



PRIMARY CARE DONCASTER LTD

VINCENT VAN-COUGH HEALTH VAN REPORT

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Vincent Van-Cough GP Service Overview



of available appointments were
utilised in Q1



469

Health Van Appointments were offered in
Q1



252 hours

of appointments were offered in Q1

- The van was in operation across Doncaster for 70 sessions during Q1
- Utilisation of the Health Van was 100% with an additional 57 appointments added to meet demand
- The van has had sessions across all 6 PCN populations
- Travelled to 13 different locations

Appointment Utilisation

April

100%

May

100%

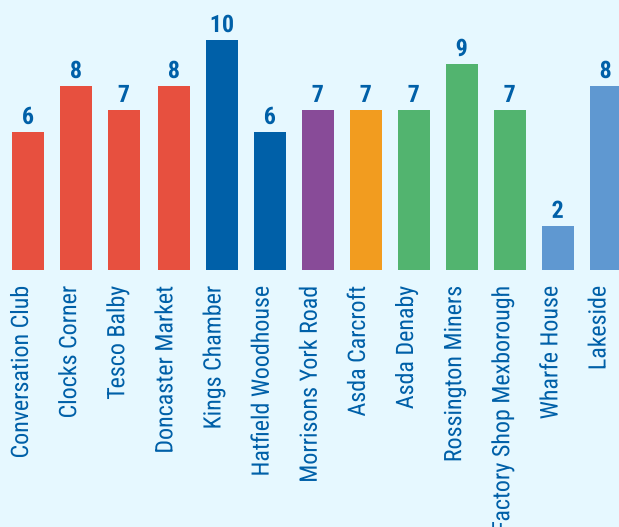
June

100%

● Booked ● Not Booked

Average Bookings per Clinic

(1/2 day clinics)



Locality:

● Central ● East ● North ● North West ● South ● 4Doncaster

This chart shows utilised Health Van appointments
by location in Q1 2025.

The Health Van is now situated around the borough,
to ensure the service is accessible to all 6 PCN
population.

