

# SOTHALL MEDICAL CENTRE / MOSBOROUGH HEALTH CENTRE

## PATIENT SURVEY REPORT

FEBRUARY 2020

**SUMMARY** Sothall Medical Centre and Mosborough Health Centre are considering a merger into one practice. The aim of the merger would be to maintain both practices and to enable them to become stronger and more sustainable together to deliver future healthcare services. We asked patients what their views were on our proposed merger and have collated the information as below.

**APPROACH** The survey ran for 5 weeks from 13<sup>th</sup> November 2019 to the 16<sup>th</sup> December 2019, however there were some late submissions which we have included in this report.

The practices released the patient survey on the same day and at the same time and it was sent to the Patient Participation Groups initially and then added to the practices' websites for patients to complete via Survey Monkey. The survey was also available in paper version and given out by receptionists at both practices.

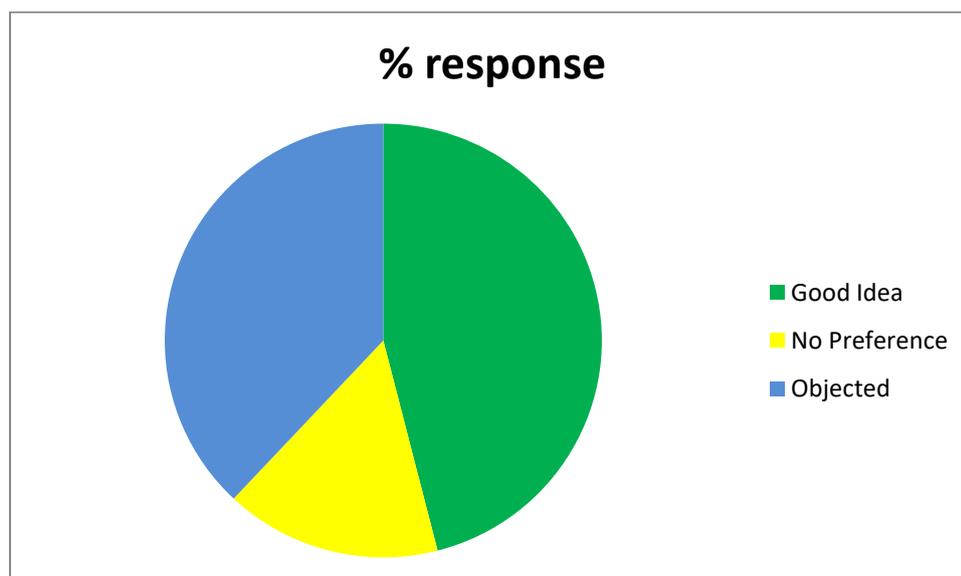
The survey was widely publicised at the practices on notice boards, posters, newsletters and on social media Facebook and Twitter.

Individual letters and emails were sent to the surrounding GP Practices in the local area, Sheffield MPs, Royal Society of the Blind and Sheffield City Council.

### KEY RESULTS

**Q1** Please tick in the box your preferred answer:

The proposed merger is a good idea	46% response
I have no preference either way	16% response
I object to the proposed merger	38% response



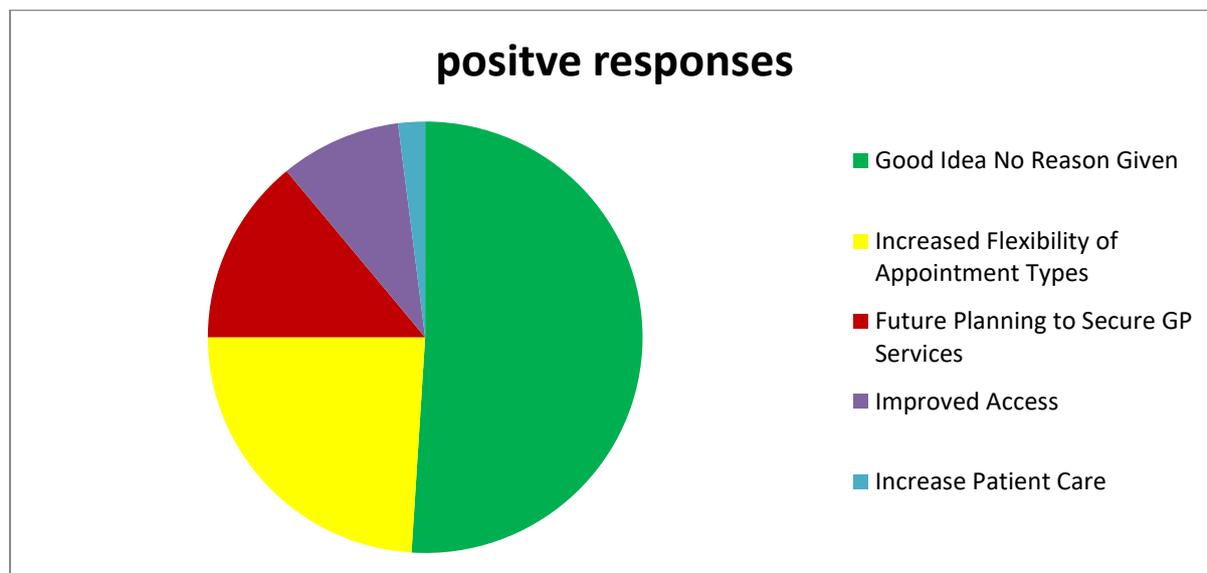
It is good to see that 46% of patients felt the merger was a good idea, 16% expressed no preference either way and 38% raised objections.

