

**York Road Surgery to Darnall Primary Care Centre Relocation****Primary Care Commissioning Committee meeting****21 January 2021****E**

<b>Author(s)</b>	Louise Robinson, Primary Care Contracts and Estates Manager
<b>Sponsor</b>	Sandie Buchan, Director of Commissioning Development
<b>Purpose of Paper</b>	
To seek approval to the relocation of York Road Surgery, a site of Baslow Road, Shoreham Street and York Road Practice from Darnall Health Centre to Darnall Primary Care Centre	
<b>Key Issues</b>	
<p>York Road Surgery wishes to relocate to Darnall Primary Care Centre and, following patient consultation, the practice has submitted a Case for Change for approval by PCCC.</p> <p>The relocation would:</p> <ul style="list-style-type: none"> <li>• improve patient services presently inhibited by a lack of space</li> <li>• Utilise existing NHS premises currently housing void clinical space</li> <li>• Allow future planning and sustainability of the practice and its patients</li> </ul>	
<b>Is your report for Approval / Consideration / Noting</b>	
<b>Approval</b>	
<b>Recommendations / Action Required by the Primary Care Commissioning Committee</b>	
The Primary Care Commissioning Committee is asked to approve the relocation of the York Road Surgery to the Darnall Primary Care Centre	
<b>Governing Body Assurance Framework</b>	
<p><b><i>Which of the CCG's objectives does this paper support?</i></b></p> <p>2. To improve the quality and equality of healthcare in Sheffield</p> <p>4. To ensure there is a sustainable, affordable healthcare system in Sheffield.</p>	

**Does this report relate to a formal statutory / delegated Primary Care responsibility of the CCG?**

Yes, approving practice changes, management of the budget for commissioning of primary care services in Sheffield.

**Are there any Resource Implications (including Financial, Staffing etc)?**

Yes, increase in reimbursement to practice and decrease in void space costs. These are set out in the paper

**Have you carried out an Equality Impact Assessment and is it attached?**

A Quality and Equality Impact Assessment (QEIA) has been completed, a summary of which and is attached at Appendix B to this paper

**Have you involved patients, carers and the public in the preparation of the report?**

Patient consultation has been undertaken.

# York Road Surgery to Darnall Primary Care Centre Relocation

## Primary Care Commissioning Committee Meeting

21 January 2021

### 1. Introduction

Baslow Road, Shoreham Street and York Road surgeries wish to relocate their York Road Surgery from Darnall Health Centre (DHC) to Darnall Primary Care Centre (DPCC).

In 2017 the practice approached NHS Sheffield Clinical Commissioning Group (SCCG) with a request to move to larger, more modern premises in DPCC. In 2018 PCCC gave approval in principle to allow the practice to pursue this proposal by making a successful bid for capital from Community Health Partnerships (CHP) the owners of DPCC, required to enable the minor reconfiguration necessary to support the move.

Following further planning and patient consultation, this paper presents the Case for Change submitted by the practice and seeks approval for the proposed relocation.

### 2. Proposal

The Case for Change for the relocation of York Road Surgery from DHC to DPCC is attached at Appendix A to this report.

The practice considers that their current accommodation is no longer adequate to meet patient demand. It does not present sufficient opportunity to support the practice's ambition to provide modern primary care, to train future primary care clinicians and to encourage a wider social support infrastructure.

The proposal is to relocate the York Road site into void space on the ground floor of DPCC. The relocation would give the practice more clinical capacity increasing rooms from four to six with the option to use an additional larger treatment room when Clover Group are not utilising it.

Capital has been secured from CHP to make the necessary alterations within DPCC to house a second GP surgery. These changes are small, consisting of the creation of a second reception area after a structural evaluation identified that the current reception was not big enough to house both practices and could not suitably be extended.

Final plans were confirmed in December 2019 for a three room reception pod to be situated opposite the current reception. The current waiting area is spacious and can easily house this structure. York Road will be transferring all of their equipment and will complete a room plan to identify what additional IT equipment will be required due to the increase in clinical space.

The relocation aligns with the Sheffield Primary Care Estates Strategy, presenting an opportunity to improve the quality of premises from which services are offered and making effective use of Sheffield premises and funding.

### **3. Consultation, Quality and Equality Impact Assessment (QEIA) and Mitigation**

The practice completed a QEIA, a summary of which is attached at appendix B to this paper, and undertook public consultation on the proposed move. This was delayed from February 2020 as a result of the COVID-19 pandemic but the practice was able to revisit their engagement in September 2020 with help from the CCG Communications and Engagement team and in November 2020 Strategic Public Involvement Experience and Equality Committee (SPIEEC) approved the consultation plan.

SPIEEC considered the results of the consultation in January 2021 and assured the consultation, noting:

- the consultation response of 6% was good considering the reduced patient contact within the Practice at the moment due to Covid.
- the committee would have liked to have seen a better approach to engaging in different community languages, and raised that the reliance on family members to translate is not acceptable.

The Committee recommended that the practice continue to keep their patients informed about the proposed relocation, specifically with regards to the final decision, concerns over a future merger, dates, making appointments, telephone numbers, and prescription and pharmacy arrangements as these were raised in the consultation.

The practice agreed to continue to engage their patients as to relocation details as and when they are confirmed. Design plans will include new signage to clearly identify both surgeries within the waiting area.

As a result of the QEIA and findings of the consultation the practice have identified a number of mitigating actions and these are set out in their Case of Change.

The Committee was assured by the results and approved the consultation report.

### **4. Service and Workforce**

There will be no reduction in services offered and workforce will remain the same however, the practice intends to expand staffing and training as a result of the additional capacity created by the relocation.

### **5. Financial Considerations**

Costs associated to the relocation are revenue based. The current cost of rent and rates reimbursed for York Road is £38k p.a. and it is estimated that the reimbursable costs for occupancy of space at DPCC will be c£149k p.a.

However, the CCG currently funds void costs in DPCC, together with six other LIFT buildings across Sheffield. The cost of void space in DPCC is c £200k p.a.

### **6. Conclusion**

After review and consideration of the practices proposal and following the outcome of SPIEEC, the CCG is in support of the proposed relocation and agrees that this aligns with intention of the Sheffield Primary Care Estates Strategy to *'create a better quality*

*Primary Care estate that better supports frontline service delivery for patients and stakeholders, taking into account both current and future requirements’.*

## **7. Recommendations**

The Primary Care Commissioning Committee is asked to approve the case for change to relocate the York Road Surgery to the Darnall Primary Care Centre Darnall

Paper prepared by: Louise Robinson, Primary Care Contracts and Estates Manager

On behalf of: Sandie Buchan, Director of Commissioning Development

January 2021

## Case for Change

### Application to: Relocate the York Road Surgery

Please complete the following (Please add additional pages if you have insufficient room to complete fully):

#### 1. Practice details

<b>Name and Address:</b> Baslow Road, Shoreham Street and York Road Surgery
2 York Road, Darnall, Sheffield, S9 5DH
<b>Practice Code:</b> C88037

#### 2. Premises arrangements

Nature of tenure			
Owned or leased	If owned, name of owner(s)	If leased, name of landlord(s)	If leased, expiry date of lease.
Leased		Dr Mehotra & Dr Swindon	

There is no current lease agreement in place with the landlords. The Landlords are have been made aware of the plan to relocate York Road Surgery.

