

IMPACT REPORT 2015





This was the year when hundreds of thousands of people across the Middle East fled from civil war and persecution.

Doctors of the World has been working with refugees and migrants across Europe, both while they are on the move and in the temporary camps where their forward movement is blocked. These people badly need our medical help for many reasons. Packing large numbers of families together into camps encourages epidemics of respiratory and gastrointestinal illnesses, especially amongst the young, not to mention severe psychological distress.

Despite these horrors, 2015 was a year of progress. Sierra Leone was at last declared Ebola-free after a terrible year. This success was the result of a huge team effort, between Doctors of the World and many other organisations. But Doctors of the World were one of the few who did not withdraw after Ebola was beaten. They have stayed to help rebuild Sierra Leone's health service, which has been devastated over the past five years.

There remains so much more to do to protect those dispossessed and help rebuild medical infrastructures. Doctors of the World is centrally positioned for this vital work.

Dr Chris Bulstrode CBE

Emeritus Professor, University of Oxford, and DOTW volunteer



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Foreword

2015 was a headline-making year.

For much of the year West Africa was ravaged by the high profile yet silent Ebola virus. Hundreds of volunteers from Britain, Norway and Spain worked tirelessly to help treat and beat the disease at our UK Aid-funded treatment centre in Moyamba, Sierra Leone. In November the country was declared Ebola free. We will stay in Sierra Leone to help build back a sustainable, more resilient and accessible health system, together with local health partners.

UK Aid also enabled us to continue to provide much-needed primary and psychosocial care to Syrian refugees and their hosts in Lebanon and Jordan.

Ongoing conflicts in the Middle East plunged Europe into the heart of the crisis as hundreds of thousands of civilians fled to the continent in search of protection, often risking life and limb on perilous journeys across the Mediterranean in flimsy dinghies.

Across Europe we welcomed them at our clinics, including in Calais, France, where our volunteers tended to refugees' emotional trauma as well as their physical illnesses and injuries. That a humanitarian emergency of the first order has unfolded an hour away from the UK's shore beggars belief.

In the UK we shone a light on the myriad barriers destitute pregnant women face getting the antenatal care they need. All too often this risked their lives and those of their unborn babies, causing undue anxiety and greater costs to the NHS as early detection and treatment is always more efficient and effective than late, complex presentation in secondary care services.

Behind the scenes we worked with Department of Health officials and medical colleges to ensure proposed restrictions on migrants' access to healthcare do no harm. The fight is far from over.



2015 culminated in our selection as one of the *Guardian* and *Observer* newspapers' Christmas Appeal charities. Over 20,000 generous readers donated £2.6 million to the participating organisations' work with refugees. This unprecedented sum, and extraordinary show of solidarity, enabled us to extend our work with and for displaced people, ensuring more excluded people get the healthcare they are entitled to.

None of this work would be possible without the generosity of our donors or our remarkable volunteers who give their time and talent to enable excluded people to claim their right to health.

Thank you for your support.



Leigh Daynes
Executive Director



Janice Hughes
President

Calais and Dunkirk

Around 3,000 refugees and migrants remained camped in and around Calais and Dunkirk at the end of 2014. In January 2015 the French government opened the Jules Ferry day centre, a former children's residential camp, to provide overnight accommodation for 50 vulnerable women and children. Within weeks the wasteland surrounding the site became home to thousands of refugees and migrants mainly from Syria, Sudan, Eritrea, Iraq and Afghanistan. This settlement of tents and shacks, three miles from Calais town centre, became known to many as "the Jungle."

Doctors of the World were already there, having worked in Calais since 2003, and we were compelled to send teams to help. Initially there was one toilet for every 150 people, little food and water and whole families crammed into small tents, with many suffering awful health problems as a result. The conditions being presented to us included serious skin problems, gangrene, breathing difficulties and severe cases of diarrhoea. We also witnessed increasing injuries from climbing fences and falling off trucks as well as reported violence from police and security forces.

