

EP21.01

Portuguese Community Engagement Project's Survey – understanding the health and cultural needs of a marginalised immigrant community in London

Cristiano Figueiredo(1), V Sharma(2)

(1) Unidade de Saúde Familiar Ribeirinha, Barreiro, Portugal

(2) Grantham Centre Practice, London, United Kingdom

Corresponding author: Dr Cristiano Figueiredo, Administração Regional De Saúde De Lisboa E Vale Do Tejo, USF Ribeirinha, BARREIRO, Portugal. E-mail: cristianomartafigueiredo@gmail.com

Background & Aim: The Portuguese Community Engagement Project (PCEP) started from a Hippokrates Exchange organized in Lambeth, London, where a Portuguese Family Medicine trainee visited a General Practitioner (GP) interested in health inequalities. 1 in 6 people in Lambeth speak Portuguese as their native tongue. This immigrant community is facing some difficulties in understanding and accessing the National Health Service (NHS) mainly because of language barrier and other socioeconomic factors. We decided to prepare a survey to understand better the community needs and involve the community in the project from the start.

Method: A survey was designed based on the findings from focus groups with Portuguese immigrants. The survey was distributed throughout the Portuguese community between August and November 2015.

Results: The survey had 240 respondents. The average age was 43 years and the average time living in the UK was 7,5 years. 82% were registered with a GP. Of those, 81% were satisfied with the service provided by their GP but 79% considered their health status could improve if their GP provided more written information in Portuguese. 67% needed a Portuguese translator to fully discuss their health problems with the GP. When their GP is closed the respondents were more likely to go to the Accident and Emergency (A&E) Department (34%), pharmacy (30%) or private Portuguese GP (21%). Only 6% referred the Out of Hours GP Service. 35% agreed that the lack of a Portuguese translator had stopped them from using other NHS health services (apart from their GP).

Conclusions: The PCEP aims to bridge the gap between NHS Lambeth and the marginalised Portuguese community by tailoring patient education to their cultural and linguistic needs. We need to educate the community about other acute medical NHS services, apart from the A&E, and provided more health information in Portuguese.