



INCLUSION Practice & ASSIST Practice

INTRODUCTION

- Inclusion Healthcare is a Community Interest Company in Leicester with a focus on providing primary care to marginalised groups
- Our vision:
“To improve the health and wellbeing of homeless and other marginalised groups of people by the delivery of responsive and high quality healthcare services.” and “To be a national leader in the delivery of responsive, high quality healthcare with a demonstrable record of improving the health and wellbeing of the marginalised groups we serve.”¹



the inclusion practice



the assist practice



INCLUSION HEALTH CARE VALUES



Partnership

Quality



Efficiency

Compassion



Respect

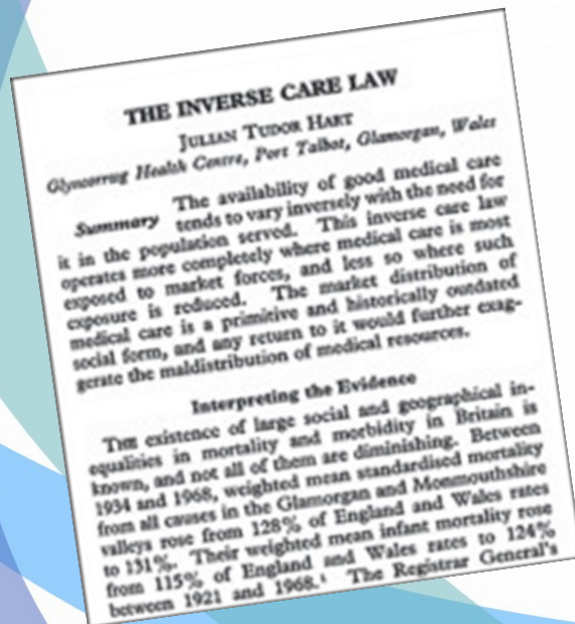


Motivation

Excluded groups often share some common adverse life experiences such as poverty or childhood trauma...



...this leads to poor health, multi-morbidity and early mortality...



...but all of this is then compounded by barriers to accessing services

APMS practices



INCLUSION PRACTICE

- Primary Health Care Providers for Homeless since 2000
- Two GP's, One Nurse, a Practice Manager & a receptionist
- Providing clinic sessions from Hostels & day centres





What we provide today...

Appointments with –

- GP's
- Advanced Nurse Practitioner
- Practice Nurse
- Health Care Support Workers
- Mental Health Nurse
- Midwives
- Physiotherapist
- Hep C Nurse
- Turning Point Recovery Worker
- Social Prescriber



WORKING IN PARTNERSHIP



**TURNING
POINT**
inspired by possibility



Office for Health
Improvement
& Disparities



Department
for Work &
Pensions



HELP THE HOMELESS
LEICESTER
"GIVE YOUR SHARE TO SHOW YOU CARE!"



MULTI-AGENCY MEETING'S

- Frontline Street Lifestyles (FSLM)
- Rough Sleeper Initiative (RSI)
- Changing Futures Programme
- Multi Agency Care Collaborative (MACC)
- Midlands Homelessness and Health Network Meeting
- Midlands Migrant Health Leads Network

Patient Journey



Patient Journey

Practice provides two GP sessions daily, am & pm

Patient rings or comes to the surgery door at 8am/8.30am



On the day appointment booked, if none available then reception triage and signpost or speak to GP if urgent



GP or ANP appointment offered



Offered F2F or telephone appointment, patient choice

Practice Nurse, HCSW and other clinician sessions available throughout the day

Patient Journey



Patient Journey

