



# Let's Do It Community Fund

HWB Health Advice & Assistance Programme: Quarter 1  
January 2022 to March 2022



## Health Advice & Assistance programme

### Background

A new weekly health advice and assistance drop-in session in East Bury which will provide practical hands-on support on health and social care queries and issues, arising on routine and complex health matters for residents of East Bury. The programme is funded from the Let's Do It Community Health Fund.

The programme will specifically be aimed at residents of the Borough who can't speak English well or at all, refugees, immigrants and asylum seekers and will assist them to access better health and social care and access support from the most appropriate services in the Borough.

The aim is to provide them with advice, information and assist with practical support to contact the right services or complete online application forms and help to provide long term improvements to their physical health and mental wellbeing.

### Delivery

The programme is delivered in partnership with Eagles Wing, a well-established Friendship and Support group for Asylum seekers and refugees, operating from the United Reform Church in Bury.

Delivery commenced on 20/01/2022 after an initial meeting with meeting with Eagles Wing to agree times and room hire and this report includes data and information up to and including 17/03/22 (no session 17/02/22).

Dates	20/1/22	27/1/22	03/2/22	10/2/22	24/2/22	03/3/22	10/3/22	17/3/22
Attendances	6	5	5	6	7	3	6	5
Cumulative totals	6	11	16	22	29	32	38	43

The total number of contacts is **43** over 7 weeks and the number of Individuals supported is **21** over this period as the complexity of the issues have meant that some individuals have attended multiple times so we can assist with different health needs and/or repeated attempts to get the help they need.

2 case studies are included which detail the assistance given to 2 individuals.

In addition to the Individuals supported, assistance has been given to **13** additional family members as GP appointments or dental requests have included children and partners.

Male	Female	Ages 25-39	Ages 40-59	Age 60+
5	17	10	9	1
White British	White Other	Other ethnic	African	Not known
1	1	8	10	2
BL9	M26	M45	OL10	Not known
10	2	2	1	6



### First Language

English	Arabic	Russian	Amharic	Kurdish	Swahili	Farsi
1	10	1	1	1	1	1

### Country of Origin

Kuwait	Ukraine	Eritrea	Iraq	UK	Sudan
2	1	1	1	1	5
Yeman	Congo	Morocco	Iran	Unknown	Tigrinya
1	1	1	2	2	2

### Assistance required

Sexual health	Free prescription application HC2	Referral to 111(Interpreter requested)	Dental access	Hospital booking (Interpreter)
2	3	2	7	3
GP app. (Interpreter)	GP registration	Child health information	GP app for child (Interpreter)	PIP application assistance
4	2	1	3	11
Universal credit health assessment form assistance	Housing/Homelessness	Hospital complaint		
1	2	1		



## Issues arising

### Ongoing issues yet to be satisfactorily addressed:

- **Dental enquiries** - several requests for family dental registrations but we currently only have dentists accepting under 18's at the present time. No adult NHS places available locally. Awaiting information on new government funding and take up by Bury dentists. We will contact those who have requested this assistance when we have confirmation of places available. 1 patient was signposted to 111 for nurse triage for severe dental pain.
- **Access to appointments** - this includes hospital, sexual health clinics, dental and GP appointments. Patients are struggling to get the help needed as language barriers via telephone mean they cannot explain the problem without Interpreter support. Call backs are often missed as they are often reluctant to answer unknown callers or cannot understand the call-back. Healthwatch has spent a lot of time waiting for calls to be answered by GP Practices to explain issue and request call back or appointment with Interpreter present. Issues dealt with but very time-consuming.
- **Housing/Homelessness issues** - this is not part of this programme but is a major issue affecting the wellbeing of refugees and asylum seekers with different issues affecting those in transition from asylum seeker to refugee, refugees, asylum seekers and failed asylum seekers who are destitute. We have been asked to help by patients desperate for assistance but are struggling to navigate local and regional options for people with some services in Bury not yet operational. Assistance in dealing with this specialised area is urgently required.



## Appendix 5 – Case studies

Please note all names have been changed to maintain confidentiality.

**You said....** Request for assistance in booking dermatology appointment at Hospital & removal of coil which is causing pain

**We did...** Dermatology appointment booked and receiving ongoing treatment. Removal of coil is still ongoing after referrals to GP, sexual health clinic, ROH A & E & Fairfield Gynaecology - repeated visits over 7 weeks for assistance. Is on waiting list at Fairfield for 12 months now & is in pain. Needs surgical removal but referral classed as 'routine' Now trying to get GP to re-classify as urgent as affecting mental health.



**You said....** Request for assistance to fill in PIP form.

Patient B has no movement in right arm, hand & shoulder due to injury from a fall which has caused nerve damage and destroyed his shoulder. Struggling to dress, bath, shop or prepare food & very distressed as surgery keeps getting postponed. In constant pain.

**We did...** Supported with form filling - PIP & Universal credit health assessment. Phoning Wigan booking line to try to get a cancellation for surgery as had two more delays. Assisting with a dental invoice he has received which should be free as on UC. Ongoing issues we are trying to resolve

