Employment of peer support and reaching outside service system

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Peer-led ACF
TB, Hep C, Hep B, HIV, STIs, NCDs

Enhanced Case Management
Whatever it takes

Advocacy & Social Care
Rights

Video Supported Care
National



FIND & TREAT





Residential Respite Care
Ollalo House

Return 2 Care
Lost to F/U
TB Hep C Hep B
HIV - National

Outbreak Response
UKHSA / National

Training Research Guidelines

175 countries since 2022













E-Bike

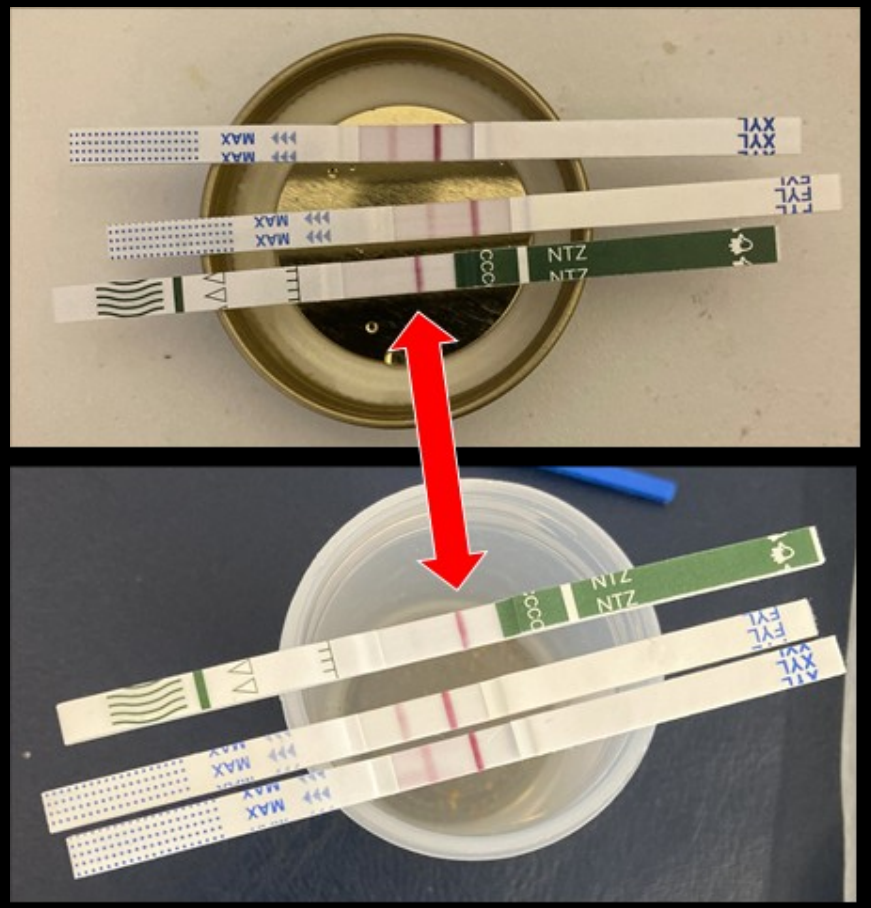


Street Packs



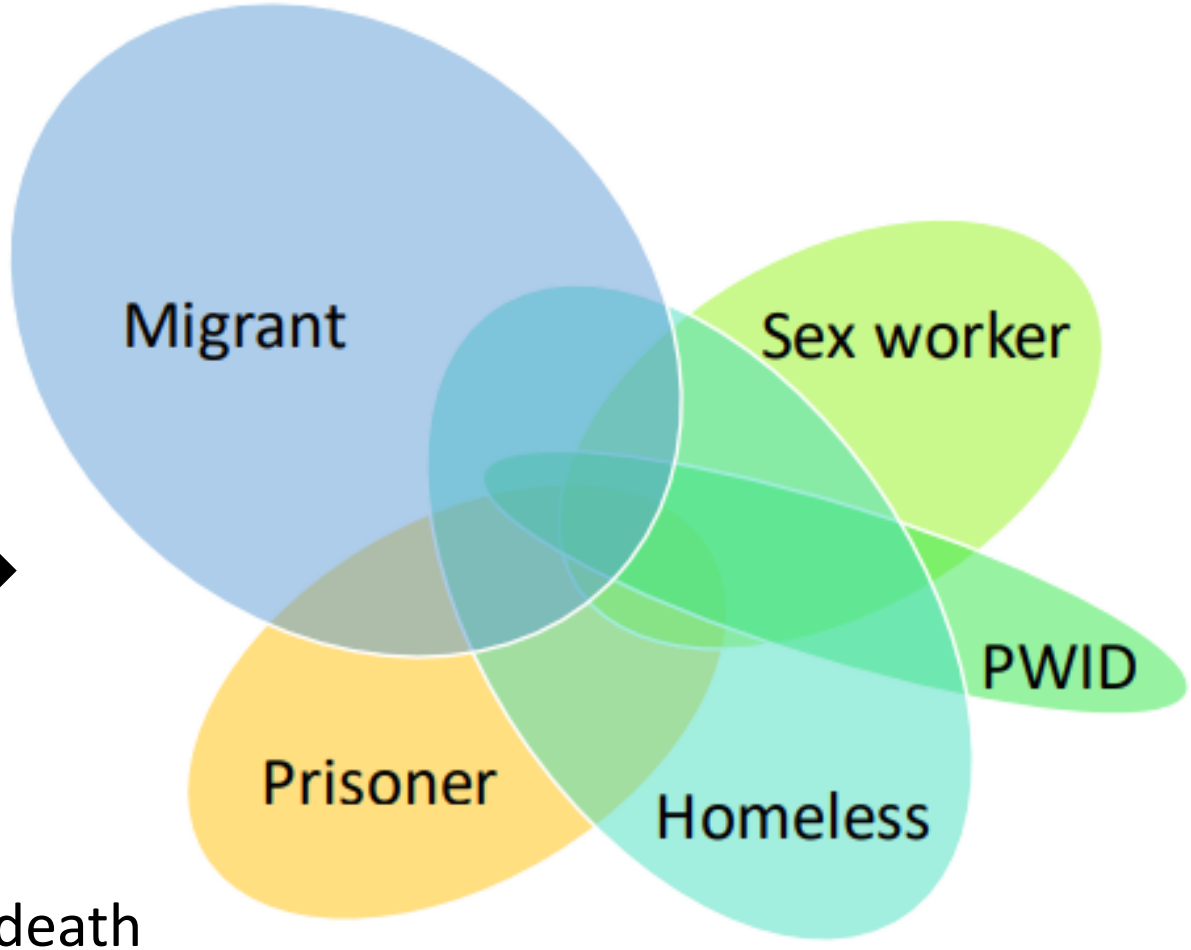


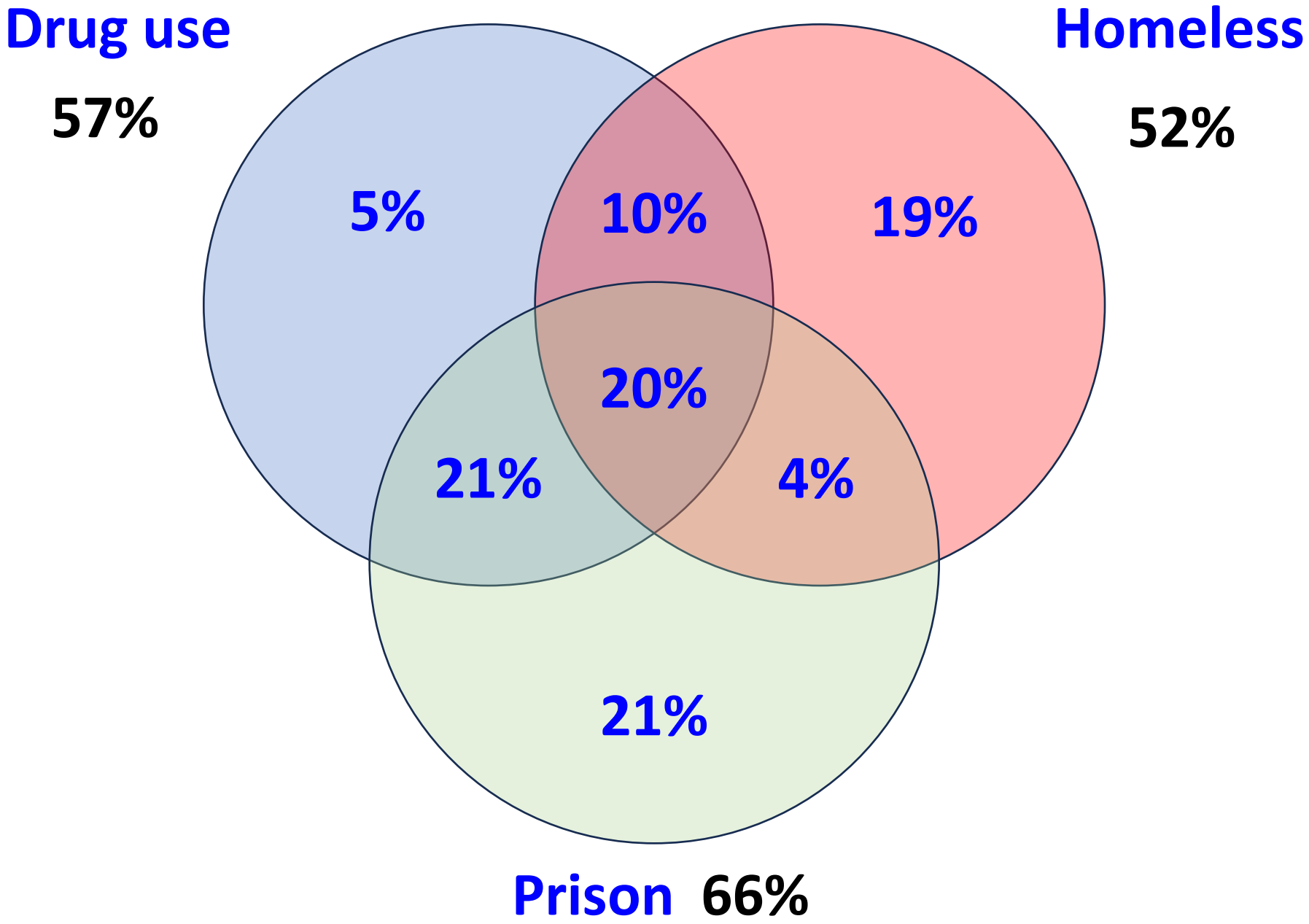



NTZ
NTZ

Intersectional

- Key affected populations are highly overlapping
- Increases risk of infection ➔ Dx delay ➔ transmission ➔ adverse outcomes
- **Services become Harder to Reach**
- Failed by fragmented mainstream care
- Worst health outcomes ➔ Preventable death



