



It's a really great service, which takes pride in the personal welfare of the wider community around the city of Brighton and Hove.

Arch Patient



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Community Interest Company Number: 09989518
www.archhealthcare.uk



Welcome

April 2023 marked the start of a new contract for Arch, so with the ink still wet on the paperwork, we launched into the year with renewed vigour and drive to explore every opportunity to improve the health and well-being of people living without a home in Brighton & Hove. This is our great passion.

Within these pages you'll meet members of our incredible team, read about the services we deliver, and the impact they had during the last year.

We're acutely aware that the numbers of people facing great hardship are soaring and the health needs that people are experiencing are much more complex than even just a few years ago. According to Shelter, in December 2023, Brighton & Hove had 3155 residents experiencing homelessness including 88 sleeping rough and 3067 in temporary accommodation. A staggering 1,219 of these were children. As a team we've worked to meet the ever-rising needs and address the vast health inequalities which exist in the city but our work would not be possible without the wide range of partners who support patients to restore and maintain their health in various ways. Our Common Ambition team identified no less than 120 different organisations whose work impacts on the lives of people experiencing homelessness.

I'm so proud of all of our staff who worked tirelessly to deliver 17,204 surgery based appointments and countless others in the hospital and community. We have outstanding clinicians and staff 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.

Thank you for your interest in our work, I trust that you'll find this report insightful, uplifting and challenging and 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



“As a team we've worked to meet the ever-rising needs and address the vast health inequalities which exist in the city but our work would not be possible without the wide range of partners who support patients to restore and maintain their health in various ways.”

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, step down beds, as well as city-wide leadership. 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 the health inequalities faced by people experiencing homelessness are eradicated.

How?

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



“ I have always been treated very professionally and compassionately regardless of my circumstances or query.

Arch Patient

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

Excellence and curiosity

We are the lead partner in the 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. We also take the lead in sharing our clinicians' expertise on homeless health for frontline workers in Brighton and beyond. We hold regular online homeless health tutorials, and run a yearly homeless health conference, bringing together people in the sector to connect and network, and also hear from leading voices across the city and further afield. We cover a range of topics which in previous year's have included: common health conditions, suicide prevention, grounding techniques, autism, paranoia, social care, and co-production.

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 the development of city-wide strategies for system change and improved governance.

Kindness and humanity

We go out of our way to treat patients with dignity and respect, most are known to 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 Brighton & Hove City Council has enabled us to continue providing the Step Down beds service, which offers clinically supported accommodation for people who are leaving hospital, so they can recover properly.

Equality and Fairness

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

Context

Brighton & Hove has the fifth highest number of people who are homeless per capita in England with 1 in 88 people in the city experiencing homelessness.

Figures released in March 2024 by the Department for Levelling Up, Housing and Communities indicated that the number of people reported to be sleeping rough in Brighton & Hove has increased by 27% from the previous year. According to Shelter, there are currently more than 3,100 people experiencing homelessness in the city.

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 this 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 1219 children living in temporary accommodation in the city.

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 complex combination of multiple physical needs, mental ill-health, substance misuse and homelessness, all of which conspire against their overall health and well-being. It is vital therefore that our services are holistic and person centred, ensuring that people are supported in all aspects of need.

The effects of the cost of living crisis on households, spiralling rents and a lack of joined up services are all leaving people struggling

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**

“Where’s the patient case study?” Was the question put to us while creating this report.

It’s a fair question as there would usually be one here within an annual report for an organisation like Arch. So we thought we’d take a moment to explain why we’re NOT including a patient case study within these pages...

The Brighton & Hove Common Ambition Project spent time working with one of our GP’s Dr Kate, developing guidance for those people or organisations who are thinking about including a patient case study in their training materials, communications or reports. The resulting document with its detailed guidance on creating and using case studies was a thought provoking read and something we’ve taken on board.

The use of case studies – while often well-intentioned – can sometimes perpetuate stereotypes or misconceptions about people who experience homelessness and this is something we actively want to avoid and challenge when we see it happening. Of course, case studies can be a powerful tool to demonstrate impact and humanise learning resources or data. But they can also be triggering for those sharing their story and those who hear or read it. These stories belong to the people who have lived them and it was important to ask ourselves what real value a story of ‘lived experience’ would bring here and if we really needed this.

