

Porter Brook Medical Centre and Student Health at SHU

Student Health at SHU branch site of Porter Brook

LOCAL PATIENT PARTICIPATION REPORT

Background

The practice has a current list size of over 29,000 registered patients which has steadily increased over the last few years due to the increase in the Student Population. The patient population at Sheffield Hallam University (SHU) includes both British and International students with a wide variety of differing needs.

Services are provided from two sites; Student Health at SHU medical centre based at Sheffield Hallam University is available only to students. Porter Brook Medical Centre is available to all patients.

This is the third year that the Patient Participation Group has been in existence. There are two separate Groups; one representing the needs of the patients attending Porter Brook, and the other representing the student population who attend Student Health at the City Campus.

The SHU Patient Participation Group consists of a virtual group and representatives from the Student Union.

The staff representing the medical centre are Dr Nikki Bates, Dr Adrian Mackie, Nurse Practitioner Sally Nowacki & Branch Manager Michelle Varney. All of these staff members have long standing close links to the university site.

Student Health at SHU PPG

Existing Members

Due to a lack of response to join the PPG the Student Union has continued to be the representative body of the student population. However we do get a good response to any questionnaires or feedback we request from students attending surgery.

Note that in Year 1 of the PPG we placed an advert on the university website and TV screens and also within the Medical Centre asking for students to join our group. We also contacted both the International and Student support teams for assistance and handed out promotional information at the desk advertising how to join the PPG.

Because we had a low level of interest a meeting was held with Emmett Cleaver, Student Union Welfare & Community Officer, who suggested the Student Union Officers team could become the PPG representatives on behalf of students. It was decided that all questionnaires would be agreed with the group and they would consider the findings, make suggestions on action to be taken suggest and have input into the way things moved forward.

The Student Union team consists of 6 Full time Union Officers who cover all aspects of student life and all demographics of students. Emmett felt that the team would be representative of the student population. As the student union officers are elected for a limited period of time, between one and three years, any new officers are made aware of their responsibilities within the PPG team when they take up their post.

Profile for both Practices

		Practice Profile	
Gender	Males	15,771	54%
	Females	13,552	46%
Age Range	Under 18 years	1738	6%
	18 – 24	16,257	55%
	25 – 34	6,154	21%
	35 – 44	2,644	9%
	45 – 54	1153	4%
	55 – 64	682	2%
	65 – 74	330	1%
	75 – 84	197	0.7%
	85+	168	0.6%
Ethnicity	Ethnic origin is only recorded in approximately 74% of our practice population; of this 74% approx. 60% are of British/mixed British origin remaining nationalities are mixed.		
Other	The practice looks after 5 residential/ care homes. We have a number of substance misuse patients We have a small learning disability community We have approximately 60 patients on our Carer's register		

Profile for Student Health at SHU only

Figures below are taken from Sep 09 - Aug 14

Total Students	17,285	
Gender	Male	8,712
	Female	8,573
Age Range	18 – 24	14,637 84%
	25 – 34	2,417 14%
	35 – 44	173 1.5%
	45 – 54	58 0.5%

Profile of PPG Student Union Officer Members

Member	Gender	Age	Ethnic Origin	Other
1	Male	23	White British	President SU
2	Female	20	White British	Democracy & Communications Officer
3	Male	23	White British	Welfare & Community Officer
4	Female	23	White British	Activities Officer
5	Female	20	White British	Education Officer
6	Male	24	Mixed British	Sports Officer

We believe the above group represents a broad section of the student population as seen at Student Health at SHU.

Patient Survey

Both in 2011/12 and 2012/13 surveys were conducted as agreed by the patient participation group. The results were considered with the group and both the previous year's action plan and the follow up action plan were agreed. The practice has reviewed & implemented changes as a result. See update below:

Ongoing work from the Action plan 2011/2012

Priority Area	Comment	Action Taken
Request for longer opening hours	Staffing review Sep 12	Staffing changes at the practice have resulted in an increase in clinicians at SHU. New rotas were developed and are being evaluated for effectiveness. Until this is complete no changes to opening hours can be considered.
Request for a television in the waiting area	Not representative of majority Music is used for privacy issues	At present a TV is being considered for Health Promotional purposes & for advertising changes regarding the practise
Request for opening over lunchtime to fit in with uni hours (2 requests)	Staffing review Sep 12	Currently under review
Request for Saturday Opening (3 requests)	Staffing review Sep 12	Currently under review
Shorter waiting times (3 requests)	Staffing review Sep 12	Additional clinicians since Sep 12 have reduced waiting times
Be informed of estimated waiting time (3 Requests)	Reception staff try their best but it depends what the patient presents with as to how long each consultation takes	Not always possible to give accurate time

Changes to improve many of the above issues were considered in the implementation of a new appointment system.