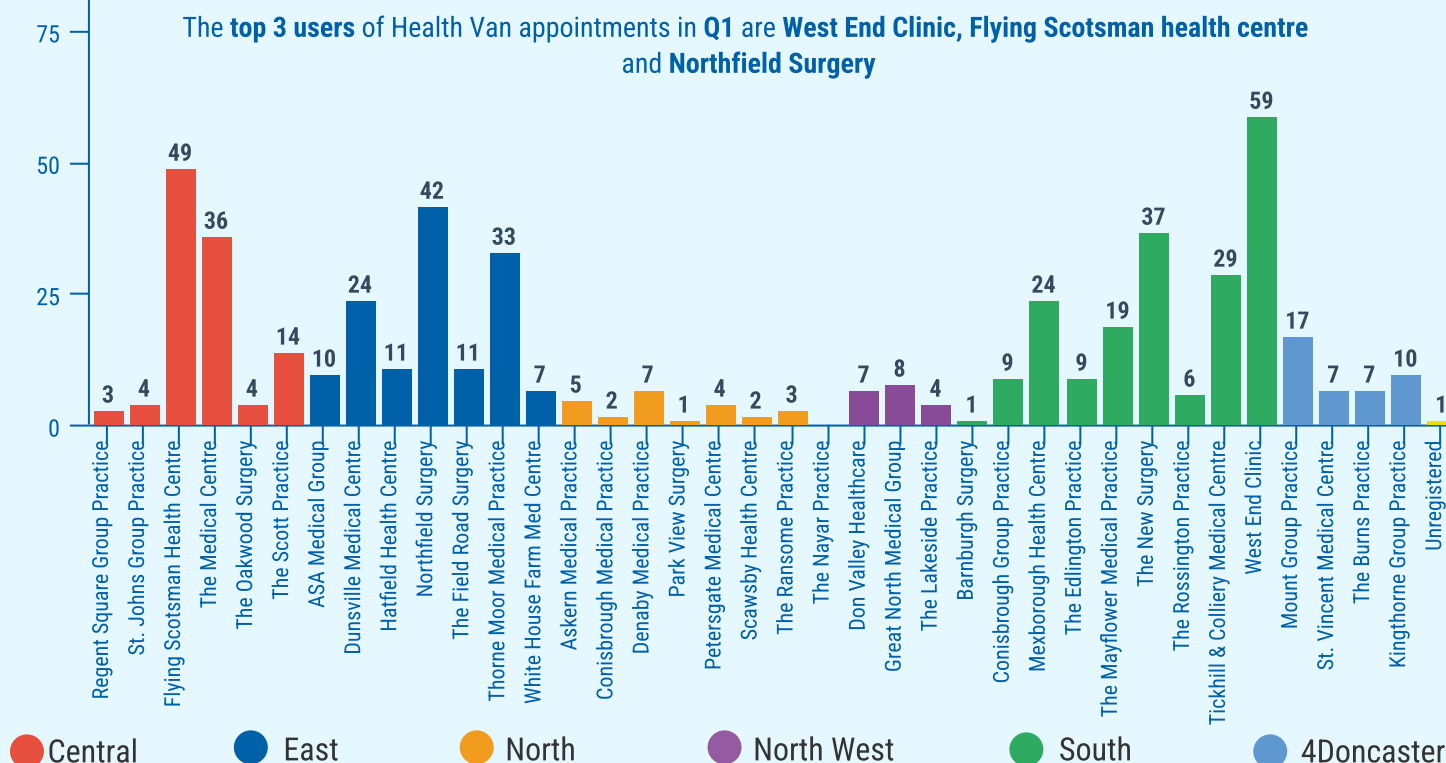
The busiest location is Kings Chamber

The less utilised locations appear to be the Inclusion
Health locations of Wharfe House and the
Conversation Club. Although volumes in these
locations are low, the cohort is a complex client
group, who may not otherwise access health
services.

This information is reviewed monthly within the
Service Delivery Team to inform planning and better
utilisation regarding locations.

Vincent Van-Cough GP Service Overview

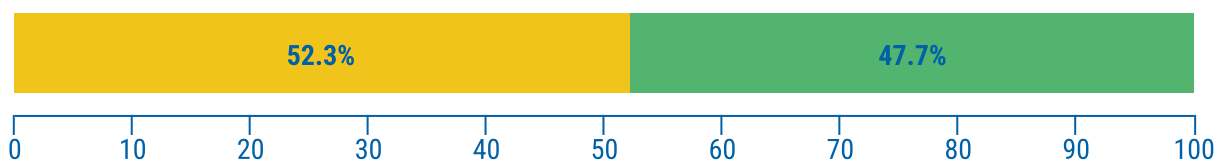
The top 3 users of Health Van appointments in Q1 are West End Clinic, Flying Scotsman health centre and Northfield Surgery



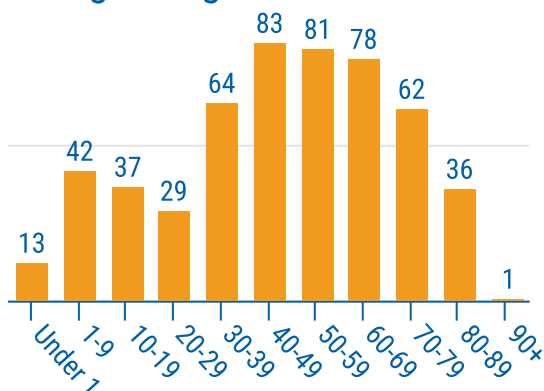
Context:

- Over Q1 we continue to see an increase in patients wanting to use the Health Van for GP appointments
- We added an extra 56 appointments on to the diaries to meet the demand of the public
- Patients from South PCN were the biggest users utilising 36.4% of the provision
- We continue to work with inclusion health partners to drive utilisation of these locations, such as advanced notification
- During these sessions attendance has increased slightly, 1 Patient who was not registered with a GP Practice were able to receive care