At the heart of Arch’s ethos is kindness, humanity and respect – this is how we aim to treat every single patient or client of ours. There are a myriad of complex circumstances, health conditions, barriers, prejudice and trauma that people experiencing homelessness face – these cannot be neatly reflected in one case study story so we have decided not to include any.



If you wish to read more about homelessness and better understand the issue and how it affects those experiencing it, there are excellent resources available at:

Crisis: www.crisis.org.uk

Shelter: www.shelter.org.uk

Museum of Homelessness: www.museumofhomelessness.org

Homeless: www.homeless.org

Emmaus: www.emmaus.org.uk

St Mungo’s: www.mungos.org

Surgery

Arch Healthcare is a specialist GP surgery which actively seeks out opportunities to support many of the most vulnerable people in the city. The environment is warm, welcoming and supportive to staff and patients alike. We have 1500 registered patients, many of whom are known to staff by their first name and our reception team are often praised by patients and other services for their kind and welcoming manner. We register up to 20 new patients each week and deduct slightly fewer.

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 community. Many of our patients have a complex combination of conditions and thus require specialist primary care and attention which we endeavour to provide with every interaction. Our clinicians are highly trained to deliver this care, and work closely with other healthcare providers in the city to help 'join up' care as best as possible.

Whilst a lot of people 'pass through' our surgery, many of our patients have been with us for a long time. When our patients become very unwell or die it can be tough for the whole team. Each month at our practice meeting we pause to remember any patients who have died. Each member of staff at Arch is able to access counselling to help them to process their own emotions and stay healthy through the challenges of working in a service like ours.

Arch Healthcare is a challenging but incredibly fulfilling place to work. The team are amazing, provide excellent care, support each other when things don't go to plan, and celebrate the many successes when patients find positive ways forward in their lives.

“ I feel so safe here.

Arch patient

From April 2023 – March 2024

635	new patient registrations
503	patients leaving
1517	patient list size at 31 st March 2024
1636	patients seen
17,204	appointments
10.5	Average number of times patient seen



Hospital Inreach / Pathway Team

Our hospital inreach team - known as Pathway - grew from four, to nine over the course of the year. The team consists of a GP, advocacy worker, health engagement worker and nurses who work together to identify and support anyone who has been admitted to hospital whilst homeless. The team also welcomed a co-located housing officer from the city council to the team who supports with the safe discharge of patients. This is a partnership project between Arch, Sussex Community Foundation Trust, and Justlife. The Pathway team works to support patients to complete their hospital treatment and have somewhere safe and suitable to go to upon discharge. Over the last year, this small team worked together to support almost 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, and pneumonia.

The Pathway team aims to improve health outcomes by:

- supporting patients to stay in hospital for the duration of their treatment. (For example, the team provides 'dignity packs' with clothing and toiletries, changes of clothes, as well as magazines, books or tv cards. These help to support a dignified, bearable hospital stay, ensuring patients 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, Integrated Nursing Team, Justlife and local substance misuse services to ensure ongoing support when returning to the community
- Providing formal training and shadowing opportunities to clinical staff and trainees which supports hospital staff to gain an understanding of the challenges facing people without a secure home, and how to best provide tailored, effective care.

Discharge lounge





Health Engagement

Arch works closely with partners Justlife Foundation to provide intensive non-clinical support to people who have specific health needs whilst homeless. The team of five outreach workers plays a vital role in enabling patients to maintain access to all health and community services as well as supporting them with accommodation needs. The Health Engagement team prioritises working with people in Emergency and Temporary Accommodation as we know this is an area of predominantly unmet need. They focus on supporting people who would otherwise struggle to access healthcare and use an assertive outreach model to ensure the best possible outcome for patients who struggle to engage with their health.

From April 2023 to March 2024, the team supported 186 patients in almost 3000 interventions, providing person-centred support to improve health, maximise income, build independence, and transition into a secure home.

The Health Engagement work is focused on helping people to engage with health services which will improve their overall health and therefore reduce the likelihood of admission and readmission to hospital.