Actions taken from outcome of 2012/2013 survey

Priority Area	Comment	Proposed Actions	Action Taken
Comments from Q8 re: Doctors rating	Both negative & positive comments were made	A list of comments from patients will be presented to doctors at a Dr Meeting with the response from the doctors being published	Comments regarding individual doctors were forwarded and reviewed. Future surveys will include the same set of questions to monitor standards
Comments from Q9 re: Nurses rating	Both negative & positive comments were made	A list of comments from patients will be presented to nurses at a nurse meeting with the response from the nurses being published	Comments regarding individual nurses were forwarded and reviewed. Future surveys will include the same set of questions to monitor standards
On-line appointment booking	This is something the practice is looking at in the future. It is a package that is available with our current system.	This will be fully tested & reviewed before a decision on implementation is made	Now implemented & will be reviewed in next year's survey
Student Health at SHU phone number available online	Patients found it difficult to find the phone number for the medical centre using the practice web site		A new web site has been launched
Music in waiting area	Due to shared open plan waiting area there are implications for the other services that use the area where music could be inappropriate.	Open dialogue with other services using shared waiting area	Ongoing - currently reviewing waiting area privacy issues due to appointment changes
TV in waiting area	Not possible due to TV Licensing laws. TV screens are used around the university to disseminate information to students & would be useful to display opening times, health promotions etc.	Contact the university re funding and IT issues of a TV screen being installed in the medical centre waiting area	Ongoing - still under consideration, awaiting funding
Patients using mobile phone in waiting area	Several patients have commented how distracting & upsetting it can be when feeling unwell to listen to people on the phone	Notices to be put in the waiting area asking patients to refrain from using their mobile phone	Complete
Requests for longer opening hours/ more bookable appointments &	Students commenting current opening hours don't fit in with their university timetables. Drop-in waiting times are too	This will be reviewed by Access Group	A trial is currently taking place - Drop in has been replaced by Same day bookable appointments to reduce waiting times & giving

waiting time at drop-in	long & more bookable appointments required.		patients more choice and flexibility and the Access Group will review on a regular basis!
Repeat Prescriptions & Duty Doctor during holidays when students at home	Students are unaware these services exist even though publicised in surgery	Look at promoting by alternative methods - TV screens etc	Several promotions have taken place & will be reviewed after this years survey
Reminders re: injections & boosters		Review how we disseminate vaccination information e.g. flu, MMR etc	Complete - advertised on TV screens & SHU space
Request to see Dr at drop in	Present policy is patients are called by either a doctor or nurse practitioner in order of arrival. However anyone requesting a consultation with a male/female clinician would have the request granted		
Privacy at front desk	Patients don't feel they can talk freely & feel they are being overheard by people in the waiting area	Background noise? Review seating plan?	Ongoing - currently reviewing waiting area privacy issues due to appointment changes
Drop-in interrupts booked appointments	Sometimes a doctor can be late calling in a booked appointment if they have taken a patient from the drop-in list and the consultation is complex.	Notices to explain 'Why your appointment is running late'	Complete - due to changes in appointment systems
Magazines & leaflets in waiting area	Due to new CQC policies it is felt that for hygiene purposes & infection control not to have unnecessary reading material. Health promotional leaflets etc are still available in the waiting area		
Condoms available to just pick up	Sheffield Sexual Health & Contraception Service require us to provide information re age, ethnicity etc to continue providing condoms free of charge.		
Link to Wellbeing service	We are linked to the Wellbeing service. Students can attend Wellbeing without	Publicise via posters & discuss with wellbeing	Complete - posters displayed

	being referred.		
More info of services available during holidays	At present we have posters in the waiting room, hand out information at the desk and also publicise on the website	Review current practices	Ongoing - continue to advertise as early as possible opening times of each holiday period as these can vary
Contact card & website to include drop in times & lunch	It would be impractical to add more information to the contact card due to the size. A new website has also recently been launched	Review information provided at the start of term	Ongoing - currently reviewing contact card due to appointment changes after trial is complete
Website old & unclear	A new website has recently been launched	Review new website & get student feedback	Complete - feedback so far has been positive
Lots of telephone numbers on Uni website - not all of them work	University site separate system to our NHS/Practise sites	Contact communication directorate at SHU	Ongoing - not possible for 1 central point to update numbers. Each faculty deals with their own information. Completed on an ad hoc basis
Have prescription for Pill more than 6 months	Patients are required to have a 6 monthly check to ensure it is safe to continue taking the medication.. This is for the patients welfare and health	Publicise via handout & verbal communication	Complete
Waiting times for repeat prescriptions signing during surgery	Patients want a prescription immediately which is a service we provide for students, however this means prescriptions have to be signed in between patients being seen. Therefore, there will always be a wait	Publicise via handout & verbal communication at desk	Complete
Information on current waiting times	Difficult to assess as patients can be in a consultation for varying amounts of time. Receptionists try to estimate but not always accurate		
Difficulty getting through on the phone	There is one phone line which is used for incoming calls only.	Ensure this line is used only for incoming calls	Completed
New student Information	Requesting information regarding How to find us? How to book? Opening times etc	Create a handout with relevant information to be included in registration packs & available at student accommodation in poster form?	Ongoing - Reviewing for 2014 student intake

Actions identified from graphs			
72% females/ 80% males agreed or strongly agreed that they should be asked the reason for their visit	To be directed to correct clinician and also speed up waiting time look at how we can introduce a triage at the Desk	Discuss with access group and consider also confidentiality/privacy issues	Ongoing - currently being trialled

Survey Questions

The PPG met in November 2013 to discuss and agree the questions for this year's survey. The questions on the survey this year are designed to reflect the outcomes from last year and compare findings.

The Patient Group reviewed the draft survey and asked for input. Some questions were amended and new questions added. Although responses would be anonymous basic patient information such as age, gender & ethnicity would be gathered to ensure that overall those providing feedback were representative of the student population. The survey questionnaire was agreed and finalised on the 7th January 2014.

Survey Methodology

A discussion took place at the November meeting to decide the best methodology of conducting the survey to ensure that sampling and results were credible.

The Group agreed to trial the use of Survey Monkey in the hope of capturing feedback from a wider patient spread and also to provide detailed feedback without time consuming manual analysis. As in previous years, questionnaires would also be handed out to patients in the waiting room. This would ensure that we gained responses from services users who were able to comment on recent experiences.

The Group agreed that a minimum of 400 completed questionnaires would be required to ensure a representative sample size.

Survey Implementation

A total of 431 questionnaires were completed randomly over a ten week period between January & March 2014

As agreed by the Group, Survey Monkey was used as a tool to collect and analyse responses. The survey was advertised on the website and in the waiting room. Patients who had consented to receive email or text messages were sent links to the survey. However, as in previous years, the bulk of the questionnaires were completed in the waiting room by patients attending for appointments.