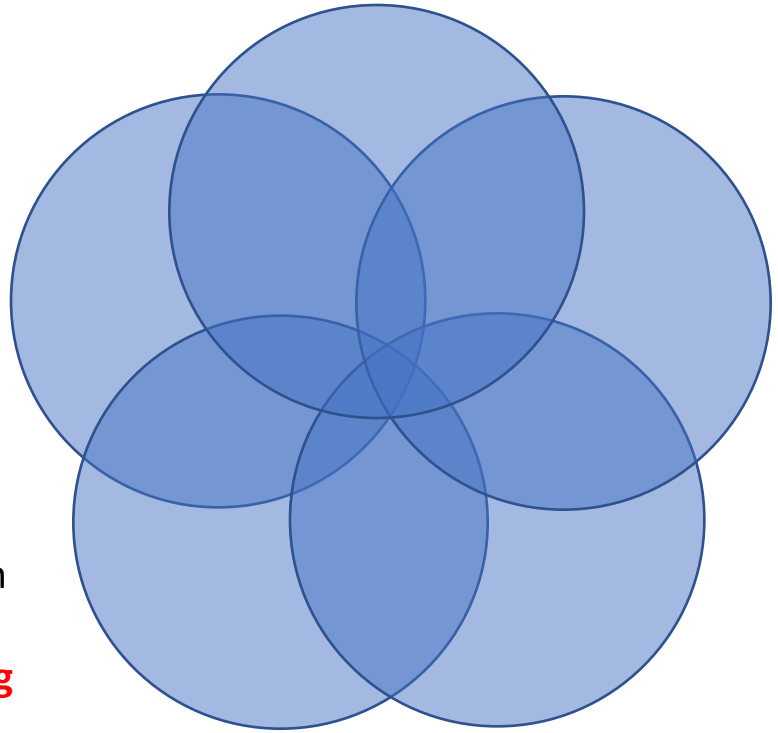

Drug use
57%
Homeless
52%
5%
10%
19%
20%
21%
4%
21%
Prison 66%

TB

Born in country with high prevalence
H/o homelessness - imprisonment substance misuse

STIs

Sexual contact with an infected person
High risk groups: heterosexuals aged 15 to 24 years, black ethnic minorities, MSM
H/o sex work - homelessness - imprisonment substance misuse



Hepatitis B

Contact with infected human blood (e.g. **sharing of contaminated injecting equipment**)
Sexual contact with an infected person
Vertical transmission
Born in country with high prevalence
H/o homelessness – imprisonment sex work

HIV

Sexual contact with an infected person
Contact with infected human blood (e.g. **sharing of contaminated injecting equipment**)
Vertical transmission
Breastfeeding
Born in country with high prevalence
H/o homelessness – imprisonment sex work

Hepatitis C

Contact with infected human blood (e.g. **sharing of contaminated injecting equipment**)
Born in country with high prevalence
Vertical transmission
Sexual contact with an infected person
H/o homelessness – imprisonment sex work

