



# Safe Surgeries in Haringey

Improving access to primary care

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Doctors of the World UK, *part of the Médecins du Monde network*



**SAFE SURGERIES**



# Doctors of the World UK

## Providing healthcare and advocacy: DOTW [clinic](#)

- Primary care clinic in East London for people with difficulty **accessing mainstream NHS**
- Staffed by **volunteer** GPs, nurses & support workers
- **Advocacy** service for GP registration and secondary care
- Influencing **health policy and practice**

2021

Over 900 patients were supported by the DOTW clinic and 1,325 calls to advice line


Most are undocumented migrants (44%) and asylum seekers (46%)

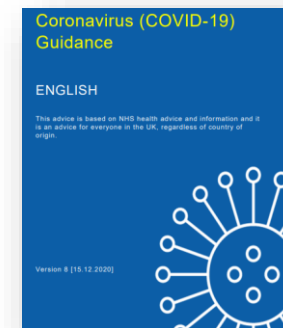
Many homeless or in unstable accommodation and 84% below the poverty line

Patients had been in the UK on average six years before coming to the clinic



# Doctors of the World UK

- **Supporting primary care professionals:**  
Safe Surgeries
- **Supporting patients:**  
translated guidance
- **Engaging with Experts by Experience:**  
National Health Advisors 



# NHS England Guidance on Registration

## 2019/20 General Medical Services (GMS) contract

Guidance and audit requirements for GMS contract

May 2019



Primary Medical Care Policy and Guidance Manual (PGM) (v2)

## Key points

- ✓ **Anyone** in England can register and consult with a GP **without charge**
- ✓ **Nationality** and **immigration** status are **not relevant** to GP registration
- ✓ There is **no requirement for proof of ID or address** to register
- ✓ Patients without a fixed address can register using the **practice address**
- ✓ On suspicion of **fraud**, patients should be **registered** and treated and the matter handed over to the **NHS Counter Fraud Authority**
- ✓ If there is **uncertainty** on the length of time a patient is in the area e.g. asylum seekers in Home Office accommodation -> **permanent** patient registration





# What can be done?



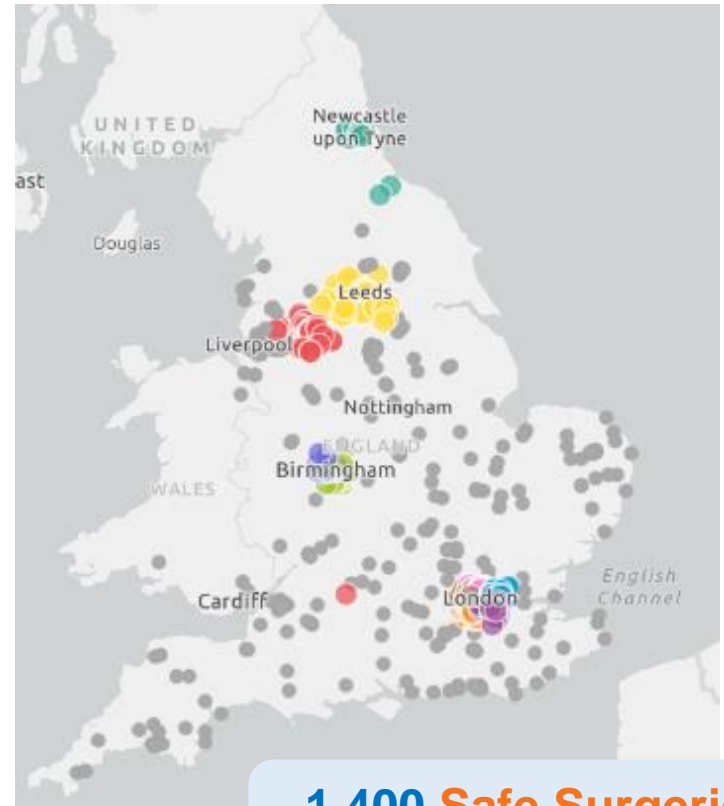
## ***Building an expert community against health exclusion***

In recognition of the increasing workloads faced by GP practice staff and the widespread barriers to registration, DOTW UK launched the Safe Surgeries Initiative in May 2018.



