



You have saved me on more than one occasion. I'd have been lost without you, I wish vulnerable people everywhere had access to the same great care that this surgery provides.

Patient



Registered Office: School Clinic, Morley Street,
Brighton, BN2 9DH
Community Interest Company Number: 09989518
archhealthcare.uk



A photograph of three people in a hallway, overlaid with a semi-transparent blue and purple gradient. On the left, a woman with glasses and a patterned dress looks towards the center. In the middle, a man in a dark jacket looks towards the right. On the right, a woman with glasses and a patterned dress looks towards the center. The hallway has white walls and a door in the background.

“ Our whole team are committed to driving forward with our strategic objectives and working with partners, commissioners and patients to transform the healthcare system for the most vulnerable...

Welcome

This report is a celebration of our work providing healthcare to people experiencing homelessness in Brighton & Hove from April 2022 to March 2023. In these pages you'll read about the different services which we deliver, and how they evolved during this period. You'll hear directly from patients and staff and gain some insight into the volume of interventions which our team and close partners facilitated during these 12 months.

As a team we've worked to meet the ever-rising needs and address the vast health inequalities which exist in the city. We're acutely aware that the numbers of people facing great hardship are escalating and the health needs that people are experiencing are much more complex than even just a few years ago.

I'm so proud of all of our staff who work tirelessly to deliver incredible services. We have outstanding clinicians who always go above and beyond the call of duty for our patients. Our admin and reception team have extraordinary patience, kindness and resilience and deserve every accolade they have received throughout the year. The team and strategy are supported by our Non-Executive chair Geraldine Hoban and our excellent group of directors, many of whom are volunteers. Thanks to all of you for everything you've done throughout this year to help us drive towards our vision.



Homelessness remains an enormous challenge for our country and our city. According to Shelter the UK currently has 320,000 people living without homes including 130,000 children. Four out of every ten people who approached their local authorities for support with housing this year remained or became homeless due to a lack of available, affordable homes. This is a growing humanitarian crisis right on our doorstep.

At Arch we know the devastating impact that homelessness has on a person's physical and mental health and how that lack or failure of services to effectively meet the critical needs of individuals in moments of crisis can lead to compounding trauma from which too many never recover. Our whole team are committed to driving forward with our strategic objectives and working with partners, commissioners and patients to transform the healthcare system for the most vulnerable and ensure the best possible care is available to them when they need it.

Thank you for your interest in our work, I trust that you'll find this report informative, uplifting and challenging. If you'd like to know more about the work we're doing please do feel free to contact us, we'd love to hear from you.

Very best regards

Gary Bishop, CEO

Arch Health CIC

Arch Health CIC is a local non-profit healthcare provider which is commissioned by the NHS to deliver specialist care for people experiencing homelessness in Brighton & Hove. Our services include a GP surgery, hospital in-reach services, community outreach, co-production, health engagement, city wide leadership and step down beds.

Arch holds an OUTSTANDING CQC rating and is led by some of the UK's leading specialists in homeless healthcare.

Since 2017 we have worked with NHS colleagues, Brighton & Hove City Council, patients and partners to generate a vision of the future of homeless healthcare in the city and following a recent commissioning round we are now set to continue providing specialist healthcare services until at least 2028. With a full five years ahead of us we are able to build on our strengths, make improvements and seek deeper impact and broader transformation in the way we deliver homeless healthcare in the city.

What?

We believe that people experiencing homelessness should receive the highest quality healthcare delivered at the right time, in the right place and in the right way in order to prevent suffering and save lives.

Why?

We're working towards a time when health inequalities faced by people who are homeless, are eradicated.

How?

Arch exists to deliver excellent healthcare for people experiencing homelessness in Brighton & Hove, contribute to improving the quality of homeless healthcare in our locality and influence the quality of homeless healthcare across the UK.



Values

At Arch we pride ourselves on living our values every day, in our interactions with our patients, partners and each other. This has enabled us to build up a strong and supportive, and now award-winning workplace culture.

Examples of our values in practice

Equality and Fairness:

Arch aims to provide the very highest levels of healthcare for those going through the very hardest of times. We worked tirelessly to gain an outstanding CQC rating and to ensure that people using our services can be assured that they are receiving the highest standard of care.

Kindness and humanity:

We go out of our way to treat patients with dignity and respect, most are known the staff and clinicians on first-name terms

Every year we hold a remembrance event to mark the lives of those who have died whilst facing homelessness in Brighton & Hove. This is a chance to acknowledge & celebrate the lives of those who were too often overlooked during their lifetimes.

