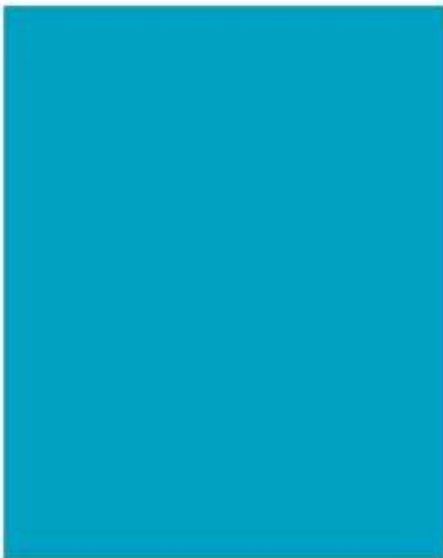


**Planning for the future of
services at Guildhall Walk
Healthcare Centre**



NHS England

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services at Guildhall
Walk Healthcare Centre**

Briefing for Portsmouth HOSP

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Introduction

The Guildhall Walk Healthcare Centre opened in August 2009 following the Government's requirement for every PCT to develop an Equitable Access Centre ('Darzi Centre'). The practice was procured by open market competition and contracted to provide regular General Medical Services for registered patients and also a walk in service for unregistered patients from 8am to 8pm seven days a week.

Since the organisational restructuring of NHS commissioning NHS England has continued to be responsible for the performance management of the element of the contract relating to provision of care for the registered patient population. NHS Portsmouth CCG has taken responsibility for the provision of unscheduled care across the City, and as such has oversight of the element of the contract relating to the unregistered walk in service at Guildhall Walk. The contract is held by NHS England.

Services for registered patients.

The practice has a registered patient population which has grown from 0 at start up, to 5200 as at 30th June 2013. The practice boundary is coterminous with the City boundary so the patient population comes from all over the City.

Registered patients can attend for either pre bookable appointments or walk in appointments. The practice encourages their registered patients to pre book wherever possible so that they can ensure continuity of care with the same clinician. Review of the 2012/13 Mori Patient survey results showed that 86% of patients reported that they could see or speak to a GP either on the same day of requesting or within the next few days, compared with the CCG average of 76%

In addition to providing General Medical Services for local residents, the service is also contracted to provide General Medical Services for the "hard to reach" population such as the homeless and substance and alcohol misusers and to provide physical and mental health checks for the homeless and substance misusers and brief interventions for alcohol misusers.

The practice currently has the following numbers of patients on each of the respective registers.

Homeless patients register – 132 patients

Substance misusers register – 199 patients

Alcohol misusers register – 209 patients.

Some of the above patients are on 2 or more of these registers.

These patients can attend as unregistered patients but the practice always encourages them to register. This means that the practice can then access any medical records that the patient may have and also provides better continuity of care.

The practice participates in the General Practice Quality & Outcome Framework and last year achieved 982 of a possible 988 points.

This year the Quality and Outcomes Framework covers the delivery of services across 4 domains. They are;

Clinical - providing monitoring care for patients with long term conditions

Public Health – Health improvement and primary prevention, plus cervical screening, Child surveillance, maternity & sexual health

Quality and Productivity- working with the CCG to improve patient care pathways and access to other NHS services

Patient Experience - length of appointment

Planning for the future

The contract for Guildhall Walk Healthcare Centre has a fixed 5 year term and is currently due to expire in July 2014

NHS England and NHS Portsmouth City CCG are jointly exploring future commissioning arrangements which will enable each to meet its objectives for service provision for this part of the city and may consider, subject to professional procurement advice, extension of the contract for a further few months to ensure a co-ordinated approach to commissioning services at the centre. Any such extension would be required to meet current guidance with regard to competition.

It is NHS England's intention to continue to commission registered list and services for hard to reach patients from the centre.