



Proposals to relocate PCS City and Mulberry practices to new Health Centre in Sheffield City Centre

Consultation report

Quality Performance, Patient Involvement and Experience Committee (QPPIE)

5 December 2023

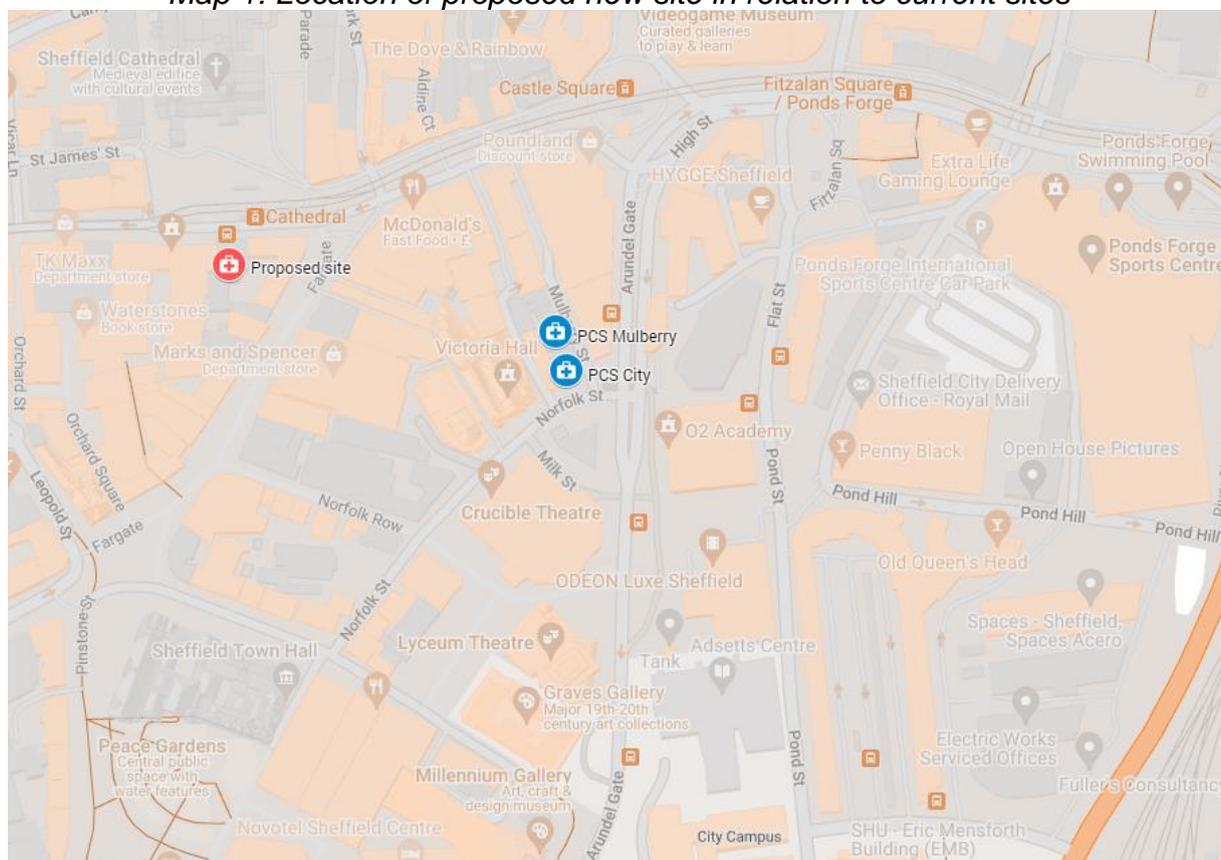
1. Introduction / Background

- 1.1. Some of Sheffield's GP practice buildings are based in old buildings which are not ideal for patients or staff. Many are too small to deliver medicine in the 21st century and to benefit from the latest advancements in health care and in technology. Waiting rooms are cramped, they lack enough consultation rooms and space for other services which could help improve people's health. The new health centres would enable us to do more for patients on one site; they will also help protect future of general practice in north-east Sheffield.
- 1.2. We have a once in a generation opportunity to improve healthcare for people in Sheffield. £34m in government funding is available to transform general practice across the city. Most of this money could be used to build new health centres in some of the areas that need them most, bringing together GP and other services all under one roof.
- 1.3. Proposals to build three new GP health centres in the north of Sheffield received approval from NHS South Yorkshire Integrated Care Board in January 2023. A City Centre site had not been identified at the time of the consultation in August 2022, so was not included.
- 1.4. A suitable site has now been identified. A proposal has been put forward for two GP practices based in the City Centre to relocate to this new site which will be renovated and remodelled to meet the needs of the practices.
- 1.5. The site is located on Church Street, the former Royal Bank of Scotland building. It is within 300 metres of the current practice sites. It benefits from bus and tram stops directly outside the building offering good access by public transport.
- 1.6. PCS City and PCS Mulberry practices are both GP practices run by Primary Care Sheffield. They currently serve a combined practice population of 6573 patients.
- 1.7. PCS Mulberry is a Specialist Centre for patients living in Sheffield that are:
 - Seeking asylum in the UK
 - Homeless
 - Living in a hostel or temporary accommodation

Their team has vast knowledge and experience in dealing with the complex issues that these individuals often have and recognise the problems faced in accessing mainstream services. They have a dedicated team of clinical and administrative staff who have links with partner organisations and can support their patients in accessing services.

- 1.8. PCS City is a general practice, although does see a high level of successful asylum seekers join the practice as it is familiar to them. It's practice boundary covers the whole of Sheffield. The practice also hosts Special Allocation Scheme patients.

Map 1: Location of proposed new site in relation to current sites



- 1.9 Walking distances and times from the current practice sites and the proposed new health centre can be found in table 1 below.

Table 1: Journey distance and time between the current practice sites and the proposed new health centre

Travel to proposed new health centre site from...	Walk		
	Distance (miles)	Time (mins)	Ascent (feet)
PCS City	0.2	3	20
PCS Mulberry	0.2	3	20

- 1.10. From the Sheffield City Council draft Infrastructure Delivery Plan ¹it is expected that there will be significant population growth within the city centre, beyond the collective capacity of the existing nearby GP practices. NHS South Yorkshire has made representations to help ensure Primary Care facilities and services are considered as part of the plan. NHS South Yorkshire are already increasing Primary Care capacity in the city centre, with several practices being supported to provide additional clinical capacity. The proposed new City Centre hub would also have additional capacity, above that provided for in the current

¹ <https://www.sheffield.gov.uk/sites/default/files/2022-11/Sheffield%20Council%20Infrastructure%20Delivery%20Plan%2022-23.pdf>

facilities of PCS Mulberry and PCS City, and the provision of further expansion space has been identified as a priority for the scheme.

2. Practice profiles

2.1. Detailed profiles of the two practices' patients were produced to ensure that the consultation's reach can be measured against. The following information was gathered from Public Health England's National General Practice Profiles.

2.2. *PCS Mulberry practice profile*

2.2.1. 1,596 registered patients.

2.2.2. The age profile of the Practice cannot be separated at the time of writing, however the practice is considered to have a significantly younger age profile than local and national averages. This is in part due to the unique client groups that the Practice serves.

2.2.3. The ethnicity estimates of the practices' patients are 30% Black African/Caribbean, 22% not stated, 19% Other, 17% Asian, 9% Arab, 2% White European, and 1% Mixed.

2.2.4. 72% of patients speak a language other than English.

2.2.5. The practice is in the most deprived decile of the Index of Multiple Deprivation 2019.

2.3. *PCS City practice profile*

2.3.1. 4,930 registered patients.

2.3.2. The practice has a very low elderly population, patients are mainly of working age.

2.3.3. Only 209 patients are over the age of 60. This represents 4% of the overall number of registered patients. This compares to a national average of 23%.

2.3.4. The ethnicity estimates of the practices' patients are 52% White British, 17% Pakistani/Indian, 11% Black African/Caribbean, 10% not stated, 5% White Other, 3% Chinese, 1% Mixed, and 1% Asian Other.

2.3.5. 57% of patients speak a language other than English.

2.3.6. Large transient population (2,272 registered since 2019).

2.3.7. The practice also hosts 47 Special Allocation Scheme patients.

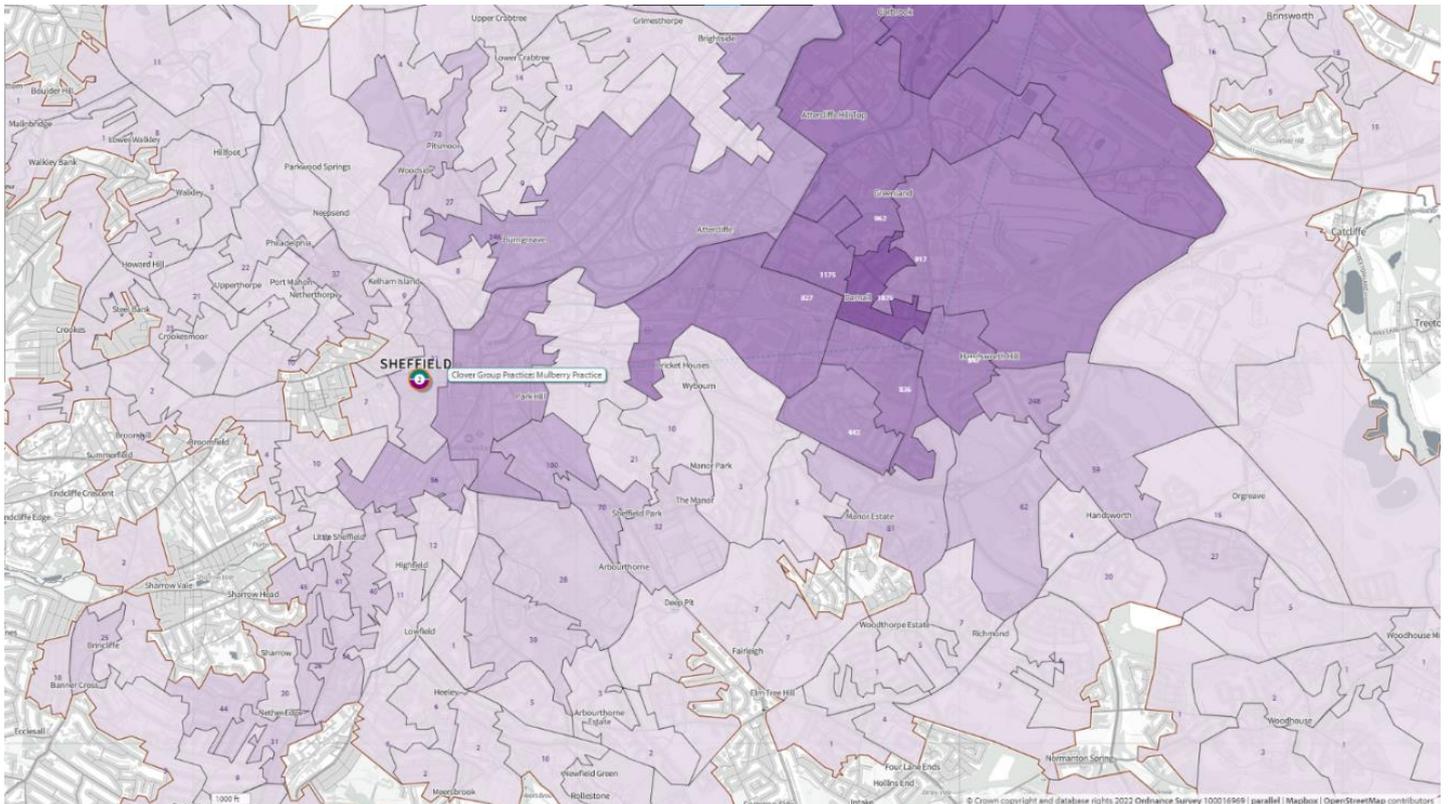
2.3.8. Deprivation is derived from practice boundaries and as the practice boundary is for the full Sheffield are, the official practice deprivation level is just below average. However, many patients register from PCS Mulberry at the same site and tend to be from the most deprived decile areas of Sheffield.

2.4. The distribution of PCS City and PCS Mulberry patients' residences by Lower Super Output Area (LSOA) are shown in map 2.²

² Public Health England (31 May 2023). National General Practice Profiles.

https://app.shapeatlas.net/place/E54000061#14/53.3803/-1.4334/b-03N/sc-pc.s-200.sc-tmp/v-1,C88069004,LOC_54290/o-v,a/f-C88069004/m-CCG,ml-CCG/rs-visible,rsi-C88069004,rh-0,rdr-t/e-LOC_54290/h-gp_catchments Isoa,hc-C88069004

Map 2: Practice population distribution by LSOA



3. Existing patient insight

3.1. During pre-consultation engagement activity for the proposal to build new health centres that took place in March 2022, the following insight was gathered from patients of practices interested in pursuing the City Centre health centre.

- The majority of people said that it should be accessible and in a central location, with good access to public transport.
- Most people felt that this proposal was good and a needed investment in the area.
- There was some concern about what affect the proposal would have on their continuity of care.
- Others suggested that more staff would also be needed to be able to improve services, or that the investment could be spent on improving existing services.
- There was a general satisfaction with the service they receive from their GP practice.
- Some people reported issues getting an appointment and a general dissatisfaction with the service they receive from their GP practice.
- People felt that the new health centres shouldn't duplicate other local and voluntary services as they are a vital part of the community.

3.2. Publicly available patient experience data, primarily from the GP patient survey, indicates that:

PCS City rated higher than other nearby practices in the following areas:

- 50% of respondents find it easy to get through to this GP practice by phone.
- 64% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s).
- 83% of respondents find the receptionists at this GP practice helpful.

PCS City rated lower than other nearby practices in the following areas:

- 57% of respondents were satisfied with the appointment they were offered.

- 69% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment.
- 57% of respondents describe their overall experience of this GP practice as good.

