

Coalition of Relief

Over the last 12 months Urban Village Medical Practice has been actively involved in establishing a forum for statutory and voluntary homeless services under the banner of Coalition of Relief (COR).

This has improved communication between services, provided opportunity for capacity building, encouraged coordination in the delivery of services and identified gaps in provision. With the support of Manchester City Council COR were key partners in the development of the Big Change Campaign focused on alternative giving to homeless people.

COR have also been involved with the planning, development and implementation of the Street Support App which provides accurate and up to date information on services available to homeless people at any given time and can be accessed by providers, members of the public and homeless people.



Homeless Health Needs Audit 2016

In January 2016 we started undertaking research for the first Homeless Health Needs Audit in Manchester using the survey and toolkit developed by Homeless Link. Over a five week period we completed surveys with homeless people gathering information on their experience of homelessness, their health needs and their access to services. Working in conjunction with a range of providers from both statutory and voluntary services we completed surveys at hostels, day centres and on the streets with volunteer researchers from The University of Manchester and Breakfast in Bed Street Life Project.

The results of the survey are currently being analysed and the data will be used to inform the Homeless section of Manchester City Council's Joint Strategic Needs Assessment which will help the Council determine how funding for services is allocated in the future. This is a significant milestone for homeless health in Manchester and we are proud that our work has contributed to getting homelessness on the Health and Wellbeing board agenda in our city.

Students

Over the last 12 months we have had the privilege of welcoming nursing, medical, paramedic & undergraduate students to spend time with the Homeless Healthcare Team. Many students had chosen to spend spoke placements with us out of an interest for the work we do and gained valuable experience through working with each member of the team. Feedback from students showed they were challenged by their experience and many went back to university & presented to their peers about how we work to ensure the healthcare needs of homeless people in Manchester are met. This year we also became a placement area for undergraduate student nurses forming part of their nurse training & hope to further develop our links with local universities in the future.

Socktober

During the month of October we collected socks to give out to the homeless men & women we see in clinics & in hospital. Patients at Urban Village donated socks in a box at reception and St Ambrose College, Altrincham were incredibly generous in collecting at least six bin bags full of socks. The charity ambassador for the school did a project on Trenchfoot linking a wider school project on WW1 with the condition suffered by many homeless people today due to constantly having wet feet and lacking the facilities to maintain basic foot care. The donated socks have enabled us to promote foot care & prevent Trenchfoot.

URBAN VILLAGE MEDICAL PRACTICE

HEALTHCARE FOR HOMELESS PEOPLE

NEWSLETTER - FEBRUARY 2016

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HEALTHCARE FOR HOMELESS PEOPLE



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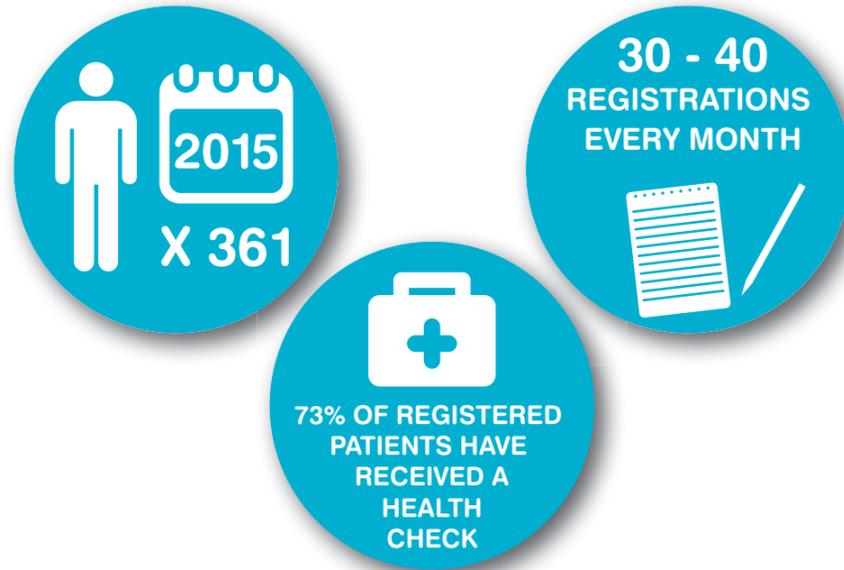
HOMELESS HEALTHCARE SERVICE ACTIVITY

Primary health care

Over the last 12 months 361 patients have been registered as part of the Urban Village Medical Practice Homeless Service, with an average of 30-40 patients registered every month.

We currently have 702 homeless people registered at the practice. The registration process involves completing an assessment with a Case Manager or Nurse which not only enables us to obtain a full medical and social history but also allows us to link the patient in with appropriate local services to help address their needs.

73% of the patients registered in the last 12 months have received a New Patient Health Check which includes obtaining basic health information and offering: health promotion; blood born virus testing; immunisations; and sexual health screening.



