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# "I'M NOW IN CONTROL OF MY HIV"

The Intensive Support Service for people living with HIV and **complex needs** in Greater Manchester



Some people living with HIV need extra help to follow their treatment plan

## The Intensive Support Service (ISS):



provides one-to-one support for people with high levels of social needs to help them reach untransmittable viral levels



was set up and run by **George House Trust** as part of a larger project working towards ending HIV transmission in Greater Manchester (HIVe)



bridges clinical and social care to provide a coordinated holistic service via a single point of contact



*The ISS has been an outstanding example of the third sector working with clinical colleagues to support those people living with HIV who may not otherwise have received the levels of support and advocacy that this service has been able to provide.*  
- voluntary sector stakeholder



*The ISS has been really useful at helping to engage hard-to-reach patients who struggle to maintain undetectability.*

- clinician



*The ISS has helped me come to terms with my HIV and help destigmatise it so that I can now accept my diagnosis and the issues surrounding it.*

- service user

## The ISS is very effective in helping people manage their HIV



**64** service users supported from **November 2019 to December 2021**



**96%** of service users reported improved clinic attendance



**85%** of participants reported an improvement in general wellbeing



**79%** of service users had or were close to having an undetectable viral load (due to increased adherence to anti-retrovirals)



**3** pregnant users gave birth to HIV-negative babies

Infographic based on the evaluation report: D. Duffy, N. Hammond, F. Markus and F. Bell (2022) 'Intensive Support Final Report, Manchester Metropolitan University, HIVe programme evaluation'. To receive a copy, please email Dr Natalie Hammond [n.hammond@mmu.ac.uk](mailto:n.hammond@mmu.ac.uk).

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See the policy brief version of this infographic and other materials:



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Integrated Care Partnership

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HIV POSITIVE LIVING

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