



Patient Support Project

 **Positive East**



Why did we do this ?

- Health and wellbeing outcomes gap across NE London- 10% not retained in care
- High number of people presenting with “multimorbidity” 2 or more long terms health conditions together with non clinical support needs
- No **brief** standardised model (patient led) assessment tool to help identify support needs or measure change . Depend upon skill of practitioner and more focused on clinical outcomes than psycho-social wellbeing / support
- No standardized referral pathways between Clinics / CNS and Positive East
- Improve referral rate of those with identified need into appropriate support services
- No baseline measurement in place for complex patients
- Voluntary sector not always seen as a partner or “member of care team”

What we did

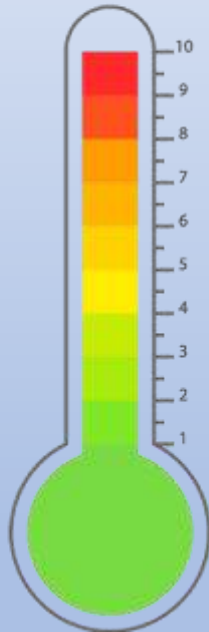
- Established a named referral staff member for each clinic (common sense but not always done)
- A Positive East staff member attending all the MDT meetings to discuss cases and referrals
- Developed pilot Wellbeing Thermometer with Royal London Hospital (adapted from previous work and based upon a collaborative care model)
- Link in with PE outcomes tool (outcomes star and other measurements) and feedback process to the clinic
- Pilots at “ link clinic” Royal London and Outpatients East/Barking Hospital CNS led clinic
- Ongoing changes to Wellbeing Thermometer based upon staff and patient feedback

Well-being Thermometer

Name _____
Date _____

Clinic number _____
Doctor/
Nurse/Health _____

This is designed to help you discuss any concerns you may have or let us know generally how you are feeling, so we can see how best to support you. Please circle a number on the thermometer below that best represents how you are feeling overall. For example, you might want to think about your mood, health worries. 1 = no concerns or worries - 10= extremely concerned



To help us understand a bit more about what is happening to you please put a number between 1 and 10 in the boxes as to how the following are affecting you at the moment. 1= no concerns or worries - 10= extremely concerned

Housing <input type="checkbox"/>	Taking medication or side effects <input type="checkbox"/>
Finance/Benefits <input type="checkbox"/>	Changes in my health <input type="checkbox"/>
Immigration <input type="checkbox"/>	I don't understand about HIV <input type="checkbox"/>
Employment <input type="checkbox"/>	Sexual Issues (health or identity) <input type="checkbox"/>
Feeling lonely or isolated <input type="checkbox"/>	My faith and HIV <input type="checkbox"/>
Feeling anxious <input type="checkbox"/>	Feeling sad or depressed <input type="checkbox"/>
Relationship problems <input type="checkbox"/>	Memory problems <input type="checkbox"/>
Sleeping <input type="checkbox"/>	Recently diagnosed with HIV <input type="checkbox"/>
Drug or alcohol use <input type="checkbox"/>	Fear about the future <input type="checkbox"/>
Violence at home <input type="checkbox"/>	Family problems <input type="checkbox"/>
Concerned who knows about your HIV status <input type="checkbox"/>	Other issues <input type="checkbox"/>

My reminder: Is there anything that you would like to discuss at your appointment? Please write down any words or phrases that may help you in your appointment.

As part of your support, we may refer you to Positive East - our local HIV support organisation - or in some cases to a social worker. Please tick the box if you **DO NOT** wish to be referred to either of them.

- Positive East
- Hospital Social Worker

Referral made: Yes No
Date of referral: _____

- (VERS:1)To help us understand a bit more about how you are feeling please put a number between 1 and 10 in the boxes as to how the following are affecting you at the moment. **1 = no concerns or worries** - **10= extremely concerned**
- | | |
|-------------------------------|---------------------------------|
| a. Housing | l. Medication or side effects |
| b. Finance/Benefits | m. Changes in my health |
| c. Immigration | n. I don't understand about HIV |
| d. Employment | o. Sexual issues |
| e. Feeling lonely or isolated | p. My faith and HIV |
| f. Feeling anxious | q. Feeling sad or depressed |
| g. Relationship problems | r. Memory problems |
| h. Sleeping | s. Recent diagnoses with HIV |
| i. Drug or alcohol use | t. Fear about the future |
| j. Violence at home | u. Family problems |
| k. Who knows about HIV status | v. Other issues |

Some challenges we faced

- GDPR- need to ensure protocols are in place
- Language -forms to be made available in community languages
- Trust of the referral process . Putting peer support worker in clinic. More staff training esp around expectations
- Appt time increases and is used up quickly but clinic staff reporting identifying need easier
- Measurement scale 1-10 not understood . Introduce smiley faces
- How to integrate into medical notes so can be used as a measurement for change
- Link into PE own PROMS
- Buy in from staff – who leads and how to change working culture
- COVID and Monkey Pox

Results

- 68% increase in referrals by membership of MDT and using wellbeing thermometer
- Key areas for referrals: finance and poverty related issues, depression, housing, generalised health anxieties, fear for the future, isolation
- 350+ people supported to date
- 82 people were new to the organisation
- 39 people were newly diagnosed
- 1100 hrs of support provided
- 150+ people with improved financial outcomes
- 65+ people with improved housing outcomes
- 100 people received counselling and peer support)
- Wellbeing approach and peer support better integrated in clinical approaches

Clinicians
reported
better
relationship
with patients
and improved
follow up

- “by focusing on wellbeing, patients also talk to us about their other health and support needs, which we might not have been aware of and this helps people keep better engaged with their care both in the clinic and community”

 PositiveEast

Thank You

- Vanessa Apea and staff – Bart's NHS Trust
- Brian Thornton and staff – BHRUT
- Michelle Croston
- Staff at Positive East and Homerton Hospital
- NAT
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