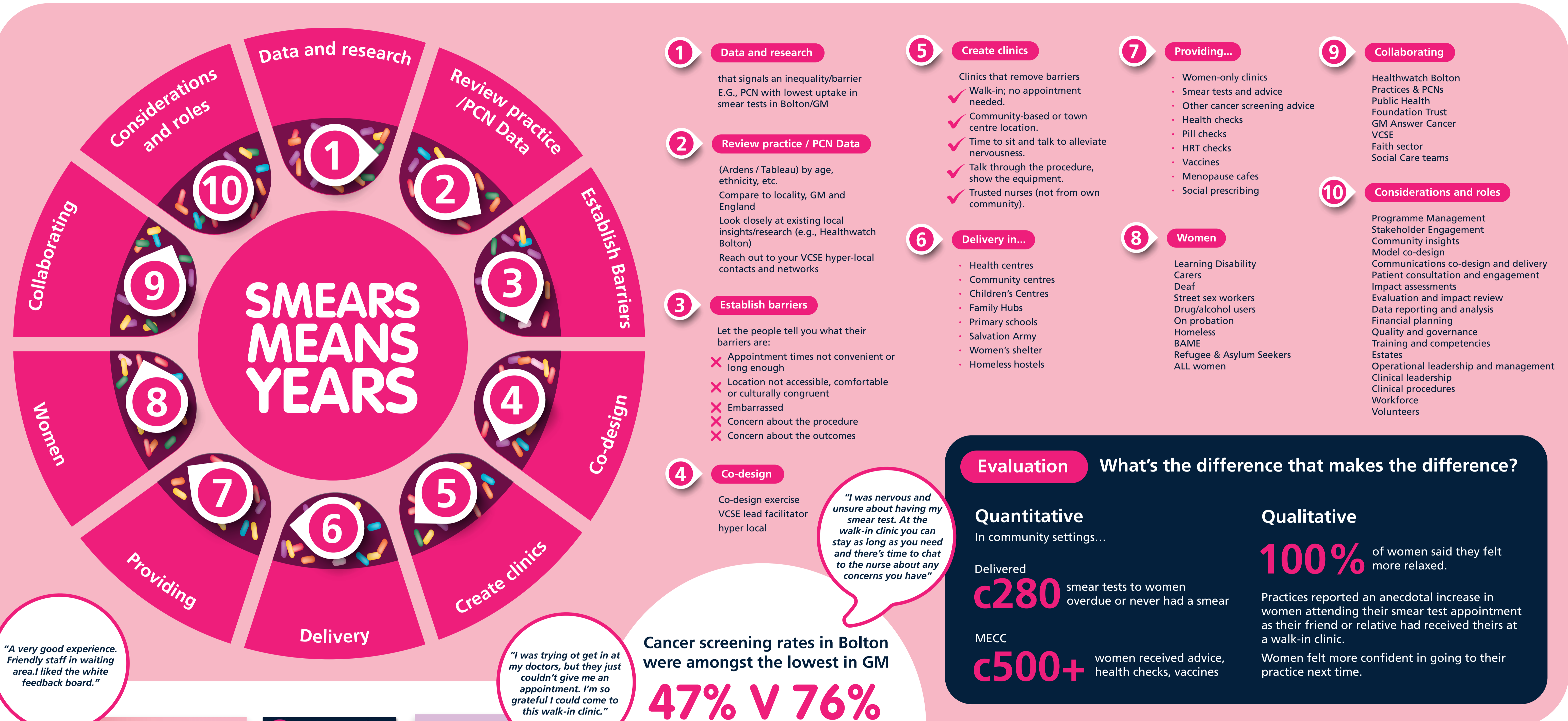


Recipe to tackle health inequalities

Delivering walk-in clinics – with the community, in the community



"A very good experience. Friendly staff in waiting area. I liked the white feedback board."

"I was trying to get in at my doctors, but they just couldn't give me an appointment. I'm so grateful I could come to this walk-in clinic."

"I was nervous and unsure about having my smear test. At the walk-in clinic you can stay as long as you need and there's time to chat to the nurse about any concerns you have"

Cancer screening rates in Bolton were amongst the lowest in GM
47% V 76%

Evaluation What's the difference that makes the difference?

Quantitative	Qualitative
In community settings... Delivered c280 smear tests to women overdue or never had a smear	100% of women said they felt more relaxed.
MECC c500+ women received advice, health checks, vaccines	Practices reported an anecdotal increase in women attending their smear test appointment as their friend or relative had received theirs at a walk-in clinic. Women felt more confident in going to their practice next time.

Success factors

- Relationships**
Working with the wider system and the VCSE sector is pivotal. Take advantage of existing partnerships and connections and factor in time, energy and resources to develop and grow new ones. Garner interest, support and involvement by getting on the agenda of other groups and meetings that include those you want to reach.
- Flexibility**
Be prepared to change the model, the direction and the language based on what you learn as you go, throughout the timeline of the project and through regular challenge and reviews of business-as-usual service delivery.
- Workforce**
Think about what roles and disciplines you place in your clinics, for example, LD nurses for LD clinics, volunteers that speak other languages, Social Prescribers and Health Improvement Practitioners connected with that geographical location, etc.
- Funding and resources**
There are genuine costs to working differently, and only works with the commitment and investment from the outset. Resources and contributions from partners by way of staff time, expertise, knowledge, and volunteering is priceless and will increase both impact and return on any investment.
- Governance**
Clinical governance embedded with focus on the patient throughout, based on their needs and wants (they asked, we did, and this happened). Map the patient journey for every new clinic.
Use feedback to improve services and patient outcomes and discuss at every service management meeting. Our staff embraced the new ways of working and continue to develop and improve their practice because of this work.