Some examples of the day to day work are:

- ➊ Accompanying people from hospital to their accommodation
- ➋ Ensuring people can access prescriptions and health appointments – this may involve both booking and attending the appointment
- ➌ Connecting people to mental health, substance misuse and other relevant services
- ➍ Advocating for people regarding their health needs
- ➎ Helping people understand and manage their health conditions
- ➏ Progress housing applications and supporting clients to sustain tenancies
- ➐ Support with maximising income ensuring people receive what they are entitled to.
- ➑ The Health Engagement Team meet fortnightly with the Arch Nurse Director to ensure every opportunity is taken to improve a person's health and wellbeing across the service.

“ I really appreciate the help and support recently...it's not been easy... couldn't of done a lot of it without your help though... many thanks and much respect.

Justlife and Arch patient

2845	Number of interventions
279	Substance Misuse Service appointments
1313	Physical and mental health appointments
1078	Housing appointments
776	Finance and benefits appointments
357	Referrals to other services

Outreach team

In October 2022 Arch launched an expanded Outreach service. The Outreach team consists of an Advanced Nurse Practitioner, a General Practitioner and a Health Engagement Worker, who receive referrals from multiple agencies across the city.

The Outreach team aims to provide tailored healthcare to anyone experiencing homelessness that can't access the Arch surgery or other mainstream health services.

Accessing healthcare can be particularly challenging for people experiencing homelessness. Many have concerns around leaving their sleep site in case it gets occupied or their belongings are removed in their absence. They may struggle to navigate appointment procedures, encounter difficulties getting to appointments, or may face the logistical challenge of travelling to an appointment with all their possessions. Sadly, many people experiencing homelessness are reluctant to seek medical attention having been on the receiving end of poor care and discrimination in the past.

The Outreach team uses purple ebikes to get around the city and wears branded clothes, creating a visible and recognisable presence for both patients and other professionals. They see patients at their sleep-sites, in hostels, tents, pharmacies, day centres and cafes. The project seeks to build trust and rapport, and to be an approachable and familiar face so that people facing barriers to healthcare can access care earlier, rather than at the point of crisis.



Some examples of what the team do:

- ➊ See and treat minor illnesses
- ➋ Help patients monitor and manage their chronic health conditions
- ➌ Liaise extensively with other agencies, services and key workers to advocate for best possible patient outcomes
- ➍ Meet weekly with Sussex Community Foundation Trust nursing team to plan and coordinate the management of the most complex cases
- ➎ Accompany and support people with attending appointments
- ➏ Health screening
- ➐ Supporting people to register with a GP.

In the past year, the Outreach team has conducted over 300 visits to people who otherwise would not have been able to get to the surgery.

“ [they] couldn't have been more kind and careful

Arch patient

Step Down Beds

This project is a partnership between Arch, Brighton and Hove City Council (BHCC), and New Steine Mews Hostel. The service 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 also supports patients to stay within the community and receive care and treatment, in order to prevent a hospital admission.

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

The Arch nursing team provides 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 supports patients to link in with other primary and secondary care services which can support their health and recovery.

BHCC manage the accommodation at New Steine Mews and provide Personal Assistants to support patients while they are in Step Down Beds. Personal Assistants support patients to attend

appointments, provide companionship, help with benefit applications 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 through the Better Care Fund and we continue to work with commissioners to ensure the future of this service beyond March 2025.

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

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



“Everyone I’ve spoken to has been lovely and very helpful.”

