

SCHEDULE 2 – THE SERVICES

A. Service Specifications (B1)

Service Specification No.	05_MHLD_46
Service	Homelessness GP Service Providence Surgery
Commissioner Lead	
Provider Lead	
Period	1 st April 2016 – 31 st March 2017
Date of Review	1 st July 2016

1. Population Needs

Background

People from socially excluded groups, including the homeless and especially rough sleepers, experience poor health outcomes across a range of indicators, including self-reported health, life expectancy and morbidity with an average life expectancy of 47 years.

People who are homeless are more likely to end up in emergency departments and if admitted are likely to have admissions that are three times longer. Generally they are more likely to have co morbidities.

Inclusion Health: Hidden needs (2014) highlights a number of other challenges than those who are socially excluded are likely to experience:

- complex needs and chaotic lifestyles, which make it difficult to access services and navigate health care systems
- low health aspirations, poor expectations of services and limited opportunities to shape their personal care
- discrimination
- lack of specialist awareness, skills and training amongst practitioners
- a tendency by practitioners to focus on the presenting condition only, rather than supporting recovery and encouraging behaviour change
- an often inflexible response from traditional support agencies
- gaps and variation in service provision

The aim of the GP Homelessness Service addresses some of these issues in the most accessible, appropriate and least restrictive way.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	Preventing people from dying prematurely	x
Domain 2	Enhancing quality of life for people with long-term conditions	

Domain 3	Helping people to recover from episodes of ill-health or following injury	x
Domain 4	Ensuring people have a positive experience of care	x
Domain 5	Treating and caring for people in safe environment and protecting them from avoidable harm	x

2.2 Local defined outcomes

The aim of the service is to:

- Provide general medical, essential, additional and enhanced services to the residents of St Paul's Short Stay Hostel and Assessment Service and verified rough sleepers in Bournemouth
- Support health promotion activities
- Reduce the use of emergency services
- Support initiatives to reduce the incidence of mental health issues, skin and foot infections and poor oral health
- Address health improvements and deliver improving health outcomes to patients
- Improve access to health care services
- Signpost patients to other health and social care services e.g. drug and alcohol, mental health, podiatry and dental services
- Although difficult to determine aim to reduce the number of unplanned/emergency admissions to secondary care
- To help people engage with primary medical services resulting in improved health outcomes such as a reduction in STIs, management of e.g. ulcers, engagement with mental health and addiction services.

3. Scope

3.1 Aims and objectives of service

The overall aim of the service is to provide a convenient, accessible and comprehensive medical service that addresses the specific and complex needs of the homeless population.

3.2 Service description/care pathway

Those eligible to access the service will be verified as rough sleeping by the Bournemouth & Poole Rough Sleeping Team or residing at St Paul's Short Stay Hostel or the Assessment Service.

The GP service will liaise with the Bournemouth & Poole Rough Sleeper Team in order to verify that the people being seen are rough sleeping in Bournemouth GP Registration will depend on the individual's circumstances. If the patient is rough sleeping and does not have a local connection to Bournemouth, then they will be registered as a temporary resident with the Provider, unless they are already registered elsewhere in the NHS Bournemouth and Poole area, until the

Bournemouth & Poole Rough Sleeper Team can reconnect them with their own local area. The GP service will liaise with the Bournemouth & Poole Rough Sleeper Team around reconnection.

If the patient is not resident at St. Paul's Short Stay Hostel or the Assessment Service and is not already registered at another practice in the NHS Bournemouth and Poole area, then they will be registered as a permanent patient with the Provider. However, the Provider will participate in the annual list validation process undertaken with the FHSA.

The GP Service will cease for those who move on from St Paul's Short Stay Hostel and the Assessment Service as the patient will as part of their move on plan register with the GP service most local to their new address.

The GP Service will cease for those who are housed and no longer rough sleeping unless they become resident of St Paul's Short Stay Hostel or the Assessment Service.

The Provider will review patients on a six monthly basis. If a patient has not been seen by the Surgery for a continuous period of six months, they will de-register them.

Care pathway

Location and Availability of Service:

- The service is based at St Paul's Short Stay Hostel, St Pauls Lane, Bournemouth
- The medical service is provided 3 days/week for approximately 2 hours each afternoon.

Response Time Criteria and Prioritisation:

- Patients may pre-book appointments (which they generally choose to do the day before, or the day of, a surgery), however,
- They may also access a walk-in service which is available to accommodate those who are not so able to make and stick to appointment times but who might have serious health conditions that warrant timely treatment and care

Staffing:

- Medical cover will be provided on Mondays, Wednesday and Fridays

All are available for a minimum of two hours per day

3.3 Any acceptance and exclusion criteria and thresholds

The service is available to verified rough sleepers and those who reside at St Paul's Short Stay Hostel or the Assessment Service as part of a plan to help them resolve their housing situation.

3.4 Interdependence with other services/providers

The service has particularly close links with mental health and drug and alcohol services, the blood borne virus team, the mobile dental service, the podiatry service and A&E.

The GP Service will work closely with the Bournemouth & Poole Rough Sleeper Team to ensure that the service is aimed at the target client group i.e. verified rough sleepers in Bournemouth.

4. Applicable Service Standards

4.1 Applicable national standards (e.g. NICE)

- Inclusion Health: Hidden Needs (2014)
- Mental Health Strategy – No health without mental health
- The Housing Act 1996 and The Housing Act 2004
- NICE Guidance, evidence based and best practice
- “Getting Through” Access to mental Health Services for people who are homeless or living in temporary or insecure accommodation- A good practice guide (2008)
- No second night out – vision to end rough sleeping

4.2 Applicable local standards

- Local Joint Strategic needs Assessment
- Safeguarding- children and adults
- Mental Health and well-being agenda
- Homelessness Strategies in place across Dorset

5. Applicable quality requirements and CQUIN goals

5.1 Applicable quality requirements (See Schedule 4 Parts A-D)

Performance Monitoring:

The practice will complete a quarterly contract monitoring report. The report will provide information on the following:

- Number of appointments offered on a weekly basis
- Number of appointments split between walk in and pre booked
- Number of appointments booked per quarter
- Number of patients seen per quarter
- Demographic information about patients
- Number of DNAs per quarter
- Number of patients registered per quarter
- Average length of registration
- presenting conditions e.g.
 - Respiratory;
 - Skin disorder;

- Vascular;
- Urology;
- Infectious disease;
- Mental health
- Drug and alcohol
- ENT
- Cardiac

6. Location of Provider Premises

The Provider's Premises are located at:

Address: 12 Walpole Rd, Boscombe, Bournemouth, Dorset, BH1 4HA

7. Individual Service User Placement