

Arch.

ANNUAL REPORT
04.2020 - 03.2021



WELCOME

2020-21 was a year which will of course be remembered for the Covid19 pandemic and its impact on all of our lives and services. So much time, energy and resource has been poured into our Covid responses, it would be easy to forget the fact that our staff at Arch have not only been working to serve and protect people in new ways but quietly going about their work to ensure the best possible care reaches those who need it.

Our annual report this year is a graphic illustration of the scale and nature of our work over the 12 months from 1st April 2020 - 31st March 2021. The numbers speak for themselves, however they do not tell the full story of the intense and tireless work which has been delivered with such grace and passion by our team throughout what has been a monumental year.

Perhaps more than any previous year we've worked in collaboration with other services and we hope these community partnerships will be a lasting legacy which will enable us to continue to address health inequalities. We believe that everyone should be extremely proud of the way in which Brighton & Hove people & services have worked together to care for and protect people who are experiencing homelessness and vulnerability in the city.

For as long as we're needed, Arch will continue to explore every opportunity to improve the health and well-being of anyone who is without a home in our city. Thank you to everyone who is sharing in that vision and journey with us.

Gary Bishop, CEO

ARCH HEALTHCARE

Arch Healthcare is a specialist GP surgery for people who are without a home in Brighton & Hove. Our team provide a wide range of primary care services and act as a central resource for other city-wide services that support people experiencing homelessness.

Our small facility on Morley Street has been open throughout the pandemic offering both face to face and telephone consultations, in order for us to maintain contact with patients without increasing their risk of infection.

THE STATS

04.20-03.21

1,285

Total number of patients.
(31 March 2021)

493

New patients registered.

671

Patients moved from Arch to other surgeries.

1,310

Total number of patients seen.

13,915

Total number of appointments.

10.6

Average number of appointments per patient

96.2%

Attended GP appointments.

90%

Attended appointments overall.

CLINICS

12/13 GP Clinics per week
12 Nurse & ANP Clinics per week
4 HCA Clinics per week
1 Physio Clinic per week
4 GP Offsite sessions per week

Our building is at 100% occupancy at all times.

FEEDBACK*

Percentage of patients rating us as GOOD or EXCELLENT in the following areas:

89.9% : Appointment system
94.3% : Telephone system
96.8% : Reception team
96.8% : Nurses
93.6% : Doctors

*(From our 2021 patient survey)

CQC

Arch currently holds an OUTSTANDING CQC rating and in the latest inspection was awarded OUTSTANDING in all 5 areas of the assessment.

WHAT PEOPLE SAY ABOUT ARCH**

"Best surgery ever... great G.P. to talk to. The reception staff are great too including the nurses and phlebotomist etc. Such caring people."

"This place is a hidden gem of a surgery. A safe haven."

**2021 Google reviews

Arch Healthcare plays a key role in city-wide leadership including the facilitation of the Multi Agency Homeless Health Meeting (MAHHM) which brings together partner organisations to assist in complex or high risk cases. Over one hundred such cases have been supported through the MAHHM this year.

 Arch.

04.20-03.21

HEALTH ENGAGEMENT

Health Engagement – non-clinical support provided in partnership with Justlife for people who are without homes in Brighton & Hove and have specific health needs. We have a team of five health engagement workers.

THE STATS

04.20-03.21

156

Total number of people supported

5

Number of engagement workers

4,472

Number of recorded interventions

240

Substance Misuse Service appointments made and/or attended by a health engagement worker

2,382

Physical and mental health appointments made and/or attended by a health engagement worker

