

Using GP Surveys to Develop Web Based Homelessness Resources in Gloucestershire

Dr Nicole Wilson; Dr Zana Khan; Dr Pippa Medcalf



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Introduction

Introduction – Why do this?

- Homelessness is characterised by **complex health needs**:
 - 2-5 times higher mortality and morbidity rates across all ICD-10 categories.
 - Mean age of death 43 compared to 74-80.
 - Cost burden to NHS.
 - Tri-morbidity.
- An **increasing problem**
 - 169% increase since 2010.



Making *every contact count*

- **1/3 seek help from their GP** for housing advice before attending the local housing authority.
- GPs have specialist training and clinical skills to manage multiple and often complex problems in a single consultation.
- General Practices are ideally placed to offer care, advice and signpost.

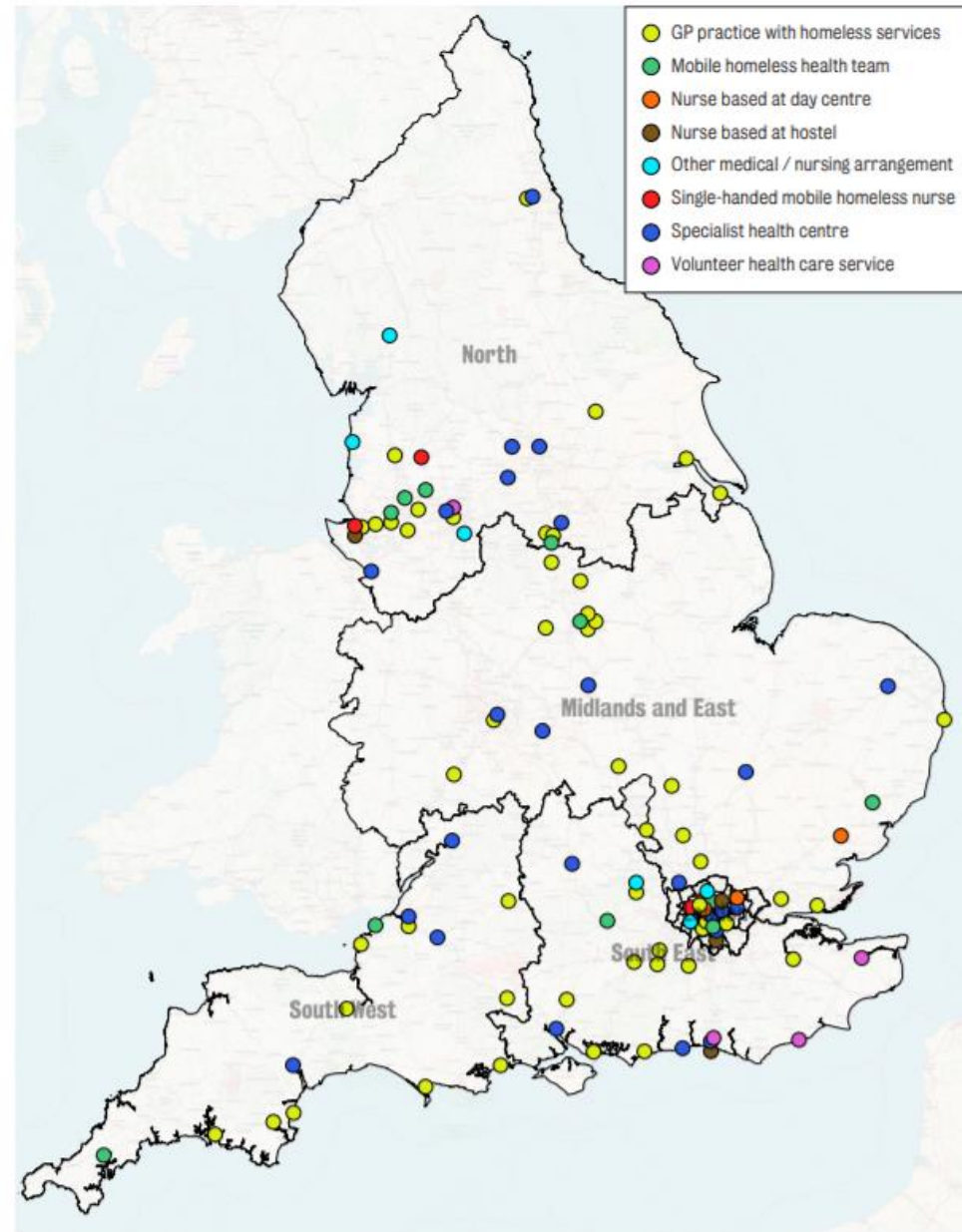
What are the challenges for GPs?

