NHS

Bevan Healthcare CIC - how we got here

Dr Les Goldman

Chair & Acting Medical Director

Gina Rowlands

Managing Director

Bevan HEALTHCARE

www.bevanhealthcare.nhs.uk

Early development

- 1986 - GP surgery at Bradford Day Shelter
- 1988 - Homeless Health Team
- 1999 - Asylum health team
- 2001 - 3rd wave PMS application to open new practice for homeless people & asylum seekers in Bradford
- 2003 - Bevan House Primary Care Centre opens
- 2008 - stable team, 1500 patients

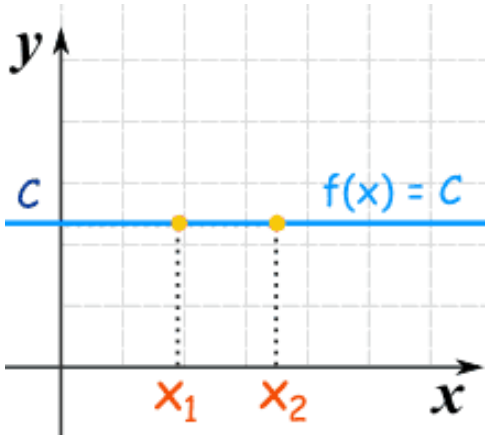
2010-2011: NHS reforms

threats and opportunities

- Sept 2010 - expression of interest in Social Enterprise
- Nov 2010 - Social Enterprise Investment Fund grant
- Jan 2011 - Business Case approved
- Aug 31st 2011 - 5yr Contract signed
- Sept 1st 2011 - Go Live

Much remains stable

- Clinical & Admin Team
  - TUPE
  - Pensions
- Patients and their problems
- Premises
- Partnership working
- Values
  - **“health, hope, humanity”**
  - community benefit not private profit



Aneurin Bevan 1897-1960

"We should take pride in the fact that despite our financial and economic uncertainties, we are still able to do the most civilised thing in the world, put the welfare of the sick in front of every other consideration"

Feb 1948

Some big changes

- Bevan Healthcare Community Interest Company
- APMS contract with PCT
  - Clarity of purpose
  - Clarity of finances
- Report to CIC Regulator
- Management
  - Core Group
  - Board of Directors
  - Shareholders
- Roles within organisation

Advantages

- Independence
- Responsiveness, flexibility
- Board's new skills
- Involvement
  - Staff
  - Partners
  - Stakeholders
  - Service users
- Ethos and values of Social Enterprise
- New sources of help, finance and advice

Challenges

Context

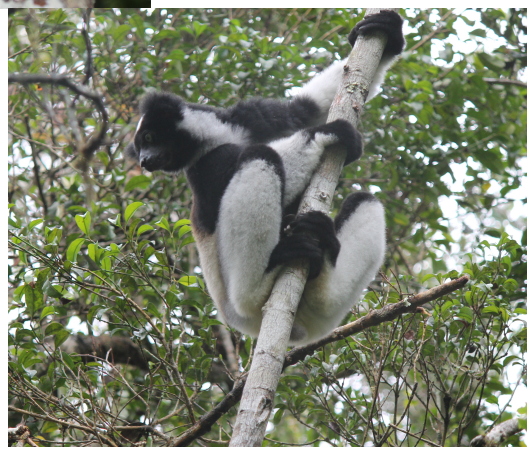
- Changing NHS landscape
- Contract ends 2016

We must

- Make finances work
- Improve services
- Be good employer
- Grow business
- Prove effectiveness

So far…..

- Improved accounts system
- Organisational review
- Monitoring: KPIs, QOF
- Member Bradford City CCG
- New contract – GPP
- Patient numbers >2,000
- New services eg late clinic for working women
- New premises? Business plan to SEIF



Are we here?

Or here?

Or back here?

