


What a polyclinic should provide

Activities	Hours open per day	
 General practice services	12	Infrastructure <ul style="list-style-type: none"> • Consulting rooms • Procedure rooms • Urgent care centre • Dedicated child-friendly facilities • X-ray, ultrasound and other diagnostics • Base for other services such as district nurses • Healthy living/information centre • Pharmacy, optician, dentist • On-site translation services where necessary • Co-located local authority services in some e.g. social services • Co-located leisure facilities in some, e.g. swimming pool
 Community services	12	
 Most outpatient appointments (including antenatal/postnatal care)	12	
 Minor procedures	12	
 Urgent care	12-24	
 Diagnostics – point-of-care pathology and radiology	18-24	Patients and staff <ul style="list-style-type: none"> • Open 18-24/7 • Serve population of approximately 50,000 • Staff would typically include: <ul style="list-style-type: none"> - Approx 25 FTE GP's - Consultant specialists - Nurses - Dentists, opticians, therapists - Emergency care practitioners - Mental health workers - Midwives, health visitors - Social workers
 Interactive health information services including healthy living classes	18-24	
 Proactive management of long-term conditions	12	
 Pharmacy	18-24	
 Other health professionals, e.g. optician, dentist	12	

The transition to the polyclinic

20. London has some healthcare facilities that come close to our vision of a polyclinic. For instance, the Heart of Hounslow Centre for Health has GP services, outpatient care, physiotherapy, dentistry, podiatry, social care

outreach, mental health services for children and a gym to help in rehabilitation. All these services take place in a purpose-built facility that covers six floors. However, the centre does not provide urgent care and only has a limited range of diagnostics. So we have to look abroad to see a full example of a polyclinic.

