

# Harnessing the power of in-clinic peer workers to improve access to and uptake of support

**Garry Brough**

Programme Manager, Fast-Track Cities London

Transformation Partners in Health & Care



# Background & Aims

- FTC London's funded 13 Improvement Collaborative projects from 2020-2023, to pilot innovative ways of working to achieve the 2030 goals of zero HIV transmissions, preventable deaths and stigma.
- VSO/NHS partnerships used quality improvement methodology to integrate peer support workers in clinics and their MDTs:
  1. Positive East & Barts/BHRUT
  2. Metro & Kings/GSTT,
  3. Positively UK/Plushealth/NAZ & 4 ChelWest London sites

# Methods

Each partnership worked with slightly different aims, to explore how:

1. using wellbeing assessments and inclusion within the MDT might identify unmet needs and increase referrals to relevant external voluntary sector support (NE London)
2. providing individually tailored support plans with onward referral to voluntary sector support might better re-engage people in their care & treatment and achieve an undetectable viral load (SE London)
3. implementing new peer support pathways within the clinic and MDT might increase uptake of support, onward referral to voluntary sector support and engagement in care (NW London)



# Results: Positive East & Barts/BHRUT

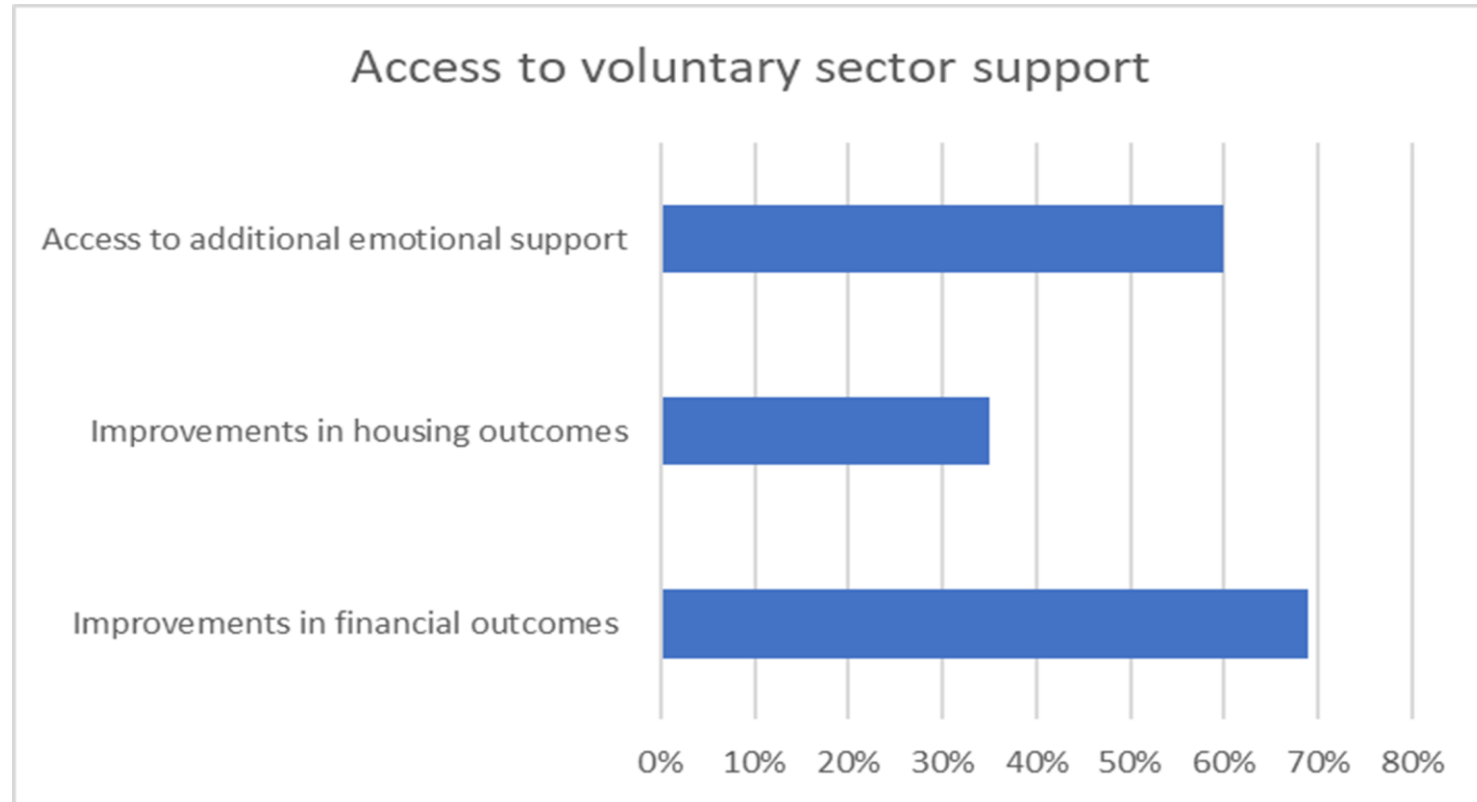
>480 people supported

68% increase in external support referrals

60% received additional emotional support

Housing outcomes improved for 35%

Financial outcomes improved for 69%

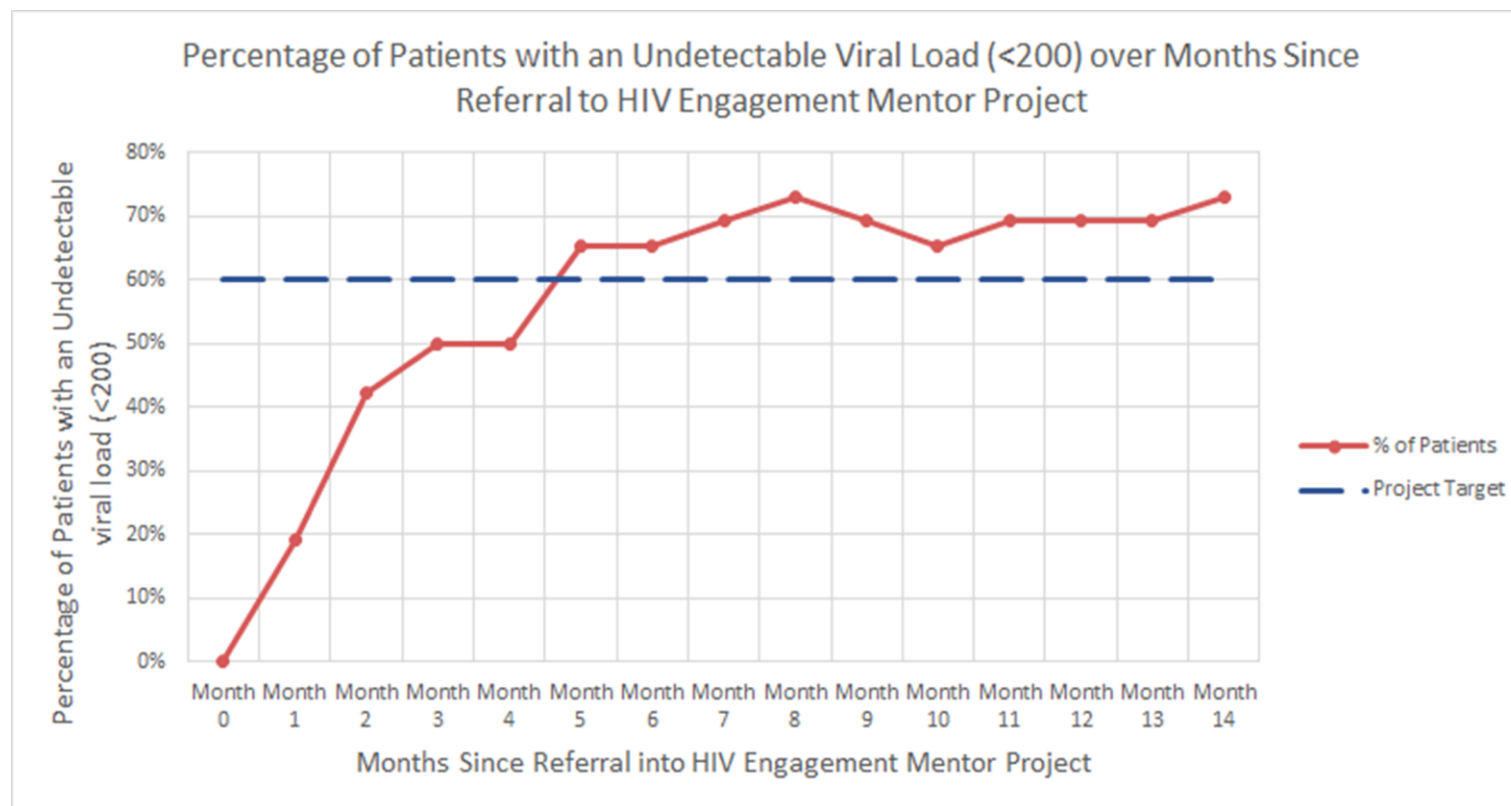


# Results: Metro & Kings/GSTT

>100 people with complex needs supported - 60% referred to additional support

85% achieved VL<50

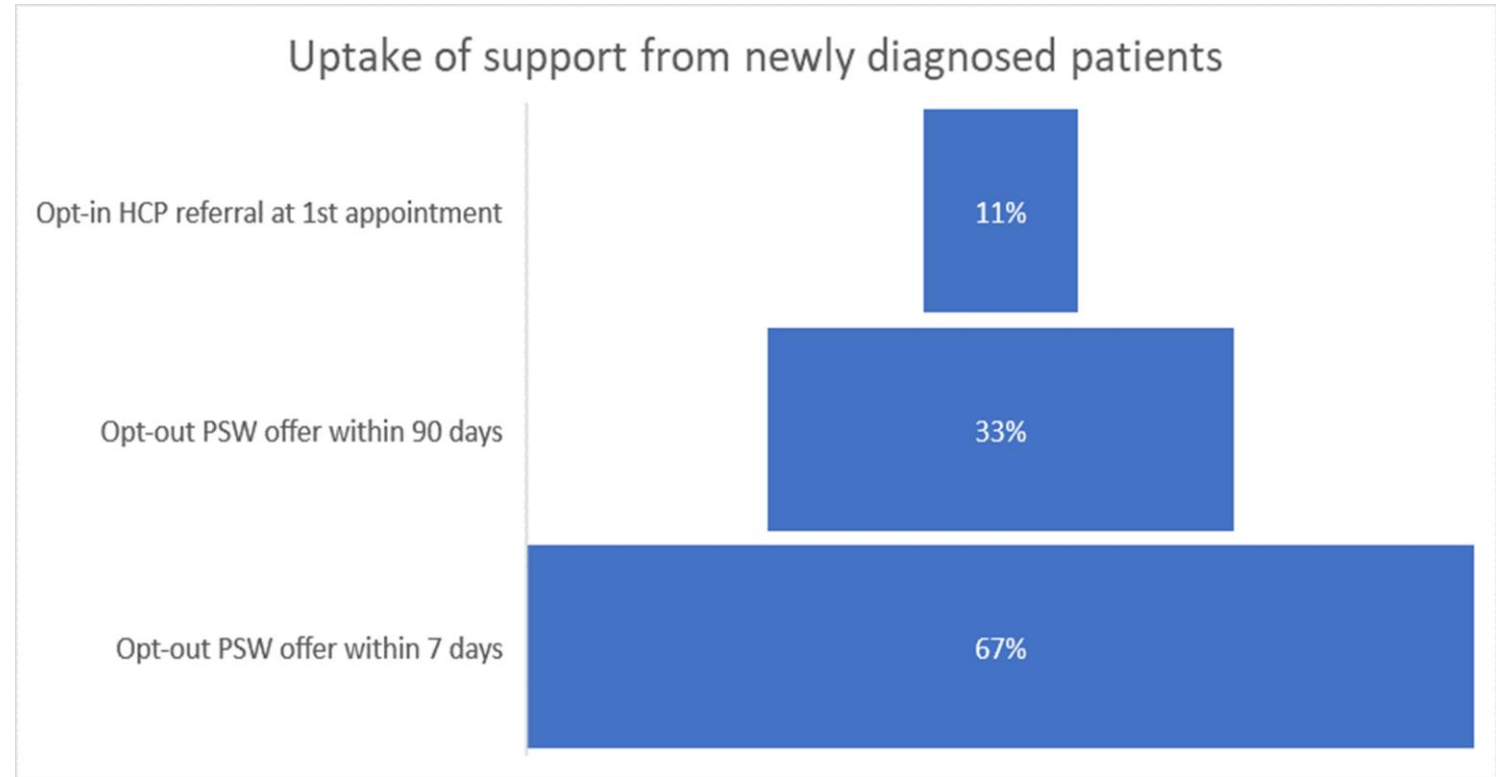
Integrating PSW in clinic & MDT resulted in >200 referrals to VSO support.



## Results: Pos UK/Plushealth/NAZ & Chelwest

>287 supported, with 66% referred to additional support  
In-house e-referral pathway increased referrals x12

Move from HCP-offered peer support referral for newly diagnosed patients to an opt-out PSW call within a week of diagnosis increased uptake from 11% to 67%.



# Conclusions and next steps

Peer support provides the missing piece of the jigsaw in delivering whole-person care, by addressing wider determinants of health.

FTC London is now delivering a programme to integrate PSWs in **all** London HIV clinics, linking to VSO support, to assess and deliver improvements in wellbeing, engagement/re-engagement in care and viral suppression.

*“I would absolutely recommend mentoring to others. I wish I had known about it long time ago as I battled mental health on my own for years. Many don’t know how to ask for help, so to have someone who ‘comes without asking’ just to say that help is at hand is quite valuable”*



# **Thank you to my co-authors and all who delivered and supported the work in clinics**

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**Contact: [garry.brough1@nhs.net](mailto:garry.brough1@nhs.net)**