# What is a Safe Surgery?

- A **Safe Surgery** is any GP practice which commits to taking steps to tackle the barriers to healthcare faced by underserved communities
- Small **changes in practice** to ensure that lack of ID or proof of address, immigration status or language are not barriers to patient registration
- Practices signed up receive free **training, resources** and **support** to align with [NHS England guidance](#) on GP registration



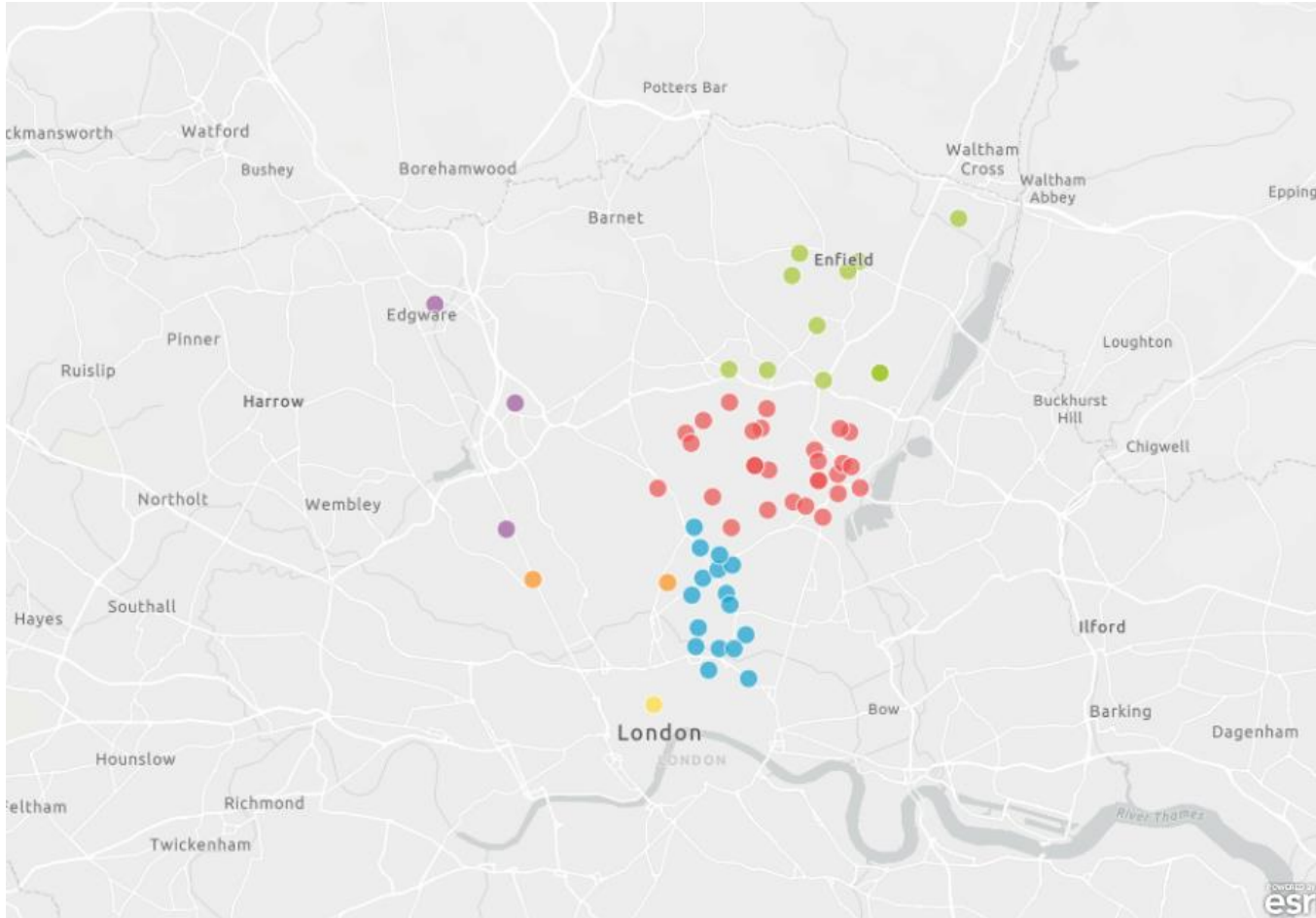
**1,400 Safe Surgeries**  
across the UK...



# Safe Surgeries in Haringey



**SAFE SURGERIES**





# Why become a Safe Surgery?



Comply with NHS policy



Be part of a supportive national network



Support staff learning and skills building



Share good practice



CQC approved



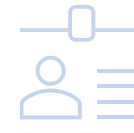
Improve efficiency and communication in the registration process



Improve patient experience



Meet the needs of your community



Ensure lack of documents, immigration status and language do not prevent registration

