

## **APPENDIX E**

### **GP SATURDAY ACCESS**

The service commenced on 14<sup>th</sup> January 2017 for patients of practices who run System One software due to the delay in installing the EMIS Web Hub software. EMIS practices came on line on 21<sup>st</sup> January.

Data sharing agreements for EMIS have been opened by all EMIS practices, these were not required by the System One practices.

### **APPOINTMENTS**

There are two GP sessions per hub each with 15 appointments, total of 90 appointments across Rotherham.

The appointment times are sent to the practices on Monday morning. The practices send details of the booked appointments to the hubs by 12 noon on Friday. Any un-booked appointments are then sent out to the practices to book on a rota basis.

### **REPORT**

See Appendix A for details of booked appointments.

In the first week, 14<sup>th</sup> January 2017, North and Central hubs ran with one GP and 15 appointments as there was a delay with the installation of the EMIS hub software. From 21<sup>st</sup> January a full service for all Rotherham practices was available.

There has been a slow uptake of appointments and some practice have found it difficult to fill their allocation. However, the feedback from the patients who have attended is very positive. See Appendix B. The feedback from practices is shown in Appendix C.

The South and North hubs have found it more difficult than the Central Hub to fill their GP sessions. For the weeks 28<sup>th</sup> January and 4<sup>th</sup> February the South Hub have run with one doctor. There has been a second Doctor willing to carry out a shift but there have not been sufficient booked appointments to warrant this.

Both Hub managers are finding that practices do not fax their booked appointment sheets to the hub by the cut off time and they have to then ring round the practices requesting them to send them through.

The feedback from some practices is that the patients would be more likely to attend if they could go to the Central Hub as the others are too far away.

### **Going Forward**

It has been agreed that the split of practices will be looked into and the possibility of moving one of the doctors from the North hub to the Central Hub and providing 45 appointments on this site.

**14<sup>th</sup> January 2017**

Central Hub 4 patients booked of which 1 DNA'd  
North Hub 2 patients booked  
South Hub 15 patients booked of which 3 DNA'd

|                                 |    |
|---------------------------------|----|
| TOTAL BOOKED APPOINTMENTS       | 21 |
| TOTAL DNA                       | 4  |
| TOTAL OF UNBOOKED APPOIINTMENTS | 35 |

**21<sup>st</sup> January 2017**

Central Hub 19 patients booked of which 2 DNA'd  
North Hub 4 patients booked of which 1 DNA'd  
South Hub 14 patients booked of which 3 DNA'd

|                             |    |
|-----------------------------|----|
| TOTAL BOOKED APPOINTMENTS   | 37 |
| TOTAL DNA                   | 6  |
| TOTAL UNBOOKED APPOINTMENTS | 17 |

**28<sup>th</sup> January 2017**

Central Hub 9 patients booked of which 1 DNA'd  
North Hub 1 patients booked  
South Hub 5 patients booked

|                           |    |
|---------------------------|----|
| TOTAL BOOKED APPOINTMENTS | 15 |
| TOTAL DNA                 | 1  |
| TOTAL UNBOOKED SLOTS      | 44 |

**4<sup>th</sup> February 2017**

Central Hub 16 patients booked of which 3 DNA'd  
North Hub 8 patients booked  
South Hub 7 patients booked of which 2 DNA'd

|                           |    |
|---------------------------|----|
| TOTAL BOOKED APPOINTMENTS | 31 |
| TOTAL DNA                 | 5  |
| TOTAL UNBOOKED SLOTS      | 29 |

**11<sup>th</sup> February 2017**

Central Hub 7 patients booked of which  
North Hub 26 patients booked of which 1 DNA'd  
South Hub 13 patients booked of which 1 DNA'd

|                           |    |
|---------------------------|----|
| TOTAL BOOKED APPOINTMENTS | 46 |
| TOTAL DNA                 | 2  |
| TOTAL UNBOOKED SLOTS      | 14 |

