

### Rough Sleepers Pilot: Improving access to Primary Care

September 2018 – Source: NHS Lewisham Clinical Commissioning Group

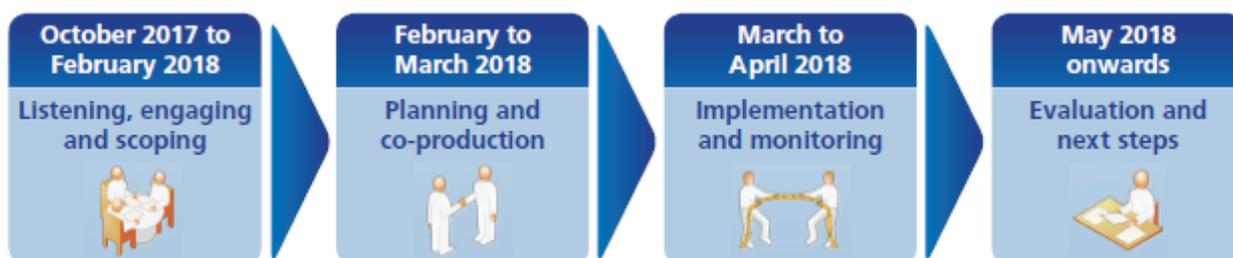
In 2017/2018, NHS Lewisham Clinical Commissioning Group engaged with local residents to design and implement a pilot of a primary care service for people who are homeless in the borough. Their experience of implementing this innovative service and the engagement involved has been shared in their overview: *Rough Sleepers Pilot: Improving access to Primary Care*.

#### Background

In the course of a formal consultation on the future of a Lewisham NHS Walk-in Centre, concerns were highlighted about the potential impact on people who are homeless in Lewisham.

NHS Lewisham Clinical Commissioning Group (CCG) conducted an Equality Impact Assessment (EIA) and identified there would be a gap in GP services for rough sleepers in Deptford and New Cross.

#### Timeline



#### Engagement

The CCG and Lewisham Council held a multiagency Homeless Summit with local organisations to learn more about the problem. A key objective was to understand the barriers that rough sleepers might experience when trying to access local primary care.

The CCG committed to working with GP practices at the Waldron Health Centre to develop a service for people sleeping rough in Deptford and New Cross.

It held workshops with key stakeholders and engaged with service users to inform a service model and specification for a primary care service for people who were sleeping rough locally.

## Service model

The pilot service operates two weekly drop-in clinics for six hours of primary care provision to people who are sleeping rough (over 18 years of age). One clinic operates from a Lewisham GP practice and the other is delivered as an outreach clinic at a homeless charity.

## Key features

- Delivers proactive and accessible primary care.
- Applies multidisciplinary working with across other teams and services.
- Signposts to and facilitates coordinated care.

## Monitoring

This is an 18-month pilot. For the first three months it was monitored weekly and monthly, and then moved to quarterly monitoring.

Key performance indicators and reporting requirements are part of the service specification. Lewisham CCG uses a standardised Contracting Monitoring Tool to manage the contracts.

## More information

➔ **Go to Lewisham CCG's website to read the report in full:**  
[Rough Sleepers Pilot](#)

*If hyperlinks are no longer active, please refer to the source organisation's website*