As numbers grew and conditions worsened, Doctors of the World launched an emergency response in June 2015, just as we would in any disaster zone or refugee situation in the rest of the world. Volunteer doctors and nurses, including many from the UK, staffed an emergency clinic that saw on average 130 people per day over the summer. The clinic not only provided essential medical consultations, with hospital referrals for more serious cases, but also psychological support for the many migrants traumatised by their experiences. This included a separate tent where psychologists could help traumatised refugees through counselling and art therapy. "They think they are going crazy," says Lou Einhorn, Doctors of the World's mental health lead in Calais. "We're here to build people's resilience, to tell them that what they're feeling is normal."



After the published photos of the drowned Syrian toddler Alan Kurdi in September, the plight of refugees, including those in Calais, shot up the news agenda. Doctors of the World campaigned for the UK to resettle more refugees and spend more money on humanitarian needs in places like Calais and Dunkirk with spokespeople appearing on BBC Breakfast, Radio 4's Today programme and many others. At the same time a Doctors of the World nurse in Calais, Phillip Andrews, set up an online petition calling for the UK Government to set aside a fund for humanitarian needs there, which received more than 80,000 signatures. In response a huge number of individuals stepped up to offer their help and inundated us with donations and offers of support. We raised more than £190,000, allowing us to continue the clinic in Calais until December.

Perhaps our biggest victory came in November, when Doctors of the World won an important court case forcing the French government to identify unaccompanied minors in the camps and to provide more taps, toilets and rubbish collection points. This was the first step in ensuring that the French state lives up to its obligations, and a testament to the power of our advocacy orientated approach to the problem.



© Olivier Papegnies

In 2015 our medics in and around Calais carried out:

- ⊕ **11,097 medical consultations** (including nurse and doctor consultations)
- ⊕ **1,153 referrals to the local hospital**
- ⊕ **349 referrals to A&E**

MAIN HEALTH PROBLEMS

- Trauma and orthopaedic: **22%**
- Ear, nose and throat: **21%**
- Skin: **18%**
- Respiratory: **14%**



CAUSES OF HEALTH PROBLEMS

- 63%** related to living conditions in the camp
- 17%** related to attempts to cross into the UK
- 1.7%** linked to police violence



Greece, the Balkans, Ukraine



© Kristof Vadino



© Louise Orton

Idomeni, Greece

The border between Greece and the Former Yugoslav Republic of Macedonia (FYROM) has long been a major gateway to the rest of Europe for refugees and migrants. At the height of the refugee crisis in 2015, up to 4,000 people were passing through this border every day.



Doctors of the World was the first medical charity to set up a daily clinic at the border post in September 2015, conducting on average 100 medical consultations per day. In November the situation worsened when FYROM refused to let anyone cross who was not from Syria, Iraq and Afghanistan. Our medics continued to help the more than 3,000 people who were trapped at the border, living in terrible conditions, before the camp was cleared and many were bussed back to Athens.

Slovenia and Croatia

Since November 2015, Doctors of the World has provided emergency medical treatment to vulnerable refugees and migrants travelling through Slovenia and Croatia. The Balkan route has been extremely unpredictable, with the situation changing on an almost daily basis.

We deployed mobile medics to help people on the move, enabling them to provide direct medical assistance where it was needed. In November and December the teams provided almost 1,200 consultations. More staff were kept on standby to respond rapidly to changes in needs, for example over Christmas when we deployed a team within 72 hours to ensure round the clock healthcare for vulnerable men, women and children at Dobova refugee camp.

To bring a more humanitarian approach in the transit camps, our staff refused to wear face masks and successfully persuaded other actors, including the military, to do the same. The teams also set up child-friendly spaces where children could play safely. We have been specifically thanked by the Ministry of Health in Slovenia for meeting the health needs of vulnerable people on the move.

[This project has been supported by the Start Network.](#)

Ukraine

Doctors of the World began working in eastern Ukraine in August 2015, providing emergency medical care for people affected by the conflict.

Working closely with the local health authorities, two medical teams, each comprising a doctor, nurse, midwife, psychologist and pharmacist, delivered over 2,300 consultations, including almost 300 individual psychological consultations.

As well as providing primary medical consultations, the teams worked to strengthen the referral system for secondary and tertiary care and trained healthcare staff to ensure vulnerable people could access specialist care.

Our teams also provided direct medical care and psychological support to survivors of gender-based violence.

Working with local health staff to raise awareness of the issue, they helped create stronger referral links between the health authorities and other NGOs in order to better support survivors.