4. Key issues from the Equality Impact Assessment

- 4.1. The Equality Impact Assessment (EIA) identified a number of groups of patients for whom additional consideration is required to ensure that they are properly represented in the consultation process. These include:
- those who do not speak English, or whose first language is not English
 - those with a disability
 - those disadvantaged by socio-economic factors

5. Consultation approach

- 5.1. PCS City and PCS Mulberry practices ran a 12-week consultation on the proposed changes from 31 July 2023 until 29 October 2023.
- 5.2. Patient groups, stakeholders, and people who may be affected by the proposed changes were identified, informed by a combined impact assessment which is attached to this document. Involvement activities and approaches were then designed to reach these individuals. The practices were committed to running an inclusive consultation making sure that genuine opportunities were provided for local people's voices to be heard.
- 5.3. During the consultation pro-active efforts were made to obtain the views of people living in the geographical location of the current service working with voluntary sector partners to cascade information and hear the views of patients including those with long term conditions.
- 5.4. Sheffield City Council's Health Scrutiny Sub-Committee were presented with the consultation plan, providing assurance on the planned approach. Local MPs in Sheffield Central and Heeley constituencies, and Councillors in the City Centre, Park & Arbourthorne, Manor Castle, and Nether Edge and Sharrow wards were also fully informed prior to the launch of the consultation.

6. Summary of public consultation activity

- 6.1. The public consultation included a wide variety of activities to ensure maximum reach of patients to be informed, and to encourage and enable all who wanted to participate to be involved.
- Summary document and survey available on practice and ICB websites. The summary document and survey received 1223 online visits.
 - Frequently Asked Questions section kept updated on practice website.
 - Local Medical Committee, Healthwatch Sheffield, local pharmacies, local councillors and MPs informed of consultation.
 - Patient letter and questionnaire available on reception desk in practice until end of consultation (Appendix B).
 - All patients sent letter and survey as per their preferred method of communication and in line with the Accessible Information Standard.
 - Posters at key points within the practice, on entry, at the reception desk and in the waiting room.

- Social and online media activity and reach:
 - X NHS SY ICB and Sheffield HCP accounts
 - 28 posts which were viewed by 7,743 people and had 50 interactions (0.6% engagement rate)
 - Facebook ICB and Sheffield HCP accounts
 - 28 posts which were seen by 4,901 people and had 86 interactions (1.8% engagement rate)
 - 1% engagement rate on X and 2% on FB is generally seen as good so, considering this was aimed at such a small group of people, this should be seen as a success.
 - 284 hits were received on three ICB hosted webpages regarding the consultation.
- Press release included in 4 media outlets and also linked on Yahoo news:
 - Sheffield Tribune 31 July [Why have plans to create five 'GP hubs' in Sheffield been watered down? \(sheffieldtribune.co.uk\)](https://www.sheffieldtribune.co.uk/news/2023/07/31/why-have-plans-to-create-five-gp-hubs-in-sheffield-been-watered-down/)
 - Sheffield Star 4 September [City centre GP surgeries plan to move into former Victorian bank building \(thestar.co.uk\)](https://www.thestar.co.uk/news/2023/09/04/city-centre-gp-surgeries-plan-to-move-into-former-victorian-bank-building/)
 - BBC News 4 September - [Three new Sheffield GP surgeries and city centre 'hub' planned - BBC News](https://www.bbc.com/news/health-67444444)
 - Sheffield Star 6 October [Two GP practices may move into Sheffield bank \(thestar.co.uk\)](https://www.thestar.co.uk/news/2023/10/06/two-gp-practices-may-move-into-sheffield-bank/)
- Translations of main consultation resources including survey to Arabic, Farsi, Kurdish Sorani (Appendix C), and Easy Read (Appendix D).
- Local practices, voluntary sector organisations and community nursing team were informed of consultation.
- Shipshape Health and Wellbeing ran community consultation activities using their existing groups, activities and mechanisms to raise awareness of the consultation in the local community and supported individuals to respond where needed.
- Worked with other local community organisations supporting identified client groups to increase awareness and support to respond, including City of Sanctuary, Refugee Council, SPRING (Sheffield Project for Refugee Integration and Growth).
- Consultation information sent to local asylum accommodation provider, Mears Housing.
- Three public consultation meetings held at Sheffield Cathedral on the following dates. These were advertised with a flyer (Appendix E). Five people attended in total.
 - 17 October 2023, 2-4pm
 - 19 October 2023, 12-2pm
 - 25 October 2023, 4-6pm

7. Ensuring involvement of under-represented patient groups

- 7.1. Throughout the consultation the equality data of responders was monitored to ensure that representative views were being sought from all affected groups and communities.
- 7.2. The responses to the consultation have been cross analysed with the equality monitoring with any significant variations or impacts being highlighted.
- 7.3. The findings of the consultation have been reflected in a refresh of the impact assessment. This refresh was undertaken by the Sheffield Primary Care Capital Estates Programme team.
- 7.4. *Ethnicity*
 - 7.4.1. Minority ethnic communities may face barriers which make it harder for them to respond to consultations. This could include language barriers and cultural barriers making people less likely to be involved. To ensure that these communities are represented in this consultation translations of key consultation resources were provided in main community languages. We also worked with Shipshape and our link worker to ensure that minority ethnic groups are represented in the consultation.

7.5. Sex

7.5.1. No significant differences in the needs of men and women in responding to this consultation were identified.

7.6. Disability

7.6.1. Sensory, learning and physical disabilities could impact on a person's ability to engage with the consultation and for some learning disability patients the proposed change could be unsettling if we don't work closely with patients to support them through the change. There is a need to hear the views of disabled people to ensure services are not shaped in ways that are detrimental to them.

7.6.2. Consultation information was communicated in accordance with the patient's preferred method of communication, where recorded in their record, as per the Accessible Information Standard, including communicating the change to the patient's carer where appropriate, and offering them the opportunity to respond as a carer of a disabled person.

7.6.3. Easy Read and large print formats were provided in line with the patient's preferred communication.

7.6.4. Housebound patients were able to feedback by telephone.

7.7. Religion or Belief

7.7.1. No specific barriers to responding to this consultation were identified relating to a person's religion or beliefs.

7.8. Sexual Orientation

7.8.1. No specific barriers to responding to this consultation were identified relating to a person's sexuality.

7.9. Age

7.9.1. Younger people may be less likely to engage in formal consultation meetings and where formal language is used. Older people may be disadvantaged by online methods.

7.9.2. The ability to feedback as part of the consultation through both online and paper/postal methods was offered. Three face-to-face consultation meetings were held. Housebound patients were able to feedback by telephone. Community partners in our primary care network were informed to enable them to support this group of patients to be involved.

7.10. Gender reassignment

7.10.1. No specific barriers to responding to this consultation were identified for the transgender community.

7.11. Communities disadvantaged by socio-economic factors such as low incomes, low literacy levels, and digital access

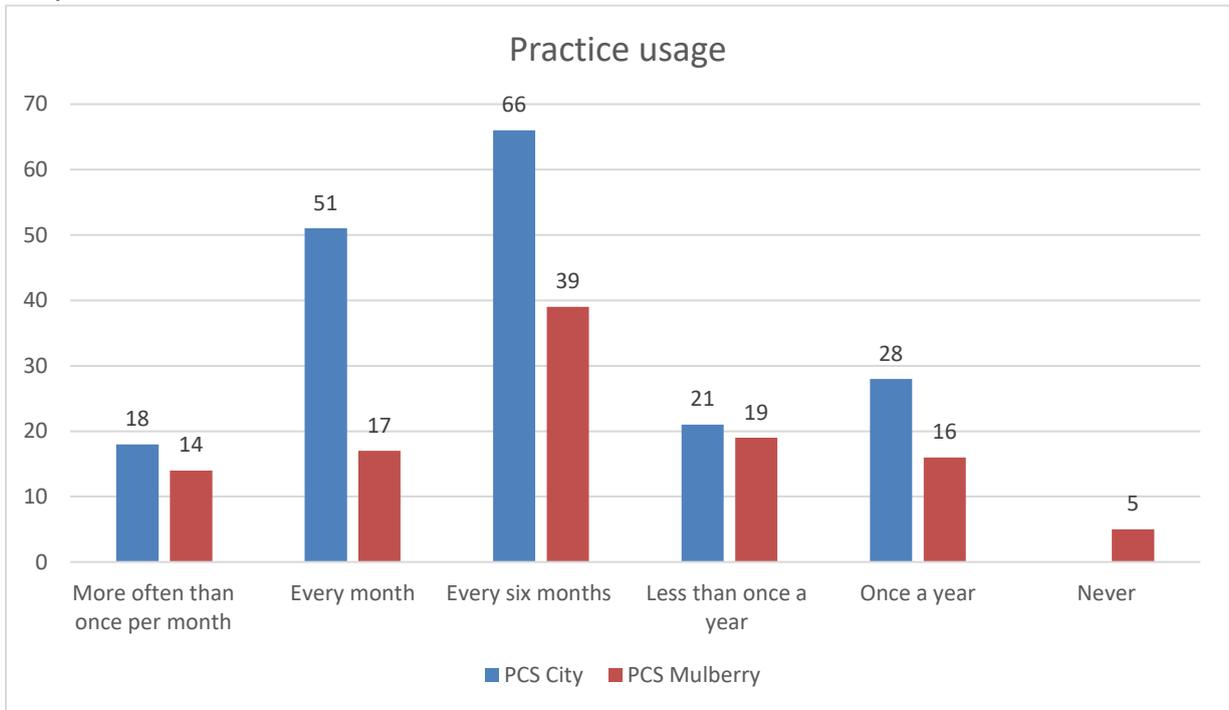
7.11.1. Both PCS Clover and PCS Mulberry support disadvantaged groups who face barriers relating to learning or access to the internet which could have impacted on this group's ability to be involved.

7.11.2. Information was provided in an Easy Read format with support with completing the survey available. For those who don't have access to the internet, a paper survey was available through the practice and community partners.

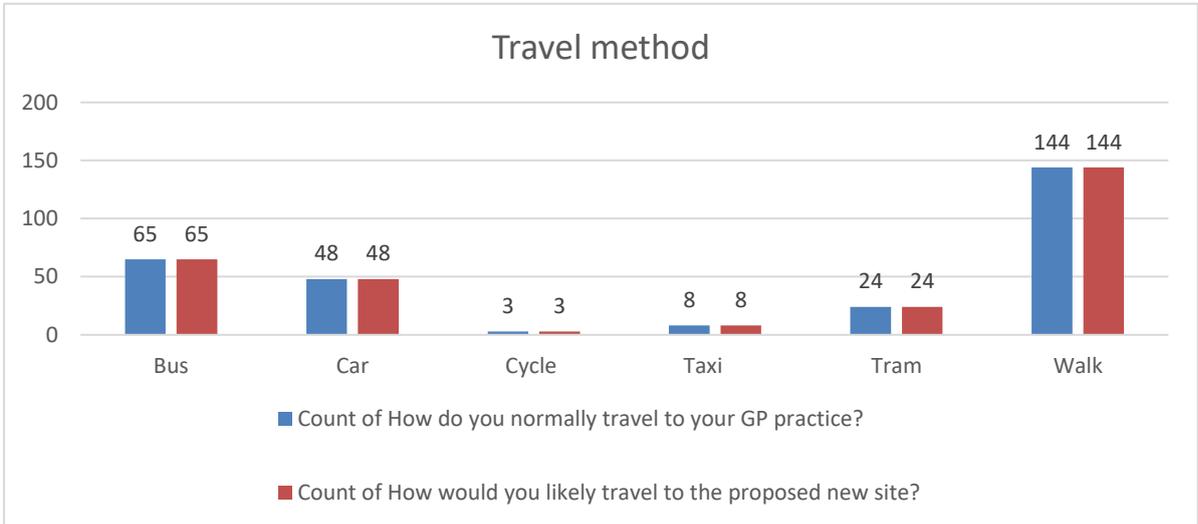
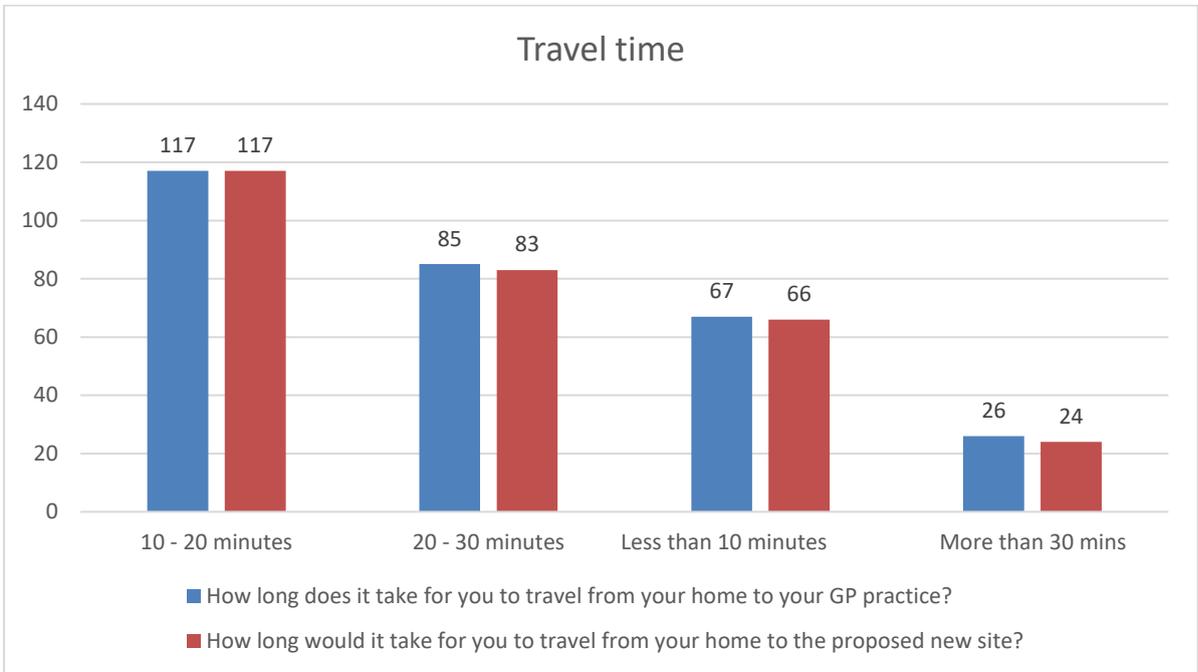
8. Consultation findings

8.1. The consultation received 298 individual responses to the survey. This represents a 5% response rate from the total registered population of the practices involved. Full verbatim responses to the three qualitative question can be found in Appendix A.