- The management of “social problems”.
- Lack of medical records.
- Lack of *time* to manage complex health problems.

What already exists in General Practice?

- Hearth Study
 - October 2015 – March 2017.
 - Mapping of specialist primary health care services in England for people who are homeless.
 - 123 specialist primary health care services in England.

Figure 2: Distribution of specialist primary health care services in England by NHS regions



Note: The map shows where the service is based. Some services work at several locations.



What exists in Gloucestershire?

- Homeless Healthcare Team
- George Whitefield Centre





Aims

Specific aims: purpose of the project

To improve the **quality of care** delivered to people experiencing homelessness attending General Practice in Gloucestershire.

To analyse the **views of GPs** in Gloucestershire about their knowledge and services they provide for people experiencing homelessness both before and after a digital intervention.



Method

Method

- Surveys both before developing and after deploying the intervention.
 - Survey sent to all training general practices in Gloucestershire in November 2018 and June 2019.
- Intervention made as an e-package on G-Care.
- Intervention communicated through emails and email bulletin 'What's new this week'.

Pre Intervention Survey

1. What surgery do you work in?
2. Do you know how many homeless patients are registered at your practice?
3. Are you confident in signposting a homeless patient to local homelessness support services?
4. Do you know of any resources available at your surgery for homeless patients?
5. What resources for homeless patients are available at your surgery?
6. What resources would you like to see in your surgery for the homeless?

What resources would you like to see?

Housing Advice

How to Signpost

Leaflets

Information on Benefits

Contact details

Where to get Hot Meals

Posters

How to access Food Vouchers

E-Package on G-Care

- Online resource available to all healthcare professionals.
- No log-in or registration required.
- Highly accessible.
- Contains relevant and up to date Gloucestershire pathways, resources and guidance.
- Range of common clinical topics including clinical care and management, pathways of care, how to make referrals and resources.



What's on this page ...

On this topic



Homelessness in General Practice

Glos Clinical Guidance

Homelessness and Primary Care



Where can I signpost a homeless patient for social support?

Please click on each locality listed in the diagram below to jump to the information



Gloucester



☰ Toggle all

Agency support: (click for further info)

Food and meals: (click for further info)

This information is available in a [leaflet](#) and [poster](#) form.

Homeless? Need support?

Food and Meals

Monday and Friday 9.30-10.30am
Breakfast @ Trinity Garage
 Trinity Lane, GL52 2NT

Monday and Friday 12-1PM
Lunch @ Kings Table Trinity
 1.15-3pm laundry/showers/support

Tuesday, Wednesday and Thursday
9.30am—1PM
Breakfast and lunch @ Open Door
 39 Grosvenor Street
 also laundry/showers/sign-posting

Sunday 9.45-11.45am
Cooked Breakfast and takeaway
lunch @ Open Door

Monday—Saturday 7.15PM
Sandwiches: Outside M&S



1st Stop

Multi-agency 1 stop shop
 (mental health, housing etc.)
 301-305 High St.