[This project has been supported by ECHO and the German Ministry of Foreign Affairs.](#)

Ebola and its wake

As 2015 began Ebola was at its peak in West Africa, killing hundreds every week and infecting and stigmatising thousands more. In Sierra Leone, our volunteer medics worked round the clock to help beat the virus at our treatment centre in Moyamba and our holding centres in Koinadugu. Since the country was declared Ebola-free in November, we have been building programmes for the future, working to build back communities and a health system devastated by the disease.

After Ebola cases rapidly reduced to zero in the districts where Doctors of the World worked, our team began focusing on promoting social cohesion in communities fractured by the virus. Psychosocial officers tackled stigma surrounding Ebola by accompanying discharged patients back home and answering families' questions about the disease.

We collaborated with Sierra Leone's Ministry of Social Welfare, Gender and Children's Affairs to set up counselling groups for Ebola survivors, providing a safe space to discuss self-care and healthy coping mechanisms.

In partnership with Sierra Leone's Ministry of Education, our team also provided psychological first aid and stress management training in 100 schools across Moyamba. We also distributed hygiene kits to benefit over 27,000 students. This helped schools reopen safely, allowing normal life to resume for many children.

Sarah Collis and Andy Young spent several weeks volunteering at our Ebola treatment centre, and were two of many British doctors and nurses chosen to receive a medal from the UK government for their help during the Ebola crisis in West Africa. "Dilapidated healthcare systems were the reason an outbreak of this size was possible," they explained in a blog they co-wrote at the time. "If we lose sight of this as the media interest and drama fades, we will be leaving these countries more vulnerable to another outbreak."

A health system in crisis

Sierra Leone's health system was already extremely weak before the Ebola outbreak and with attention and resources diverted by the crisis it soon became a public health emergency. Doctors of the World carried out an in-depth assessment of the impact of Ebola on the health service in Moyamba, Sierra Leone. It found that most healthcare facilities lacked basic conditions, equipment and staff, and attendances had plummeted. This meant many more people were dying from preventable conditions than they ever were of Ebola.

The report was compiled from fieldwork including 40 interviews and site inspections in the district, highlighting the need for immediate investment in healthcare facilities. It has been influential with international donors and programmers considering how to improve post-Ebola care. Discussed on the BBC World Service, and referenced in several news outlets, the report has also laid the blueprint for our action in the country for the next several years.

Gareth Walker, international programme manager for Doctors of the World UK, echoes this sentiment: "We must put as much effort into the post-Ebola response as we've done in the emergency phase," he says. "We don't want the huge amount of effort, time and money invested to defeat Ebola to turn into a white elephant that stomps off over the horizon with no further impact. There's a real opportunity here to rebuild something better."



Many vulnerable people across the UK find it impossible to access mainstream health services, despite being fully entitled to them, due to fear, not knowing the system or being wrongly turned away by frontline healthcare staff.

Our clinics in Bethnal Green, Hackney and Brighton offer primary care and social advice from volunteer doctors, nurses and support workers for excluded people including undocumented migrants, sex workers, and trafficked people.

As well as providing healthcare, we register those who are facing barriers with their local GP. In 2015 we supported 1,606 people to access the NHS and 91 per cent of our service users had their cases resolved. We also offer STI screening, vital for public health, and we signpost to other services, including housing advice, destitution support and specialist counselling.

Josephine's story

Josephine fled to the UK from Uganda because of her sexuality. When she was 27 weeks pregnant she tried to register with a GP three times without success. "Every time they would chase me away," she recalls. "They told me that as my visa wasn't still valid I wasn't entitled and that if we work on you you're going to have to pay". Josephine was 35 weeks pregnant by the time she had her first antenatal check at the hospital, arranged by Doctors of the World. She had her baby and is now able to access free healthcare but her local GP practice still does not accept she is entitled to primary care and will only register her as a temporary patient. This means she is still forced to re-register every time she needs to see a doctor.

EXPANDING OUR SERVICE

Brighton clinic

In October 2015 we launched our Brighton clinic funded by Brighton Clinical Commissioning Group to provide medical advice, and support people to access healthcare. This pilot service works in partnership with Brighton Voices in Exile who provide immigration advice and destitution support. This is our first clinic outside London but the issues we see here are the same as in the capital. Our Brighton team also helps many Syrian refugees being welcomed in Brighton.

