



SAFE SURGERIES

A TOOLKIT FOR COMMISSIONERS

Why Safe Surgeries?

Everyone living in the UK is entitled to register and consult with a GP, free of charge.

At our London clinics, Doctors of the World (DOTW) UK helps almost 2,000 people every year access NHS services. On average, our patients have been in the UK almost 6 years, without ever having seen a GP. Most of these are migrants in vulnerable circumstances, who are often prevented from registering with a GP by administrative, language or other barriers. They include pregnant women, survivors of trafficking and people who have fled war.

Safe Surgeries is a network of GP practices committed to tackling barriers preventing access to primary care, and to promoting the health of everyone in their community - regardless of their nationality or immigration status.

It connects participating practices together to share resources, training, policy updates and to enable peer-to-peer support. It's free and easy to join up - just go to our [website](#).



What can Safe Surgeries do for your area?

A

Promote healthy communities and improve access to equitable and quality care

B

Respond to the needs of a diverse community and promote non-discriminatory practice

C

Support GP practices to implement NHS England's guidelines on patient registration and fulfill their duties under human rights and equality law

D

Support practices to score highly in CQC inspections as Effective, Caring and Responsive surgeries

E

Support practices to navigate the knock-on impact of new NHS hospital charging policies on primary care

Case Study: Sephora's story

Sephora came to Britain 10 years ago, fleeing torture and abuse, and was detained on arrival.

Following her release, Sephora was unable to register with a GP. She was told incorrectly by the GP practice that they wouldn't recognise her as she'd been in Britain for less than three months, and that her time in detention didn't count towards this.

She was also told that, as someone seeking asylum, without proof of address or passport, she could not register. Sephora got help from a voluntary organisation, which contacted the practice on her behalf and quickly got her registered. She told us how, even as someone seeking asylum, she is cautious about trusting NHS staff due to the fear of deportation. She'd like to see more doctors educated on how to create an open atmosphere to help people like her feel at ease.

Source: Equality and Human Rights Commission. 2018



HOW CAN COMMISSIONERS HELP TO BUILD SAFE SURGERIES?

KNOW THE 7 STEPS FOR SAFE AND ACCESSIBLE PATIENT REGISTRATION

-  **1** Safe Surgeries don't refuse to register patients who do not provide proof of address documentation
-  **2** They don't insist on proof of identification
-  **3** They never ask to see a visa or proof of immigration status
-  **4** Conscious of concerns around data-sharing with the Home Office, staff do what they can to protect patient information
-  **5** They use an interpreter, if needed
-  **6** They display posters to reassure patients that the surgery is a safe space
-  **7** They empower frontline staff with training and an inclusive registration policy

REVIEW

Work with GP practice staff to ensure their registration policies are in line with NHS England guidance and review the Healthwatch and public health data available. If you're in London, DOTW UK can share our data on patient registration refusals in your area.

INFORM

Host a (free) Safe Surgeries training for your staff team or for practice staff in your area. You can also make use of DOTW's peer-to-peer training resources.

SPREAD THE WORD

Disseminate the Safe Surgeries toolkit and resources to stakeholders in your commissioning area - to individual practices, health and wellbeing boards, public health teams and other colleagues.

INNOVATE

There are plenty of examples of NHS and non-NHS services facilitating better healthcare access. Look to national best practice, like HIT Sheffield, to inspire innovation or invite DOTW's Mobile Clinic to deliver outreach services in your area.

Case Study: Health Integration Team Sheffield

The Barnsley CCG-funded Health Integration Team (HIT) aims to facilitate the integration of people arriving from outside the UK into the NHS. The team offers specialist support to newly arrived people in the asylum process, unaccompanied under-18s seeking asylum, refugees, migrant workers and travellers. Support includes a full health screening, local information packs, TB screening and healthcare checks in Initial Accommodation centres.

Source: Equality and Human Rights Commission. 2018



DOTW UK is here to provide support to CCGs working toward healthy communities in a way that is inclusive of everybody. More information and all of our resources for GP practices can be found at bit.ly/safe-surgeries. Sign up for updates, events and resources at safesurgeries@doctorsoftheworld.org.uk