

PRIMARY CARE / GP SERVICES

FOCUS GROUP DISCUSSIONS

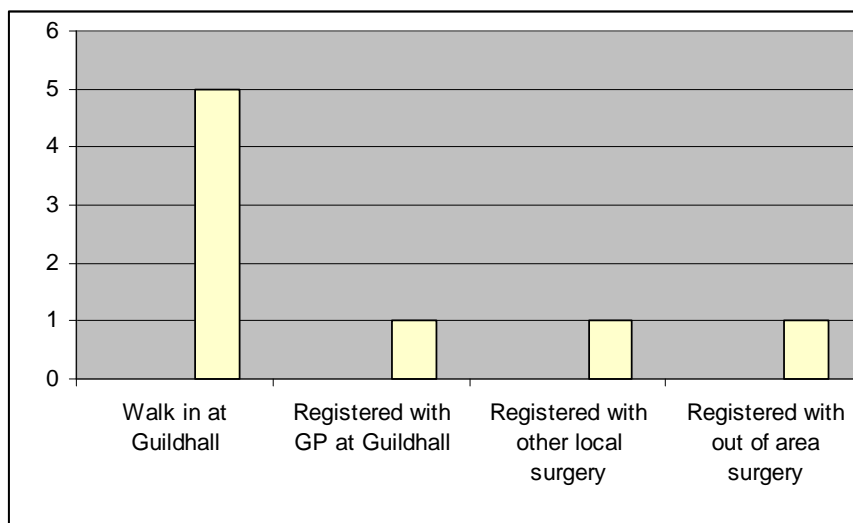
JULY - AUGUST 2015

The local NHS is considering whether to make changes to the services currently provided by Guildhall Walk Healthcare Centre. Before any decisions are made, it is essential that the NHS hears the views of people using those services, and that includes people who are currently registered as homeless.

This session has been set up to help the NHS learn more about how people registered as homeless use Primary Care Services (GP Services), what they think of those services, what they believe they need from GP services. And how they think GP services could be improved in the future.

The following information was collected from Hope House clients

Objective 1:	“Usage” – To learn more about where to go for Primary Care (GPs & Practice Nurses) at the moment.
Starting Point:	“Let’s talk about where you go for Primary Care (i.e. GP Practice, Guildhall Walk etc) at the moment”...
Prompts:	In terms of routine appointments...? Prescriptions...? Tests...? If you think you need to see/speak to a Doctor in a hurry..?
Comments	“I am a Support Worker at Hope House & recently my client used the Guildhall walk in Practice, He has a complex brain injury combines with entrenched alcohol issues. After 3 months in an induced coma The Guildhall walk in practice was solely responsible for his medical needs. He has memory problems and a chaotic behaviour pattern which means he needs certain ‘flexibility’ when dealing with him. The Walk in Centre is structured towards his needs as it is flexible with times and appointments.”
	“I use the Guildhall walk in centre for my general physical health & referral to other services i.e. Mental Health. I find this useful as I can just ‘drop in’ at any time I need rather register with another practice where I would have to wait a week or so for an appointment.”
	Client registered with Guildhall GP
	Client registered with local surgery
	Client registered with a GP in another area
	Client registered with a GP at Guildhall but prefers to use walk in service.
	2 Clients go to Guildhall walk in service weekly to get medication, sick notes, prescriptions.



Objective 2:	“Experience” – To learn more about whether people feel that NHS Primary care (GP Practices) is meeting their needed, or not.
Starting Point:	“What do you think of the Primary Care (GPs, practice nurses, etc) you get at the moment? Let’s talk about both and what works well, and what is not so good”...
Prompts:	Ease of contacting the people you need? Ease of seeing the people you want to see? Attitude of staff? Distance to travel? Ease of travel?
Comments:	“The Guildhall walk in helped my client to a high standard. He was escorted from the building after becoming agitated while waiting to be seen. Rather than being excluded I spoke to the receptionist who agreed that I would accompany my client to future meetings. They are happy to discuss things over the phone with me and let me help organise prescriptions etc. Dr Jagita in particular is excellent, he knows my clients circumstances well and provides a first rate service.”
	“I feel the GP practice suits my needs to good effect. I am able to walk in and be seen by a Doctor that day rather than wait weeks at other surgeries. The staff are helpful & positive. The location is ideal for me as I see other agencies in that area..”
	1 Client is not happy with reception staff at the practice he is with (not Guildhall). He feels judged as they know he uses drugs.
	Client – no issues with Guildhall service but feel the GPs know what they can say regarding prescriptions etc.
	Client felt the walk in service met their needs for urgent issues and the extended hours were good.
	client liked the location of the Guildhall walk in.
	client thought it didn’t matter where in the city the walk in centre was.
	client thought the walk in centre should stay in the city & not move to Cosham.

Objective 3:	“Needs’- To find out more about what people need from Primary Care Services (GPs & Practice nurses).
Starting Point:	“Let’s talk about the main reasons you need to visit Primary Care at the moment – why would you be seeing a GP/Practice nurse?”...
Prompts:	In terms of routine check ups? Prescriptions? Tests? Advice/Reassurance? Managing long-term conditions?
Comments:	Rough sleepers and those in temporary accommodation tend to use this service. Long term relationships are possible, as shown by Dr Jagita’s knowledge of me client’s condition.
	“I need to see a Dr regularly for sick notes and for my benefits & for referrals to the Mental Health Team.”
	3 Clients do not use the Guildhall walk in centre
	1 Client used the service for quick prescriptions
	1 Client goes monthly for sick notes & has had no problems
	1 Client wanted the chance to see the same GP each time
	3 Clients go for long term issues

Objective 4:	“Suggestions’- To learn more about how people think Primary Care Services should operate in future, and could be improved
Starting Point:	“How do you think the NHS could improve Primary Care Services in the future?
Prompts:	What would you like to change? Or stay the same? Would you want to go to a particular place? If so, where? (Guildhall, St Mary’s, elsewhere?) Or would you prefer NHS staff to do regular visits to hostels/centres? Any specific services you need/value? Any specific types of staff you need/value? Any times you might really need to contact/see NHS staff? Telephone access, web, face to face?
Comments:	“On a selfish note visits to hostels work well, we recently had a nurse come to Hope House on a Monday & Wednesday. This worked well. Kingston crescent used to run a weekly surgery in Mill House some years ago. This was of great benefit. In general

	terms homeless people will see GPs & nurses more if the service can be provided on site”
	“There’s not much I would like to change including the location of the walk in centre”.
	“More caring GPs/nurses, especially receptionists.”
	“A priority system and appointments I walk in centres”
	“More walk in services in existing GP practices, so the Guildhall isn’t so busy”
	“ More GP call outs”
	“ To see Doctor’s visit services like Hope House”.
	“ To have more GPs in surgeries.”.

