



SafetyNet
PRIMARY CARE

Mobile Health Unit

"Ensuring healthcare for society's marginalised"



Welcome to Safetynet Primary Care. We are a medical charity providing high quality primary care to marginalised groups.

We are delighted to work alongside Northdoc who have offered us the main body of their handbook, as much of what presents to our services would often be seen in OOH services. This can be used as a reference for management of patients and we hope will be regularly updated to respond to your needs.

One of the core aspects of our service is an aim to “see the patient where they are”. By this we mean that we offer clinics in hostels, as patients may have lost contact with their usual GP, we run the Mobile Health Unit (MHU) as an OOH service they can access more easily and at times we will visit the patients who are unable to come to us.

It is also about “seeing them where they are” emotionally and mentally. Many of these patients do not value their health, and most do not prioritise their health needs. Because of this we will quite often need to go the extra mile, make the extra phone call and at times physically accompany them to their appointments. We need to be extra vigilant about closing the loop, ensuring patients get their results and understand the importance of acting on the results they receive.

We offer a low threshold, high fidelity service but as part of that we work closely as a team, with a low threshold for co-consulting, checking in with colleagues often and realising that solo practice is often not in our or our patient's best interest.

This is a great team, doing rewarding work. Thank you for being part of it.

All feedback is welcome.

Dr Cathy Cullen
Medical Director

Our MHU is the outreach arm of the Homeless Primary Care Team.

Our Services:

The Wednesday night Outreach service is with the Housing First intake team. The medical team consists of an experienced GP, a nurse and a driver working closely with Housing First Outreach Team. This service works with very entrenched rough sleepers, some of whom have had no medical input for years.

The Tuesday and Thursday service is with Dublin Simon. A GP registrar from fourth year Dublin GP training schemes work with a nurse, and a driver. This service starts at St Stephens Green at 18:30. After 60-90 minutes based on patient need, the MHU will move to patients referred to them by Dublin Simon, in different locations around the city.

Logistics:

An email with contact details for all the members of the team for the evening's shift is sent to all staff on the day of their shift.

Comprehensive note taking is essential as part of a high quality service. The service uses Helix Health. Any consultations in Safetynet affiliated organisations can be seen through this system.

There is a laptop, with a dongle providing Wi-fi on the MHU. The laptop is turned on first, then the dongle, hold and press until all the lights are on. Put in the password into the opening screen. Right click to check Wi-fi access. Be patient, it is slow loading. If there is poor signal the connection will be lost. And you may have to start all over again. Your phone can be used as a hot spot if needed. Once the Wi-fi is connected, you then connect with PCSN, this allows you to open Helix, and log in using your unique site specific log in details. You should have got this before your first shift.

When registering, or reviewing a patient, please confirm as many details as possible for them, including an up to date phone number. Ask them to sign a data protection consent and make a note that this has been done. The signature will be scanned in at a later date.

In the event the IT is not working, please make paper notes which will be scanned in and their older notes on the system will be referred to at this time. A template should be available on the MHU.

Consent:

Each patient seen on the MHU is required to sign a consent form giving us permission to store their medical information on Helix Health. Consent forms are in a RED folder on the MHU. These will be scanned in the following day by the HPCT.

Team:

NURSE: Working as the nurse on the MHU is a specific nursing role. The job description includes a knowledge of wound management, familiarity with mental health issues and ideally phlebotomy skills. Full details are available from Safetynet Primary Care.

Any clinical follow up is done by the In-Reach nurse.

DOCTOR: Tuesday and Thursday night doctors are fourth year registrars from Dublin Training schemes who are interested in doing some of their OOH in the homeless outreach setting.

Often the nurses and rough sleeper team will be far more experienced and consultation within the team, while maintaining confidentiality is encouraged.