Collaboration and Community:

We initiate strong partnerships with dozens of organisations across the city which enable us to achieve so much for our patients. For example, our partnership with YMCA Downlink has enabled us to provide the Step Down beds service, offering clinically supported accommodation for people leaving hospital, so they can recover properly, in suitable and safe accommodation.

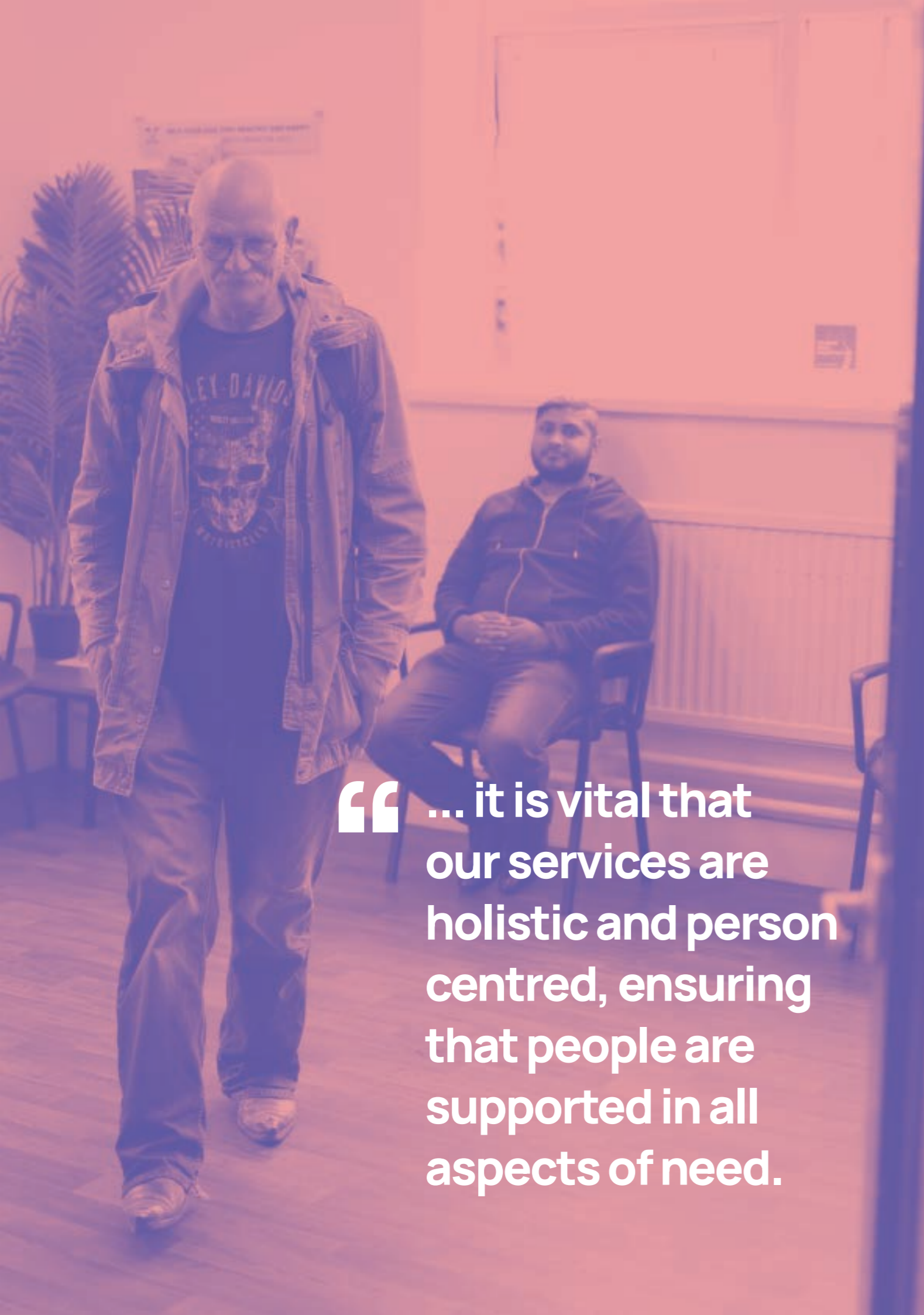
Honesty and integrity:

We are uncompromising in our work, providing an honest voice even when this feels uncomfortable. This has led to Arch holding leadership positions in city wide initiatives and patient care through the Multi-Agency Homeless Health Meetings (MAHHM) supporting the most vulnerable patients through multiple and complex challenges.

Excellence and curiosity:

We are the lead partner in major co-production project, Common Ambition, which elevates the voice of patients to improve the homeless health system in Brighton. The steering group, made up of experts by experience, is conducting in depth research into the system, and is coming up with new ways of working, to effect change.





