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URBAN VILLAGE

M E D I C A L P R A C T I C E

Homeless Health Service Annual Report 2025



FOREWORD

This annual report presents an opportunity to reflect on our challenges and successes in 2025, but more importantly call for further integration of services to address homelessness in Manchester.

Homelessness continues to be a significant problem both in Manchester and nationally. It is evident from our analysis that homeless people have some of the highest health need yet conversely experience some of most significant health inequalities in society.

Homelessness is a health problem.

Complex health needs often precipitate homelessness and keep people in homelessness. High quality health care is fundamental to supporting people to move away from homelessness.

Urban Village Medical Practice delivers care in line with **Marmot's Principles of Proportionate Universalism** with a focus on:

- Equity rather than equality: deliver care based on individual need.
- Accessible healthcare: remove barriers and inflexibility.
- Person-centred, trauma-informed care: treat all people with respect and dignity, valuing difference.
- Prevention and early intervention: proactive screening, vaccination, health checks and treatment rather than waiting until illness becomes severe.
- Continuity of care: improved coordination between primary care, hospitals, mental health services, social care, housing and voluntary-sector organisations.
- Trust and engagement: build consistent relationships and involve patients in decisions about their care.



However, there is more to be done to reduce inequalities and improve health for everyone.

The **NHS 10 Year Health Plan** calls for greater integration of health and care services, moving away from fragmented, hospital-centred care towards joined-up, community-based and preventative services. It emphasises collaboration across primary care, mental health, social care and wider community services to address health needs holistically, particularly for those experiencing health inequalities.

There is a real risk that the strategic delivery of this plan will not reach those most marginalised in society. One of our principle aims for 2026 is to work with commissioners and strategy development in Manchester to ensure that the homeless population is central to delivery of the 10 year plan and that the work started at Urban Village can be built on to address high levels of unmet need.

We need to work in partnership to tackle social determinants of poor health: secure housing, income, employment and social support are important determinants of health yet services continue to work in isolation.

To that end we are taking this opportunity to invite our colleagues from secondary health care, social care, housing and homelessness services and the voluntary, community and faith sector to work with us, integrate and ultimately improve the health and lives of people experiencing homelessness. And finally, we ask that commissioners and strategic delivery leads recognise and support this vital work.

Dr Shaun Jackson, Clinical Lead

Urban Village Medical Practice (UVMP) is a GP Practice based in Ancoats Primary Care Centre in the north of Manchester City Centre. UVMP is commissioned by Greater Manchester Integrated Care Board to deliver a specialist homeless healthcare service for the City of Manchester. Over the years the service has evolved and now includes:

- Dedicated doctors and nurses in clinic daily throughout the week providing flexible and straightforward access to primary care for patients registered under our homeless healthcare service.
- A hospital in-reach service at Manchester Royal Infirmary delivered by clinical and non-clinical staff to improve outcomes for patients admitted to hospital who are experiencing homelessness.
- Consultant led Infectious Diseases Clinic.
- Enhanced Family Planning and Sexual Health services.
- Shared care drug workers in collaboration with Change Grow Live.
- Specialist Tissue Viability care delivered by Manchester Local Care Organisation.
- Nursing outreach in day centres and hostels throughout the city supported by our mobile clinic.
- A drop in clinic delivered by GMMH Mental Health Homeless Team
- Partnership working with social services safeguard people experiencing homelessness

Access

Clinics are delivered 5 days a week with specialist doctors and nurses ensuring that flexible access is available for both pre-booked and on the day appointments.

Our nurses undertake outreach clinics each week at busy day centres in the City centre and homeless hostels.

The MPath team attends Manchester Royal Infirmary throughout the week, prioritising support to entrenched rough sleepers to improve their health.

Drop in registration sessions are offered weekly and all team members can discuss registration at the various locations from which we deliver services.



Key Achievements

This report shows that through integration we have improved outcomes, and we aspire to continue to strengthen this.

