

Homelessness in Glasgow Monitoring & evaluation framework

Date

Ongoing

Location

City of Glasgow

Key Partners

Greater Glasgow NHS
Primary Care Division.
Department of Public
Health, Greater Glasgow
NHS Board.

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see Reports,

Homelessness

Summary of project and achievements**Monitoring and Evaluation Framework for NHS homelessness services**

NHS services for homeless people have expanded greatly since additional funding was provided through the Homelessness Partnership. Services include the

- Homeless Mental Health Team
- Homeless Families Team
- GP Practice (from Personal Medical Services funding)
- Homeless Addiction Team (integrating Social Work addictions staff)
- Physical Health Team (a nurse-led outreach service)

Each service needs to justify its special funding by showing how it is of a higher quality than conventional health services that homeless people might use.

The Department of Public Health and Primary Care Division worked together to produce a Monitoring and Evaluation Framework. It demands that each NHS service for homeless people gives detailed responses to these questions:

- Effectiveness – what does the service aim to achieve and is it succeeding?
- Efficiency – what does the service deliver and what resources are used?
- Acceptability – do patients and staff find the service acceptable?
- Access – how is the service more accessible to homeless people than alternatives?
- Clinical governance – what arrangements are in place to make services accountable for continuously improving the quality of their services and safeguarding high standards of care?

The framework was developed through multiple drafts in collaboration with clinical staff in each service. This meant that service specific criteria were meaningful to clinicians and not just imposed by an external agency.

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A series of Monitoring and Evaluation visits by representatives of the Homelessness Partnership resulted in agreed scores of how much progress had been made in each area. This assessment formed the basis of Quality Improvement Plans subsequently written by each service. Annual return visits will monitor how these Quality Improvement Plans are implemented so that a progressive improvement in the quality of care can be ensured.