

### **S38.1**

#### **Health needs, views on and experiences with healthcare of refugees and other newly arriving migrants throughout their journey in Europe**

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**Background:** The EUR-HUMAN, EU funded project, aims to identify and implement guidance and instruments to improve primary health care delivery for refugees and other newly arriving migrants at hotspots, transit centres and first reception centres throughout Europe. The objective is to provide good and affordable comprehensive person-centred and integrated care, taking into account the trans-cultural setting and the needs and wishes of the refugees.

**Methods:** To gain insight into the health needs, experiences and wishes of refugees, a qualitative study was carried out in refugee reception sites in 7 countries, using a Participatory Learning and Action methodology.

**Results:** A total of 43 sessions were held with in total 97 refugees and 25 healthcare workers. The main health problems were journey related: wounds, common infections, mental health problems and lack of continuity of care for chronic diseases. Important barriers in accessing healthcare were revealed: at hotspots and transit centres time pressure impedes refugees from seeking help, and health care workers from building trust and assess the health care needs. At all sites linguistic or cultural differences and the lack of professional interpreters were mentioned as was the importance of feeling respected and of trust.

**Conclusion:** Instruments and training are needed for rapid assessment of health needs, to guarantee continuity of care and to bridge linguistic and cultural barriers.