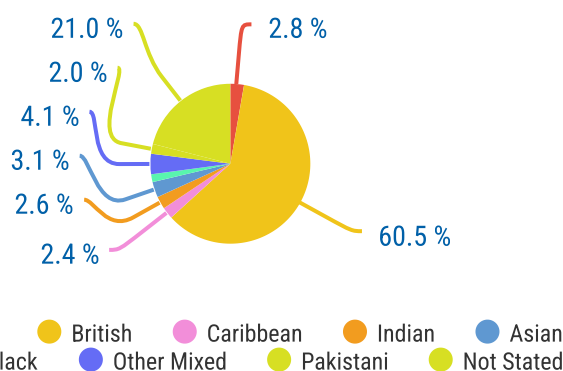
52.3% of patients were women



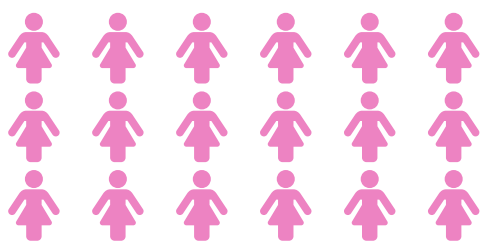
Age Range of Patients



Demographic



Vincent Van-Cough Nurse Provision Overview



**64 Attended
Women's Health
Appointments**



**58 Appointments for
Smears**



**43 of the appointments
were walk on**



7

patients had already been
vaccinated for HPV

The most popular location for
both pre-bookable and walk on
appointments was...



**Lidl
Bentley**



Patients came to the
Health Van for their
first ever smear

96.6%

of patients seen rated their
experience as 'Excellent' with
the service



Barriers which stopped patients from having their smear test
previously included..

Work and
Timings

Accessibility

Location

No
Reminders

*I work full time and
this was more
convenient for me*



*I was feeling
anxious, the lovely
staff made me feel
comfortable*



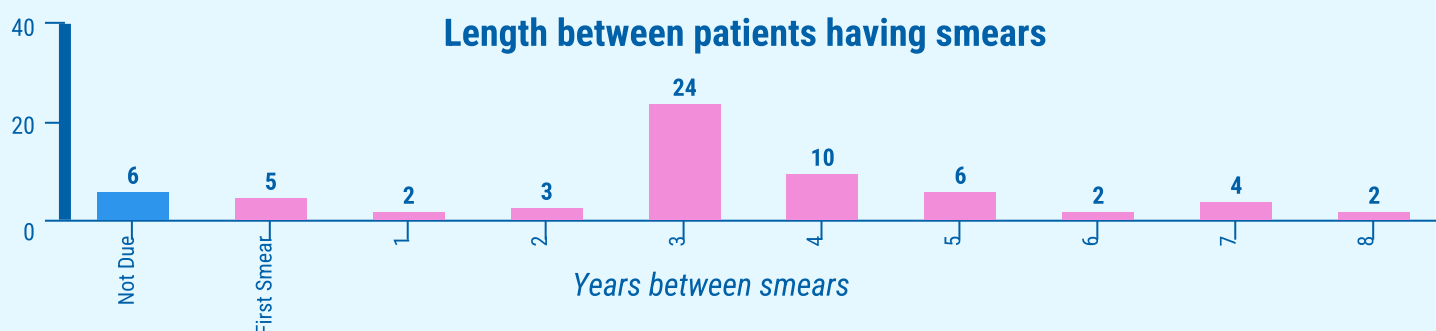
*My carer/family
member was able
to attend with me*



