

Overview of Guildhall Walk Healthcare Centre July 2014

Guildhall Walk Healthcare Centre opened on the 1st of August 2009. The Healthcare Centre is a Darzi Centre set up by the Government following the [NHS Next Stage Review Final Report](#) written by Professor the Lord Darzi Parliamentary Under Secretary of State. Darzi centres were a part of the Government initiative to provide choice of care and reflect the needs of the local area and often set in areas of deprivation.

High Quality Care for All – NHS Next Stage Review Final Report
Professor the Lord Darzi
Of Denham KBE
Hon FREng, FMedSci
Parliamentary Under Secretary of State

18. To improve access to primary care services. My Interim report also announced that we would provide additional resources to enable the local NHS to develop over 150 GP-led health centres to supplement existing services. The services provided in these centres will reflect local needs and priorities. Primary care trusts will ensure that these centres are open at more convenient hours that fit with people's lifestyles (8:00 am – 20:00 every day) and that they are open to any member of the public, so that people can walk in regardless of which local GP service with. People will be offered the opportunity to register at these new facilities, should they choose

The former PCT looked at the health needs of the population of Portsmouth and decided Guildhall Walk Healthcare Centre should focus on care for:

- Homeless people
- Alcohol mis users
- Substance mis users

The Medical Director of Guildhall Walk Healthcare Centre set very firm guidelines to all clinicians to ensure prescribing of any drug with a “street value” was kept to a minimum. All clinicians attend the RCGP Substance Misuse training and find this a useful tool to deliver a very united and firm message.....no!

The centre currently has only 2 patients on Diazepam and they are both on a weaning dose. These are patients that have registered from elsewhere and have agreed to the plan set by the GP. The centre uses this approach with other addictive drugs too.

The centre looks after the health of the homeless population in the city. This population is transient and currently we have 94 patients registered using our address as their address. This enables the patients to access secondary care. In the past the only access the homeless population had to secondary care was via A&E admissions. Some of the homeless will not register with a GP but use the healthcare centre to treat their minor health needs. This is a unique service and meets the health needs of this very vulnerable population which include:

- Ex military personal
- Prison release patients
- Mental Health patients released from large hospital environments “care in the community”
- Those suffering from alcohol addiction
- Those suffering from drug addiction

If a patient requires referral to secondary care the appointment letter is sent to Guildhall Walk addressed to the patient and we inform the patient to collect the letter. It works very well. We have attended Veterans Outreach Support and use this valuable service to refer the ex forces patients too.

The Centre works closely with the Drug Intervention Project and hold weekly joint clinics with DIP and a GP for our most volatile and vulnerable drug users. This is a great joint project and gives support to both services.

The service provides care for those released from Prison. We have developed pathways with the Drug Intervention Project to enable the smooth transition from prison to outside life. Sometimes a patient will attend Court on a Friday and be unexpectedly released. The prison healthcare system informs DIP of the drugs the patient is currently taking, including Methadone, and Guildhall Walk Healthcare Centre will prescribe to ensure the patient remains stable until a full assessment is made. The Centre will then start to reduce any prescribed pain relief, Diazepam etc. Often patients do not use these drugs but sell them to buy heroin. When the service is reducing we prescribe 2mg as this has a lower street value.

Guildhall Walk Healthcare Centre provides a Joint shared care drug prescribing service with Block C and look after 8 patients that are not registered with the Centre but we issue the Methadone for these patients. These patients are long term drug users, very stable and often working in professional careers. They wish their methadone use to be separate from their general health care and that their GP is not aware of their methadone use. We work closely with Julie Harrington Specialist Nurse and have joint clinics once a month.

Guildhall Walk Healthcare Centre works closely with ARC. A recovery project based in Drayton and in shared houses in the city. This project looks after those addicted to alcohol and drugs. Alcohol misuse is a huge problem in the city. We recently assisted in a Public Health CCG initiative. It was a “snapshot” on how many people attend with alcohol and mental health issues in a framework of time set up by Dr Paul Bamford.

Guildhall Walk works closely with the Adult Mental Health Service and Director of the Service Dr Thompson. Dr Thompson has twice attended clinical meetings to engage with the team and receive feedback on the service. The last visit was also attended by a clinical member of the CCG.

Guildhall Walk Healthcare Centre looks after a nursing home in the city where patients have dementia and other co-morbidities. The centre decided to deliver a unique service and employ a Nurse Practitioner who is able to prescribe medication. The NP visits daily and the GP join her each Wednesday. This allows the clinicians to see the patients when they are well and provide excellent care and treat them as we treat all other patients. This has proved an excellent template for care and avoided many unnecessary admissions to hospital.

Guildhall Walk Healthcare Centre is situated in a busy, bar lined street and it has the reputation as the most “violent street” in the UK. The city has a huge diversity of cultures and ethnicity. The young, fortunate student population enrich the city during their University term times. We also have a large number of registered patients living in social housing and on benefits. This population can have

multiple health needs. The centre has the largest group of expectant mothers in the city. It is a very interesting mix of people all of whom benefit from the centre's opening times of 0800 – 2000 every day including all Bank Holidays. Our registered patients are able to book appointments at weekends and even on Christmas day if they so wish.

Currently, Guildhall Walk Healthcare Centre has 5,600 registered patients and sees in excess of 20,000 unregistered patients per year.

The centre hosts the District Nursing Team at weekends and Bank Holidays to allow all patients in the city to have their dressings changed without the need to wait in for a District Nurse to visit. Clearly this is of huge benefit for the nursing team and if they are unsure of a wound they are able to ask a GP for advice or a prescription for antibiotics.

The centre is the 2nd highest screener of Chlamydia in the city. We actively promote safe sexual health and provide free condoms to all.

The Guildhall Walk was nominated for two awards last year

- The Best of Health Awards-GP Practice of the year
- Clinical Excellence Award – Care UK

We were delighted to win the Clinical Excellence Award and the service won from all the services provided by Care UK. It is an enormous honour to win.

This year Guildhall Walk Healthcare Centre has been nominated for The General Practice Awards for best GP Practice.

The contract to continue delivering excellent care has been extended until July 2015.

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