

**ENGAGEMENT WITH THE HOMELESS COMMUNITIES**

ENGAGEMENT OR CONSULTATION	DETAILS	DATES	STATUS
Engagement	Homelessness engagement	2019/20	Ongoing
STAKEHOLDERS AND EIA	METHODS OF ENGAGEMENT OR CONSULTATION		
Patients Public Service users Community Groups YMCA Nomad Trust P3 Framework Housing Association Addaction Local Community Chaplains Public Health City of Lincoln Council	Engagement		

**PURPOSE**

In 2018/19, Lincolnshire West CCG, on behalf of all 4 CCGs, led a piece of work to build strong working relationships with organisations that support homeless people, including YMCA/Nomad Trust, P3, Framework Housing Association, Addaction, and the local community chaplains. This included accompanying P3 on their rough sleeper outreach service where they offer help to anyone sleeping rough who needs

access to healthcare and other support services and regularly attend the Lincolnshire Homelessness Strategy Network Group which was established to deliver the new Homelessness Strategy for Lincolnshire.

At the end of 2019, the Lincolnshire health system received £300k in funding from NHS England to establish a specialist rough sleeper health team in Lincoln. The team started in post in January 2020, and are working alongside the existing rough sleeper outreach teams at P3 and City of Lincoln Council; to identify those in need of help, and support them to access appropriate care for both their mental and physical health needs. Initially they visit people on the streets, or at an appropriate community venue, until the person feels able to access mainstream health services. The team are embedded alongside Lincoln’s neighbourhood teams, the Nomad Trust and YMCA.



YOU SAID	WE DID
<p>The CCG has identified a number of challenges faced by homeless people accessing healthcare services, which include registering with a GP practice, accessing mental health services, and accessing services (other than A&amp;E) to treat illnesses or injuries that required urgent medical attention.</p>	<p>As a result of this, Lincolnshire West CCG worked with P3 and Public Health to develop a new card for homeless people to carry with them to remind staff working in GP practices that a patient does not need a fixed address or identification to register with a GP practice and that their immigration status does not matter. The CCG also worked with the City of Lincoln Council to recruit a dedicated mental health and recovery nurse to support homeless people in Lincoln.</p> <p>The CCGs are continuing to work closely with local organisations to identify further opportunities to support homeless people to access healthcare services.</p>
	<p>Lincolnshire CCGs ensured that we were feeding back the actions from the work and included a section within Lincolnshire West CCG Annual Report (page 28) <a href="https://www.lincolnshirewestccg.nhs.uk/wp-">https://www.lincolnshirewestccg.nhs.uk/wp-</a></p>

	<a href="#">content/uploads/2019/06/04D_CCG_Annual_Report_2018-19_FINAL.pdf</a>
Homeless people told us that because they have no address, there is no way of them being informed about their hospital appointments and other important healthcare information	The rough sleeper team have been able to provide a new dedicated postal address. The postal address means that the NHS can send appointment letters to an address for people who are sleeping rough. This has improved access to appointments for homeless people, with support from the team on how this information is communicated to them.

**What next?** Work will continue throughout 2019/20, and beyond, in order to ensure that we are reaching our diverse, potentially excluded and disadvantaged groups within Lincolnshire. The rough sleeper project has been a great system-wide project, involving a number of different agencies, and shows successful collaboration for the benefit of this vulnerable group.