

Increasing access to peer support for people living with HIV in the UK:

An evaluation of 'Project 100'

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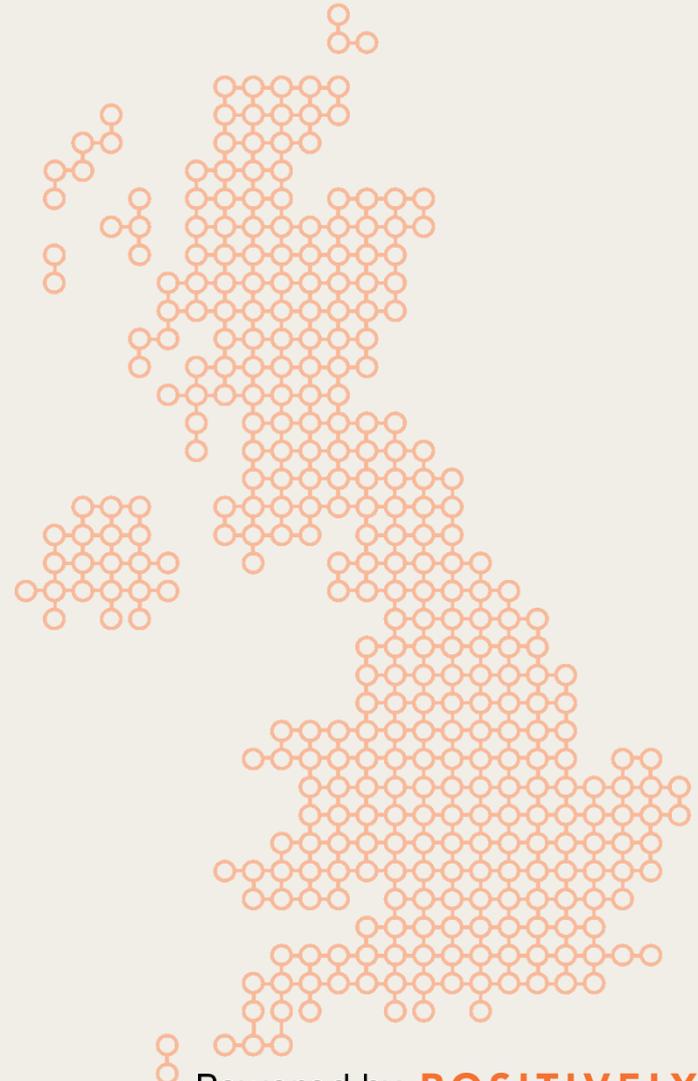
Lead for Peer Learning, Partnerships & Policy