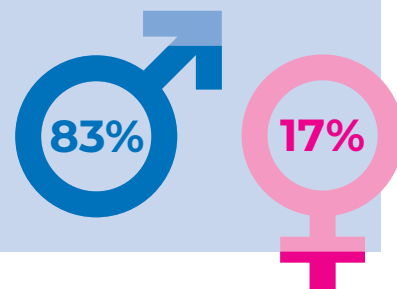
- **New Patient health checks** 88% of patients underwent a new patient health check providing a clear opportunity for engagement, holistic health assessment and health promotion and the formulation of an individualised health care plans.
- **Sexual health** – our proactive approach to screening has revealed a growing number of cases of syphilis. We have worked with secondary care GUM services at MFT to create care and treatment pathways which mean this emerging health need is effectively addressed in this marginalised population.
- **Palliative care** – we are increasingly identifying life limiting illness in homeless people and have been working to develop the skills and approach to provide a response and care for these individuals. We have been working in partnership with palliative care services at MFT & Moya Cole to provide access to palliation for patients who too often do not get access to this vital service.
- **Contraception** – homeless women face increased risks of sexual exploitation, coercion, violence, unsafe sex and unintended pregnancy, often compounded by barriers to accessing contraception, sexual health services and safeguarding support. Our specialist nursing service has developed the knowledge and skills to work with homeless women to mitigate this risk. Specifically, they have had significant success in LARC provision to homeless woman being able to provide this in a flexible and accessible way. This has been enabled by an enhanced contract framework developed with Public Health.
- **Safeguarding** – homeless people are experiencing increasing levels of vulnerability and complexity with increasing risks to them being able to keep themselves safe. We have responded to this with increased referrals in 2025 for safeguarding assessments and worked in partnership with local authorities and the wider MDT to address this need

In summary although the challenge for all services remains high hopefully this report demonstrates that our health service is rising to this challenge effectively.

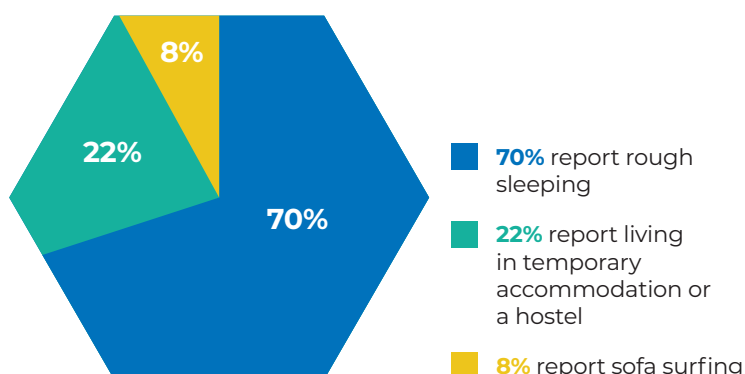
REGISTRATIONS

Key Points

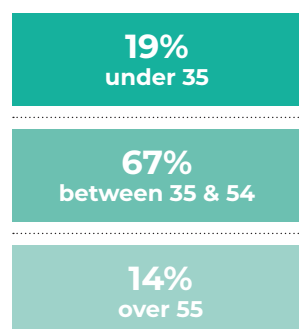
- In 2025 the service registered **310 new patients**
- The vast majority of patients (**291**) registered either via our face to face registration session or on nursing outreach
- The total number of patients registered with the service at the end of 2025 was **822**
- **83% of registered patients identify as male** and **17% identify as female**



Accommodation Status at Point Of Registration



Age Registered Patients Age Groups

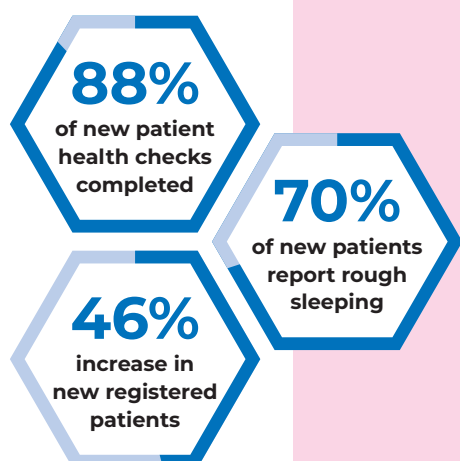


New Patient Health Checks

The new patient health check is a key part of the registration process where patients are reviewed by one of our specialist nurses and offered a holistic assessment and range of health interventions including:

- Sexual health screening
- Bloodborne virus screening
- Immunisations
- Smoking cessation support
- Onward referrals to mental health, adult social care and substance misuse support

The service target for new patient health checks is for **80%** of patients to undergo a new patient health check within 8 weeks of registration. In 2025 we exceeded this target with **88%** of newly registered patients undergoing a new patient health check within 8 weeks of registration.



Overview

We continue to see increased demand for a specialist homeless health service and develop interventions to meet the needs of our patient population based on evidence.

Most patients accessed our service via the face to face registration drop in or outreach nurse clinics. This enables us to undertake a comprehensive assessment at point of registration. Online registration is available but often not optimal for this patient group who often experience digital exclusion.