Due to the diversity of different languages spoken by our patient population at Porter Brook it was decided that it was not feasible to translate the survey into alternative formats. At Student health at SHU it was decided that students have a good enough understanding of English to complete the survey as English is a requirement of their course. Receptionists were available to answer any questions and assist patients with reading/ completing the survey where necessary.

In total, 431 surveys were completed, which the Group felt was sufficient to ensure a fair representation.

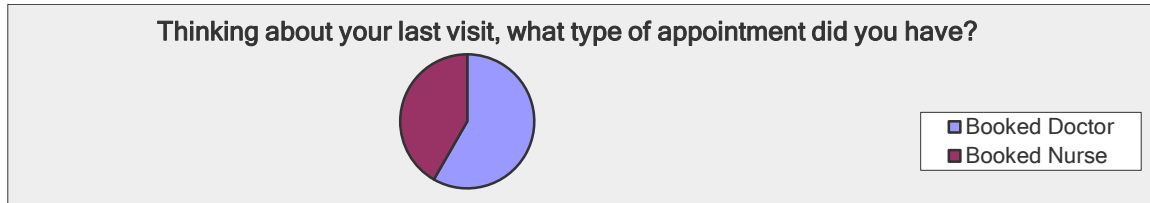
Admin staff entered information from the questionnaires completed in the waiting room onto Survey Monkey which was then used to collate and analyse results. The PPG agreed that the methodology chosen to undertake the survey and analyse the results was valid.

The 2013 questionnaire invited students to take part in future surveys. 89% of those asked said they were happy to complete surveys in surgery but not participate in a group. 12% didn't want to participate at all in the future. This reinforces that using the Student Union officers as PPG members was the correct way forward.

Student Health @ SHU Patient Participation Group Survey 2014

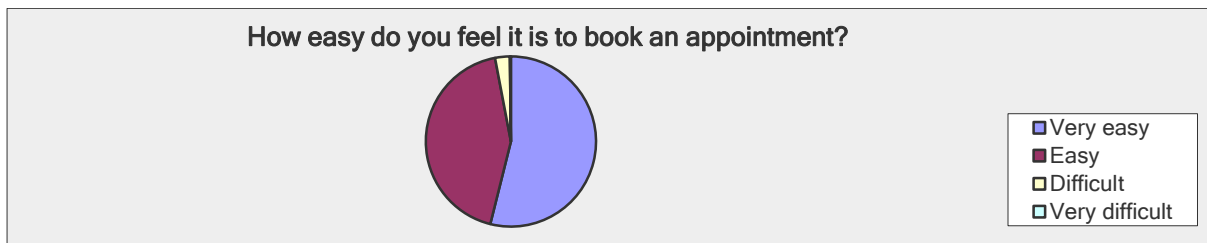
Question No 5

Thinking about your last visit, what type of appointment did you have?		
Answer Options	Response Percent	Response Count
Booked Doctor	58.3%	236
Booked Nurse	41.7%	169
<i>answered question</i>		405
<i>skipped question</i>		27



Question No 6

How easy do you feel it is to book an appointment?		
Answer Options	Response Percent	Response Count
Very easy	53.9%	230
Easy	43.1%	184
Difficult	2.8%	12
Very difficult	0.2%	1
<i>answered question</i>		427
<i>skipped question</i>		5

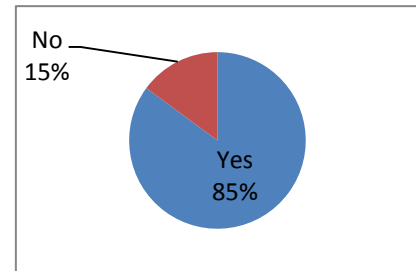


Question No 7

When you need to see a doctor or nurse, and we ask you the reason for your appointment so we can book you with the most appropriate person. Are you happy to give us a brief summary?

Answer Options	Response Percent	Response Count
Yes	85.1%	360
No	14.9%	63
If no, please state why below		70
answered question		423
skipped question		9

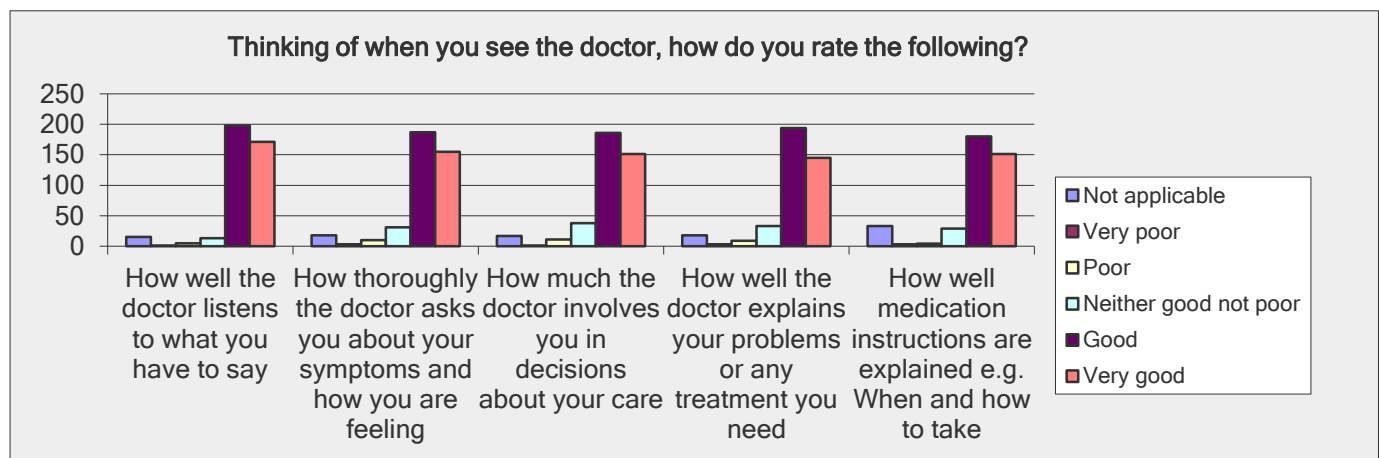
Summary of comments received	
Reception not private enough	57
Triage over telephone ok but not at desk	4
Depends what issue is whether I wish to tell receptionist	6
Never asked	1
Triaged incorrectly	1
N/A	4



