**Primary Care and Homelessness: Safe Surgeries, training hubs and safe hospital discharge**

Subgroup 2 Homeless Health Primary Care Workshop

Monday 10 July 2023

**Contents**

[EXECUTIVE SUMMARY 2](#_Toc165036584)

[REPORT OUTLINE 3](#_Toc165036585)

[INTRODUCTION 4](#_Toc165036586)

[WORKSHOP OVERVIEW 4](#_Toc165036587)

[Summary of presentations 5](#_Toc165036588)

[Presentation 1: Training hubs and the GP fellowship programme 5](#_Toc165036589)

[Presentation 2: Safe Surgeries 5](#_Toc165036590)

[KEY ISSUES AND PROPOSED RECOMMENDATIONS 7](#_Toc165036591)

[CONCLUSION 11](#_Toc165036592)

[Additional resources 12](#_Toc165036593)

[Free networks to join and newsletters: 12](#_Toc165036594)

[Training 12](#_Toc165036595)

[Films for teaching students or non-specialist staff with support resources 13](#_Toc165036596)

[Housing law 13](#_Toc165036597)

[Accident and emergency resources 13](#_Toc165036598)

[No recourse to public funds 13](#_Toc165036599)

[Specific for health and care practitioners 14](#_Toc165036600)

[**Appendix 1**: Guidelines for patient registration 15](#_Toc165036601)

[**Appendix 2:** Presentation on Safe Surgeries – improving access to primary care and GP registration for people in vulnerable circumstances 16](#_Toc165036602)

# EXECUTIVE SUMMARY

There is ongoing misunderstanding, stigma and discrimination faced by people experiencing homelessness, when they access and engage with health care services0F[[1]](#footnote-2). From a provision of healthcare perspective, many practitioners, especially those in non-specialist settings, have limited awareness, skills and training to effectively manage the care of some of the most socially excluded people of our population who have multiple overlapping risk factors for poor health, including poverty, violence and complex trauma1F[[2]](#footnote-3). It is also important to recognise the impact that limited resources, capacity and the risk of burnout has on the ability of staff and services to provide good quality care[[3]](#footnote-4).

On 10 July 2023, the second of three workshops was held as part of the work conducted by the London Homeless Health Primary Care Steering Group. This workshop focused on subgroup two, which looked at training for clinical and non-clinical teams. It brought together primary care practitioners, ICB commissioning leads, as well as training hub colleagues to share issues and recommendations relating to and focusing on the Safe Surgeries initiative, primary care training requirements, and safe hospital discharge.

Two presentations featured during the workshop highlighting good practices and approaches around London and the UK, which informed breakout discussions, these presentations were:

1. **Training hubs and the GP Fellowship Programme:** Fiona Erne, Primary Care Transformation Lead, NEL Primary Care Team provided a brief overview of the training hub, what they offer in terms of organisational development within the primary care infrastructure and the integrated training approaches in Northeast London (NEL).
2. **Safe Surgeries:** Zehra Safdar and Marina Davidson outlined the importance of the Doctors of the World Safe Surgeries Initiative and shared the recommendations from The Right to Care project developed with University College London (UCL) which tested interventions to improve access to primary care for inclusion health groups and undertook an evaluation of the Safe Surgeries initiative.

During the workshop, participants identified key issues and proposed recommendations in relation to the three focus areas, some recommendations included:

* **Primary Care / Safe Surgeries**: Have a designated Safe Surgery ‘lead’/champion within each GP practice and establish opportunities to strengthen and build rapport with system partners.
* **Training hubs and frameworks:** Roll out trauma informed care training for clinical & nonclinical staff and review current GP training to include health equity agenda to build interest in specialism.
* **Hospital teams and safe discharge:** Establish clear processes for safe discharge in collaboration with hospital psychiatric liaison teams to support with homeless cases and prevent unsafe discharges.

In summary, this workshop highlighted the value of partnership working and recommended collaborative actions to identify the gaps in training for clinical and non-clinical teams in primary care and explored approaches to imbed the Safe Surgery principles into practice, as well as approaches for safe discharge from hospital. While some solutions are more straightforward than others to implement, some require further exploration and discussion. Local community of practices for homeless and inclusion health can tailor approaches to local needs.