Type of building	
Purpose built	Yes
Converted shop	
Converted house	
Converted office	
Other – Please provide brief description	

Please provide dates and descriptions for new builds/conversions, and any subsequent refurbishments or extensions.

n/a
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#### 3. List Size Changes

##### a) Registered list size for last three years

Year	York Road only	Practice Total (all sites)
2018	3545	12645
2019	3961	12665
2020	3974	12500

#### 4. Workforce

GPs		Practice	York Rd
Name	Role (Partner, Salaried)	WTE	WTE
Names removed	Partner	.8	.4
	Partner	.7	
	Partner	.7	.3
	Salaried	.6	.2
	Salaried	.5	.2
	Salaried	.6	.2
	Salaried (Mat Leave)	.4	
			.4
		.2	.2
<b>Other Clinical Staff</b>			
Name	Role (ANP, Practice Nurse, HCA)	WTE	
	ANP	1	1
	ANP	.6	
	ANP	1	.2
	ANP	1	
	PN	.9	.4
	PN	.7	
	PN	.9	.2
	PN	.7	
	HCA	.8	
	HCA	.9	.9
	HCA (non-contracted)	.2	
	HCA	1	
	Clinical Pharmacists	.6	
<b>Administrative Staff</b>			
Name	Role	WTE	
	PM	1	.3
	APM	1	
	Summariser	.5	
	Med Sec	.8	
	Med Sec	.9	
	Scanner	1	.2
	Receptionist	.9	
	Receptionist	.7	
	Receptionist	.5	
	Receptionist	.7	
	Administrator	.8	
	Receptionist	.3	
	Receptionist	.8	.8
	Receptionist	.7	
	Receptionist	.6	
	Receptionist	.8	

	Receptionist	.6	
	Receptionist	.8	
	Receptionist	.6	
	Site Supervisor	.8	
	Site Supervisor	1	1
	Site Supervisor	.8	
	Receptionist	.4	
TOTAL		32.4 WTE	5 WTE

## 5. Proposed Change

### Please provide details of the current situation

The partners of Baslow Road took over the Practice of Dr. Stephen Swinden in April 2014, when he retired from General Practice. The branch surgery was re-named York Road Surgery and continued in the shared premises on York Road Darnall. Dr Swinden was a single handed male G.P. with only one part time Practice Nurse to service a patient list of around 2,900 patients.

Since taking over, the Practice list continues has grown from 2,900 in 2014 to the list has grown to 3,974 in January 2021.

The practice does not have the best relationship with the landlords and the nearby Darnall Primary Care Centre was purpose built around 10 years ago with the intention of hosting all the Darnall Practices.

Currently the building lies partially empty with very high quality clinical rooms being unused. It is understand that the cost of the unused accommodation is being met by Sheffield CCG.

### Please provide details of the drivers for change

York Road building was built in the 1960's and hosts 2 x G.P branch surgeries (York Road and Dr R Mehrotra)

The exterior of the building is particularly unattractive to patients with barb wire and rusty metal security shuttering. The shared waiting room is spacious if a little austere.

The 2 Practice Nurses, Health Visitor, Midwife and Health Care Assistant rotate the 2 small nurse consulting rooms. They are too small to provide treatment room services such as minor surgery or IUCD fitting and so inhibit the services that the Practice can provide. The rooms currently void within Darnall Primary Care Centre and those proposed to be occupied by the practice consist of 4 consulting rooms and 2 treatment rooms which are larger in size.

Darnall has a number of "social prescribing" initiatives that are well established. (e.g. Darnall Well Being). We have limited opportunity to offer them in house because of the lack of rooms.

We feel that the present building is no longer adequate to meet the current patient demand. It does not present sufficient opportunity to support the practice's ambition to provide modern primary care, to train

future primary care clinicians and to encourage a wider social support infrastructure.

**Please provide details of the proposed change**

The proposed change is to relocation York Road (branch) surgery into the Darnall Primary Care Centre just under half a mile away. The void space within Darnall Primary Care Centre is larger and more modern than what is current available within Darnall Health Centre. The current premises are in need of investment from the landlords both internally and externally, and we do not have enough consulting / treatment rooms to provide increased appointments and services to our increasing list of patients.

The relocation would see the clinical capacity increase from 4 to 6 consulting/treatment rooms which will allow the practice to house more staff and increase the patient services current available.

A plan of the ground floor in Darnall Primary Care Centre has been included in this report – see Appendix 1. The ORANGE circle indicates where the new second reception is planned to be building and the RED circle highlights the voids clinical space which York Road Surgery will occupy.

Maps of both premise locations are included at Appendix 2, and indicate walking and driving times between the two sites.

**Please provide details of any increases in the practice workforce over the last three years**

The Practice has increased GP, AMP, HCA and nursing staff. Current staffing is as per table 4 above, increasing GP sessions by 6, ANP sessions by 4, HCA sessions by 3, nurse sessions by 2 per week at York Rd

**Please provide details of any planned changes to the practice's current workforce profile**

If the list of registered patients increases, the Practice will recruit more clinical staff in accordance with the needs of the patients. The Practice intends to actively recruit and train new clinical staff going forward. There is increasing provision of clinical pharmacists via the PCN, and this is likely to increase in the next 2 years, which should increase clinicians' consulting capacity and reduce their administrative burden.

**Is the practice currently an accredited training practice?**

No

**If no, does the practice desire or plan to become an accredited training practice?**

**Please provide details**

The Practice intends to resume medical student teaching and would also like to gain GP Training status. Various GPs are considering undertaking this work, ideally with more than one GP trainee in the Practice year-round. It is acknowledged that there is an approval process to be undertaken which can take between 12-18 months.

## 6. Access – York Road

Opening Times (open = on-site & telephone access, between 8am and 6.30pm):

Doors Open:

	Morning		Afternoon	
	Open	Close	Open	Close
Monday	08:00			18:00
Tuesday	08:00			18:00
Wednesday	08:00			18:00
Thursday	08:00			18:00
Friday	08:00			18:00

Phones are 08:30 – 18:00 Monday to Friday except for Wednesday when they are diverted 13:00-14:00 to the Sheffield GP collaborative to allow for staff training.

Please provide details of the extended hours (days and times) currently provided under the Extended Hours DES:

Extended Access appointments are available on request at Baslow Road and Shoreham Street Surgery.

## 7. Patient Experience and Engagement

Please provide details of the work undertaken / proposed to be undertaken with current registered patients including timelines, conversations with neighbouring practices, PCN, wider stakeholder engagement

We engaged with our patient group back in 2018 as to the proposed relocate into the Darnall Primary Care Centre.

The practice undertook a full patient consultation process following approval at SPEEEC on 24 November 2020 as to the proposed consultation and engagement plan.

The consultation ran from 12 October to 13 December 2020 and a further report was taken to SPEEEC 5 January 2021. The consultation was assured at SPEEEC and full papers can be found in the attached appendices. Themes from the consultation are as below;

#### Impact

- No impact (a clear majority of responses).
- Location is closer or more convenient.
- Concerns over parking, particularly disabled parking spaces and sharing with other practice.
- Concern over a future merger.
- Better facilities.
- Concern over impact on waiting times and appointment availability.
- Concern over lack of space.
- Increased travel.
- Safety and congestion of road outside new premises.
- Privacy and anxiety of new surroundings.