Question No 8

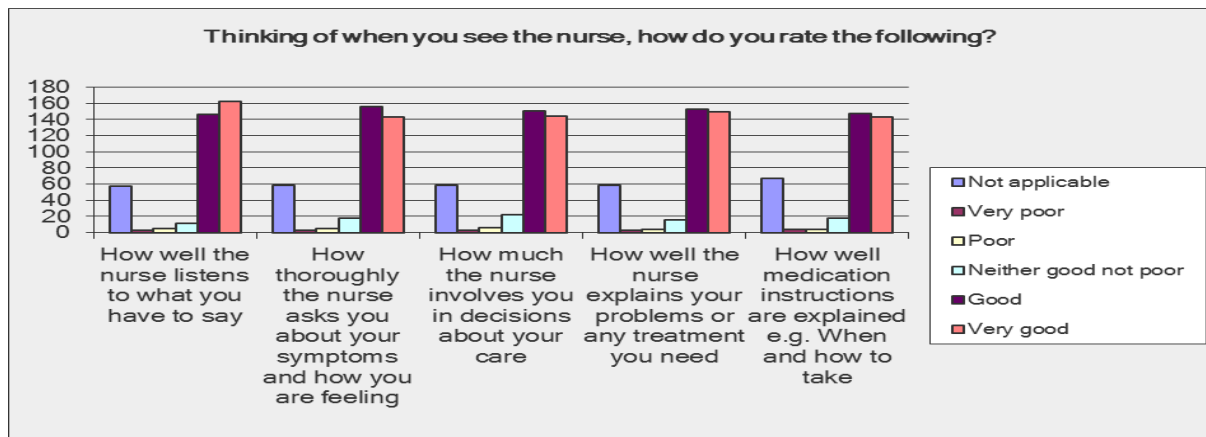
Thinking of when you see the doctor, how do you rate the following?

Answer Options	Very good	Good	Neither good not poor	Poor	Very poor	Not applicable	Response Count
How well the doctor listens to what you have to say	171	198	13	5	1	15	403
How thoroughly the doctor asks you about your symptoms and how you are feeling	155	187	31	10	3	18	404
How much the doctor involves you in decisions about your care	151	186	38	11	1	17	404
How well the doctor explains your problems or any treatment you need	145	194	33	9	3	18	402
How well medication instructions are explained e.g. When and how to take	151	180	29	4	3	33	400
Comments							44
answered question							404
skipped question							28



Question No 9

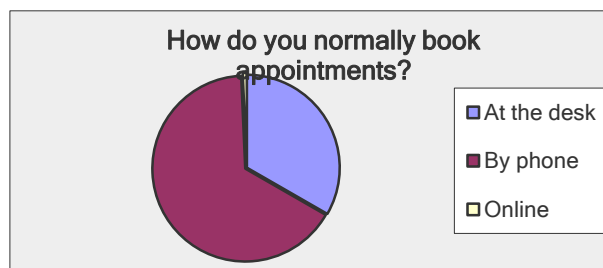
Thinking of when you see the nurse, how do you rate the following?							
Answer Options	Very good	Good	Neither good not poor	Poor	Very poor	Not applicable	Response Count
How well the nurse listens to what you have to say	162	146	11	5	3	57	384
How thoroughly the nurse asks you about your symptoms and how you are feeling	143	156	18	5	3	59	384
How much the nurse involves you in decisions about your care	144	150	22	6	3	59	384
How well the nurse explains your problems or any treatment you need	149	153	16	4	3	59	384
How well medication instructions are explained e.g. When and how to take	143	147	18	4	4	67	383
Comments							25
<i>answered question</i>							384
<i>skipped question</i>							48



Question No 10

How do you normally book appointments?		
Answer Options	Response Percent	Response Count
At the desk	33.3%	140
By phone	66.0%	277
Online	0.7%	3
Comments		29
<i>answered question</i>		420
<i>skipped question</i>		12

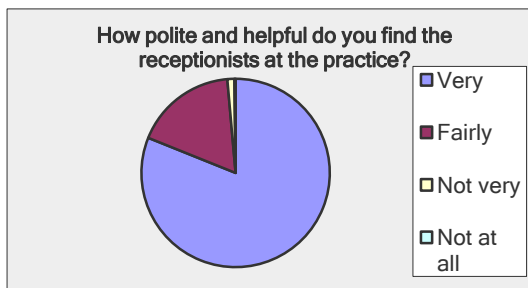
Booking Appointments	
Online does not work correctly	2
Use drop in / didn't know it had finished	3
Did not know you could book on line should be advertised better	5
Unclear how to use online service	2
Take a while to get through on phone	1
Simple to book	2
Can get appointments quickly	3
Staff really helpful polite and patient when booking appointments	5