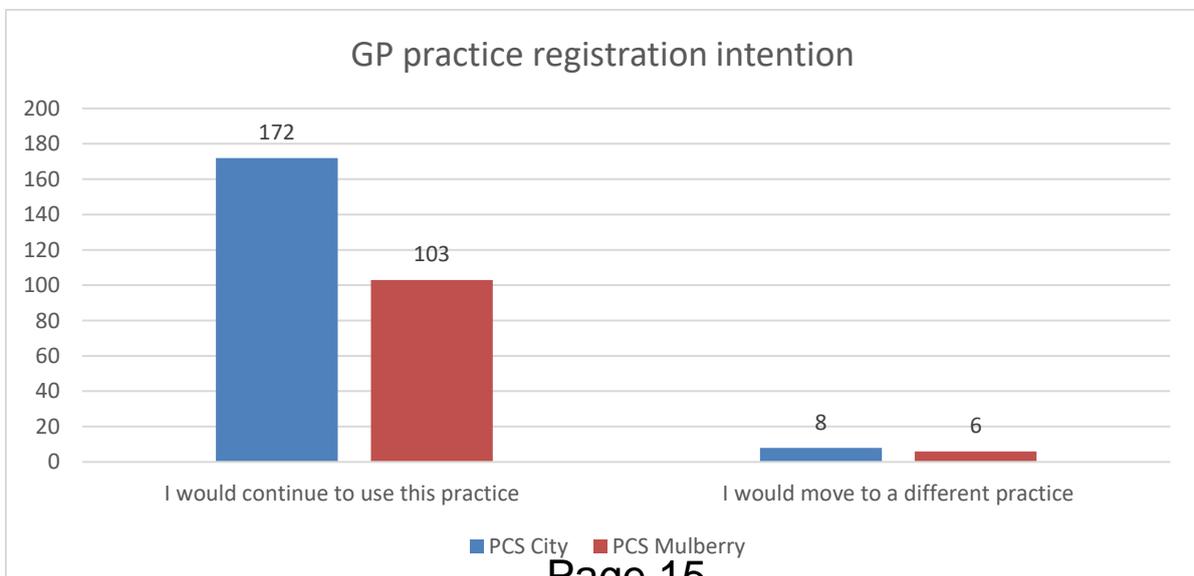
8.2. A good range of responses were received from patients who use their practices at different frequencies.



8.3. A small number of individuals reported that the travel time and method to the proposed new site would change for them, but overall there was no difference. This was the same for each practice.



8.4. The vast majority of respondents stated that they would continue to use the practice they were registered with if the proposed relocation were to happen. Of those that reported they would register with another GP practice, most stated this was due to previously moving further away from the practice, but not registering with a more local GP practice sooner.



8.5. In response to the question 'Please tell us how the proposed relocation of your GP practice would affect you', 253 responses were received. The comments have been thematically analysed with and colour coded to highlight sentiment. The frequency to which each theme was mentioned has been highlighted in brackets.

8.5.1. The majority of responses to this question (127) stated that there would be no impact at all on them as a result of the proposed relocation.

8.5.2. Many people (33) felt that the proposed location was more convenient and easier to find.

8.5.3. Some respondents (20) felt that better facilities would be available at the proposed new site such as improved toilet facilities, and room for additional services.

8.5.4. Better access to public transport was seen as a positive part of the proposed location (17).

8.5.5. Respondents (15) stated that the proposed location would be significantly safer than the current site due to the open entrance onto a populated area of the City.

8.5.6. Some (15) stated that the proposed location would mean they had to travel further.

8.5.7. People (14) suggested that there would be a better environment within a newly refurbished building with a more comfortable waiting area.

8.5.8. There were comments (13) relating to a general support of the proposal.

8.5.9. Some people (12) raised a lack of parking within the City Centre as an issue but recognised that this was also an issue with the current site. Some stated they would use public transport instead.

8.5.10. Improved accessibility of the building was highlighted (11) as an improvement including the surrounding pavements being even and level which would be easier for those with mobility issues.

8.5.11. A small number of people (3) highlighted that the change in location would not make a difference as they could not currently make an appointment.

8.5.12. Some individuals (3) stated that due to their mental health condition and neurodiversity they were uncomfortable with the idea of changing location and wanted any disruption minimised.

8.5.13. The ability to support a growing population in the City Centre was raised as a positive by some people (3).

8.6. In response to the question 'If your GP practice were to move to the new site, what could we do to make things easier for you?', 220 suggestions were received. The comments have been thematically analysed. The frequency to which each theme was mentioned has been highlighted in brackets.

- The largest response to this question (43) related to improving access to appointments with suggestions to improve appointment booking systems, have online booking, evening and weekend appointments, and more face-to-face appointments
- Consider accessibility from the start including having lifts and the placement of consultation rooms (14)
- Employing more staff particularly GPs, and providing autism awareness training to existing staff (13)
- Provide car parking and share information about local car parks and disabled parking spaces (13)
- Consider improvements to facilities such as equipping treatment rooms to provide more services, better toilet facilities, and waiting areas (12)
- Keep people regularly informed about any changes that happen (12)

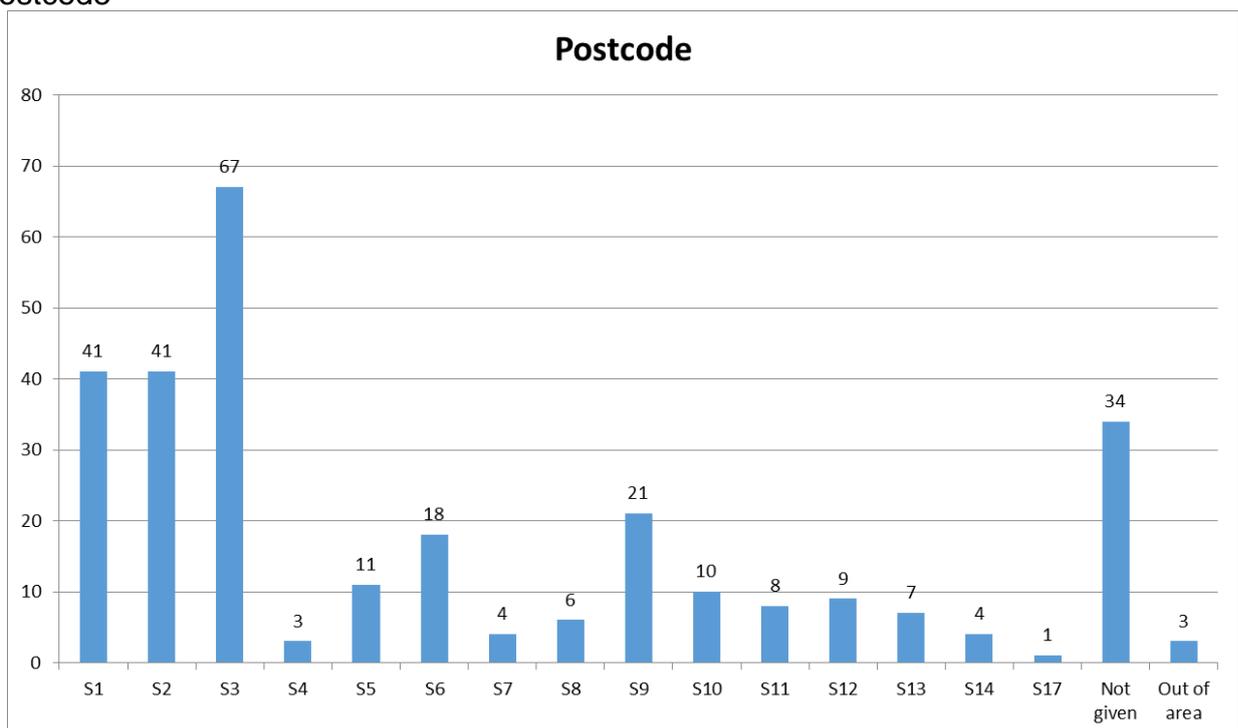
- Share travel information, including bus and tram routes that serve the proposed location (7)
- Consider improving processes such as electronic sign in and prescription ordering (5)
- Ensure there is adequate signage in any new building, and consider those who do not speak English (2)
- Bike storage (2)
- Interpretation arrangements (2)

8.7. In response to the question ‘Is there anything else you think we should consider, or be aware of?’, 144 comments were received. The comments have been thematically analysed. The frequency to which each theme was mentioned has been highlighted in brackets.

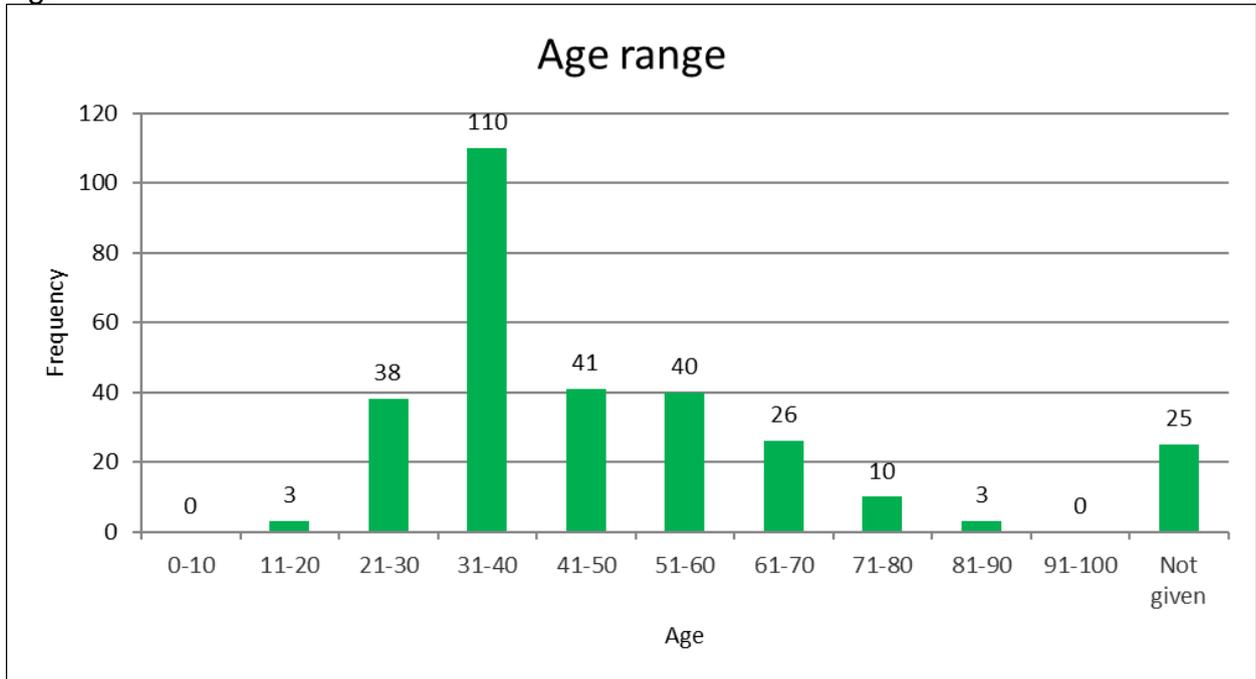
- The current lack of available appointments was raised (13)
- Consideration of making the building accessible to all including those with mobility and sensory issues (7)
- Lack of parking, and whether a validation scheme could be looked at (7)
- Employ more staff, and ensure existing staff are friendly and respect confidentiality (5)
- Consider improving appointment booking, sign in, and prescription ordering processes (4)
- Be mindful of homeless individuals and substance misusers who frequent the area outside the Cathedral (4)
- Ensure the building has good facilities such as waiting areas and toilets (3)
- Questions about the ability to maintain an old building (2)
- Opportunity to include additional services within the building for prevention and diagnostics (2)
- Asylum seekers can find it difficult to get appointments if they cannot use the telephone to book. Consideration of interpreters present within the practices (2)
- A call for a nearby pharmacy with many high street pharmacies closing (1)
- Taxi access could be an issue (1)
- Deliveries may be more difficult given the location (1)

