

## Good Practise Examples in Healthcare Provision for Gypsies and Travellers



### **Morley Street Walk in Centre, Brighton**

#### **What works?**

- ✓ Patients are given very thorough examinations and the time to discuss symptoms with GPs
- ✓ Staff show an understanding of drug and alcohol misuse, homelessness and mental health
- ✓ People report very good treatment by the GP
- ✓ Excellent reception staff

### **Crawley Walk in Centre**

#### **What works?**

- ✓ Friendly, informative reception staff
- ✓ Patients offered help with filling out paperwork
- ✓ Welcoming atmosphere

### **Eastbourne Outreach Team**

#### **What works?**

- ✓ GP and nurse visited Traveller Sites and encampments offering immunisation against measles
- ✓ Gypsy Chair of the Steering Group enabled an invitation for midwives to visit a Traveller site in Eastbourne

### **Princess Royal Hospital**

#### **What works?**

- ✓ The hospital has recognised the high numbers of Gypsies and Travellers who use Urgent Care for general health. Now people can visit the hospital and be supported to register with a local GP surgery.

### **Brighton and Hove/East Sussex Outreach**

#### **What works?**

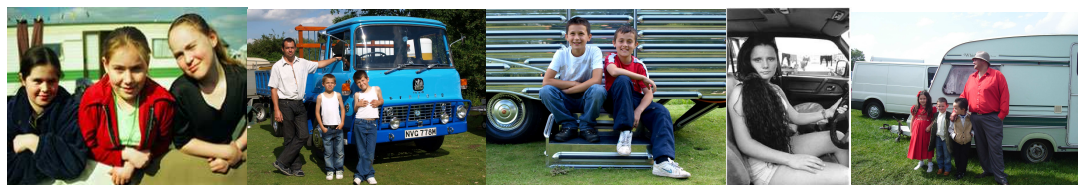
- ✓ Working in partnership with a trusted organisation.
- ✓ Health Visitors go out with an Early Years Worker on a play bus which visits transit (temporary) Local Authority Traveller sites and also visits Roadsiders (Travellers with no fixed abode).

- ✓ Support Workers visited sites with FFTs Adult Social Care Worker which resulted in a number of referrals being made.

## Friends, Families and Travellers

### What works?

- ✓ Know Your Rights and Responsibilities leaflet explains keys patient rights and responsibilities.
- ✓ Food and Mood booklet explains link between food and mood and examples of good mood food.
- ✓ Emotional Wellbeing leaflets, audio CD and book explaining mental health and tips on how to manage wellbeing from both professionals and Gypsies and Travellers.
- ✓ Culturally appropriate women's personal health leaflet on cervical screening developed with NHS.
- ✓ Culturally aware and easy to understand diabetes factsheet and audio CD developed with Diabetes UK.
- ✓ Culturally appropriate Traveller healthy eating recipe book.
- ✓ Young people's wellbeing and confidence building events and workshops including driving safety, woodland traditional Gypsy crafts, onsite clothes making workshop, onsite youth bus.
- ✓ Onsite advice and information bus.
- ✓ Wellbeing workshops for Traveller women in Brighton and Hove including baby massage, aromatherapy, first aid, homeopathy, street dance, ITC.
- ✓ Outreach support staff provide support to access healthcare, give benefits advice, explain letters and help fill out forms (63% illiteracy rate amongst Gypsies and Travellers).
- ✓ Outreach support information and advice for male prison inmates due for release.
- ✓ Bespoke cultural awareness training and support given to key workers including CMHTs, CAMHs, Children's Services, Schools, Youth Centres, Health Visitors/Midwives, Urgent Care, Police, Probation and Fire Services, Community Safety Partnerships, Parks Staff and Mediation Services.



### **Friends Families & Travellers**

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