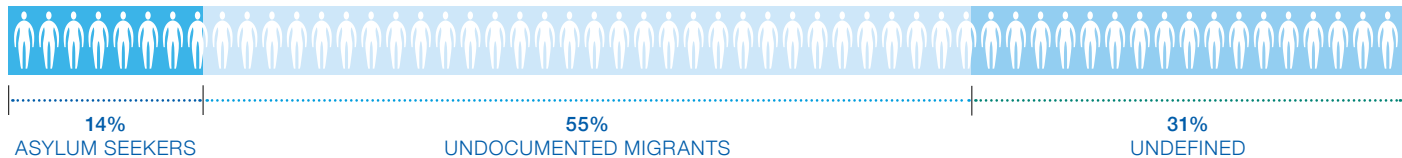
Family clinic

To address the health needs of pregnant women and children, our family clinic doubled its opening days from once to twice a month in 2015. Here a team of volunteer GPs, nurses and support workers helped 80 pregnant women facing healthcare barriers in 2015, 93 per cent of whom had not accessed antenatal care prior to attending our clinic.

Pop-up clinics

To reach excluded people who don't or can't come to our clinics, in 2015 we started a pilot programme sending medics to treat patients at other organisations that help vulnerable migrants across London. These "pop-up clinics" saw people at the Latin American Women's Rights Service, the Notre Dame Refugee Centre, and Justice for Domestic Workers and there are plans to expand into a fully mobile clinic with a customised vehicle.

In 2015 we provided social and medical consultations to **1,606** people across our UK clinics



Patients' top 5 countries of origin:

PHILLIPINES 12.9%

INDIA 9.7%

BANGLADESH 9.7%

CHINA 8.8%

UGANDA 6.2%



2 in 5 people refused GP registration due to:

- ⊗ lack of ID 39%
- ⊗ lack of proof of address 36%
- ⊗ lack of immigration status 13%



53% came from **76** other countries around the world

80%

were living in poverty

34%

were living in unstable accommodation

25%

had experienced violence

88%

were not registered with a GP

37%

of patients undertook STI screening

© Luke Johnston



6 YEARS
average length of time spent in UK before accessing our services

We advocate tirelessly for those unable to access the medical care they need. With over ten years of experience treating excluded populations in the UK, we campaign for policies and practices that give everyone the right to health, regardless of immigration status or income.

Access to health for pregnant women

In 2015 our team carried out a survey about the experiences of pregnant women visiting Doctors of the World's east London clinic, most of whom were undocumented migrants or asylum seekers.

The resulting report 'Access to Healthcare in the UK' found that two-thirds of pregnant patients surveyed had no antenatal care until their second trimester. Many who tried to access services from the NHS received huge bills, even after losing their baby.

One of the women included in the report was 19 weeks pregnant when she visited our family clinic, having neither registered with a GP nor accessed antenatal services. At risk of homelessness before the birth of her child, she later contacted us in an anxious state: "I am so sorry to bother you again because I receive two letters from NHS, they want me to pay immediate £5,827. It's really too much for me, I can't afford."

Our team found that the baby died in two of the 35 pregnancies assessed, with the women being sent large bills in both cases. Report author Dr Clare Shortall said: "In no compassionate society would a health system bill a grieving woman for the loss of her child. Health trusts are increasingly being asked to play the role of the UK Border Agency and focus on checking documents rather than delivering care."

Europe report

In May, we held a one-off press conference in London to mark the launch of a survey of access to healthcare in Europe. The report was based on over 22,000 consultations in nine European countries, including Britain.

Shockingly, it found that only one-third of children seen across Europe had been vaccinated against mumps, measles and rubella (MMR), and only slightly more against tetanus. Over 90% of patients seen were foreign nationals living below the poverty line. Of those surveyed in London, 82.7% had no access to the NHS.

The Europe-wide report and press conference followed Doctors of the World's survey of pregnant women's access to healthcare in the UK. Both publications were key in urging Member States and EU institutions to ensure universal public health systems available to all living in an EU state.