9. Equality monitoring

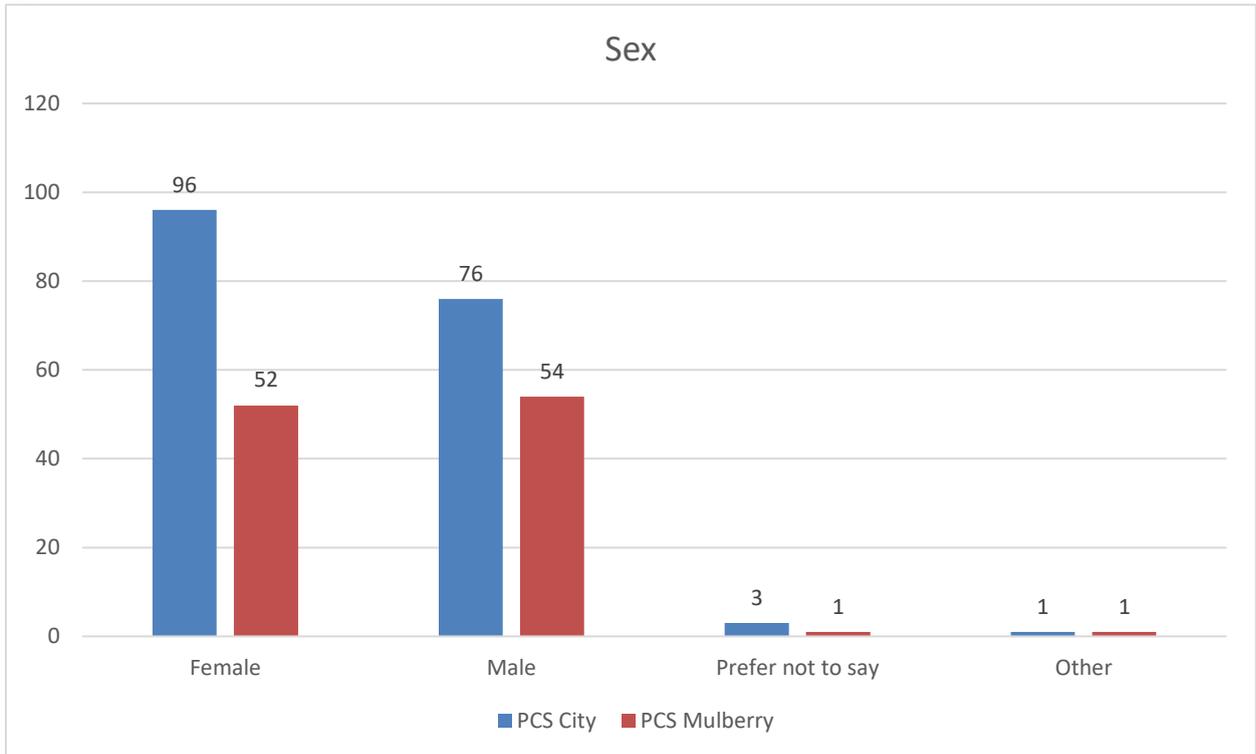
9.1. Postcode



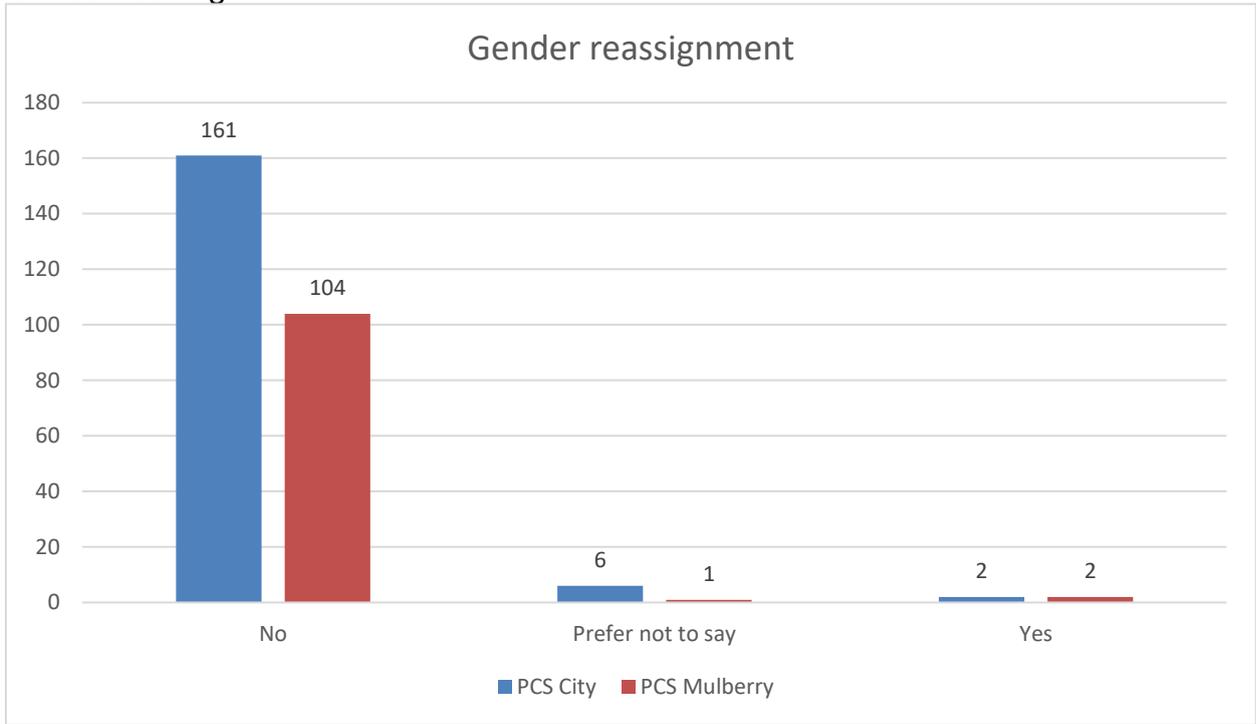
9.2. Age



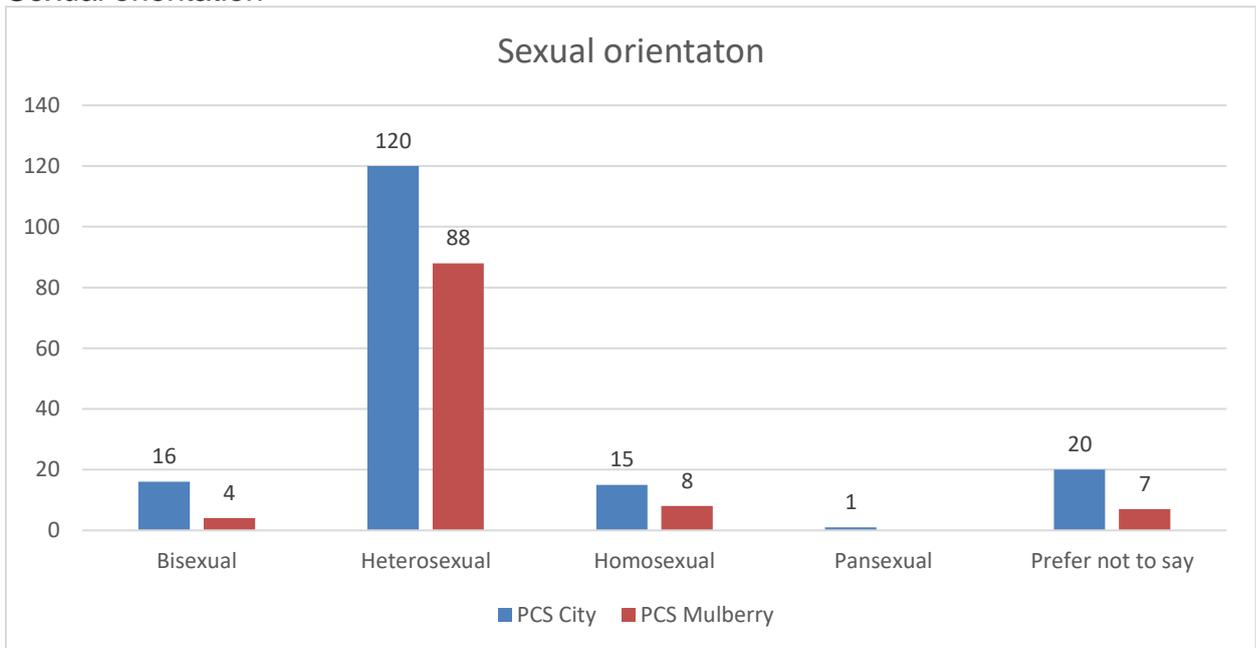
9.3. Sex



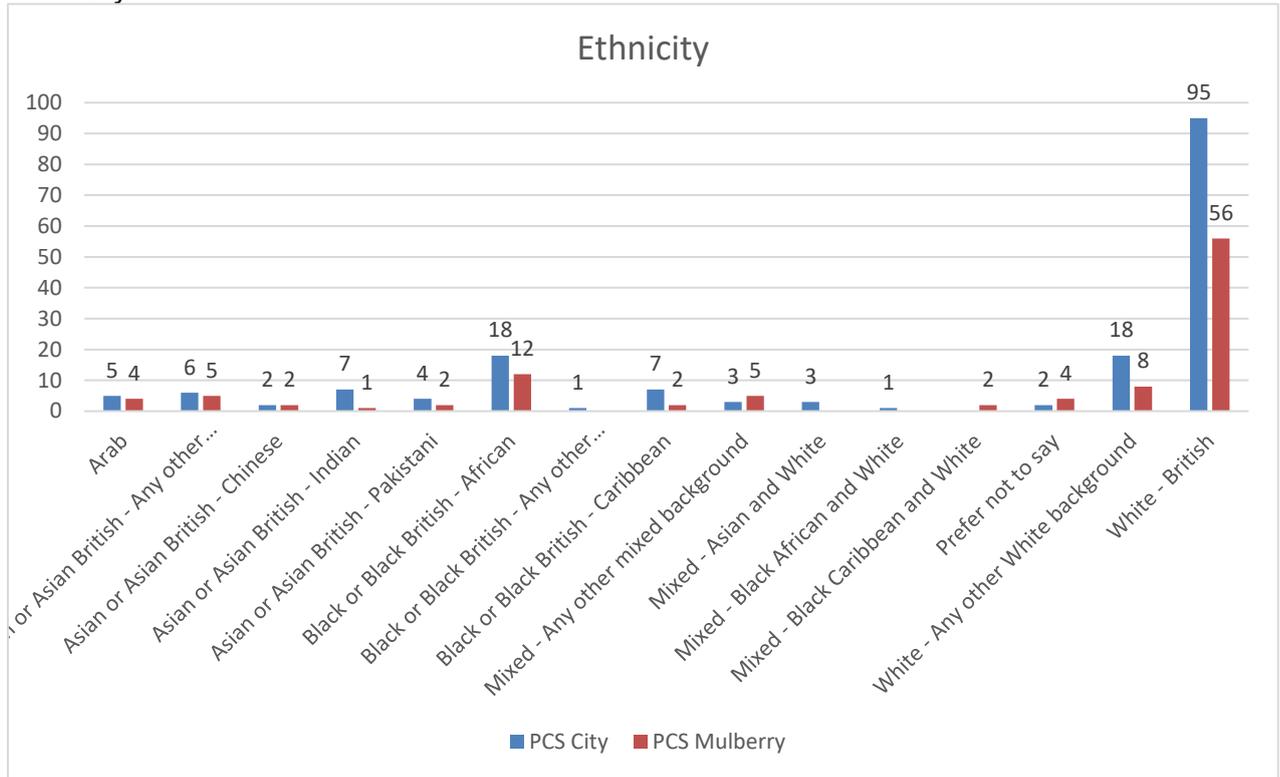
9.4. Gender reassignment



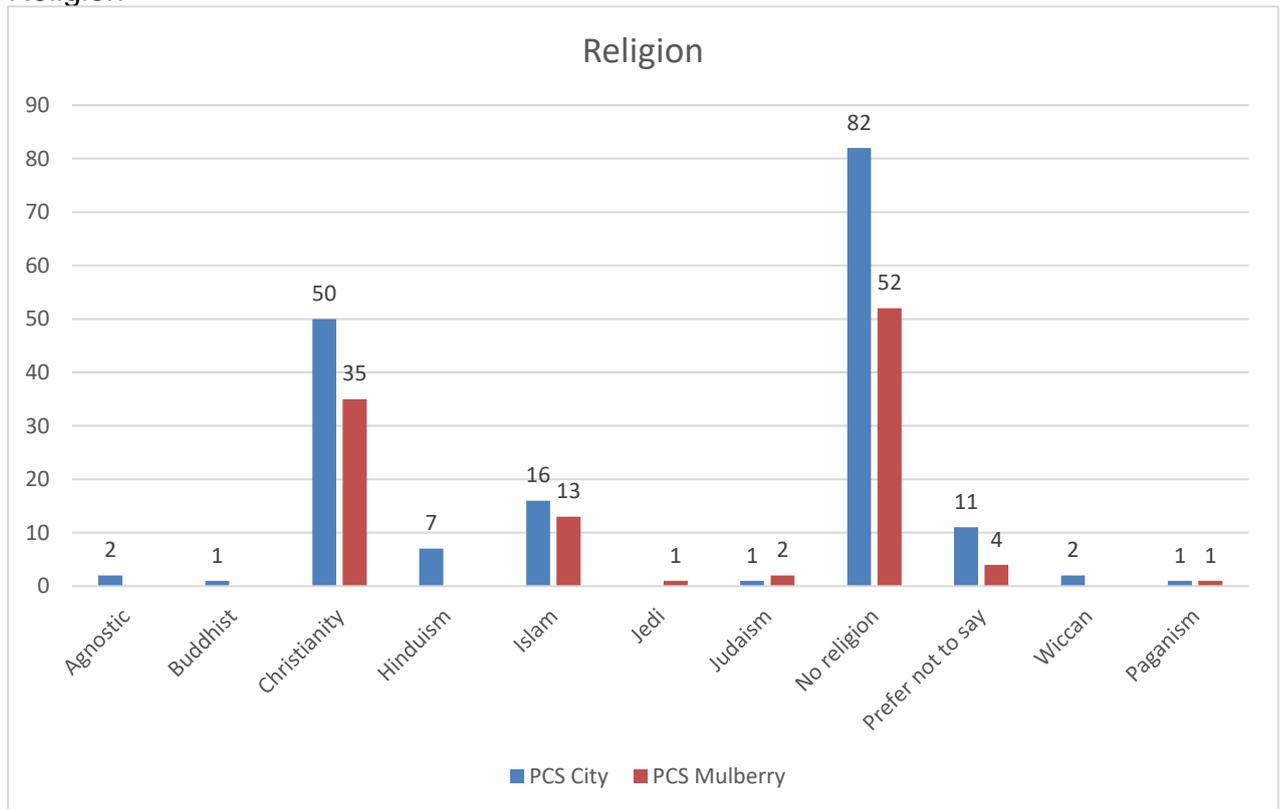
9.5. Sexual orientation



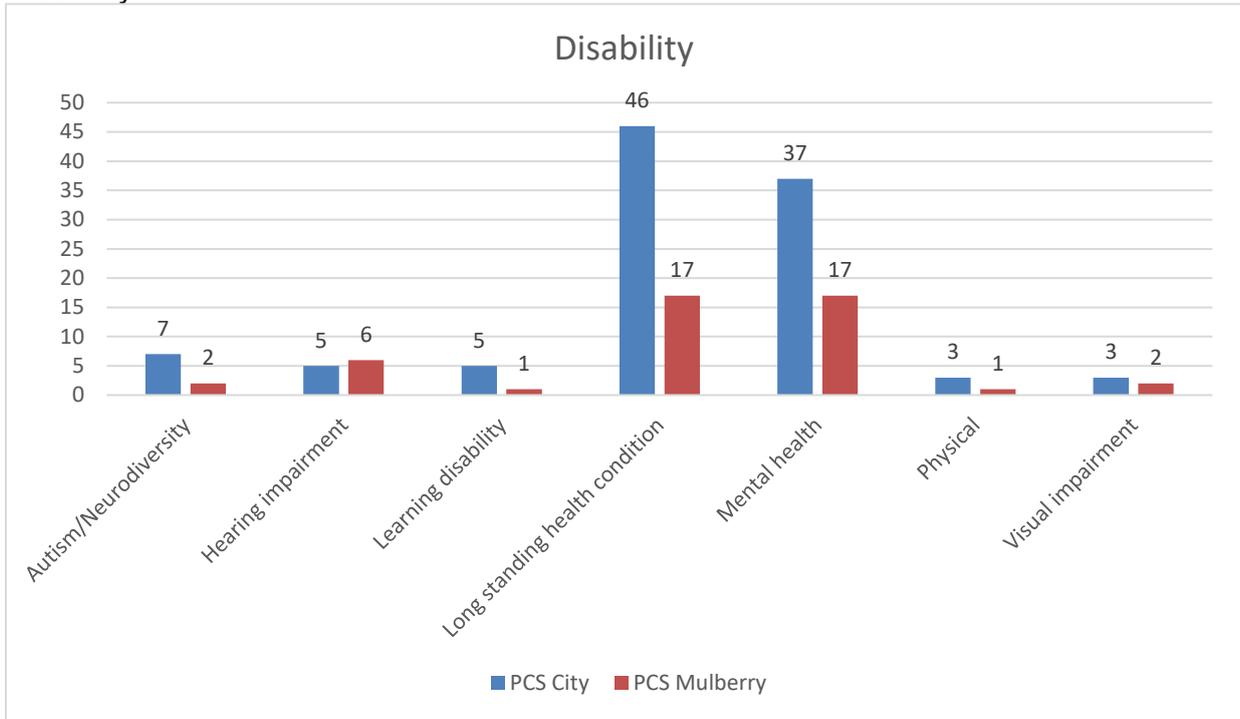
9.6. Ethnicity



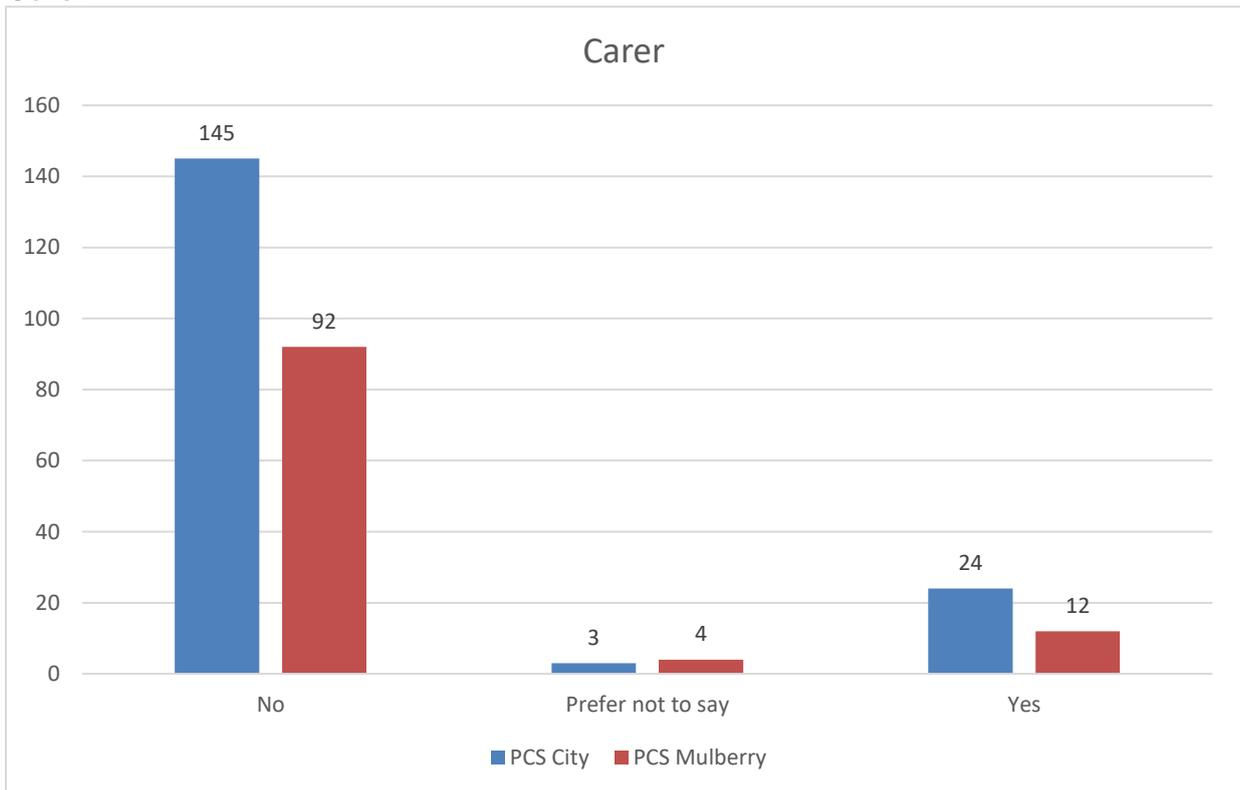
9.7. Religion



9.8. Disability



9.9. Carer



10. Stakeholder feedback and public meetings

10.1. A further two responses were received from stakeholders HealthWatch Sheffield and Mears Housing.

10.1.1. HealthWatch Sheffield

“At the beginning of 2023 we were hearing from a lot of asylum seekers / refugees that they were experiencing long delays to get an initial appointment. In some cases they were going without medication that they needed because of this. We met with PCS Mulberry to talk with

them about what was happening, and the issue seemed to be largely driven by an increase in DNAs (around 30%) for the initial screening appointments. Previously there had been more in place to help people get to these appointments – including a bus to pick people up, and also more support / information from the asylum accommodation provider. There was also a lack of understanding as to what the purpose of the screening appointment was, and even more fundamentally what a GP was (i.e. the gateway to most healthcare in this country). Further work to produce some short videos that could be shared in different languages / via WhatsApp could help to increase awareness with this group.”

10.1.2. Mears Housing

“From an asylum accommodation and support services perspective, I have consulted with our Welfare Operations Managers for both our Initial Accommodation and Dispersal estate of asylum housing, and colleagues do not have concerns with regards to the proposed change of site and do feel this will be beneficial to our service users. So long as we can confirm that the regional health process currently in place for supporting our service users to register with the GP in IA will not change and our service users will remain registered with PCS Mulberry thus ongoing health needs/screening is managed for both IA/DA residents, we do not have any concerns. Mears are able to provide transport to medical appointments 3 miles and above in IA, or for any individuals in IA with reduced mobility etc that could not feasibly access their appt on foot. Transport links close by the new site will be beneficial to our Dispersal Accommodation service users.”

10.2. Two additional responses were received from Councillors.

10.2.1 Cllr Ben Miskell

“It looks like these plans cover very specialist services for a particularly complex cohort of patients. This is important work and must be a priority for the city.

However, 20,000 extra people will soon be living within the city centre. GP services are already very poor within the city centre, with many residents having to go outside of the community for services. You will know that the universities have excellent provision of GP services, paid for by the public purse, providing an exclusive service for students and faculty. These are not available to city centre residents.

How do these plans fit with the wider ambition to increase the number of residents in the city centre? Will the buildings allow for expansion to cater for new GP services for the 20,000 extra residents that we expect?”

10.2.2 Cllr Ruth Milsom

“Of the 6,573 patients currently served by City and Mulberry practices, what number will be considered a 'good' response rate to the consultation exercise - sufficient to give a high enough confidence rate to proceed to a decision / full business case?”

The consultation briefing document states that additional future capacity for City and Mulberry practices is a priority in this relocation proposal; what does this additional capacity look like in numbers?

Which other city-centre located practices are being supported to develop additional clinical capacity? What does this extra capacity look like in numbers?

What is the sum of money available for completion of this proposed new medical hub? In view of the general escalation of costs (materials and labour) since the whole GP Transformation plan was set out in early 2022, has there been any downscaling of original hopes and plans for a city centre hub?

The consultation briefing document mentions that NHS South Yorkshire has made representation to Sheffield City Council to ensure that future capacity is being planned for (presumably to provide for the additional c.20k new non-student city-centre population that is already growing now, and will continue to do so under Sheffield's emerging Local Plan?). What response has the ICB received?

