Reengagement to Care .

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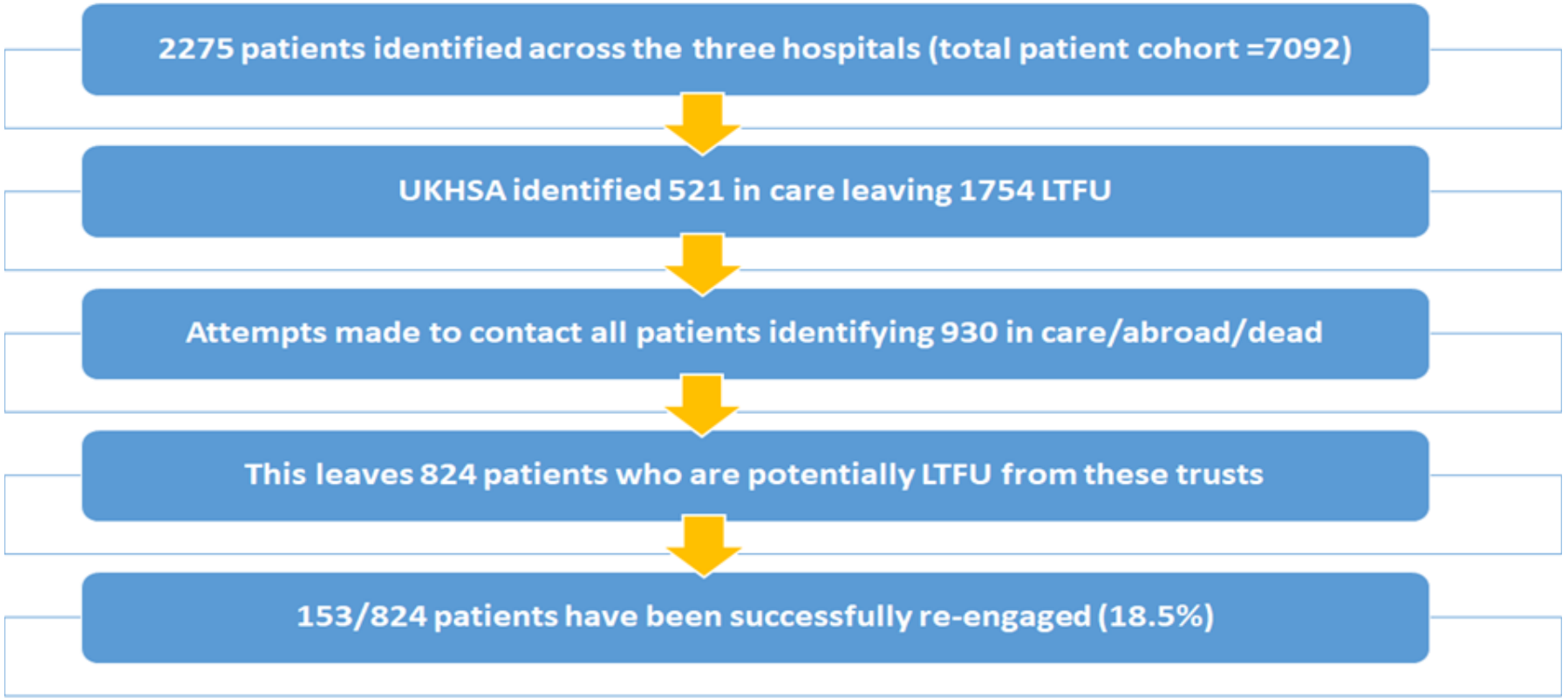
Results from Elton John AIDS Foundation Social Impact Bond