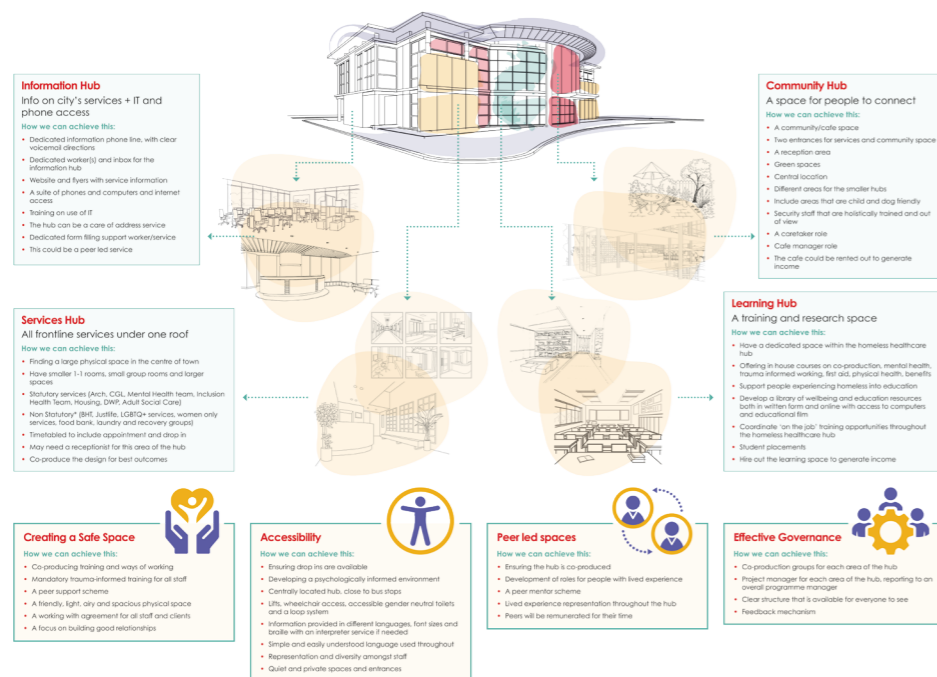
Common Ambition Co-production project

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 until May 2024. Beyond this, we are sustaining the work in collaboration with system partners.

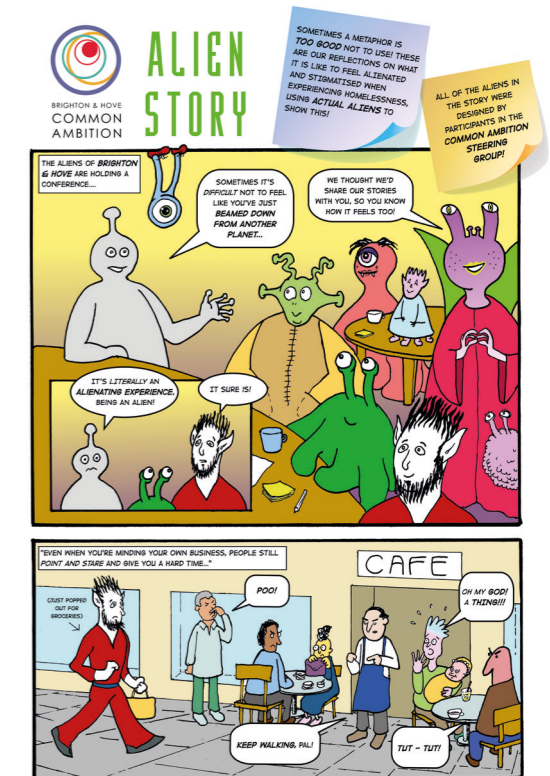
At the heart of the project is the Steering Group of members with lived experience of homelessness. This group, formed in 2021, meets weekly, and has sub groups and focus groups such as the media and comms group. These groups have worked together to establish ways of working with other organisations, 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: www.bhcommonambition.org



Other work that the group has carried out includes:

- ➊ Created a voice for people with experience of homelessness
- ➋ Developed a work and learning pathway for members
- ➌ Developed a unique trauma-informed approach
- ➍ Mapped and identified barriers and challenges within the system and pathways
- ➎ Co-produced processes, guidance, communications and events, including:
 - Group work processes
 - Trauma-informed and safe working practices (implemented at Arch's Homeless Healthcare Conference 2023)
 - Co-production meeting guidance
 - Case studies guidance (we have followed this in the creation of this report)
 - Social media campaigns for World Homeless Day (Across Arch's social media)
 - A project website to share these resources
- ➏ 15 co-production design sprints, including:
 - co-producing medical student training (with Dr Kate Pitt from Arch)
 - consulting on service improvements (including Arch's move on and outreach services)
 - co-designing a lived experience specification for a homeless hub in Brighton and Hove (to support Arch's vision for a homeless healthcare hub)
 - producing a comic book, to raise awareness of the challenges people experiencing homelessness face (this was launched at Arch's homeless healthcare conference 2023)



City-wide homeless health leadership

June 2023

Arch worked with Frontline Network to create our annual remembrance event which took place at One Church Brighton. As always this was a very peaceful and poignant time of reflection as we named and remembered all those who died whilst homeless in the city during the previous 12 months.