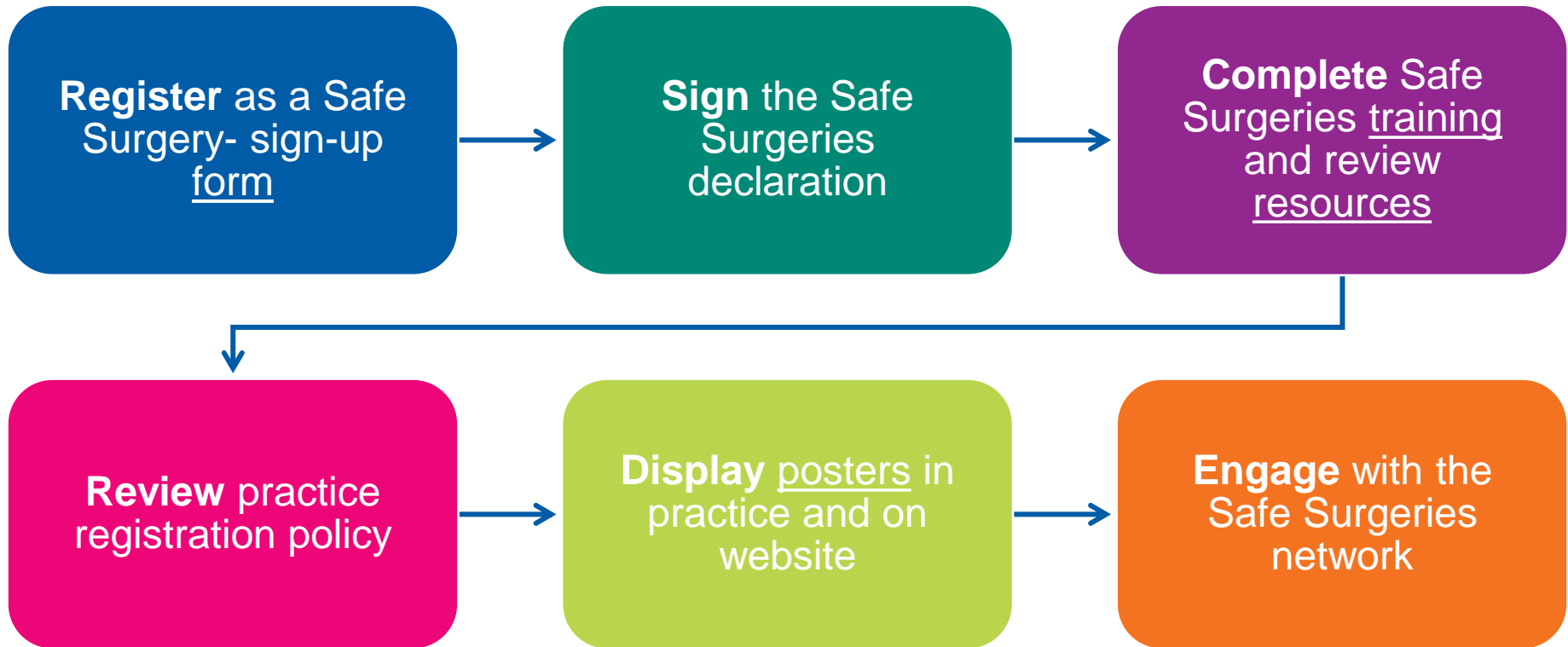




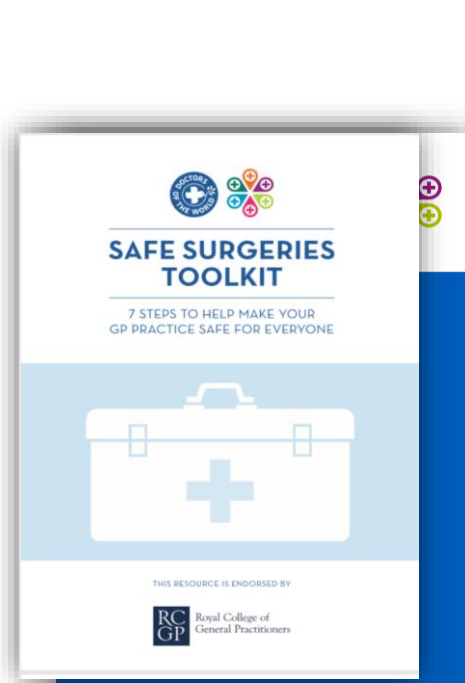
# Steps to become a Safe Surgery



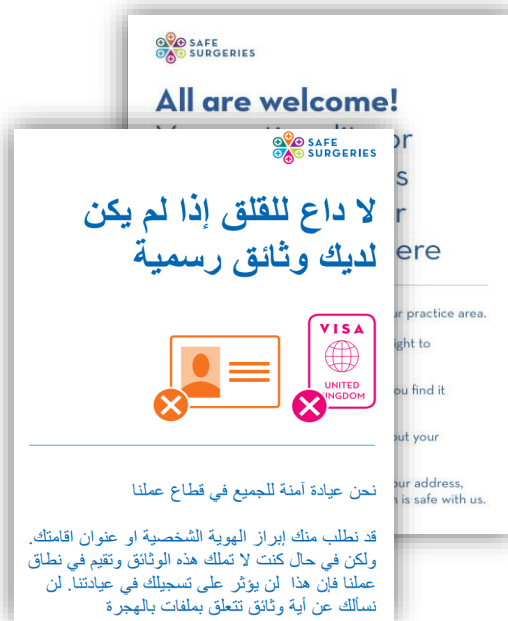
**SAFE SURGERIES**



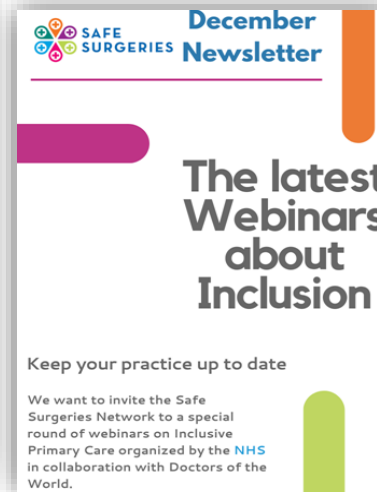
# Free resources to improve patient registration



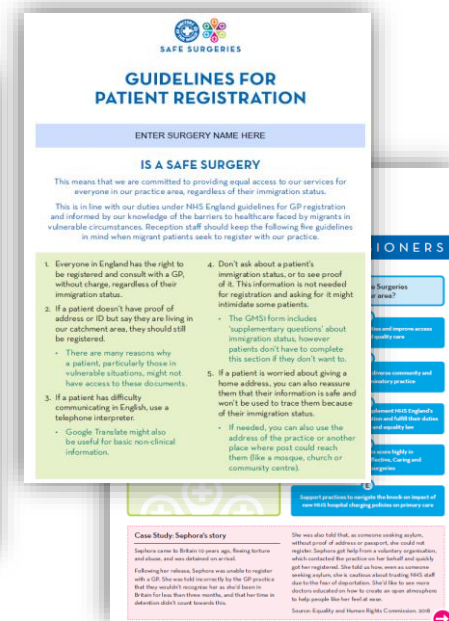
Toolkits



Translated patient-facing posters



Newsletters



Guidance, templates, policy notes



# 7 Steps for Safe Patient Registration

**WHAT CAN WE DO TO HELP?**

GP practices can take concrete steps, both at reception and in consultations, to improve equity of access to their services.

<input checked="" type="checkbox"/>	<b>1</b>	Don't insist on proof of address documents
<input checked="" type="checkbox"/>	<b>2</b>	Don't insist on proof of identification
<input checked="" type="checkbox"/>	<b>3</b>	Never ask to see a visa or proof of immigration status
<input checked="" type="checkbox"/>	<b>4</b>	Make sure patients know that their personal information is safe
<input checked="" type="checkbox"/>	<b>5</b>	Use an interpreter, if needed
<input checked="" type="checkbox"/>	<b>6</b>	Display posters to reassure patients that your surgery is a safe space
<input checked="" type="checkbox"/>	<b>7</b>	Empower frontline staff with training and an inclusive registration policy