“ ... it is vital that our services are holistic and person centred, ensuring that people are supported in all aspects of need.

Context

Outside of London Brighton & Hove has the second highest number of people who are homeless per capita in England.

A damning 2022 report from the charity Shelter estimates there are currently more than 3,500 homeless people in Brighton and Hove. The research suggests that one in 78 people in the city are without a home, making it the homeless hotspot for the South East.

The South East is home to 27,000 people who have nowhere safe to live.

The vast majority of those included in this number are living in temporary accommodation, much of the problem is driven by the chronic shortage of social housing and an over-reliance on grossly expensive and unstable private rental properties. The number of people living in temporary accommodation has risen by 74 per cent in the last 10 years. Perhaps most alarmingly there are 1360 children living in temporary accommodation in Brighton.

The impact of homelessness on a person's health is significant. According to the Faculty for Homeless Health, people experiencing homelessness are 34

times more likely to have tuberculosis, 50 times more likely to have Hepatitis C, 12 times more likely to have epilepsy, six times more likely to have heart disease, and five times more likely to have a stroke. Clearly, homelessness has a huge impact on the physical health of the individual. Furthermore, recent research by Homeless Link showed that in addition to physical health problems, 86% of individuals who are homeless have mental health problems, 39% take drugs or are recovering from a drug problem and 27% have, or are recovering from, an alcohol problem.

The vast majority of the people we care for at Arch have a combination of needs which conspire against their health and well-being such as multiple physical needs, mental ill-health, substance misuse and homelessness. Therefore it is vital that our services are holistic and person centred, ensuring that people are supported all aspects of need.

The effects of the cost of living crisis on households, spiralling rents and lack of joined up services are all leaving people struggling to sustain their physical and mental health.

People experiencing homelessness are:

34x more likely to have tuberculosis

50x more likely to have hepatitis C

12x more likely to have epilepsy

6x more likely to have heart disease

5x more likely to have a stroke

Surgery

Arch Healthcare is a special kind of GP surgery which actively seeks out opportunities to support the most vulnerable people in the city. The environment is warm, welcoming and supportive to staff and patients alike. We have 1400 registered patients, many of whom are known to staff by their first name. Our reception team are often praised by patients and other services for their kind and welcoming manner; we are very aware that the way we make people feel in the waiting room has a direct impact on what happens in the consulting room. We register between 12 and 20 new patients each week and deduct slightly fewer. [see right, Focus On the Moving On Coordinator].

Our patients are largely people currently experiencing homelessness. This includes people sleeping on the streets, living in emergency or supported accommodation or sofa surfing. We also care for people who have recently experienced homelessness as well as members

of the travelling communities. Many of our patients have a combination of physical, mental or substance misuse conditions and thus require specialist primary care and attention which we endeavour to provide with every interaction.

Whilst there is a lot of transience, we have many patients who have been with us for a long time. Of course, sometimes patients become very unwell or die unexpectedly and those experiences are tough for the whole team. Each month at our practice meeting we pause to remember any patients who have lost their lives and each year we hold a remembrance event to acknowledge their lives. Every member of staff at Arch has access to regular counselling to help them to process their own emotions and stay healthy through the challenges for working in a service like ours. Arch Healthcare is a challenging but incredibly fulfilling place to work, the team are amazing and provide excellent care, whilst supporting each other when things don't go to plan and celebrating the many successes when patients find positive ways forward in their lives.



595 | New patient registrations

514 | Patients leaving

1428 | Patient list size at 31st March 2023

1899 | Total patients registered at any time in 2022-2023

1497 | Patients seen

16,320 | Patients appointments

10.9 | Average number of times patient seen

On average, UK GP practices delivered 1,414 appointments per 1,000 registered patients within a 3 month period. By comparison, Arch delivered 3,086 appointments 1000 per registered patients within a 3 month period.



Focus on

Sophie, Move-On Coordinator

Our best hope for patients is that they come to a point in their lives when they don't need us anymore, either because they are regaining their health, established in secure accommodation or ideally both.

When the time comes for people to move on Sophie is here to help.

“When someone has been in secure housing for a while or their health needs have reduced our clinical team will ask me to assist the patient in transferring to another surgery. We know that changing doctors surgery can be destabilising for people so there is a lot of consultation with the individual concerned and I provide all the help I can to make the transition as smooth and positive as possible.”

“I help form a bridge to a the new surgery. I often have good relationships with local surgeries and their patient liaison representative, this can really help to form a good connection for the patient as I support their registration process and setting up initial appointments.”