Cheltenham Housing Aid Centre

31 Prestbury Road
 01242 226672

P3 - Housing support
 Montrose House, Wellington St.
 01452 576002
 Drop in Mon to Fri 2-5pm

NHS
Gloucestershire

Useful information for homeless and vulnerable people in Stroud



BEST CARE FOR EVERYONE

Homeless Health Care Team (Gloucester)
 The George Whitfield Centre, 107 Great Western Rd 01452
 521898
 Nurse appointments Mon-Fri 9am-3pm
 GP Drop in from 9.30am Mon, Wed and Friday

Domestic violence (GDASS)
 01452 726570
Samaritans - 24/7 support for anyone struggling 01452
 116123

Stroud District Council
 Youth Support Service for 16-17 year olds on 01453
 763993
 Homelessness Prevention Team on 01453 754078

P3 0808 168 2443 Drop in Centres
 Monday 11.00-13.00 Stroud District Council
 Ebley Mill, Ebley Wharf, Stroud
 Monday 13.00-14.30 & Wednesday 13.00-14.30 Marah Trust,
 The Scout Hut, Chapel Street, Stroud
 Wednesday 10.00-16.00 Unicorn House, Cornhill Shopping
 Centre, Stroud
 Friday 13.00-15.00 Maypole Hall Community Centre, Stratford
 Road, Stroud

Change Grow Live - Drug and alcohol services
 13 Wallbridge, Bath Road, Stroud
 01452 223014

Food and Meals

Monday

12.00pm-13.00pm The Cross, Parliament Street,
 Stroud
 [FoodBank voucher required]
13.00pm—15.00pm The Scout Hut, Chapel Street,
 Stroud

Wednesday

13.00pm-15.00pm The Scout Hut, Chapel Street,
 Stroud
13.00pm-14.00pm Farmhill Baptist Centre, Farmhill
 Lane, Stroud [Foodbank voucher required]

Friday

12.00pm-13.00pm The Cross, Parliament Street,
 Stroud
 [FoodBank voucher required]

Saturday

1pm – 3pm Stroud Baptist Church Hall, Union Street,
 Stroud

Post Intervention Survey

1. What surgery do you work in?
2. Are you confident in signposting a homeless patient to local homelessness support services?
3. Do you know of any resources available at your surgery for homeless patients?
4. What resources for homeless patients are available at your surgery?
5. What resources would you like to see in your surgery for the homeless?
6. Will the new E-package on G-Care be helpful to you?



Results

Results

- Pre-intervention survey was sent to 64 training practices with 50 responses from 28 individual practices.
- Post-intervention survey had 30 responses from 20 individual practices.
- 9 practices responded to the post-intervention survey, that did not respond to the pre-intervention survey.

Pre-Intervention Survey

50 respondents

- Almost **78% didn't know** how many homeless patients were registered at their practice.
- **1/3 felt confident** in signposting a homeless patient.
- **59% didn't know** if resources were available for homeless patients at their surgery.
- Most common resource identified was **food vouchers (40%)** and then leaflets (10%), with 45% not aware.
- **Social prescribing referral** was the most common free text resource.