The recommendations outlined in this report are targeted toward different services including primary care; training hubs; hospital services; and multiagency, multi-professional teams working across health and social care. A summary of short-, medium- and long-term next steps has been included in the [‘Transforming Primary Care for Homeless and Inclusion Health’ report](https://www.transformationpartners.nhs.uk/wp-content/uploads/2024/03/Transforming-Primary-Care-for-Homeless-and-Inclusion-Health_26.03.24.pdf). This is a consolidated report of all three workshops of the London Homeless Health Primary Care Steering Group that took place in 2023. The proposed recommendations and next steps aim to improve access, coordination, and care for people experiencing homelessness with multiple disadvantages. 

# REPORT OUTLINE

This report provides a summary of key issues impacting access to services for people experiencing homelessness and provides recommendations to address them at practice level, primary care network / neighbourhood, borough, and integrated care system (ICS) levels.

It is intended for system partners working across the following sectors:

* Primary care
* Training hubs
* Mental health
* Substance use
* Acute & intermediate care
* Primary care networks (PCN)
* Integrated neighbourhood teams
* Local authority
* Social care
* Voluntary community social enterprise (VCSE)
* Health & social care service commissioners

# INTRODUCTION

People experiencing homelessness face disparities in health outcomes and access to care. As a result, their needs often go unmet in a primary care setting. While the root causes of this health equity gap are largely due to socioeconomic factors, structural inequities within the healthcare system can result in unequal treatment for people at the ‘wrong’ end of the scale. This mistreatment can include discrimination, stigma, and racism. It’s important that all patients’ needs are understood and met, not just the needs of patients in higher socioeconomic brackets. One way to address these structural inequities would be to improve cultural competency within practices and foster a greater understanding of what entitlements are available to people. This can be done in part through inclusion health training programmes.

Inclusion health training programmes, such as the [Doctors of the World Safe Surgeries training](https://www.doctorsoftheworld.org.uk/what-we-stand-for/supporting-medics/training/), can help to bridge the gap in care experienced by people facing homelessness. The Safe Surgeries training, for both clinical and non-clinical staff, aims to improve the understanding of migrant entitlements to NHS care and enable healthcare professionals to better advocate for their patients. Other training, such as the [programme developed by our team](https://academy.aneemo.com/p/improving-access-to-services-for-clients) at the Homeless Health London Partnership and [aneemo,](https://www.aneemo.com/) are focused on understanding more about the individual and system-level barriers for people facing multiple disadvantage. There is a range of existing training offerings on similar subjects as well as gaps in training that were discussed further in this workshop.

# WORKSHOP OVERVIEW

This workshop was brought together through the collaborative working of sub-group two of the London Homeless Health and Primary Care Steering Group. This group’s focus was on Training for clinical and non-clinical teams in primary care and safe discharge from hospital.

It was held on 10 July 2023 and led by the NEL commissioning lead in partnership with the TPHC Homeless Health London Programme.

The workshop comprised of various stakeholders including representation from ICBs, frontline clinicians, local authority, training hub colleagues and NHSE. Three breakout sessions were held, focusing on:

1. Safe Surgeries initiative around homelessness -  
   Exploring the Doctors of The World (DoTW) Safe Surgeries initiative and establishing steps to ensure these principles are embedded within GP practices;
2. training hubs and framework - hearing from the training hubs and exploring how they can incorporate training on inclusion health;
3. training for hospital teams around ensuring safe discharge for people experiencing homelessness – exploring what training needs are required to ensure the processes are joined up with primary care.

As the group comprised of multiple stakeholders from different backgrounds, the use of the term *“patient”* and *“client”* have been used interchangeably through the report.

## Summary of presentations

### Presentation 1: Training hubs and the GP fellowship programme

Presented by Fiona Erne Primary Care Transformation Lead, NEL Primary Care Team.

#### About

Training Hubs provide training and organisational development within the primary care infrastructure. They are partially funded through NHS England (previously Health Education England) and the primary care system development funding (SDF) allocation each year.

