

## Paul Kirklees

### How WY-FI 'bridged the gap'

Paul needed medical treatment for a serious leg infection caused by injecting into a wound. Paul had been reluctant to accept treatment in the past because of anxiety around wait times, unfamiliar medical staff and difficulties accessing his methadone.



One of our Navigators supported Paul to go to A&E, acting as an advocate on his behalf to bridge the gap with medical staff. Our Navigator stayed with Paul to help him manage his anxiety whilst waiting to be seen.

Our Navigator also made arrangements so that Paul would receive his regular doses of methadone, as well as ensuring that Paul was able to call his family and friends to keep them updated.

As a result of WY-FI's support in A&E, Paul was able to access vital treatment. Without it, there could have been serious and potentially life-threatening consequences.

**Tel: 0113 887 0000 [www.wy-fi.org.uk](http://www.wy-fi.org.uk)**

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