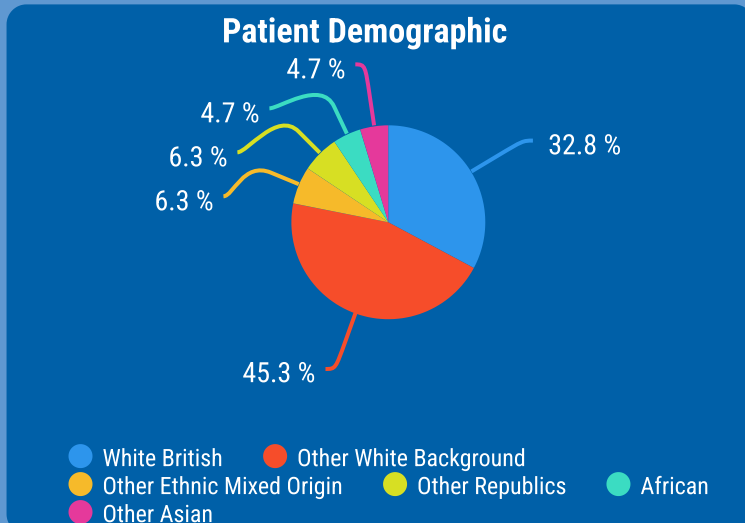
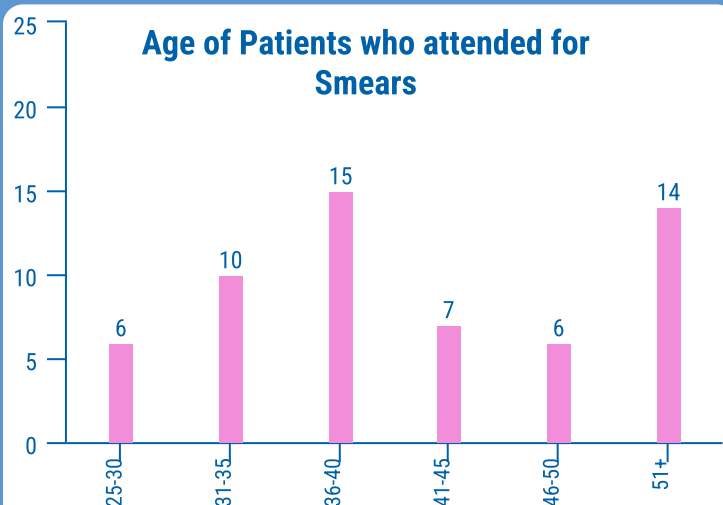
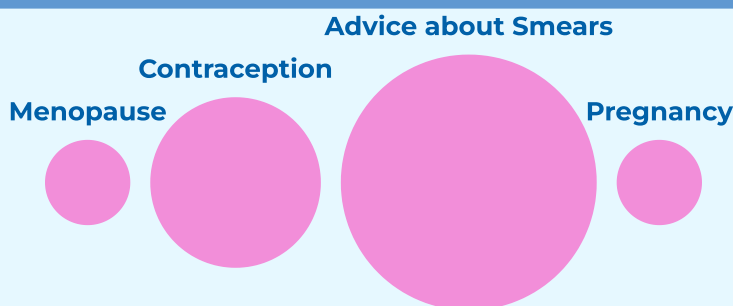
*Doncaster should
have more facilities
like this*