Question No 11

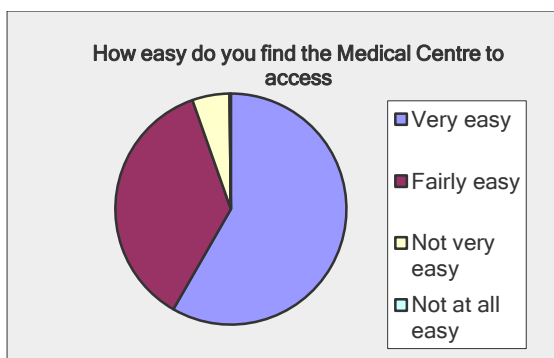
How polite and helpful do you find the receptionists at the practice?		
Answer Options	Response Percent	Response Count
Very	81.0%	342
Fairly	17.5%	74
Not very	1.2%	5
Not at all	0.2%	1
Comments		20
answered question		422
skipped question		10

Reception	
Helpful and polite receptionists	12
Confidentiality of repeating address/ phone number at desk and problem /issue requiring an appointment	4
Depends on who is on desk	3
Talking loudly on reception for others to hear	3
Man is polite and good to have on desk instead of lady	1
Not always cover at desk	1
Don't like receptionist repeating my name out loud when on phone to surgery	1



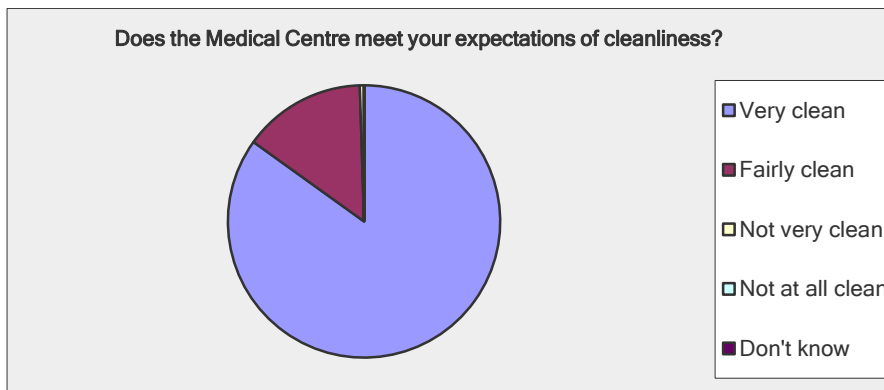
Question No 12

How easy do you find the Medical Centre to access		
Answer Options	Response Percent	Response Count
Very easy	58.3%	246
Fairly easy	36.3%	153
Not very easy	5.2%	22
Not at all easy	0.2%	1
answered question		422
skipped question		10



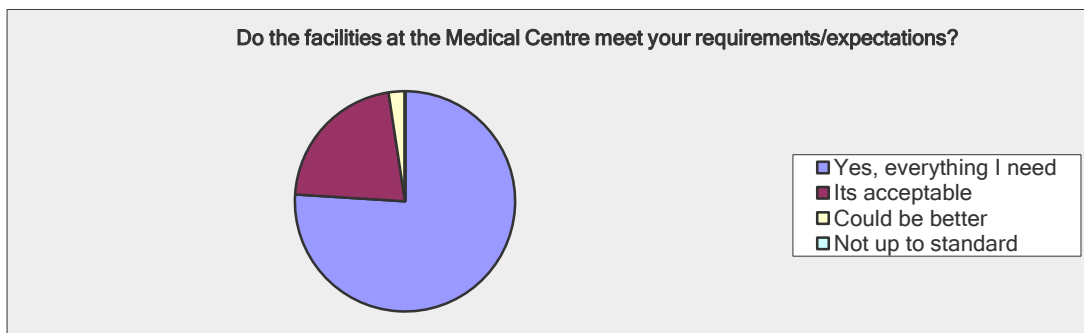
Question No 13

Does the Medical Centre meet your expectations of cleanliness?		
Answer Options	Response Percent	Response Count
Very clean	85.0%	356
Fairly clean	14.6%	61
Not very clean	0.5%	2
Not at all clean	0.0%	0
Don't know	0.0%	0
<i>answered question</i>		419
<i>skipped question</i>		13



Question No 14

Do the facilities at the Medical Centre meet your requirements/expectations?		
Answer Options	Response Percent	Response Count
Yes, everything I need	76.0%	316
Its acceptable	21.6%	90
Could be better	2.4%	10
Not up to standard	0.0%	0
Unacceptable	0.0%	0
<i>answered question</i>		416
<i>skipped question</i>		16



Question No 15

How do you find the waiting area?

Answer Options

Very nice place to wait
 An acceptable place to wait
 could be better
 Not up to standard
 Unacceptable
 Comments

Response Percent

69.3%
 28.8%
 1.9%
 0.0%
 0.0%

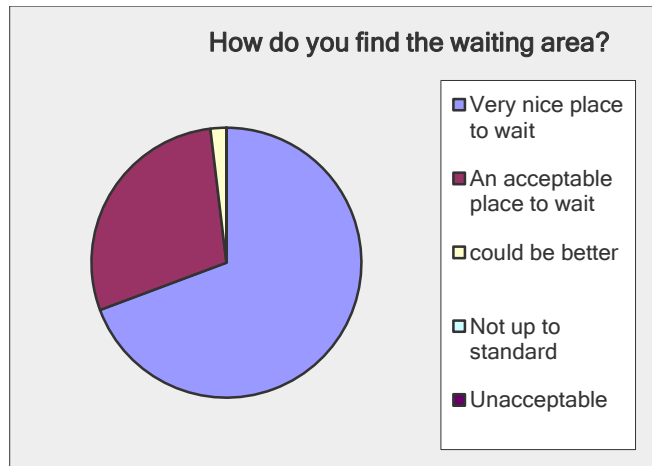
Response Count

291
 121
 8
 0
 0
 22

answered question
skipped question

420
 12

Waiting area	
Better than previous waiting room	3
Often quite warm	5
Spacious, nice and warm, very clean, Very comfortable	5
More privacy required	1
Difficult to find	2
Crowded at times	4
Magazines required	2
Quiet area	2



Question No 16

For bookable appointments, how would you prefer to be seen?

