

Sheffield GP Out of Hours Collaborative Consultation on relocation

**Proposal to move from the Royal Hallamshire Hospital to
the old Nursery Building, Northern General Hospital.**

SUMMARY REPORT

December 2008

1. CONSULTATION

- 1.1. A Public Consultation was carried out between 10 September and 17 October 2008. this included formal consultation with the Sheffield City Council's Scrutiny and Policy Development Board (Health and Community Care).

Over 2000 leaflets were distributed via GP practices, GP Collaborative, Walk-in centre, Area Panels, Health Partnership Network, Black Minority Ethnic Network and Local Involvement Network. Presentations offered to interested groups and the consultation was accessible from the Website.

2. RESULTS

- 2.1. **Response Rate** - A total of 110 responses were received.
- 2.2. **Key Themes** - There was overall support for the proposal (59%) though a number of common concerns emerged which are detailed below:

2.2.1. Location Closer to A&E

Location closer to A&E was widely supported however there were concerns raised over the impact on service resulting from A&E diverting patients to the new centre increasing workload.

- It is planned to develop referral protocols with A&E to agree appropriate referrals in both directions to ensure that resources are used appropriately.
- Staffing levels will be planned to meet the anticipated demand and adjusted to minimise delays for patients.

2.2.2. Accessibility

Increased traveling distance/time for those living in the south of the city.

- It is acknowledged that travelling time may be increased for some patients living in the south of the city though conversely patients living in the North of the city will benefit from the move.
- Low traffic levels out of hours should lessen the impact on travelling time for the bulk of the time that the service is operational.
- The GP Collaborative will analyse home visits and will station visiting teams in order to respond within required time frames.
- The GP Collaborative provides transport for those patients that have difficulty travelling to the centre and this will continue at the new location.
- The GP Access Centre to open in the City Centre in April 2009 will provide an alternative service between 08.00 and 20.00, 7 days per week which is expected to improve access for patients, reducing demand on A&E and out of hours providers.

2.2.3. Parking

Limited parking facilities and the cost of parking was raised as a concern.

- The proposed building has two large public car parks nearby.
- There are plans to increase the number of parking spaces on the Northern General site including the building of a multi-storey car park.

- Concerns over parking will be shared with Sheffield Teaching Hospitals Foundation Trust (STHFT) to explore whether designated short term parking can be identified close to the building.

2.2.4. Pharmacy

The need to be located close to a pharmacy was highlighted.

- The possibility of identifying space for a pharmacy close to the new building will be explored with STHFT.
- The GP Collaborative provides prescriptions by fax to local pharmacies where patients don't need to be seen for a face to face consultation.
- The GP Collaborative dispenses a range of drugs at the point of care when necessary.
- We will discuss home delivery options with community pharmacists as an interim measure.
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2.2.5. Preference for local GPs

Preference was expressed for resources to be used to improve access to local GPs rather than extending the hours of this service.

- Many respondents expressed that they preferred to access their own GP and would prefer resources to go into that service. This will be reported to commissioners.
- It is noted that a proportion of patients currently attend A&E rather than their own GP and commissioners will review how best to address this to ensure that services are accessed appropriately.

2.2.6. Duplication of services

There was concern that by extending the hours of the GP Collaborative that it may be seen as competing with existing GP services.

- This has been reported to commissioners for consideration.
- The proposal was intended to allow consistent referral of patients from A&E (on a 24 hour basis) to ensure that services are used appropriately allowing A&E to focus on the patients that require their facilities.
- Along with the GP Led Access Centre, extension of service hours would improve patient choice and access to GP services when patients cannot obtain an appointment at their own GP surgery.
- The building is available for clinical use in the day and it would require minimal resources to provide a level of staffing to cope with referrals from A&E. It is not intended to have any detrimental impact on any existing GP services.

3. CONCLUSION

On the basis of the consultation it was agreed that the GP Collaborative should move to the proposed site at Northern General Hospital. Actions described above will be taken to minimize any detrimental impact on service users.

No decision has been taken concerning the extension of opening hours though this will be discussed with commissioning colleagues.