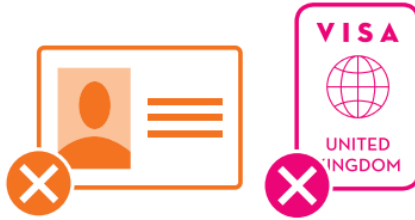
1. Don't insist on proof of address
2. Don't insist on ID
3. Never ask about immigration status
4. Keep information safe
5. Use an interpreter
6. Display Posters
7. Empower frontline staff



**SAFE SURGERIES**



## لا داع للقلق إذا لم يكن لديك وثائق رسمية



نحن عيادة آمنة للجميع في قطاع عملنا

قد نطلب منك إبراز الهوية الشخصية او عنوان اقامتك.  
ولكن في حال كنت لا تملك هذه الوثائق وتقيم في نطاق  
عملنا فإن هذا لن يؤثر على تسجيلك في عيادتنا. لن  
نسألك عن أية وثائق تتعلق بملفات بالهجرة

**Available in Albanian, Arabic, Bengali, Dari, Farsi, Pashto, Portuguese,  
Kurdish Sorani, Spanish Turkish**



## Don't have documents? Don't worry...



We are a Safe Surgery for everyone in our practice area.

We might ask for ID or proof of address. But if  
you don't have any and you live in our practice area,  
you can still register with us.

We won't ask for immigration documents.



## Stay connected...

**For more information and to join the Safe Surgeries network or newsletter:**

<https://www.doctorsoftheworld.org.uk/safesurgeries/>

**Contact us: [SafeSurgeries@DoctorsOfTheWorld.org.uk](mailto:SafeSurgeries@DoctorsOfTheWorld.org.uk)**