#### Mitigations

- Maintain availability of appointments. Online appointment booking system.
- Improve parking, Make sure there is adequate disabled parking spaces.
- Prescriptions and pharmacy arrangements.
- Keep patients informed – dates/telephone numbers.
- Keep practices separate – reception/waiting area/appointments/telephone lines.
- Clear signage.
- Set up a Patient Participation Group.

See Appendix 3, 4 & 5 attached to this report.

### **Confirm and explain alignment with other strategies**

The Primary Care Estates Strategy recognises the need to maximise the use of the current void space in the most cost effective way possible. The aspiration of the practice to provide and expand their primary care service provision and training capabilities clearly helps meet this principle.

York Road has tried over the years to provide a good level of access and services to its local population. There are many drivers for change within health and social care. The most significant of these is the ever-increasing rise in the volume of demand for services. This is being experienced across all parts of the system, and in most aspects; the resultant pressure from this will impact on the quality of services if it is not addressed.

Key drivers for change within the Primary Care Estates Strategy are;

- Identify under-performing Primary Care assets to enable re-use or release, creating improved efficiency and re-investment opportunity.
- To improve patient experience and access to care.
- To improve the quality and equality of healthcare in Sheffield.

The partners at York Road feel that in order to try and give the best service to the local residents who access their services from the Darnall area, would be to relocate the surgery into the Darnall Primary Care Centre.

## 8. Revenue Impact

**Please provide details of the estimated additional revenue costs if this application is approved**

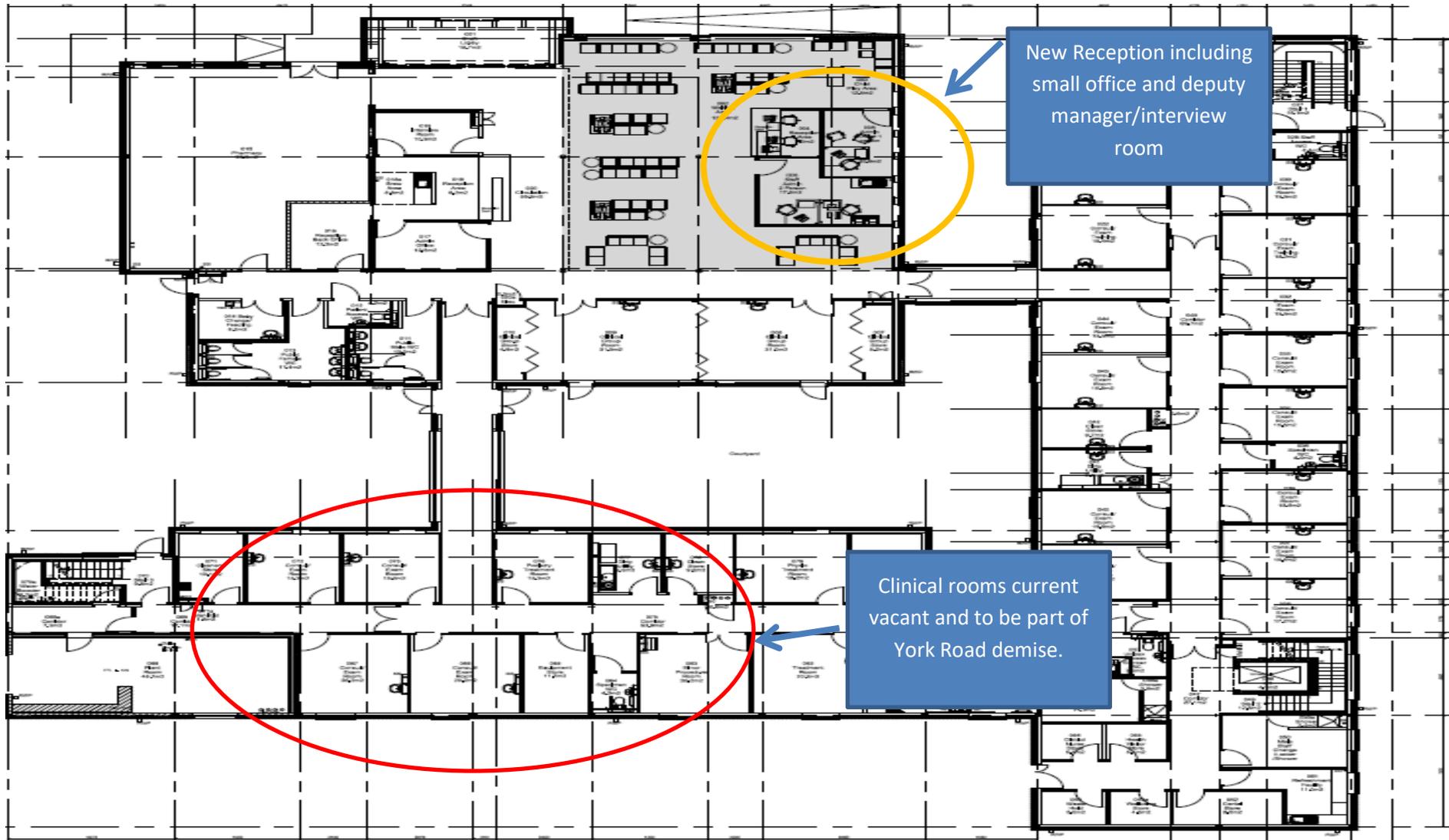
Current reimbursement for York Road Surgery  
£38k p/a Rent and Rates

The approximate reimbursement for occupancy of Darnall Primary Care Centre  
£149k p/a Rent and Rates

### APPENDICES

APPENDIX 1	Darnall PCC Ground Floor Plan
APPENDIX 2	Maps of Darnall Health Centre and Darnall Primary Care Centre
APPENDIX 3	SPEEEC 24 November 2020 - Consultation plan including patient survey
APPENDIX 4	SPEEEC 24 November 2020 minutes
APPENDIX 5	SPEEEC 5 January 2021 - Consultation Report and outcome including patient responses
APPENDIX 6	Quality Equality Impact Assessment

