

Commitment to collaborate to prevent and relieve Homelessness - Health 'asks'

Universal Prevention	Targeted Prevention	Crisis Prevention and Relief	Recovery	Move on Support	Settled Home
<p><i>All citizens will have access to health care services – registration at GP; access at the point of need regardless of their housing situation.</i></p> <p>Primary Care Services (commissioner) Current provision – everyone does have a right to access healthcare. GPs cannot refuse to register someone because they are homeless or have no proof of address. GP can only refuse if; they have a closed list or the person lives outside the practice boundary.</p> <p>Future – CCG working to educate and empower patients to challenge practices. On-going</p> <p>CCG will work with colleagues in the city to create an escalation process and feedback system for when</p>	<p><i>Health practitioners will work with the Local Authority and homelessness services to provide bespoke access for those who have barriers to health as a result of their housing situation:</i></p> <p>Primary Care Services (commissioner) Current provision – Health Xchange provide bespoke services for the homeless.</p> <p>Future – The CCG will ensure that the redesign of the homeless primary care services will reduce barriers.</p> <p>The CCG are committed to working with the emerging Primary Care Networks to identify opportunities to reduce barriers in accessing primary care – Initial service by October 2019</p>	<p><i>Homelessness Health services will provide accessible, safe, responsive access for those in crisis.</i></p>	<p><i>Health practitioners will work in collaboration with housing and support services to ensure the individual has the best possible chance of recovery</i></p>	<p><i>Health practitioners will work with Housing and support providers during transition and move on</i></p>	<p><i>Health practitioners will provide ongoing necessary support to sustain settled home</i></p>

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<p>patients have experienced barriers. April 2020</p> <p><i>General assessment and triage will take account of the individual's current living situation and their ability to attend in considering any intervention required</i></p> <p>Primary Care Services (commissioner) Current provision – There is a duty to refer</p> <p>Mental Health Services (commissioner) FTB/BSMHFT are commissioned to provide a comprehensive assessment of mental health needs, which would include having an understanding of social needs including housing.</p>	<p><i>Health practitioners will consider co-location or multi-agency working with homelessness services where this is in the best interests of those at risk.</i></p> <p>Primary Care Services (commissioner) Current provision – Health Xchange co-located at local charities.</p> <p>Future – work with providers to seek opportunities for appropriate co-location.</p> <p>Redesign and re-procurement of the homeless primary care services will ensure appropriate co-location is secured.</p>	<p><i>Health services e.g. Nurse practitioners will work within immediate access homelessness services or Hubs.</i></p> <p>Primary Care Services (commissioner) Current provision – Health Xchange employ nurse practitioners who work from Health Xchange and offer out-reach services. Future – Redesign and re-procurement of the homeless primary care services will ensure that nurse practitioners are included as part of the service offer. December 2019</p>	<p><i>Integrated care and support assessments and plans will be put in place for those in recovery</i></p>	<p><i>Health practitioners will ensure planned handover when locality changes take place</i></p>	
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<p><i>If homelessness or housing need appears to be a contributing factor to the person's health and well-being, the health provider will have information to make appropriate referrals including duty to refer</i></p> <p>Primary Care Services (commissioner) Current provision – There is a duty to refer.</p> <p>Future – Patients who are at risk of becoming homeless can be 'read coded' on the system. This will trigger a referral process to local support services. April 2020</p>	<p><i>Homelessness services will have fast track access to primary care and mental health support for homeless or at risk clients.</i></p> <p>Primary Care Services (commissioner) Future – Further national guidance to be released on the national commitment to invest up to £30 million extra on meeting the needs of rough sleepers. The funding will be used to ensure that the parts of England most affected by rough sleeping will have better access to specialist homelessness NHS mental health support, integrated with existing outreach services. (NHS Long Term Plan) The CCG will work with local providers to establish how this money is best spent if Birmingham is awarded funding.</p>	<p><i>Health services will contribute to and adhere to referral protocols for hospital discharge.</i></p> <p>Primary Care Services (commissioner) Current provision – Hospitals should be adhering to discharge policies.</p> <p>Future – CCG will advertise the escalation routes and disseminate this to local partners. Internal escalation through to secondary care contracts team who will challenge the appropriate hospital. April 2020</p>			
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<p><i>Health services will not discriminate against individuals because they are homeless or in insecure housing.</i></p> <p>Primary Care Services (commissioner) Current provision – health services do not and should not discriminate against any individual.</p> <p>Future – CCG will advertise the escalation routes and disseminate this to local partners. April 2020</p>	<p><i>There will be confirmed escalation processes when general access is not working.</i></p> <p>Primary Care Services (commissioner) Current provision – the CCG are the escalation point.</p> <p>Future – CCG will advertise the escalation routes and disseminate this to local partners. April 2020</p>				
<p><i>Health practitioners will ensure that they listen to the experience of their patients and take action on feedback which helps to prevent and relieve homelessness</i></p>	<p><i>Primary care services will have fast-track referral routes to Homelessness Services</i></p> <p>Primary Care Services (commissioner) Future – CCG are committed to work with partners to develop these referral routes. April 2020</p>				

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<p><i>Mental health services and drug and alcohol services are commissioned to take account of the close link to homelessness and ensure the person's housing situation is considered in holistic assessments and planned intervention.</i></p> <p>Primary Care Services (commissioner) Current provision – There is a duty to refer.</p>	<p><i>Primary care services will provide access to information on where to seek help if you are homeless or at risk within their public areas.</i></p> <p>Primary Care Services (commissioner) Current provision – There is a duty to refer.</p> <p>Future – Patients who are at risk of becoming homeless can be 'read coded' on the system. This will trigger a referral process to local support services. April 2020</p>				
<p><i>Health services in the City will commit to a voluntary commitment to collaborate to prevent and relieve homelessness and publish visibly what this means.</i></p> <p>Primary Care Services (commissioner) Current and Future – The CCG are committed to collaboration through the actions outlined in this document</p>					