People re-engaged by HIV clinics in Lambeth, Southwark and Lewisham



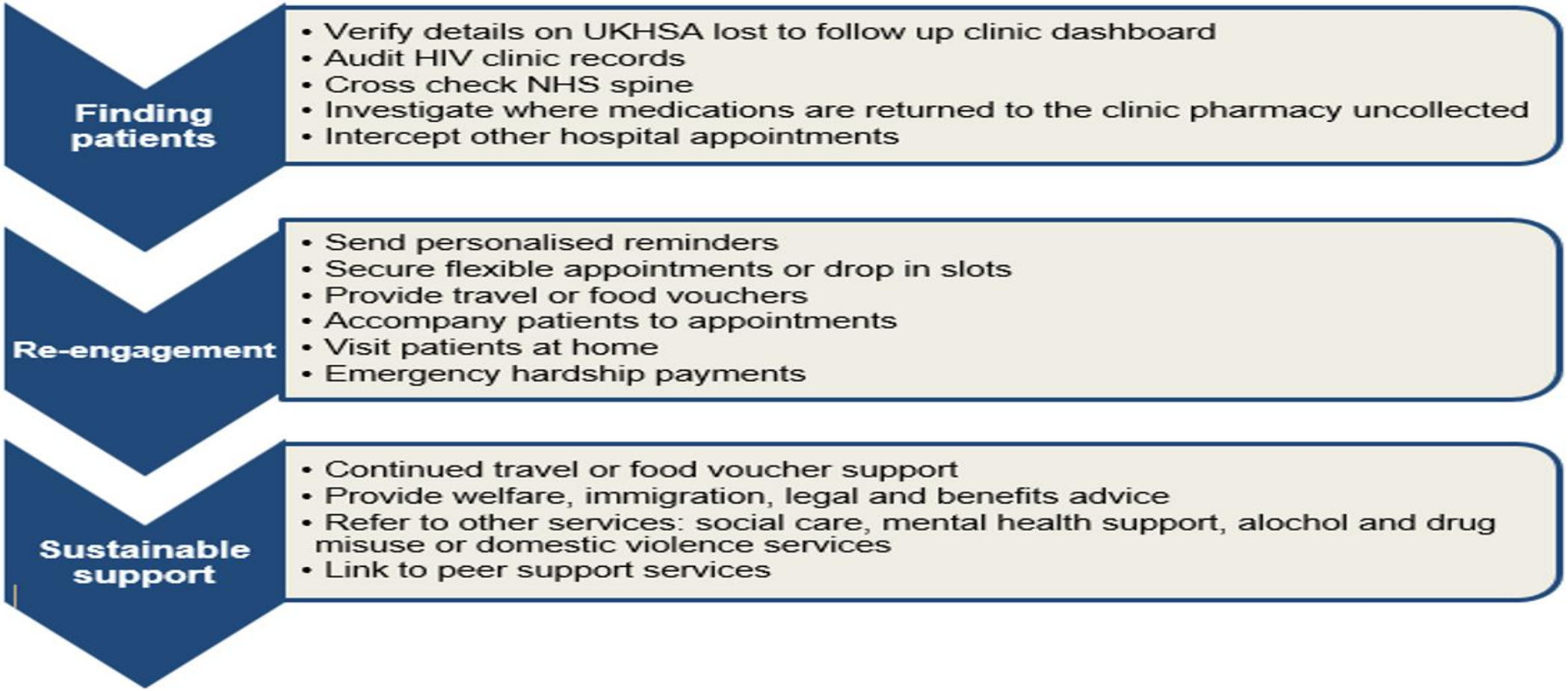
Terrence Higgins Trust

Getting to Zero re-engagement project

- As the HIV Care Coordinator i work across six HIV clinics in London, with limited access to patient data and an honorary contract (with London passport).

- Part of partnership with other HIV charities I can refer to - **The Food Chain**, **4M Mentor Mothers Network** and **African Advocacy Foundation** to deliver wrap around support, funded by Fast Track Cities London.