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Norfolk Community Health and Care
NHS Trust

Heidi Gure-Klinke
Lead GP

Kevin Hanner
Operations Manager

Looking after you locally

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“We can foresee a better NHS that eliminates discrimination and reduces inequality in care.” *Liberating the NHS Department of Health* 2012

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What is City Reach?

Primary Care Health Services for people who find it difficult to access appropriate health care.

Our Patients :

Homeless patients and those who are at risk of homelessness,

Sex workers, Gypsies and Travellers,

Asylum seekers and refugees,

Our Team:

3 GP's, 2 Nurse Practitioners, 2 Practice Nurses, 2 Health Visitors and 2 Clinical Support Workers.

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History: **2001-2002**: Pilot 2 year homeless primary care 'outreach' service for Norwich. Commissioned and provided by Norwich PCT. **2002-2008**: PMS Service commissioned and provided by Norwich PCT. Clinical base established in mainstream health centre.

Present: **2008 to 31/03/2012**: Specialist primary health care service for marginalised groups in Norwich. Commissioned by NHS Norfolk and provided by Norfolk Community Health & Care NHS Trust as part of 'block' community contract. Relocation to a city centre purpose designed multi-agency 'Under 1 Roof' location.

Short-term future: **From 01/04/2013 for interim period**: Commissioned by Norwich CCG and provided by Norfolk Community Health & Care NHS Trust to provide a specialist primary health care service in Norwich for marginalised groups.

Longer-term future: **??**

What are we?

Who do we work with?

City Reach Health Services helps anyone who finds it hard to access mainstream health services.

We make sure you get the care you need, either at the City Reach Clinic, at our outreach clinics, or by helping you get to your appointments at a hospital or other clinics in Norwich.

We help...

- **Homeless people**
- **People at risk of homelessness**
- **People staying in hostels, refuge or temporary accommodation**
- **Gypsies and Travellers**
- **Refugees and Asylum Seekers**
- **Sex Workers**
- **People with 'No Recourse to Public Funds'**
- **People leaving prison**

"Serving the wider community"

Get in touch...

City Reach Health Services
Under 1 Roof, Westwick Street
Norwich NR2 4SZ

Freephone: 0800 0287174
Tel: 01603 612481 Fax: 01603 883420
Email: city.reach@nhs.net

Contact us: Monday-Friday 9am-5pm

Out-of-hours:

GP Out-of-Hours Service:
Monday to Friday 6.30pm-8am and all day at weekends and bank holidays. Tel: 01603 488488.

NHS Walk-in Centre:
7 days a week 7am-9pm. Timber Hill Health Centre, Level 4, The Mall, Norwich NR1 3DD. Tel: 0300 0300 333.

Norfolk Community Health and Care NHS
Looking after you locally

If you would like this publication in large print, Braille, alternative format or in a different language, please contact us on 01603 697300 and we will do our best to help.

IN TRAN
communication for all

city reach health services

City Reach Health Services is a team of NHS doctors, nurses and support workers. We help people who find it difficult to access health services, for whatever reason, to get the care they need.

Call us for free: *0800 028 7174*
9am-5pm Monday-Friday

Daily clinics: *Monday-Friday at Under 1 Roof, Westwick Street, Norwich*

Daily outreach: *At hostels, day centres, refuges and other venues around the city*

Email us: *city.reach@nhs.net*

Norfolk Community Health and Care NHS
Looking after you locally

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Who do we see?

1. 400-450 patients accessing the service at any time. Approximately 50 new patients each month and approximately 50 patients leaving the service each month. 90% of deregistering patients are linked in with appropriate healthcare at point of deregistration. We provide approximately 200 nursing and 250 GP consultations each month as well as daily support outreach by clinical support workers and health visitors.