APPENDIX 1 – Darnall PCC Ground Floor Plan



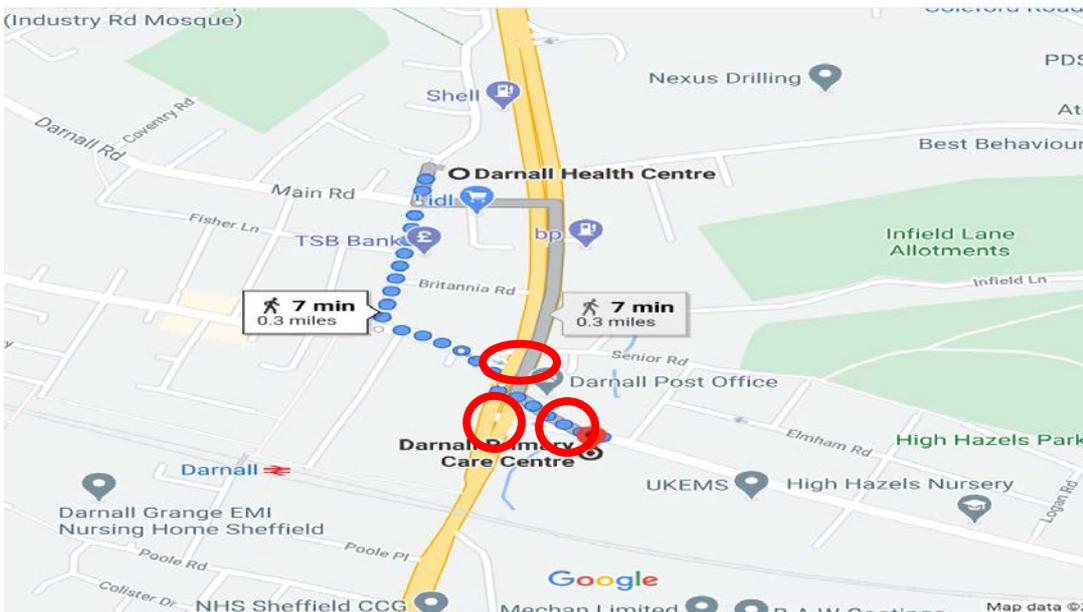
New Reception including  
small office and deputy  
manager/interview  
room

Clinical rooms current  
vacant and to be part of  
York Road demise.

## APPENDIX 2 – Maps of Darnall Health Centre and Darnall Primary Care Centre

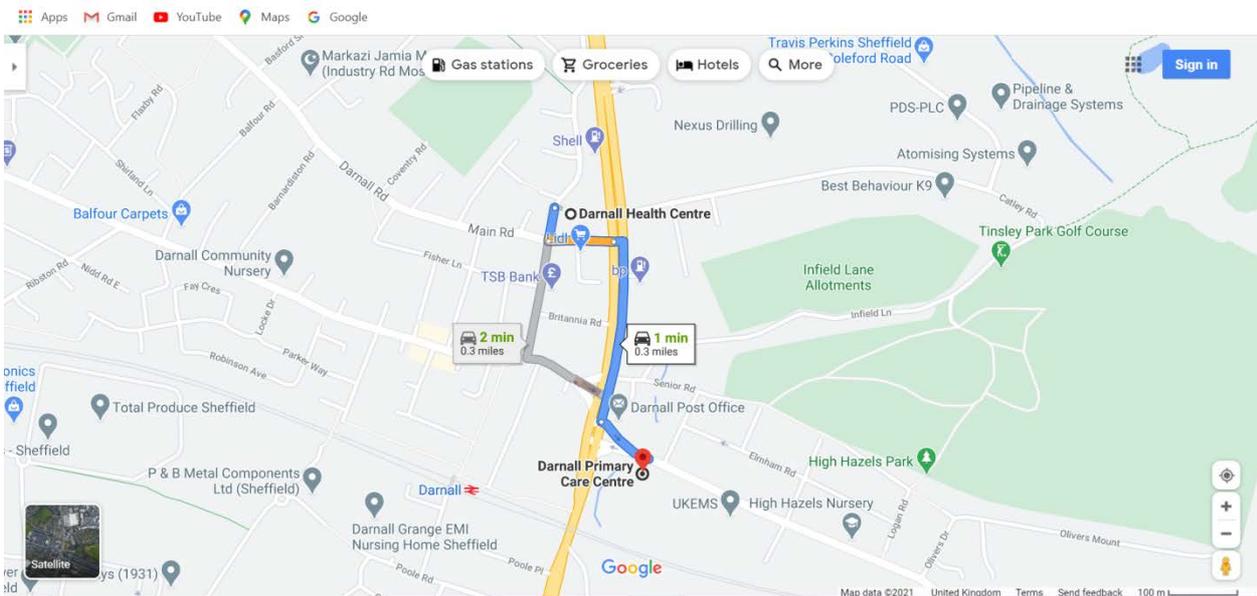
### Locations of Darnall Health Centre and Darnall Primary Care Centre

Map 1: Walking between the two sites



Map 1 indicates a walking time of 7 minutes between the two sites. There is one busy dual carriage-way to cross between Darnall Health Centre and Darnall Primary Care Centre. However, there are pelican crossings situated at several points, circled in red on the map above.

Map 2: Driving between the two sites



Map 2 above indicates a 1-2 minute drive between the sites

## Consultation plan for the proposed relocation of York Road Surgery

### Strategic Patient Engagement, Experience and Equality Committee meeting

24 November 2020

<b>Author(s)</b>	Lisa Ripley, Practice Manager
<b>Sponsor Director</b>	Sandie Buchan, Director of Commissioning Development
<b>Purpose of Paper</b>	
To provide assurance that appropriate consultation activity is being planned for the proposed relocation of York Road surgery.	
<b>Key Issues</b>	
<ul style="list-style-type: none"> <li>• Due to the limited space at York Road, the practice can no longer provide the level of service our patients deserve.</li> <li>• An opportunity is available to us to move to larger premises only a short distance away from our current site.</li> <li>• The practice is proposing to relocate our surgery from York Road to <b>Darnall Primary Care Centre, 290 Main Road, Darnall, Sheffield, S9 4QH</b>. This represents a walking distance of less than 500 metres.</li> <li>• All current services will continue to be offered at the new site</li> <li>• This paper details how the Practice will be informing and involving their patients and other stakeholders within the consultation in order to provide appropriate insight into the decision making process.</li> </ul>	
<b>Is your report for Approval / Consideration / Noting</b>	
Approval	
<b>Recommendations / Action Required by the Strategic Patient Engagement, Experience and Equality Committee</b>	
The SPEEEC Committee is asked to approve the consultation activity that is being planned for the proposed relocation of York Road surgery.	
<b>Which of the CCG's objectives does this paper support?</b>	
<p>To improve the quality and equality of healthcare in Sheffield</p> <p>To improve patient experience and access to care</p> <p>To ensure there is a sustainable, affordable healthcare system in Sheffield</p>	
<b>Are there any Resource Implications (including Financial, Staffing etc)?</b>	
No	
<b>Have you carried out an Equality Impact Assessment and is it attached?</b>	
In progress – not attached at this stage.	
<b>Have you involved patients, carers and the public in the preparation of the report?</b>	
This report details the plan to involve patients with consultation activity.	

## Consultation plan for the proposed relocation of York Road Surgery

Strategic Patient Engagement, Experience and Equality Committee meeting

24 November 2020

### 1. Introduction / Background

1.1. Due to the limited space at York Road, the practice can no longer provide the level of service our patients deserve. In order to provide a truly modern primary care service that will improve the quality of care for our patients, we need more space. An opportunity is available to us to move to larger premises only a short distance away from our current site.

The practice is proposing to relocate our surgery from York Road to **Darnall Primary Care Centre, 290 Main Road, Darnall, Sheffield, S9 4QH**. This represents a walking distance of less than 500 metres.

All current services will continue to be offered at the new site, together with many more additional benefits.

The Practice would share a waiting room and reception at Darnall Primary Care Centre, but would remain as a separate practice. There are no plans to merge with any of the other GP practices within Darnall Primary Care Centre.