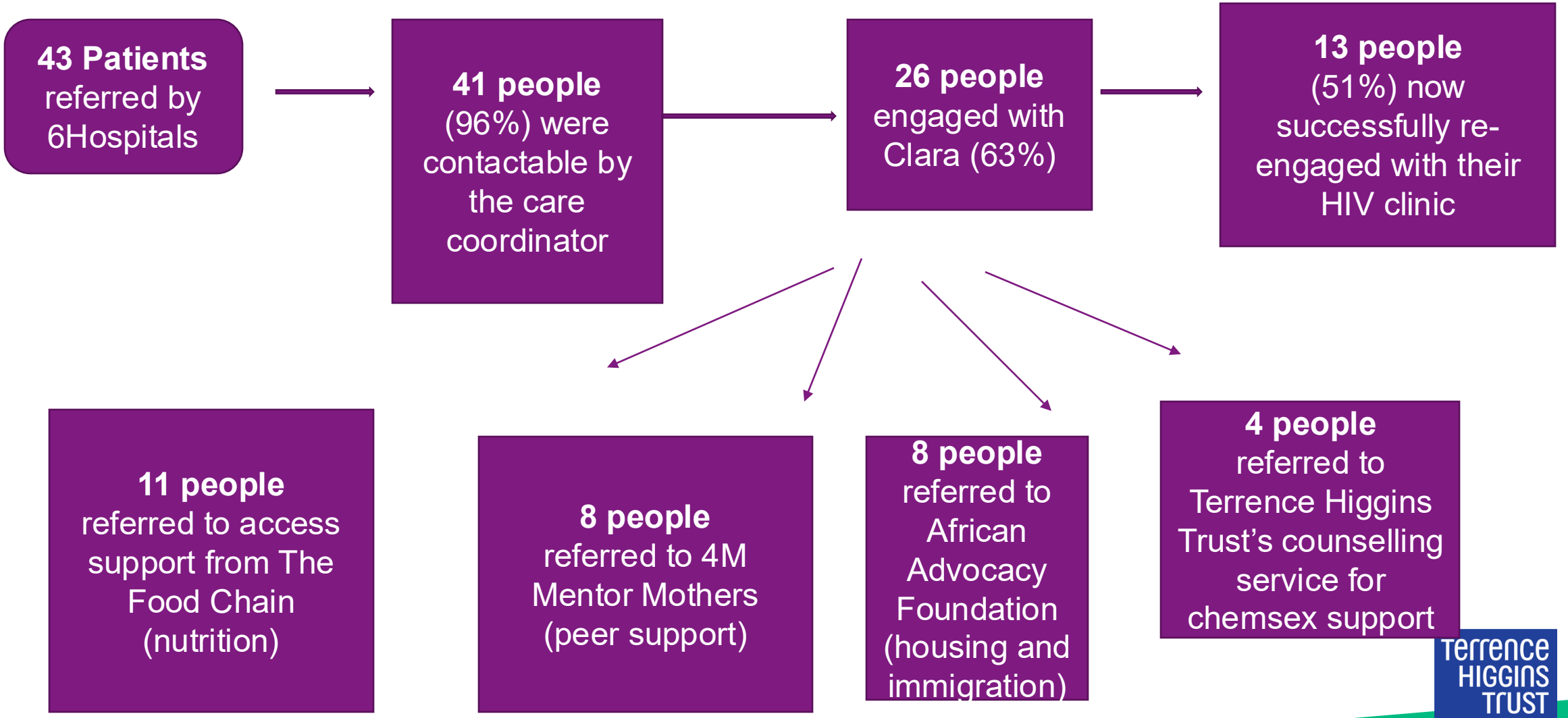
Pathway to re-engaging people in care



Why the voluntary sector?

- Currently no clinic capacity to deliver this work without dedicated funding, which is time intensive.
- Re-engagement work is skilled, but does not require clinical skills – the community sector can deliver this work cheaper and better.
- We are trusted in a way that the NHS often isn't and can bring lived experience, which reassures people.

43 patients referred by 6 HIV clinics



Success story at Lewisham Hospital

- Man living with HIV in his 30s.
- He was not accessing care at Lewisham hospital and not answering calls during working hours.
- Because I could shift my hours and stay later, I called him in the evening and was able to speak to him.
- He saw me as a peer rather than a doctor – and we could have a longer chat about his care and his relationships.
- **Now he is re-engaged, attending clinic and taking his medication.**
- **He has also told me that he has started a new relationship.**

Success story at North Middlesex

Man living with HIV aged 54, kept missing appointments and clinicians couldn't get hold of him.

Clinic asked if I could do a reminder of his appointment by phone.

When I called the day before, he said the appointment was too early for him. It was a bit late to cancel, so I offered to come to the appointment with him for support.

He gathered his courage and came in the next morning. He was given a scan which found a mass growing on his brain that was causing his seizures. It was also making him forgetful, which was leading to the missed appointments. The hospital admitted him for a week to run more tests and treat him. Doctors says if he hadn't been seen then, something drastic could have happened.

Now he has been discharged and is well. We speak every other week to check in and remind him of his appointments.

He has had to access two period of support from the Food Chain, receiving food deliveries and dietary advice because poverty remains an ongoing issue.

Success story 2 at Lewisham Hospital

- 39 year-old woman living with HIV who had been trafficked to the UK and was not accessing HIV services.
- Because of her immigration and housing issues, taking her medication was the least of her problems.
- The Lewisham clinic referred her to our service and I reached out to her.
- Because of an error on her name with the Home Office, she couldn't access universal credit – her documents had been issued on her trafficked name rather than her real one.
- I set to work to help her resolve her housing issues, get her name corrected on home office documents, as well as encouraging her to take her medication.
- I referred her to African Advocacy Foundation for housing advice, 4MNet for one-to-one peer mentoring, Food Chain for food needs and YMC for health and fitness. She was given emergency safe accommodation.
- The women now has correct documents and she is in receipt of universal credit, while bidding for a house.
- **She is now attending clinic and adhering to her medication**. I stay in touch to make sure she is okay, and also stay in touch with the lead nurse and peer mentor.

Scaling up success to end new HIV cases

- **Crucial enabler –** sorting out honorary contracts so that the community sector can access patient records.

- **Need for national action –** To realise the 2030 goal, these pockets of work but must become a national HIV Retention and Re-engagement England programme across the country.