The public consultation survey for this proposal looks very different to the survey used in Spring 2022 when consultation on the entire GP Transformation project was undertaken. For instance, Question 2 in the original survey asked patients what additional services they would like to see housed in new medical hubs. For ease of reference, could the findings of the 2022 survey Question 2 please be shared with members in this email circulation?

With regard to Question 2 of the 2022 patient survey, what additional services are planned to be housed in the proposed new medical hub on Church Street? How much capacity is there in the building beyond that required by the two GP practices involved?

When will a schedule of public meetings relating to this consultation be made available? Please will you ensure that this information is circulated to all relevant elected members at the earliest opportunity?

It is extremely encouraging that a potential location has finally been identified for this project.”

11. Consultation timetable and milestones

- 11.1. The Equality Impact Assessment (EIA) Review Group will assure that the refreshed impact assessment has been completed to an appropriate standard and contains the information required, with regards to potential impacts on groups that share a protected characteristic and other vulnerable communities, for an informed decision to be made.
- 11.2. The Quality, Performance, Public Involvement and Experience Committee (QPPIE) are asked to approve that the consultation has been carried out in line with statutory requirements, and to a high standard.
- 11.3. If approved by QPPIE, the Sheffield Primary Care Committee will conscientiously take into account the outputs of the consultation through this report, impact assessment, and individual comments, alongside the business case, when making a final decision on the relocation application.

Milestone	Date	Required
Consultation start	31/07/23	Consultation materials
QPPIE	08/08/23	Consultation Plan / EIA
Health Scrutiny Committee	07/09/23	Consultation Plan / EIA / Consultation materials
Consultation end	29/10/23	
Consultation analysis	24/11/23	Equality Analysis
EIA review group	TBC	Updated EIA
QPPIE	05/12/23	Consultation Report / updated EIA
Health Scrutiny Committee	03/01/24	Consultation Report / updated EIA
Sheffield Primary Care Committee	10/01/24	Business Case / Consultation Report / updated EIA

12. Approval Process

- 12.1. For a relocation to proceed, approval is required from the commissioner of primary medical services. The Sheffield Primary Care Committee will consider the Outline Business Case for the development of the city centre hub and for the two practices to relocate and agree whether this should be submitted to NHS England for approval. This may also be ratified by NHS South Yorkshire's Operational Executive, the Chief Executive, Deputy Chief Executive, or Executive Director (Primary Care lead).
- 12.2. When approving GP practice relocations the ICB must undertake all necessary consultation when taking any decision in relation to GP practice relocations including those set out under section 14Z45 of the NHS Act (duty for public involvement and consultation) and that the consultation must be appropriate and proportionate and should include consulting with the Local Medical Committee.
- 12.3. The ICB must also be able to demonstrate it has fully considered any impact on the GP practice's registered population and that of surrounding practices.
- 12.4. NHS South Yorkshire has adopted NHS England's '*Primary Medical Care Policy and Guidance Manual (PGM) version 3.0*' (London, 2021) to manage primary medical services. This clearly articulates the process for managing a practice relocation and the considerations that the commissioner should take into account when deciding whether to approve a relocation application, in particular effect of the proposed practice relocation on patients including involvement in the change process, access to services, premises, patient choice and benefits.

13. Action / recommendations for the Quality, Performance, Public Involvement and Experience Committee

- 13.1. The Quality, Performance, Public Involvement and Experience Committee is asked to approve:
- that appropriate and proportionate public involvement, equality, and patient experience activity has taken place during the consultation of the proposed relocation of PCS City and PCS Mulberry practices to new premises in Sheffield City Centre.
 - that the Gunning Principles have been met:
 1. Proposals are still at a formative stage.
 2. Sufficient information has been given to allow 'intelligent consideration'.
 3. Adequate time has been given for consideration and response.
 4. 'Conscientious consideration' has been given to the consultation responses.