Across NEL, the training approach involves integration across several elements:

* Clinical leadership around health inequalities to support training hubs in raising awareness and connecting into local practices to ensure training education needs are identified and delivered, and that there is good engagement.
* Clinical fellows who specialise on an agreed subject working across a PCN to support work around change, development, and transformation. All ICBs have a resource to recruit fellows through the SDF allocation.
* GP health equity leads who specialise across different focus areas, including inclusion and migrant health, sustainability and climate change and women’s health and domestic abuse.

### Presentation 2: Safe Surgeries

Presented by Zehra Safdar*,* Training Hub Lead (Primary Care), Health Education England and Marina Davidson, Advocacy Manager (Primary Care Lead), Doctors of the World UK.

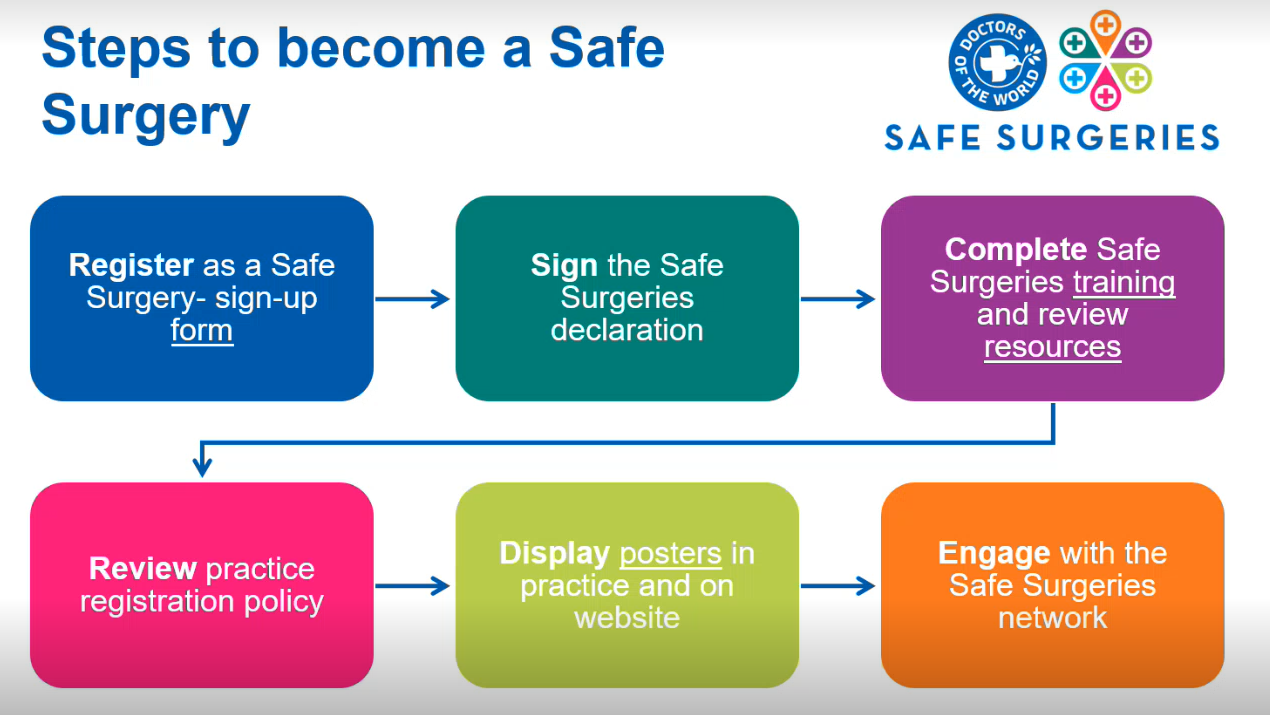
#### About

Across England, there are over 1,500 Safe Surgeries, 600 of which are in London (at the time of the workshop). These practices are committed to tackling barriers faced by inclusion health groups when accessing healthcare, such as lack of ID/proof of address, immigration status and language.

