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FACULTY
FOR HOMELESS AND
INCLUSION HEALTH

Improving healthcare for excluded groups. Standards and the Faculty for Homeless and Inclusion Health

Where have we come from and where are we going? Dr Nigel Hewett

HEALTH SERVICE JOURNAL FOR HEALTHCARE LEADERS
HSJ AWARDS 12
WINNER

The Health Foundation
Inspiring Improvement

Closing the Gap

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Dawn
CENTRE
Dawn
CENTRE
Entrance

David Ogilvy

- Recruit people who are better than you, then step back and take the credit
- Because the alternative is to do the opposite, step up and take the blame

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inclusion healthcare

CQC “Outstanding” November 2014
“I am delighted to highlight the exceptional standard of care which is being provided by Inclusion Healthcare. The service has a clear vision to improve the health of vulnerable and excluded groups - such as homeless people, refugees or those with learning disabilities.
Professor Steve Field, Chief Inspector of General Practice

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Inclusion Health – Extreme Medicine?

- Marginal medicine, outliers (complexity, multi-morbidity) Standing alongside our patients – nothing left to lose
- Surfing the breaking edge of chaos
- Hotbed of innovation – primary care based drug and alcohol treatment, hepatitis C treatment, PD treatment, outreach care to hostels, drop in's and the streets
- Multidisciplinary care & reflective practice
- Experts by experience

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Disadvantages of medicine on the margins?

- Tarred with the same brush as our patients
- Broom cupboards and basements
- Cost outliers – per capita costs high, gaming of budgets, “crystallising” savings
- Prescribing outliers (post Shipman scares)
- Never mainstream – endless short term funding, pilots, initiatives.
- No NHS voice

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www.galwayclinic.com

Needs Assessment

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LONDON COUNCILS

ANDY LUDLOW homelessness awards

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PATHWAY TEAMS AROUND THE UK

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WEBSITE HTTP://WWW.PATHWAY.ORG.UK

Do Values add Value?

- Professor Michael Porter Harvard Business School (at a UCLP masterclass 2010) – “value means outcomes that matter to patients expressed in terms of the cost of the whole care cycle”
- “Cost reduction without regard to the outcomes achieved is dangerous and self defeating, leading to false “savings” and potentially limiting effective care

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Trustees

Since becoming involved with Pathway, I've been impressed with the dedication and enthusiasm of all involved. This includes the staff, supporters and trustees not to mention the response of our target homeless audience. This is a neglected sector and I am confident Pathway will achieve great success.'

David Pascall
Vice Chair

Professor Aidan Halligan (Chair)

Mr David Pascall CBE (Vice Chair)

Ms Cathy James

Sir Ian Kennedy

Mr Stephen Robertson

Professor Lord Kakkar

Sir Peter Dixon

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Minutes, Meeting of Faculty of Homeless Health

Tuesday 18th January 6pm Room 3 UCH Education Centre

250 Euston Road London NW1 2PG

Attenders.

Aidan Halligan, Chair of Faculty
Stephen Moore Practice Manager Luther St Surgery Oxford
Geraldine Lutton Nurse Team Leader Luther St
David Olapoju Peer worker TB Find and Treat
Al Story Team Leader TB Find and Treat
Philip Reid GP Great Chapel Street Surgery Westminster
Paul Davis London Ambulance Service Cycle Response Team Leader Westminster
Peter-Sam Hill Economist Department of Chief Analyst DH
Andrew Hayward Epidemiologist Royal Free
Panos Vostanis Child and adolescent psychiatrist Leicester
Penny Louch Nurse Practitioner Health E1
Peter Buchman GP Health E1
Louise Dubras GP Southampton Homeless Practice
Pam Campbell Nurse Consultant Southampton
Andrew Chamberlin GP Camden Homeless Practice (CHIP)
Graham Foster Hepatologist Royal London
Fenella Jolly Nurse Lambeth Homelessness Team
John Conolly Head Counsellor Westminster Homeless Service
Helen OKeeffe Social Worker AMHP Focus (Camden Homeless mental health)
Chinelo Nwokolo Speciality Doctor Focus team
Philip Timms Psychiatrist START team South London
Tim Robson GP Meadowell West Herts
Marie-Anne Essam GP Watford
Trudy Boyce Care Navigator Coordinator London Pathway
Florence Cumberbatch Homeless Health Practitioner London Pathway
Alex Bax Chief Executive London Pathway
Nigel Hewett Medical Director London Pathway

Apologies
Anna Hiley GP Dawn Centre Leicester
Jane Gray Nurse Consultant Dawn Centre
Sam Dorney-Smith Nurse Consultant 3 Boroughs Team
Sally Reynolds Luther St
Adrian MacLachlan GP 3 Boroughs Team

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Standards for commissioners and service providers

The Faculty for Homeless Health

Version 1.0
May 2011

COLLEGE OF MEDICINE
SERVICE • SCIENCE • HEALING

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2013 – DH funding from the National Inclusion Health Board supported the Faculty to develop a revised set of Standards to include Gypsies and Travellers, vulnerable migrants and sex workers

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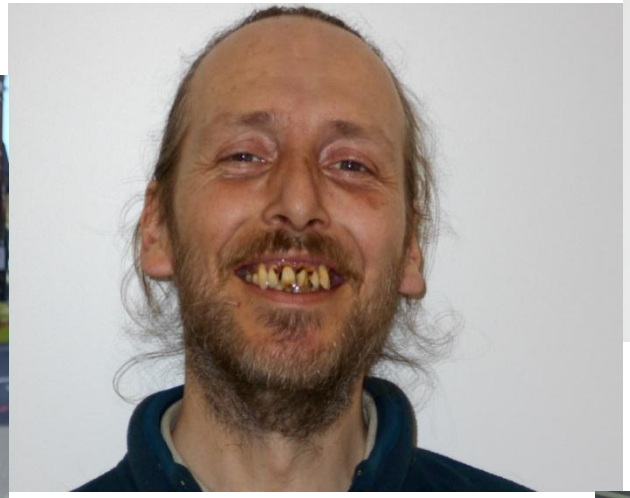
Homelessness, health and inclusion: international conference, February 2013 – revised standards developed

“inspiring, moving, challenging”
“the best health conference I have ever been to”

Maciek



Bean

Alister

Viv

Rosalin

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Conference Presenters

L-R from top:

David Starkie	Danny Dorling	
Stephen Huang	Jane Ellison	Ruth Passman
Duncan Selbie	Steve Field	Toby Lewis
Ingrid van Beek	Graham Watt	Mark Easton
Julian Corner	Rick Henderson	Bean Stock

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Faculty Standards Peer Appraisal - committed, achieving, excelling

- Value 1 – continuity of care
- Value 2 – ease of access
- Value 3 – multi-disciplinary collaborative care
- Value 4 – person centred care
- Value 5 – recording and reviewing information
- Value 6 – high quality care
- Value 7 – ensuring services are safe
- Value 8 – commitment to reflection and learning
- Value 9 – service user involvement

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Peer Appraisal

- Standards mapped onto CQC domains and fundamental standards, NHS Outcomes Framework, NICE quality standards, Adult Social Care Outcomes Framework and Public Health Outcomes Framework
- Piloted at York St Leeds & Bevan Bradford
- More detail on process in workshop C4
- Sign up – get involved!

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So, what next?

- Unite around the people we aim to serve
- Individual care coordination, supported by a multi-agency team
- Non-hierarchical, inter-professional working
- Mirrored in inter-professional training
- And an inter-professional Faculty formally constituted and linked to RCP
- Gather data, publish
- Transform the NHS from the inside out!

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