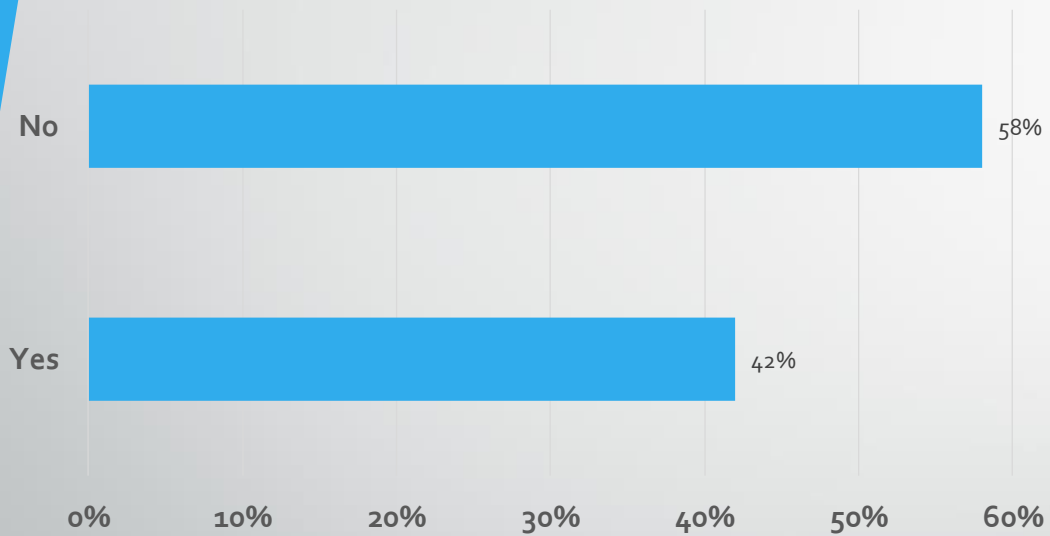
Post-Intervention Survey

30 respondents

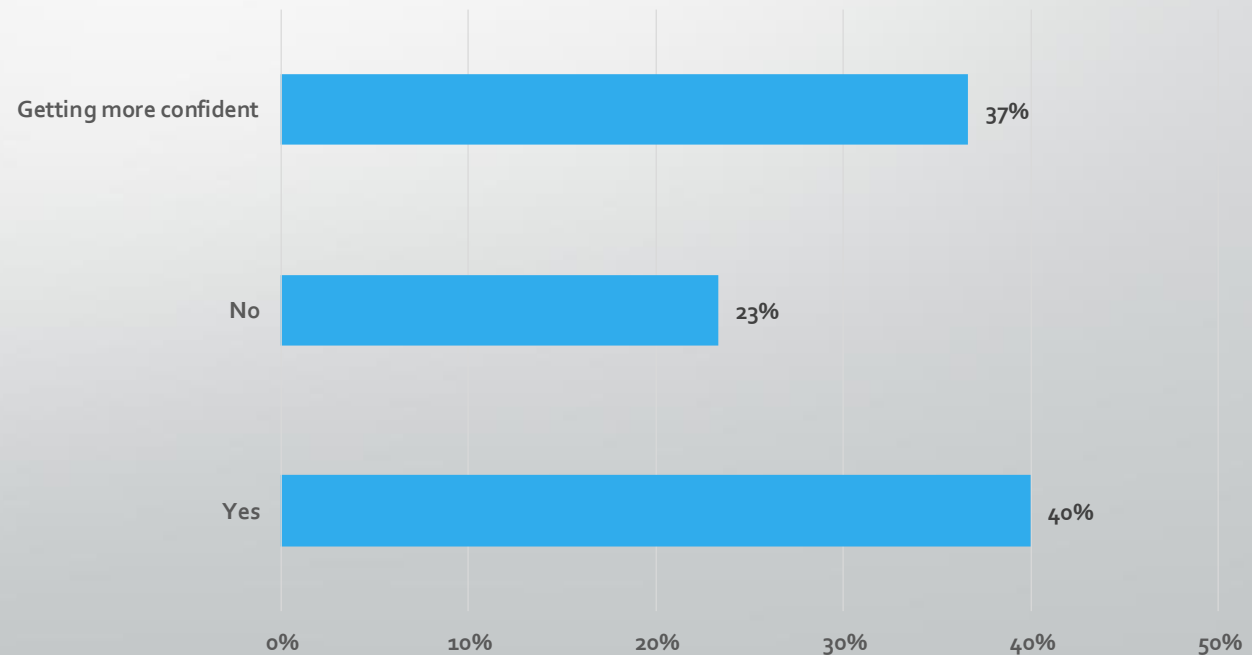
- 1/3 felt confident in signposting homeless patients, with 37% getting more confident.
- Increase in respondents having leaflets at their surgery (20% from 10%) and only 30% (from 45%) were not aware of any resources at their surgery.

Are you Confident in Signposting a Homeless Patient to Local Homelessness Support Services?