The vast majority of patients accessing the service were street homeless at point of registration. We endeavour to offer patients health focussed advocacy to support them to navigate accommodation systems.

A significant proportion of registrations represented recent arrivals in the country who have been through the asylum system and we continue to monitor and respond to the health needs presented by this patient population.

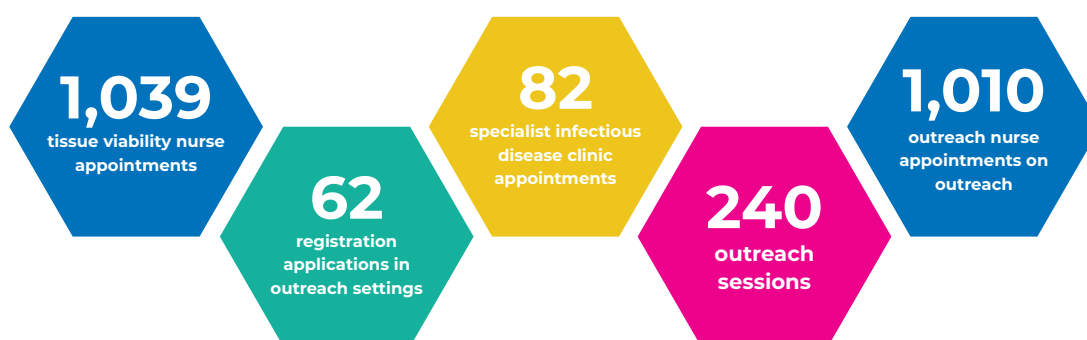
In 2025 patients registered under the homeless healthcare service at UVMP were offered:

- **5,787** GP appointments
- **82** specialist infectious disease clinic appointments
- **1,860** nurse appointments in clinic
- **3,693** drug worker appointments
- **261** mental health homeless drop in sessions
- **1,039** tissue viability nurse appointments

Nursing Outreach

Our nurses are able to deliver targeted outreach to individuals experiencing homelessness at hostels and day centres in the City. This is facilitated by our fully equipped mobile clinic and our partnership with Barnabus.

In 2025 our nurses delivered:



Hospital In-Reach (MPath)

In 2025 the MPath team received **479** referrals. The team works with individuals admitted to Manchester Royal Infirmary who have been identified as homeless during their admission.

The team provides support to patients to help them to sustain their hospital admissions. They can offer referrals for homelessness assessments via local authorities, referrals to adult social care and third sector services

for advice and advocacy and ensure that patients have ongoing access to health care when they are ready to leave hospital. Where appropriate they will register patients with UVMP prior to discharge.

Sexual Health

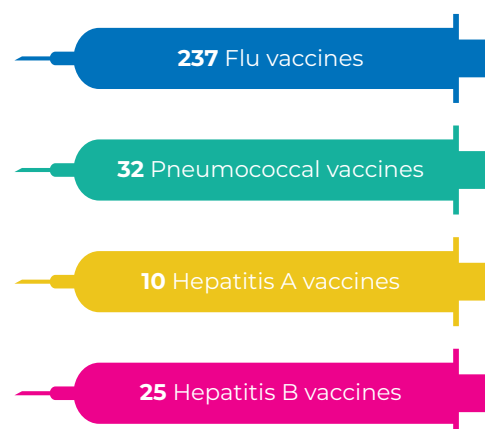
Our enhanced contract for sexual health services with Manchester City Council's Public Health directorate means that we can offer sexual health screening and contraception to patients experiencing homelessness regardless of whether they are registered with UVMP.

Our partnership with GUM team at North Manchester General Hospital enables us to offer treatment for patients in primary care who may not be able to access specialist services. In 2025 we detected and arranged treatment plans for:



