

Pre-consultation engagement on proposals to build up to 5 health centres

14 March - 15 May 2022

1. Executive summary

Overall, we received feedback from 2,205 people. The headlines from the engagement are:

- Over three-quarters (77%) of people agreed that their GP currently provided a good environment for healthcare. People in SAPA 2 and city centre areas were less likely to agree and over a quarter of them disagreed.
- A large majority (76%) of people agreed that more investment is needed in GP services in their area. People in SAPA 2 were most likely to agree (net agree of 88%) and those in the city hub were less likely to agree (net agree of +45%).
- Nearly two-thirds (64%) of people told us they were not willing to travel further if it meant they got better care. Overall, there was a net agree of -44% (meaning more people disagreed than agreed). Those on SAPA 2 and Foundry 1 were more likely to agree than those in the other areas were and city residents most likely to disagree.
- Overall, there was no agreement from respondents on whether building new GP health centres were a good idea or not, with slightly more people disagreeing than agreeing (net agree of -8%). However, there were differences between areas with SAPA 2 and Foundry 1 areas more than likely to agree than disagree (net agree of +29% and +1% respectively) and city most likely to disagree (net agree of -31%) compared to others and the average.
- Overall, 6 in 10 people (61%) said they would not be able to get to their practice if it was further away. In all hub areas, more people agreed that they wouldn't be able to get there than disagreed with city and SAPA1 having the highest percentage of net agree (+43% and +49% respectively) and SAPA 2 having lowest number disagreeing – 32%.
- People did want to see other services lo-located in the new health centres. Rapid testing and diagnostics services were rated highest overall, with community mental health also rated highly in each area, particularly in SAPA 2 with two-thirds of people wanting mental health and Foundry 1 (61% rapid testing and diagnostics).
- The lowest rated services were interpreting services (8%), spaces for community organisations (9%) in SAPA 1, and group sessions rooms in SAPA 1 (11%) and Foundry 2 (11%).
- Overall, the most mentioned theme from the qualitative data was that these proposals were good, but people had significant concerns about the extra distance travel that would be required for some, particularly more vulnerable members of the community, with concerns about the lack of suitable public transport for some proposed locations. In a significant number of responses these concerns were seen as sufficient enough for them to feel that the proposals would not benefit patients and should not proceed.
- People felt that the main problem was staff and that either the investment should be made in staff and services instead or would be required to deliver the improved care of these proposals.
- People's main concern was about the current availability of appointments with many feeling that having more patients at one site would make appointments harder to get, although some felt that these proposals may help to make appointments more available. Some people shared that they are satisfied with the current service that they receive from their current GP practice. Some suggested that the investment should be spent on improving current premises, whilst

others felt that some of the sites included in these proposals were suitable as they are modern, purpose-built buildings.

2. Background

NHS Sheffield Clinical Commissioning Group (the CCG) has been awarded £37m to transform Sheffield GP practices across the city as part of £57.5m allocated to primary care bids across South Yorkshire. The funding is part of a £1 billion increase in NHS capital spending by the current government (Wave 4B Capital Funding).

Plans were originally developed by GP practices, and the CCG supported them to develop these bids for funding. Following confirmation of the ICS award CCG has worked with the practices to develop the plans to Strategic Outline Case. The plans include up to 5 new health centres in Sheffield bringing together existing GP practices, other health services, and some voluntary services all under one roof to change the way that healthcare is delivered.

They will give practices more modern, flexible spaces to help meet the needs of patients in the 21st century and the demands of a growing population. Council services may also have a presence in some of the buildings.

The health centres are planned for 3 areas in the city.

- One centre in the City Centre
- Up to two centres in SAPA5 Primary Care Network
- Up to two centres in Foundry Primary Care Network

The development of the health centres and plans for the centres has not been determined. To help develop the proposals we launched engagement with the public and stakeholders in March 2022 for 9 weeks.

This involved starting the conversation with the public and stakeholders, gathering insights on identified viable locations, and finding out what the most important factors are about primary care provision in each area. There was also an opportunity for people to share their contact details so they can be directly informed about future ways of being involved in the programme.

3. Methodology

To reach our target audiences, we used a range of methods. These included:

- Online and paper survey
- Public meetings with a face to face meeting in each hub area and one Zoom meeting.
- People email with comments
- Community outreach via three community groups who undertook on-street interviews, in-situ interviews in GP surgeries and attending community meetings.
- Meetings with stakeholders

To promote the engagement, the following communication channels were used. The engagement was during the pre-election period, so our promotion was not as prominent as we planned.

Working with community groups and Healthwatch Sheffield we could still communicate widely.