250

Housing appointments made and/or attended by a health engagement worker

140

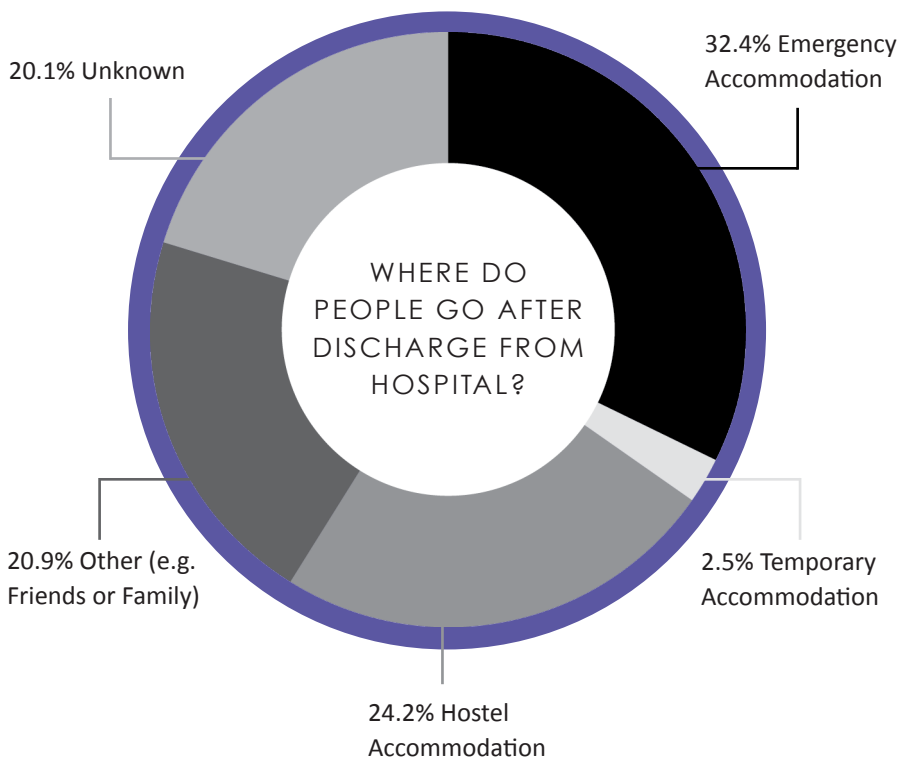
Finance & benefits appointments made and/or attended by a health engagement worker

75

Referrals to other services

HOSPITAL INREACH TEAM

The Hospital Inreach Team is a dedicated team working within BSUH to support people who are without homes, throughout their hospital stay and especially with their discharge. Working in partnership with Sussex Community Foundation Trust, the team aim to improve health outcomes and thus reduce hospital re-admissions.



THE STATS

04.20-03.21

332

Total number of people supported

18

Age of the youngest referral

44

Average age of referrals

30

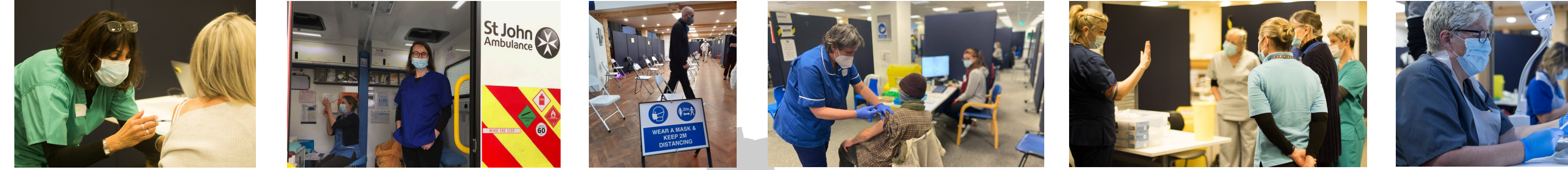
Average number of referrals per month

80%

Percentage of referrals who are Brighton & Hove residents

COVID-19: UK TIMELINE

MARCH 2020 - APRIL 2021



PICTURES: The vaccination drive for all eligible Brighton residents started in mid January at the Brighton Racecourse.
 GRAPH BELOW: Confirmed Covid cases in Brighton and Hove, March 2020-March 2021 (7-day average).
 Total COVID-19 cases in Brighton and Hove up to 31st March 2021: 14,386.

COVID-19 IN THE UK

5th March: 1st official Covid death in the UK

16th March: 55 ppl have died of the virus

23rd March: 1st national lockdown starts. Schools closed, stay at home ordered, only key workers leave the home to work

5th May: 29,427 ppl have died from Covid-19 in the UK. 194,990 have tested positive.

10th May: English lockdown restrictions lifted to allow unlimited exercise outside.

28th May: Track and Trace introduced

1st June: Lockdown restrictions continue to be lifted in England, with groups of up to 6 people allowed to meet outside.

15th June: Restrictions in England continue to ease, with non-essential shops allowed to open.

24th June: 43,081 ppl have now have died from Covid-19 in the UK.

4th July: Pubs, restaurants and barbers are allowed to reopen in England.

After a summer of fewer cases, infection rates start to rise again.

12th October: PM announces 3-tier system of restrictions.

1st November: 2nd UK lockdown, for 4 weeks. Stay at home, schools stay open.

2nd December: UK exits lockdown, move to 4-tier system of restrictions.

8th December: Margaret Keenan is the first British person to receive the vaccine.

14th December: with cases are on the rise across the country and in certain hotspots, Christmas rule relaxations are scaled back and some areas are put into Tier 4.