The Homeless Primary Care Team (HPCT) doctor for the following day provides the phone supervision for the registrar. The advantage of this is that the GP is onsite in the service the next day and able to follow up on any concerns. The registrars are being strongly encouraged to contact their supervisor, for all ED referrals and with any other queries. This is a complex group of patients with many competing priorities.

We are using a colour system for reporting to the telephone supervisor:

Green - No issues to discuss - text the supervisor to sign off shift.

Yellow - One or more patients the registrar would like the HPCT to look at within the next few days - a text may suffice but a call is advised e.g. an urgent referral to an OPD clinic to ensure follow up does take place.

Red - Telephone contact with the supervisor, this would be in the case of a clinical incident e.g. a patient who the registrar feels needs to attend ED who is refusing to go.

DRIVER: The driver is there to allow the clinical team to focus on the patient they are seeing. The driver also adds an extra level of security.

ROUGH SLEEPER TEAM: We encourage all members to liaise with each other at the start and end of a shift. The medical team and the RST can have different concerns and pieces of information about the people that are being seen. The combination is often the best for the person we are trying to care for.

Follow Up:

As an organisation we have a low co-consultation threshold. This means we encourage all staff, with even low level queries, to talk to another member of the team to find the best solution.

As already mentioned the doctor has to start and finish each shift with a text (at least) to the Clinical Supervisor.

The clinical nurse manager and clinical director meet weekly and go through the cases seen to ensure follow up and/or closure has occurred. We are gathering information to allow discussion with the homeless services on how best to maximise the positive impact of the patients interaction. An example is when a patient is referred on. If we are advised that they did not attend, we can review how important the referral was and how urgent trying to engage the patient is e.g. are we trying to ruleout TB, both a personal and public health risk.

This has already been very helpful with several patients. This is a high risk group, with a low compliance rate and this follow up helps maximise results and benefits all.

There is a weekly MDT meeting for homeless patients in St. James Hospital which the HPCT attend. By providing follow up, we are able to discuss the more complex harder to reach patients that are occasionally seen on the MHU.

Investigations:

Blood tests will be done on the MHU where feasible. SJH has agreed to accept late drop off of samples, when the bus is being returned to BRU (where it is parked).

If that is not possible the bloods will be taken in a HPCT clinic or in Mendicity on Friday from 12-2pm (a drop in HPCT service) who are happy to facilitate this.

Failing this if they are being done in another service, they have been requested to use our lab number to enable HPCT to check the results and arrange an appropriate

follow up. The lab ID number is 3568. Please provide the patient with a prefilled form if possible. If a patient is being referred for a CXR, consider if they need the support of the RST to achieve this. Advise the team accordingly.

Miscellaneous:

There is a defibrillator on board. Naloxone is part of the emergency kit. Please discuss its use and facilitate as much naloxone training as possible.

There is an emergency kit as well as the usual diagnostic equipment available. This is kept up to date by the CNM for the HPCT.

Prescriptions can be written using the homeless Medical Card number K699982A. As in all Safetynet services avoid writing script for the listed items, such as Ensures, sleeping tablets and Benzodiazepines.

Dublin Simon offer a needle exchange on the Tuesday and Thursday service.

Referrals for methadone to Granby and Merchants Quay are encouraged. The services available are at the end of this booklet.

A full list of clinics provided by Safetynet affiliates is also available. There is also a virtual epilepsy clinic, and a women's health clinic.

Smear tests are available in all HPCT sites and LARC is available in specific sites. If a patient expresses interest, confirm their phone number and a member of the HPCT will contact them over the next few days.

Please use an interpreter if needed. The quality of a consultation decreases significantly with sign language and google translate.

Chaperones should be used for all intimate examinations. Our full policy on this is available if needed.

Security:

Occasionally there will be a request to see a patient off the MHU, in a tent or hostel. Ideally the Rough Sleeper Team and the nurse will assess the situation using the walkie-talkie, leaving one with the driver. NO team member is under any obligation to attend a patient in a potentially unsafe situation. Be guided by your own clinical judgement and common sense. The patient is encouraged to attend the MHU.