“Often the move-on work happens after patients have been with Arch for a long period of time and its always sad to say goodbye to people, but by providing the best possible move on care we know they have every chance of settling into a new healthcare environment and moving forward in their lives.”

Hospital Inreach / Pathway Team

Our hospital inreach team known as Pathway consists of a GP, advocacy worker, health engagement worker and nurse who work together to identify and support anyone admitted to hospital whilst homeless, to improve health outcomes. This is a partnership project between Arch, Sussex Community Foundation Trust and Justlife. The team work to ensure patients are able to stick with their treatment, and have somewhere safe and suitable to go to upon discharge. Over the last year, this small team worked together to support around 300 patients who found themselves in the Royal Sussex County Hospital.

Patients are admitted for a wide range of complex conditions such as vascular issues (groin abscesses, DVTs) which often result in amputations; infections of the bone and heart; uncontrolled diabetes; overdoses; liver failure; skin infections; pneumonia.

The Pathway team aims to improve health outcomes by:

- ▲ supporting patients to stay in hospital for the duration of their treatment (e.g. providing “dignity packs” with clothing & toiletries. These help to support a dignified, bearable hospital stay, ensuring they receive all their necessary treatment, and engage with our team in order to recover fully.)
- ▲ managing the time and manner of discharge, to ensure this is completed as safely as possible
- ▲ liaising with housing services to ensure no one is discharged onto the streets
- ▲ registering patients with a GP if needed
- ▲ making referrals to services such as Adult Social Care and local VCSE services to ensure ongoing support when returning to the community
- ▲ Providing formal training and shadowing opportunities to clinical staff and trainees supporting hospital staff to gain an understanding of the challenges facing people without a secure home, and how to best provide tailored, effective care.





“ ...213 patients in over 4000 interventions...”

Our Services

Health Engagement

Arch work with partners Justlife Foundation to provide intensive non-clinical support to people who have specific health needs whilst homeless or who are vulnerable. The team of 6 staff play a vital role in enabling patients to maintain access to all health and community services as well as supporting with accommodation needs.

From April 2022 to March 2023, the team supported 213 patients in over 4000 interventions, providing person-centred support to improve health, build independence, and transition into a secure home.

The Health Engagement work is focussed on helping people to engage with services which will meet their necessary health needs and reduce the likelihood of admission and readmission to hospital.

Some example of the day to day work are:

- ▲ Accompanying people from hospital to their accommodation
- ▲ Ensuring people can access prescriptions and health appointments
- ▲ Connecting people to mental health and other relevant services
- ▲ Advocating for people regarding their health needs
- ▲ Helping people understand and manage their health conditions
- ▲ Progressing housing applications and supporting with sustaining tenancies
- ▲ The Health Engagement Team have a fortnightly case meeting with the Arch Nurse Director to ensure every opportunity is taken to improve a person's health and wellbeing across the service

4146 Interventions / **384** Substance Misuse Service appointments / **1861** Physical and mental health appointments / **1158** Housing appointments / **731** Finance & benefits appointments / **133** Referrals to other services

Outreach team

In October 2022 Arch launched an expanded outreach service working with colleagues across the city including Sussex Community Foundation Trust nursing team and the Change Grow Live (CGL) outreach team to provide tailored healthcare on the streets, in hostels and day centres.

In the first 6 months our team supported over 120 people, who would otherwise have had little or no access to health services, across 250 interventions.

Uniquely, the team use e-bikes to get around the city, providing convenience and agility to suit patients' needs. We chose bikes over a vehicle because:

- Due to Brighton's layout bikes can get to places a vehicle might find difficult
- Many rough sleepers want to be treated at their sleep site and can be reluctant to leave, even to get into a vehicle
- Cycling around the city increases the chances of finding those who are rough sleeping
- Brighton is a green city, it is wonderful to be able to support that in our outreach work.

Early on in the project the team identified a number of spaces around the city where people could be taken when needed these include pharmacies, churches and cafes. The team carefully designed a well-equipped healthcare bag which contains

Focus on



Ruth, Outreach Project Coordinator

Ruth says; "People who are facing long term homelessness and housing crisis are often also dealing with trauma and have most likely experienced a loss of trust in health systems. Our approach is a holistic one, meeting people where they are, both physically and mentally, working to understand their lives and any services they might already be in touch with. Our hope is that we can build up a relationship of trust and support them to engage with their health over the long term."

"In addition to our daily outreach services I arranged a visit to a local Travellers site with Friends Family & Travellers (FFT) with a view to setting up a monthly outreach clinic. During this visit, numerous residents expressed concerns about a locked barrier that had been introduced at the site entrance, reporting that on two occasions, ambulances had experienced delays accessing unwell patients because of the barrier.