Answer Options

On a time and date convenient for you
 Within 48 hours
 Within 24 hours

Response Percent

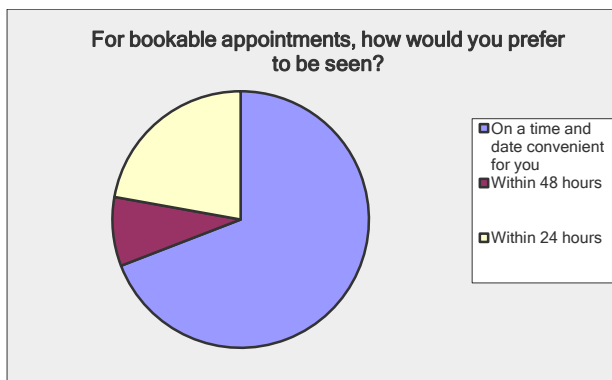
69.2%
 8.7%
 22.2%

Response Count

287
 36
 92

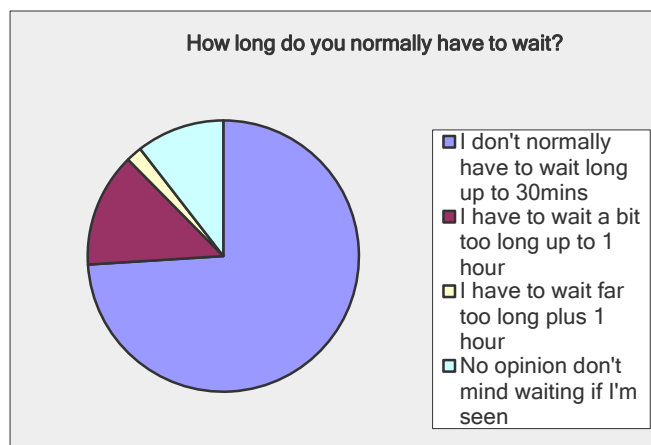
answered question
skipped question

415
 17



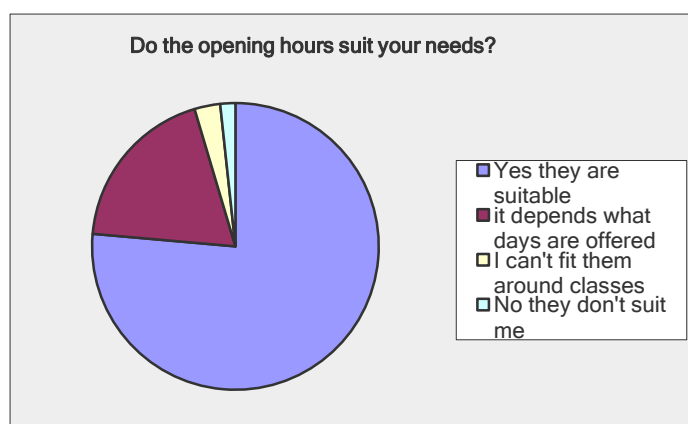
Question No 17

How long do you normally have to wait?		
Answer Options	Response Percent	Response Count
I don't normally have to wait long up to 30mins	74.0%	304
I have to wait a bit too long up to 1 hour	13.6%	56
I have to wait far too long plus 1 hour	1.9%	8
No opinion don't mind waiting if I'm seen	10.5%	43
answered question		411
skipped question		21



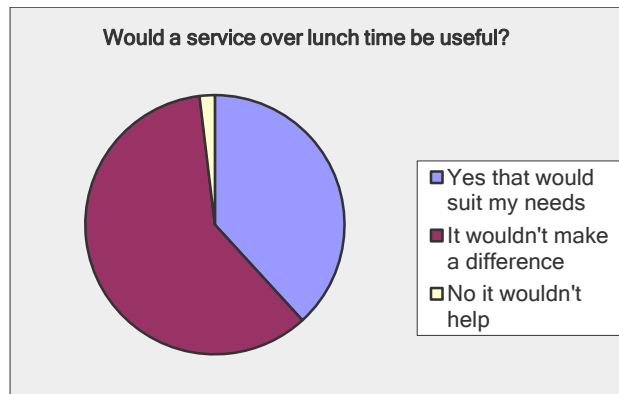
Question No 18

Do the opening hours suit your needs?		
Answer Options	Response Percent	Response Count
Yes they are suitable	76.4%	318
it depends what days are offered	19.0%	79
I can't fit them around classes	2.9%	12
No they don't suit me	1.7%	7
answered question		416
skipped question		16



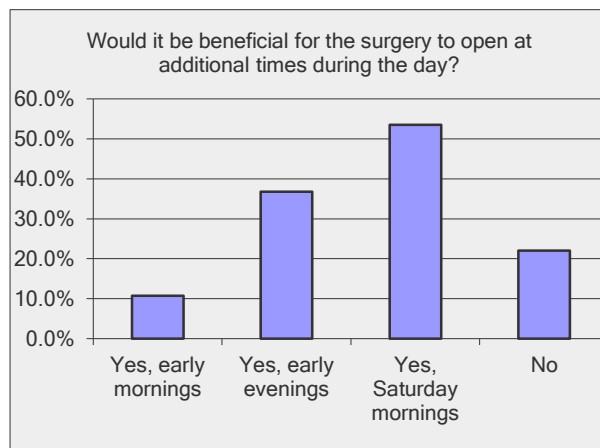
Question No 19

Would a service over lunch time be useful?		
Answer Options	Response Percent	Response Count
Yes that would suit my needs	38.2%	159
It wouldn't make a difference	59.9%	249
No it wouldn't help	1.9%	8
answered question		416
skipped question		16



