



First meeting

In this case, Carl (not real name) was referred to the PHOENix team while being discharged from hospital following an emergency admission for pneumonia.

Carl had a long history of intravenous drug use, was assessed to be malnourished and had inflamed lungs.

Through the front door

At the point of access Carl was able to receive both social and health support from the Streetworks team and the Pharmacist.

His pharmacy was changed to one closer to his accommodation as he had missed appointments due to mobility challenges.

The team contacted his drugs worker to update them on Carl's situation and arranged a taxi service for Carl to attend appointments.



Ongoing support

The team were crucial to Carl's ongoing engagement with medical support.

Carl was discharged to a rehabilitation centre where the team could visit him and support his treatment.

Carl discharged himself and was lost to the PHOENix team. Through investigations with various agencies he was located. The team were then able to resume treatment as before, offering continuity despite missing appointments.



Pharmacist Prescribers working with people who are homeless – PHOENix – Glasgow

People experiencing homelessness are more likely to experience health issues, yet face many barriers to healthcare and often miss out on available support.

To ensure that people experiencing homelessness have access to the support they need, an outreach service was developed, including an outreach worker and an independent prescribing pharmacist.



Where he is now

He was expelled from his accommodation after needles were found in his room.

However, with the support of the team he is in temporary accommodation but still managing to engage with medical services.