Healthy London Partnership

NHS

London Homeless Health Programme

Pan-London approach to health

Pan London response to homelessness

Why the need to have London Homeless Health Programme (LHHP)

Nationally there has been an annual rise:

- in the numbers of people who are rough sleepers of 16%
- in the numbers of hidden homelessness of 40%

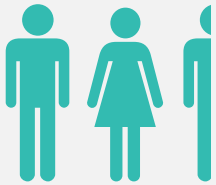
In London there has been:

- A rise in the numbers of rough sleepers of 134% since 2010. In 2015/16 8,096 people were seen sleeping rough – of those over 5000 were new
- Hostel bed spaces reduced 22%

Health needs of people who are homeless

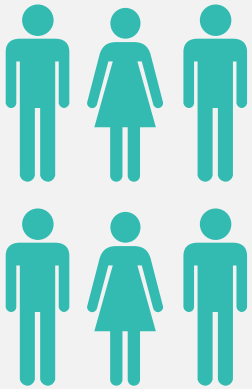
People who are homeless suffer more health problems than housed people.

They are:



2.5x more likely to have asthma

TB rates are **34x higher**



6x more likely to have heart disease

Hepatitis C rates are **50x higher**

LHHP delivery programme

Listening to London – engagement in 2016

Crucial element of our work was to consult with:

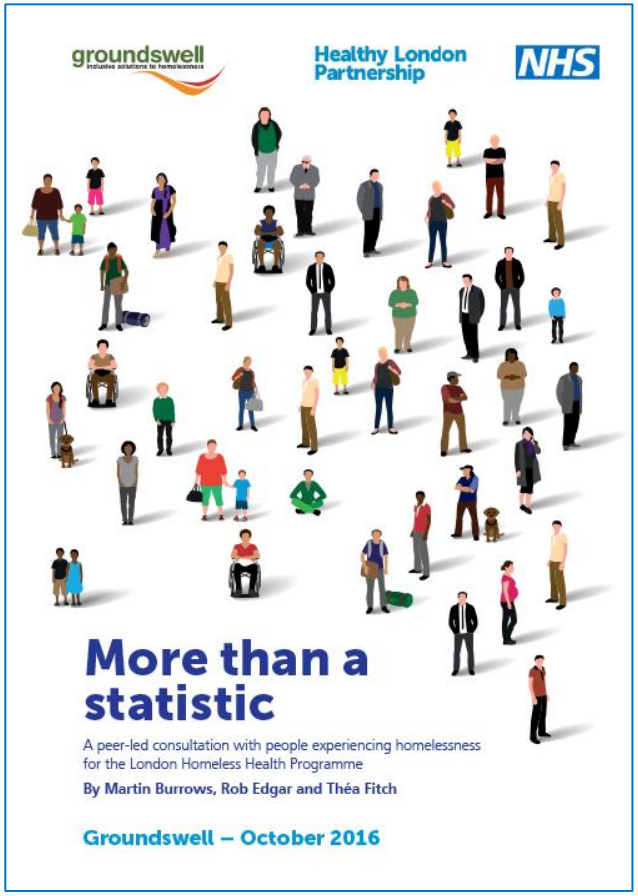
- People with lived experience of homelessness
- People delivering health, housing and social care to people who are homeless

More than a statistic

More than a statistic was a report commissioned by the London Homeless Health Programme in 2016. It explores the experiences that people who are homeless in London have had with healthcare, including GP practices.

"It's so difficult to register with a GP. They can say to you "No, we don't take you". And if you have got no home – if you are NFA (No Fixed Abode) – it's even harder to register."

"I have to ring at 7 am in the morning… it's only 7 till 8. Maybe no one is going to pick up the phone for the rest of the day, at my GP. So you are only going to be able to make a regular appointment. Then you will have to wait a few weeks for an appointment."



Commissioning Guidance

Produced a Commissioning Guidance which outlines 10 commitments for improving health outcomes for people affected by homelessness in London which commissioners can use as guiding principles in their work to improve health services in their borough

Cross cutting themes

- Need for flexibility and easy access to primary care
- Health in the broadest sense - competing needs
- Integrated care – continuity of care – the patient journey
- Involving people who are homeless in decision making & peer support
- Emergency and unplanned care
- Specific health issues i.e. ELC, mental health
- Data recording and sharing needs
- Migrants and people with NRPF status – increased barriers

What LHHP has delivered

Produced:

- ‘More than a Statistic’
- Commissioning Guidance for Homeless Health
- ‘My Right to Access Healthcare’ cards
- E-Learning Package for NHS Receptionists
- Resource pack

Strategic work:

- Specialist support and advice to providers to develop integrated care i.e. work with CCGs, Models of Care
- Partnerships – statutory and NGOs i.e. Groundswell, Pathway, NHS England, HealthWatch. MOH, GLA

Future plans 2017/18

- Once for London strategic work
- Continue to support providers i.e. CCGs, GLA, etc.
- Continue to develop partnerships
- Community of Practice (COP)
- What are your priorities?

www.healthylondon.org