

Public survey analysis – Hemel Health Campus (HHC)

A public survey on the HHC vision, ambitions and model of care, ran for several weeks between 3 July 2025 to 21 August 2025. Over 7,600 visitors engaged with the project microsite (website), with 793 participating in the survey.

Table 1: Summary of quantitative data (Likert scale questions)

Please indicate your level of agreement with the following statements about the project's vision and ambitions:	Strongly disagree or disagree	Neutral	Strongly agree or agree
The re-location of existing services currently provided at Hemel Hospital site, to a new Health Campus in the town centre.	42%	17%	41%
Providing a range of physical, mental health, wellbeing and diagnostic services in a new purpose-built and accessible building.	27%	11%	62%
The use of technology, digital healthcare and preventative care services in a purpose-built facility to help prevent ill-health, shifting care from hospitals to the community to improve care.	28%	10%	62%
Provide effective, modern care from fit-for-purpose and flexible facilities (future proofing).	21%	7%	72%
Use the facility as a catalyst to redesign health and care services in Dacorum to meet the current and future needs of local residents.	27%	13%	60%
Shifting the focus of delivery to early help and prevention, with a particular emphasis on reducing health inequalities and ageing well.	21%	10%	69%
Deliver care closer to home, including through multi-disciplinary teams that support more complex, older residents and reduce onward demand for acute care.	20%	6%	74%
Coordinate the provision of urgent care services for the local community, improving access to same day support.	19%	5%	76%

Table 2: Summary of qualitative data (open text questions)

<p>As a local resident, what health and care services work well in Hemel Hempstead and Dacorum (themed)</p>
<ul style="list-style-type: none">• Blood tests, scans, X-rays, endoscopy, and some outpatient clinics at Hemel Hospital are praised.• Pharmacies and COVID vaccination rollout received positive mentions.• Some individual GP surgeries run smoothly with same-day appointments.
<p>As a local resident, what health and care services doesn't work well in Hemel Hempstead and Dacorum (themed)</p>
<ul style="list-style-type: none">• Mental health services: long waits, poor crisis response, lack of local provision.• Dentistry: near impossible to access NHS dentists.• Social care integration: fragmented and confusing, particularly for older residents.• General feeling that services have been deliberately run down in Hemel to justify centralising in Watford.
<p>Any other comments (themed)</p>
<p>Calls for a full hospital in Hemel Hempstead:</p> <ul style="list-style-type: none">• A number of respondents said the town deserves a fully functioning hospital with A&E and maternity services, not just a health campus.• Watford General is widely described as difficult to access, overcrowded, poorly managed, and too far, especially for emergencies.• People see the proposed campus as a “downgrade” or a “smaller alternative.”
<p>Frustration with existing GP services:</p> <ul style="list-style-type: none">• Long waits, poor access to face-to-face appointments, and confusing online triage systems are recurring complaints.• Some GP practices are heavily criticised, while others are praised as well-run.
<p>Existing hospital site vs. new site concerns:</p> <ul style="list-style-type: none">• Many want investment in the current Hemel Hospital site rather than building a new facility.• The existing site is seen as larger, better located, with more space and parking.• The Market Square location raises concerns about congestion, limited space, and insufficient parking.
<p>Parking and accessibility issues:</p> <ul style="list-style-type: none">• One of the most common concerns: lack of adequate, affordable parking at the proposed new site.• Elderly and less mobile residents stress that walking from town centre car parks will be too difficult.• Calls for better public transport links to any new facility.
<p>Population growth and future needs:</p> <ul style="list-style-type: none">• Strong concern that with new housing developments, the proposed campus will be inadequate.• Residents feel a larger-scale hospital solution is needed to meet demand.