Principles

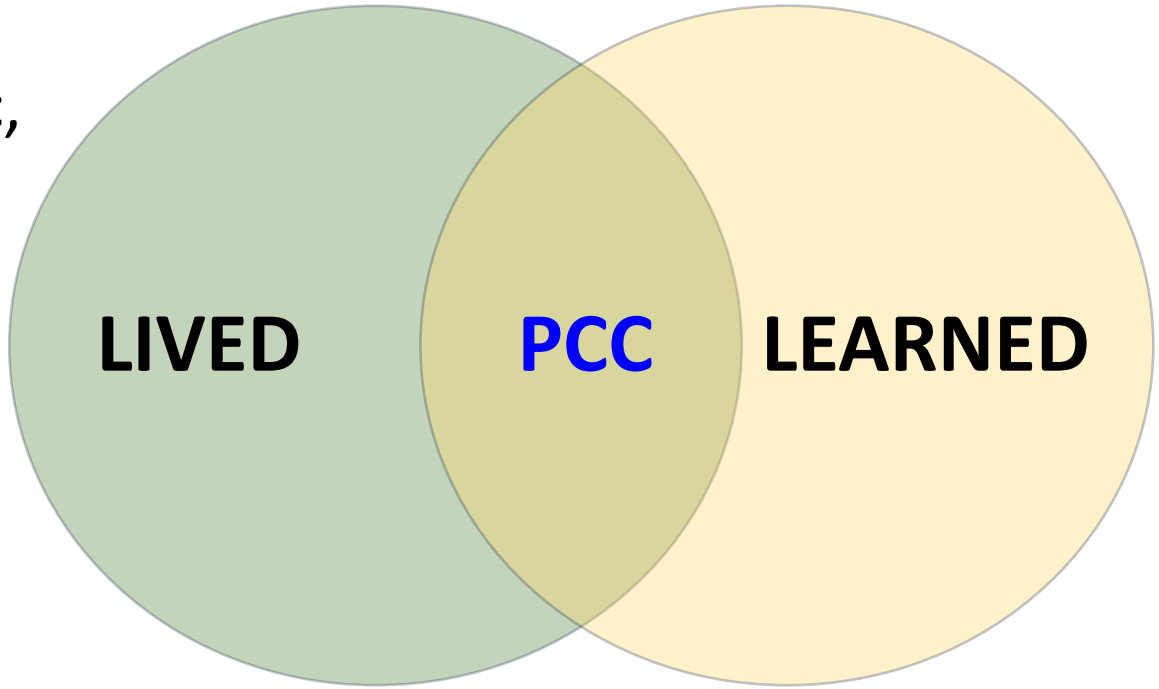
Go to… Go with…

- **Reach** – Early → Outreach → Mobile health
- **Engage** – Trust → Peers / Priorities / Power
- **Care** – ~~POC~~ → PO**D** / Integrated (MECC) / Sticky
- **Cure** - Bio-social → Determinants → Job

The sweet spot

- The essence of patient-centred care (PCC) is the intersection of two distinct knowledge streams

Subjective, specific, and individualised



Objective, generic, and population-based

Co-Production Framework

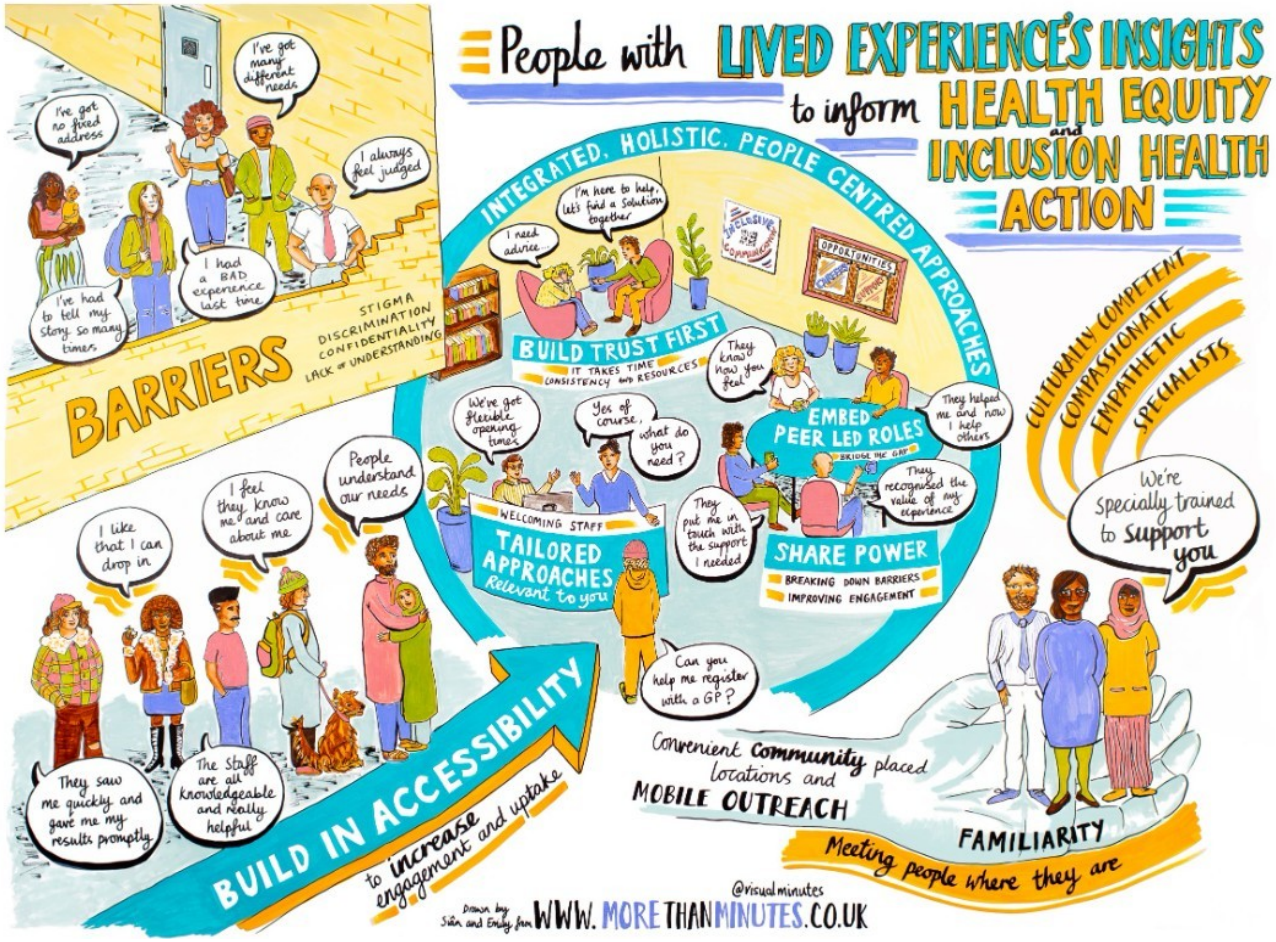
- Shift from traditional hierarchies to collaborative partnerships
  - Passive recipient ➔ Active participant
- Co-production frames formal training and lived experience as **equal assets** – different equally valid knowledge
  - Clinical expertise to apply evidence to a disease model
    - *What's wrong with this patient and what treatment does the data support?*
  - Experiential expertise to apply practical knowledge to people's context
    - *What matters to this person and how can they fit treatment into their life?*