**APPENDIX A – BOOKED APPOINTMENTS PER PRACTICE**

| Name              | PracticeCode | Computer System | North     | 14.01    | 21.01    | 28.01    | 4.02      | 11.02    |
|-------------------|--------------|-----------------|-----------|----------|----------|----------|-----------|----------|
| Greasbrough       | C87603       | SystemOne       | 1         | 0        | 0        | 0        | 1 / 1dna  | 0        |
| Greenside         | C87020       | SystemOne       | 2         | 0        | 0        | 0        | 0         | 0        |
| Brookfield        | C87023       | SystemOne       | 1         | 0        | 0        | 0        | 0         | 0        |
| York Road         | C87010       | SystemOne       | 2         | 0        | 0        | 0        | 0         | 0        |
| Magna Group       | C87006       | SystemOne       | 3         | 0        | 0        | 0        | 0         | 0        |
| Shakespeare Road  | C87608       | SystemOne       | 2         | 0        | 0        | 0        | 2 / 2 dna | 0        |
| Crown Street      | C87030       | SystemOne       | 3         | 1        | 1        | 1        | 0         | 0        |
| Parkgate          | C87013       | SystemOne       | 2         | N/A      | 0        | 0        | 0         | 0        |
| Rawmarsh          | C87024       | SystemOne       | 1         | 1        | 1/1dna   | 0        | 1         | 1        |
| Market            | C87029       | EMIS Web        | 4         | N/A      | 0        | 0        | 0         | 0        |
| High Street       | C87018       | EMIS Web        | 3         | N/A      | 0        | 0        | 0         | 0        |
| Thorpe Hesley     | C87604       | EMIS Web        | 2         | N/A      | 0        | 0        | 0         | 0        |
| Woodstock Bower   | C87003       | EMIS Web        | 4         | N/A      | 2        | 0        | 4         | 3        |
| St Anns & Broom L |              |                 |           |          |          |          |           | 3        |
|                   |              |                 | <b>30</b> | <b>2</b> | <b>4</b> | <b>1</b> | <b>5</b>  | <b>7</b> |

| Reporting Name    | PracticeCode | Computer System | Central   | 14.01    | 21.01     | 28.01    | 4.02      | 11.02     |
|-------------------|--------------|-----------------|-----------|----------|-----------|----------|-----------|-----------|
| Broom Lane        | C87012       | SystemOne       | 5         | 0        | 5/1 dna   | 2        | 5         | 5         |
| Broom Valley Road | C87621       | SystemOne       | 1         | 1/dna    | 0         | 0        | 0         | 0         |
| Gateway           | C87622       | SystemOne       | 2         | 0        | 1         | 0        | 0         | 2         |
| Stag              | C87007       | SystemOne       | 4         | 2        | 3         | 3/1dna   | 4         | 4         |
| Treeton           | C87014       | SystemOne       | 2         | 1        | 1         | 2        | 2 / 2 dna | 0         |
| Clifton           | C87017       | EMIS Web        | 5         | N/A      | 1         | 1        | 0         | 4 / 1dna  |
| St Ann's          | C87005       | EMIS Web        | 6         | N/A      | 7/1 dna   | 1        | 3 / 1dna  | 11        |
| Wickersley        | C87015       | EMIS Web        | 2         | N/A      | 1         | 0        | 2         | 0         |
| Brinsworth        | C87009       | EMIS Web        | 3         | N/A      | 0         | 0        | 0         | 0         |
|                   |              |                 | <b>30</b> | <b>4</b> | <b>19</b> | <b>9</b> | <b>16</b> | <b>26</b> |

| Reporting Name | PracticeCode | Computer System | South     | 14.01     | 21.01     | 28.01    | 4.02     | 11.02     |
|----------------|--------------|-----------------|-----------|-----------|-----------|----------|----------|-----------|
| Blyth Road     | C87616       | SystemOne       | 2         | 2/1 dna   | 0         | 1        | 2/ 1dna  | 0         |
| Manor Field    | C87620       | SystemOne       | 2         | 0         | 0         | 0        | 0        | 0         |
| Swallownest    | C87008       | SystemOne       | 6         | 4         | 0         | 1        | 0        | 2         |
| Village        | C87022       | SystemOne       | 3         | 0         | 0         | 3        | 0        | 0         |
| Queen's        | C87606       | SystemOne       | 1         | N/R       | N/R       | 0        | 0        | 0         |
| Shrivastava    | C87031       | SystemOne       | 1         | N/R       | N/R       | 0        | 1        | 0         |
| Dinnington     | C87002       | SystemOne       | 7         | 5/1dna    | 4/2 dna   | 0        | 4/ 1 dna | 6         |
| Morthen Road   | C87016       | EMIS Web        | 4         | N/A       | N/R       | 0        | 0        | 1         |
| Kiveton Park   | C87004       | EMIS Web        | 4         | 4/1 dna   | 10/1 dna  | 0        | 0        | 4 / 1dna  |
|                |              |                 | <b>30</b> | <b>15</b> | <b>14</b> | <b>5</b> | <b>7</b> | <b>13</b> |

