

SAVING LIVES, SAVING MONEY

How Homeless Health Peer
Advocacy reduces health
inequalities

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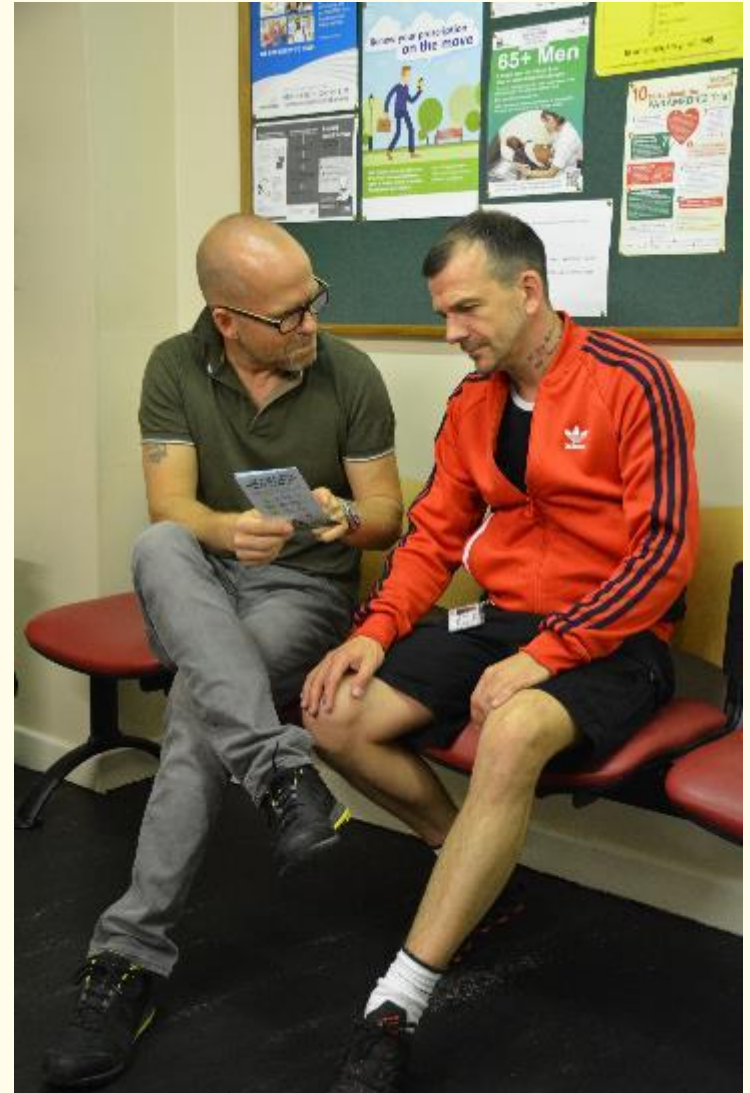
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INTRO TO HHPA

HHPA is a volunteer peer support service delivering one-to-one engagements to enable people experiencing homelessness to make and attend health appointments. In addition to providing practical support, such as travel fares and accompaniment to appointments; peers focus on building the skills and confidence to enable clients to continue accessing health services independently.

Volunteers - all have personal experience of homelessness and undertake a thorough training programme and DBS check before they deliver. Volunteers are supported by the Groundswell Progression Programme - a cohesive, person-centred programme of support and coaching.



ONE TO ONE SUPPORT AROUND PHYSICAL HEALTH:

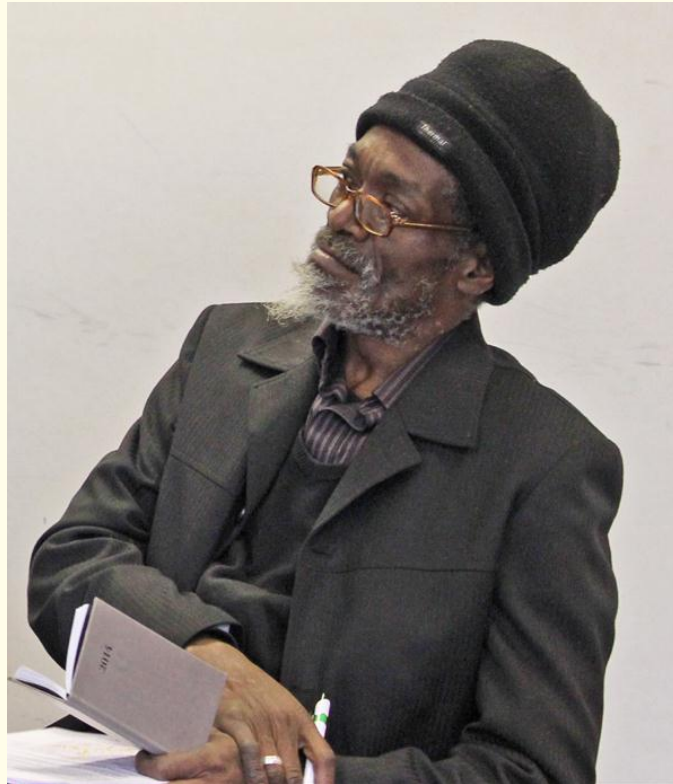
Peer Advocates will help you get your health problems sorted by:

