

Primary care insights

In today's session:

- Why this is an important issue
- The barriers to helpful responses
- The way forward - humanising our services
- Keeping patient experience at the centre of our work

Primary care insights

Why is it such an important issue?

People often do not get their health entitlements due to:

- perception of addiction as a lifestyle choice,
- punitive attitudes and lack of professional knowledge,
- guilt and stigma,
- fragmented approaches that undermine treatment.

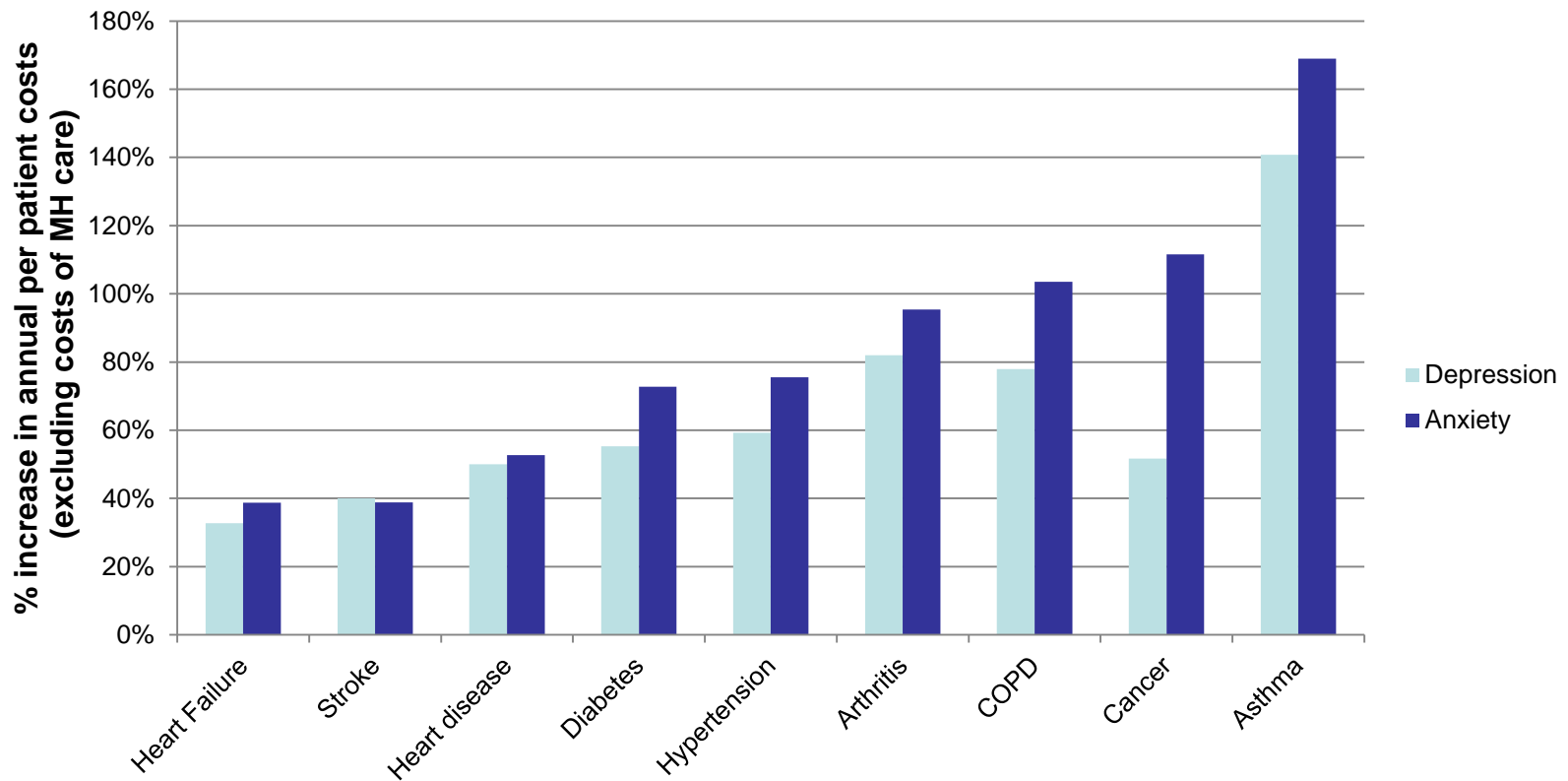
Effective policy and treatment takes account of complex biological, psychological and social factors.