2. 55% of patients have been registered with service under 6 months and 85% under 12 months

3. Sex: 66.6% Male and 33.3% female

4. Age: 5% 0-4, 5% 5-14, 16% 15-24, 30% 25-34, 23% 35-44, 13% 45-54, 5% 55-64, 1% 65+

5. Approx Referrals: 75% homeless, 10% Asylum Seekers/Refugees, 5% Gypsy & Traveller, 5% Women's Refuge, 5% Sex Workers

NORWICH HOMELESS SERVICES

1 The Matrix Project
Adelaide Street
Health Centre NR2 4JL
t. 01603 751717

2 Shelter
Whitefriars House,
50 Fishergate NR3 1SE
t. 0344 515 1860

3 St Martins Housing Trust
Bishopbridge House Hostel
45 William Kett Close NR1 4FD
t. 01603 666563

4 CAPS - Street Outreach
Bishopbridge House Hostel
45 William Kett Close NR1 4FD
t. 01603 613453

5 City Reach Health Service
Under 1 Roof,
Westwick Street NR2 4SZ
t. 0800 0287174

6 The Big Issue Company ltd
The Pottergate ARC,
28 Pottergate NR2 1DX
t. 01603 613865

7 Pottergate ARC
Pottergate NR2 1DX
t. 01603 663496

8 The Matthew Project
Pottergate NR2 1DX
t. 0800 764754

9 Norcas Homeless Outreach Service
35-37 Exchange St. NR2 1DP
t. 01603 766993

10 Norwich City Council
City Hall, St Peters Street
NR2 1NH
t. 0344 980 3333

11 The Magdalene Group
61 King Street NR1 1PH
t. 01603 610256

12 Kings Community Church
The King's Centre,
King Street NR1 1PH
t. 01603 610256

13 Trust Alcohol & Drugs Service
7 Unthank Road
t. 01603 786786

14 Soup Run
The Haymarket

15 Timberhill Walk-in Centre
115-117 Castle Mall
NR1 3DD
t. 0300 0300 333

16 Mancroft Advice Project
Chantry Road NR2 1RF
t. 01603 766994

17 All Saints Centre
Westlegate NR1 3LG
t. 01603 633726

18 YMCA Norfolk
John Drake House
10 Winalls Yard NR1 3GA
t. 01603 877950

To report someone sleeping rough call **0344 980 3333** or email: **roughsleepers@norwich.gov.uk**

KEY

Washing
Substance Misuse
Healthcare
Advice
Sexual Health
Beds
Food
Self Referral
Open 24/7
Shower

