

# Practice Profile: Norwich

The City Reach Health Service in Norwich was set-up in 2001 to target anti-social behavior caused by street drinkers. The street drinkers often had 'no fixed abode' and struggled to register at local GP's practices and so City Reach developed a partnership with St Martin's Housing Trust's immediate access



hostel for the homeless. St Martin's provide clinic space in the hostel, so that health and bed space can be provided together.

City Reach has broadened the model so they now also have a GP and Nurse clinic at the Salvation Army. The service has developed to meet the needs of other people that have difficulties accessing primary health care such as refugees and asylum seekers, sex workers, those in any hostel or temporary accommodation (Bail Hostels and women's refuges) sex workers, ex-offenders and Gypsy and Travellers.

The ethos is to cater for clients' needs in one space. Four years ago, the service moved to new premises at 'Under One Roof' with St Martin's Housing Trust as the landlord and funded by the Community Health Trust. This space houses a clinical base and dedicated training and education centre for supporting hard to reach groups. City Reach medics continue to provide nursing and clinical support outreach on the streets, in-hostel, at drop-in centres run by voluntary sector partners, and on Gypsy and Traveller sites.

The service is funded by contract with NHS England. City Reach is identified as a primary care service, and has a 5 year funding arrangement.

## Top tips

- Work with your local authority and voluntary sector partners
- Build relationships with local commissioners
- Network locally and nationally
- Be aware of your local needs in respect of housing, health inequalities, health and wellbeing boards and Joint Strategic Needs Assessments

For more information  
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