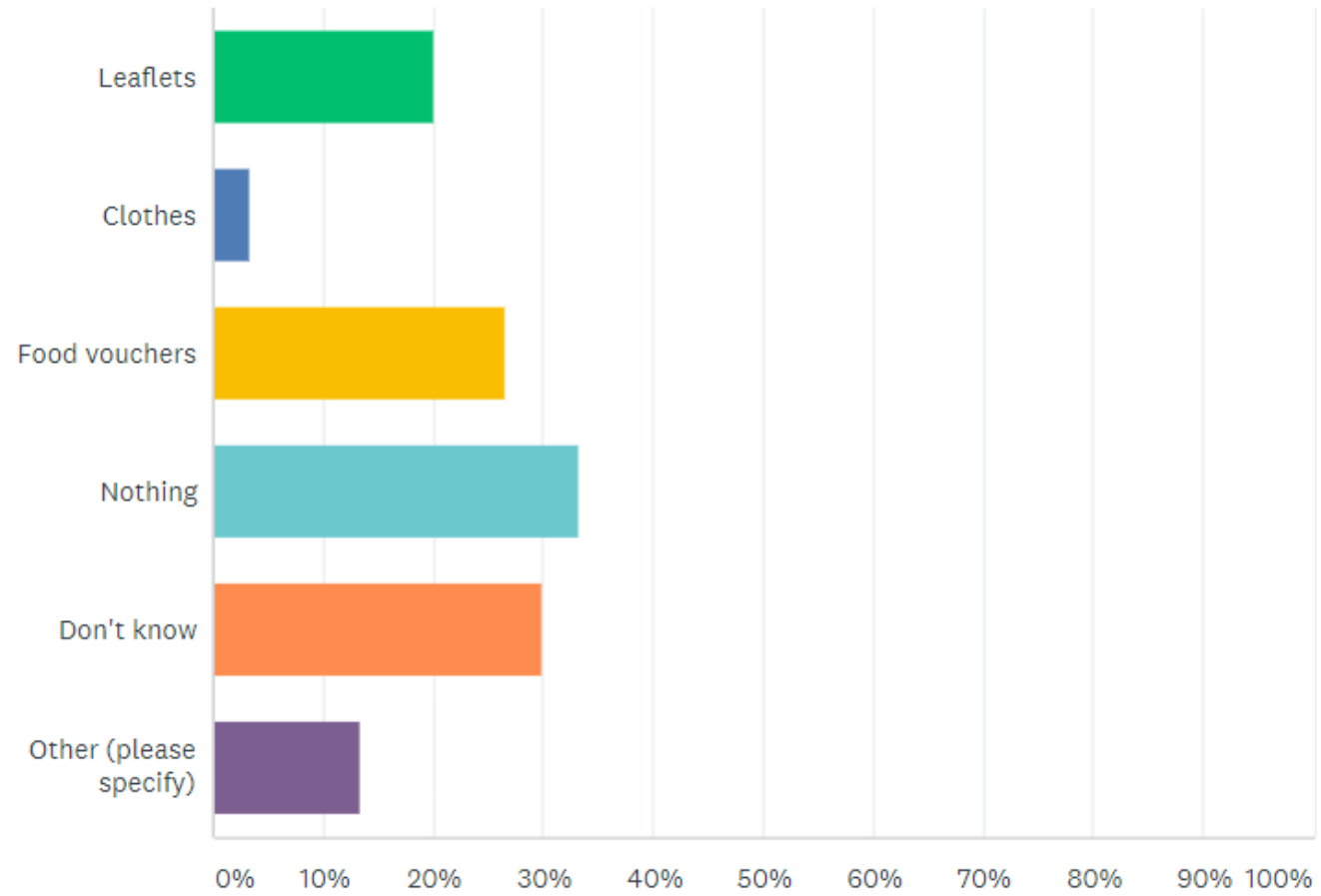
Pre Intervention



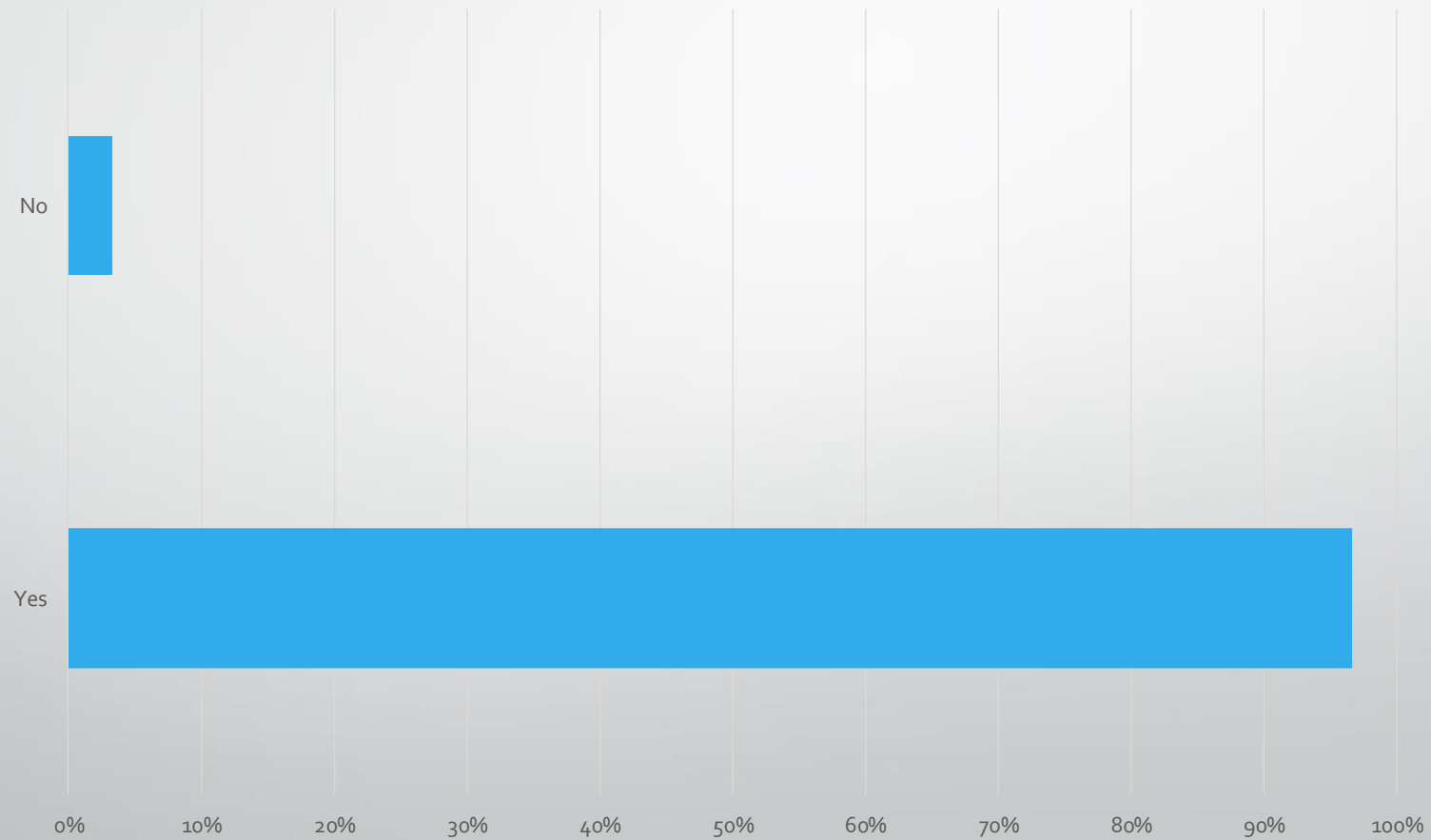
Post Intervention



What resources for homeless patients are available at your surgery?



Will the New E-package on G-Care be Helpful to You?



What resources would you like to see?

More **funding** for the numbers of patients with complex needs

~~Housing Advice~~

~~How to Signpost~~

~~Leaflets~~

Link Workers

Social Prescribers

~~Contact details~~

~~Information on Benefits~~

~~Where to get Hot Meals~~

~~Posters~~

~~How to access Food Vouchers~~




Discussion

Discussion – what does this mean?

- Limitations of the inconsistent numbers in respondents.
- Having so many new respondents in the post-intervention survey.
- Surveys only going to training general practices.

Discussion – what does this mean?

