

We asked, you said, we did October-December 2017 (Q3)

Below are some of the areas where we have engaged with local patient groups and members of our local community during the last Quarter and the outcomes as a result.

<p>We asked...</p> <p>We asked members of the public what they thought about GP appointments outside of 'normal' hours.</p>	<p>You said...</p> <p>419 members of the public completed our survey and told us they would like to see a GP outside of 'normal' working hours. The two most popular times members of the public would like to be able to have a GP appointment are Monday evenings from 6.30pm – 8.00pm and on a Saturday morning. Respondents said they would be willing to travel between 2.5 and 5 miles for a GP appointment. 16.47% of those completing the survey said they did not mind how far they would have to travel for a GP appointment outside normal hours.</p> <p>More than half (56.9%) of those responding said they would accept a telephone consultation, although they said they would prefer to have a face-to-face GP appointment. However, when asked if they would accept a Skype or Video Call GP appointment, over two thirds of those responding said they would accept this.</p> <p>When asked if they thought it was 'likely' that they would use an appointment outside of 'normal' working hours, over 90% said it was.</p>	<p>We did...</p> <p>We publicised the survey on social media and through our networks. We also made hard copy versions available and offered to complete the survey if this was the preferred method.</p> <p>Outcome</p> <p>The results from this survey have been shared with the primary care Team and will help to inform future planning.</p>
<p>We asked...</p> <p>Members of the public about how they want to be able to access a GP and whether or not they are in favour of new ways of doing this, including telephone and video consultations.</p>	<p>You said...</p> <p>More than 86% of respondents to our survey said they would use a remote consultation if offered one. Comments included:</p> <p><i>'This would be really useful for routine appointments and medication reviews. The only thing that obviously couldn't happen would be a physical examination. It would require really specific pathways as to what could be done remotely and what would require a face-to-face appointment. Overall though I think this would be a good use of resources.'</i></p> <p><i>'I think this is essential, as a working Mum this would make life so much easier and I'm sure the practice staff would appreciate calling me at their convenience rather than feeling they have to keep to appointment times in the waiting room. Possibly photos could be saved into medical notes to see progress or</i></p>	<p>We did...</p> <p>We promoted a survey through our social media and 74 responses were received.</p> <p>Outcome</p> <p>The results will be used to help improve GP access.</p>

<p>We asked... Members of the public and staff about the Hospital Services Review (HSR)</p>	<p><i>deterioration when dealing with different clinicians. This would be useful for wounds or skin conditions’.</i></p> <p>You said... The aims of the HSR are to:</p> <ul style="list-style-type: none"> - Define and agree a set of criteria for what constitutes Sustainable Hospital Services for each Place and for South Yorkshire and Bassetlaw, North Derbyshire and Mid Yorkshire - Identify any services (or parts of services) that are unsustainable, short, medium and long-term. - Put forward future service delivery models which will deliver sustainable high quality hospital services - Consider the future role of a District General Hospital in the context of the aspirations outlined in the South Yorkshire and Bassetlaw Accountable Care System (ACS) and emergent models of sustainable service provision. - A sustainable service sees and treats enough patients to operate a safe and efficient service, has an appropriate workforce to meet staffing needs and has interdependent clinical services in place and in reach to operate core services safely and effectively. - There are a number of services which have been identified as facing significant difficulties with workforce and or quality of care, have a significant number of interdependencies or have a significant impact on the service as a whole and are listed below: <ul style="list-style-type: none"> o Urgent and Emergency Care o Maternity o Care of the Acutely Ill Child o Gastroenterology and Endoscopy o Stroke - Each service now has clinical working groups established. A formal report detailing proposals for each service will be available in March/April 2018 and commissioners will then need to agree what to take forward. - Public and Patient engagement has taken place and there are three main questions that we are seeking input on: - What are the main problems in the five core services? 	<p>We did... E-mailed our staff with details of the HSR, public meetings and the survey.</p> <p>We attended a meeting at the Redmond Centre in Carcroft in November to talk to local people about the HSR and share the survey.</p> <p>We used our social media to promote the events and shared details of the public meetings and the survey with our partners across Doncaster.</p> <p>We attended a public meeting at The Source, Meadowhall, and Sheffield on 6/12/17 and encouraged local people attend and participate.</p> <p>We held a public meeting and drop-in session at Mexborough Library on 19/12/17 to talk to people about the HSR answer questions and help people complete the survey over a cup of tea and mince pie.</p>
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	<ul style="list-style-type: none"> - What models have been used elsewhere/what suggestions do you have that could solve these problems? - What should the evaluation criteria be for narrowing down to our final recommendations? - Patient, public, clinicians and staff are invited to get involved. This will be via an online and paper based survey in the first instance. 	<p>Outcome A report will be available in March / April 2018.</p>
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What we are likely to be asking you next . . .

Watch out for the following topics over the next 3 months on which we would love to hear your views:

NHS England launched the [Consultation for Over the Counter Items not routinely prescribed](#) on 20/12/17 and this closes on 14/3/2018.

We will continue to support the ACS and the HSR and will be out in the community with our Winter Roadshow on the Health Bus in January 2018.