

GP Health Connect Ltd

Shareholder Update

Issue: Autumn 2024

Who are we and what do we do?



We are a Federation of GP Practices in Runcorn. All the Runcorn practices are shareholders, and we offer at-scale primary care services on your behalf to your patients. Currently our services include:

- an enhanced access service in the evenings and weekends (GP Extra)
- a community dermatology service
- a “home visiting” service for the asylum seekers temporarily housed in Daresbury Hotel

We are also about to commence an on-the-day appointment service to support the Runcorn practices during the forthcoming winter season.

For more information – or to discuss potential further at-scale services locally, please call us or speak to the PCN.

Daresbury Update



Although designated as a Female & Family residence, we have recently seen a big influx of single males. In the last two months we have registered approx. 150 new male patients. As yet, we have not seen a corresponding list of previous residents to de-register, but this can often take time to come through to us.



Contact: Diane Hanshaw
(Business Manager) on
07904 939683

Asylum Seeker Service: Survey Results

We recently sent out a short survey about the “home visiting” service we currently offer to the asylum seekers at Daresbury. This service provides a GP and/or ANP on site with 30-minute appointment times and is aimed at both easing the pressure on practices and simplifying primary care access for these very complicated (and often, non-English-speaking) patients who have limited access to transport.

The survey was aimed at getting a better understanding of practices’ views on the service – and whether there was anything we could do to improve the service for you – or your patients.

The full results of the survey are shown in detail overleaf. There were three key results which we are now acting upon:

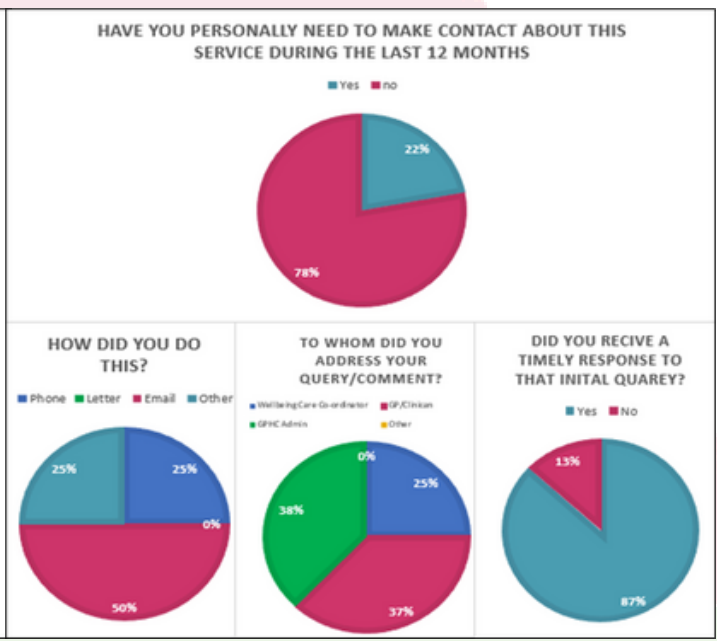
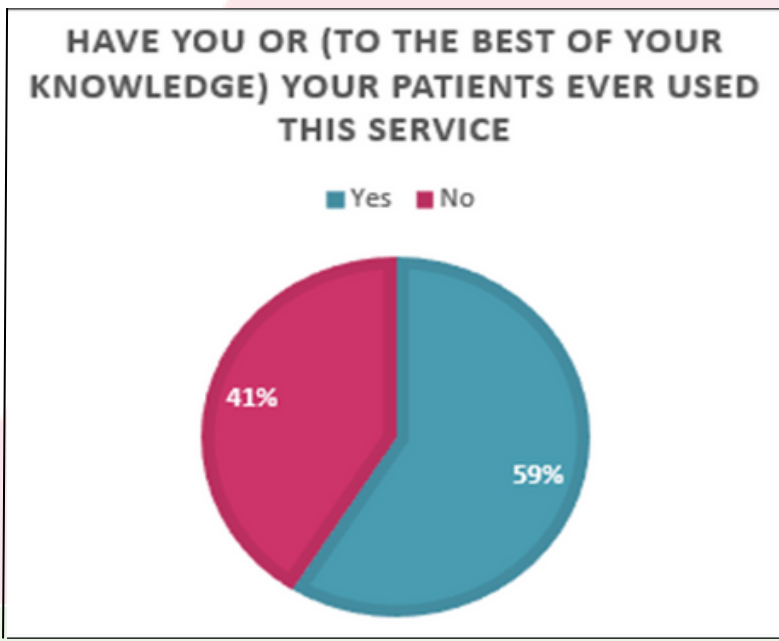
- We need to clarify exactly who does what at Daresbury as there are many agencies involved in providing care and support there. **This is currently in development and will soon be shared.**
- We need to advertise better how to contact us if you have a query about a patient. **We provide our contact email on the discharge summary and have attached a wider contact list with this newsletter.**
- We need to improve overall practice understanding of exactly what we offer with this service. **We are currently developing practice update sessions for both clinicians and reception/admin team. As soon as we are ready, we will send out details as to how to book a session at your practice.**

Thank you to everyone who took part in the survey.

2024 GPHC Practice Survey: Asylum Seeker Service: Survey Results



Understanding of the service: Respondents rated their confidence in understanding the service and how to access it on a scale of 0 to 10. 0 being not confident and 10 being extremely confident. Clinical teams generally reported higher confidence levels, except for the nursing team, compared to Reception staff and some other non-clinical roles, who tended to express lower confidence in understanding the service.



Patient interactions: We asked respondents How many Runcorn patient interactions were handled by this service this service in 2023, do you think? 81% indicated 2000 interactions or less. If we consider the number of patients seen (1,560) and the associated admin related to these patients (2,624) along with the 565 patients registered and the 527 patients deregistered the team have interacted with the patients on over 4000 occasions. The varied feedback reflects that stakeholders may not fully understand the work covered within the service.