In order to inform the Practice's decision making it is essential to hear what our patients think about this proposed move, and what impact it may have on them. The Practice intends to run a 9-week patient consultation regarding the proposed change from 12 October to 13 December 2020.

### 2. How we propose to engage patients and the public in the consultation and arrangements for considering the feedback

2.1. The Practice proposes to consult with patients using the following methods:

- Online survey - [www.bit.ly/yorkroadsurgery](http://www.bit.ly/yorkroadsurgery)
- Information will be made available on our website.
- Text messages will be sent direct to 3,285 of our patients
- Survey will be handed to all patients during their face to face consultations which primarily at the moment will be the nursing and health care appointments.
- Survey will be posted to all of our housebound patients and patients who have not registered their mobile contact with the Practice.
- Pharmacies in the local vicinity will be provided with surveys to hand out.
- The Practice will liaise with the LMC and Sheffield City Council (Residents Action Group)
- Local councillors and MPs will be informed of the proposal
- Staff also have been significantly involved including their consultation

2.2. Timeline of consultation activity and governance

Date	Action
16/10/20	Consultation start

24/11/20	Consultation plan presented to SPEEEC
7/12/20	QEIA presented to QEIA review group
13/12/20	Consultation end
5/1/21	Consultation report presented to SPEEEC
21/1/21	Business case presented to PCCC, supported by consultation report and QEIA

**3. Action / recommendations for the Strategic Patient Engagement, Experience and Equality Committee**

- The SPEEEC Committee is asked to approve the consultation activity that is being planned for the proposed relocation of York Road surgery.

Paper prepared by: Lisa Ripley  
On behalf of: York Road Surgery  
Date: 12.11.20

## York Road Surgery relocation

### Patient survey

We are proposing to relocate our surgery from York Road to **Darnall Primary Care Centre, 290 Main Road, Darnall, Sheffield, S9 4QH**.

Due to the limited space at York Road, we can no longer provide the level of service our patients deserve. In order to provide a truly modern primary care service that will improve the quality of care for our patients, we need more space. An opportunity is available to us to move to larger premises only a short distance away from our current site.

We would continue to deliver all our current services at the new site, together with many more additional benefits.

The Practice would share a waiting room and reception at Darnall Primary Care Centre, but would remain as a separate practice. There are no plans to merge with any of the other GP practices within Darnall Primary Care Centre.

We want to know what our patients think about this move, and what impact it may have on them. We would be very grateful if you could complete the following questions to help us make the best decisions for our practice and patients.

You can complete the survey online at [www.bit.ly/yorkroadsurgery](http://www.bit.ly/yorkroadsurgery).

Or return your completed survey to:

- Reception at the surgery
- Post: York Road Surgery, 2 York Road, Sheffield, S9 5DH
- Email: [SHECCG.BaslowRdSurgery@nhs.net](mailto:SHECCG.BaslowRdSurgery@nhs.net)

## York Road Surgery Relocation Patient survey

How often do you use the surgery?			
	More often than once per month		Every month
	Every six months		Once a year
	Less than once a year		Never

How long does it currently take for you to travel from your home to the surgery?							
	10 minutes		20 minutes		30 minutes		More than 30 mins

How long will it take for you to travel from your home to the new site?							
	10 minutes		20 minutes		30 minutes		More than 30 mins

How do you normally travel to the surgery?			
	By car		By bus
	By taxi		On foot
	Other (please specify)		

How are you likely to travel to the new site if we move?			
	By car		By bus
	By taxi		On foot
	Other (please specify)		

Please tell us how you feel the proposed move would affect you

If the move goes ahead, is there anything we could do to make things easier for you?

Is there anything else you think we should consider, or be aware of?

If the move goes ahead, would you continue to use this practice, or move to a different practice?

<input type="checkbox"/>	I would continue to use this practice	<input type="checkbox"/>	I would move to a different practice
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**Equality Monitoring - OPTIONAL**

In order to ensure that we provide the best services for **all** of our communities, and to ensure that we do not knowingly discriminate against any section of our community, it is important for us to gather the following information. No personal information will be released when reporting statistical data and all information will be protected and stored securely in line with data protection rules.

This information will be kept confidential and you do not have to answer all of these questions, but we would be very grateful if you would.

**Please tell us the first part of your postcode (e.g. S9, S35)**

<input type="text" value="Please enter here"/>	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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**What is your sex?**

<input type="checkbox"/>	Female	<input type="checkbox"/>	Male	<input type="checkbox"/>	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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**Gender reassignment**

Is your gender identity now different to the sex you were assumed to be at birth?

<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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**What is your age?**

<input type="text"/>	years	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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**What is your sexual orientation?**

<input type="checkbox"/>	Bisexual	<input type="checkbox"/>	Heterosexual	<input type="checkbox"/>	<input type="checkbox"/>	Homosexual	<input type="checkbox"/>
<input type="checkbox"/>	Other: <input type="text" value="Please specify"/>	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>			

**What is your ethnic background?**

<input type="checkbox"/>	Arab	<input type="checkbox"/>	Asian	<input type="checkbox"/>	Black	<input type="checkbox"/>	Chinese	<input type="checkbox"/>	<input type="checkbox"/>	Gypsy/ Traveller	<input type="checkbox"/>
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Mixed / multiple ethnic background		Roma Slovak		White British		White other	Prefer not to say
Other	Please specify any other ethnic group here						

<b>Do you consider yourself to belong to any religion?</b>							
Buddhism		Christianity		Hinduism			
Islam		Judaism		Sikhism			
No religion		Other:	Please specify			Prefer not to say	

<b>Do you consider yourself to be disabled?</b>							
The Equality Act 2010 states that a person has a disability if: 'a person has a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on that their ability to carry out normal day-to-day activities'							
Yes		No		Prefer not to say			

<b>What type of disability or impairment do you have? (Tick all that apply)</b>							
Autism		Learning disability		Mental Health condition			
Physical or mobility		Hearing		Visual			
Prefer not to say		Long-standing health condition or illness					
Other	Please specify						

<b>Do you provide care for someone?</b>							
Such as family, friends, neighbours or others who are ill, disabled or who need support because they are older.							
Yes		No		Prefer not to say			

## **Strategic Patient Engagement, Experience and Equality Committee meeting**

### **24 November Minutes**

#### **79/2020 - Consultation Plan – York Road Surgery relocation**

The paper was presented by Lisa Ripley and Stephen Moorhead.

The practice started the consultation on 12 October with support from Richard Kennedy around patient engagement after closing one of the sites. 190 patients responded to the consultation. An online survey commenced with 3,200 patients and those who have a mobile phone were sent a text message with a brief outline and link to the survey. A printed version of the questionnaire was placed in all clinical rooms. Those who did not have a mobile phone will have received the questionnaire by post. Copies have also been given to all the pharmacies in the local area.

The Local Medical Committee and Sheffield City Council were also contacted including the local councillors and MPs. Staff have also been involved in the consultation. Richard Kennedy reported that the timing and the practice have worked to tight timescales, with a sign-off planned for April 2021.

It was acknowledged that the practice has done a good job in identifying alternative ways people could comment on the proposals, especially in the current way that primary care is being accessed with the reduced amount of people accessing the site.