- Text message or letter to all patients dependent on communication preference
- Dedicated CCG webpage to the programme including FAQs to respond to common enquiries and concerns
- Community organisations' staff and volunteers are asking for feedback
- Posters for GP practices, pharmacies, and community venues signposting to surveys
- Videos created by community organisations and key community influencers (Imams, GPs, other community leaders)
- WhatsApp groups - Using community groups to share messages / survey link / videos
- Social media promoting the survey and public meetings

- Media
- Emails to stakeholders

4. Report Structure

This report includes findings for all the methods used. Each survey question has been analysed and combined with insight into demographics where it is statistically robust to do so. It should be noted that when the results are discussed within the report, percentages are often rounded up or down to the nearest one per cent. Therefore, figures may add up to 101% or 99%.

Not everyone answered all questions so the total number of responses per question may not always be 1,923. This is particularly true for the demographic questions as there’s a trend of people not answering these, although “prefer not to say” was an option.

4.1. Response rates

Overall, we informed over 100,000 people locally, and received direct feedback from 2,205 people.

Method	People reached
Survey responses	1,923
Public meeting attendants	216
Comments received by other methods	66
Community outreach	4,168
Social media	53,080

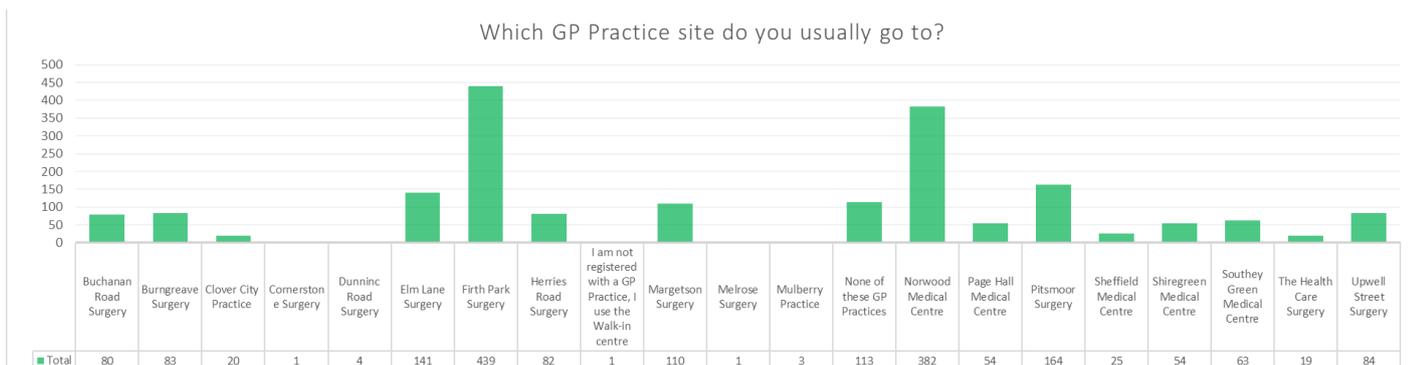
The aggregated practice population was 100,000 people and the sample was 2,205. The quantitative survey data, with a sample of 1,923 is accurate to a +/-2% margin of error at a 95% confidence level. This means if 60% of respondents answered “agree” we can be 95% sure that if we asked all 100,000 people then between 58% and 62% would have answered the same.

Some questions have been subject to cross-tabulation against demographic information and key questions. The statistical reliability for this disaggregation of data is much lower.

Response by hub/ centre

Method	City	Foundry 1	Foundry 2	SAPA 1	SAPA 2	General	Out of scope	Total
Surveys	23	273	220	1,020	273	/	114	1,923
Public meetings	0	43	50	48	52	23	/	193
Email	1	12	3	21	0	22	8	66

The response rate per practice is shown in the chart below.



4.2. Participant profiles

Due to targeted communications and outreach via VCS, the achieved sample is generally representative of the wider hub population.

The demographic and geographic breakdown of respondents is as follows:

Age

Age	City		Foundry 1		Foundry 2		SAPA 1		SAPA 2		Out of scope		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
0-15	0%	0	0%	0	0%	0	0%	3	0%	0	0%	0	0%	3
16-24	0%	0	3%	8	3%	6	3%	32	2%	4	3%	3	3%	53
25-34	9%	2	11%	26	11%	23	11%	100	14%	34	8%	9	11%	194
35-44	35%	8	13%	33	16%	32	13%	124	16%	40	17%	18	14%	255
45-54	30%	7	19%	46	15%	30	19%	177	23%	58	18%	20	19%	338
55-64	22%	5	25%	62	22%	44	23%	215	22%	54	22%	24	23%	404
65+	4%	1	29%	71	33%	66	31%	287	23%	58	32%	35	29%	518
Total	100%	23	100%	246	100%	201	100%	938	100%	248	100%	109	100%	1,765