Paper prepared by: Richard Kennedy, Head of Involvement

On behalf of: Emma Latimer, Executive Place Director for Sheffield

Date: 24 November 2023

Appendix A – Verbatim responses to survey questions

Please tell us how the proposed relocation of your GP practice would affect you
Would be much better. Current site is horrid and old fashioned, in a intimidating back alley
Having mobility and chronic pain problems it would be of great benefit as I'm struggling to walk very far atm.
It would be a massive improvement, based on its current location & lack of facilities. I avoid visiting the current practise due to the unsafe location, uneven back streets, lack of the very basic facilities of the practise. It has inadequate lighting in the practice, no cctv as you have to go in the lift to a floor with no reception, no one around. Then be called into treatment rooms that resemble something pre war, it's dark, depressing and greatly lacking in the very basics. It feels like visiting a back street practice in a third world country! I currently avoid at all costs even though my health is suffering. Without this new proposed location I am looking for another GP Practise based on the lack of facilities, safety aspects and overall well-being.
Benefit - better location, better site.
Not at all
Not sure
Take me longer to get there
None
It won't
I don't think it would affect me much . I will only need to walk longer distance
Not be affected
No difference from the previous location
It would be a much safer area and would allow for more space in the building.
It would be more accessible
No dramatic changes
No
Not bothered
Not at all
no problem
It would be nice to have a new updated building
Less cost - usually have to resort to going to the Broad Lane walk-in, who treat me like scum
Wouldn't
A building that had a better environment with potentially different receptionists would make me feel safer
Increase the cost and reduce access
It wouldn't affect me as long as I can get the right bus to take me there. The change would be good as the current building is not so comfortable
Wouldn't
it would not make a difference . ShipShape shared details with me of the aim of the relocation and i do see a positive in this for my self and the Ayslum seekers and refugees who access the practice
From teh infmration i have recieved from ShipShape information stand I understand this could be a better opportunity for me and many others. I worry about the bus root as I wouldn't be able to come if there was no bus to the new place
Easier to find
shipshape gave me information and i believe It would be easier to access
No difference
More convenient place. Expect more facility can help patients.
Mears Housing are contracted to provide transport for medical appointments at a 3 miles

distance and above, for residents in the IA/Hotel estate. The new location falls out of this distance for all but 1 of the accommodation sites, however this is not dissimilar from the current location of Mulberry Practice.
Normally would come in the car, but would consider bus. Its a longer walk from the Britannia car park
NA
No at all
I will not
No changes
It wouldn't affect my journey. It would be good to visit a more modern practical building where there would be better facilities for staff and patients.
If it provides a better patient experience then it would be a positive effect.
There would be no change for me
It wouldn't
No problem
N/a
Would not affect me, slightly closer to where I live.
I think it would be an improvement on current location
It wouldn't affect me as I work near by
It wouldn't affect me, it's still within walking distance from my home
Be better location
It wouldn't
Would have no negative affect
Parking will be a bit more difficult.
It would not
It wouldn't make any difference to me as I live centrally
No affect
Not a lot, I'm sure you still won't have appointments like now.
Positively. Easier if I decide to use public transport plus a nicer area for an entrance
It's closer and in a safer location.
None
It would be fine. It wouldn't effect me
I would be happy to see it in an updated facility
No effect
It would make it easier and feel safer as current location is dangerous when dark and it stinks of urine
It would be more conveniently located to my work and the tram stop from home
It wouldn't effect me
It would mean a walk to a tram stop
It would be better suited to get to and have more access to the town centre for other facilities
Depends on parking but otherwise no concerns
I love it, the waiting rooms and consultation rooms of the current Praticce is too small.
No appreciable difference
No difference
Better
It wouldn't
It wouldn't affect me in anyway
I would think there even less parking there... also a nightmare driving around sheffield anyway
I wouldn't know yet
It won't affect me

No problem
Nicer premises
None at all
I don't like the look of the new location but I guess it wouldn't much
Great idea
It will make it difficult unless there is car parking facilities
Would have to take the tram due to parking issues
It would be closer to where I live so that's good.
It would be closer
It wouldn't
It would be even more convenient! I also agree that the current building is not fit for purpose, and frankly doesn't feel all that safe as a location.
It would not affect me negatively
Closer to home and a better location, better for me definitely
Not at all
Better all round
Minimally
Not at all. You need more doctors not a new building!
Not really
I support the move
Better parking and access by car
It will take longer time for me to get there
It's closer to the car park I use
It would be even closer to my flat than before
no affect
I think its a great idea
No issue
Would be fine with me
Doesn't
It would be a quicker journey
sounds good. it'd be marginally closer, but also it sounds like a better building.
It would not but having better facilities to meet modern demand would improve my life.
It would be better as it's closer to work but still around the same distance from home.
It would be beneficial
It wouldn't, it is still in range and causes no difference to me.
It will be the same
Town
It would not affect me at all
Where is the new location, can't see it on the form
It wouldn't
it's even closer to me wouldn't effect me at all
Further walk and not as "safe" to travel to in the winter on my own when it's dark.
Wouldn't affect me at all.
Would be beneficial as outside a tram stop I travel by tram
The new site would potentially be even more convenient for me to get to
It would be slightly more distance to walk, but still okay for me
It's a great idea and everything will be fine
It feels dangerous approaching the current practice due to its position down a back alley. This will be a welcome move in terms of location but I do worry about the age of the building you would be relocating to and the potential maintenance issues there.

It would enable me to get there easier, due to pain /mobility problems. Also the proposed location would be much safer than where it currently resides. Often encountering drug/alcohol issues on the back streets
Not at all
It doesn't, but it's very good news that the GP practice will be in a modernised building. About time!
Parking and public transport issues with changes to time tables.
Further walking from car park
Not massively - hopefully better facilities etc
It would be more convenient getting to my appointments and sitting in a spacious waiting room (like the university health center).
No impact (but I do welcome the proposed move)
No impact
A slightly more convenient journey.
As stated in your introduction the current building is inadequate, therefore a purposely renovated building should be much better.
Would benefit me as it is closer
Not really
Not really by much, just a little bit longer to get to from the bus stop.
It will not affect me
It would have no effect on my ability to access the GP. I welcome the improved facilities
Proposed new site is much safer, better public transport links and easier to get to
no adverse effects on me, it's slightly further away but that's ok
N/a
No affect
It will affect me due to the closeness to the city centre.
The location is irrelevant it's the fact that you can't get an appointment that is my current concern!
Slightly easier
In terms of access, the new location is excellent. A newly refurbished building should be an improvement on the existing facility on Mulberry Street.
Travel expenses will increase
It won't affect me at all
Not at all
It would be nearer - so all good. And the current one is a bit grim so if it was new too that would be good
Makes no difference
They no parking
It's closer to home and it's bigger building so it would make services more accessible
Not even slightly
It's far from my location
It wouldn't affect me at all
no real impact on me personally
The site would be unlikely to make a big difference to me. If anything it would be slightly closer and therefore convenient. It also looks as if it's right on top of the tram tracks, too. It is hard to say what it would look like indoors though, or how easy it would be to navigate.
Save money and time.
None
N/a
A better environment x
In many ways

It would make it easier and make me feel safer (given it won't be down a dark deserted alley)
It will not affect me at all
A more updated practice is welcome but perhaps a site with free or easy parking would be good. I'm not sure about parking for the new site. So it could be good so I support it but even better would be a site with transport and parking nearby. I appreciate this is difficult to find in cities.
None - would like to see better Infrastructure for a better service
It is a favourable location for me
Probably won't
It can't make it any worse
Minimal.
It would be closer and sounds like an improvement.
It wouldn't
I am autistic and struggle with change. Also, as the current location is not on a main road, I feel more comfortable with it staying put.
Very handy
Will not effect me, think it would be better to relocated it is very lonely and dark where it is at the moment in the winter.
Would be similar
No real difference - still difficult to find parking but would be manageable.
n/a
Will have no adverse affect
Less parking
It will be closer to where I live
No affect at all
long distance
The bus stop is on Church St so it would be easier.
Non issue
The change of location would make no difference
New building new rules new new.. i dont like changes
It wouldn't except for the better.
None
I don't mind where the practice is as long as it is easily accessible to me, which it still would be on Church St.,
It wouldn't affect me. More of a small benefit as its a shorter walk from where I live.
Would be slightly closer when walking from home, plus the location would make me feel safer away from the backstreets where there's often shoplifters or addicts
No climbing stairs
Not really, very close to me still.
Doesnt matter as cant get appointments anyway
Would have no effect.
You've not told me where it will be yet
If the relocation provides better facilities or offers the chance to improve facilities it sounds like a no brainer. Go for it!
I would feel safer. The current building is hidden away and the druggies walk by which isn't safe. I'm a rape victim and don't need the practice hidden away with the potential for rape to happen and no witness around.
Can't be any worse than mulberry
Longer walk
Not at all
It would make no difference to me.

It's very okay
I can make more appointments without any delay as it will be close to my home
No effect
It wouldn't, its a little closer which is nice.
Limited impact.
I'm okay with the proposal new site
Parking issues
Depends on experience.
It wouldn't as I live close by.
the relocation would not affect me.
It won't affect us much as it is still within walking distance from our house.
It is near to my house
It won't affect me. It's usually a 2-minute walk to a 10-minute walk now
Make it easier for me to walk around
Closer to the tran stop
Slightly close to home address
I can't foresee any negative effects
Definitely a very positive change - current building is grim and grimy in a poor location. Why weren't we consulted when the practice was relocated from Broad Street to Mulberry Street?
Yes
Perfect location for me still
No difference
It wouldn't affect me
It would be very beneficial and a massive improvement and hopefully more accessible with more modern facilities.
As a member of the public I think it would be a great asset for a growing city. Good health provision will encourage people to live in the city centre and be part of all the city offers.
Won't affect me
No changes
I just dont like change. Ive just got used to this location as Im new to the practice
I think there is no difference from previous, so I can access same as previous
Slightly closer to my current address
It wouldn't affect me in any negative way. The new address seems more accessible and more suitable for such a large patient number and services.
Wouldn't be convenient for blue badge holders like my parents who are registered here
The new place is not a problem either, because again I have it close to home.
Better away from homeless and drug
Would not affect me in any way
Not in the slightest
It would be slightly closer to my home
It would be a tiny bit longer to travel, but because it's so close to the tram stop I don't think it would matter.
It wouldn't
Easier to get to
Might get confused but would get used to it
It wouldn't. Hopefully nicer building. Easier to get bus, so no parking
Not take as long to get there because bus stop outside
It won't
Same distance
Not much, just round the corner

There will be no affect
I would be very pleased

If your GP practice were to move to the new site, what could we do to make things easier for you?
Public transport information
Get an appointment.Ensure that the building and practise was up to date.The current old building is dreadful especially when having smear tests or similar.Having to balance on a rickety old couch for procedures is appalling and uncomfortable. ,
For the people living in the City centre it would be a god send, we are greatly lacking a decent local good GP practice. It would be easier and safer to go there without fear of going down the backstreets with no one around feeling very vulnerable and unsafe.
N/A
Nothing
I think I will be leaving this practice ASAP as it's so far from me already & you have to go at 7:30 morning to get appointment & still never get a appointment?
Not necessarily
Make appointment
Same
Don't know
Obviously more consultants so to have shorter appointments dates . It takes too get an appointment maybe because consultants have to rotate consulting rooms
If can go with car
Nothing
Have in person appointments.
N/a
Give best medical help as soon as possible
Near me
No
Ground floor consultation rooms, permanent GPs, easier appointment booking system instead of pot luck at 8am.
No
dont go on strike
parking
Nothing
Offer free travel and home visits for those with mobility issues
Share bus times and locations , have parking available for my carer to drop me off and come inside with me. I don't speak English and would struggle to understand. I have multiple health conditions
Have signs around the area to let people know where it is, understand that not everyone can read English thinking about lanaguages is important, please dont chnage too much on teh system for teh asylum seekers we are already traumatised and too much changers will complicated us and can lead to our health being affected, have space for asylum seekers
Ensure their is a clear bus root and that all patients have been contacted , spoken to and sent details of how to get there. It would be good if the practice could show us around and welcome patients to the practice
Maybe
Provide accurate details as to where the new location is.
Makes no difference
Faster to reach

Clear opening and closing times and access to appointment process
Car parking near by
About the same
Yes
No changes
Nothing
N/A
Better facilities
Online appointment bookings
Everything is fine
N/a
It is so close to current location it wouldn't effect
Make it easier to get an appointment no
More late appointments available or weekends
Being able to phone anytime to get an appointment when you want one .
Have appointments on a saturday.
Ensure patients are fully informed of changes and timelines
Not applicable
More appointments, telephone staff that don't just want to get you off the phone as soon as.
Online booking
None
Probably yes
Nothing other than communicate dates
Move to the new site!
Nothing, the move would be fine for me
Make it possible to get an appointment
Nothing
A lift
Parking availability
Definitely yes
Review the appointment system to make it easier to see a doctor when necessary. Include specialist facilities and nursing.
Yes
Nothing
Nothing
No
Make appointments easier
Disabled car parking
Nothing. The new location is a big improvement
None.
N/a
Free car park
Nothing really, the new location is good.
Yes
Yes
No difference
Nothing!
Provide parking or directions for place to park

Parking
More appointments
NA
Employ more doctors.
Central on a tram stop
N/A
It would be easier
NA
nowt
Disability access
N/a
Yes
Same
Keep patient's updated about changes
you'd be making it easier already. I'd maybe suggest increasing staffing as there's always a backlog. it's also unfair on staff if there's a constant capacity issue
Making a all on one practice where delay in referral and more stuff can be done in the same building
Secure place to lock bike
N/a
To have more appointments available
Is okay
Actually see patients
Don't know the new location
Nothing
nothing
Provide a free shuttle bus
Well I prefer taking the stairs rather than the lift because I know not everyone can take the lift, but the door at the top can sometimes be locked, meaning I have to come back down and take the lift anyway. I'd love it if stairs were always available to those who can use them so that the lift is less mandatory
Nothing all good for myself if the practice moved
Ensure no break in the availability of services
Remind me before my first appointment that the practice has moved. Keep the nice lady doctor.
I'm okay with the idea. I'll always try to locate my GP wherever she's moving to.
The area outside on the pavement can get very busy due to the bus stops. Entrances would need to be clearly marked and avoid the queuing areas.
Have upgraded facilities in treatment rooms/security in waiting areas.
Nothing.
accessible, child friendly
Not much as cars are forbidden in city centre.
Send reminders about where the new site actually is
Have the waiting room be spacious, a small space is too uncomfortable.
Nothing needed
A shorter walk.
Nothing
It will not change a lot
N/A
nothing needed