Our report findings got extensive media coverage, reported by the BBC and numerous national papers including the *Guardian*, the *Independent* and the *Daily Mail*, raising awareness of the healthcare situation for vulnerable migrants in the UK. Learning more about women's experiences meant we developed our family clinic to better meet women's needs, such as by providing a pregnancy information sheet and better advice about hospital bills.



© Katherine Fawcett

OTHER ADVOCACY WORK

NHS England Guidelines

In 2015, we worked with NHS England to develop guidelines on GP registration to ensure access for all. The guidance stated that everyone should be allowed to register at a GP practice, regardless of their immigration status or if they have proof of address or identification.

Right to Care

Funded by Trust for London, our Right to Care project focuses on improving access to healthcare for excluded people in the UK through alliances and partnerships. Our work has included training medical students and professionals on meeting the needs of vulnerable populations, and creating a body of medical students to champion this cause and train their peers. We have also been providing guidance, resources and training to regional healthcare providers and public health bodies to improve unmet health needs of vulnerable populations across London.

Ongoing Advocacy

We have continued to engage with the Department of Health over universal access to free primary and emergency healthcare, in collaboration with a network of charities called the Entitlement Working Group. Our advocacy has included calling for refused asylum seekers, pregnant women and children to be exempt from healthcare charges. Through our experience working with vulnerable groups, we've also highlighted the need for more robust and comprehensive healthcare provision for victims of torture, FGM, domestic violence and sexual violence.

Events and appeals

We received an incredible amount of support last year for our work at home and abroad with many amazing people giving their time, money and talent to help us provide vital healthcare globally.

2015 Gala: Lasting Impact for Sierra Leone

Doctors of the World's annual fundraising gala is a major highlight of our year. It gives us a chance to celebrate our achievements with our supporters and to make new friends willing to help us fulfil our vision of a world without barriers to healthcare. In 2015 we focused on our work in Sierra Leone where Doctors of the World is helping to rebuild a healthcare system devastated by Ebola.



Attendees enjoyed a photo exhibition illustrating our projects worldwide and a testimony from nurse Jocelyn Grimshaw who helped run the Ebola treatment centre in Moyamba, Sierra Leone. There was also a short film featuring our work in Moyamba and a live, silent auction. The evening was an astounding success, raising over £83,000 to support our worldwide projects.



Guardian and Observer appeal: We Stand Together

In December, the *Guardian* and *Observer* newspapers chose refugees as the theme for their charity appeal. Doctors of the World was one of the six charities chosen for our work providing healthcare to refugees and migrants at every step of their journey. Over the Christmas period, three major pieces were published about our work in Calais and Dunkirk, in Athens and in the UK. The appeal was a staggering success, raising a record £2.6 million. Our share will allow us to send many more medics to the places they are needed most to help refugees and migrants across Europe.

It didn't stop there. We were also picked by the British Medical Journal as their Winter Appeal charity, which raised over £30,000 for our projects at home and worldwide.



© Demetra Nikitakis

Running for lives

Dozens of people ran for us in 2015 so that others could access the care they need. In October 2015, thirty fit fundraisers collected an impressive £13,000 running the Royal Parks Foundation Half Marathon, a spectacular event that takes in a stunning route through the heart of London.

For five years the Santa Run has been one of our most popular events bringing together hundreds of our supporters and raising vital funds for our work. A team of Doctors of the World Santas braved the December cold to run around London's Victoria Park, raising vital funds in the process.

Your support

From cooking up a Syrian feast to selling photographic prints, countless individuals have found imaginative ways to support our projects for refugees in Europe and the Middle East. Their inventiveness has raised more than £460,000, helping us provide essential care for thousands fleeing conflict.

Prints for Refugees

Mark Sherratt felt so moved by the plight of refugees he decided to get involved through his lifelong passion – photography. He and his wife, Hayley, set up 'Prints for Refugees', an online collection of original prints donated by photographers. The project raised over £13,000 in 2015, with all sales going to Doctors of the World. The duo were nominated for an 'International Aid Champions' award by the Charity Staff Foundation for their incredible support.



"I'm pleased to say that the response from the photographic community has been fantastic, with lots of my favourite artists very happy to give away their amazing work," Mark says. "I'm also very pleased

to be able to work with such a great charity as Doctors of the World who were helping out in Calais before most of us (including me) even realised there was a problem."