It was positive to see people also been asked to comment in pharmacies and flu clinics. Dr Lisa Philip, GP Governing Body raised an issue around language and those who English is their second language, which was looked at in the searches where it was identified that there was not as many as first anticipated. A conversation with Darnall Wellbeing was suggested as they are also based in the building and connections through primary care networks. The Chair declared an interest at this stage being a member of their management committee.

The number of methods for engagements is very impressive. The Committee was asked if those people who received letters will they have a way to post it back. It was also queried whether the booking of appointments will stay separate.

As it stated the reception will be shared with other practices in the same building concerns were raised about the length of time patients would have to wait to get through to reception to obtain an appointment. The Committee was advised that there will not be separate entrances for the site but that all other aspects will remain separate. Amanda Forrest, Lay Member asked if views of the patients who are already registered at the centre are being sought.

It was reported that the plan is to have two separate registration points; so not a shared reception therefore did not foresee any impact. The rooms will all be in a separate part of the building so did not expect any negative impact.

The Committee approved the consultation activity.

## Outcome of the consultation for the proposed relocation of York Road Surgery

### Strategic Patient Engagement, Experience and Equality Committee

5 January 2021

<b>Author(s)</b>	Lisa Ripley, Practice Manager
<b>Sponsor Director</b>	Sandie Buchan, Director of Commissioning Development
<b>Purpose of Paper</b>	
To provide assurance that engagement, patient experience and equality and diversity activity has been carried out to a high standard by York Road surgery in relation to their relocation	
<b>Key Issues</b>	
<ul style="list-style-type: none"> <li>• York Road Surgery ran an 8-week patient consultation regarding the proposed relocation to Darnall Primary Care Centre.</li> <li>• Every patient over 16 was contacted by their identified preferred method, additionally we included postal questionnaires, text messaging, information on our website and posters.</li> <li>• A total of 200 responses were received.</li> <li>• Other activity included communication with the LMC and ongoing liaison with Sheffield City Council, local councillors and MPs.</li> <li>• Patients expressed concern about parking on site however, 57.5% of responses stated their current method of travel was by car, this decreased to 54% after relocation.</li> <li>• From the 200 completed questionnaires 191 patients responded to the question of registration plans following relocation, the figure was a positive 85.5% would continue to use the practice, with 4.5% not giving an answer.</li> </ul>	
<b>Is your report for Approval / Consideration / Noting</b>	
Approval	
<b>Recommendations / Action Required by the Strategic Patient Engagement, Experience and Equality Committee</b>	
The Strategic Patient Engagement, Experience and Equality Committee is asked to approve that appropriate public engagement, equality and patient experience work has been undertaken in the patient and public consultation activity for the proposed branch relocation.	
<b>What assurance does this report provide to the SPEEEC in relation to Governing Body Assurance Framework (GBAF) objectives?</b>	

<b>Which of the CCG's Objectives does this paper support?</b>
<ul style="list-style-type: none"><li>• To improve the equality and quality of healthcare in Sheffield</li><li>• To ensure there is a sustainable, affordable healthcare system in Sheffield</li></ul>
<b>Are there any Resource Implications (including Financial, Staffing etc)?</b>
Not for the CCG
<b>Have you carried out an Equality Impact Assessment and is it attached?</b>
Yes - updated and attached
<b><i>Have you involved patients, carers and the public in the preparation of the report?</i></b>
Yes the majority of the content is from patients, their families and carers.

## **Outcome of the consultation for the proposed relocation of York Road Surgery**

### **Consultation Report**

**5 January 2021**

#### **1. Background**

Due to the limited space at York Road, the practice can no longer provide the level of service our patients deserve. In order to provide a truly modern primary care service that will improve the quality of care for our patients, we need more space. An opportunity is available to us to move to larger premises only a short distance away from our current site.

The practice is proposing to relocate our surgery from York Road to **Darnall Primary Care Centre, 290 Main Road, Darnall, Sheffield, S9 4QH**. This represents a walking distance of less than 500 metres.

All current services will continue to be offered at the new site, together with many more additional benefits.

The Practice would share a waiting room and reception at Darnall Primary Care Centre, but would remain as a separate practice. There are no plans to merge with any of the other GP practices within Darnall Primary Care Centre.

Following SPEEEC on 24 November it was agreed that the practice would undertake a patient consultation process to ensure that as many patients as possible could be involved.

#### **2. Methods**

Following SPEEEC on 24 November the below methods were agreed to be used by the practice to undertake the consultation;

- Online survey
- Text messages sent to patients
- Surveys handed to patients on arrival of Face to Face appointments
- Surveys posted to housebound patients
- Staff survey

#### **3. Responses**

##### **3.1. Responses**

The practice had 200 responses to the varied methods of engagement used. The practice was hoping for a better outcome but feel that this was affected due to the restrictions of the pandemic with far less patients coming into Practice. The online survey was of great benefit during the consultation process.

##### **3.2. Equality monitoring**

Please see attached Annex A – York Road Relocation Consultation Analysis.

#### **4. Summary of feedback**

##### **4.1. Existing patient feedback**

Please see attached Annex B – York Road Consultation Responses

Please see attached Annex C – York Road Relocation Questionnaire

- Relocation information was posted on our website  
<https://baslowandshoreham.gpsurgery.net/branches/surgery-name>

### **York Road Relocation**

*We are proposing to relocate our surgery from York Road to Darnall Primary Care Centre. We would continue to deliver all our current services at the new site, together with many more additional benefits; the site being almost four times our current premise. You can find out more at [www.bit.ly/yorkroadsurgery](http://www.bit.ly/yorkroadsurgery). Please tell us what you think by completing our online survey by 13 December.*

- Text messages were to be sent direct to our 3,285 patients (of which 159 did not deliver; these patients received a postal questionnaire to complete).
- A questionnaire was handed to all patients during their face to face consultations by their clinician who explained in brief the purpose of the relocation. Unfortunately the response was extremely low in terms of completion although verbal feedback was positive.
- Questionnaires were posted to all of our York Road housebound patients.
- Questionnaires were also posted out to the patients for whom we did not have mobile contact numbers, in addition to the patients who had not updated their mobile contacts with the surgery (as above)
- Pharmacies in the local vicinity were provided with questionnaires to give to our patients collecting their medications. We felt this would boost engagement as patients were attending surgery in fewer numbers due to the restrictions in place.
- The Practice liaised with the chair of the LMC by telephone. Sheffield City Council (Residents Action Group) to date has not received communication; this will be completed in the near future.
- We are in the process of informing our local councillors and MPs of the proposed relocation.
- We have ensured our staff have been significantly involved in the proposal, for many months now, and have visited the centre for an informal viewing; all staff and clinicians are very positive and looking forward to the move.

### **5. Action / Recommendations for the Strategic Patient Engagement, Experience and Equality Committee**

The Strategic Patient Engagement, Experience and Equality Committee is asked to:

- Approve the process followed and the analysis undertaken regarding involving our patients
- Recommend that the next steps in the process of relocation can proceed

Paper prepared by: Lisa Ripley, Practice Manager  
On behalf of: York Road Surgery  
Date 18<sup>th</sup> December 2020

## Annex A - York Road Surgery relocation

<https://sheffield.citizenspace.com/ccg-sheffield/yorkroadsurgery>

This report was created on Monday 14 December 2020 at 10:30

The consultation ran from 15/10/2020 to 13/12/2020

Responses to this survey: **200**

### 1: How often do you use the surgery?

#### Surgery usage

There were 193 responses to this part of the question.