- 1  Helping you make health appointments
- 2  Going with you to health appointments
- 3  Paying for your travel fares if needed
- 4  Staying in touch with you while you sort things out
- 5  Supporting you to have your say about the type of health care you get
- 6  Supporting you before, during and after appointments to understand your options



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PROJECT DEVELOPMENT



- Started in 2010 in Westminster with funding from the NHS Regional Innovation fund
- Now commissioned in eight London Boroughs
- Primarily funded directly by CCGs

EVALUATION

The Young Foundation conducted a mixed-methods evaluation of Groundswell's HHPA programme.

- Groundswell appointment and demographic data
- Anonymised NHS data samples for known homeless and/or Groundswell clients
- Semi-structured interviews with current and former Peer Advocates
- Peer research interviews with Groundswell clients

EVALUATION FRAMEWORK

Informed by:

- Interviews with key stakeholders
- Focus groups with Peer Advocates
- Evaluation advisory board

Focussed on:

- Understanding the barriers to accessing health care
- Does HHPA decrease reliance on secondary and unplanned care and increase engagement with earlier stage health care services?
- Does HHPA reduce the level of missed outpatient appointments (DNA)?
- Do any changes in health care activity result in cost savings for service providers?
- Is there an impact for the Peer Advocates?

KEY FINDINGS

“As I said earlier, if it weren’t for you guys [Groundswell] coming and taking the time out and getting myself sorted out, I reckon I would have been dead now. That’s how much it made an impact in my life.” – HHPA Client

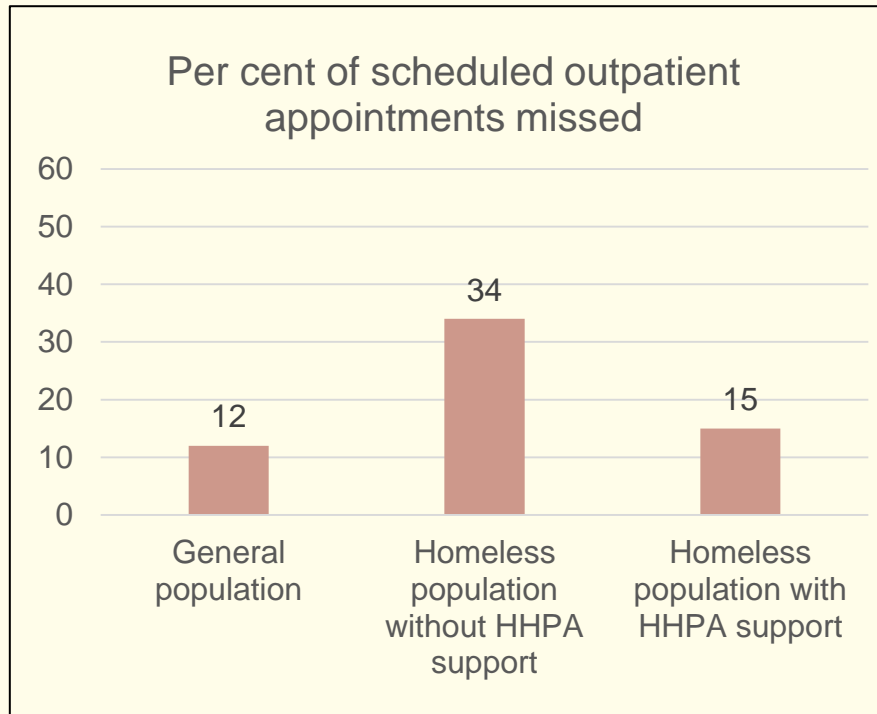
This evaluation found that:

Groundswell’s HHPA programme supports people experiencing homelessness to overcome the barriers to accessing healthcare services and engaging with their health management which results in improved health due to:

- Increased attendance at scheduled appointments;
- Decreased reliance on secondary and unplanned care;
- Increased knowledge, confidence and motivation to manage health and engage with healthcare; leading to
- Increasingly independent healthcare related behaviours.

The shared experience of the Peer Advocate is key to the success of HHPA.