Effective treatment of complex needs saves lives.

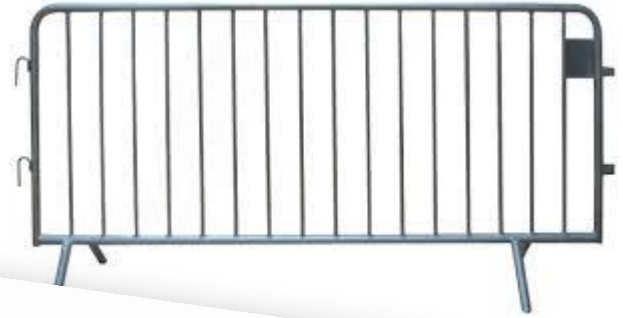
Primary care insights

Why is this such an important issue?

Mental ill health increases the cost of physical health care:



Barriers to help



Dear Mr James,
I am very pleased to say that despite your best efforts your Fibroscan has shown that there is little in the way of scarring in your liver.
I therefore think that the previous label of cirrhosis was probably not quite right. We will see you later in the year to see how you are getting on with your efforts to come off alcohol ...

A Consultant Hepatologist

Letter to a patient who has lived on the streets with severe alcohol and drug dependency, serious childhood trauma and depression.

Barriers to help

From MH at A&E

Patient in his early 30s:

I have seen Kevin in A&E where he presented with Deliberate Self Harm.

He was declared medically fit for discharge.

I am familiar with Kevin having assessed him in the past.

He is still under NRP receiving substance misuse treatment. He admitted continued use of heroin and cocaine.

He mentioned he has a mental health worker whom he's only seen once.

He was reluctant to be discharged home and seemed unhappy about this. He made a passing comment, "what if I go and cut someone's throat", which clearly seemed to have made for effect.

I strongly warned and advised ...criminal matter

There was no evidence of acute mental illness during our brief discussion.

Unfortunately it appears he still continues to lead a chaotic lifestyle with risky harmful behaviours. He was soon discharged from A+E

This patient has been begging for a detox and rehab for at least 2 years. He had numerous A+E attendances for DSH, severe infections, Mental Health problems. He gets seen by NRP, myself, but MH have seen him once!

I fear for his life!!! I am also concerned about the costs. MH & NRP can't work separately.

Barriers to help

We describe our patients as hard to reach or easy to exclude because they

- find it hard to express themselves
- sometimes can't read or write or use a computer
- are ashamed to talk about what happened to them in the past
- get easily angry, frustrated and aggressive
- are chaotic & dishonest because of the numerous times they have been disappointed or let down



The way forward - humanising our services

Respecting our patients' lives

Validating their suffering, disappointment and struggle.

Mutual ***trust*** and reliable relationships.

Addressing their ***physical health*** problems in detail.

Listening to their mental suffering and offering support.