Option	Total	Percent
More often than once per month	13	6.50%
Every month	49	24.50%
Every six months	70	35.00%
Once a year	35	17.50%
Less than once a year	25	12.50%
Never	1	0.50%
Not Answered	7	3.50%

### 2: How long does it currently take for you to travel from your home to the surgery?

#### Current travel time

There were 196 responses to this part of the question.

Option	Total	Percent
10 minutes	152	76.00%
20 minutes	34	17.00%
30 minutes	8	4.00%
More than 30 mins	2	1.00%
Not Answered	4	2.00%

### 3: How long will it take for you to travel from your home to the new site?

#### Expected travel time

There were 195 responses to this part of the question.

Option	Total	Percent
10 minutes	143	71.50%

<b>20 minutes</b>	42	21.00%
<b>30 minutes</b>	8	4.00%
<b>More than 30 mins</b>	2	1.00%
<b>Not Answered</b>	5	2.50%

#### 4: How do you normally travel to the surgery?

##### Current travel method

There were 195 responses to this part of the question.

<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>By car</b>	115	57.50%
<b>By bus</b>	9	4.50%
<b>By taxi</b>	3	1.50%
<b>On foot</b>	68	34.00%
<b>Not Answered</b>	5	2.50%

##### Other current travel

There were 3 responses to this part of the question.

#### 5: How are you likely to travel to the new site if we move?

##### Expected travel method

There were 196 responses to this part of the question.

<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>By car</b>	108	54.00%
<b>By bus</b>	12	6.00%
<b>By taxi</b>	5	2.50%
<b>On foot</b>	71	35.50%
<b>Not Answered</b>	4	2.00%

##### Other expected travel

There were 2 responses to this part of the question.

#### 6: Please tell us how you feel the proposed move would affect you

##### Impacts

There were 156 responses to this part of the question.

## 7: If the move goes ahead, is there anything we could do to make things easier for you?

### Mitigations

There were 122 responses to this part of the question.

## 8: Is there anything else you think we should consider, or be aware of?

### Any other information

There were 80 responses to this part of the question.

## 9: If the move goes ahead, would you continue to use this practice, or move to a different practice?

### Registration plans

There were 191 responses to this part of the question.

Option	Total	Percent
I would continue to use this practice	171	85.50%
I would move to a different practice	20	10.00%
Not Answered	9	4.50%

## 10: Please tell us the first part of your postcode (e.g. S9, S35)

### Postcode

There were 181 responses to this part of the question.

## 11: What is your sex?

### Sex

There were 189 responses to this part of the question.

Option	Total	Percent
Female	121	60.50%
Male	64	32.00%
Prefer not to say	4	2.00%
Not Answered	11	5.50%

## 12: Is your gender identity now different to the sex you were assumed to be at birth?

### Gender reassignment

There were 187 responses to this part of the question.

Option	Total	Percent
Yes	12	6.00%
No	171	85.50%
Prefer not to say	4	2.00%
Not Answered	13	6.50%

### 13: What is your age?

#### Age

There were 187 responses to this part of the question.

### 14: What is your sexual orientation?

#### Sexual orientation

There were 171 responses to this part of the question.

Option	Total	Percent
Bisexual	6	3.00%
Heterosexual	139	69.50%
Homosexual	4	2.00%
Prefer not to say	22	11.00%
Not Answered	29	14.50%

#### Other sexual orientation

There were 4 responses to this part of the question.

### 15: What is your ethnic background?

#### Ethnic background

There were 188 responses to this part of the question.

Option	Total	Percent
Arab	3	1.50%
Asian	26	13.00%
Black	4	2.00%
Chinese	0	0.00%
Gypsy/ Traveller	0	0.00%
Mixed / multiple ethnic background	2	1.00%
Roma Slovak	0	0.00%
White British	142	71.00%
White other	6	3.00%
Prefer not to say	5	2.50%
Not Answered	12	6.00%

#### Other ethnic background

There were 8 responses to this part of the question.

## 16: Do you consider yourself to belong to any religion?

### Religion

There were 183 responses to this part of the question.

Option	Total	Percent
Buddhism	1	0.50%
Christianity	92	46.00%
Hinduism	2	1.00%
Islam	30	15.00%
Judaism	0	0.00%
Sikhism	0	0.00%
No religion	47	23.50%
Prefer not to say	11	5.50%
Not Answered	17	8.50%

### Other, please describe

There were 7 responses to this part of the question.

## 17: Do you consider yourself to be disabled or have additional needs?

### Disability

There were 192 responses to this part of the question.

Option	Total	Percent
Yes	45	22.50%
No	140	70.00%
Prefer not to say	7	3.50%
Not Answered	8	4.00%

## 18: If yes above, what type of disability or impairment do you have? (Tick all that apply)

### Disability type

There were 51 responses to this part of the question.

Option	Total	Percent
Autism	0	0.00%
Hearing	7	3.50%
Learning disability	1	0.50%
Long-standing health condition or illness	34	17.00%
Mental Health condition	13	6.50%
Physical or mobility	23	11.50%
Visual	0	0.00%
Prefer not to say	4	2.00%
Not Answered	149	74.50%

### **Other disability**

There were 3 responses to this part of the question.

### **19: Do you provide care for someone?**

Such as family, friends, neighbours or others who are ill, disabled or who need support because they are older.

### **Carer**

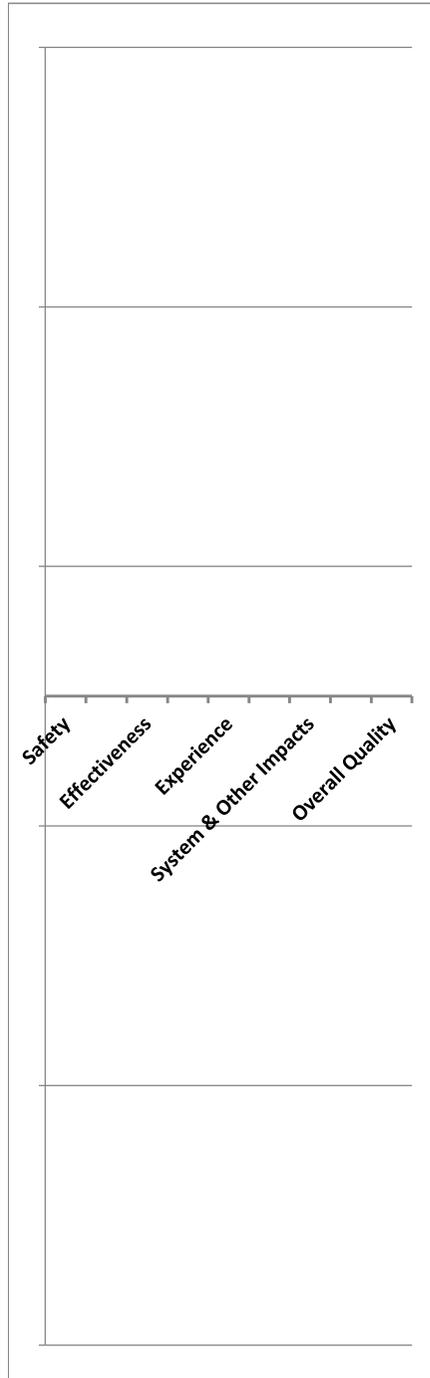
There were 192 responses to this part of the question.

