



**Impact report 2015** 

## Introduction

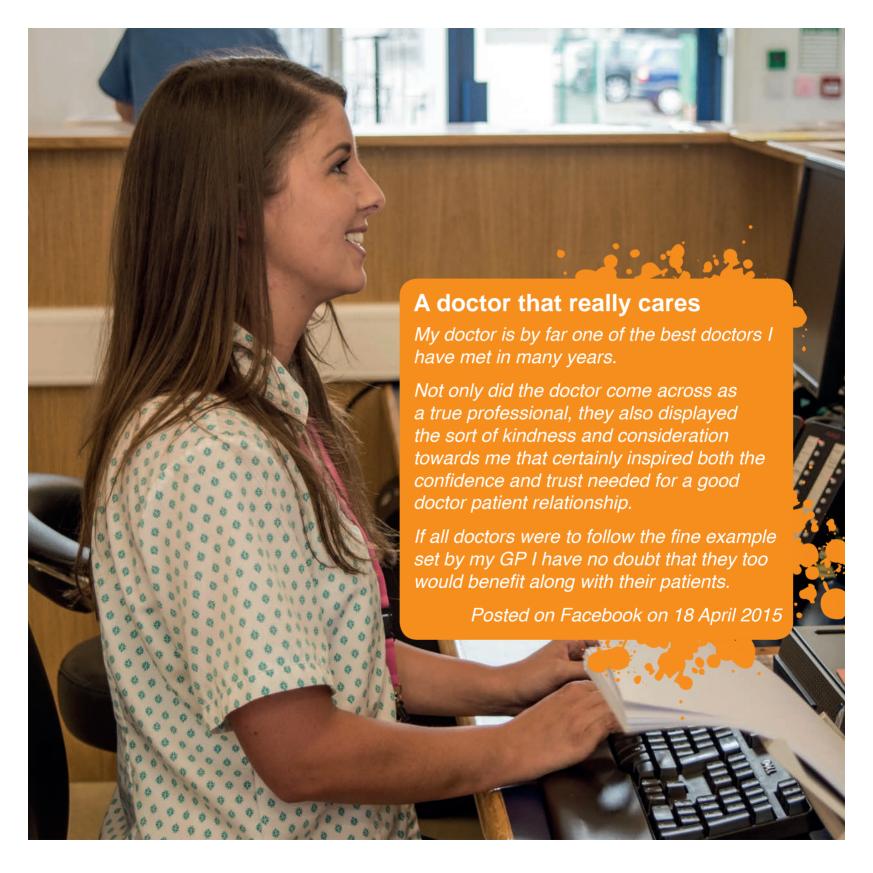
Open Door is a health and social care centre in the heart of East Marsh, Grimsby. It exists to offer people with complex needs the chance to access services that will help improve their health and wellbeing.

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.









## 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 peviously 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.

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