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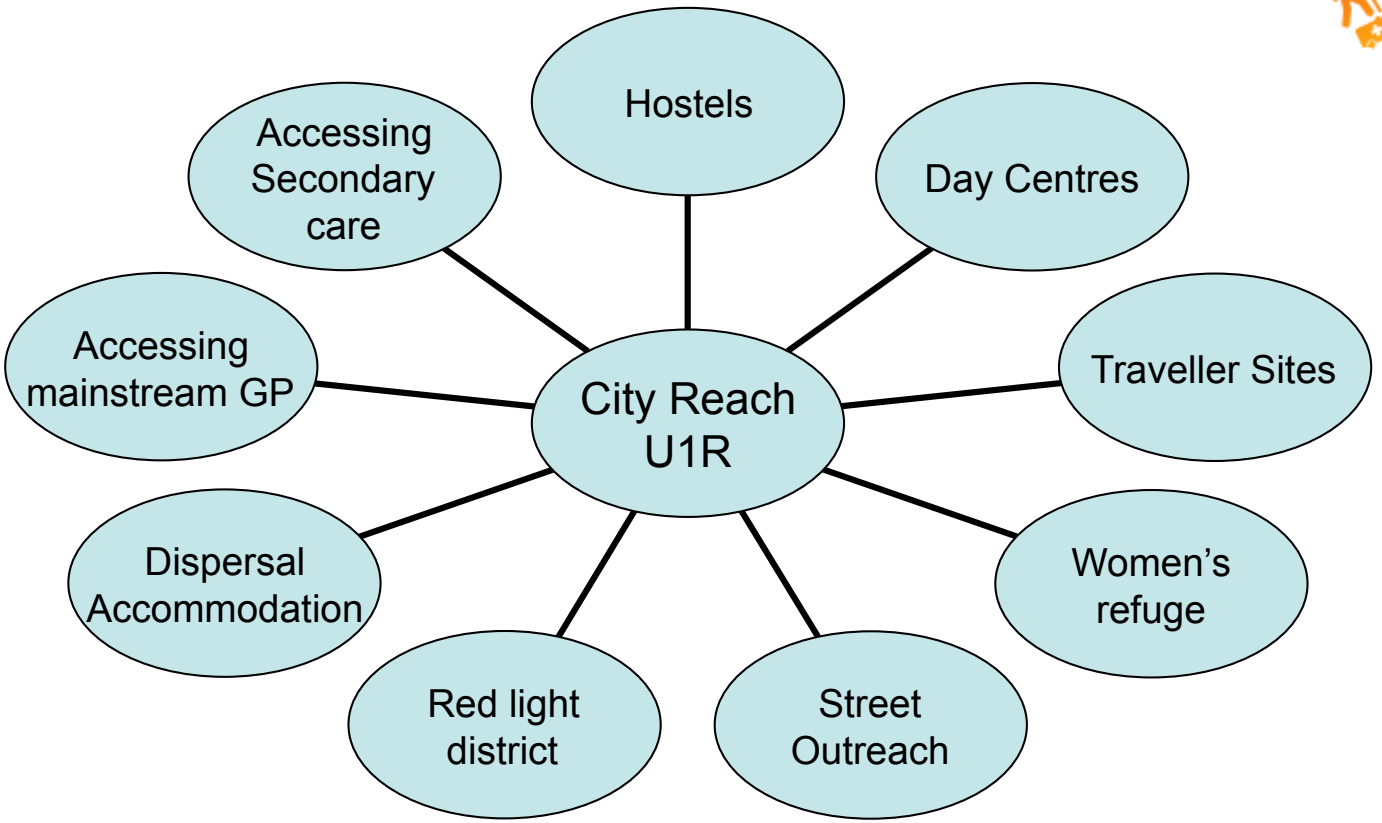

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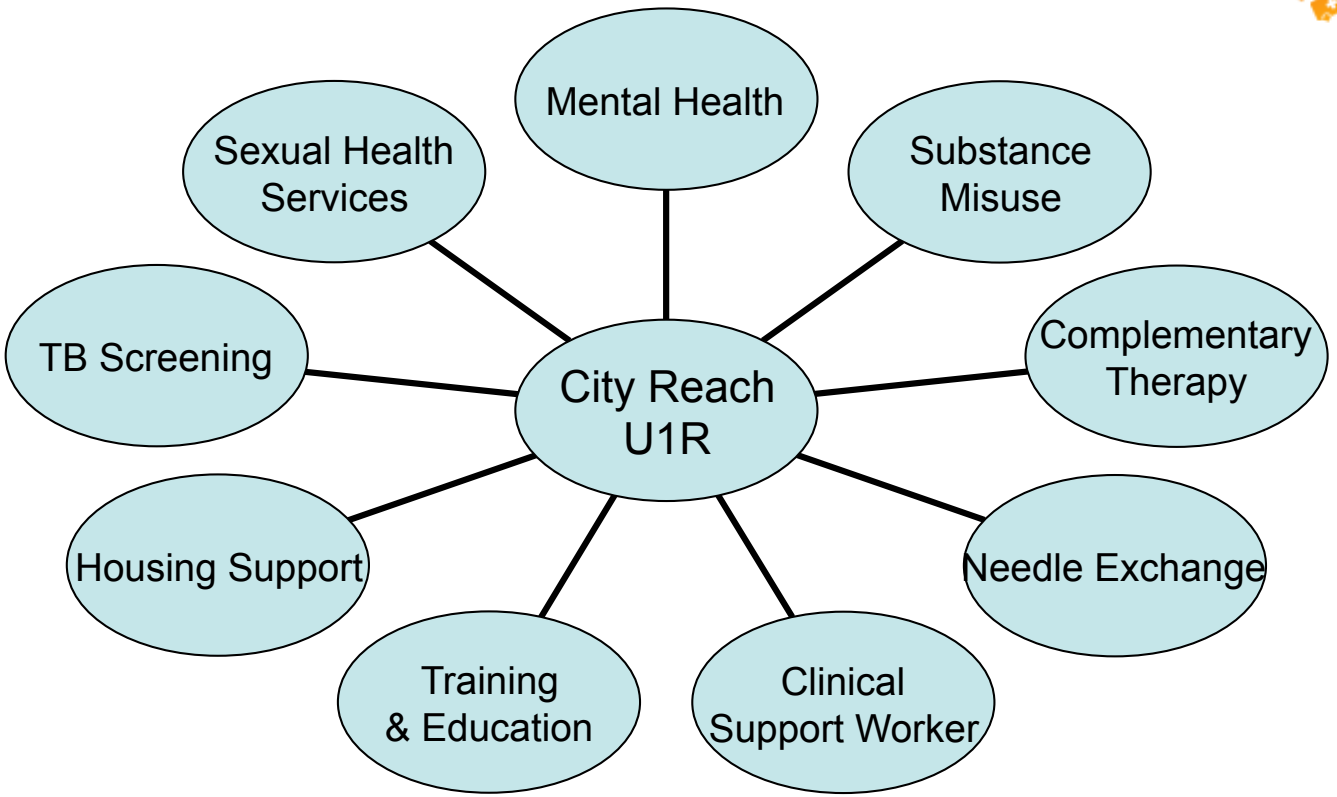

