

Safe Haven GP practice – You said/ We did

	You Said	Recommendations	We Did
Quality of care	People told us that patients generally receive good quality care from staff at Safe Haven	Share positive feedback with staff at Safe Haven	A copy of the Engagement Report was shared with the current provider.
Information and support	Patients were generally happy with the information they received about moving to Safe Haven, and the support they received to move back to a local GP practice	Provide patients with accessible information about transferring to and from Safe Haven (this might include leaflets and online information)	We are working with the provider to review the current information to ensure that it is clear and easy for patients to understand the process.
	People felt that closer working relationships between Safe Haven and organisations that support patients are needed	Ensure that information about Safe Haven is available to organisations that are supporting patients (this might include information online)	We will work with the new provider to strengthen the communication links with all partner organisations in Leeds.
	Some staff felt that the referral process can be difficult and cause delays	Ensure that staff have clear information about the referral process. This should include information on how to address concerns about the process.	We will review the current guidance for accessing the service and ensure that it is readily available to GP practices and organisations working with the Safe Haven services.
	Staff at other GP practices felt they need more information about: <ul style="list-style-type: none"> • The referral/discharge process • Information that is given to patients • Support patients receive to return to local practices • Updates on patients they have referred to Safe Haven 	Ensure that GP practices have access to information about: <ul style="list-style-type: none"> • The referral/discharge process • Information that is given to patients • Support patients receive to return to local practices • Contact details for practices that wish to monitor the progress of a referral 	We are planning to develop a comprehensive guidance for GP practices that will include information about the pathway from referral to discharge.
	Safe Haven staff sometimes experience difficulties obtaining additional information about patients from referring practices	Consider how closer working relationships between Safe Haven and other GP practices can be encouraged	The guidance document will contain information that will support better communication between Safe Haven and GP practices

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Accessibility	Some people told us that they would like to see Safe Haven located closer to home, on a good bus route and with parking	As a specialised service, Safe Haven will be provided in one location. Consider locating the service on good public transport routes and with car parking.	We acknowledge that the current service may be a long distance from some Leeds areas, however the current service is accessible by public transport and has free and disabled parking available.
	Some patients told us that when Safe Haven was closed and they felt unwell, they didn't know how to access healthcare	Ensure that information about Safe Haven includes details of urgent and emergency care services	We will be working with the new provider to develop ways to ensure that all patients are informed about what to do when Safe Haven is closed.
	Patients were interested in using video-calling facilities for appointments	Consider offering a video-calling option for appointments	Video calling consultations will be offered to patients as part of the NHS long term plan by 2021. More information in regards to long term plan can be accessed here: www.longtermplan.nhs.uk/five-year-deal-to-expand-gp-services-and-kick-start-nhs-long-term-plan-implementation/
	People told us that patients need to feel safe and comfortable when using Safe Haven	Consider ways to ensure that the clinic environment is safe, welcoming and maintains privacy and dignity	The new provider will continue to provide security service on site to ensure the safety of patients and staff.
	Some staff felt that closer working between Safe Haven and community organisations would benefit patients by improving access	Consider ways to encourage closer working between Safe Haven and community organisations in order to improve access	We will work with the new provider to strengthen the communication links with all associated partners in Leeds, including community organisations.