

## SCRUTINY BOARD (HEALTH )

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Meeting to be held in on  
Tuesday, 28th April, 2009 at 10.00 am

*(A pre-meeting will be held for ALL Members of the Board at 9.30 a.m.)*

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### MEMBERSHIP

#### Councillors

A Blackburn - Farnley and Wortley;  
J Chapman - Weetwood;  
D Congreve - Beeston and Holbeck;  
P Grahame (Chair) - Cross Gates and Whinmoor;  
J Illingworth - Kirkstall;  
M Iqbal - City and Hunslet;  
G Kirkland - Otley and Yeadon;  
A Lamb - Wetherby;  
G Latty - Guiseley and Rawdon;  
A McKenna - Garforth and Swillington;  
J Monaghan - Headingley;  
L Rhodes-Clayton - Hyde Park and Woodhouse;  
LYeadon - Kirkstall  
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#### Co-opted Members

E Mack - Leeds Voice  
S Saqfelhait - Touchstone

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Agenda compiled by:  
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Steven Courtney  
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# AGENDA

| Item No | Ward/Equal Opportunities | Item Not Open |   | Page No |
|---------|--------------------------|---------------|---|---------|
| 13      |                          |               | <b>GP-LED HEALTH CENTRE</b><br><br>To receive and consider the attached report of the Head of Scrutiny and Member Development | 1 - 4   |



Originator: Laura Nield

Tel: 395 0492

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## Report of the Head of Scrutiny and Member Development

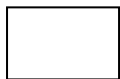
### Scrutiny Board (Health)

Date: 28<sup>th</sup> April 2009

Subject: GP-led Health Centre

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#### Electoral Wards Affected:



Ward Members consulted  
(referred to in report)

#### Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

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## 1.0 Introduction

- 1.1 At its meeting on 22 July 2008, the Scrutiny Board (Health) agreed the terms of reference for undertaking a scrutiny inquiry to consider the proposals for and implications of developing GP-led Health Centres (Polyclinics) in Leeds.
- 1.2 The inquiry has been conducted over a number of sessions by both the full Scrutiny Board and a Working Group.
- 1.3 A final session of the inquiry was held on 13<sup>th</sup> February 2009 at the Thackray Medical Museum. At this session, members asked to receive an update on the progress of the new centre (known as the Shakespeare Medical Practice) at the Board's April meeting.
- 1.4 A brief update report, including numbers of patients seen, and average waiting times at the centre, is attached at appendix 1. Officers from NHS Leeds will be in attendance to answer any questions which members may have.

## 2.0 Recommendations

- 2.1 Members are asked to consider the report and determine any areas for further scrutiny.

## 3.0 Background Documents

- Terms of reference – Inquiry into GP-Led Health Centres/Polyclinics (agreed 22 July 2008)

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**Shakespeare Medical Practice (GP-led Health Centre)**  
**Update to Overview and Scrutiny Board – April 2009**

The Shakespeare Medical Practice welcomed patients for the first time to the new GP-Led Health Centre in Leeds as scheduled on Monday 2<sup>nd</sup> March 2009.

Within the first week 22 patients had registered as permanent patients at the practice and 47 patients from across the city had attended for a “walk-in” appointment.

The second week saw almost a 50% increase in these numbers with a total of 40 patients registering and 85 patients attending for a “walk-in” appointment. The practice is now into the sixth week of opening and total figures for March indicate that 128 patients have registered for ongoing care and 368 patients have accessed walk in type services. This is in keeping with PCT initial estimates of 1000 patients registering with the service in the first year.

**Patient Experience**

The practice will conduct a patient survey to obtain feedback about the service from both registered and non registered patients to understand how the service can be adapted or improved where necessary. To date, the feedback from patients using the service has been extremely positive.

**Community Engagement**

The practice is working hard to ensure integration into the local community and is currently working with Richmond Court Hostel to develop a street doctor session to the residents. In addition Shakespeare Medical practice is working with Nowell Court Hostel, with specific focus on addressing the needs of these patients, ensuring access to services.

The Health Access Team (HAT) has been informed of the services available at the practice, and a number of patients have registered. Shakespeare Medical Practice and the HAT are working collaboratively to ensure asylum seekers and refugees in the area are accessing relevant services.

Shakespeare Primary School has been commissioned to produce health related art work to be displayed within the practice.

**Waiting Times**

The practice has a Key Performance Indicator within their contract stating that patients should be seen within 30 minutes of their arrival, however currently the waiting times for patients are considerably shorter than 30 minutes.

**Service Development**

The practice now has a mental health worker attached and is now able to refer patients into Psychological services when appropriate.

The practice is now planning to establish a patient forum group.

**Marketing and PR**

Care UK will continue to promote their services working closely with NHS Leeds Communications Team, and is currently in the process of arranging a formal opening day.

The PCT will continue to keep Scrutiny Board updated on the development of the service.

Kathryn Hilliam  
Damian Riley

GP Contract lead, NHS Leeds  
Director of Primary Care, NHS Leeds

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