July 2023

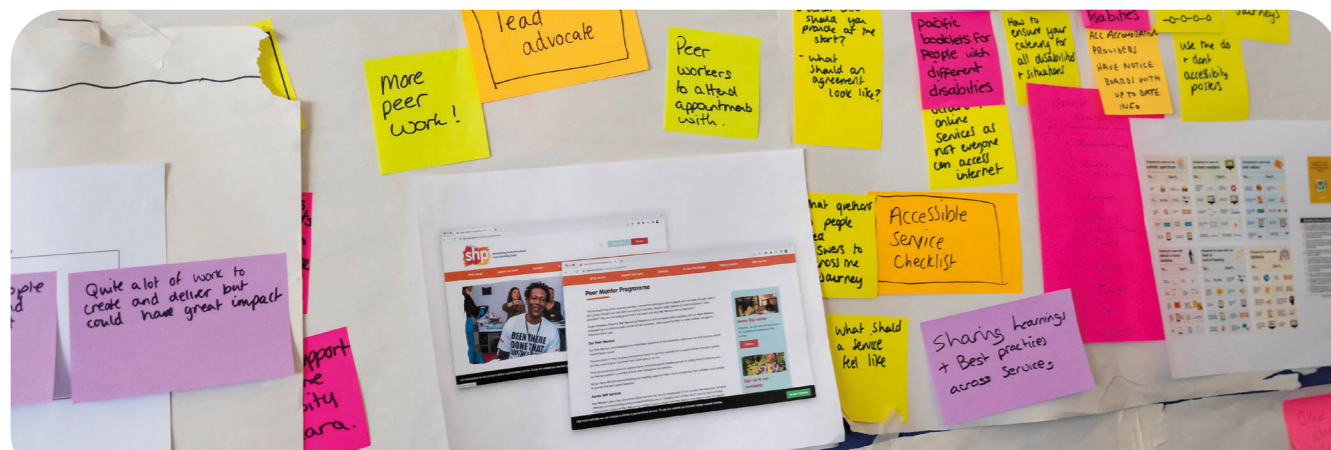
Arch initiated a Homeless Health Strategy Group which drew together key health partners to address the need for collective governance across different services. Working with colleagues in mental health, community, substance misuse and secondary care we were able to identify key areas for development and we continue to work together to explore the idea of creating a 'Provider Collaborative' to ensure the best possible care for patients.

October 2023

Our Annual Homeless Health conference was a great success which brought together 130 frontline workers in Brighton and neighbouring parts of Sussex. The conference programme included sessions on: trauma; medical emergencies; alcohol related brain damage; trans, non-binary and intersex awareness; autism, ADHD and hypermobility; navigating mental health services, and many more conditions and themes relevant to homeless health.

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

One attendee said, "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!"



January 2024

Arch hosted its first Showcase event. This was in response to the many requests we receive from providers and commissioners from around the country wanting to visit and learn from our set-up here in Brighton. We welcomed 16 guests from around the country including some from as far away as Aberdeen. We spent the day sharing our approach and hearing from various speakers about their services and how they link together.

We were delighted to receive excellent feedback and we plan to repeat the day in January 2025.

Tutorials

Throughout the year we hosted five online tutorials, these are accessible one-hour sessions designed to equip frontline staff with more knowledge about various health conditions commonly experienced by people facing homelessness. The tutorials have been well attended on every occasion.

Subjects covered included: Alcoholic liver disease, respiratory disease, frailty, mental health, and alcohol related brain damage.

Medical and Secondary Care

Throughout the year our Pathway team provided training to 4th year medical students on the complexities of discharging people experiencing homelessness and with multiple needs.

Arch clinicians have also delivered training at Southern Region Faculty of Inclusion Health, taught sessions on trauma informed care for GP trainees and presented at the Health Inclusion CDP day at Brighton and Sussex Medical School.