4th January: PM announces 3rd national lockdown. Stay at home, schools closed. Infection rates are high and covid cases and deaths continue to rise throughout January.

8th March: lockdown restrictions are lifted: schools reopen, limited events, recreation and social contact permitted.

23rd March: 1 year anniversary of 1st lockdown.

29th March: lockdown restrictions are lifted further.

MARCH APRIL MAY JUNE JULY AUGUST SEPTEMBER OCTOBER NOVEMBER DECEMBER JANUARY FEBRUARY MARCH APRIL

MARCH

From early March: Arch works alongside colleagues at Public Health, the City Council, the CCG, and all homeless services in Brighton & Hove to develop appropriate to develop appropriate accommodation for 300-400 homeless people who are either living on the streets or in accommodation with shared facilities which does not allow them to self isolate

23rd March onwards: Arch surgery moves all appointments to telephone where possible; implements a monitoring system to ensure all patients self-isolating with Covid-19 symptoms receive daily contact and support from a member of Arch or Justlife.

27th March: Ministry of Housing, Communities and Local Government (MHCLG) instructs all local authorities to move rough sleepers off the streets within a few days. Arch works with partners across the city to secure accommodation within the timeframe. The city council secured several facilities to be used for this purpose.

APRIL

April: Arch designs a system of TRIAGE - COHORT - PROTECT - CARE

- Clinical team TRIAGE for symptoms of Covid-19
- Patients with no symptoms are allocated to PROTECT accommodation, grouped into higher and lower risk groups
- Patients with possible symptoms are allocated to CARE accommodation, to self isolate and recover

Arch, in partnership with St Mungo's, offers daily visits and support.

All people off the streets.

April: Arch's clinical team deployed offsite in the PROTECT & CARE accommodation hotels, Arch surgery largely staffed by locums.

MAY

May: Arch employs an Infection Control Nurse on behalf of PH.

JUNE

Early June: Arch clinical team reduce intensity of accommodation visits and return to work at the surgery. There is a high level of patient need which the team are required to meet.

Early June: Arch surgery introduces adaptations to work within the track and trace system.

15th June onwards: surgery changes working practices to adapt to easing of restrictions.

JULY

Team continue to provide daily visits to Care & Protect sites as well as daily care from the surgery

AUGUST

August: Arch film released, showcasing work in the city throughout Covid-19.

SEPTEMBER

Team continue to provide daily visits to Care & Protect sites as well as daily care from the surgery

OCTOBER

October: Arch appoints dedicated Covid nurse to provide tailored support to patients.

NOVEMBER

Covid Outreach nurse provides testing, triage and care support to all accommodation and service providers.

DECEMBER

Covid Outreach nurse provides testing, triage and care support to all accommodation and service providers.

JANUARY

15th January: The NHS Covid-19 vaccination rollout arrives in Brighton and Hove, with the Brighton Racecourse opening as a vaccination centre. Arch is heavily involved in preparations for, and administration of the vaccinations at this site.

FEBRUARY

1st February: As part of the Covid Recovery plan Arch opens 5 step-down beds at St. Patricks Hostel in partnership with YMCADLG. This is accommodation for people who are leaving hospital but have nowhere to go.

9th February: Arch launches a mobile Covid-19 vaccination service, in partnership with Justlife, Sussex Community NHS FT and St John Ambulance. The service is in operation 3 days a week around key sites in the city.

MARCH

26th March: Arch completes Stage One of its mobile vaccination partnership having administered over 800 first doses.

APRIL

19th April: Arch begin Stage two of mobile vaccine partnership offering second doses.

ARCH HEALTHCARE'S RESPONSE TO COVID-19



PICTURES: Arch has remained open for patients, providing day-to-day services as well as a vaccine outreach.



DETAILS

Contact details:

Registered Office: School Clinic, Morley Street,
Brighton, BN2 9DH

Company number:

Community Interest Company Number: 09989518

Company website:

www.archhealthcare.uk

Bank name & address:

Coop Bank, Delf House, Southway,
Skelmersdale, WN8 6NY

Auditors name:

Mayfield & Co, 2 Merus Court, Meridian
Business Park, Leicester, LE19 1RJ

Non-Executive Directors:

Dr Anna Hiley (Chair)
Dr James Annis
Geraldine Hoban
Leila Powell
Bobby Dhol (Appointed Sep 2020)

Executive Directors:

Dr Chris Sargeant
Dr Tim Worthley
Fliss Purchase (Co. Sec)
Gary Bishop (CEO)
Hannah Bishop
Dr Natalie Lewin (Appointed Sep 2020)