We liaised with FFT, the Ambulance service, Fire brigade and Brighton & Hove council. This barrier is now unlocked, reducing risks associated with delayed emergency vehicle access and will contribute towards building trust with the local Gypsy and Traveller community."

all vital equipment and can be carried on the bikes or on foot as required and they also have branded clothing so that they are easily recognisable to patients and other professionals.





Our Services

Step Down Beds

This project is a partnership between Arch and YMCA Downslink. It provides patients who are discharged from hospital with accommodation in a supportive hostel environment. Step Down residents benefit from daily clinical visits and dedicated support workers to ensure they can recover fully after leaving hospital. The service can also support patients to stay within the community and receive care and treatment, in order to prevent a hospital admission.

Referrals into Step Down are managed by the Pathway hospital inreach team who identify people within the hospital and carry out initial assessment. Where appropriate a referral is made to Step Down, if the referral is accepted by the Step Down, the Pathway team will then ensure safe travel to hostel.

The Arch nursing team provide specialist clinical care during daily visits, ensuring residents are registered at Arch and referred to relevant support services such as substance misuse and mental health. The team also support patients to link in with other primary and secondary care services which can support their recovery.

YMCA Downslink Group manage the accommodation and provide Personal Assistants to support patients while they are in stepdown beds. Personal assistants support patients to attend appointments, provide companionship, helping with benefit and advocate on behalf of the patient. They also support patients to access food and laundry services and help develop and manage move-on plans.

Brighton and Hove City Council and the NHS Integrated Care Board Project commissioned this work and we are currently seeking sustainable funding sources to develop and expand it

There have been many positive outcomes for those accessing this service including:

- ▲ Lower rates of unplanned hospital admissions and lower rates of unscheduled care
- ▲ Stabilising physical health
- ▲ Stabilising mental health
- ▲ Improved health engagement, including GP registration, dentists, sexual health clinics, specialist services for diabetes and secondary care teams.
- ▲ Improved medication management.
- ▲ Moving on to permanent accommodation
- ▲ Moving on to employment

Common Ambition Co-production project

Brighton & Hove Common Ambition is a project designed to improve health services and outcomes for people experiencing homelessness through co-production and collaboration.

It brings together people with lived experience of homelessness, frontline providers, and commissioners, on the premise that for a service change to be successful, those accessing that service and living in that system must have a central place and voice in improvements.

Arch, along with Justlife, the University of Brighton, Brighton & Hove City Council Public Health Department and NHS Sussex are partners on this project and it is funded by The Health Foundation.

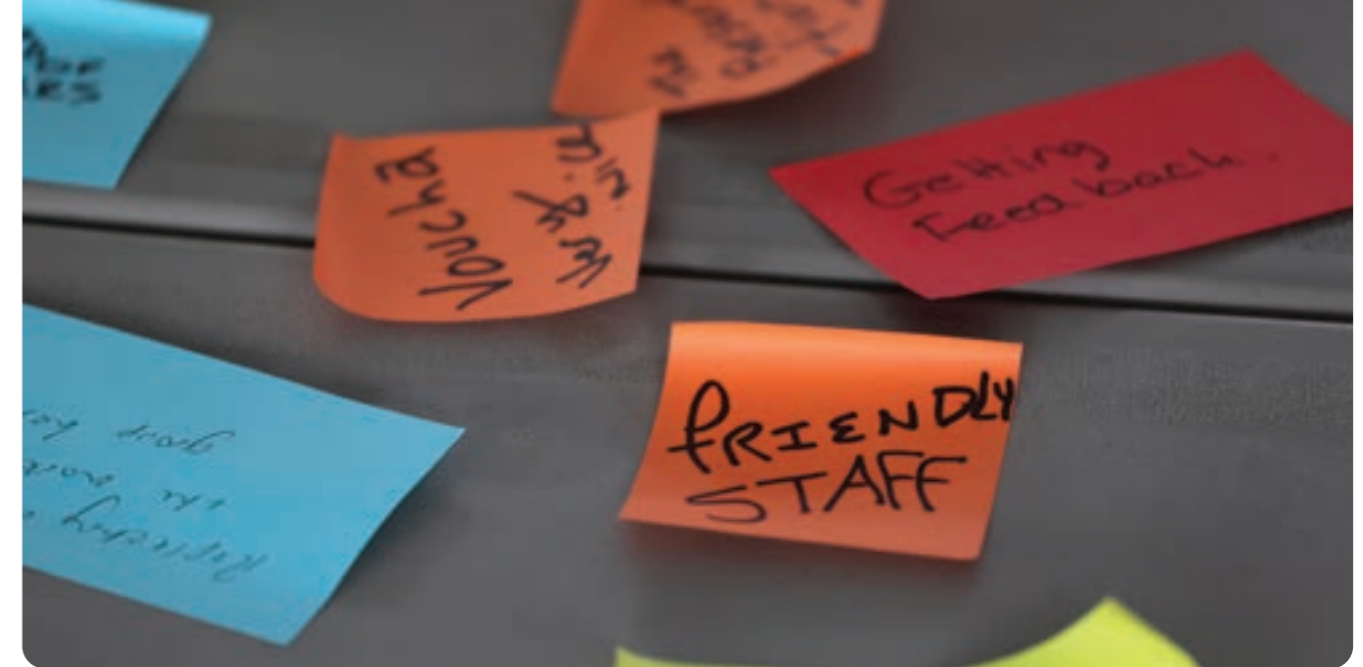
At the heart of the project is the Steering Group of members with lived experience of homelessness. This group, formed in 2021, meets weekly, and has sub groups and focus groups such as the media and comms group. These groups have worked together to establish ways of working with other organisations, in order to work effectively and navigate respectfully and considerately through difficult topics and move away from impersonal, disconnected ways of working.