Question No 20

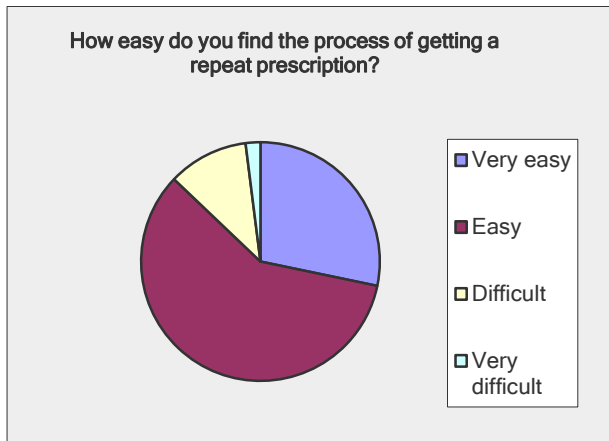
Would it be beneficial for the surgery to open at additional times during the day?		
Answer Options	Response Percent	Response Count
Yes, early mornings	10.7%	44
Yes, early evenings	36.8%	152
Yes, Saturday mornings	53.5%	221
No	22.0%	91
Comments: If yes please state specific examples		52
answered question		413
skipped question		19



Additional opening Hours	
Later appointments after 4pm - preferably with some after 5.30pm due to work/placement	19
One late night per week would be helpful	4
Difficult getting appointments when on placement	9
Sat Mornings to fit in with work/uni	19
Early appointments before uni for blood tests	2

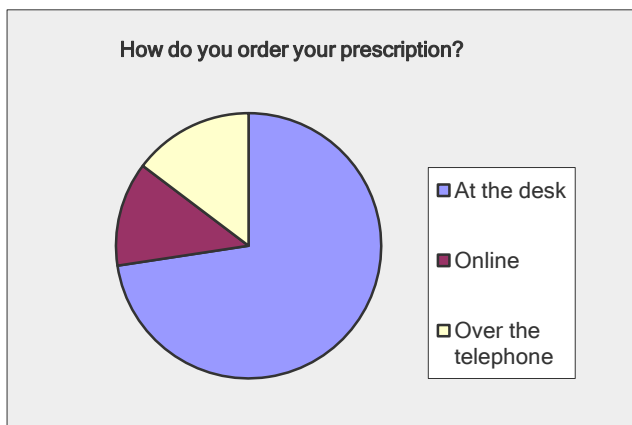
Question No 21

How easy do you find the process of getting a repeat prescription?		
Answer Options	Response Percent	Response Count
Very easy	28.3%	86
Easy	58.9%	179
Difficult	10.9%	33
Very difficult	2.0%	6
<i>answered question</i>		304
<i>skipped question</i>		128



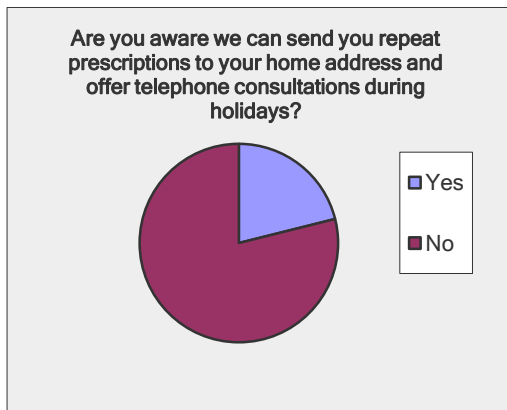
Question No 22

How do you order your prescription?		
Answer Options	Response Percent	Response Count
At the desk	72.6%	212
Online	12.7%	37
Over the telephone	14.7%	43
<i>answered question</i>		292
<i>skipped question</i>		140



Question No 23

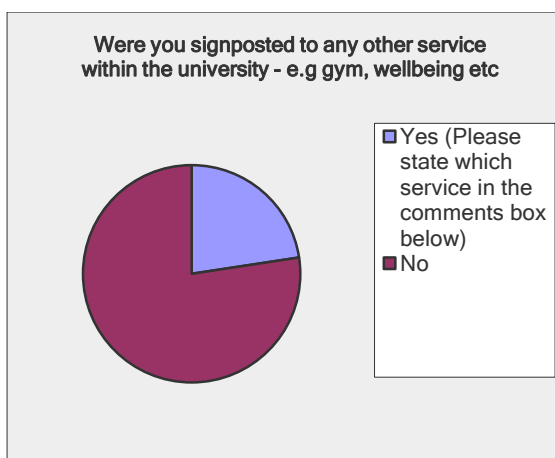
Are you aware we can send you repeat prescriptions to your home address and offer telephone consultations during holidays?		
Answer Options	Response Percent	Response Count
Yes	21.1%	85
No	78.9%	318
Comments		14
<i>answered question</i>		403
<i>skipped question</i>		29



Awareness of able to send Repeat prescriptions to home address & offering telephone consultations	
Not aware	14

Question No 24

Were you signposted to any other service within the university - e.g gym, wellbeing etc		
Answer Options	Response Percent	Response Count
Yes (Please state which service in the comments box below)	22.6%	90
No	77.4%	309
Comments		75
<i>answered question</i>		399
<i>skipped question</i>		33

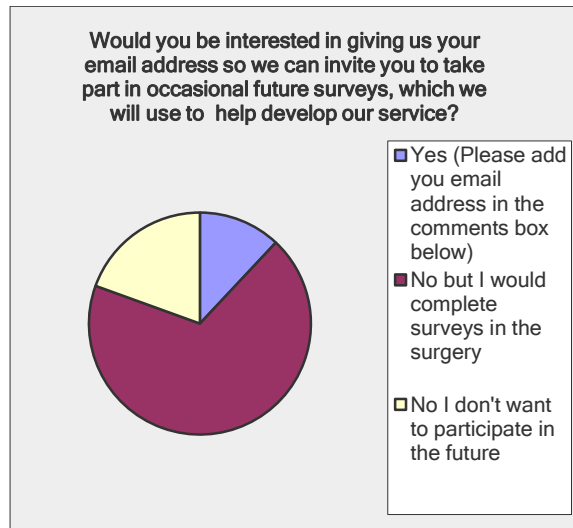


Were you signposted to any other service within the university?	
Gym	32
Wellbeing	44
Physio	1

Question No 25

Would you be interested in giving us your email address so we can invite you to take part in occasional future surveys, which we will use to help develop our service?