N/a
Nothing
Work according to my time for my appointment.
Moving site is irrelevant, you need more appointments, easier booking system, more GPs
Nothing
Somewhere to park my bike safely.
Nothing
Yes
Put on more doctors / appointments so I can actually get one! Last two times I've tried to get an appointment I've ended up at the walk in for 3 hours as no appointments left
Better appointment booking system
No
Internet appointment bookings
Clear communication around dates of move, opening times etc
Use Uber or bus
fine as is
Again, it depends what the layout would be like indoors, but the location would make things marginally easier for me.
Yes
N/a
Mulberry Street is so miserable and I inviting I never go x
Immediate access to public transport
Disabled access, patient drop off right outside, safety bc the area is full of questionable characters. Where would be the nearest car park? How much would it cost?
Communicate clearly
The location is closer to my residence
It's not a big change for me
Provide appointments with GPs if needed as apposed to nurse first, then having to come back a second time. Hire competent receptionists
No significant change.
Better seamless services.
Bigger seating area
Not change location, perhaps?
Nothing.
Similar
About the same - but I could move practise to one closer to my home.
Closer location
Same
Have parking
Getting an GP appointment sooner
I have no issues
It would be easier to get to and a better location.
The same
Generally more inviting spaces
Keep everything simpler maybe
Have an electronic sign in system with directions to which floor or waiting room you need to go to. Water fountains with cups.
Nothing. I think it's s good idea.
Nothing. It's a good move.
Self check in to avoid waiting ages in the queue at reception, as currently lots of walk ins or

people who's first language is not English
Keep doctors down st
No stairs
N/A
More than anything you should ask how to make appointment service and prescriptions easier. We have to come in to ask for a repeated prescription which is ridiculous.
Don't stop doing what you already do.
Nearer
Not much. The old site was convenient but run down. The new site should not be run down
Provide reception staff with autism training.
Make it so I actually see a doctor when I want to
Have a walk in service without an appointment
The proposed new site would be just as easy for me to access as the current site.
Answer the door bell early, and please reduce waiting time
To register my GP
Nothing
No
Yes
Clear signage.
Everything is fine with me
A car park
Less waiting time
Yes
About same
make it easier to see a GP rather than a pharmacist
Nothing much
Make the door open automatically. Put some hand gel for patients.
Online booking of appointment/Easy to book an appointment
Put a lift in
N/a
How to get appointment, more doctors available
n/a
End the silly 8.00a.m. scramble for appointments!
Yes
Be able to book appointments online and also not have to call at 8am for an appointment
Hopefully more face to face appointments
The practices would have many facilities for social prescribing opportunities on the doorstep. The transport links are excellent and could be delivery to the door for many people..
Nothing
Better facilities
n/a
Accessibility
More space in the examination rooms so that when I have a gynaecological examination or smear test my leg doesn't hit the wall where the examination bed is pushed against
Is there any parking at the new site? Upload an image of the exact entrance. Car accessibility?
Better appointment system
Make modern premises, update furniture
Better appointments and parking
Have more appointments

Online booking for appointments
More appointments / different system?
More appointments
Make it a nicer place to visit
Have someone in reception once checked in, currently sit up there on own, what if someone was to collapse
Make sure everyone knows
Nicer waiting room (needs to be bigger) and toilets
Have more appointments for doctor
Nothing really

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

Safe cycling storage would be nice
Disabled access & good toilet facilities.
It would be easier for patients being on a main road, with excellent transport links for the disabled and people with mobility issues. If this was to be the new location it would be a welcome boost to being able to access healthcare without sacrificing safety trying to get to a practise. Also with many more high street stores closing we need a pharmacy nearby.
No worries
Very difficult to use this surgery as a asylum seeker & treated unfairly compared to other users who can use phone to book a appointment, they are quite rude at reception & will not give appointments would rather leave you poorly
The appointment because the phone in the GP is unpleasant
No
Nope
No
Nothing
No
No
Disabled access
No
No
Have someone who can speak urdu and be welcoming. Make appointment system better.
keep the staff that you already have and continue with the warm welcome in the practice
access for disabled, language support , information early hand to update patients
No
More people register this site
Ensure good toilet and accessible facilities
Nothing else
Na
Relocation would give the NHS and the practice more visibility to Sheffield citizens, which would be a good thing. Also, would there be more scope for doing preventative work, eg. Wellman clinics, onsite testing, meeting space, educational resources/talks etc?
Surely this be moving into an older building
N/a
No
No idea
N/a
No
No

No
I'm concerned about the accessibility of the front entrance of the building proposed. I would also want all concerned to ensure that there is sufficient private waiting space inside the practice, since the proposed new location is in a much busier, less discrete, location, and is known to have members of the public loitering outside for considerable chunks of time.
Make it obvious on the old building after you've moved, so if people still go there they'll be redirected
More appointments
No
Better service from receptionists
No
None, I think the new location is convenient and easily accessible
No
Taxi access could be an issue
Nil
No
No
Just parking and the road system
No
Enough parking space for all patients
No
No
No
No thanks. Great idea. Current building and location is awful
The current location is on a very rundown street with drug users nearby. It doesn't feel safe so a relocation I think is a great idea.
No
NA
Becoming less central
Parking validation if needed
It's a good idea
No
no
N/a
No
The cathedral area is notorious for drug abuse, begging, and anti social behaviour
n/a
Better app access and. Maybe the possibility of weekend service. Offering xray, ecc etc basic scans in same building would be nice. Maybe have a dedicated LGBT GP service where LGBT people feel comfortable talking about issues without trying to educate the person who you assume should know the basic.
N/a
Get more staff. It is extremely hard to get an appointment. So if you getting a better building you need to be filling it with staff.
More appointments
Is okay
N/a
no
N/A
Please create separate queues for patients at reception: one for pre-made appointments; one for people who have just walked in and need to spend time talking to admin staff.

Not really sure
Deliveries may be more difficult given the location.
The current surgery isn't fit for purpose, it's unsafe in both the area its in, also the clinic itself. Regularly feeling unsafe when visiting/waiting with no one around or no security cameras present.any of the patients have drug/alcohol issues and as a female waiting with these other patients knowing that there's regularly no one else around can be very worrying.Also when having examinations/smear tests etc in the treatment rooms, the benches aren't fit for purpose, making the treatments extremely uncomfortable and very unpleasant to experience.
No.
Safety of people as there is rough people hanging around
N/a
No
No
GP competency
No
n/a
N/a
No
As above
Not really
No
No
n/a
I have been considering moving to a practice closer to where I live, although at present it is reasonably convenient to get to you from work. This would make me less likely to do so, I suppose.
N/a
A lot of homeless and substance abuse people hang around the proposed new site
No
N/A
The reality of more polution being on a main road. Perhaps, consider your patients who have respiratory issues such as ashtma.
Parking for parents and the elderly.
Prescription over phone
No
No
None
No.
No
No
I dont know
No
The proposed location is more central & visible so lots more walk ins likely,
No thank you
No
Better service
Not that I can think of.
How much will it cost? Will it take funds from the practice that could be used in other ways, such as providing better facilities in the current site?
To make the reception and waiting room autism appropriate.
The service I currently get is literally non

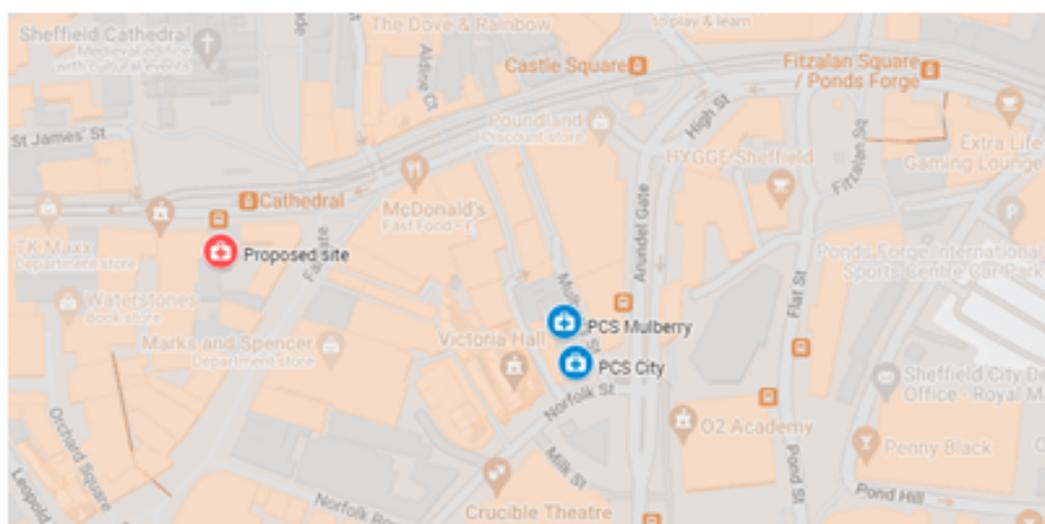
Isn't the proposed new site an old building like the existing practice building?
No
No
No
Nothing because the place is safe and not crowded
No
Not really
make sure the new admin staff understand confidentiality for patients
No
Clean environment
N/A
n/a
n/a
Car park
No
I'm pleased the impact of anti social behaviour has been considered and found not to be a factor to increase ASB but potentially decrease it, and I'm satisfied that the CCTV and general positive footfall will be a deterrent.
No
No
elderly people and people who need to travel
No
No
Apart from parking, nothing else
More modern practice
Online system
Nothing
Make it nicer building
No
Make it fit for purpose
Bigger waiting room. more appointments and friendlier reception staff

Proposed relocation of PCS City and PCS Mulberry

Some of Sheffield's GP practices are based in old buildings which are not ideal for patients or staff. Many are too small to deliver healthcare in the 21st century and to benefit from the latest advancements in health care and technology. Waiting rooms are cramped, there are not enough consultation rooms and space for other services which could help improve people's health. New health centres would help us to do more for patients on one site. They will also help protect future of general practice in the north-east and centre of Sheffield.

We have a once in a generation opportunity to improve healthcare for people in Sheffield. £37m in government funding is available to transform general practice across the city. Most of this money is being used to build new health centres in some of the areas that need them most, bringing together GP and other services all under one roof.

PCS City and PCS Mulberry are proposing to relocate to a new site at the former Royal Bank of Scotland building on Church Street. The building would be renovated and remodelled to better meet the needs of the practices. The new location is within 300 metres of the current practice sites and benefits from bus and tram stops directly outside the building offering good access by public transport as shown on the map below.



If the proposals were to go ahead, all patients would continue to be registered with their current GP practice.

Before we make any decisions, we want to know what our patients think about this idea. We'd be grateful if you could complete a patient survey to help us understand the impact this could have on you. This consultation will run from 31 July to 29 October 2023.

The survey can be completed online at www.bit.ly/sheffieldcityhealthcentre, or picked up from your GP practice reception.



SCAN ME

Proposed relocation of PCS City and PCS Mulberry
Patient survey

Are you responding as...?	
<input type="checkbox"/> A patient or member of public	<input type="checkbox"/> A stakeholder

Which GP practice are you registered with?	
<input type="checkbox"/> PCS City	<input type="checkbox"/> PCS Mulberry

How often do you use your GP practice?	
<input type="checkbox"/> More often than once per month	<input type="checkbox"/> Every month
<input type="checkbox"/> Every six months	<input type="checkbox"/> Once a year
<input type="checkbox"/> Less than once a year	<input type="checkbox"/> Never

How long does it take for you to travel from your home to your GP practice?			
<input type="checkbox"/> Less than 10 minutes	<input type="checkbox"/> 10 - 20 minutes	<input type="checkbox"/> 20 - 30 minutes	<input type="checkbox"/> More than 30 mins

How do you normally travel to your GP practice?	
<input type="checkbox"/> Car	<input type="checkbox"/> Bus
<input type="checkbox"/> Taxi	<input type="checkbox"/> Walk
<input type="checkbox"/> Other, please specify	

How long would it take for you to travel from your home to the proposed new site?			
<input type="checkbox"/> Less than 10 minutes	<input type="checkbox"/> 10 - 20 minutes	<input type="checkbox"/> 20 - 30 minutes	<input type="checkbox"/> More than 30 mins

How would you likely travel to the proposed new site?	
<input type="checkbox"/> Car	<input type="checkbox"/> Bus
<input type="checkbox"/> Taxi	<input type="checkbox"/> Walk
<input type="checkbox"/> Other, please specify	

Please tell us how the proposed relocation of your GP practice would affect you

If your GP practice were to move to the new site, what could we do to make things easier for you?

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

If your GP practice were to move, would you continue to use the Practice, or choose to 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

Equality Monitoring - OPTIONAL

We need to gather the following information so we know how this proposal might affect different communities. All information will be protected and stored securely in line with data protection rules. You don't have to answer these questions, but we would be very grateful if you would.

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

Please enter here Prefer not to say

What is your sex?

Female Male Prefer not to say

Gender reassignment

Have you gone through any part of a process to change from the sex you were described as at birth, or do you intend to? (For example, how you present yourself, taking hormones, changing your name, or having surgery?)

Yes No Prefer not to say

What is your age?

years Prefer not to say

What is your sexual orientation?

Bisexual Heterosexual Homosexual
 Other, please specify Prefer not to say

What is your ethnic background?

Asian, or Asian British	Black, or Black British	Mixed / multiple ethnic group	White	Other
<input type="checkbox"/> Chinese	<input type="checkbox"/> African	<input type="checkbox"/> Asian & White	<input type="checkbox"/> British	<input type="checkbox"/> Arab
<input type="checkbox"/> Indian	<input type="checkbox"/> Caribbean	<input type="checkbox"/> Black African & White	<input type="checkbox"/> Gypsy/Traveller	
<input type="checkbox"/> Pakistani				
<input type="checkbox"/> Other Asian background	<input type="checkbox"/> Other Black background	<input type="checkbox"/> Other Mixed / multiple ethnic background	<input type="checkbox"/> Other White background	
<input type="checkbox"/> Other, please specify <input type="text"/>				<input type="checkbox"/> Prefer not to say

Do you consider yourself to belong to any religion?

<input type="checkbox"/> Buddhism	<input type="checkbox"/> Christianity	<input type="checkbox"/> Hinduism
<input type="checkbox"/> Islam	<input type="checkbox"/> Judaism	<input type="checkbox"/> Sikhism
<input type="checkbox"/> No religion	<input type="checkbox"/> Other, please specify <input type="text"/>	
<input type="checkbox"/> Prefer not to say		

Do you live with any of these conditions? (Tick all that apply)

<input type="checkbox"/> Autism	<input type="checkbox"/> Learning disability	<input type="checkbox"/> Mental Health condition
<input type="checkbox"/> Limitations to physical mobility	<input type="checkbox"/> Hearing impairment or Deaf	<input type="checkbox"/> Visual impairment or Blind
<input type="checkbox"/> Long-standing health condition or illness		
<input type="checkbox"/> Other, please specify <input type="text"/>		
<input type="checkbox"/> Prefer not to say		

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.