**APPENDIX B – Patient Feedback**

| SOUTH HUB - PATIENT FEEDBACK     |        |         |          |                    |            |                            |        |                                       |  |
|----------------------------------|--------|---------|----------|--------------------|------------|----------------------------|--------|---------------------------------------|--|
| Recommend to Friends and Family? |        |         |          |                    |            |                            |        |                                       |  |
| Extremely likely                 | likely | neither | unlikely | Extremely Unlikely | don't know | Alternative if no Hub      | Travel | Further comments                      |  |
|                                  | 1      |         |          |                    |            | Walk In                    | car    |                                       |  |
|                                  | 1      |         |          |                    |            | Lose a days work           | car    |                                       |  |
| 1                                |        |         |          |                    |            | Time off Work or A & E     | car    |                                       |  |
|                                  | 1      |         |          |                    |            |                            | car    |                                       |  |
| 1                                |        |         |          |                    |            | Walk In no appt at GP      | car    |                                       |  |
| 1                                |        |         |          |                    |            | Wk day -time off work      | car    |                                       |  |
| 1                                |        |         |          |                    |            | hard to get weekday appt   | car    | Keep Sat AM appointments              |  |
| 1                                |        |         |          |                    |            | a later appt               | car    |                                       |  |
| 1                                |        |         |          |                    |            | Time off Work for Appt     | car    | Teacher so perfect for me             |  |
| 1                                |        |         |          |                    |            | GP when available          | car    |                                       |  |
| 1                                |        |         |          |                    |            | alternative appt at GP     | car    |                                       |  |
| 1                                |        |         |          |                    |            | week day appt with GP      | car    |                                       |  |
| 1                                |        |         |          |                    |            | wait 6 days for avail appt | car    | Best drs appointment I have eer had   |  |
|                                  | 1      |         |          |                    |            | none                       | car    |                                       |  |
| 1                                |        |         |          |                    |            | 111/A & E or WIC           | car    | Happy a surgery is open on a Saturday |  |
| 1                                |        |         |          |                    |            | wait for appt or A & E     | car    |                                       |  |
| 1                                |        |         |          |                    |            |                            | bus    |                                       |  |
| 1                                |        |         |          |                    |            | WIC                        | car    |                                       |  |
| 1                                |        |         |          |                    |            |                            | car    | very handy                            |  |
| 1                                |        |         |          |                    |            | WIC                        | car    | Excellent service                     |  |
| 1                                |        |         |          |                    |            | WIC Sheffield              | car    |                                       |  |
|                                  | 1      |         |          |                    |            | WIC/Pharmacy               | car    |                                       |  |
|                                  | 1      |         |          |                    |            | week day appt with GP      | car    | very quick Dr was great               |  |
|                                  |        | 1       |          |                    |            | 111                        | walked |                                       |  |
|                                  |        |         |          | 1                  |            | Sat ideal for me           | car    |                                       |  |
|                                  | 1      |         |          |                    |            | Wait for GP appt           | car    | 3 week wait at own doctors            |  |
| 1                                |        |         |          |                    |            | waited                     | car    | Brilliant service                     |  |
| 1                                |        |         |          |                    |            | hospital treatment         | car    |                                       |  |
| 1                                |        |         |          |                    |            | next avail GP appt         | car    |                                       |  |
| 1                                |        |         |          |                    |            | WIC                        | car    |                                       |  |
| 1                                |        |         |          |                    |            | none                       | car    |                                       |  |
|                                  | 1      |         |          |                    |            | Late night or WIC          | car    |                                       |  |
|                                  | 1      |         |          |                    |            | Different Practice         | car    |                                       |  |
| 1                                |        |         |          |                    |            | A & E                      | car    | Would have resorted to an A & E visit |  |
|                                  |        |         |          |                    | 1          | Don't Know                 | car    |                                       |  |
| 1                                |        |         |          |                    |            | Brilliant service          | car    |                                       |  |
| 1                                |        |         |          |                    |            | Time off work              | car    |                                       |  |