The group has established a range of resources for co-production and fascinating resources which demonstrate the complexity of the Brighton &

Hove systems. All of these are available on their co-produced website: bhcommonambition.org

Other work that the group has carried out includes:

- ▲ Mapping and identifying challenge areas within the homeless healthcare system
- ▲ Carrying out an initial service-design-sprint, finding solutions to difficulties accessing services through a co-designed app called 'Route to Roof'
- ▲ A second design-sprint to map the Brighton and Hove housing pathway
- ▲ A third design-sprint to co-design a training course for medical students (See p24 for more detail/a case study on this)
- ▲ Co-producing events to share learning and train people in co-production
- ▲ Co-producing a social media campaign for World Homeless Day 2022
- ▲ Co-designing the Common Ambition website
- ▲ Inputting into the development of Arch's move-on and outreach services



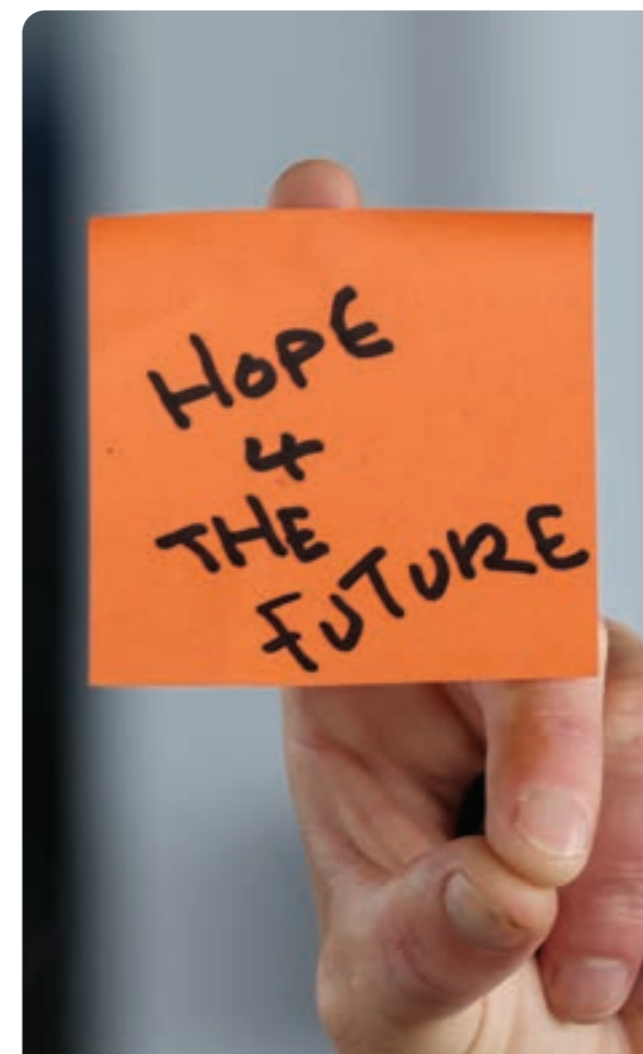
“ Coming to this group has given me a whole set of skills.