Yes No Prefer not to say

Please return this survey to your GP practice reception, post to FREEPOST NHS South Yorkshire, or complete online at www.bit.ly/sheffieldcityhealthcentre

پېشنپاڼې گواستنې دې PCS City و PCS Mulberry
رأيرسې نه خوښ

نایا تر وډلام دده پته وده کس...؟	
د محو شیک یا ن لمدامیکې گشتې	خاوه ن بهر ژو هندیه ک

تر له کام پزیشکې گشتې نارت تو مار کره ووه؟	
حزمتگوزاری چاودنیری سره تایی معلبیری	حزمتگوزاری چاودنیری سره تایی معلبیری PCS Mulberry

چهند جار پزیشکې گشتې به کار ده هلیت؟	
زیاتر له جار ننگ له مانگیکنا	هموو مانگیک
هر شمن مانگ جار ننگ	سالم جار ننگ
کمتر له سالم جار ننگ	هر گین

چهند کانت دهویت بی نه وې له مالمه مته وې بر ویت بی بنکه وې تندر وستی پزیشکې گشتې؟			
کمتر له 10 حوله ک	10 - 20 حوله ک	20 - 30 حوله ک	زیاتر له 30 حوله ک

چون به شپو هیکی ناسایی در ویت بی بنکه وې تندر وستی پزیشکې گشتې؟	
به قوت مین	به پاس
به تکی	به بی در ویت
هر تر، تکیه دیاری بکه	

چهند کانت دهویت تا له مالمه مته وې بر ویت بی نه وې شولنه تولیبه و پېشنپاڼې کر ووه؟			
کمتر له 10 حوله ک	10 - 20 حوله ک	20 - 30 حوله ک	زیاتر له 30 حوله ک

چون به نه گهر لیکې زور ووه در ویت بی نه وې شولنه تولیبه و پېشنپاڼې کر ووه؟	
به قوت مین	به پاس
به تکی	به بی در ویت
هر تر، تکیه دیاری بکه	

تکیه بلمان بلین که شولنه پېشنپاڼې کر ووه که وې بنکه وې تندر وستی پزیشکې گشتې چون کار یگهری له سمرت دهویت

نمگهر بنکه وې تندر وستی پزیشکې گشتې تر بیچته شولنه تولیبه که، چی بکامین بی نه وې شته کانت بی ناسانتر بکامین؟

نایا شتیکی تر هدی که یلت وایه یلویسته له یار چاوی بگرین، یا ن ناگاداری بین؟

نمگهر بنکه وې تندر وستی پزیشکې گشتیه کمت بگوازی ریت ووه، نایا یار د وام دهویت له به کار هیتایی بنکه تندر وستی بکه، یا ن دهویت بیچته بنکه وې تندر وستی جیاواز؟	
من بهر د وام دهم له به کار هیتایی نم بنکه وې تندر وستی به	من در ووم بی بنکه وې تندر وستی جیاواز

چاودلیری یەكەستە - ئارەزوومەندانە
 پۈیستە ئەم زانیاریدە خوارمۇ كۆپكەندەمۇ بۇ ئەمەی بزانین ئەم پۈشپازە چۈن كاریگەرى لەمەر كۆمەلگە جیوارمەكان ھەمە ھەمومۇ زانیاریمەكان بە شۈبھەكە پارئىراو بەئىنى ياساكانى پاراستى داتا و زانیاریمەكان دەپارئىزىن و ھەلەدەگىزىن. پۈیست داکات وەلامى ئەم پرسیارانە بدەیتەمۇ، بەلام زۇر سوپاسگوزار دەپین ئەمگەر وەلامى ئەم پرسیارانە بدەیتەمۇ.

تەكایە بەشى یەكەسى پۈست كۆدەكەت پیمان پلى (بۇ نەموتە S35، S9)
 تەكایە ئۆرە پینومە

پۈست باشە دەئەیت	
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رەگەزەكەت چىپە؟

مەن		ئىز		پۈست باشە دەئەیت
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دوویارە داپەشكردنەمەى رەگەز
 ئایا بە ھىچ بەشكە پىرۇسەمەكانا تېپەپۈیت بۇ ئەمەى لەمۇ رەگەزەى كە ئە كاتى لەداپكوبوندا وەسەى كىرەوویت، یان بەغیازیت بیگۇریت؟ (بۇ نەموتە چۈن خۇت نیشان دەدەیت، ھۇرمۇنەكان دەھۇیت، داکەت دەگۇریت، یان نەشتەگەرى دەكەیت؟)

بەلە		دەمخیز		پۈست باشە دەئەیت
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ئایا تەمەنت چەتدە؟

سەل		پۈست باشە دەئەیت
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ئازاستەى سېكسیت چىپە؟

دوورەگەزباز Bisexual		ئارەزووی رەگەزەى Heterosexual		ھاورەگەزباز Homosexual
ھەن، تەكایە ئۆزى بەكە				
پۈست باشە دەئەیت				

پانگراوندى تەتمەپەى ئۆرە چىپە؟

ھى تر	سەبى پىست	تەكەلەى / گروپى ترە تەتمە	رەشپىست، یان رەشپىستى پەرتەتەى	ئاسیایى، یان پەرتەتەى ئاسیایى
ھەسەب	پەرتەتەى	ئاسیایى و پىست سەبى	ئەفرىقەى	چىنەى
	قەسەج/كۆچەس	رەشپىستى ئەفرىقەى و سەبى پىست	كارىبى	ھىندى
				پاكەستەى
	پانگراوندى پىست سەبى تر	تەكەلەى تر / پانگراوندى ترە تەتمە	پانگراوندى رەشپىستى تر	پانگراوندى ئاسیایى تر
ھەن، تەكایە ئۆزى بەكە				
پۈست باشە دەئەیت				

ئایا خۇت بە سەر بە ھىچ ئایىتەك دەزانیت؟

ھىندۇس		كرىستیان وانا مەسحى		Buddhism
سەب		جولەكە		ئىسلام
ھەن، تەكایە ئۆزى بەكە				
پۈست باشە دەئەیت				

ئایا ئەگەل ھىچ كام ئەم ھالەتەدە دەزیت؟ (ھەمومۇ ئەمەى كە پەپەندەپان پینوۋبە تەك بەكە)

ئۆتیزم		پىن توادەپى فېرەبون		ھالەتەى تەندروستى دەروونى
سەورداركەن بۇ جولەى جەستەپە		لاوازى پىستەن یان كەس		لاوازى پىستەن یان كۆنر
بارونۇچە، تەندروستە، یان نەھۇشە، ئۆزەل ھایەن				
ھەن، تەكایە ئۆزى بەكە				

ئایا چاودلیرى و سەرپەشەى كەسەك دەكەیت؟

وئەك ھىران، ھاورى، دراوسى، یان كەسەپى تر كە نەھۇشەن، كەمەندەمەن یان پۈیستیان بە پەشتوۋانى ھەمە چوئەكە تەمەپان گەورە ترە.

بەلە		دەمخیز		پۈست باشە دەئەیت
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تەكایە ئەم راپرسىپە بگەپنەمۇ بۇ پىرسگە ئە بەكەى تەندروستى پزىشكە گەشتى، پۈستى بەكە بۇ

FREEPOST NHS South Yorkshire, یان بە ئۆدەن پىرى بەكەمۇ ئەم مەلەپەمۇ www.bit.ly/sheffieldcityhealthcentre

Proposed relocation of PCS City and PCS Mulberry



This leaflet is to give you more information about the proposal to bring together GP surgeries and other services under one roof



We want to know what our patients think about this idea



We would be grateful if you could fill in a patient survey



The consultation will run from 31st July—29th October 2023



SCAN ME

The survey can be completed online at www.bit.ly/sheffieldcityhealthcentre



Or you can pick up a copy from your GP practice reception



made with photosymbols®

Translated by



Why do we need to make a change?



- We need more clinical staff
- Accessible and higher quality services



- Some of the GP practice buildings are too small to deliver healthcare
- Waiting rooms are cramped



- There are not enough consultation rooms and space for other services
- Better premises and technology



- New health centres would help us to do more for patients on one site.



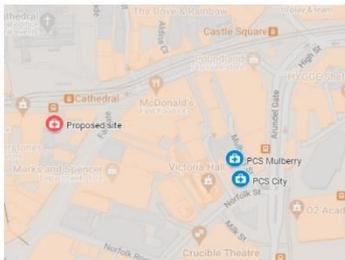
New health centres would help us to protect the future of general practice in north east and centre of Sheffield



We have a huge opportunity to improve healthcare in Sheffield. 37 million pounds is available in government funding to transform healthcare in Sheffield



Most of this money may be used to build new health centres in some areas that need them the most, bringing together GP and other services under one roof

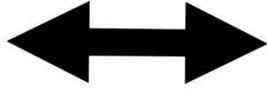


PCS City and PCS Mulberry are proposing to relocate to a new site at the former Royal Bank of Scotland building on Church Street.



The building would be renovated and remodelled to better meet the needs of the practices.

300 metres

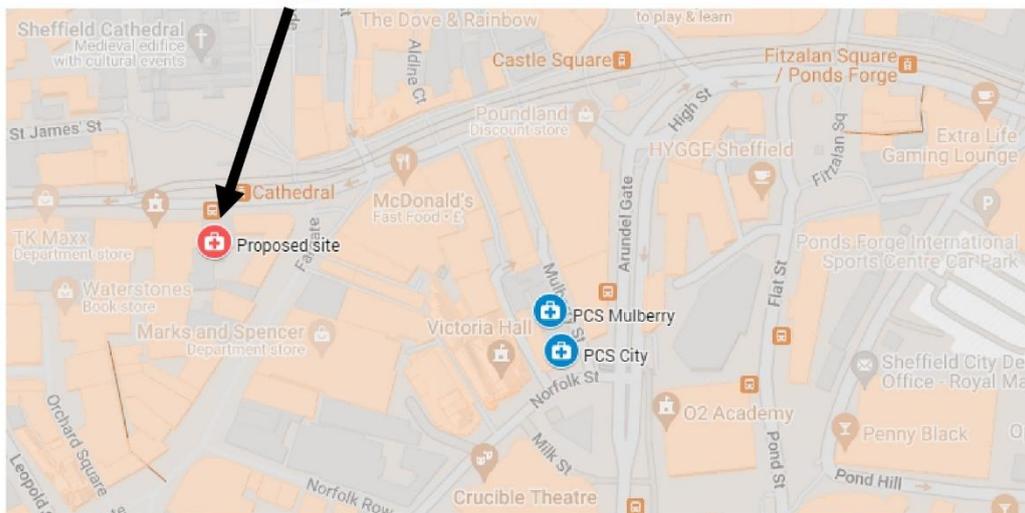


The new location is within 300 metres of the current practice sites



It benefits from bus and tram stops directly outside the building offering good access by public transport

Here is the map below. The new proposed site is in red



If the proposal was to go ahead all patients would continue to be registered with their current GP Practice

Patient Survey

Are you responding as a...? 

	Patient <input type="checkbox"/>		Stakeholder <input type="checkbox"/>
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What GP Practice are you registered with? 

	PCS City <input type="checkbox"/>	PCS Mulberry <input type="checkbox"/>
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How often do you use your GP Practice?

More often than once per month <input type="checkbox"/>	Every month <input type="checkbox"/>
Every six months <input type="checkbox"/>	Once a year <input type="checkbox"/>
Less than once a year <input type="checkbox"/>	Never <input type="checkbox"/>

How long does it take you to travel to your GP Practice?

  Less than 10 minutes <input type="checkbox"/>	  20-30 minutes <input type="checkbox"/>
  10- 20 minutes <input type="checkbox"/>	  More than 30 minutes <input type="checkbox"/>

How do you normally travel to your GP Practice? Please tick

 <input type="checkbox"/> Car	 <input type="checkbox"/> Walking
 <input type="checkbox"/> Public Transport	 <input type="checkbox"/> Taxi
 <input type="checkbox"/> Bicycle	<div style="border: 1px solid black; padding: 10px; min-height: 100px;"> Other: </div>



Please tell us how the relocation of your GP would affect you?



Empty response box for the first question.



If your GP Practice was to move to the new site what would make things easier for you?



Empty response box for the second question.



Is there anything we should consider or be aware of?

Empty response box for the third question.

If your GP Practice was to move would you use the Practice or move to a different GP Practice?

Please tick



Yes, I would use this practice



No, I would move to a different practice



Equality Monitoring – OPTIONAL



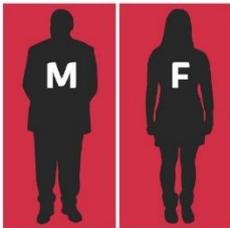
This information will be kept confidential and you do not have to answer all of these questions



This is so we can provide the best service for all communities



What is the first part of your postcode? 



What is your sex? Please tick 

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Other	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>



Gender reassignment. Have you gone through a process to change from the sex you were described as at birth? 

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
		Prefer not to say	<input type="checkbox"/>



What is your ethnic background?

Please Tick



White

White British

Other White background

Gypsy/ Traveller

Asian, Or Asian British

Chinese

Pakistani

Indian

Other Asian background

Black, or Black British

African

Other Black background

Caribbean

Mixed/multiple ethnic group

Asian & White

Black African & White

Other mixed/multiple ethnic background

Other: Please Specify _____

Arab

Do you consider yourself to belong to any religion?

Buddhism

Judaism

Prefer not to say

Islam

Hinduism

Other, please specify

Christianity

Sikhism

Do you consider yourself to be disabled?



Yes

No

Prefer not to say

If yes above, what type of disability or impairment do you have?

Autism

Physical or mobility

Learning disability

Mental health condition

Hearing

Visual

Long-standing health condition or illness

Prefer not to say

Other, please specify

Do you provide care for someone?



Yes

No

Prefer not to say



What is your age? 

(In years) Prefer not to say



What is your sexual orientation? 

Bisexual Homosexual

Heterosexual Prefer not to say

(other please specify)

Where to return your form



Return to your GP practice reception

or



Post to **FREEPOST NHS South Yorkshire**

or



Complete online at www.bit.ly/sheffieldcityhealthcentre



CONSULTATION NEW HEALTH CENTRE CHURCH STREET

For patients of:

- PCS City Practice
- PCS Mulberry Practice

Find out more and share your views
www.bit.ly/sheffieldcityhealthcentre

Talk to us on

Tuesday 17 October | 2 - 4pm
Thursday 19 October | 12 - 2pm
Wednesday 25 October | 4 - 6pm

Location:

Sheffield Cathedral



SCAN ME

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