Finding the next step to make a difference to this individual story

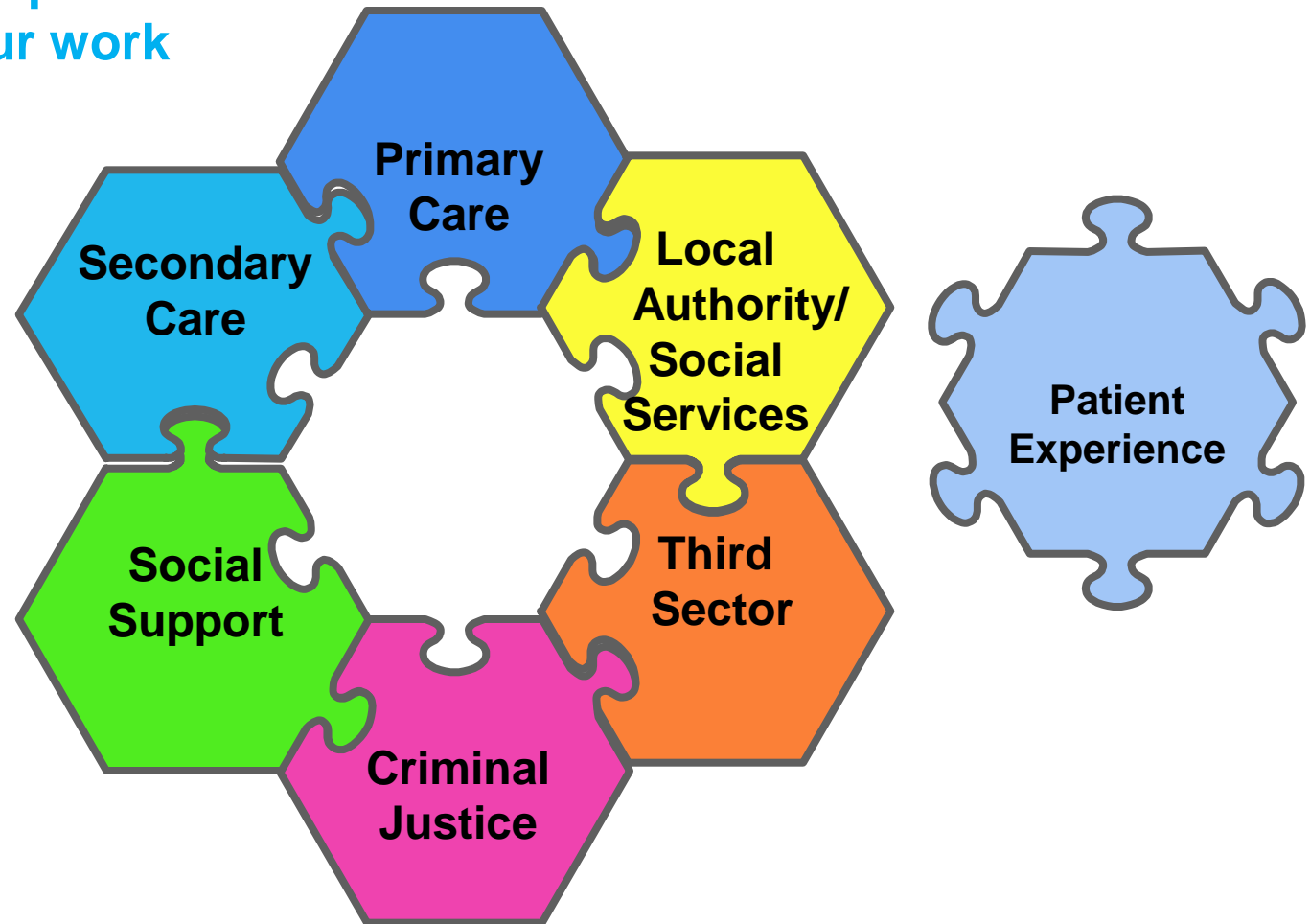
“Those who frustrate us most will eventually be the ones who sustain us - but only if we don't disappoint again”.

Keeping patient experience at the centre of our work



The Final Piece

Keeping patient experience
at the centre of our work





Graham Colyer
Scan this poster with the
Junaio app to hear my story.

Achievements

Achievements for 2014/2015:

- ✓ Reviewed all complaints, compliments and concerns
- ✓ Reviewed all new team policies and procedures
- ✓ Input in to Norwich City Council Homeless Strategy
- ✓ Input in to hospital and homeless discharge policy
- ✓ Meeting with Police and Crime Commissioners and input in to substance misuse tender process
- ✓ Membership of the Faculty of Health and Royal College of Physicians
- ✓ Meeting with Healthwatch Norfolk
- ✓ Input in to www.searchnorwich.org.uk
- ✓ Input in to training sessions for GP's, nurses and social workers
- ✓ Input in to Local Scrutiny Group's review of homeless services
- ✓ Expert by Experience representation at International Conference
- ✓ Facilitation of Health Intersect Meeting
- ✓ Input to regular training days at Under 1 Roof (bi-monthly)

Patient Experience Forum

The expert by experience perspective

“Instead of having a stronger economy and a fairer society, let’s have a fairer economy with a stronger society”

Donald Lane: Health Inclusion Conference
05/03/2015. Question raised to Lord Victor
Adebowale