<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>Yes</b>	41	20.50%
<b>No</b>	146	73.00%
<b>Prefer not to say</b>	5	2.50%
<b>Not Answered</b>	8	4.00%

Excel document TO BE INSERTED as a continuation of APPENDIX 5

QEIA to be inserted as APPENDIX 6

Quality Impact Assessment Overview



Title of change proposal

YORK Road Relocation

Summary description of the change Proposal

Baslow Road, Shoreham Street and York Road Surgeries together form a forward-thinking practice that is actively involved in modernising the way Primary Care is delivered. Due to limited space at York Road the surgery can no longer provide the level of service our patients require and deserve; to allow the practice to provide modern primary care services that will improve the quality of care for our patients we require additional space.

The opportunity to relocate into the DPCC building, less than 500 metres away, would afford the practice a truly modern, fit for purpose, spacious and welcoming environment for the surgery to continue providing all the current services with the intention of extending the on-site clinical remit and service provision.

Total Quality Impact

Total Quality Score	-	No overall change
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Total Impact score (using absolute values)	0	Low Impact
--------------------------------------------	---	------------

System & Other Impacts Score	-	No overall change
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Equality Impact

Equality Impact Assessment: Groups affected	29	Consider actions to mitigate
Sum of +ve and -ve impacts	55	Equality Impact Assessment not completed
Engagement Activity	Yes	

Completed by: Lisa Ripley

Reviewed by: QEIA Panel

Outcome of Review: Not Considered

Date of Review: 05/01/2021

## Equality Impact Assessment

### In order to demonstrate compliance with the Equality Act 2010

#### Do I need to complete this analysis?

- If you are introducing change, you should complete this analysis.

#### What do I need to do?

- Be proportionate to your work - you will know the significance of the work you are carrying out
- Be reasonable in your judgement and completion of the analysis
- Be honest in your appraisal and actions that you will undertake to address any (negative/ positive) issues
- Use intelligent information for your analysis that helps you to understand who are your customers and how they will be affected by your project/ plan
- Share your work with the Equality & Diversity lead, especially if you have any concerns and/or do not understand anything in this tool.

### When considering the potential impact on those that share protected characteristics, think about:

- if there are any unintentional barriers to particular communities
- whether your project/ plan will bring about positive improvements
- if it creates good opportunities for accessing services
- will it improve personal choice for one particular group and not another
- the consequences for individual people; people can have more than one protected characteristic
- both people who use the service and staff

### Have you identified any potential discrimination or adverse impact that cannot be legally justified?

Geography, hospital, department or other area this applies to:

A description of the clinical area(s) the change impacts on.

GP Practice	The relocation will increase the square metreage of the working area significantly, the area comprising approximately 173m2. By comparison to our current surgery this increases our clinical rooms by two, the majority being twice our current size and provides a separate treatment room and minor sugery/procedure room together with a fit for purpose stand alone dirty utility room.
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### Equality and Diversity Profile Screening

Protected Groups	Potential People with protected characteristics	Does this group currently use/access the service?	What impact will there be on each group from the proposal?	No's people Affected	Impact Score	Is there any particular information on this group relating to the proposal?	Has there been specific engagement or consultation with this group?
						Outline any evidence of current use. Outline evidence from engagement activities including involving communities. Any further information?	
Sex / Gender	Women	Yes	Benefit	1974	5		Yes
	Men	Yes	Benefit	1994	5		
Race / Ethnic Group	Asian	Yes	Benefit	572	4		Yes
	Asian British	Yes	Benefit	18	1		
	Black	Yes	Benefit	141	1		
	Black British	Yes	Benefit	27	1		
	Chinese	Yes	Benefit	5	1		
	Gypsy or Roma	Yes	Benefit	0	0		
	Irish	Yes	Benefit	4	1		
	Mixed Heritage	Yes	Benefit	192	2		
	White	Yes	Benefit	1089	5		
	White British	Yes	Benefit	157	1		
other ethnic backgrounds	Yes	Benefit	160	1			
Disability	Physical	Yes	Benefit	0	0	although a benefit worrying re parking - would like more disabled	Yes
	Sensory (hearing and/or partial sight)	Yes	Benefit	0	0	there will be clear signage and support - we know these patients well	
	Deaf people	Yes	Benefit	2	1		
	Learning Disabilities	Yes	Benefit	69	1	lots of groups on site for patients that are currently not available	
	Mental Health	Yes	Benefit	110	1		
	Dementia	Yes	Benefit	83	1		
Other long term conditions	Yes	Benefit	738	5	larger premise to house new beneficial equipment ie., near point test		
Sexual Orientation	Lesbian, gay men and bisexual	Unknown	Neutral	0	0		Unknown
Gender reassignment	Men to women	Unknown	Neutral	0	0		Unknown
	Women to men	Yes	Benefit	2	1		
	Trans	Unknown	Neutral	0	0		
	<5 years old	Yes	Benefit	287	2		Yes

<b>Age</b>	5 - 18 years old	Yes	Benefit	855	5		
	18 - 65 years old	Yes	Benefit	2225	5		
	65 - 85 years old	Yes	Benefit	513	4		
	>85 years old	Yes	Benefit	88	1		
<b>Faith or Belief</b> <b>Maternity and Pregnancy</b> <b>Marriage and Civil Partnership</b>		Unknown	Benefit	0	0		Yes
		Yes	Benefit	0	0		Yes
		Unknown	Neutral	0	0		Yes
<b>Others</b>	Asylum seekers and refugees	Unknown	Unknown	0	0		
	Travellers	Unknown	Unknown	0	0		
	Variation in care provision	No	Neutral	0	0		Yes
	Rurally Isolated	No	Neutral	0	0		Yes
	Parity of Esteem	Yes	Benefit	0	0		Yes
<b>Inequalities Check</b>	Least deprived parts of the population	No	Neutral	0	0		
	Most deprived parts of the population	Yes	Neutral	0	0		

**Have you engaged in public engagement activities?**  Yes

**Total number of groups affected** 28 29 Groups covered by engagement activities. 7

**Total Impact Score** 55

**Next Steps (Summary)**

**Outline any actions to ensure equality and engagement?**

*We have received 200 on-line responses and 65 returned questionnaires 65% visit the practice between once every six months to less than once a year and have no concerns other than parking in the main. From on-line responses we received 156 responses re impacts which in the main were very positive other than again not having adequate parking (57% drive to the surgery whilst 34% attend on foot) and worries re having to cross a busy road for some. Positive comments outweighed the concerns with nice waiting area, socially distanced, warm, friendly, open and separate to the existing practice being the majority. 85.5% of patients stated they would remain registered after the move with 10% saying they would consider re-registering elsewhere (4.5% did not answer)*

**EIA Completed?**