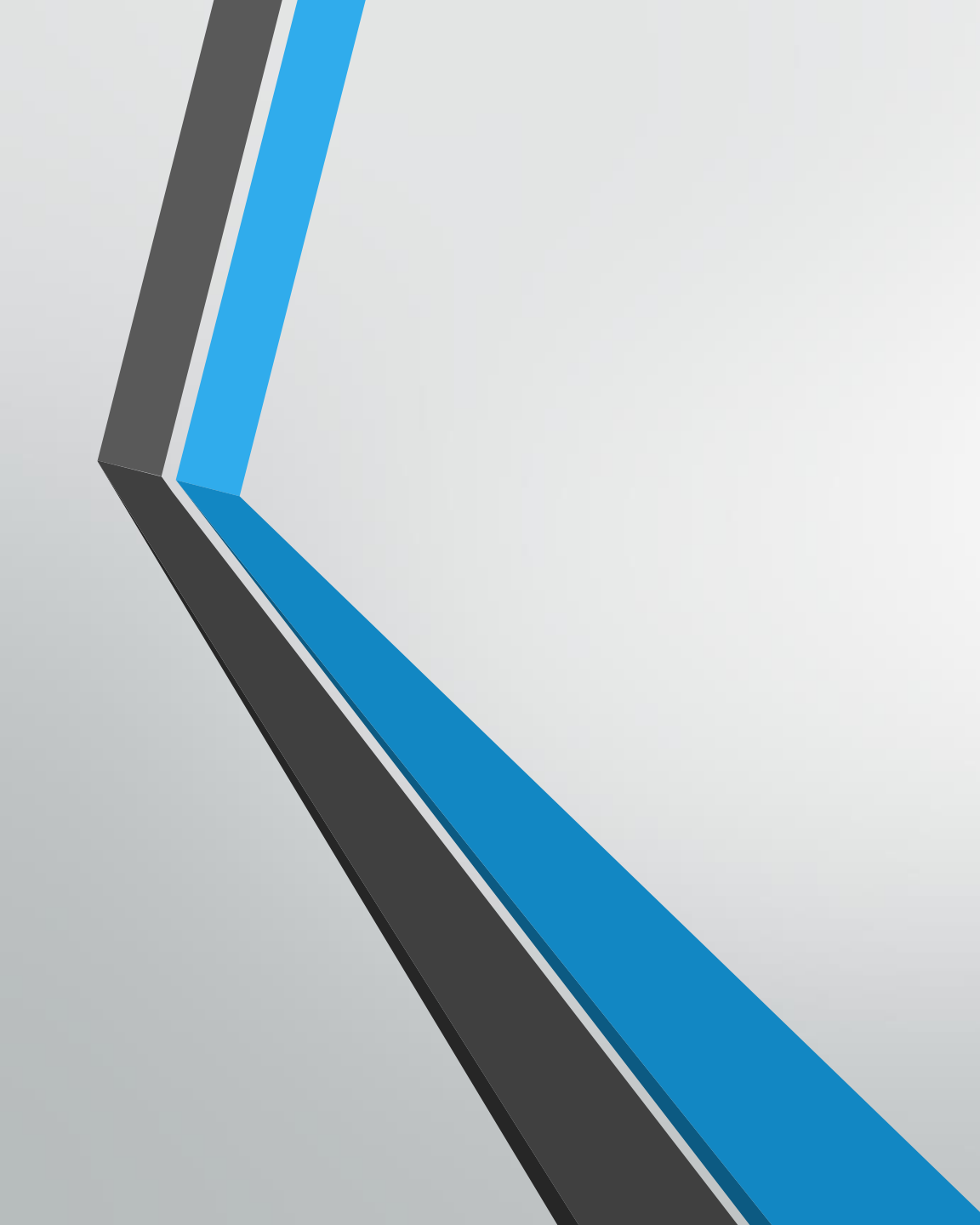
- **Positive response from GPs** to the online e-package with an increased level of confidence shown in the ability to signpost.
- High quality downloadable information being electronically available to each practice in the county.
- Increasing **awareness** of homelessness in primary care.
- Providing better **holistic care** for the homeless patient.



Summary

Summary

- GPs are ideally placed and keen to help the homeless but acknowledged that they needed more resources.
- Knowledge was increased and well-received by a comprehensive e-package of homeless services available throughout the county.
- A similar package should be rolled out to every general practice in the country – *are you interested in starting this in your area?*



Thank you!
Any questions?