PROJECT
100 HIV peer support network

+ **POSITIVELY UK**

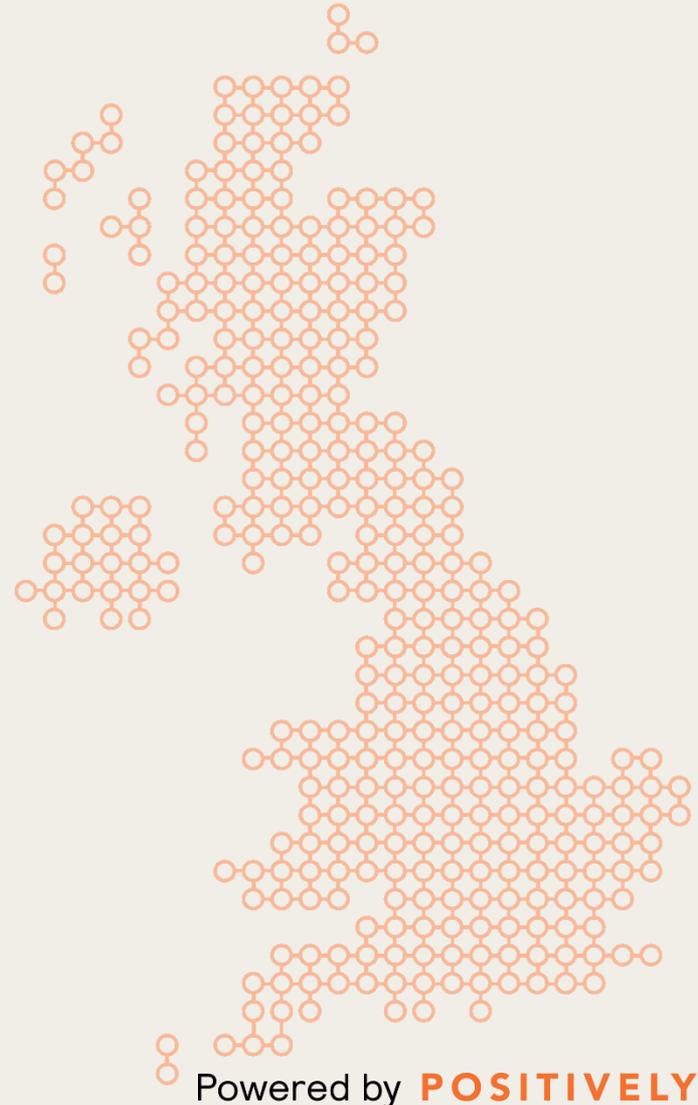
Disclosures

Honoraria from ViiV Healthcare for participation in Advisory Boards & Steering Groups



Presentation Overview

- Project background & context
- Project Aims & Outcomes
- Evaluation:
Successes & Challenges
- Recommendations



Background: Positively UK and peer support in HIV clinics

- Positively Women providing peer support since 1987
- Positively UK pilot peer mentoring programme 2012-2014
- Positively UK peer case workers provide outreach support in several London clinics, including Homerton Hospital Peer Navigator project



Background: BHIVA Standards of Care, 2013

Standard 9 - Self Management

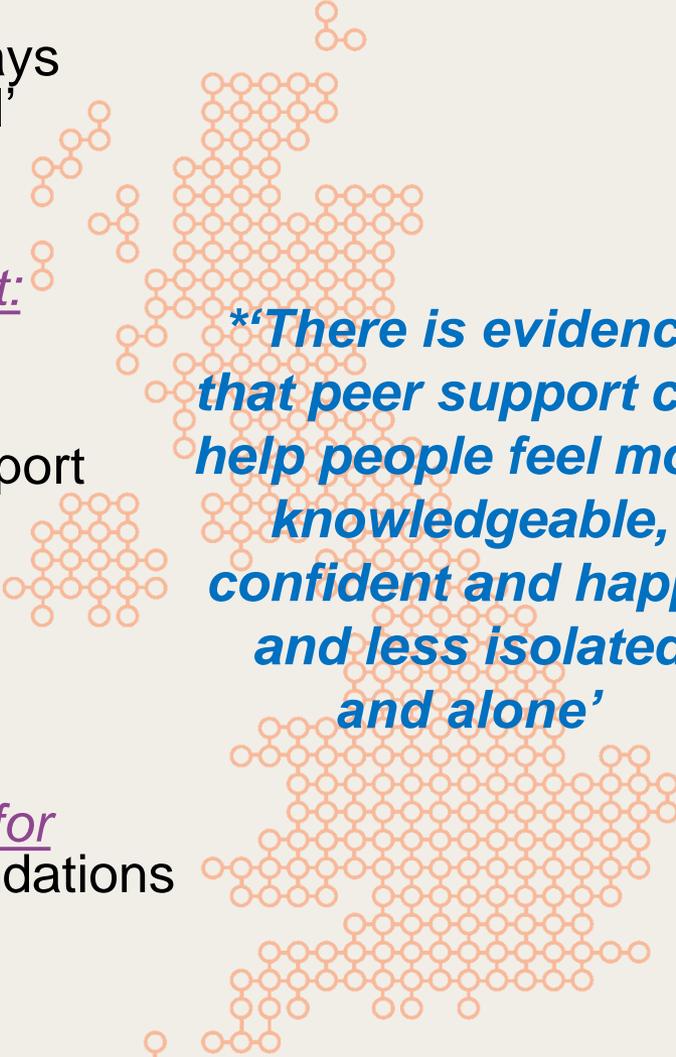
- Quality Statement:

“HIV services should seek to optimise the involvement of skilled peer workers with HIV in service delivery, thus optimising integral peer-to-peer self-management support.

These skilled peer workers should have a recruitment and training process and have access to appropriate supervision and professional development”