Research and analysis

Insights from people with lived experience to inform inclusive approaches to health protection

Updated 5 November 2025

- 10 VCSE organisations engaged over 200 people with diverse experiences of exclusion
- Aimed to seek views on barriers and facilitators to health interventions and explore how services could better meet their needs



Insights from people with lived experience to inform inclusive approaches to health protection - GOV.UK

https://www.gov.uk/government/publications/lived-experience-informing-inclusive-health-protection/insights-from-people-with-lived-experience-to-inform-inclusive-approaches-to-health-protection

Five recommendations:

1. Build trust first

2. Provide integrated, holistic, people-centred approaches

3. Build in accessibility to increase engagement and uptake

4. Tailor approaches to increase relevance

5. Embed peer roles

https://www.gov.uk/government/publications/lived-experience-informing-inclusive-health-protection/insights-from-people-with-lived-experience-to-inform-inclusive-approaches-to-health-protection

Inclusion Health in Practice: A Co-Produced Toolkit for Commissioners and Providers

- A consolidated toolkit bringing together evidence, policy and lived experience to support equitable healthcare for Inclusion Health populations

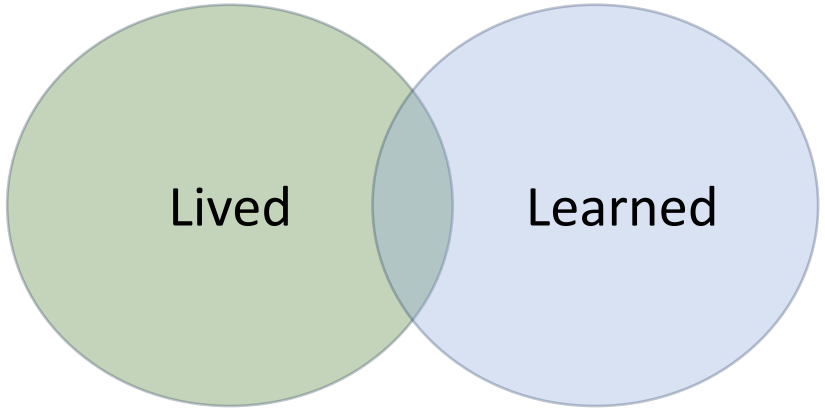
- https://www.adph.org.uk/networks/london/wp-content/uploads/sites/2/2026/10/Co-produced-commissioning-toolkit-2026.pdf

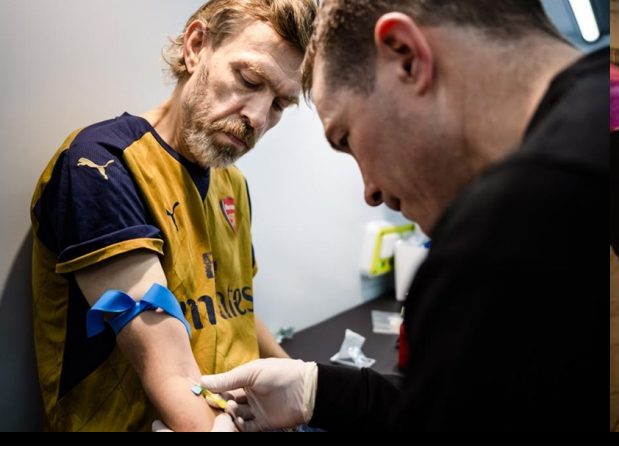


Peer Practitioner

Role Extension

- Talking
- Talking & Testing (Tx)
- Talking & Tx & Diagnosing (Dx)
- Talking & Tx & Dx & Treating
- Talking & Tx & Dx & Treating & Training