Lived Experience Steering Group member



“ I've definitely changed. I can be in big groups, and have a voice when I didn't from the start

Lived Experience Steering Group member



City-wide homeless health leadership

During 2022–23 Arch has provided strategic system leadership within homeless healthcare in the city. The team have worked to equip and empower others in the sector to understand the challenges facing people experiencing housing crisis, and how best to support them. We achieved this through a number of training opportunities and events, here are a few examples:

- ▲ **Medical student training: Arch GPs have worked with the Common Ambition steering group to co-produce a module on homeless health for medical students, with patient voice at its heart. (see Focus On, right)**
- ▲ **For any clinician at the Royal Sussex County Hospital, training and shadowing options are available from the Pathway team.**
- ▲ **On-line bite-sized tutorials are hosted several times a year, focussing on commonly seen illnesses and how best to support people with these.**
- ▲ **An annual homeless health conference, which is a chance for those working in the sector to spend a whole day connecting, and learning all about many aspects of homeless health, from our own experts and many friends and partners of Arch.**

As part of this leadership role Arch organises a yearly Remembrance event for frontline workers,

and anyone in the city who would like to mark the lives of those who have died whilst facing homelessness.

Annual Homeless Health Conference

Our 2022 Annual Homeless Health conference was a great success, with 122 attendees representing 42 organisations. Topics covered included psychosis, suicide prevention, autism, safeguarding, and palliative care.

Feedback from attendees was overwhelmingly positive, with many praising the speakers and the overall experience.

“Great speakers, fantastic knowledge/experience.” Another said, “Incredible conference. Thank you :)” And another said, “Always feel very inspired by such a large number of very passionate people.” Finally, one attendee said, “I feel truly enthused by the whole day. Thank you!”

Focus on

Co-producing medical training: Dr Kate and Common Ambition

At the end of 2022, in collaboration with Dr Kate Pitt from Arch Healthcare, Brighton and Hove Common Ambition (BHCA) co-produced a new student selected component (SSC) called Homelessness and Health which was delivered in January 2023 to ten students at Brighton and Sussex Medical School.

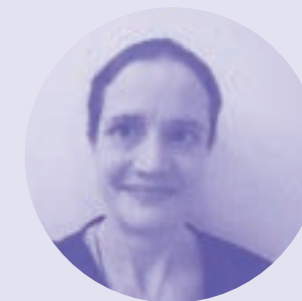
There were six teaching sessions including topics like: ‘What is homelessness?’ and ‘Mental health and Homelessness’. Each session contained a BHCA key message which often challenged outdated views and definitions of homelessness.

The module also included a session where BHCA members and students met to discuss and reflect on the course and its issues raised together.

To encourage critical thinking and reflective practice, we ensured lots of discussion in sessions, leaving space to check in and out, and providing lots of opportunities to feedback and ask questions.

The feedback was fantastic, with all students saying they enjoyed the course, some arguing it should be mandatory, and others valuing the time and space for discussion and reflection. The course was oversubscribed, and was so successful it has been approved to run every term from October 2023.

This work demonstrated the value of co-production and patient participation in doctor training and service design. To quote a group member “you won’t be able to see what we can see”.



The medical students found the experience hugely eye opening:

“I only now realise just how unfair and discriminating the system is towards [people facing homelessness]. The wide range of topics we explored in our sessions allowed me to get a bigger picture of the issues surrounding homelessness. It was appalling to see the statistics on the wide range of health issues this population faces with almost no support. The vicious cycle between poor mental health and substance misuse was something I had never really thought about before this training. It was shocking to find out that half of the homeless population experienced abuse and traumatic events in their childhood, with even more experiencing it while being homeless every day... Not only the practical part of it is very complicated and requires immense effort, but the distrust in the doctor-patient relationship and the fear of being constantly doubted and stigmatised are all very valid reasons why some choose not to engage with health services. I strongly believe this SSC should be a part of every healthcare practitioner’s training, especially doctors. Any doctor would encounter a person experiencing homelessness at least once in their career. Therefore, it is crucial we understand the difficult circumstances that push people into homelessness and the challenges of sleeping rough to deliver the best care possible. The SSC made me realise how creating a safe and trusting environment, being patient, and understanding the full picture of an individual’s life are all key in caring for the homeless.”

Inessa Alekseeva, Medical Student

A vision for homeless healthcare in Brighton in 2028

Arch has served Brighton & Hove with specialist healthcare for people experiencing homelessness since February 2017. Since then the city has worked with a range of partners to make significant improvements to the way we deliver care to people who are in crisis. The breadth of our own offer has been expanded over this time with new projects including step-down beds, enhanced clinical outreach, patient engagement project (Common Ambition) and the ongoing evolution of our primary care service, health engagement team, Pathway hospital inreach. We are grateful for the work of all our partners who share our passion for this evolving programme of work.