Feedback is always welcome. Using critical incident forms is potentially very helpful.

	Location	Service times	Who is the service open to	Contact Number/ Email	Medical Care Provider
MONDAY	Inreach Nursing follow up in STA Accommodation	9.00am to 5.00pm	Residents of STAs	087-1762246	Safetynet Primary Care
	Sundial House, 140 James's St, Ushers, Dublin 8	Nurse: 9.00am - 17.00pm	Residents of Sundial Hostel	01-6339226	DePaul and Thomas Court Practice
	Backlane Hostel, Christchurch, Dublin, Dublin 8.	Nurse: By appointment only	Residents of Backlane Hostel	01-4542181	DePaul and Thomas Court Practice
TUESDAY	Depaul Bru Aimsir Emergency Accommodation	8:30am – 11:00am	Residents of Bru Aimsir Accommodation	0871762246	Safetynet Primary Care
	Ellis Quay	1.00pm -4.00pm	Residents of Ellis Quay Accommodation	0871762246	Safetynet Primary Care
	Sundial House, 140 James's St, Ushers, Dublin 8	Nurse: 9.00am - 17.00pm	Residents of Sundial Hostel	01-6339226	DePaul
	Backlane Hostel, Christchurch, Dublin, Dublin 8.	Doctor: 2.00pm - 5.00pm / Nurse: By appointment only	Residents of Backlane Hostel	01-4542181	DePaul
WEDNESDAY	Depaul Little Britain Street Emergency Accommodation	8:30am -11:00am	Residents of Little Briton Street Accommodation	0871762246	Safetynet Primary Care
	Carmen's Hall Dublin Simon Emergency Accommodation	8.30am-11.00am	Residents of Carmen's Hall Accommodation	0871762246	Safetynet Primary Care
	Sundial House, 140 James's St, Ushers, Dublin 8	Doctor: 2.00pm - 5.00pm / Nurse: 9.00am - 17.00pm	Residents of Sundial Hostel	01-4542181	DePaul
	Backlane Hostel, Christchurch, Dublin, Dublin 8.	Nurse: By appointment only	Residents of Backlane Hostel	01-4542181	DePaul
	Cabra Road Peter mc Verry Trust Accommodation	2.00pm-5.00pm	Residents of Cabra Road Accommodation	0871762246	Safetynet Primary Care
THURSDAY	Bru Aimsir De Paul Emergency Accommodation	8.30am-11.00am	Residents of Bru Aimsir Accommodation	0871762246	Safetynet Primary Care
	Sundial House, 140 James's St, Ushers, Dublin 8	Nurse: 9.00am - 17.00pm	Residents of Sundial Hostel	01-6339226	DePaul
	Backlane Hostel, Christchurch, Dublin, Dublin 8.	Nurse: By appointment only	Residents of Backlane Hostel	01-4542181	DePaul
	Ellis Quay Emergency Accommodation	1.30pm-4.30pm	Residents of Ellis Quay	0871762246	Safetynet Primary Care
FRIDAY	PMVT Richmond Road Clinic	8:30am-11:00am	Residents of the following Emergency Accommodation- Richmond Road, Camden Street, Aungier Street, Charlemont Street and Grantham Mews	0871762246	Safetynet Primary Care
	Sundial House, 140 James's St, Ushers, Dublin 8	Nurse: 9.00am - 17.00pm	Residents of Sundial Hostel	01-6339226	DePaul
	Backlane Hostel, Christchurch, Dublin, Dublin 8.	Nurse: By appointment only	Residents of Backlane Hostel	01-4542181	DePaul
	Mendicity Institution	12.00pm-2.30pm	Homeless Population Open Access	0871762246	Safetynet Primary Care



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Catherine McAuley Centre,
21 Nelson Street, Dublin 7.

Tel: 087 152 3589

info@primarycaresafetynet.ie

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