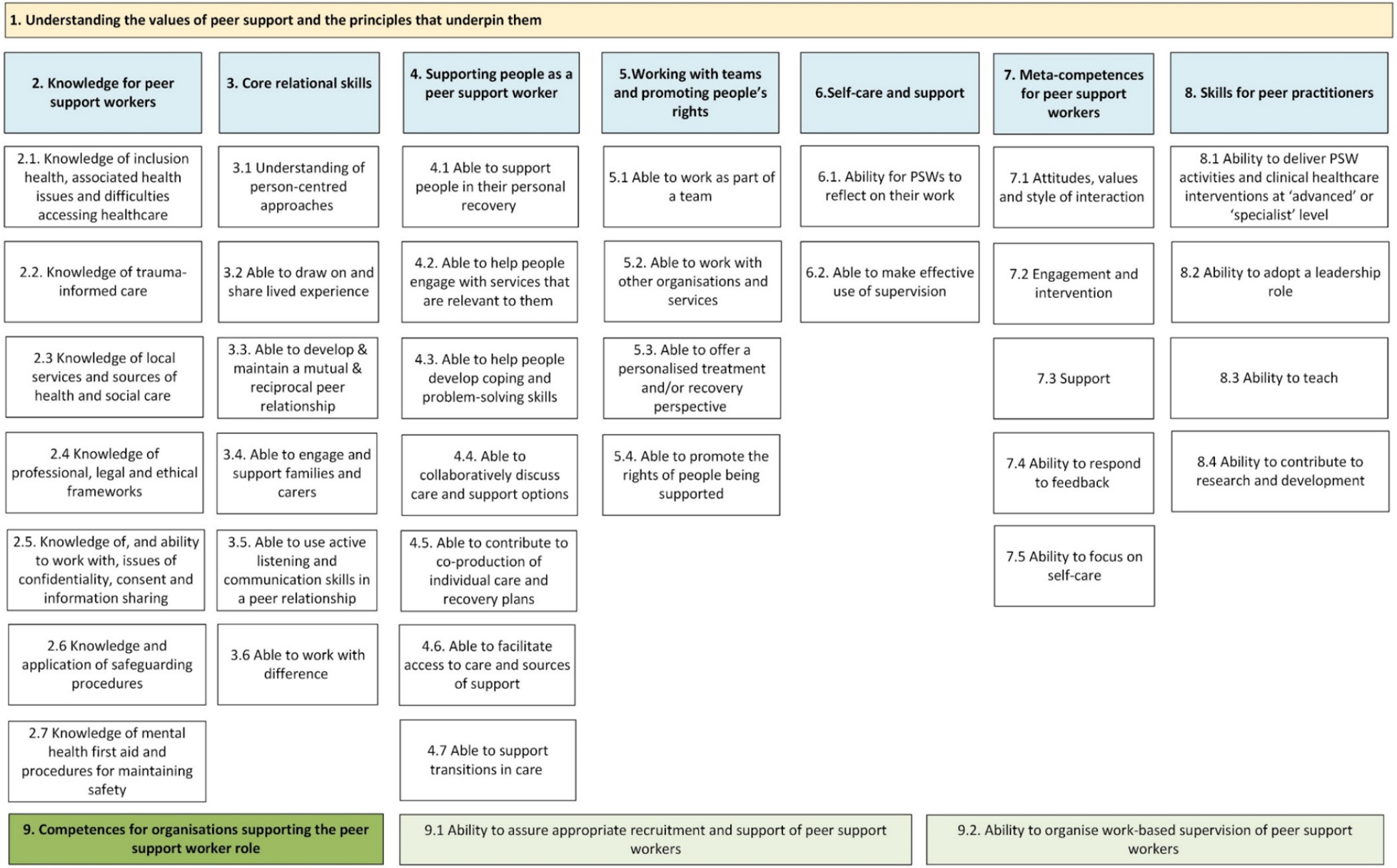




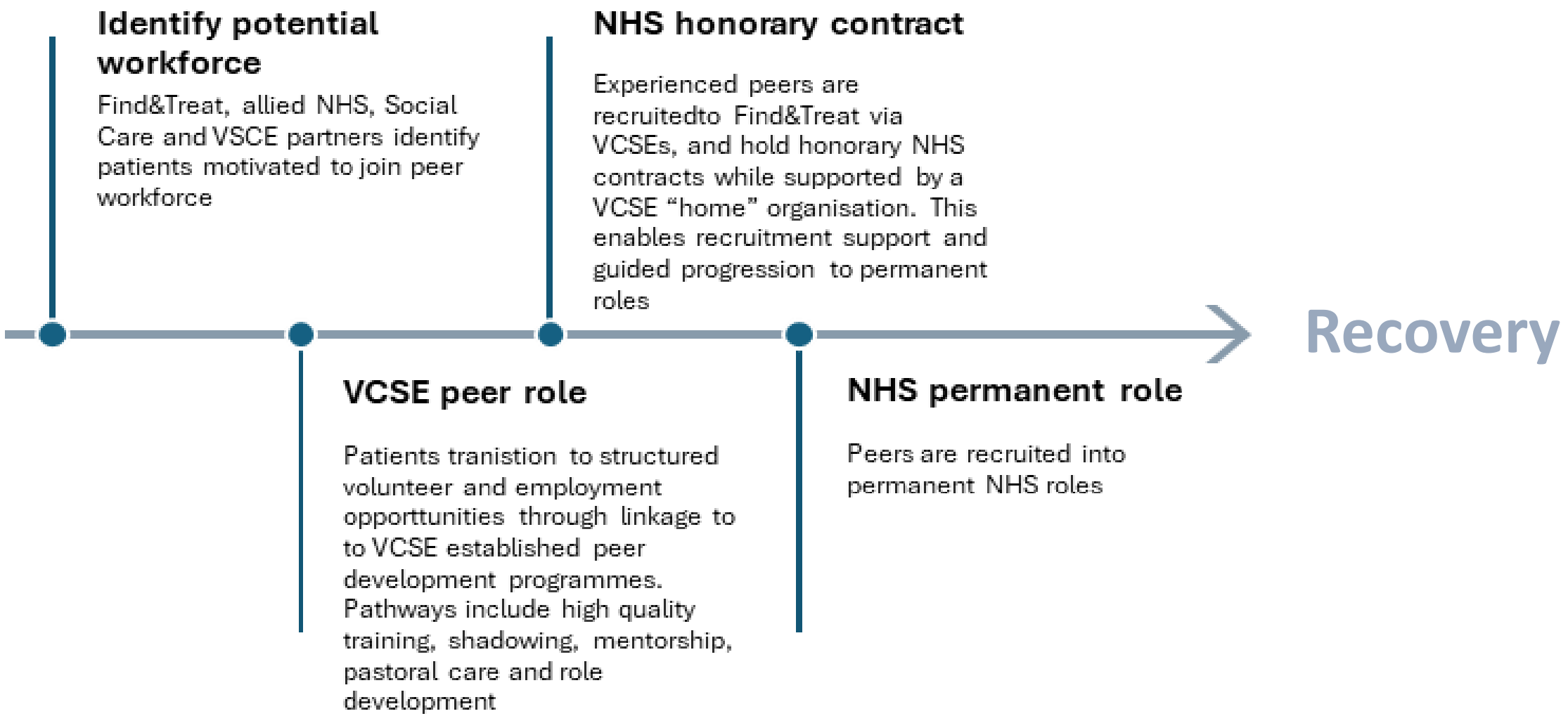



FIND & TREAT

Peer Practitioner Competency Framework

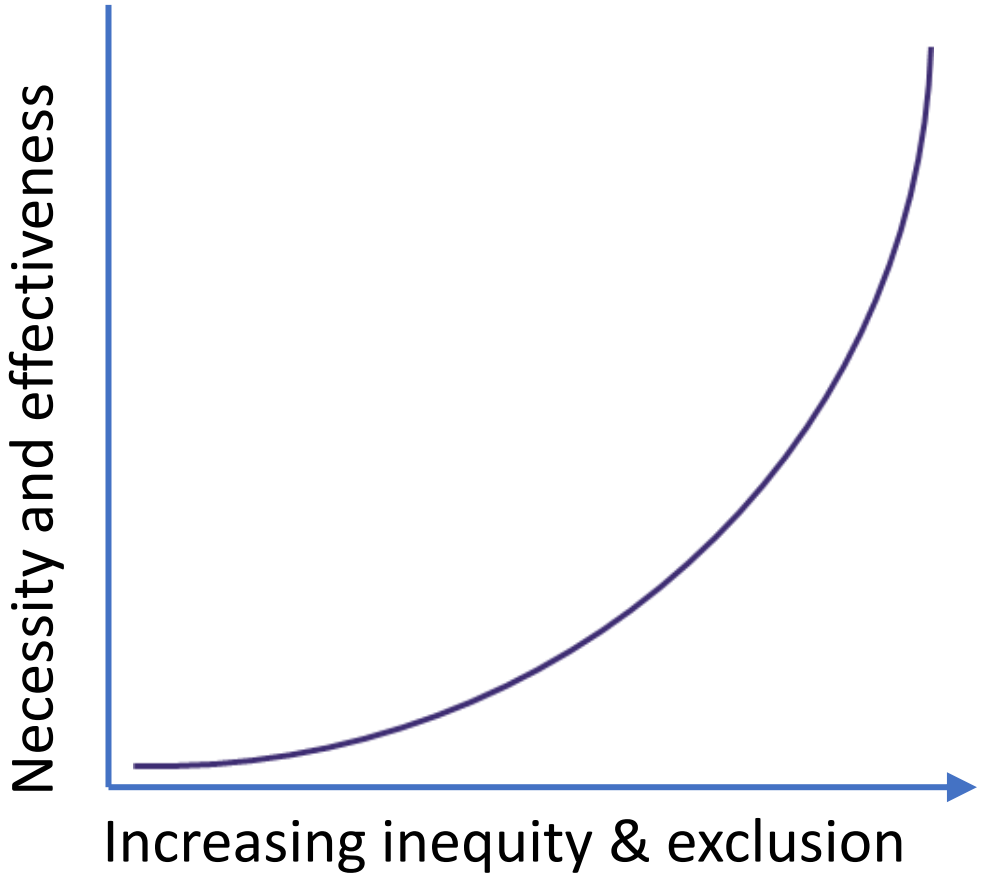


Lived experience recruitment



Lived experience – not optional

- Effectiveness-Inequity gradient
- Inverse relationship between social distance and trust