Vaccinations

In 2025 our team administered



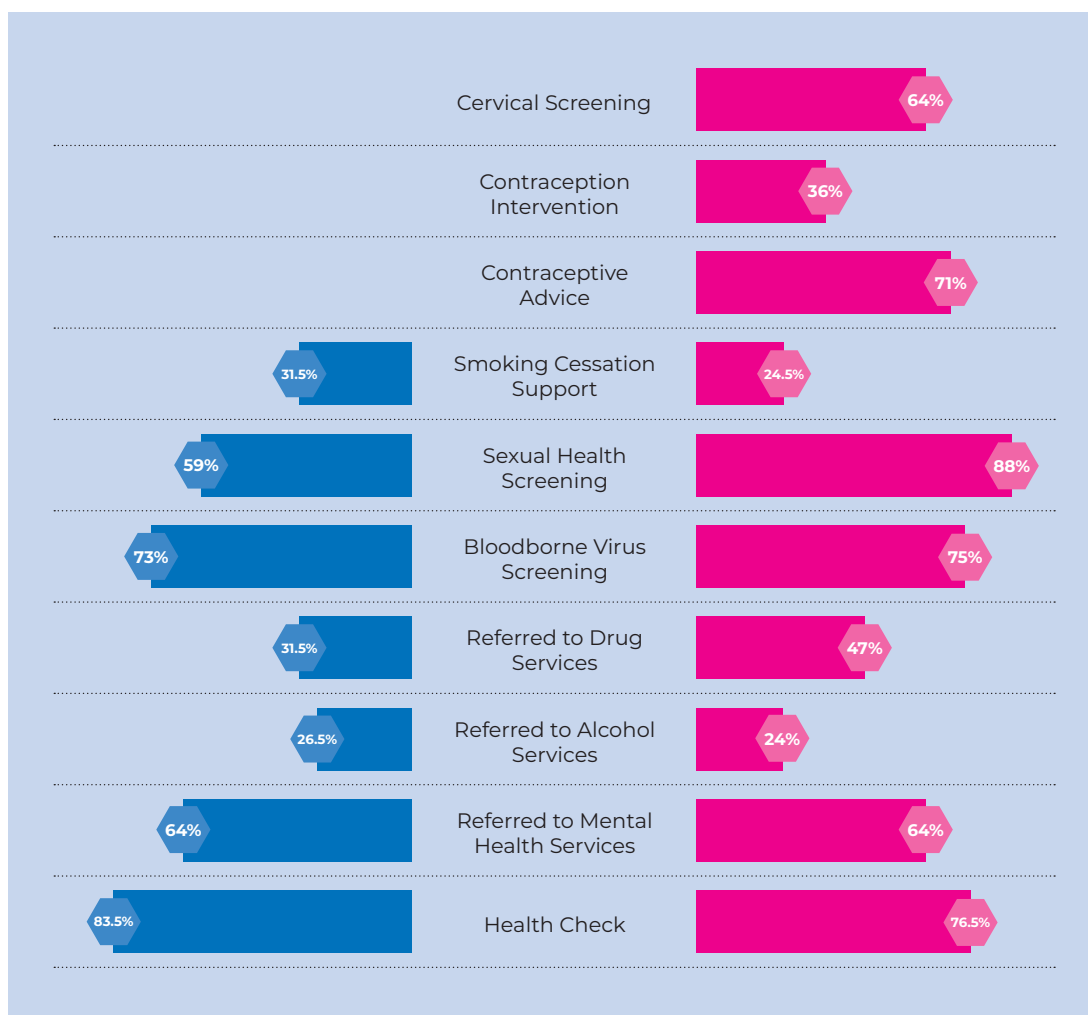
HEALTH PROMOTION TO HOMELESS PEOPLE BY OUR TEAM



Male - 166



Female - 34



The purpose of this review is to analyse service activity and share the evidence we have regarding the health needs of the homeless population registered with UVMP. This enables us to:

- Assess how patients are accessing our services.
- Identify emerging health care needs and develop appropriate interventions to respond to these.
- Identify opportunities for further integration and enhanced services for Manchester's homeless population.
- Ensure that we are proactively intervening in the health of our registered homeless patients to their benefit.

In undertaking this review we have analysed the clinical records of 100 patients who registered with the service in 2025 and a random sample of 100 patients who were registered with the service prior to 2025. The sample population is representative of the demographics of all patients registered with the homeless health service.



