

## Identification and Referral to Improve Safety

*Respond, Refer, Record*

### IRIS SOUTHAMPTON GOES LIVE!

Welcome to the latest issue of IRIS NEWS – keeping you informed and up to date with the launch and implementation of IRIS across GP surgeries in Southampton. In this issue we look in more detail at the benefits of IRIS to professionals, practices and patients.

**IRIS is a General Practice-based Domestic Violence and Abuse (DVA) Programme.** Advocate Educators (AEs) provide training to practice teams and take referrals from clinicians for clients needing specialist support & advocacy. The AEs work in partnership with a local Clinical Lead to deliver the model.

IRIS trains clinicians to **identify DVA, respond appropriately and refer onto specialist services**, offering the following benefits to patients and GP practices\*:

- ✓ Improving the safety, quality of life and wellbeing of patients and their children;
- ✓ Reducing the recurrence of Domestic Violence & Abuse (DVA);
- ✓ Fulfilling patient need for dignity, respect, private examination, good communication, pain control and involvement in decision making;
- ✓ Providing a proactive solution so that patients do not need to reach critical risk levels in order to get help;
- ✓ Providing access to advocacy which benefits victims and survivors of DVA;
- ✓ Working flexibly and responsibly to patient need;
- ✓ Offering survivors access to specialist services that they identify as safe and effective.

\*Taken from IRIS Commissioning Guidance, Bristol University, 2011.  
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#### DID YOU KNOW?

“In East London GP Waiting Rooms 41% of women had experienced violence from a partner or former partner. In total 74% of women had experienced some form of controlling behaviour by their partner and 46% had been threatened...however only 15% had any reference to violence in their medical record” Richardson et al, Identifying domestic violence: cross sectional study in primary care, BMJ 2002

### IRIS TRAINING UPDATE

Following our launch last month **5 surgeries** have already signed up to take part in the IRIS programme. Over the coming months we are looking forward to meeting and training the teams from:

**Alma Road Medical Centre**

**Weston Lane Surgery**

**Chessel Practice**

**Newtown Surgery**

**Regents Park Surgery**

A further 6 practices have expressed an interest and are talking to the team about possible dates for training.

Keep your eyes open for the **IRIS roll of honour** in future newsletters – practices that have completed the training and are now fully equipped to offer their patients a gold-standard service in relation to DVA.

**To sign your practice up for IRIS please contact us using the details on page 2.**

### DID YOU KNOW?

75% of cases of domestic violence result in physical injury or mental health consequences to women – DOH, 2005

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Practices signing up to IRIS receive the following:

- Clinical Team Training: two sessions (each of two hours duration). The training focuses on how to recognise DVA and how to respond, how to refer on and how to record disclosures.
- Reception/Admin team training: one session lasting for an hour. The training focuses on understanding DVA, responding to patients, resource provision, confidentiality and safety.
- Refresher Training – all staff have access to additional sessions for new staff and refresher sessions as required.
- Ongoing support and consultancy – the Advocate Educator will attend practice meetings quarterly, and support both the practice and its professionals on a day to day basis.

**IRIS assists practices in complying with CQC standards and meeting safeguarding requirements in relation to DVA.**

“When my GP asked, I felt that I was believed, that what was happening was affecting my health”

**IRIS service user**

### Meet the IRIS Team

The IRIS Model focuses on partnership work and brings primary care and specialist third sector organisations together to deliver services. The IRIS team in Southampton consists of two Advocate Educators (AEs) and a Clinical Lead, and is supported by a well-attended steering group.

Jacqueline (Jacques) is one of the Advocate Educators:

*Hi, I'm Jacques and I'm newly employed by Aurora as an IRIS Advocate/Educator. I am originally from Yorkshire but moved to Sunny Southampton in my late teens. In 2005 I went to University as a mature student to study Criminology and graduated with a first class honours degree and received the award for 'most outstanding achievement'. After completing my degree I worked for 3 years supporting sex workers, women who are at risk of sexual exploitation and female victims of crime and/or female offenders. When I am not at work I enjoy spending time with my family, listening to music, cooking, reading, researching and contemplating joining a gym (just haven't found the right one for me yet!!) I am keen on quotes and hide motivational and inspiring quotes in all places. One of my favourites is: "If you think you can or think you can't you're absolutely right."*

If you are interested in becoming an IRIS practice or want more information we'd love to hear from you:

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You can find out more about IRIS at:  
**[www.irisdomesticviolence.org](http://www.irisdomesticviolence.org)**