



OpenDoor
more than just health

Impact report 2015

Introduction

Open Door is a health and social care centre in the heart of East Marsh, Grimsby. It exists to offer people with complex needs the chance to access services that will help improve their health and wellbeing.

Open Door has a GP Practice and many other services under one roof, and acts as a one-stop-shop for residents who will benefit from being treated holistically. The building is home to **23** different services, from legal advice to Reiki therapy.

This year, we provided experience to **6** students and **28** volunteers, **9** of whom completed three months or more with us and went into education or employment.





I came to Open Door for my final social work placement, working with the drugs and alcohol team, and had the opportunity to work in other areas.

The work was varied and challenging, which has prepared me for when I graduate as a social worker.

This experience will help me in the future as I will be aware of both medical and social models of care, and the benefits of both for service users.

As a gay, disabled, Indian social work student, I have encountered difficulties in the past with my identity in the work place, and have found Open Door to be incredibly accepting and supportive.



A doctor that really cares

My doctor is by far one of the best doctors I have met in many years.

Not only did the doctor come across as a true professional, they also displayed the sort of kindness and consideration towards me that certainly inspired both the confidence and trust needed for a good doctor patient relationship.

If all doctors were to follow the fine example set by my GP I have no doubt that they too would benefit along with their patients.

Posted on Facebook on 18 April 2015



The Surgery

Our GP surgery is for people who have been excluded from mainstream practices, and runs alongside a host of other services, including a dental nurse, TB screening and treatment, childhood immunisations and self help groups.

During the last year, **1,085** patients registered with Open Door's surgery. **65%** of these patients are male and **35%** female.

Our practice has **27** patients considered to be at risk due to a history of violence and in need of a chaperone, **18** of these people have been removed from other surgery lists.

We also run appointments within Bradley Woodlands Hospital, giving people with learning disabilities and complex conditions such as personality disorders, mental health problems or on the autism spectrum the chance to see a GP.

TB screening and treatments are routinely offered at the practice, this year we screened **146** people, with **5** people having further investigation.

We ran outreach childhood immunisations, reaching **7** children who would otherwise have slipped through the net, typically through being from transient communities or not registered with a GP.

On average, **60** people access our services other than GP appointments at any one time, and of these **11** are registered with the practice.

The Sanctuary

The Sanctuary is an overnight crisis service for people struggling with low mood, suicidal thoughts, anxiety, depression, have been bereaved or have money worries.

Since launching in January, we have received **182** calls, resulting in **30** visits to the service. We also supported **44** people to access other services.


64 people told us they would have visited A&E, the Crisis team, called an ambulance or other emergency services if the Sanctuary had not been there.

I abused alcohol for many years; I have now abstained but often feel the urge to drink when I am in low mood. I have personality disorder, anxiety and depression and have previously made attempts at ending my life.

Once I was feeling very anxious. I had a strong urge to drink alcohol causing me to have suicidal thoughts. I called the Sanctuary and spoke for a while; I felt like the person I spoke to took an interest in my problems and invited me for a chat.

It was a relief to go and talk to someone in the early hours of the morning. I left feeling much better and knowing the support is there during the night is a lifeline to me.





We run a specialist service for adults on the autistic spectrum or with Asperger's Syndrome. This year, we have received **60** referrals, with **33** of these suitable for further case management.

Of these, **22** people were screened and referred to the diagnostic team, while **4** people received specialist coaching.

100% of clients told us that they felt a significantly greater sense of security, and more in control of their life.

Our ADHD support group has had **35** referrals, with **17** people receiving one-to-one therapy and 3 taking part in group therapy.

We run a drugs and alcohol support service, which supports and enables people to address addiction issues, and to improve their quality of life and maintain their homes.

- **33** people accessed the service over the last year.
- **15** reported an improvement in the quality of their life
- **14** completed their programmes



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