



OpenDoor

more than just health

impact report

April 2013 - March 2014

introduction

Open Door provides health and social care services, and offers information and advice to people living in East Marsh, Grimsby. It ensures that people who have complex needs get the opportunity to improve their health and wellbeing.

Open Door provides a GP service to patients excluded from other GP practices, runs an outreach childhood immunisation service, carries out TB screening and treatment, supports people with Autistic Spectrum Conditions and provides a support service to help people with drug and alcohol addictions maintain their homes. The centre also provides counselling, self-help groups, volunteering opportunities, training, employment and social support.

The new, purpose built, **Open Door** building was opened in September 2013 by Jane Cummings, England's chief nursing officer, enabling us to extend our opening hours to **54** hours a week, and bring in **12** new groups and services. The centre now offers **23** different services and is home to a cafe which is well used by the local community.



/OpenDoorgrimsby

12 students gained experience at Open Door this year and we had **20** volunteers, of which **4** went into paid employment and **2** went on to further education.





Local MP Austin Mitchell paid a visit to Open Door in spring 2014 to see what we were up to.



advice and signposting

Open Door helped **3,023** people access local support agencies such as the Job Centre, social services and Citizen's Advice Bureau. **1,624** people attended therapy or counselling sessions. **906** people attended classes such as basic Maths and English for speakers of other languages. An average of **600** people a month visited **Open Door** for a social drop-in. An average of **14** food parcels a week were given out by **Open Door**.

88% of people described their experience of Open Door as good or very good

“When we came to Grimsby we moved into a three bedroomed house but were struggling to meet the bedroom tax payments and we got into arrears. The house we moved into also needed decorating, carpets and bedroom furniture.

Because of the arrears at the start of our benefit claim we had to go to court and I got very anxious. Open Door supported me to apply for Discretionary Housing Benefit, and they set up a payment plan with the Housing Association before the court date. Because I was prepared beforehand, the court accepted the payment plan and there were no courts costs to pay. Open Door also helped me apply for a Community Support grant and now our house is decorated and we have furniture.

From this point on I felt more confident. I was supported to pick up my daughter from school and have now made friends with other parents and we go for coffee and go shopping together now.

Before I moved to Grimsby I was really anxious and because of this I couldn't reduce my methadone, but Open Door has supported and encouraged me and now I've nearly finished the methadone programme. I've also started thinking about my future and am applying to volunteer at Open Door.”



the surgery

This year, there were **998** people registered with The Surgery.
We offered **6,502** nurse appointments and **4,437** GP appointments.

65% of patients are male, **35%** are female.

6 of our patients have been recorded as 'dangerous patients', meaning other mainstream healthcare providers would not work with them. **36** patients have a history of violence that require chaperoning.

354 people were referred to **Open Door** because they were showing symptoms of TB or had been exposed to it, an increase of **300%** on last year.

8 people went on to have treatment.

The childhood immunisation programme gave **9** children crucial vaccines that they otherwise wouldn't have had.





Open Door Nurse Claire Farley was presented with the Jane Lewington Award for her contributions to the service during the launch of the new building.

In our most recent Surgery survey people told us that:

64% felt we were good or very good at involving them in the in the decisions made about their care.

72 % felt we were good or very good at treating them with care and concern.

67% said we were good or very good at listening.

74% of people said they had trust and confidence in their GP.

Over **90%** of people felt that the nurses at **Open Door** listened to them, gave them enough time, explained tests and treatment and treated them with care and concern.



autistic spectrum condition (ASC) service

This year, **66** people were referred to the **Autistic Spectrum Condition** service by a range of organisations. **32** people were screened for autism and half of these people were then referred to the North East Lincs Adult Diagnostic Team for diagnosis and **7** have since had regular advisory contact with the service.

83% were male, **17%** were female.

10% of clients were helped to move into work or education.

100% were able to reduce their feelings of social isolation.

100% improved their confidence.

100% improved their mental health.

“I have Aspergers and was nearly a recluse. I couldn’t go to social groups or go in public places; I started drinking and was trying to commit suicide nearly every weekend.

When I was referred to Open Door I got one to one intense support and a doctor put me on anxiety medication. Open Door also helped me get on benefits to fit my circumstances. I started meeting a support worker every week for confidence building to do things like go to supermarkets and being able to make my own phone calls.

They also spent a lot of time focusing on getting me on buses independently. They helped me get a bus pass so I could get out more regularly, and I practised useful routes such as to Open Door, the doctors, town centre. Now I can go on buses happily to most places.

Open Door also encouraged me to go to social groups, and set up a volunteering placement in a local kitchen which I went to every week. I really enjoyed this and found a new passion, and I now use this at home and cook meals and bake for my family.

I rely much less on my mum now and I am starting a college course in Animal Care soon at college, so I can follow my dream of becoming a veterinary nurse.”





drug and alcohol service

The Drug and Alcohol Service supports and enables people to address addiction issues, and to improve their quality of life and maintain their homes.


55 people accessed the **Drug and Alcohol Service** service.

54% were male, **48%** were female.

66% have reduced their drug or alcohol (or both) use since engaging with the service.

100% of people with a history of offending stated that they have reduced their offending since using our services.

“At Open Door you can speak to people who understand, I could relate to them because they understood my experience. They didn’t pressure or rush me – they let me do things at my own pace. They gave me structure that I had never had before. They gave me tasks and activities to get involved with, instead of locking myself away as usual.”



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