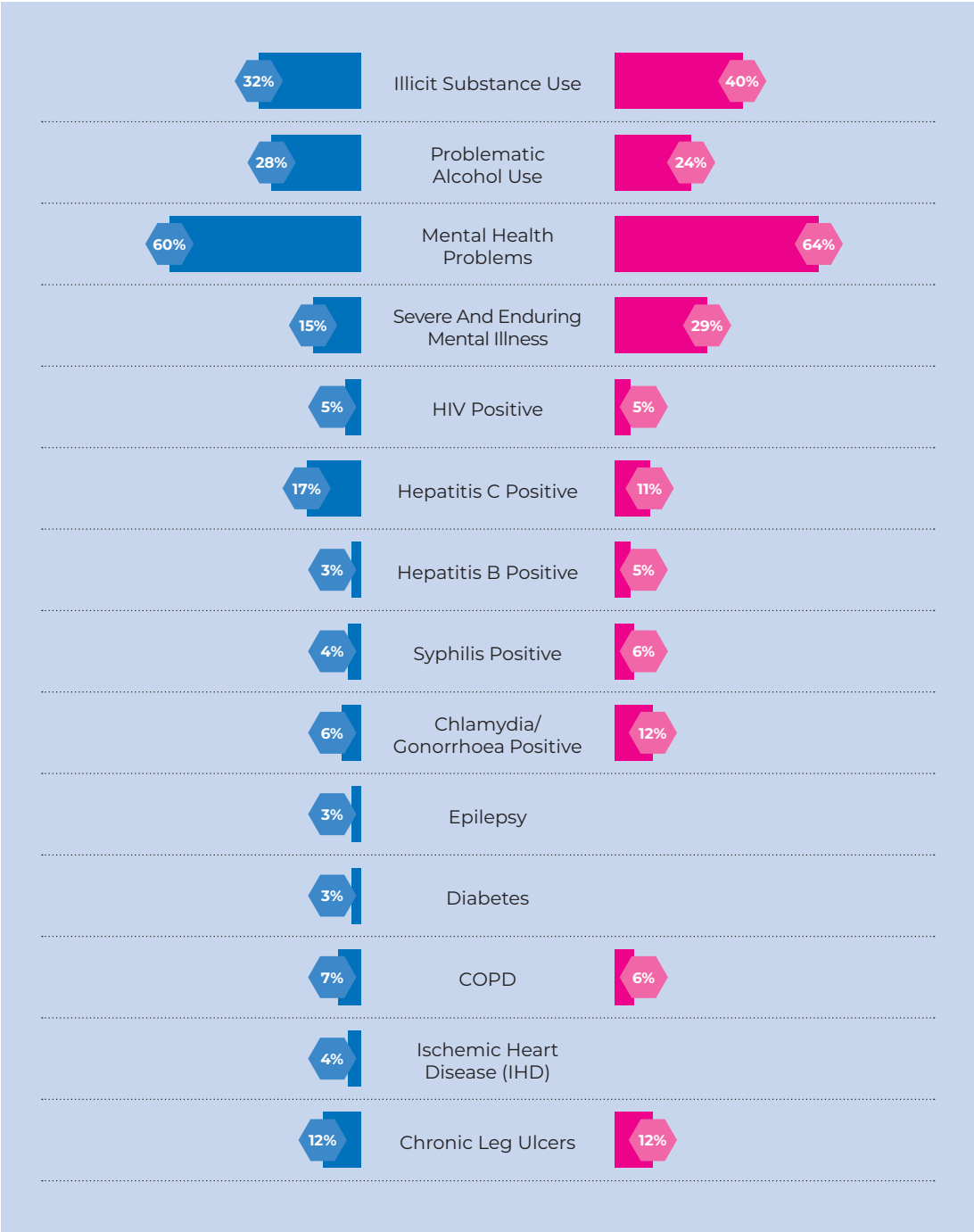
HEALTH PROBLEMS OF HOMELESS PEOPLE



Male - 166



Female - 34



Presentations, Training and Conferences

- Dr Shaun Jackson presented to the Royal College of General Practitioner's Managing Addictions in Primary Care conference in January 2025
- Liz Thomas was chosen to present at the Pathways from Homelessness Conference in March 2025 with her submission "The best decision I've made in years!" Putting women experiencing homelessness at the heart of a women's health hub
- Former UVMP medical student Sarah Lewis was chosen to present her research findings "Combining Excellence – how the Applied Personal Excellence Pathway can be used to enhance your Pathway"
- Liz Thomas presented to the Greater Manchester Women's Health Showcase in May 2025, the Greater Manchester Sexual Health Services and Commissioners working group in September 2025 and Genitourinary Medical Registrars in November 2025
- Dr Gillian Bradbury and Liam Connolly delivered a presentation on Homeless Healthcare to the Northwest TB Conference in March 2025
- Dr Daniel O'Shea delivered training to GPST2s in the Pennine Acute Trust on Liver Function Tests, Hepatitis and Infectious Diseases in January 2025
- Dr Faye Marland & Helen Gee delivered training on Homeless Healthcare to the Northwest Health Equality Focussed Conference in October 2025

Awards

- Liz Thomas and Helen Gee were invited to attend the British Association of Sexual Health and HIV Conference in June 2025 to present their submission "An integrated approach to support enhanced screening and management of syphilis infection for individuals experiencing homelessness in a large metropolitan city" for which they were awarded the Cathy Harman Prize for Innovation.



- This work has also been recognised as an example of excellence in the UK Government's Renewed Women's Health Strategy for England



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