#### Recommendations

The Right to Care project with University College London (UCL) aimed to develop and test interventions to improve access to primary care for inclusion health groups, as well as undertake an evaluation of the Safe Surgeries initiative. It provided recommendations for new resources including:

* PCN Health Inequalities Lead to help support access to primary care through the DoTW Safe Surgeries Initiative.
* Template GP registration policy that surgeries can use/adapt outlining registration procedures and best practice.
* Safe Surgeries training slide pack to be used by staff and volunteers to support learning in working with inclusion health groups and best practice.



*Steps taken to become a Safe Surgery. Further Details on how to become a Safe Surgery, as well as related resources and training can be accessed* [*here*](https://www.doctorsoftheworld.org.uk/what-we-stand-for/supporting-medics/resources-and-training/)

# KEY ISSUES AND PROPOSED RECOMMENDATIONS

The following table includes key issues and proposed recommendations for the three topics of the workshop: Safe Surgeries and primary care, training hubs and hospital discharge.

|  |  |  |
| --- | --- | --- |
| **Priority area** | **Key issues identified** | **Proposed recommendations** |
| **Primary care / Safe Surgeries** | * Safe Surgeries initiative not sufficiently embedded across primary care. | * Review primary care induction process to integrate Safe Surgery training and provide a structure for regular refresher training. |
| * Lack of understanding of and education in the needs of inclusion health populations and people experiencing homelessness amongst primary care staff. | * Recruit designated ‘lead’/champion for Safe Surgeries accreditation within each practice. * Introduce [crib sheet](#_Appendix__1) at reception desk to support staff with processes, e.g., registration, etc. |
| * Sometimes, poor communication between practice managers and reception staff on how to support/manage the health needs of inclusion health populations. | * Establish opportunities for site visits by reception staff to practices more likely to receive referrals of people experiencing homelessness / health inclusion populations to boost knowledge and understanding. |
| * Insufficient information on services available within the local community for patients experiencing homelessness. | * Review and develop information on services available within the local community given to all patients experiencing homelessness when they approach acute sites. * Identify GP surgeries near homelessness services for more focused engagement. |
| * Disconnect across substance use, mental health, and primary care services. | * Establish avenues to improve collaborative working and knowledge sharing across areas where GP shared care arrangements are in place, particularly across substance use, mental health, and primary care services. |
| * Lack of focus or direction across GP practices to improve access for health inclusion populations. | * London-wide pledge around improving GP registration and access to primary care services. * Explore possibility of embedding GP practice accreditation into the CQC framework. |
|  | * Limited resources, capacity and risk of burnout within GP practices and primary care overall. | * ICBs to consider implementation of locally commissioned or locally enhanced services (LCS/LES) on homelessness in areas where there is a high prevalence of homeless and inclusion health. Where LCS/LES are in place, review the content and scope currently outlined within them.  This has been explored further in the October report. |
| **Training hubs and frameworks** | * Lack of awareness of the health equity agenda amongst trainee GPs. | * Incorporate training on health equity agenda early on for GP trainees to build interest in specialising in this area. |
| * Digitalisation of primary care is creating gaps in care provision for health inclusion populations who perhaps don’t have access to technology or appropriate digital skills. | * Prepare funding bid via SDF to support integrated neighbourhood working and streamline access to care and advice for health inclusion populations. |
| * Operating procedures within primary care potentially limit access (i.e. opening hours). | * Review primary care operational procedures to support greater engagement (i.e. community outreach / opening hours, etc. |
| * Weak relationships with VSCEs. | * Develop procedure to build engagement and strengthen relationships with VCSEs. |
| **Hospital teams and safe discharge** | * Lack of understanding of and education in the needs of health inclusion populations/people experiencing homelessness amongst primary care staff. | * Incorporate local inclusion health team into hospital staff induction to raise awareness, build an understanding of the needs of inclusion health populations and understand the implications of an unsafe or unplanned discharge. * Local community of practice to include primary and secondary care teams, so that learning and understanding can be shared in relation to providing health and care support for people experiencing homelessness |
| * Weak links between ED teams and hospital psychiatric liaison teams potentially risking unsafe discharges. | * Strengthen links between ED teams and the hospital psychiatric liaison teams to support with homeless cases and prevent unsafe discharges. |
| * Limited trauma informed care awareness / training. | * Introduce trauma-informed care training, with a focus on the vulnerabilities of people experiencing homelessness. * Engrain Making Every Contact Count (MECC) within training and as part of daily practice. |
| * Lack of awareness of existing guidance on evidence-based good practice. | * Identify channels to promote existing guidance on evidence-based good practice, e.g., NICE guidance. |
| * Weak links between various services during hospital admission, e.g., mental health, substance use, adult social care, etc. | * Identify opportunities to strengthen links and build relationships between hospital services during admissions process. * Review established homeless community healthcare teams already in operation across NCL to identify how these could be rolled out across the patch as appropriate. * Use training hubs to support staff working in Out-of-Hospital settings to better integrate hospital and community services. |

