

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 2nd 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.

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