Background: the value of peer support

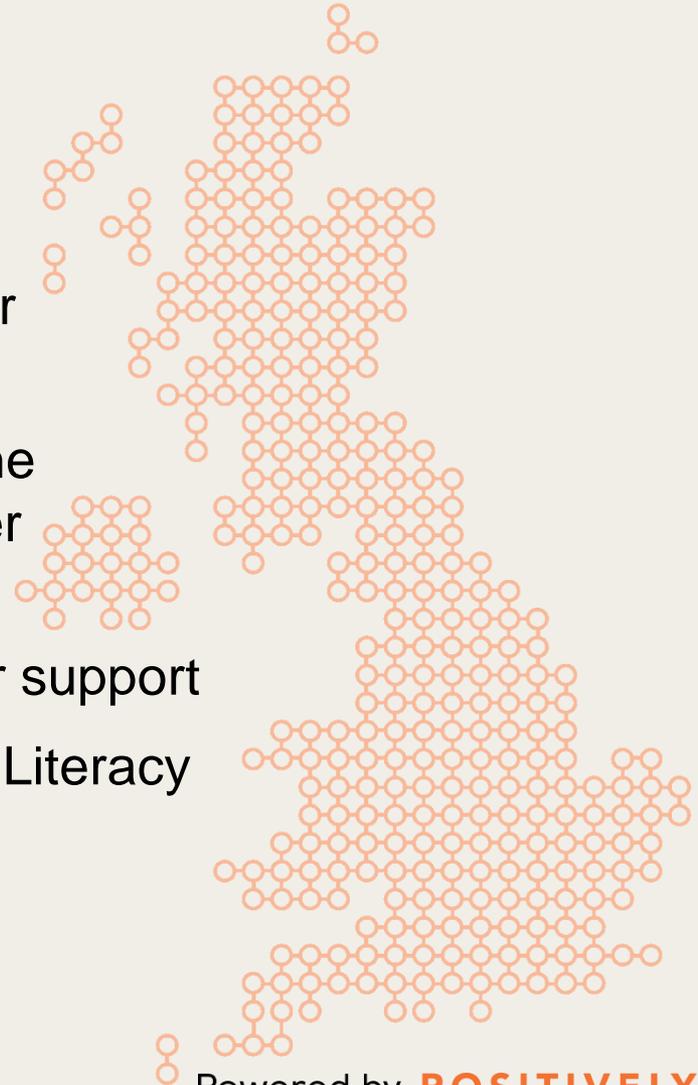
- NHSE's 2014 [Five Year Forward View](#) says peer support should be seen as 'essential' to the future of the NHS
- National Voices 2015 report [Peer Support: What Is It and Does It Work?](#) *
- NHSE/Nesta 2016 [Realising the Value](#) report shows cost savings
- NHSE's 2017 [Recruiting & Managing Volunteers in NHS Providers](#)
- Updated 2018 [BHIVA Standards of Care for PLHIV](#) increased peer support recommendations



***'There is evidence that peer support can help people feel more knowledgeable, confident and happy and less isolated and alone'**

Project 100 – Aims & Objectives

- Ensure 100% of PLHIV in the UK have access to high quality peer support
- Train up to 1000 PLHIV to become peer mentors (with OCN-accredited training)
- Partner with key stakeholders across the UK to develop and implement local peer support programmes
- Create National Standards for HIV peer support
- Create OCN accredited HIV Treatment Literacy Qualification (NVQ L2)



Delivery: Project 100 Training Programme

Core Peer Mentor Training

A 3-day NVQ L2 course, delivered by Project 100 peer trainers.

The days are broken into sections, skills and topics, utilising teaching, groupwork and one-to-one practice.

Together, they provide a strong, wide and practical skills-base for all Peer Mentors.

- **Defining Mentoring**
- **Boundaries and Safeguarding**
- **Communication Skills**
- **Self-Disclosure**
- **HIV Treatment and Transmission**
- **Motivational Interviewing Skills**
- **Goal Setting & Action Planning**
- **Monitoring Outcomes**

Project 100 outcomes

- **Training:**
80 training courses across all 4 nations
>700 HIV Peer Mentors trained
3 national development days for >300 peer mentors
- **Organisational programme support:**
>100 HIV agencies: 36 VSOs & 68 clinics
>20 clinics have in-house peer support
- **Resources:**
OCN Qualification in HIV Treatment Literacy, 2017
[*National Standards in HIV Peer Support*](#), 2017
(referenced in 2018 BHIVA Standards)



Evaluation: Peer Mentors -184 surveyed plus additional focus groups, 1to1 interviews

Experience of training: *“Helpful”, “empowering”, “inspiring”, “informative”, “well-tailored”, “life-changing”*

Experience of mentoring:

93% would recommend others become a mentor

Beneficial outcomes:

>90% reported improved confidence, resilience & motivation

87% felt better informed on where to access HIV support & information

77% more open to talking about their HIV

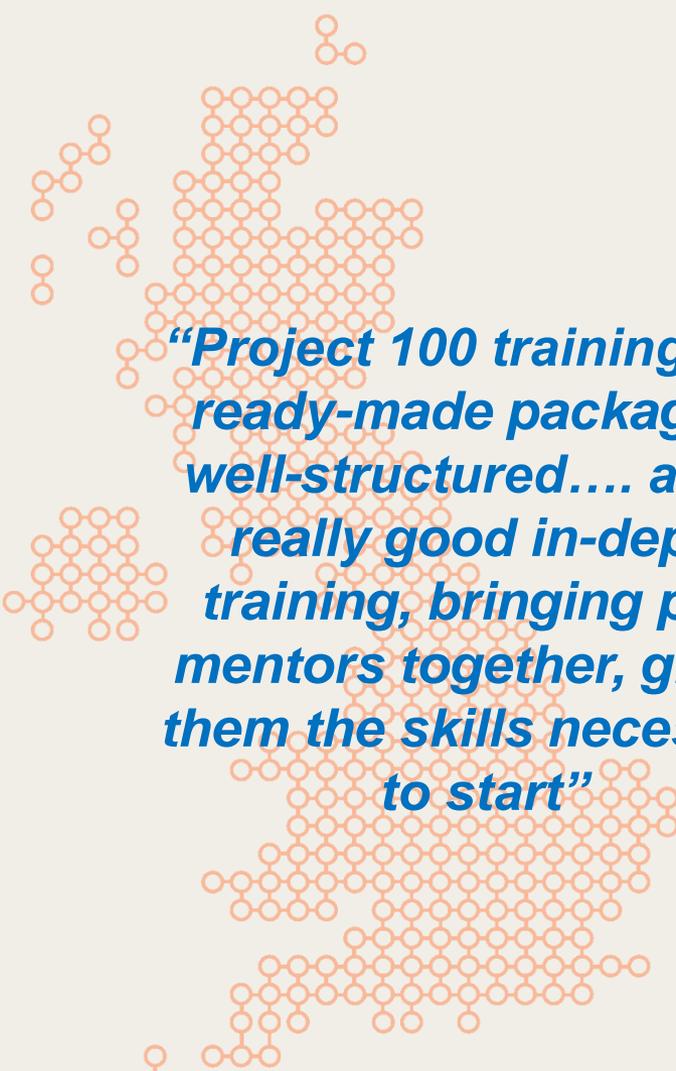
74% felt better able to manage HIV & health

>70% felt happier & more comfortable being themselves with others

“HIV is not my life anymore; HIV is inside me but it’s not me anymore. I looked in the mirror and I used to see HIV, where now I look in the mirror and it’s me”

Evaluation: HIV Clinics/Voluntary Sector - via survey, focus groups, 1to1 interviews

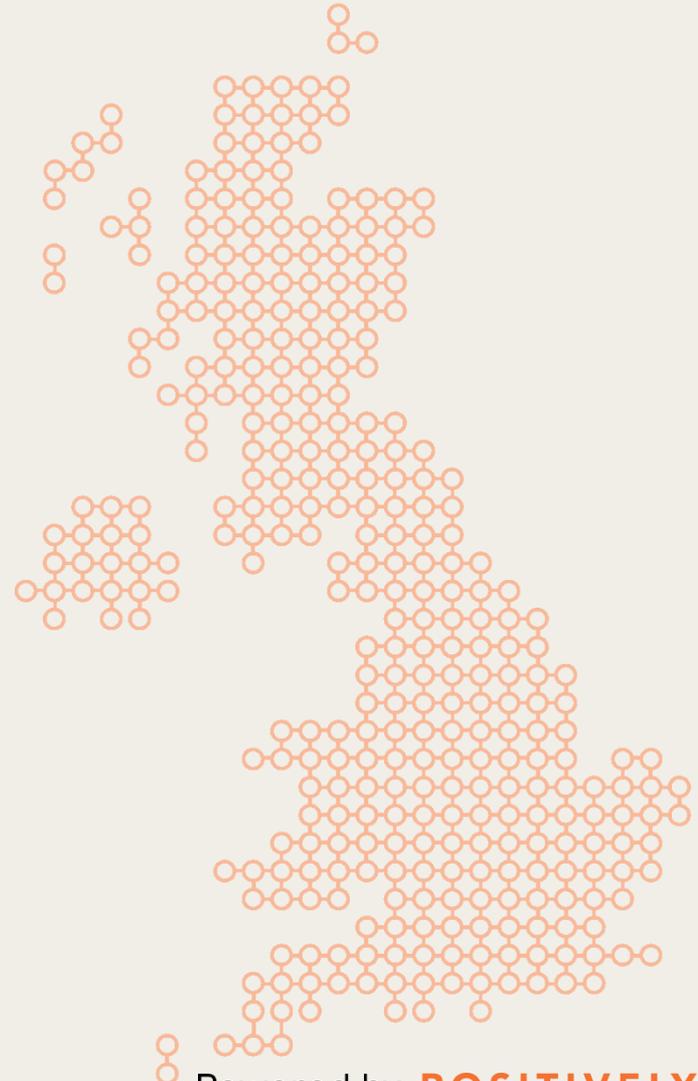
- Standardised programme & delivery resulted in high levels of engagement and satisfaction
- Ownership of ongoing in-house service delivery models facilitated involvement
- Validated training reassured HCP teams and supported funding bids for VSOs
- Experience of work within clinics facilitated new and improved local collaborations
- VSO's developed new local, regional and national partnerships