# 

# CONCLUSION

The workshop outcomes place a strong emphasis on the importance of appropriate training for frontline teams, as well as commitments from practices to embed principles around engaging people experiencing homelessness and other inclusion health groups into everyday practice.

There are some clear and actionable recommendations, and others that require further exploration and discussion. The benefit of local community of practices for homeless and inclusion health would aid in tailoring approaches to what is required locally.

The outcomes and recommendations from this workshop, have been combined with the outcomes of the two other regional workshops that have taken place. All three workshop reports, their findings and overlapping intersectional themes have been analysed and formulated into a final set of recommendations grouped into 10 thematic areas. These are outlined in the [‘Transforming Primary Care for Homeless and Inclusion Health’ report](https://www.transformationpartners.nhs.uk/wp-content/uploads/2024/03/Transforming-Primary-Care-for-Homeless-and-Inclusion-Health_26.03.24.pdf). .

# Additional resources

Education resources in homelessness and inclusion health.

### Free networks to join and newsletters:

* Faculty of Homeless and Inclusion Health - <https://www.pathway.org.uk/faculty/>
* Queen’s Nursing Institute Homeless Health Programme - <https://www.qni.org.uk/nursing-in-the-community/homeless-health-programme/>
* London Network of Nurses and Midwives Homelessness Group - <https://homelesshealthnetwork.net/>
* Frontline Network - <https://www.frontlinenetwork.org.uk/>
* Asylum Support Advice Network - <https://www.asaproject.org/about/asylum-support-advice-network>
* Doctors of the World - <https://www.doctorsoftheworld.org.uk/>
* Friends, Families and Travellers Newsletter - <https://www.gypsy-traveller.org/>
* Russell Webster – Criminal Justice Newsletter - <https://www.russellwebster.com/>

### Training

* Free accredited co-occurring conditions training modules developed by the Homeless Health London Partnership, aneemo and a series of experts by lived and learnt experience. You will develop an understanding of the individual, service and system level barriers that exist for people with multiple needs accessing services; recognise the prevalence of trauma and working in a Trauma-Informed way; be given practical and creative approaches to assessment, engagement and support; and recognise the importance of gender informed service models and peer support. <https://academy.aneemo.com/p/improving-access-to-services-for-clients>
* Free on-line training modules available: <https://fairhealth.org.uk/>
* There are entry-level on-line courses in homeless and inclusion health on E -learning for healthcare’. Just register on the site, and type in ‘homeless’. [https://www.e-lfh.org.uk/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.e-lfh.org.uk%2F&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390586155%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=vgQpNllWGfN5RMy98foOII%2BBCQQdNH5T%2FlRECc09LPE%3D&reserved=0)
* The Queen’s Nursing Institute has guides / resources available via it’s Homeless Health Programme page e.g. oral health, foot health, nutrition, epilepsy, dual diagnosis: <https://www.qni.org.uk/nursing-in-the-community/homeless-health-programme/>
* The London Network of Nurses and Midwives: <https://homelesshealthnetwork.net/>
* RCGP E learning: <https://elearning.rcgp.org.uk>
* Groundswell produces multiple learning tools looking at health issues from a client perspective which can be found in its publications section: <https://groundswell.org.uk/publications/>
* Homeless Link training pages: [https://homeless.org.uk/what-we-do/developing-the-workforce/training-for-teams/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhomeless.org.uk%2Fwhat-we-do%2Fdeveloping-the-workforce%2Ftraining-for-teams%2F&data=05%7C02%7Cjess.notridge%40nhs.net%7C376b9ce021424017966508dc230b1bc3%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638423777814780387%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=W37dW0wHzSdrRrJICx3JqzOOJNW%2F%2FeanOTqxJYOuoN0%3D&reserved=0)
* Pathway has resources on Homeless Hospital Discharge Nursing and End of Life Care: <https://www.pathway.org.uk/resources/learning-resources/homeless-hospital-discharge-nursing/>  / <https://www.pathway.org.uk/resources/learning-resources/palliative-care/>
* Gov UK website on inclusion health: <https://www.gov.uk/government/publications/inclusion-health-applying-all-our-health/inclusion-health-applying-all-our-health>