REDUCTION IN DNA RATES



“So when you probably without it you would have missed it you go because they’ve given that time to come and you have that trust with them.” – Peer Advocate & former client

HHPA support resulted in:

- A 68% reduction in missed scheduled appointments
- Bringing DNA rates similar to general population
- Associated cost savings for the NHS in reduced missed appointments
- Up to £60,000 potential reduction in DNA related costs at GSST & King’s*
- Increased attendance at scheduled appointments supports clients to address health issues

* In a twelve month period across all homeless patients accessing services at the Guy’s and St Thomas’ NHS Foundation Trust and the King’s NHS Foundation Trust. Based on reduction from 34% DNA to 15% DNA.

REDUCED RELIANCE ON SECONDARY AND UNPLANNED CARE

HHPA support results in:

- 42% reduction in secondary care use
- £870 reduction in secondary care costs per client
- For every £1 spent potential reduction of £2.43 in unplanned care activity costs
- Reduction in unplanned care due to increased engagement with planned healthcare services and better health management



“For twenty years being out on the street, this is the first time I’ve ever been in hospital, and engaging.” – HHPA client

IMPROVED HEALTH MANAGEMENT

Clients' ability to engage with and manage their health improves because of an increase in:

- Knowledge
- Confidence
- Motivation

The support of a Peer Advocate enables clients to overcome many of the barriers to accessing healthcare.

Experiencing better health supports this increase in confidence, motivation and knowledge.

“People feel empowered to look at their own health issues, you’re not nagging but checking in, it encourages them to give healthier behaviour a try.” –
Peer Advocate

INCREASED INDEPENDENCE

Through the increase in confidence, motivation and knowledge clients become increasingly independent in their healthcare access.

Increasing independence of healthcare access is influenced by:

- The nature of health needs (e.g. long-term condition, end of life care or physical disability)
- The multiple and complex barriers faced by people experiencing homelessness
- Ongoing support needs, for instance help to cover cost of travel to appointments

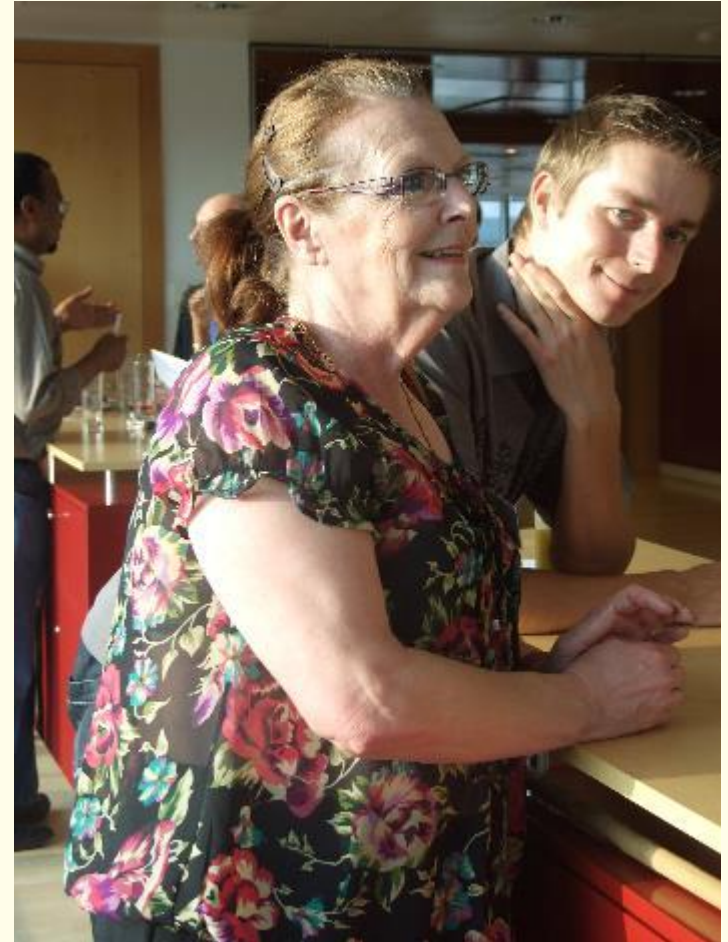
"...you can see changes, they will meet you half way to an appointment, or they will meet you at the appointment. You can't rush it." – Peer Advocate

THE IMPORTANCE OF SHARED EXPERIENCE

Groundswell's Homeless Health Peer Advocacy programme supports clients to improve their health.

The shared experience of the Peer Advocate is key to this success as:

- Clients find it easier to build trust and rapport
- Peer Advocates are perceived as being empathetic without judging
- Peer Advocates are seen as being outside the 'system'





QUESTIONS



THANK YOU

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