Hospital inreach service

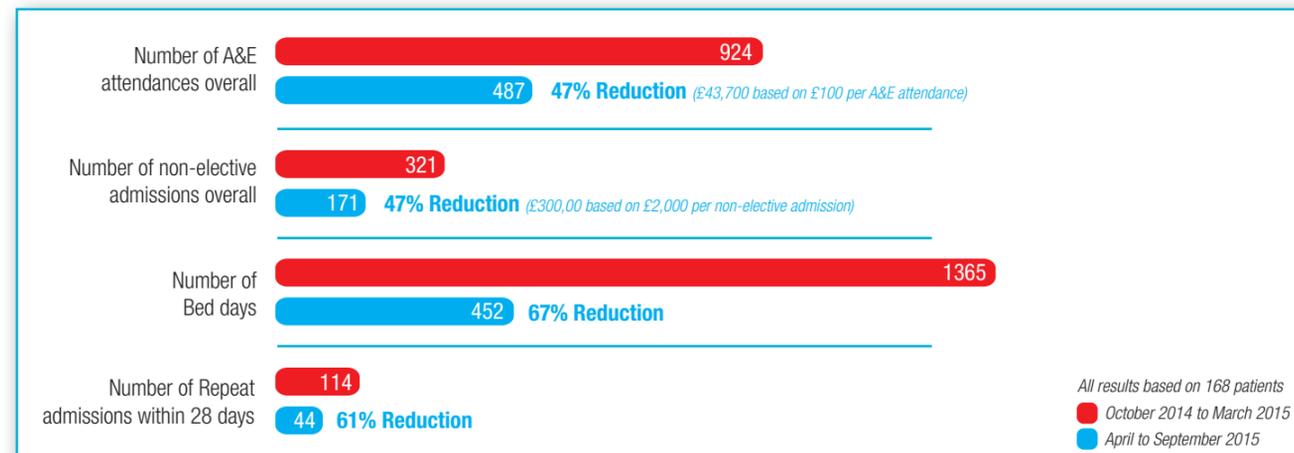
The team case manages homeless patients that are identified as frequent attenders. The service is currently working with 30 frequent attenders and one complex discharge patient made up of 24 males and 7 females.

The presenting issues to A&E alongside homelessness are that 16 have alcohol problems, 4 drug problems, 2 mental health problems, 3 drug/alcohol, 2 drug/mental health, 1 drug/alcohol, 1 drug /alcohol/mental health problems and 2 with physical health.

Alongside the significant reductions in A&E attendances shown below, there have also been health and social improvements to those who have been case managed by the team. Several complex patients have achieved abstinence and currently 2 patients are nearing detox and rehab with one currently placed in an abstinence supported project.

This individual was regularly attending A&E due to alcohol intoxication and was residing in temporary council accommodation when he was identified by the team. The mpath team became involved and

worked alongside the staff at the accommodation as the patient's health deteriorated due to alcohol misuse and complex health issues. The mpath Team arranged contact with Alcohol Care Management Team and detox was arranged and fast tracked. During the patient's time in detox the mpath team remained involved and abstinence project was secured whilst the patient was completing detox. This patient remains abstinent and remains involved with Urban Village Medical Practice and mpath where his ongoing health needs are being managed.



Outstanding Inspection

The Care Quality Commission has found the quality of care provided by Urban Village Medical Practice in Ancoats, Manchester to be Outstanding following an inspection in June 2015.

The report highlights a number of areas of outstanding practice, including:

- The practice had developed a wide range of services for homeless patients to improve their health outcomes including access to weekly multidisciplinary drop-in clinics.
- The practice had established a hospital in-reach service known as The Manchester pathway (mpath). This involved staff from the practice visiting Manchester Royal Infirmary to assess homeless patients. They ensured that these patients were discharged with a package of care, housing, and engagement with primary care services to help prevent unnecessary re-attendance at A&E.
- The practice provided support to approximately 200 patients in relation to substance misuse in partnership with Manchester RISE substance misuse service.
- The practice had flexibility within their appointment system to ensure all patients requiring on the day emergency appointments were seen.

- The practice had achieved Gold, the highest award in the NHS 'Pride in Practice' award from the Lesbian, Gay, Bisexual and Transgender Foundation in recognition of its commitment and dedication to ensuring a fully inclusive patient-centred service.

Sue McMillan, Deputy Chief Inspector of General Practice in the North, said:

"I am delighted to highlight the exceptional standard of care which is being provided by Urban Village Medical Practice. Feedback from patients was overwhelmingly positive and many commented that staff went above and beyond their level of duty. We were particularly impressed with the way the practice used innovative and proactive methods to meet the needs of the most vulnerable, particularly homeless patients. Staff demonstrated a commitment to help support people to live healthier lives and drive continuous improvements in the outcomes for patients.

All of this hard work pays off in making a real difference for their patients – which is why we have found this practice to be Outstanding."



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Sue McMillan
Deputy Chief Inspector of
General Practice in the North



Development and implementation of Homeless Healthcare Standards across Manchester

The service has developed a training session for all agencies in Manchester about Manchester's homeless healthcare standards.

This training has been delivered to almost 100 staff from 28 different agencies in the city at the end of last year and received extremely positive feedback. Further sessions are planned for 2016 and will target agencies that have not yet attended. We will also be delivering 'Know your healthcare rights' sessions in hostels and day centres for homeless people.

Urban Village Medical Practice are offering the full training package for the programme free of charge for anyone that would like to use it in their local area. All we ask is that you acknowledge Urban Village Medical Practice as the author of the package when you deliver the training. Please contact emma.hicklin@nhs.net for more information.

Standard 1

Health must form a significant element of any assessment of needs and remain a priority

Standard 2

All homeless people must be registered with a GP

Standard 3

All homeless people should be supported to engage with primary and secondary health care services

Standard 4

Homeless people should be supported to be self-caring in relation to their health care

Standard 5

Appropriate access to out of hours and emergency care

