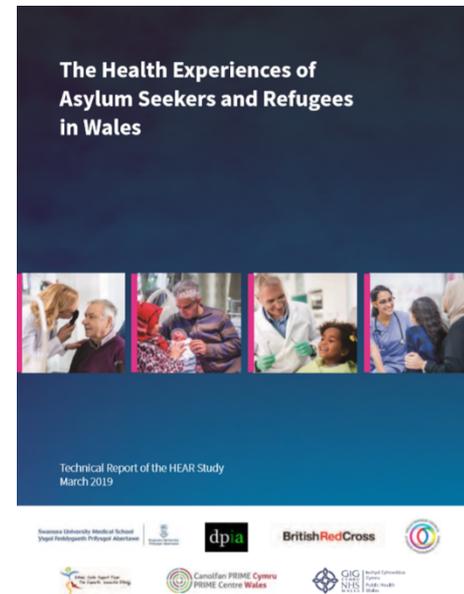
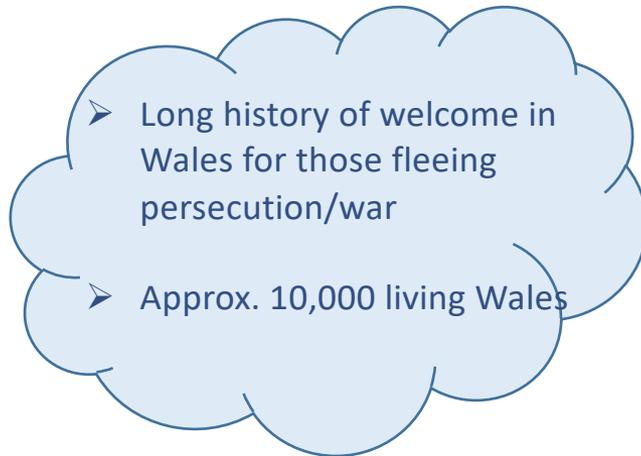


The Health Experiences of Asylum Seekers and Refugees in Wales (HEAR)

Dr Ashra Khanom on behalf of the HEAR team

Commissioned by Public Health Wales to:

- investigate health, well-being & healthcare experiences of adult asylum seekers and refugees in Wales, including views of recipients & providers
- establish what helped or hindered healthcare access & experiences of asylum seekers and refugees



Swansea University Medical School
Ysgol Feddygaeth Prifysgol Abertawe



BritishRedCross



<http://www.wales.nhs.uk/sitesplus/888/news/50>
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Mixed methods study

- Searched the published evidence
- Recruited & trained team of 8 volunteer asylum seeker to collect survey data from across Wales
- Conducted 8 focus groups across Wales with 57 sanctuary seekers and their supporters.
- Interviewed 32 health professionals & support workers delivering care to these patients.



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“The service is very good and actually they are really thorough in the care that they provide...”

Quote from study

Findings

- Language and communication;
- Cultural understanding and values;
- Presence or absence of trusted relationships;
- Structural barriers, such as out-of-pocket expenses; and knowledge of the health system and how to navigate it



Stigma of disclosing mental & physical health problems, and fear of adverse effects on their immigration status, deters some sanctuary seekers from accessing care

Recommendations

- **Building health literacy:** introductory information on rights and entitlements, more orientation support from NHS and third sector, advice and translated literature
- **Improving support:** training health professionals on the social, legal and cultural issues affecting people; adequate interpretation services; specialist services as required, eg asylum nursing; accessible mental health promotion
- **Addressing the social determinants of health:** re-examining the dispersal policy, especially for pregnant mothers; volunteer roles for sanctuary seekers as support workers and interpreters; access to language classes; supporting the role of the third sector



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