Vincent Van-Cough Nurse Provision Overview



Other types of advice or information given

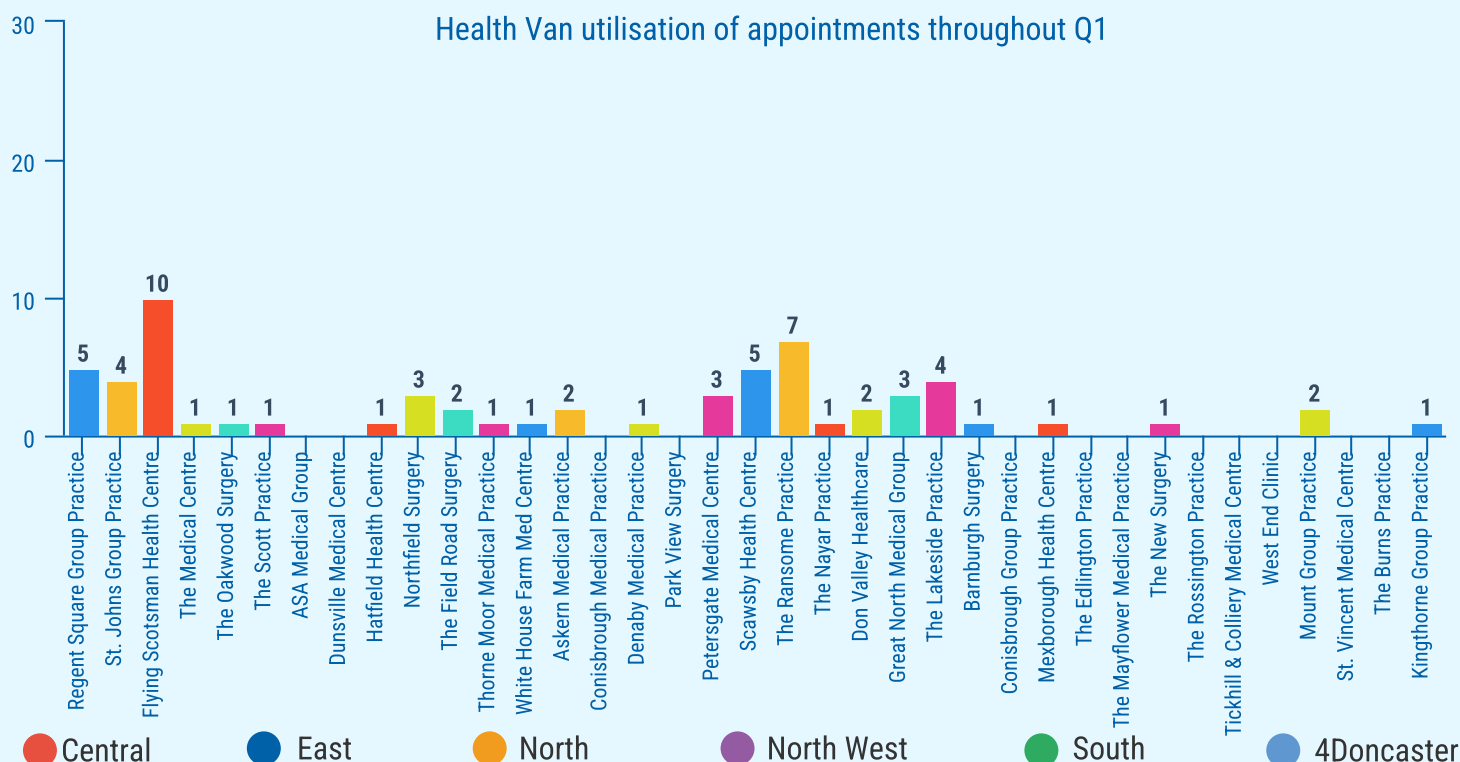


Context:

- Over the Woman's Hub sessions PCD saw 5 patients who attended for their first Smears with 2 of these patients being in their 30s
- PCD were able to check outcomes via the Cervical Screening Management tool.
- 51 Patients had a Normal Result.
- 6 Patients require an early screening as HPV was detected.
- 1 Patient had a borderline change in squamous cells-That's very early changes that might resolve or might progress to needing treatment!
- 6 Patients were unable to be seen as they had attended too early to be eligible.
- 3 Patients were supported via the Health Van team and made appointments into the South and 4D Enhanced Access service
- All of the appointments were available to pre book or walk on.

Vincent Van-Cough Nurse Provision Overview

Health Van utilisation of appointments throughout Q1



Context:

- Over the course of Q1 PCD offered access to a Nurse for Smears and womens advice across the 6 PCNs.
- The 2 most popular locations were Lidl Bentley and Seventh Day Adventist Church
- Across the 9 Sessions we have seen Patients from 25 Doncaster Practices
- During these sessions our Nurses saw patients for other Womans Health issues such as Menopause and Contraception advice
- As part of Cancer Awareness week we worked collaboratively with RDASH and Care Coordinators from North West PCN. We held a session with lots of resources and equipment aimed at patients with learning disabilities, and also to spread awareness and talk to Patients about signs and symptoms of other Cancers.
- This provision has been advertised Via Practices with a minimum of 2 weeks notice of where the van would be located and local authorities, local radio, Social Media platforms, PCD Website and tannoy announcements at Lakeside Shopping Outlet.
- Social Media posts on Facebook reached 44,425 people one specifically about cancer awareness week reached 4,957 people
- Thank you to Rose Fells at The Scott Practice for allowing the samples through their usual streams.

The Health Van offers a range of services commissioned via different providers

Though Q1 we had 2 regular services being provided Firstly, a regular walk on GP service, accessible to all patients in Doncaster with no appointments required and secondly, a Nurse Provision-concentrating on Women's Health, moving into Q2 we will introduce ear appointments, this is following feedback from Practices and will be communicated as **"Smears and Ears"**
Mixture of Advanced bookable by Practice and Walk on

For all services the GP and Nurse staffing pool remain consistent

Patient Feedback

Patient feedback is collected in several ways. Paper feedback forms are available and QR codes are displayed on the Health van, The QR code takes the user to our website where they can leave feedback. We have also received feedback via our social media sites.

Feedback has included comments such as;
Visited the bus 12th June at the factory shop in Mexborough

The staff are absolutely wonderful and so professional. Whilst waiting to be seen we had a lovely chat and no question was too much.
The vehicle was very very clean and tidy.

You can tell how passionate they are at delivering a fantastic service to the local community

The Service Delivery Team continue to look at alternative locations within each PCN.



Common themes for attendance at the Health Van in Q1 remain the similar to those of other quarters.

Common themes include

- Viral respiratory illness, adults and children
- Mental Health concerns
- Sinus related issues
- Smears
- Patients attending who subsequently are referred for 2 week waits who may not have been seen elsewhere.
- Patients stating that they cannot get an appointment at their own practice.



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