



# Haringey Homeless Health Inclusion Team (HHHIT)

## Haringey GP Registration Rights / Safe Surgeries Launch Event

Dr Bea Foster  
GP clinical Lead HHHIT  
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# Homeless Health Inclusion Team | Who we are

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Scott Campbell | Integrated Services Manager

Dr Bea Foster | GP Clinical Lead

Hannah Porter | Outreach Nurse

Sandra Franco Julia | Care Navigator

Salma Abbey | Social Worker

# Homeless Health Inclusion Team | What do we do?

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Provide immediate necessary primary care and promote long term health care to adults experiencing homelessness in Haringey

## Aims:

- To enable and empower service users to **access and navigate mainstream primary care** confidently.
- To increase the numbers of homeless **registered with a GP practice**
- To Provide **immediately necessary primary care**
- To **Promote long term health care**
- To **Reduce unwarranted variation** in how homeless people **experience** primary health care services

# Barriers to accessing healthcare for homelessness population:

Transport  
Previous negative experience  
No Proof of ID  
Language  
Literacy problems  
Appointment timings  
Complex needs  
Sleep space/ Dog

**Average life expectancy:**

**Man: 47 years**

**Woman: 43 years**

'I didn't have trouble booking an appointment but I had trouble trusting the doctor'

'Not treated like a human'

'Who will look after my dog'

'The one place you should be able to feel safe is in the GP surgery'

# How to manage registrations

Do not enforce need for ID/ proof of address

- Consider a **C/O address**

Record and reinforce up to date contact details

- Check **how** they like to be contacted
- Ask for any **proxy details** e.g. support worker

Use a **translator** and **record** need and **time** for one

Edit the **GMS1** form section

Have the Groundswell '**right to register**' cards in the practice\*

\*Download from: <https://groundswell.org.uk/resources/healthcare-cards/>



I have the right to register and receive treatment from a GP practice

I do not need a fixed address.

I do not need identification.

Anyone in England can see a GP.



If I have any problems I can call 0300 311 2233  
If I need more information I can visit [www.nhs.uk/register](http://www.nhs.uk/register)

- I may need help filling in forms.
- I may need help reading and understanding.
- I would like to speak to someone confidentially.

# Practical tips: Team Approach

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**Consensus** around providing care for people experiencing multiple disadvantage  
**for whole practice team**

- Staff **training**
- Feel confident to **challenge /review** policies that don't seem inclusive

## **Warm welcome**

- Supportive reception team
- More informal/relaxed

## **Be Proactive**

- Consider ask patient to prepare list and prioritise them
- Ask about any extra needs/ special requests e.g. would like to see a female doctor
- Check the patient's ability to comply with the practices appointment booking process
- Double appointments/flexibility: Investing time saves time

# Practical tips: Think Outside the Box

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- Consider waiting outside/somewhere to sit  
Think about MH adaptations in the same way as physical health
- Involve support workers, consider involving practice Navigators
- Be open minded, aware of different lifestyles/experiences
- Trauma informed
- Try to be flexible



# Resources

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For advice on how to increase your practices inclusivity please see:

['Top tips for GPs to support people with multiple disadvantage'](#)

- Groundswell in partnership with Westminster City council's Changing future's programme

[Transformation partners in healthcare and Pathway charity Homeless health E-learning package](#)

- Free training package for reception teams for delivering inclusive healthcare to homeless populations

[Faculty for inclusion Health and homelessness and CQC guidance](#)

- Standards for GP receptionists in primary care

[NHS Scotland Trauma informed care short video](#)

[Free Scotland NHS Trauma informed Care Workshop 1.5 hours](#)

Contact us: Haringey Homeless Health Inclusion team: [nclib.homelessf4h@nhs.net](mailto:nclib.homelessf4h@nhs.net)