“Project 100 training as a ready-made package is well-structured.... and a really good in-depth training, bringing peer mentors together, giving them the skills necessary to start”

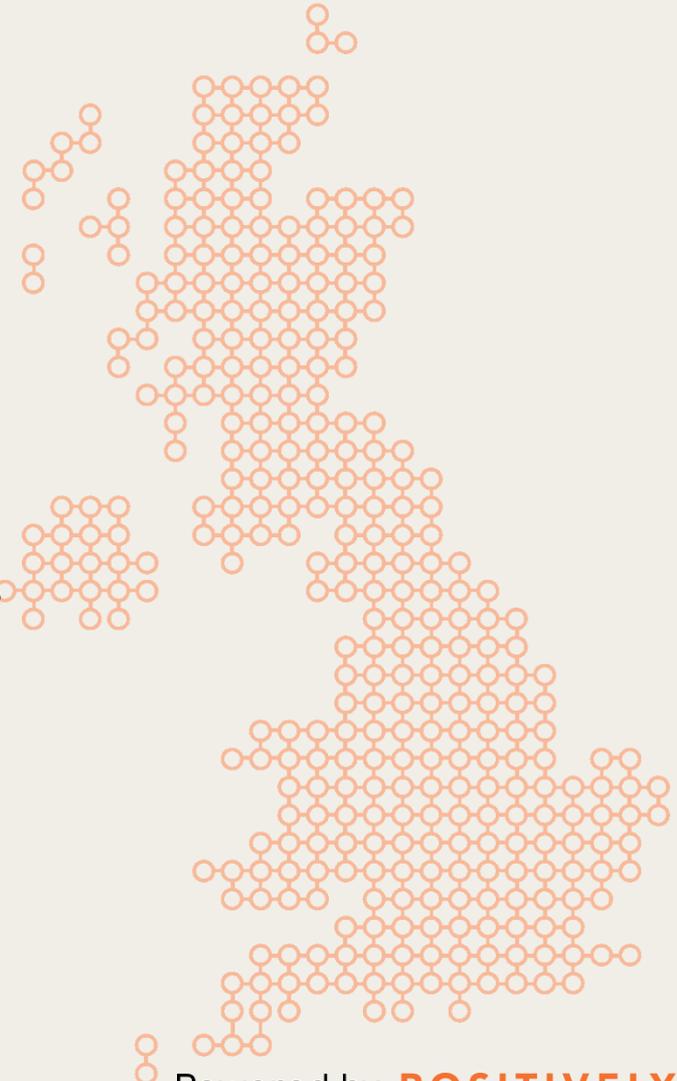
Evaluation: Challenges

- Low rate of referrals from clinical services, so mentors had few people to support
- Difficulties implementing volunteering pathways within clinical services
- Hostile financial environment: de-funding of HIV support services, including service closures



Recommendations

- **HIV Clinic & VSO partners:**
continue to strengthen/increase referral pathways between HIV clinical & voluntary sector services to ensure easy & timely access to peer support, as recommended by the 2018 BHIVA Standards of Care
- **Commissioners of support services:**
continue to recognise & fund the vital role the voluntary sector plays in supporting the NHS in delivering whole person care by meeting the non-clinical needs of the population.



Thanks & Acknowledgements

- Funding: The Monument Trust
- Collaboration on Peer Support Standards: BHIVA, CHIVA, NHIVNA, THT, UK CAB
- Project delivery: the P100 team and all our national voluntary sector & clinical partners
- Evaluation: Djamel Hamadache

and in particular:

- The hundreds of PLHIV who gave their time to learn how best to support their peers
- **Project evaluation summary available at Positively UK's Virtual Stand**