### Films for teaching students or non-specialist staff with support resources

* ‘*Searching for Answers’ (2023) -* [*https://www.transformationpartners.nhs.uk/searching-for-answers-film/*](https://www.transformationpartners.nhs.uk/searching-for-answers-film/)
* *'Less'* *(2023)* -  [https://journeystohealth.co.uk/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fjourneystohealth.co.uk%2F&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=%2BzBHUrJxLDVIToAIgeo3XgSq9oKViaJnVfOzwcCpovs%3D&reserved=0)
* *'Clarissa' (2022) -*  ['Clarissa' the film | Groundswell](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fgroundswell.org.uk%2Fall-resources__trashed%2Fclarissa%2F&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=diQaFPqC2Pk97HBUjTqKrbxMw%2BfjuAOiLMHLCk%2FJQ1I%3D&reserved=0)

### Housing law

* Free training around housing related law and professional telephone advice can be accessed through the National Homelessness Advice Service: <https://www.nhas.org.uk/>

### Accident and emergency resources

* Supporting people experiencing homelessness and rough sleeping: Emergency Department pathway, checklist and toolkit: <https://www.england.nhs.uk/wp-content/uploads/2022/12/B1263-Supporting-people-experiencing-homelessness-and-rough-sleeping.pdf>
* Sam's module-supporting people experiencing homelessness in an accident and emergency setting: Fairhealth E Learning: <https://www.fairhealth.org.uk/course/homelessness-ed>

### No recourse to public funds

* The No Recourse to Public Funds Network has very useful guidance: <https://www.nrpfnetwork.org.uk/>

Self-neglect report

* [LNNM Publications - LNNM (homelesshealthnetwork.net)](https://homelesshealthnetwork.net/lnnm-publications/)