After lengthy negotiations, in April 2023 we stepped into a new 5 year contract, this has given us the opportunity to consider and plan for the medium term future.


We have 4 commitments for the next 5 years:

- 1 Accessible healthcare for all:**
 We will ensure that everyone experiencing homelessness in Brighton & Hove has access to the best quality healthcare.
- 2 Restorative care:**
 We will deliver healthcare which is of the highest quality and has the power to restore health, strength and well-being.
- 3 Community engagement:**
 We will work collaboratively with partners, supporting the wider sector to benefit people who use our services.
- 4 Highest quality healthcare for all:**
 We will deliver services throughout Brighton & Hove, contribute to services pan-sussex and influence learning and development nationally.




Our commitments will be supported by the following workstreams:


Facilities

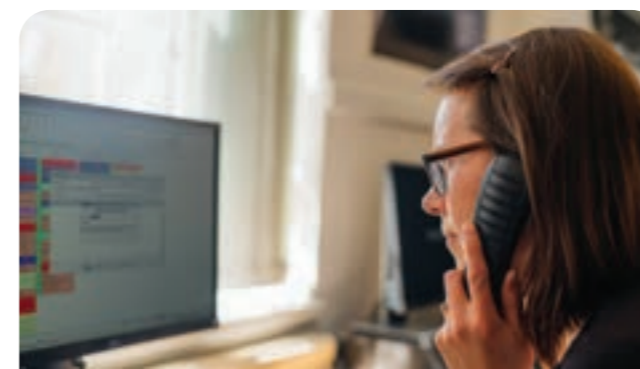
 Active pursuit of the right facilities in which our mission can be achieved

Patient Voice


 Actively learning from those who use our service and involving them in design and evaluation of services

System

 Influencing and resourcing the wider system to have maximum impact




Workforce


 Design and creation of a workforce which is equipped and motivated to deliver our mission both now and in the future



Income

 Ensuring that adequate resources are available to deliver our mission

The Gaps

 Identifying new areas of work and learning which will enable us to achieve our mission

A photograph of a person's hands, wearing a patterned hospital gown, reaching into a medical cart drawer. The cart contains various medical supplies like syringes and vials. The image is overlaid with a semi-transparent purple and blue gradient.

Our conclusion & request

This report is a small snapshot of the work we completed in a 12 month period. It is impossible to quantify or describe the daily interactions which our staff and clinicians have with people who are in crisis and suffering greatly as a result of things that have happened to them. Kind words, expert care, human kindness and empathy are all significant factors in the culture of Arch and the delivery of outstanding care.

The need for our services is growing, there are more people living in our city without secure accommodation now than ever before and we need to continually review and improve our services just to maintain our existing levels of care.

We are always interested to hear from supporters, partners, potential staff, fundraisers and co-conspirators who would like to join us as we create a better future for homeless healthcare in the city. Please do get in touch.

Quotes from 2023 patient survey

You have saved me on more than one occasion. I'd have been lost without you, I wish vulnerable people everywhere had access to the same great care that this surgery provides. / The uniqueness of Arch is that it understands and tries to offer the best quality of care and support for the homeless community that many other GP practices might fail to fully recognise or respond to - simply outstanding as the CQC rightly acknowledge! / **Please keep doing what you do** / Thank you all of you, thank you for looking after me / Very approachable and realistic and understanding. / Impeccable quality. / **Every member of staff are fabulous** / You guys are so caring and genuinely helpful and understanding. / **The best practice - staff and services I've ever been at Staff are very welcoming and polite and helpful** / The staff at Arch have always been kind, generous

with their time and accommodating with any problems I have had / Beautiful people / **Doctors and nurses are excellent** / The staff are excellent / Simply the most outstanding GP practice I have ever had or am likely to have. Doctors, nurses and receptionists truly do their best for all the homeless community. Thank you so very much. / The staff at Arch, from Reception to the Doctors have always been friendly and go above and beyond to help their patients. / **Wondrous service. Exceptional staff and team work. Highly efficient, compassionate, focussed on real daily needs. Feel very blessed to be registered with such a superb bespoke GP practice.** / More than helpful. Smashing / Amazing, from reception to clinical staff. Instrumental in my improving health and recovery.

Details

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Non-Executive Directors:

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Dr James Annis

Leila Powell (left Jan 2023)

Bobby Dhol

Olivia Hind

Executive Directors:

Dr Chris Sargeant

Dr Tim Worthley

Gary Bishop (CEO)

Hannah Bishop

Fliss Purchase

Dr Natalie Lewin