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Those objecting to the merger or who felt it was not a good idea were offered the opportunity to expand their thoughts and concerns in Question 2 of the survey, as highlighted.

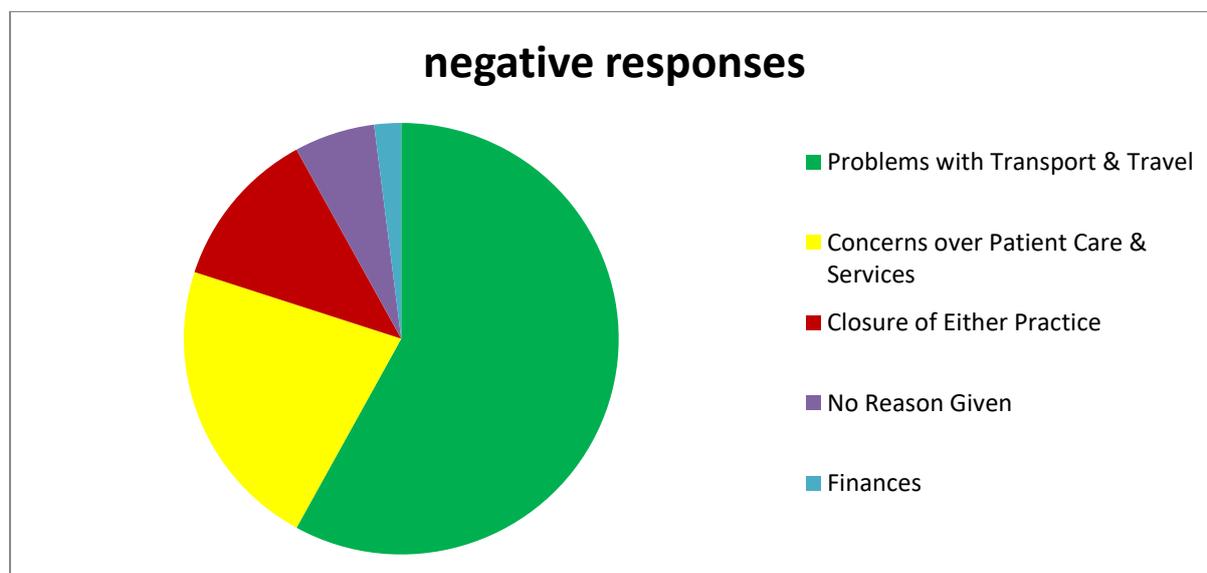
**Q2** Is there anything about the proposals that you feel would have a more positive or negative effect on you, and if so why?

When reviewing patient feedback on why they felt the merger would have a positive effect the responses are as indicated in the chart:



Of the forms returned, the majority of the patients felt the merger was a good idea. It would improve access and offer greater extended hours availability. Patients felt the merger would allow for more specialised services for patients and increase flexibility of appointment types and patient care.

When reviewing patient feedback on why they felt the merger would have a negative effect the responses are as indicated in the chart:



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**Transport & Travel** We understand patient concerns relating to additional travel for appointments or difficulty in transport. However, if the proposal to merge is agreed, patients would be asked their preference as to where they would like to be seen. For example patients who are usually seen at Sothall can continue to do so and patients who are usually seen at Mosborough will be offered appointments at Mosborough. If patients do not mind where they are seen patients will, in time, be offered appointment availability at both sites.

Priority will be given to patient choice, to ensure, wherever possible, patients will see the same GP on the same site to ensure continuity of care.

By bringing the two practices together we believe that we would be able to offer a wide range of services, including minor operations and more specialised chronic disease care. Prior to offering an increased flexibility of appointments and extended opening hours we would assess the impact of this on patients. We will endeavour to liaise with the local bus companies / taxi service to see if there are any ways to increase access to each medical centre.

We appreciate it is harder to travel further for an appointment. However both practices use the Out of Hours Hub at Woodhouse (and other sites across Sheffield), which has proved successful in offering patients increased access to clinical care when needed.

**Premises** We have no plans to close either site. Our rationale for this is to maintain accessibility for patients; neither site would cope with the combined patient numbers and level of employed clinical and administrative staff.

**Conclusion** At both Mosborough Health Centre and Sothall Medical Centre the priority is, and always will be, patient care. We understand and take on board patient concerns and will work hard to address these issues, but believe change is needed to make us stronger and more sustainable for the delivery of future healthcare services. We are pleased the majority of patients feel the same way.