

ENGLISH FOR HEALTH

Improving access to health care for those clients
whose first language is not English.



Alison Lewis

Specific Aims

- To improve understanding of local health services and how to use them effectively
- To reduce A&E visits for non-emergency conditions
- To increase uptake of pre-school immunisation

Objectives

- To promote the benefits of this service to health professional colleagues to aid recruitment of clients
- To facilitate health-related English learning sessions
- To inform clients of how, when and which health service to use and how to access it appropriately
- To ensure the need/benefit of pre-school immunisation is understood by client group
- To provide a safe environment for clients to express anxieties and concerns regarding access issues



Project to date



Funding

Venues

Recruitment of clients

Sessions provided to date

Content of sessions

- Registering with a GP and making appointments in person and via telephone to see health professionals
- When to use A&E services and how to use appropriately
- Describing signs and symptoms of common illnesses
- Why we immunise our children and which infectious diseases we protect against.

Baseline evaluation data

- Collation of A&E data – attendance for non-emergency conditions year prior to project
- Immunisation uptake prior to project
- Anecdotal reporting of use of health services

On-going evaluation

- A&E attendance reporting to project lead.
- Sessions regarding local health services and how/when to use with review at end of course
- Weekly comments about experience when accessing services. Eg Mrs K

On-going evaluation cont.

- Information session about immunisation eg Mrs F
- Comments and discussion about future immunisation uptake
- Comparison of children not fully immunised at the start of the course and at the end of the sessions

Difficulties experienced

- Recruitment of clients
- Transport issues for isolated families
- First cohort of clients all immunised appropriately
- No Adult & Community learning provision for non-English speakers in the area

Any questions?

Alison Lewis
Health Visitor
NHS Warwickshire Community Health