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Health & Homelessness

- Homeless individuals are 40 times less likely than the general public to be registered with a GP.

- 80% of homeless people have one or more physical health need. For over half, this represents a chronic health problem.

* The average age of death of a homeless person is estimated to be 43-47.
- 70% of homeless people have at least one mental health problem. Depression and anxiety are five times as common as with the general population. A third of rough sleepers have attempted suicide.

* Rough sleepers experience TB at 200 times that of the known rate among the general population.
- 40% of homeless people will have used A&E in the past six months, and nearly a third will have been admitted to hospital as an inpatient.

- Recent research has shown that 10% of homeless people have been refused access to a GP or dentist in the last six months because they lack a permanent address, fall outside of practice boundaries or are perceived as too 'chaotic'.

* Recent research has reported that between 50-70% of the homeless population report a history of problematic substance use.

Homeless Link 2012

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Health & Homelessness

- Often triple diagnosis.
- Physical health needs
- Mental health needs
- Addiction

ENGAGEMENT!
HARM MINIMISATION
HEALTH ADVICE
Mental health needs TO SECONDARY CARE
AIM: MAINSTREAM PRIMARY CARE

Pros and Cons of PRIORITISING NHS Health Care Based approach

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Drug addiction a Health Issue

Individuals who are addicted to illegal drugs are patients 1st, with medical conditions that should be treated like any other illness

Prof Mansfield (BMA board of science chair)

we should show understanding of the illness of drug addiction and respond in the way we would with any other medical problem.

Evidence relating to drug dependency

Take into account the **complex biological, psychological and social factors involved in illegal drug** use

