

Request for case studies about migrants facing restricted access to NHS services

Medact is a UK charity with a membership base of health professionals. Medact works to reduce barriers to health both nationally and internationally by campaigning and research. Over the past five years we have worked to improve the quality of care provided to refugees and asylum seekers in the UK.

As part of an on-going campaign to improve access to NHS care for this vulnerable group Medact has been collecting case studies describing incidents of concern raised either by refugees or asylum seekers or those who advocate on their behalf.

The case studies collected previously have allowed Medact to:

- note trends - for example, Medact case studies have shown an increasing difficulty accessing GP service faced by many asylum seekers
- raise awareness of problems not previously documented, such as the difficulty in accessing maternity care at NHS hospitals
- on occasion helping to resolve issues that remained problematic

In addition, these case studies have provided us with a powerful campaigning tool that allows us to talk about the “person” in relation to more restrictive access policies and not just the numbers, and work towards improving access for these marginalised groups. An example of this is our submission to the Joint Parliamentary Committee of Human Rights.

More than ever we need to continue this monitoring and we need your help to do so. We are asking those working with refugees, asylum seekers, and other vulnerable migrants across the UK to send us case studies of their or their client’s experiences This could be in terms of poor treatment or refusal to provide language support, refusal to provide free NHS access, a refusal by a GP practice to register a particular patient, or anything at all that could be considered to impede access to health care for the person concerned.

What we need to know

Information on your Client. This should always be anonymous, **never** include the clients name, address or any other identifying information.

We do need you to tell us:

- Age: supply an age within a broad period i.e. under 10years, under 18years, 18-30 years, 30-40 years, 40-60 years and over 70 years.
- provide us with an area or region rather than a specific country of origin.
- Immigration status if known or if not details of legal status

Email: moyrarushby@medact.org www.medact.org

Tel: 020 7324 4739

The Grayston Centre, 28 Charles Square, London, N1 6HT

Medact Reg charity 1081097

What Happened

Along with this it we need you to tell us what happened to your client including their feelings about the incident and what impact if any the incident has since had on them.

Please be clear which service had been requested i.e. GP, A&E or Maternity care. It is important you tell us who it was that made any decisions relating to this case a role rather than a name is fine. It would also help if you could provide as much information as possible on what has happened since the incident and how and by whom resolution was eventually obtained.

Information about the PCT or Hospital Trust and about the person submitting the form

This information will never be made public but will be kept on record for monitoring purposes

We do need you to tell us:

- which PCT or Hospital Trust was involved in the incident
- along with your name, contact details and the organisation if any that you work for.

How we will use this information

- make use of the information is used in a way that neither demeans nor exploits those involved
- never disclose personal information that might identify **any** of the persons concerned including the person supplying the information
- use the information to counter stereotypes rather than encourage them
- use case studies in a way that is representative way and in context

How to submit case studies

Case studies can be submitted in any format you find convenient including telephone or email if this is more convenient.

Please send all case studies or any questions you may have to

Email: moyrarushby@medact.org

Fax: 020 7324 4734

Tel: 020 7324 4739

Medact, Grayston Centre, 28 Charles Square, London, N1 6HT.

Further reading

The Joint Committee on Human Rights. The Treatment of Asylum Seekers. Tenth Report of Session 2006-7

<http://www.publications.parliament.uk/pa/jt200607/jtselect/jtrights/81/81i.pdf>

Reeves M, de Wildt G, Murshalie H, Williams P, Gill P, Kralj L, Rushby M: Access to health care for people seeking asylum in the UK. *Br J Gen Pract* 2006, 56:306-08

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