Ethnicity	City		Foundry 1		Foundry 2		SAPA 1		SAPA 2		Out of scope		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
White	32%	6	69%	170	67%	128	85%	779	93%	225	85%	94	81%	1402
Asian or Asian British	16%	3	11%	28	20%	39	5%	43	1%	3	2%	2	7%	118
Black or Black British	5%	1	9%	21	4%	7	3%	32	0%	1	1%	1	4%	63
Prefer not to say	26%	5	2%	6	3%	5	2%	14	2%	4	6%	7	2%	41
White other	11%	2	2%	6	1%	2	2%	21	1%	3	5%	5	2%	39
Mixed	5%	1	3%	8	3%	5	2%	18	1%	3	0%	0	2%	35
Other	5%	1	2%	6	3%	5	1%	13	1%	3	1%	1	2%	29
Gypsy/traveller	0%	0	0%	0	0%	0	0%	1	0%	0	0%	0	0%	1
Total	100%	19	100%	245	100%	191	100%	921	100%	242	100%	110	100%	1,728

Disability	City		Foundry 1		Foundry 2		SAPA 1		SAPA 2		Out of scope		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
No	78%	18	72%	183	66%	131	65%	624	58%	145	61%	68	78%	1169
Yes	22%	5	25%	63	30%	60	30%	286	38%	95	35%	39	22%	548
Prefer not to say	0%	0	4%	9	4%	8	5%	52	4%	11	4%	5	0%	85
Total	100%	23	100%	255	100%	199	100%	962	100%	251	100%	112	100%	1,802

Sex	City		Foundry 1		Foundry 2		SAPA 1		SAPA 2		Out of scope		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Female	52%	12	55%	152	60%	130	63%	644	67%	184	64%	73	62%	1195
Male	48%	11	34%	94	30%	66	29%	298	23%	63	26%	30	29%	562
Other	0%	0	0%	0	0%	1	0%	2	0%	1	0%	0	0%	4
Unknown	0%	0	10%	28	10%	21	8%	76	9%	25	10%	11	8%	161
Total	100%	23	100%	274	100%	218	100%	1020	100%	273	100%	114	100%	1,922

Gender reassignment	City		Foundry 1		Foundry 2		SAPA 1		SAPA 2		Out of scope		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
No	100%	23	90%	221	92%	181	94%	840	93%	224	84%	87	93%	1576
Yes	0%	0	5%	12	5%	9	4%	33	5%	12	9%	9	4%	75
Prefer not to say	0%	0	5%	12	3%	6	3%	23	2%	4	7%	7	3%	52
Total	100%	23	100%	245	100%	196	100%	896	100%	240	100%	103	100%	1,703

Sexuality	City		Foundry 1		Foundry 2		SAPA 1		SAPA 2		Out of scope		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Heterosexual	86%	19	77%	187	84%	158	82%	753	84%	205	74%	79	81%	1401
Prefer not to say	9%	2	14%	33	10%	19	13%	117	11%	26	17%	18	12%	215
Bisexual	0%	0	4%	9	4%	7	2%	22	2%	5	6%	6	3%	49
Homosexual	5%	1	5%	11	2%	4	2%	20	2%	5	2%	2	2%	43
Other	0%	0	1%	3	0%	0	1%	9	1%	2	2%	2	1%	16
Total	100%	22	100%	243	100%	188	100%	921	100%	243	100%	107	100%	1,724

Religion	City		Foundry 1		Foundry 2		SAPA 1		SAPA 2		Out of scope		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Christianity	4%	1	32%	79	41%	79	43%	393	36%	86	41%	45	39%	683
None	39%	9	38%	95	29%	56	41%	380	55%	132	43%	48	41%	720
Islam	9%	2	18%	46	24%	46	6%	56	1%	2	5%	5	9%	157
Prefer not to say	43%	10	8%	20	6%	12	7%	68	7%	17	10%	11	8%	138
Other	0%	0	4%	5	0%	0	2%	15	1%	3	2%	2	1%	25
Buddhism	4%	1	0%	0	0%	0	1%	5	0%	0	0%	0	0%	6
Hinduism	0%	0	0%	1	0%	0	0%	2	0%	0	0%	0	0%	3
Judaism	0%	0	0%	0	0%	0	0%	2	0%	0	0%	0	0%	2
Sikhism	0%	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	1
Total	100%	23	100%	250	100%	193	100%	921	100%	241	100%	111	100%	1,739

Carer	City		Foundry 1		Foundry 2		SAPA 1		SAPA 2		Out of scope		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
No	78%	18	74%	187	75%	148	73%	687	73%	181	71%	80	73%	1301
Yes	17%	4	24%	61	23%	46	24%	230	25%	63	25%	28	24%	432
Prefer not to say	4%	1	2%	4	2%	4	3%	29	2%	5	4%	4	3%	47
Total	100%	23	100%	252	100%	198	100%	946	100%	249	100%	112	100%	1,780

5. Results

The quantitative and qualitative data from the surveys and comments from meetings, email and social media have been analysed.

