

# Inclusion Healthcare



## Overview

**Reference:** 48

**Location:** Leicester

**Target Group:** Homeless  
asylum seeker

**Initiative type:** Outreach

## Contact

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## Top Tip

*Make your aim to work out what the barriers are in that patient group and do whatever it is to overcome those barriers - don't be afraid to be innovative.*

## Why is this important to us?

We aim to break down health inequalities so as soon as the vaccine programme came out our priority was to work out what the barriers might be for marginalised groups and how to overcome them. Many of our patients wouldn't be able to get public transport to the vaccine site as it is a long way from our surgery. In the asylum seeker population, the main barrier is language, 60% of our patients don't speak English and there is a huge variety of languages. In the homeless population, there is high COVID risk due to comorbidities and living arrangements. We've worked with other organisations supporting people experiencing homelessness in the city to offer testing, help people self isolate and identify people with symptoms to prevent outbreaks. Our CCG gave us permission to prioritise the homeless cohort for vaccination early on.

## What are we doing?

For asylum seekers who don't understand English, we put on a telephone clinic with an interpreter before their appointment where a clinician goes through the screening questions and provides an opportunity for them to ask questions and give informed consent. We also send out the information in different languages. For the homeless population, we initially put on a vaccination clinic at an alcohol recovery hub in the city centre where a lot of rough sleepers have been going during the pandemic. We've also held clinics at homeless accommodation sites. We've since been able to expand the vaccine to all our patients and we hold a vaccination clinic in a gazebo in our GP surgery car park. Safer Leicester Partnership also provide a bus with clinical space. We have been proactive in reminding our patients about their appointments by text.

## Who is involved?

Our GP and nursing teams administer the vaccine so it's a familiar face. It's really key to work with other organisations that our patients trust. The British Red Cross are able to give asylum seekers information about our vaccine process. Leicester Council outreach team signpost people to come to our clinics. We've partnered with housing providers and charities to put on clinics at the most suitable time and place. They have collated a list of people who would like to have the vaccine for us to contact and actively encouraged those people to come.

## What works for us?

It's been a learning process so with each clinic we've thought about what worked and adapted the process over the weeks. Having a familiar site, somewhere that we know people can already access, is really important for that group of patients. Where our outreach clinics have gone well is when we've worked with the housing provider or charity to determine where it will be most beneficial - sometimes that is at the accommodation, sometimes at a different site nearby. **We've now held 17 different clinics and vaccinated 490 patients.**