We are committed to sharing our learning and best practice with others and we are passionate about developing a highly skilled inclusion health workforce for current and future generations.



Focus on

our GP, Tal

My job is wonderfully varied. I work both within the surgery seeing patients in clinic and am part of an outreach team.

Arch is a place that cares for people of such varied backgrounds and stories and as a team we will often say there are never two days alike.

This feels even more the case since working in outreach. As part of the outreach team we look to support patients who, for whatever reason can't easily get to us at the surgery. So often the barriers are crippling mental health or substance use. It means seeing patients in hostels, in tents or out on the street. It is a role where we get to come alongside people when things might feel desperate and hopeless. It is a space where seemingly small things can have big impacts, where taking along a cutting of the football fixtures for a patient or a coffee (just how they like it) opens doors to conversations and care. A reminder again of how powerful it is when we feel seen and heard.



Focus on

Gregg, Arch nurse

Before I qualified as a nurse I worked with BHT Sussex (a local housing association and homeless charity), as a support, hostel and day centre worker so I'm familiar with the challenges people experiencing homelessness face accessing healthcare and negotiating the complexities within it. These roles, and a desire to improve health equity ultimately lead to me studying nursing in 2007.

Since qualifying I've worked across both community and hospital settings including in a nurse liaison capacity for people experiencing homelessness as well as across other specialist services such as learning disabilities and respiratory.

I joined Arch a few months ago having recently worked with the homeless inclusion health team (Sussex Community NHS Foundation Trust) as an in-reach nurse but also the hospital respiratory team as a TB nurse specialist. There's not many places at Arch you won't find me as I work across almost all of our teams, offering clinics at the surgery as well as supporting the Pathway team facilitating safe discharge from hospital. I'm also part of the Step Down Beds team supporting patients who have recently been discharged from hospital at one of the city's supported accommodations, and I spend some time with the outreach team who visit patients in a variety of settings who may find it difficult accessing the surgery.

My working week is very varied but I still have the opportunity to build lasting relationships with patients across the services to help them better understand and manage their health conditions and see them through their treatment. Many of our patients find clinical settings overwhelming so building that trust and rapport with them is essential to understanding the processes and helping them to manage their health and navigate what can be a complex health system. I'm also particularly interested in supporting patients experiencing respiratory conditions, infectious diseases, and men's health – including mental health and addictions.




A vision for homeless healthcare in Brighton in 2028

In all our work we have four strategic commitments for the next four 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 pan-Sussex services and influence learning and development nationally.




THE GAPS:


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

Our commitments will be supported by the following workstreams:


FACILITIES:

-  Active pursuit of the right facilities which will enable our mission to be achieved


INCOME:

-  Ensuring that adequate resources are available to deliver our mission

SYSTEM:


-  Influencing and resourcing the wider system to have maximum impact

PATIENT VOICE:

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



WORKFORCE:

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



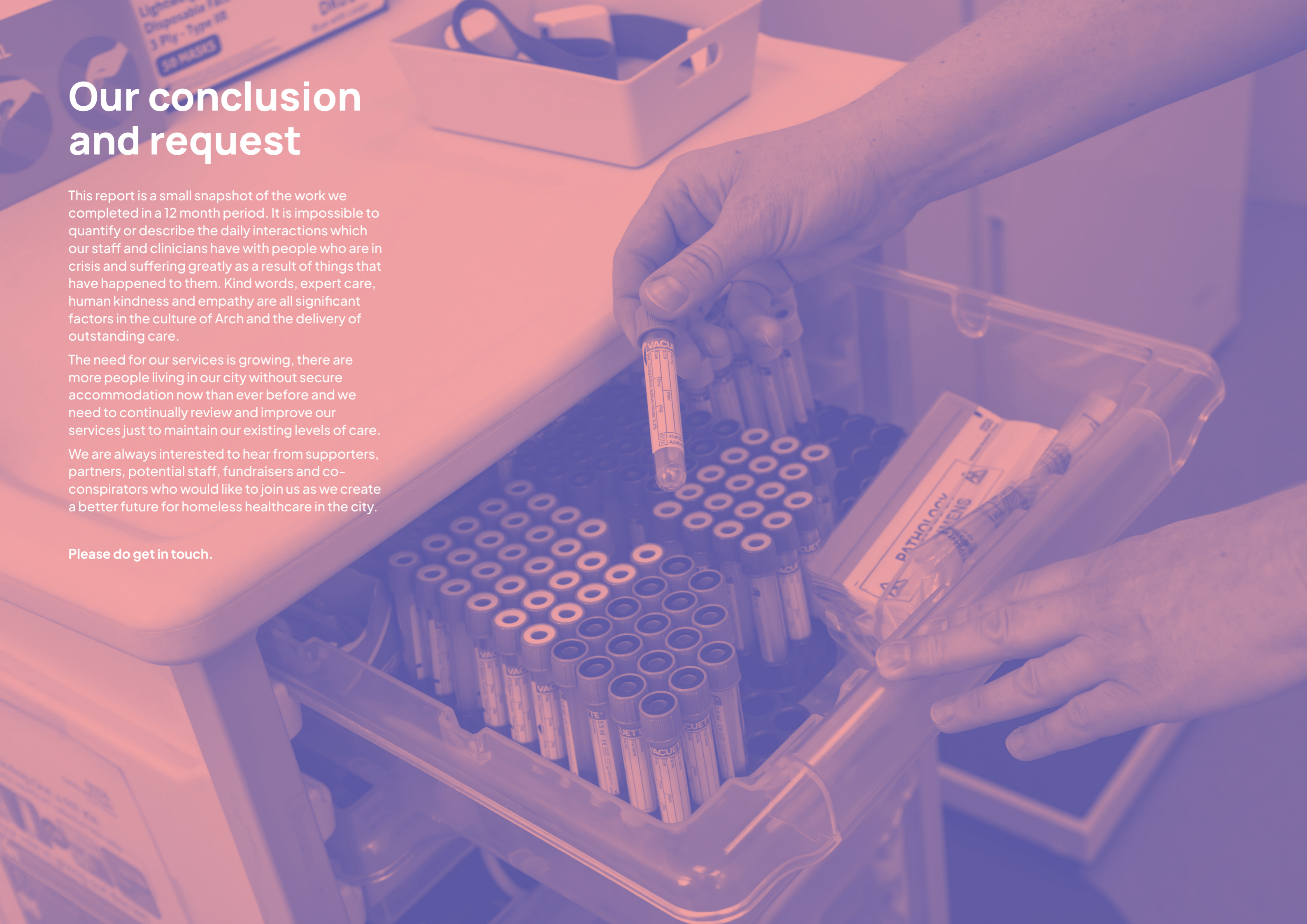
Our conclusion and request

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.



Details

Contact details:

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

Company Numbers:

Community Interest Company Number: 09989518

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Bank Name & Address: Coop Bank, Delf House, Southway, Skelmersdale, WN8 6NY

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Dr James Annis

Bobby Dhol

Olivia Hind

Executive Directors:

Dr Chris Sargeant

Dr Tim Worthley

Gary Bishop (CEO)

Hannah Bishop

Dr Natalie Lewin

“ All the staff are extremely lovely towards me. Always a pleasure to visit!

“ I feel wonderfully blessed to be cared for by Arch Health. Such an honour and privilege to benefit from such a super skilled bespoke GP practice. I am always in your debt for my present well being!... P.S. The genuine, sincere concern and endeavours for one's well-being is formidable!

“ The staff are very helpful and so friendly

“ Faultless within all the multi-disciplinary team. Very good connections with JustLife and Outreach team. NB very touched with [one of the doctors and nurses] visiting me in hospital.

“ Always helpful and seem to remember everyone's needs and condition.

“ Best GP I've ever been to, can't fault it in any way...I'll be genuinely sad to have to leave when I find accommodation.

It's a peaceful non-threatening space ”

” I have always been treated very professionally and compassionately regardless of my circumstances or query.

” I love Arch and all the staff, always treated me very well and many others too.

” Since I've been a patient my docs and nurses and ladies at front desk have been absolutely caring and saved my life. Very lovely staff. I owe my life to [one of the doctors] she saved me from everything. Thank you so much... All ladies at front thank you so much. Very brilliant.