## Central Hub – Patient Feedback

| Rotherham Saturday Gp Access   |           |                            |          |                    |
|--|-----------|----------------------------|----------|--------------------|
| How easy did you find it to book the appointment for this Saturday Service?  |           |                            |          |                    |
| Excellent  | Very Easy | Ok                         | Not Easy | Very difficult     |
| 1  | 10        |                            |          |                    |
| Thinking about your response to this question, what is the main reason why you feel this way?  |           |                            |          |                    |
| Called own GP Friday Morning offered appointment Saturday Morning  |           |                            |          |                    |
| Rang yesterday for a non emergency appointment at Stag Medical and said a Saturday appointment was available at Broom Lane             |           |                            |          |                    |
| Called my own GP practice and the appointments available were a whole month away, so they told me about the Pilot Scheme straight away |           |                            |          |                    |
| Referred straight away from normal GP  |           |                            |          |                    |
| It was booked for me by my own Doctors   |           |                            |          |                    |
| Booked the day before got an appointment first thing - very impressed  |           |                            |          |                    |
| Simple and straight forward process  |           |                            |          |                    |
| It was not emergency so was surprised to be offered Saturday appointment - welcome Idea  |           |                            |          |                    |
| How likely are you to recommend our service to Friends and Family if they need similar treatment or care?                              |           |                            |          |                    |
| Extremely Likely   | Likely    | Neither Likely or Unlikely | unlikely | extremely unlikely |
| 4  | 7         |                            |          |                    |
| Thinking about your response to this question, what is the main reason why you feel this way?  |           |                            |          |                    |
| The service was good and as I work Monday to Friday a Saturday appointment was welcome   |           |                            |          |                    |
| An extra day of the week to be seen by a Doctor in case of Emergency   |           |                            |          |                    |
| If an appointment is needed quickly then this is probably the best option if its not an emergency                                      |           |                            |          |                    |
| Not many Drs on so could be difficult to make an appointment.  |           |                            |          |                    |
| Gp's should be open outside of normal working hours. Much easiet and saves strain on emergency services. Hope it continues             |           |                            |          |                    |
| Got appointment when needed. Otherwise would have had to wait one month for appointment  |           |                            |          |                    |
| A 7 day service would be good  |           |                            |          |                    |

## North Hub – Patient Feedback

| Rotherham Saturday Gp Access  |           |                            |          |                    |
|---|-----------|----------------------------|----------|--------------------|
| How easy did you find it to book the appointment for this Saturday Service?   |           |                            |          |                    |
| Excellent   | Very Easy | Ok                         | Not Easy | Very difficult     |
| 4   |           | 1                          |          |                    |
| Thinking about your response to this question, what is the main reason why you feel this way?   |           |                            |          |                    |
| I work from 7.30 am so phoning at 8.30 to get a mid week appointment is difficult. I rang after work and got a Saturday appointment straight away |           |                            |          |                    |
| Appointment Straight away   |           |                            |          |                    |
| Saturday is better for people that work   |           |                            |          |                    |
| Due to work commitments Monday - Friday I find this service very reasonable   |           |                            |          |                    |
| Booked appointments through my usual Drs at Rawmarsh who told me the availability   |           |                            |          |                    |
| How likely are you to recommend our service to Friends and Family if they need similar treatment or care?   |           |                            |          |                    |
| Extremely Likely  | Likely    | Neither Likely or Unlikely | unlikely | extremely unlikely |
| 3   | 2         |                            |          |                    |
| Thinking about your response to this question, what is the main reason why you feel this way?   |           |                            |          |                    |
| My Friends and family work and not all employers are flexible about time off work for appointments.   |           |                            |          |                    |
| Friends may need Saturday appointments  |           |                            |          |                    |
| Saturday is better for people that work   |           |                            |          |                    |
| It's hard to get an appointment in the week but this service is ideal   |           |                            |          |                    |
| Great Appointment, Great Time, Great Doctor   |           |                            |          |                    |

## **APPENDIX C – Practice Feedback**

The reasons for not being able to book patients have been given as follows:

### ***General Comments***

- Not my doctor
- Have to travel
- Appointment is too early

### ***Practice Specific Comments***

Gateway- Offering appointments but patients don't want to travel to another surgery and want to see own GP

Swallownest - Offering appointments but they have been refused. 9 in first 2 weeks. Patients commented that they have better things to do with their time on a Saturday. The practice has sufficient appointments to book patients in during the week, if unable to take an appt they are offering a Sat appointment.

High Street- Patients are unwilling to travel to Kimberworth and that the Walk In centre is closer. They have not filled any slots to date

Morthen- Patients unwilling to travel to Kiveton and they have not filled any slots to date.

Dr Page- Haven't used the appointments as they simply haven't needed them.

Village- Having difficulty giving the appointments away and not through lack of trying.

Market- Many of their patients do not have cars and Kimberworth Park Practice is three buses away.