### Specific for health and care practitioners

* [Supporting non-UK nationals - planning for RSI 2022-25](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2Fwebinar-supporting-non-uk-nationals-planning-for-rsi-2022-25&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=tSrTFNQZbqA%2FWlkCkUT%2BMYbpj7zyz17Ai6vhgVg1dUA%3D&reserved=0)
* [Data Sharing in Multi-Agency Meetings for homelessness services](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2Fwebinar-data-sharing-in-multi-agency-meetings-for-homelessness-services&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=0jJXUt6kGQVtOddvnFCKUmW6aAE9T5s4Kwqqit5Hg%2BI%3D&reserved=0)
* [Safeguarding people sleeping rough](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2Fwebinar-safeguarding-people-sleeping-rough&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=dzPFDPP8u%2FMZDsS9ufJ8VLsj4iOejtTZD17rw99NyoI%3D&reserved=0)
* [A crossroads for migrant homelessness - where from here](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2Fcrossroads-for-migrant-homelessness-where-from-here&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=T0Bu%2FEQ7fx3y499%2BMKmowK9oWgpO%2FtG6Aq66TEb3emA%3D&reserved=0)
* [Understanding the speech, language & communication needs of people who are experiencing homelessness](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2Funderstanding-speech-language-communication-needs-of-people-who-are-experiencing-homelessness&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=vkbFdlXNMOYUS4T7%2BaVzgdFApNpsIZiLofMnOZcEWPk%3D&reserved=0)
* [Addressing health inequalities in response to Covid-19](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2Fwebinar-part-i-addressing-health-inequalities-in-response-to-covid-19&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=jhQyH1UXnUOj81H7IX5IUTX4%2Fpe94732hIvmvFk%2Bh9I%3D&reserved=0)
* [Assessing Clinical Vulnerability - for non-clinicians](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2Fassessing-clinical-vulnerability-for-non-clinicians&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=2afhc%2FfnTjAR%2BCJEtw7YiArR7Y0aCSdMicpoqi%2BVVuU%3D&reserved=0)
* [Supporting Women Involved In Sex Work And Survival Sex](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2FSupporting-Women-Involved-In-Sex-Work&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=%2FfnB9AfkP%2Fz2fiY%2BiWvgF1x%2BDOVXOGzINkGIamYyB%2FY%3D&reserved=0)
* [Supporting and housing couples experiencing homelessness](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2FSupporting-couples-experiencing-homelessness&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=8FyPx1dFMn3QvkNUzPmW0Ef5aPcBwFQsjqIzQyD9BP4%3D&reserved=0)
* [Understanding the Mental Capacity Act](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.homeless.org.uk%2Funderstanding-the-mental-capacity-act&data=05%7C01%7Cchristopher.sargeant%40nhs.net%7C70a5758de2f74f039b6208db31e54c58%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638158633390754574%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=GZrd5yM8cWmlv%2FTwX4SKx1%2FSEu72V71dA%2FS3tU3CnkQ%3D&reserved=0)
* Specific training around Understanding Homelessness: [https://homeless.org.uk/team-training-courses/homelessness-an-introduction/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhomeless.org.uk%2Fteam-training-courses%2Fhomelessness-an-introduction%2F&data=05%7C02%7Cjess.notridge%40nhs.net%7C376b9ce021424017966508dc230b1bc3%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638423777814812390%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=jPWMbWCSpvIbB%2FvssVsb%2Bu9M%2FuzGXCgeUAZ%2BpWgkhtw%3D&reserved=0)
* Specific offer around becoming a trauma-informed service: [https://homeless.org.uk/what-we-do/consultancy/become-a-trauma-informed-service/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhomeless.org.uk%2Fwhat-we-do%2Fconsultancy%2Fbecome-a-trauma-informed-service%2F&data=05%7C02%7Cjess.notridge%40nhs.net%7C376b9ce021424017966508dc230b1bc3%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638423777814836312%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=HE5WNaZZ8C%2ByQHc%2BarRl3mZYIjquUR0lDV94Jg7oCYs%3D&reserved=0)
* Link to bite sized learning re access to mental and physical health for Non-UK Nationals who are experiencing homelessness: [https://homeless.org.uk/what-we-do/developing-the-workforce/supporting-non-uk-nationals-training-programme/#bitesize-recordings](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhomeless.org.uk%2Fwhat-we-do%2Fdeveloping-the-workforce%2Fsupporting-non-uk-nationals-training-programme%2F%23bitesize-recordings&data=05%7C02%7Cjess.notridge%40nhs.net%7C376b9ce021424017966508dc230b1bc3%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638423777814858432%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=qrbVnKZ5q%2F6hKYYGoCvhW6mA3wU2ytxKiE6LVh2%2BuIE%3D&reserved=0)

# **Appendix 1**: Guidelines for patient registration (click on image below to open)



# **Appendix 2:** Presentation on Safe Surgeries – improving access to primary care and GP registration for people in vulnerable circumstances – July 2024 Workshop (click on image below to open)



1. [Guidance: Inclusion Health – applying All Our Health](https://www.gov.uk/government/publications/inclusion-health-applying-all-our-health/inclusion-health-applying-all-our-health), 10 May 2021, Public Health England [↑](#footnote-ref-2)
2. [Inclusion Health: Education and Training for Health Professionals](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/490851/NIHB_-_Inclusion_Health_education__Executive_Summary_accs.pdf), Allied Health Solutions [↑](#footnote-ref-3)
3. [*BMJ* 2019;366:l4774](https://www.bmj.com/content/366/bmj.l4774) [↑](#footnote-ref-4)