Community perspectives

People from oppressed and marginalised communities want…

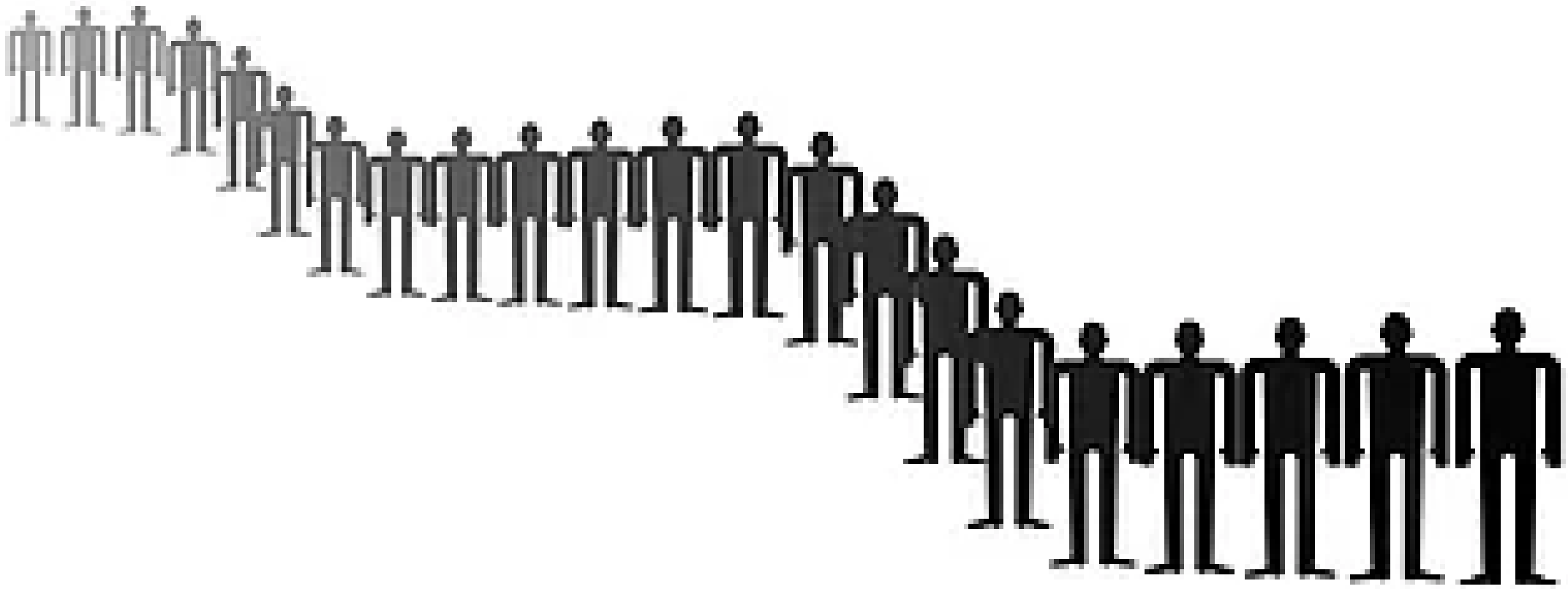
- …access to high quality diagnosis and treatment…
- …from someone who is non-judgemental cares…
- …and understands that cure requires more than killing bugs

EQUITY

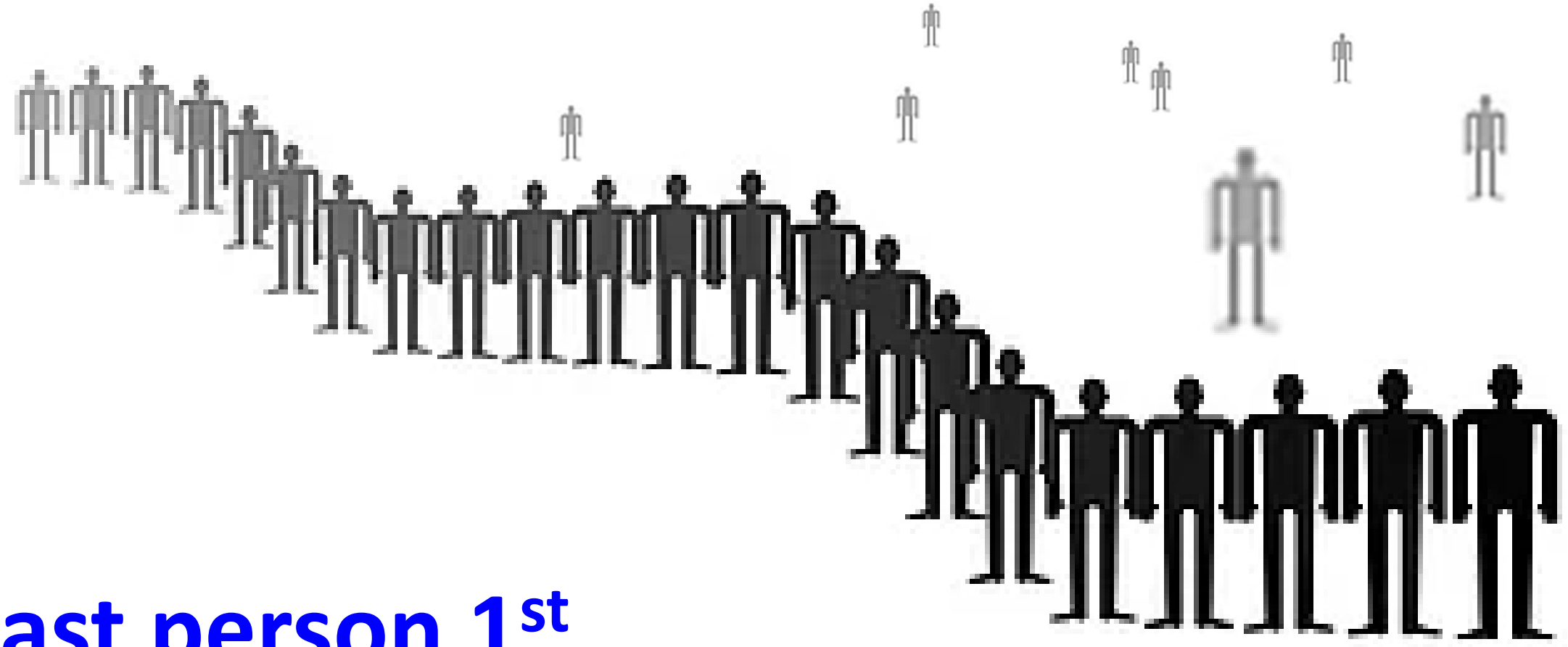
RIGHTS

JUSTICE

HEALTH



Equity in Elimination



Last person 1st



Thank you



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