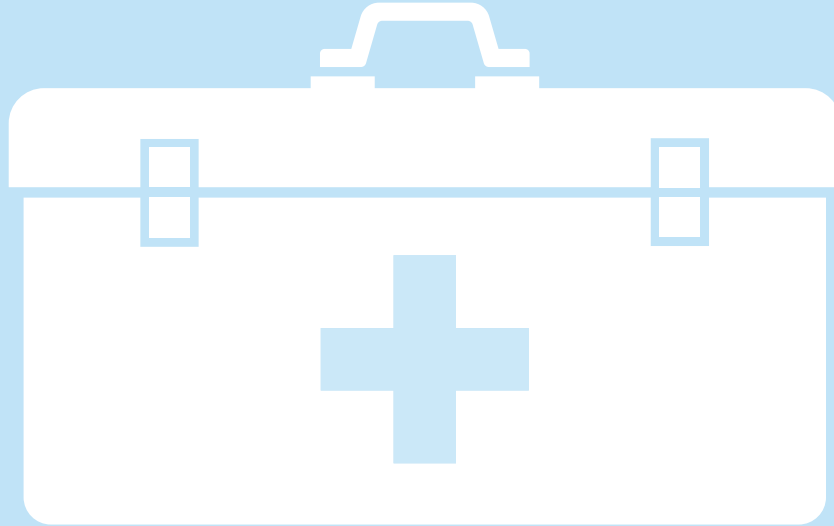




# SAFE SURGERIES



## A TOOLKIT FOR COMMISSIONERS

### Why Safe Surgeries?

Everyone living in the UK is entitled to register and consult with a GP, free of charge. It means we can prevent and treat illness early and create a healthier society for everyone.

At our London clinics, Doctors of the World (DOTW) UK helps almost 2,000 people every year access NHS services. On average, our patients have been in the UK almost 6 years, without ever having seen a GP. Most of these are migrants in vulnerable circumstances, who are often prevented from registering with a GP by administrative, language or other barriers. They include pregnant women, survivors of trafficking and people who have fled war.

**Safe Surgeries** is a network of GP practices committed to tackling barriers preventing access to primary care, and to promoting the health of everyone in their community – regardless of their nationality or immigration status.

The Safe Surgeries toolkit outlines 7 key steps that practices can take to make their services more accessible and is available free alongside other resources on the DOTW UK website. The Safe Surgeries network, facilitated by DOTW UK, connects participating practices together to share resources, training, policy updates and to enable peer-to-peer support.

### What can Safe Surgeries do for your area?

1. Promote healthy communities and improve access to equitable and quality care

2. Respond to the needs of a diverse community and promote non-discriminatory practice





3. Support practices to implement NHS England's guidelines on patient registration

4. Support practices to score highly in CQC inspections as Effective, Caring and Responsive surgeries



# HOW CAN COMMISSIONERS HELP TO BUILD SAFE SURGERIES?

## KNOW THE 7 STEPS FOR SAFE AND ACCESSIBLE PATIENT REGISTRATION

-  **1** Safe Surgeries don't refuse to register patients who do not provide proof of address documentation
-  **2** They don't insist on proof of identification
-  **3** They never ask to see a visa or proof of immigration status
-  **4** Both clinical and non-clinical staff do what they can to reassure patients that their personal information is safe
-  **5** They use an interpreter, if needed
-  **6** They display posters to reassure patients that the surgery is a safe space
-  **7** They empower frontline staff with training and an inclusive registration policy

### REVIEW

Work with both clinical and non-clinical GP practice staff to ensure their registration policies are in line with NHS England guidance. If you're in London, DOTW UK can share our data on patient registration practices in your area.

### REACH OUT

Work with your public health team, local Healthwatch and migrant support services to ensure that JSNAs and other research considers the needs of migrants living in your community.

### INFORM

Consider hosting a (free) DOTW UK Safe Surgeries training for your staff team or for clinical and non-clinical practice staff in your commissioning area. You can also promote learning and development by making use of DOTW's peer-to-peer training resources.

### SPREAD THE WORD

Disseminate the Safe Surgeries toolkit and resources to stakeholders in your commissioning area - to individual practices, health and wellbeing boards, public health teams and other colleagues.

DOTW UK is here to provide support to CCGs working towards healthy communities in a way that is inclusive of everybody.

More information and all of our resources for GP practices can be found at [bit.ly/safe-surgeries](https://bit.ly/safe-surgeries)

Sign up for updates, events and resources at [safesurgeries@doctorsoftheworld.org.uk](mailto:safesurgeries@doctorsoftheworld.org.uk)



**SAFE SURGERIES**