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Quality Improvement in a homeless healthcare setting can be driven by the patients themselves

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Background



- NHS Education for Scotland (NES) Health inequality Fellowship
 - Four sessions at Hunter Street homeless health services as GP
 - Four sessions at NHS Education for Scotland
- Opportunity to work with Patient Safety Team at NES
- How to best get feedback?



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- Homeless Addiction Team
- Dedicated GP service for homeless
- Homeless mental health Team
- Homeless Occupational Therapy Team
- Homeless Families Team
- Sexual health services
- Welfare Rights
- Dietician
- Podiatrist
- Optician



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Always Events



- Validated quality improvement (QI) tool that
 - Generates patient centred QI targets
 - Tested and validated in 13 general practices across Scotland
 - Never, to our knowledge, been used with a homeless population

“What is so important to you that you feel it should ALWAYS happen when you attend the GP practice here at Hunter Street?”



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Criteria



An Always event is:

- Any healthcare interaction, process or outcome that is judged by patients, carers or relatives to be a highly important determinant of care quality and experience
- Unambiguous and specific to enable reliable measurement
- Consistently deliverable to applicable patient groups by all relevant health care organisations, teams and individuals
- Feasible as part of routine health care delivery



Results

- All patients attending three consecutive drop-in clinics asked to participate
 - Only two patients refused (both intoxicated at the time)
- 20 patients were interviewed by our health care assistant
- All answers written down, anonymised and thematic analysis performed
- Candidate Always Events Generated
- Other information obtained (eg. Patient suggestions) recorded



Results

-	Always Event Criteria				
<u>Candidate Always Event</u>	Highly important health care interaction	Feasible	Unambiguous and specific	Consistently deliverable	Always Event?
I always want					
To be seen	√	√	√	√	√
The appointment system to be fair	√	×	×	×	×
To be treated with dignity and not stigmatised	√	√	×	√	×
My privacy to be valued	√	√	√	√	√
The staff to be approachable and responsive	√	√	√	√	√
The staff to listen to me	√	√	×	√	×
To feel safe while waiting to be seen	√	√	√	√	√
Clear information on how service works	√	√	√	√	√
My needs to be met	√	×	×	×	×



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Always Event: I always want to be seen



"I want to get seen, I like the drop in, it works"

*"Get seen. Sometimes 'skip' but that's so can get away quicker....
Previous time where I was followed and attacked after being in the GP clinic. That was my own fault though"*

"Get seen – get frustrated if can't get seen as too many people"

"Sometimes people not getting seen as others are pushing past"

"I felt waiting outside was a bit 'savage'. I thought someone was going to get killed. Wasn't very nice. People jumping the queue"



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Always Event: I Always want to feel safe while waiting to be seen



“I felt waiting outside was a bit ‘savage’. I thought someone was going to get killed. Wasn’t very nice. People jumping the queue”

“Too many people hanging about, everyone needs seen for whatever reason so don’t know how it can be better.”

“the reception area is difficult with people hanging about”

“For waiting room to be quiet, no drinking, anti-social behaviour, sometimes it can be intimidating”

“Better waiting area. Don’t like looking at people, there is nowhere to look at without looking at someone else.. confrontational. Argument happened today as someone thought somebody else staring at them.”

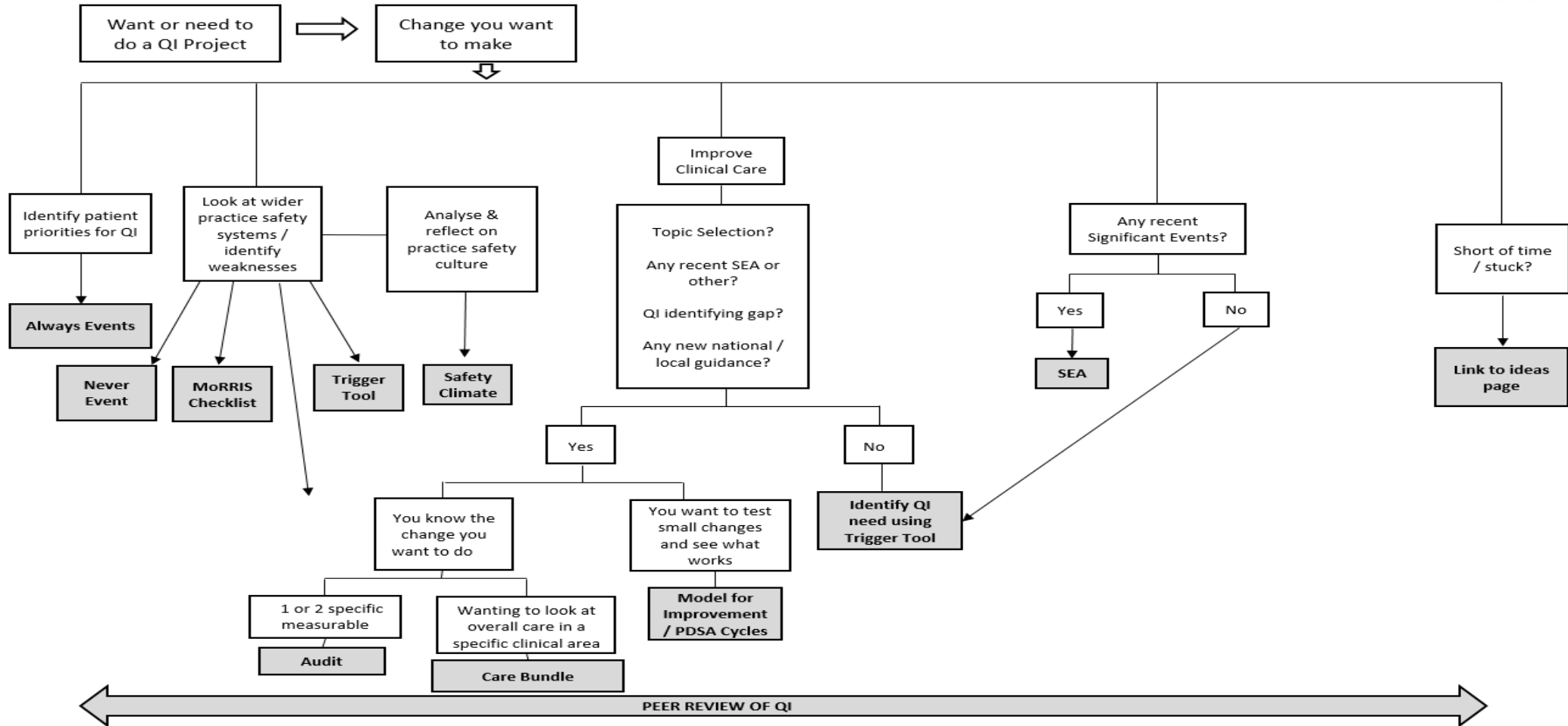


What has changed

- Immediate action on information received
 - TV waiting area agreed
- Focusing on one always event: I want to be seen
 - Increased GP clinic capacity at drop in
 - Information regarding service produced for waiting room
 - How service works information given to local support agencies
 - Ongoing discussions regarding skill mix and healthcare roles
 - Further data collection awaited to evaluate
- Considering further data collection focusing on staff



Quality Improvement in primary care: What to do and how to do it





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Key learning



- Always Events feasible and acceptable method in this homeless population:
 - To generate Quality Improvement targets
 - That gave a voice to patients
 - Highlighted issues that the service was unaware of



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Thank you for listening

- Any questions?
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