The public survey consisted of 10 questions for each proposed health centre with a mixture of quantitative and qualitative questions.

The breakdown of results by practice have been shared will all practices to help inform their decision making.

The findings from all methods are reported in this section below.

5.1. Survey

5.1.1. Agreement with statements

Table: Percentage agreed or disagreed with the statement “My GP practice site provides a good environment for healthcare”

	City	Foundry 1	Foundry 2	SAPA 1	SAPA 2	Out of scope	Total
Agree	26%	35%	27%	25%	32%	39%	28%
Strongly agree	35%	42%	49%	59%	24%	37%	49%
Neutral	13%	12%	10%	10%	18%	13%	11%
Disagree	13%	6%	7%	4%	17%	5%	6%
Strongly disagree	13%	6%	7%	2%	9%	5%	5%
Total	100%	100%	100%	100%	100%	100%	100%
Net agree	+35%	+65%	+62%	+78%	+30%	+66%	+66%

Over three-quarters (77%) of people agreed that their GP provides a good environment for healthcare. People in SAPA 2 and city centre areas were less likely to agree and over a quarter of them disagreed.

Table: Percentage agreed or disagreed with the statement “More investment is needed in GP services in my area”

	City	Foundry 1	Foundry 2	SAPA 1	SAPA 2	Out of scope	Total
Strongly agree	32%	51%	45%	37%	63%	44%	44%
Agree	18%	27%	29%	36%	28%	31%	32%
Neutral	45%	15%	19%	19%	6%	12%	17%
Disagree	5%	3%	2%	5%	1%	6%	4%
Strongly disagree	0%	4%	4%	2%	2%	6%	3%
Total	100%	100%	100%	100%	100%	100%	100%
Net agree	+45%	+71%	+68%	+66%	+88%	+63%	+69%

A large majority (76%) of people agreed that more investment is needed in GP services in their area. People in SAPA 2 were most likely to agree (net agree of 88%) and those in the city hub were less likely to agree (net agree of +45%).

Table: Percentage agreed or disagreed with the statement “I am willing to travel further if it will mean I get better care”

	City	Foundry 1	Foundry 2	SAPA 1	SAPA 2	Out of scope	Total
Strongly agree	5%	6%	6%	5%	13%	7%	7%
Agree	9%	17%	13%	10%	19%	10%	13%
Neutral	9%	19%	12%	16%	19%	15%	16%
Disagree	32%	25%	26%	26%	23%	22%	25%
Strongly disagree	45%	32%	43%	43%	26%	47%	39%
Total	100%	100%	100%	100%	100%	100%	100%
Net agree	-63%	-34%	-50%	-54%	-17%	-52%	-44%

Nearly two-thirds (64%) of people told us they were not willing to travel further if it meant they got better care. Overall, there was a net agree of -44% (meaning more people disagreed than agreed). Those on SAPA 2 and Foundry 1 were more likely to agree than those in the other areas were and city residents most likely to disagree.

Table: Percentage agreed or disagreed with the statement “Building new GP health centres is a good idea”

	City	Foundry 1	Foundry 2	SAPA 1	SAPA 2	Out of scope	Total
Strongly agree	14%	13%	16%	14%	30%	16%	17%
Agree	14%	22%	14%	17%	24%	15%	19%
Neutral	14%	30%	17%	19%	20%	26%	21%
Disagree	27%	13%	17%	19%	13%	12%	17%
Strongly disagree	32%	21%	35%	30%	12%	31%	27%
Total	100%	100%	100%	100%	100%	100%	100%
Net agree	-31%	+1%	-22%	-18%	+29%	-12%	-8%

Overall, there was no agreement on whether building new GP health centres were a good idea or not, with slightly more people disagreeing than agreeing (net agree of -8%). However, there were differences between areas with SAPA 2 and Foundry 1 areas more than likely to agree than disagree (net agree of +29% and +1% respectively) and city most likely to disagree (net agree of -31%) compared to others and the average.