Answer Options	Response Percent	Response Count
Yes (Please add you email address in the comments box below)	12.0%	48
No but I would complete surveys in the surgery	68.6%	275
No I don't want to participate in the future	19.5%	78
Email address		48
<i>answered question</i>		401
<i>skipped question</i>		31



Survey 2013/14
SUMMARY OF FINDINGS AND ACTION PLAN

PRIORITY AREA	COMMENT	PROPOSED ACTIONS	TIMESCALE FOR COMPLETION (person responsible)
6. Ease of booking appointment	Comments indicate confusion on using online booking system and booking advanced appointments since the introduction of same-day appointments	Review Clinical System Instructions. Consider information being added to website & explain appointment system on revised credit card	IT Manager to review by June 2014 Review of credit card by October 2014 – (M Varney)
7. triaging at reception & on phone	21% of patients completing questionnaire had issues around privacy at the desk and sharing information with receptionists. Also asking for clarity of which clinician they are seeing	Discuss within Access group as part of the Same Day appointment review. Review seating area, observe privacy issues & implement appropriate changes	Review within 6 months – (M Varney)
8. When you see a doctor	14% of patients who answered the question commented on their doctor consultation experience. 8% made negative comments mainly around a feeling of being rushed in their consultation & not having enough time. 4% made positive comments around their patient experience since arriving at university.	Feedback results to the doctor team including individual comments. Focus on receiving specific feedback for individuals at the next survey.	All comments to individual doctors – for discussion at partners meeting June/July 2014 (S Uprichard)
9. When you see a nurse	8% of patients who answered the question commented on their nurse consultation experience. 3% made negative comments & 3% made positive comments around their patient experience since arriving at university	Feedback results to the nurse team including individual comments. Focus on receiving specific feedback for individuals at the next survey.	All comments to individual nurses – for discussion at a nurses meeting by August 2014 (A Baird/S Uprichard)
10. Booking Appointments	7% of patients who answered the question commented. Most comments were around the on-line booking process and a lack of understanding as to how this works. Also negative experience comments having tried to use the on-line booking service.	Review Clinical System Instructions. Consider information being added to website	IT Manager to review by June 2014 (M Varney to facilitate this)
11. Reception staff	6% of patients who answered the question commented. 2% made negative comments and 3% positive comments. Negative issues around confidentiality	Feedback results to the reception team including individual comments. Implement appropriate changes when discussed and agreed.	To be discussed at reception team meeting by May 2014 (M Varney) Include in appraisal process –

	when speaking to patients & speed at which they are dealt with at the desk.		ongoing (M Varney)
15. Waiting Area	6% of patients who answered the question commented. Most comments were around temperature of waiting area, seating & requesting reading material.	Discuss with SHU re temperature in shared area. Look at seating plan when looking at privacy issues. Notice to explain why reading material not available	By July 2014 (M Varney)
17. Waiting Times	2% of patients who answered the question commented that waiting times were too long. Since the commencement of same-day appointments & triaging, doctors get all complex consultations & have the shorter appointments which can lead to backlogs.	Discuss at Access Group meeting. Look at allotting more time to more complex issues at triage.	Access group – to be started by April 2014
20. Additional Opening Times?	22% of patients who answered the question commented. The majority of comments were requesting appointments after 4pm Monday-Friday or a late clinic each week, a Saturday morning clinic or an early morning clinic prior to starting lectures. Most people who commented found our opening times to be limited due to work commitments, placements, travelling from Collegiate Campus and lecture times. Several patients raised possibility of lunch time appointments.	Discuss at Access Group meeting. Due to trial of same day appointments this is probably a long term issue	Access group – to be started by April 2014
21. Repeat prescriptions	Only 2% of patients who answered the question commented. Various comments were made around ordering & medication reviews.	Look at producing information re ordering repeat medication & why reviews are necessary - especially around repeats & reviews for the contraceptive pill & why it is so important	By September 2014 (K Wight, M Varney)
23. During holiday times	4% of patients who answered the question commented. Mostly stating they were not aware of the service we offer during holidays for repeats & telephone consultations	Advertise throughout the year not just prior to holidays & look at producing information sheet for new patients or adding information to credit card	By September 2014 (M Varney)
24. Additional Services	20% of patients who answered the question commented that they had been signposted to another service. Majority were signposted to wellbeing services	We will continue to work with Student Wellbeing & promote any events they offer students. Continue to look at other areas in the university that could be of benefit to students health	Ongoing (M Varney)

MEDICAL CENTRE OPENING TIMES

Monday	0830 - 1630
Tuesday	0830 - 1630
Wednesday	0830 - 1630
Thursday	0830 – 1230 & 1330 - 1630
Friday	0830 – 1630

Doctors and nurses see patients by appointment throughout the day. You can make an appointment by telephoning the surgery (**0114 225 2134**) or calling in at Reception. You can also book doctors' appointments on line (ask at Reception for information on how to register for this service).

Outside of these hours calls are diverted to the Porter Brook Medical Centre.