Refugees Welcome Map

As the refugee crisis unfolded, countless people began sending us messages of solidarity for our work in Calais and the Mediterranean. We teamed up with digital agency Impero to create a real-time map of all the positive comments being tweeted by the UK general public about refugees and migrants. The visualisation aimed to capture the outpouring of empathy for refugees and migrants, plotting real-time Tweets along the routes where thousands make the perilous journey through Europe.



Syria Cookbook

Doctors of the World supporter Jenny Sowerby created a cookbook using her Syrian mother's legendary family recipes, along with poignant photographs of her time in Syria. The result, *Yalla Let's Eat Charity Cookbook*, is something truly extraordinary, raising over £2,000 for Doctors of the World.

Jenny says she is using her cookbook "in an effort to help the huge numbers of refugees who have left Syria and other war-torn countries – people who have no choice but to leave behind the country they love, enduring horrific conditions as they try to find their way to a better life elsewhere."

How you can help

Make a donation

The most effective way to support us is to make a regular donation, allowing us to plan long-term and direct funds to where the needs are greatest. Even a small donation can make a big difference, for example just £7 could pay for a hygiene kit for a Syrian refugee.

If you are considering a major gift, we will make sure your donation makes the biggest possible impact. You'll work with a dedicated member of the team and be provided regular updates on your investment.

Please visit www.doctorsoftheworld.org.uk/donate to find out more about the many ways to donate to us. You can also donate £10 right now by texting DOCTOR to 70660.

Fundraise for us

Fundraising is about being creative with your time, skills and contacts. There are plenty of simple ways you can fundraise, such as asking your friends to donate instead of buying presents at Christmas, or baking some cakes and selling them at work.

You could nominate us at your workplace to become their Charity of the Year, run a marathon for us or share one of our regular fundraising campaigns.

Get in touch and we can help you get inspired to do something fun, exciting and life-changing for the people we support.

At university

Our university programme, In Residence, offers you the opportunity to hear from people who have been on the frontline of humanitarian aid and healthcare, engage with like-minded health professionals and students, and become an advocate for equal access to healthcare at your university. It's a unique platform for discussion, debate and direct engagement with Doctors of the World's vital work at home and abroad through a series of talks and fundraising activities. See more on our website.

Volunteer

Our work would simply not be possible without our amazing volunteers. You can help us change lives right now and develop valuable skills and friendships along the way. UK and international volunteers, both medical and non-medical, provide care, support and advocacy for some of society's most excluded people, helping them access mainstream health services. You can find out more about these volunteering roles in the 'Work with us' area of our website.

Get in touch

donations@doctorsoftheworld.org.uk • 020 7167 5789

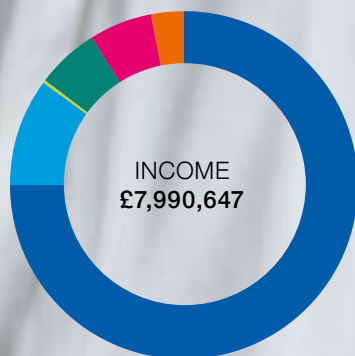


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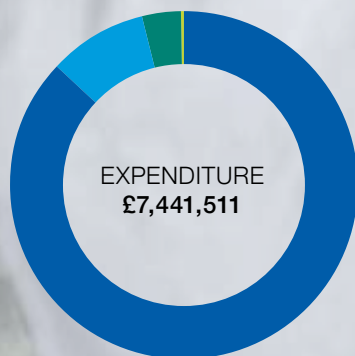


@DOTW_UK

2015 income and expenditure



- Institutions **£6,006,771**
- Trusts & Foundations **£796,891**
- Corporates **£25,548**
- Individual **£461,748**
- Donated office space and volunteer time **£464,597**
- Other **£235,092**



- International activities **£6,473,725**
- National activities **£683,828**
- Cost of generating funds **£273,797**
- Governance **£10,161**

Figures are unaudited

Thank you

We would not be able to work without the help of our generous partners. We'd especially like to thank the following for their support in 2015:



As well as:

Hackney and City CCG
Brighton and Hove CCG
Band Aid Trust
City Bridge Trust
The Henry Kent Trust
The Pickwell Foundation
Sootie Trust

To support us please contact a member of our development team on **020 7167 5789**.



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