

The Health Experiences of
Asylum Seekers and Refugees
in Wales



Technical Report of the HEAR Study
March 2019

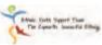
The Health Experiences of Asylum Seekers and Refugees in Wales (HEAR)



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Aims

Commissioned by Public Health Wales to:

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



Methods

Mixed methods study



- Searched published evidence
- Recruited & trained team of 8 volunteer *peer researchers to collect survey data* from 200 sanctuary seekers 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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Recommendations arising from this research

Improve health & well-being of sanctuary seekers in Wales by:

- **Building health literacy:** introductory information on *rights*; more *advice & support* from NHS & 3rd sector; and *translated literature* to improve health literacy
- **Improving support:** *training* health professionals in the legal, cultural & social issues affecting sanctuary seekers; adequate *interpretation* services; specialist services like *asylum nursing*; and accessible *mental health promotion*
- **Addressing social determinants of health:** reviewing the dispersal policy, especially for *pregnant mothers*; volunteer roles for *sanctuary seekers as support workers* & interpreters; access to *language classes*; supporting the role of *3rd sector*



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Funded Research – HEAR 2

Primary research questions

- How do sanctuary seekers *whose 1st language is not English* experience primary & emergency healthcare in Wales?
- How can we improve *interpretation services* in these settings?

Methods

- *Surveys* across UK of NHS commissioners about current services; & of 1000 sanctuary seekers in Wales by post & peer researchers
- 20 *interviews* with subsample of sanctuary seekers by *peers*
- 5 *focus groups* with primary & emergency healthcare workers

Timetable October 2020 till September 2022

Proposed Research – Building Ethnic minorities’ Service Use Relating to Emergency healthcare (BE SURE)

Primary research questions

Compared with White British people, how do ethnic minorities seek care for *injuries*? What are their *outcomes*?

Methods

- **Surveys** across UK of experiences & health status of 400 ethnic minorities (including sanctuary seekers) & 400 White British contacting ambulances or Emergency Departments about injuries
- **Interviews and focus groups** with subsamples of both groups

Timetable October 2021 till September 2023



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