Table: Percentage agreed or disagreed with the statement “I would not be able to get to my GP practice if it was further away”

	City	Foundry 1	Foundry 2	SAPA 1	SAPA 2	Out of scope	Total
Strongly agree	65%	28%	46%	47%	25%	50%	42%
Agree	9%	23%	13%	20%	21%	15%	19%
Neutral	13%	22%	24%	15%	23%	18%	18%
Disagree	13%	20%	10%	12%	16%	12%	13%
Strongly disagree	0%	6%	7%	6%	16%	4%	7%
Total	100%	100%	100%	100%	100%	100%	100%
Net agree	+43%	+25%	+42%	+49%	+14%	+19%	+41%

Overall, 6 in 10 people (61%) said they would not be able to get to their practice if it was further away. In all hub areas, more people agreed that they wouldn't be able to get there than disagreed with city and SAPA1 having the highest percentage of net agree (+43% and +49% respectively) and SAPA 2 having lowest number disagreeing – 32%.

5.1.2. Additional services

Table: Percentage who responded to the question “Which of these services would you like to see in these new health centres?”

Services	City	Foundry 1	Foundry 2	SAPA 1	SAPA 2	Out of scope	Total
Advice services	13%	22%	18%	20%	28%	20%	21%
Changing places toilets	22%	27%	18%	18%	34%	19%	22%
Children's health	35%	39%	32%	32%	47%	28%	35%
Community mental health	35%	47%	43%	46%	67%	46%	49%
Council services	35%	21%	13%	15%	24%	18%	17%
Group session rooms	22%	19%	11%	11%	24%	11%	14%
Interpreting services	39%	25%	13%	8%	12%	17%	13%
Privacy rooms	22%	23%	22%	21%	33%	17%	23%
Rapid testing and diagnostics	43%	61%	53%	54%	66%	50%	56%
Spaces for community organisations	30%	21%	14%	9%	21%	15%	14%
Talking therapy rooms	22%	32%	27%	25%	41%	28%	28%

Rapid testing and diagnostics rated highest overall, with community mental health also rated highly in each area, particularly in SAPA 2 with two-thirds of people wanting mental health and Foundry 1 (61% rapid testing and diagnostics).

The lowest rated services were interpreting services (8%), spaces for community organisations (9%) in SAPA 1, and group sessions rooms in SAPA 1 (11%) and Foundry 2 (11%).

5.1.3. Themes about the proposed locations

The responses to these questions were analysed and coded using a coding framework. The following themes were reported in over 10% of responses received to each question. The most reported theme for each question did not exceed 50% of responses received to each question.

5.1.3.1. Foundry 1 - Spital Street

The most mentioned theme related to the extra distance and incline of the topography needed to travel to this location. There was a particular concern for more vulnerable members of the community having to travel further.

There were also concerns raised around the environment and busyness around this location, as well as the safety of the local area.

However, there were also a significant number of responses that thought the location was convenient for them as it was more central and closer to the city centre.

5.1.3.2. Foundry 1 - Catherine Road

The most mentioned theme related to the location being more convenient for them than the other proposed location at Spital Street, although the majority of these positive comments about the location came from Pitsmoor Surgery patients as they felt it was closer to their current GP practice site.

Very few Sheffield Medical Centre patients shared positive comments about this location. There were also a significant number of responses that were concerned over the extra distance and incline of the topography needed to travel to this location. There were also concerns raised around the environment, loss of green space, and congestion around this location, with a lot of people suggesting that parking would be a particular issue. The safety of the local area was also raised.

5.1.3.3. Foundry 2 - Rushby Street

The most mentioned theme related to the extra distance needed to travel to this location, although this was mostly reported by patients of Herries Road Surgery, and not reported by patients of Page Hall Medical Centre who were more likely to report that this a good location for them.

There was significant feedback relating to the environment of the proposed location, particularly relating to the congestion and air pollution of the local area, as well as the potential loss of what is regarded as the last bit of green space in the area.

Concerns were also raised over the safety of the local area, although these were more likely from patients of Upwell Street Surgery, with no concerns raised by Page Hall Medical Centre patients.

5.1.3.4. SAPA 1 - Concord Sports Centre

The most mentioned theme was evenly split between those that had concerns about the extra distance needed to travel to this location, especially for more vulnerable members of the community, and those that felt that it was a good, central location that was well known. The majority of concerns about the extra distance were received from patients at Norwood Medical Centre, while the majority of positive comments were received from patients at Firth Park Surgery.

The lack of suitable public transport to the site was a significant concern, this was most reported by patients of Norwood Medical Centre, but also shared to a lesser extent among other patients. Concerns were also raised about the congestion and busyness around the location due to the sports facility on site, as well as local schools.

The availability of parking was raised, both as a concern and as an advantage.

The potential loss of green space and the sports facility was a concern with people wanting to know the exact location of the proposed building at the site.