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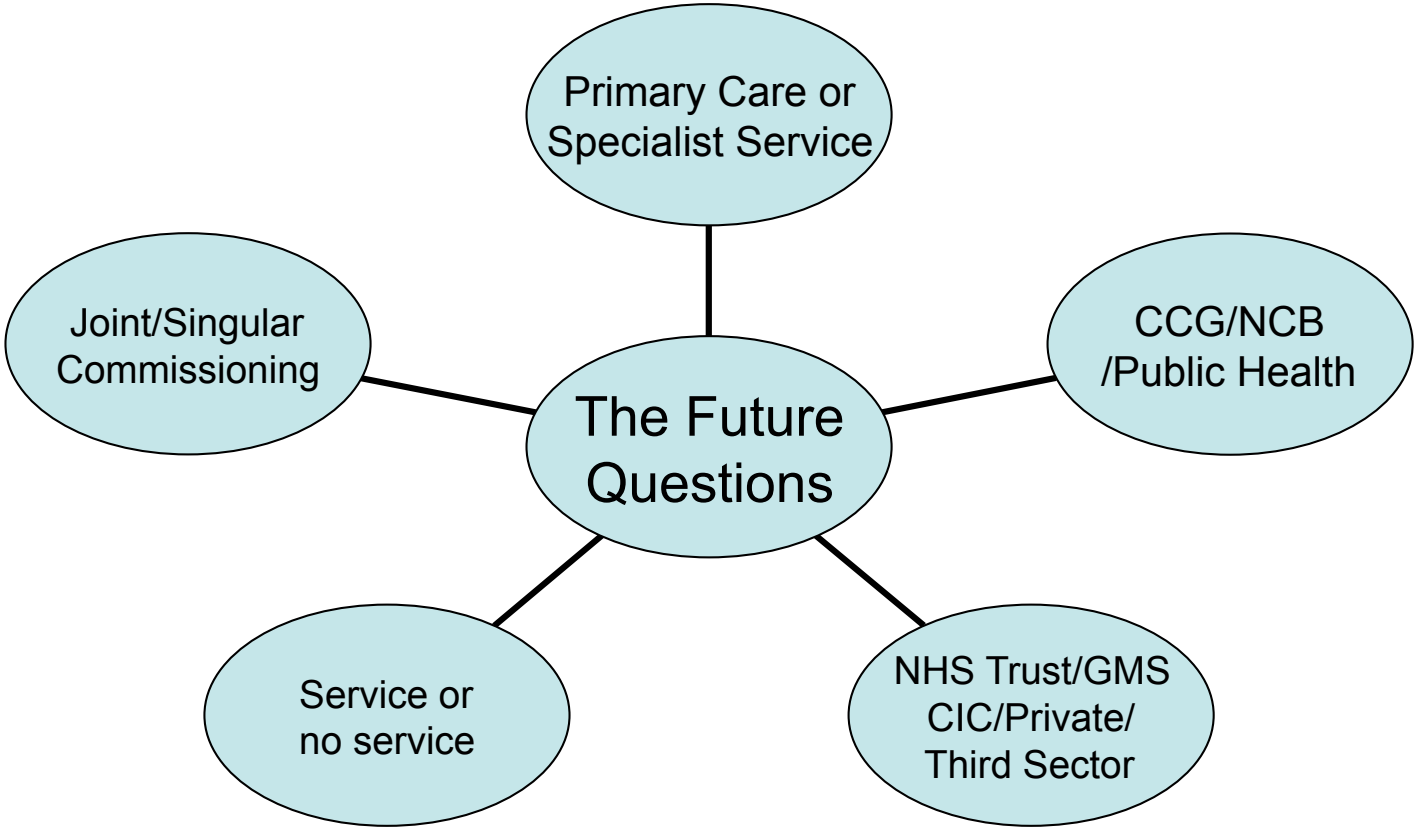

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What do they think?

"I previously had experienced doctors looking to blame me rather than help. This has left me disillusioned and resulted in me walking out."- "I couldn't ask for anything better. I've found a doctor who will listen, not judge, and who takes the time to explain my symptoms and options,"

"I wasn't bothered about accessing healthcare when I came out of prison as I had other priorities. However, in hindsight I needed medical advice and the outreach nurses found me."- "The best thing about City Reach was the support worker. They supported me attending hospital appointments and gave me the confidence to access a normal surgery,"

Where are we?

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Norfolk Community Health & Care NHS Trust

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Westwick Street

Norwich

Norfolk

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T: 01603 612481

F: 01603 883429

Freephone: 08000287174

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