jersey may require certain equipment or facilities on-site that wouldn't typically be included in a standard design for a District General Hospital.

**JH** added that simply taking a hospital design "off the shelf" wouldn't be appropriate for Jersey and was unlikely to meet local planning requirements. **JH** emphasised that hospitals are highly specialised buildings, and without this level of consultation, there's a risk clinicians and users could arrive on day one and find the space doesn't meet their needs which is something the Programme cannot afford to get wrong.

A resident commented that the internal space within the Acute Hospital appeared to be well accounted for, but asked whether provision has been made for future growth and expansion. **JH** explained that the hospital's design is based on long-term demand and capacity modelling. The process began by reviewing all services planned for the hospital, alongside projected population growth, increasing levels of comorbidity, and other influencing factors - modelled out to 2036. While 2036 may not seem far away, healthcare continues to evolve rapidly, so flexibility has been built into the design. Space has been allocated accordingly, and all rooms are designed to meet the projected needs up to 2036.

The resident clarified that their question was not about population growth, but about allowing space for future development. **JH** responded that one of the reasons Overdale was chosen as the site for the Acute Hospital was its potential for future expansion, with capacity around the site to grow if needed.

The same resident asked whether it would be possible to add extra floors to the Acute Hospital in the future to allow for expansion. **JH** responded that adding additional floors would be challenging from a planning perspective, so any future expansion is more likely to happen laterally rather than vertically.

#### **Procurement update**

Following the presentation on the Programme's procurement update, a resident asked the **PBL** whether they could confirm how many tenderers are involved in the procurement for the Acute Hospital. **PBL** said they could not confirm due to strict commercial confidentiality.

A resident asked when the procurement process is expected to be completed, and the delivery partner announced. **PBL** confirmed that the current timeline aims for the delivery partner to be selected, and the contract signed by December 2025.

A resident asked whether the team could confirm that at least one party has expressed interest in building the Acute Hospital. **JH** confirmed that yes, there are credible companies who have submitted tenders – organisations with strong experience in delivering hospitals of this scale and complexity.

**MHSS** commented on the thoroughness of the process and expressed confidence that it will lead to the best possible outcome for Jersey.

#### **Engagement and Communications**

Following an update on the Programme's upcoming Common Strategic Priority campaign, a resident enquired whether the content would be shared on the NHFP social media pages? **PEL** confirmed that activity would be shared on the Programme's social media.

A resident asked whether the team plans to issue regular newsletters going forward. **PEL** confirmed that this would be the intention and noted that the approach will also be shaped by the MWDP, particularly once construction begins. **JH** asked the room whether regular printed newsletters would be useful for residents, and there was general agreement that they would be very helpful.

	<p><b>Final questions</b></p> <p>A resident asked what impact a change of government might have on the NHFP. <b>MHSS</b> responded that the current scheme seemed to have broad public support and he did not anticipate that it would attract the same level of political controversy during the upcoming election period as previous hospital proposals.</p> <p>A resident asked where stroke patients would be treated in the future. <b>PHL</b> explained that stroke rehabilitation is currently provided at St Ewold's, following its move from Samarès, and that the service has been working well. The team is now considering whether to continue delivering rehabilitation from that location in the longer term, or to move to the future St Saviour's Health Village as originally planned. <b>PHL</b> added that the future St Saviour's Health Village will include adult mental health services, hydrotherapy and other therapies, long-term dementia care, and step-down beds.</p>	
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