



# HEALTH INEQUALITIES FELLOWSHIP

Dr Vishal Ram

“OPEN DOORS CLINIC” – IMPROVING ACCESS FOR OUR DRUG DEPENDENT PATIENTS

# EXPANDING ON MY INTERESTS



Royal College of  
General Practitioners



**Certificate in the Management of  
Drug Misuse Part 2**



**The Homeless  
Health Service**

Patient care by people who care

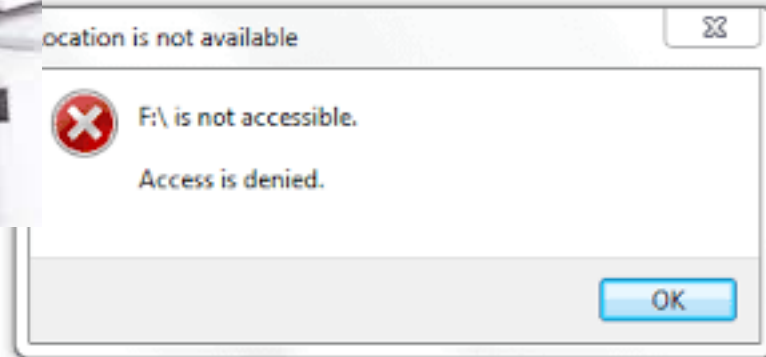
# “ONE STOP SHOP SERVICE”



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# OPEN DOORS CLINIC



# SUPPORTING A MARGINALISED GROUP



Developing rapport

Greater continuity of care

Identifying those at need who ignore their physical/mental health

Victims of trauma

Improving access



# WORKING CLOSELY WITH BRISTOL DRUG PROJECT RECOVERY WORKERS



Supporting our BDP workers who encounter physical and mental health complaints

Identifying those with acute and chronic complaints

Building on my role as the co-Drug & Alcohol Lead at CKMP



Charlotte Keel  
**MEDICAL PRACTICE**

# MAKING THE CLINIC SUSTAINABLE

- Utilising the MDT
  - Care Coordinator
  - Treatment Room Nurse
  - Long-Term Conditions Nurse
  - Female GP



# DEVELOPING RAPPORT AND CONTINUITY OF CARE

## Holistic care

- Longer appointments
- Greater flexibility – harder to reach groups
- Opportunities to “drop-in”
- Support around substance misuse prescribing
- Clear follow-up plans – either F2F or telecon.
- Linking with our Care Coordinators





# EVALUATION

Presenting a proposal to our Lead Team

Quantitative – screening uptake, Urgent/Unscheduled care in GP/A+E, LTC parameters e.g. BP/HbA1C

Qualitative – patient experience, clinician experience, Health Navigator experience.

- Baseline
- 6 months
- 12 months

Seeking further training opportunities – Pathways, RCGP Substance Misuse etc.



QUESTIONS?