5.1.3.5. SAPA 2 - Wordsworth Avenue/Buchanan Road

The most mentioned theme related to the location being a good, central location. There was some concern about the extra distance needed to travel to the proposed location, although this was all from patients at Margetson Surgery and Southey Green Medical Centre. People raised that they were unable to get an appointment at the moment, and were concerned this would make that worse, or hoped that it would improve the availability of appointments. Concerns were raised regarding congestion around the area and the availability of parking, particularly around school drop off and pick up times.

5.1.3.6. City Centre

As a proposed location was not given for this hub, feedback centred around what would make a good location.

The majority of people said that it should be accessible and in a central location, with good access to public transport. Recent expansion and development of housing in the Kelham Island area was highlighted.

5.1.4. Themes about the health centre proposals

The responses to these questions were analysed and coded using a coding framework. The following themes were reported in over 10% of responses received to each question. The most reported theme for each question did not exceed 50% of responses received to each question.

5.1.4.1. Foundry 1

The most mentioned theme related to this proposal being good, as long as they are supported with sufficient staff and deliver more appointments. Some people felt that the funding should be invested into improving services and getting more staff, rather than buildings, or investing in current sites.

Some people were unhappy with the proposal due to the extra distance, concern over less appointments being available, how it may impact more vulnerable members of the community, and the loss of personal service.

It was questioned why these proposals are only happening in more deprived areas of the city, although some welcomed the investment in this area. Some patients of Pitsmoor Surgery felt that the current site was already suitable.

5.1.4.2. Foundry 2

The most mentioned theme was evenly split between those that were unhappy at the proposal, and those that felt it was a good idea. Of those that were unhappy, the extra distance travel was suggested as the main reason.

Of those that felt the proposal was a good idea, being able to get appointments and access health care more easily was suggested as the main reason.

Some of the people who thought the proposal was a good idea did not feel that the location was right for them however, or that they preferred their current practice site.

Some people raised that investment in more staff and services was also required, or that they would prefer for this funding to be used to in staff and services.

Some patients of Herries Road Surgery and Upwell Street stated that they felt their current practice site was suitable, suggesting that the funding should be used to update and extend if needed.

5.1.4.3. SAPA 1

The most mentioned theme related to this proposal being good, as long as they were supported with sufficient staff, deliver more appointments, and better public transport links could be provided to the site.

Some people were unhappy at the proposal due to the extra distance travel, especially for more vulnerable members of the community, the majority of these comments being from patients at Norwood Medical Centre.

Some Norwood Medical Centre patients thought the proposal was a good idea, but not for them due to the location.

Some people felt that the funding should be invested into improving services and getting more staff, rather than buildings, or investing in current sites.

Concerns were raised about what impact the proposal would have on the availability of appointments.

Some people reported that they were satisfied with the current service they received from their practice whilst others suggested that the funding should perhaps be spent on improving current sites.

5.1.4.4. SAPA 2

The most mentioned theme related to this proposal being good and much needed for the area. It was hoped that this proposal could provide more appointments as currently, it can be difficult to get an appointment, although some were concerned this could make it more difficult.

Some people suggested that more staff would also be needed to be able to improve services.

The extra distance to travel, particularly for more vulnerable members of the community, was raised as a concern by a small amount of people, as was the fear that a larger centre would mean less personalised care.

5.1.4.5. City Centre

The most mentioned theme related to this proposal being 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.

5.1.5. Themes about the current practices' sites

5.1.5.1. Foundry 1

The most reported theme was about general satisfaction with the current site of their GP practice, followed by a general satisfaction about the service they receive from their GP practice.

However some people raised issues with the availability of appointments and the service they receive from their GP practice. Some people felt that their current GP sites were not adequate.

5.1.5.2. Foundry 2

The most reported theme was about general satisfaction with the service they receive from their GP practice, followed by a general satisfaction with the current site of their GP practice.

There were a small number of comments received about issues getting an appointment at their GP practice, as well as dissatisfaction about the service they receive, and the current GP practice site.

5.1.5.3. SAPA 1

The most reported theme was about general satisfaction about the service they receive from their GP practice. The second most reported theme highlighted a general satisfaction with the current site of their GP practice, the majority of these comments coming from patients at Norwood Medical Centre.

Some people commented that their current GP practice site required improvement, the majority of these coming from patients at Firth Park surgery.

A similar number of comments were received about people being unable to get an appointment, and general dissatisfaction with the service received from their GP practice.

5.1.5.4. SAPA 2

The most reported theme was about issues getting an appointment at their GP practice. Some felt that their current GP practice site required improvement, whilst a lesser amount of people felt they were adequate.

A similar number of comments were received about people being satisfied and dissatisfied about the current service they receive from their practice.

5.1.5.5. City Centre

The most reported theme was about general satisfaction with the service they receive from their GP practice.

