

# Services for people with HIV

South London HIV Partnership



# The partnership



With a wide range of treatment available and some of the best healthcare in the world, people with HIV can live a long, healthy life.

But having HIV can make some things more complicated. In South London there is a group of services working together to complement the work of clinic staff and other HIV services, so you can get the best information, advice and support when you need it.

There are 5 different services with specific support and advice tailored to your needs and concerns. To get started with any of these services simply contact **First Point**.

# First Point



- I have just found out I am positive, what next?
- I need help but I don't know where to go or who to ask
- I have lots of questions – who can I speak to?
- I have been living with HIV for a while but things have changed in my life

This is the place to start. First Point will help you discuss any problems and direct you to the services that can help, quickly and efficiently. You can meet a member of staff in person or do it over the phone. The team will make phone calls and referrals on your behalf, and then check in with you later to make sure you are getting the support you need.

"It's great to have a named worker I can return to."

# HIV health support



- How will HIV affect my body?
- How does the treatment work?
- I am worried about possible side-effects
- I am finding it hard to take my medication regularly
- I don't always know the right questions to ask my doctor

This service offers practical advice and support to help you get the most out of your healthcare.

A health trainer can help you understand more about HIV and the treatments available, cope with the difficulties of taking treatments, and support you in managing your health.

The health trainers cut through the medical jargon and explain everything in plain language.

"It was the simple things that really helped: working out ways of sticking with my medication."

# Counselling



- I am not coping very well at the moment, who can I talk to?
- I feel anxious
- I want to talk to someone outside of my family and friends

You can talk in confidence to a qualified, professional counsellor at a time and location that suits you. Counselling provides a place for individuals and couples to come and talk through how they are feeling and get professional support.

“Being listened to made me more in control about the things that were bothering me.”

# Peer support

The background of the left page is a vibrant green. It features a central graphic of several white hands reaching in from the edges to hold a large green circle. Inside this circle is a white speech bubble containing a testimonial. The word 'Peer support' is written in a white, sans-serif font in the upper left corner.

"I used to feel isolated – now I have lots of new friends."

- How can I meet other people with HIV?
- I am newly diagnosed and feel quite isolated
- I don't have anyone to talk to
- I want to share my experiences with other people

Peer support services offer you a chance to meet other people with HIV, and talk and share experiences in a friendly supportive environment. First Point can help you find a support group convenient for you.

"I have learnt a lot from meeting others with HIV."

# Advice & advocacy

"Thanks for helping me fill in the forms – it really took a lot of the stress away."



- Am I receiving the right benefits?
- I am worried about my housing situation
- I am having problems with debt. Can anyone help?

If you have concerns or questions about housing, money, debt, employment, immigration or benefits then this team of qualified advisors will be able to help you. The staff provide confidential, free, impartial advice in a range of areas. The service is Community Legal Services quality marked.

"I'd been worried about my debts for a long time and they helped me deal with them."

## Where are these services available?

The services are available from range of venues and locations across South London including:

- HIV clinics
- Various community organisations
- (In exceptional cases) home visits



## Our values

Each service is free and delivered by a team of friendly professionals.

We do our best to offer you the service at a time and place that is convenient for you. We can offer support by phone, email or face to face. Home visits are available in exceptional cases.

All the services are:

- Confidential
- Reliable
- Straightforward



## Who are the partners?

Terrence Higgins Trust, NAM, The Metrocentre, Meganexus, NAW Solutions and a range of other organisations in South London, are working together to make it easier for you to get information, advice and support as and when you need it.

The Partnership is funded by the South London HIV Commissioners.

If you think there is something here that could help you – simply get in touch with **First Point**.



**Call us on:**

020 7160 0949



**Contact us at:**

[www.slhp.org.uk/contact](http://www.slhp.org.uk/contact)



**Text your name to:**

07889 168 455



South London  
HIV Partnership

Working together for you