A similar number of people commented that they felt their current GP practice site was inadequate and adequate. Some people reported issues getting an appointment and a general dissatisfaction with the service they receive from their GP practice.

5.2. Community outreach

The following feedback has been received from the community organisations funded to outreach to seldom heard communities.

4.2.1 SAPA 1 & 2 - SOAR

- A small number of residents felt it was a great idea, others felt it was great if access to the sites improved.
- The leaflets were deceiving or had little information
- Lots of misinformation circulating
- The decision makers have already made their minds up
- Lots of concern about the distance some people may have to travel and the cost of that travel which may lead to some patients not accessing GP services
- Increasing travel leading to increased pollution
- Lots of people feeling that the timescale is too short – there is not enough time to let everyone know about it and allow them to have their say
- There is not enough information available to give informed feedback on.
- The engagement does not take into account the level of digital exclusion or digital hesitancy in the areas they are serving.

The majority of people they spoke to did not know about the proposal or the consultation. Many had not received a text (or could not recall receiving a text) and even among those who had, many had ignored it as they had no idea what the text was relating to.

4.2.2 Foundry 1 & 2 - Fir Vale Community Hub

- People were very upset they are going to lose their green space. They said that they already cannot get appointments, and this will be worse with a larger surgery. They like their own local surgery, want to stay there.
- Everyone was very upset and concerned about the proposal. No one can see any benefits, they think the funds could be used to improve/extend local surgery.
- Worried about more pollution/ congestion in area due to more traffic from new surgery.
- Advised everyone to attend public meeting.

People were asking:

- How are surveys used and what for? The questions are closed/narrow ended.
- Can we recruit more doctors with this money? 16% have left after pandemic. Only 1 GP for every 2000 patients.
- What is the provision of GPs? How many GPs and how many appointments being made available?
- If not built on time, what happens?
- Public don't own land!

4.2.3 City Centre - Shipshape

- Happy for the building to be changed to another location as long it's not far away.
- Worried about travel distance and access to the building not knowing the location makes it very difficult to feedback.
- Will there be changes to GPs and will we be able to have the same GP.
- Relationship with practices was really important.

- Confused about where the building is going to be relocated and really worried about GPs being changed at the practice.
- People shared how their relationship with current practice is important and why they were at the practice.
- People also shared that they were thinking about moving practice if they were going to struggle.
- There is a lot of confusion out there which is diverting people's attention away from positive thinking.
- They had people who refused to talk to them and people who said they were part of a bigger picture which is not for the community.
- There is a disconnection with the teams that are involved in the programme – This is alerting and confusing on the ground. i.e. GPs – Council. Can they be more present at public meetings, at sharing information on their social media pages, press release etc. This will make a difference to people who are linked to the practices, it will help us ensure they are making the right choices about the health centre.
- Where is the building for the City Centre- people are saying it's difficult to complete the survey when we don't know where it will move to.
- Older people need a focus – patients with a disability need a focus- BAMER patients need a focus. This will allow us to get direct feedback and voices heard.
- People are struggling with the online links as they have no IT equipment, Internet, language is a barrier to read and understand the information or to complete the survey. ShipShape have given access to people at the centre and have been out in the City Centre with our devices to help people feedback.
- There was a lot of "no" we don't want the centre to be moved/merged, we are now hearing people say different things and are keen on having a conversation because this could be a positive thing for the patients. Some described the current building as run down and not appropriate. The presentation that was shared with ShipShape at the public meeting has been very useful in getting the right message out to people, to be able to have an appropriate conversation for them to make the right decision.
- People are worried about lack of appointments and not being able to get appointments- money should be spent on this and not a new centre.
- The new health centres shouldn't duplicate other local and voluntary services- they are struggling as it is and are a vital part of the community.

5.3. Public meetings

During April and May, we held six public meetings – one in each hub area and one online.

1. Firth Park Academy public meeting, 12 April 2022.
2. Parson Cross Development Forum, 13 April 2022.
3. Firvale Community Hub public meeting, 19 April 2022.
4. Verdon Street Burngreave, 20 April 2022
5. Quaker House, 21 April 2022
6. Zoom meeting all hubs, 12 May 2022

No one attended the city centre meeting, so there aren't any notes.

The top themes and questions from each meeting are shown below.

Foundry 1

Verdon Street Burngreave, 20 April 2022, 50 people attended

There was some support for investment in the area, but the majority of comments were issues or concerns with the proposals. The top themes are shown below in order of most common.

1. Building a new health centre won't improve health or reduce health inequalities
2. Concerns over how vulnerable people would travel to the new centres
3. Poor communication about the engagement including from GP practices

People asked questions looking for more information or assurance. They asked about:

- What will happen with the practice premises if proposals go ahead
- Queries over ownership and privatisation in the NHS

Foundry 2

Firvale Community Hub, 19 April 2022, 43 people attended

There was some support for investment in the area, but the majority of comments were issues or concerns with the proposals. The top themes are shown below in order of most common.

1. Environmental issues such as loss of only green space in the area, and traffic/ congestion around the school area
2. Concerns over safety and anti-social behaviour particularly near Page Hall
3. Concern over how vulnerable people would travel to the new centre particularly older people and single parents.

People asked questions looking for more information or assurance. They asked about:

- Ownership of the building and if practices currently rent or own premises
- Car parking and space in the building
- Suggested alternatives to the location
- Suggestions on alternative use of the money
- How affect practices such as appointments, telephone lines and continuity of staff
- On the decision making process

SAPA 1 (Firth Park)

Firth Park Academy, 12 April 2022, 48 people attended

There was some support for investment in the area, but the majority of comments were issues or concerns with the proposals. The top themes are shown below in order of most common.

1. Lack of communication from GP practice about the proposals
2. Information shared about engagement and meetings has been poor
3. Proposed location is unsuitable
4. Investment is needed in current buildings and services

People asked questions looking for more information or assurance. They asked about:

- Operational issues with ownership and construction
- Suggested alternatives to the location
- Suggestions on alternative use of the money
- How affect practices such as appointments, telephone lines and continuity of staff
- Registering with another practice if don't want to move
- What is the plan for the existing building at Concord and where will be located
- On the decision making process

SAPA2

Parson Cross Development Forum, 13 April 2022, 52 people attended

There was some support for investment in the area, but the majority of comments were issues or concerns with the proposals. The top themes are shown below in order of most common.

1. Lack of communication from GP practice about the proposals
2. Information shared about engagement and meetings has been poor
3. Wrong location or poor transport

People asked questions looking for more information or assurance. They asked about:

- On the decision making process who will make the decision and what can be influenced

- Requests for more engagement and information

Citywide (all hubs)

Zoom meeting, 12 May 2022, 23 people attended.

There was some support for centres, but the majority of comments were issues or concerns with the proposals. There were no overall themes but the issues/ comments that came up are shown below in order of most common.

- Concerns over public transport
- Raised concerns about the engagement with the questionnaire being too long and worries that people digitally excluded wouldn't have a say
- Impact of new buildings on local economies as services move away

People asked questions looking for more information or assurance. They asked about:

- Decision making process and will GPs have a say
- If and how the funding help improve services and attract more staff
- Ownership and running of the centres

5.4. Comments received by other methods

Feedback was received from a variety of other methods.

- 55 emails from members of the public
- 11 emails from MPs, councillors, local community organisations, and NHS partners
- Councillor feedback collected at 2 lunch clubs, one in Firth Park and one in Parson Cross
- Feedback from HealthWatch following engagement in Firth Park, and public meetings
- Four phone calls with members of the public

The feedback is summarised below.

- Dissatisfaction with access to current services and appointments, and no clear idea of whether this change would make the situation better, worse, or no difference.
- Concern over additional distance, travel time, and expense for patients.
- More GPs and other staff are required.
- Clarification and concern about engagement activity.
- Questions about arrangements for home visits and registration boundaries.
- Interest about co-locating community services.
- Surprise over the groupings of GP practices and proposed locations as they are not geographically linked.
- Interest from other areas out of scope who wanted these proposals in their area.
- Positive comments about the extra services and improved facilities.
- Access for disabled people, including involving disabled people in the design of buildings and infrastructure.
- Concern over the lack of suitable public transport links within these areas.

6. Conclusions

There are mixed feelings about whether these plans are the right thing to do. Many people suggested that these proposals were a good idea, but people had significant concerns about the extra distance and travel that would be required for some, particularly more vulnerable members of the community, with concerns about the lack of suitable public transport for some proposed locations. The majority of people aren't willing to travel further for better care but say they can travel. In a significant number of responses these concerns were seen as sufficient enough for them to feel that the proposals would not benefit patients and should not proceed.

People like the idea of extra services being available locally especially talking therapy, diagnostics, community mental health and children's services co-located in new centres.

People think more investment in their local area is needed, but many felt that the main problem was staff and that either the investment should be made in staff and services instead or would be required to deliver the improved care of these proposals. Some people suggested that the investment should be spent on improving current premises, whilst others felt that some of the sites included in these proposals were already sufficient as they are modern, purpose-built buildings.

Overall, there is a general satisfaction with the current service that patients receive from their GP practice, although there is significant concern about the current availability of appointments with many feeling that having more patients at one site would make appointments harder to get, although some felt that these proposals may help to make appointments more available.

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