

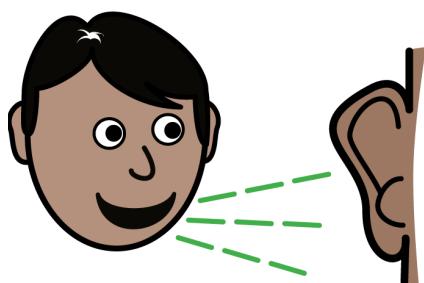


Refugee Report



We are Healthwatch.

We are here to make
care **better**.



We speak up for people
who use health and social
care services in England.



People tell us what it is
like when they use health
services in North Yorkshire.

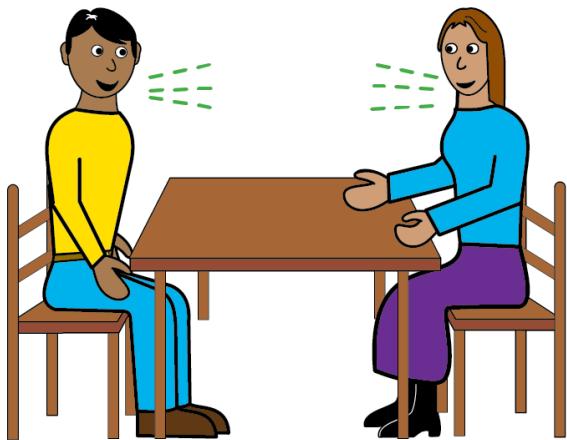
Health services are things
like doctors, dentists and
chemists.

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The National Health Service is in charge of looking after health services in England.

The short name for the National Health Service is **NHS**.



We spoke to lots of **refugees** in North Yorkshire.

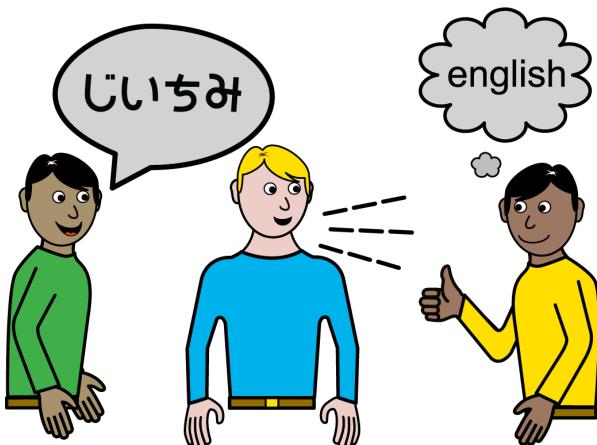
A refugee is someone who has had to move to Britain to stay safe.



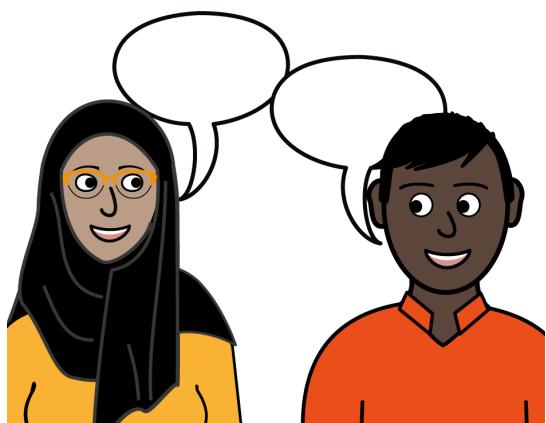
Many refugees who do not speak English told us that they did not get good care from health services.

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What should happen in NHS services



People should be able to have interpreters for **free**.



Refugees should get good care.



Staff should not use Google Translate on a computer to talk to people about their problems. It does not work well.

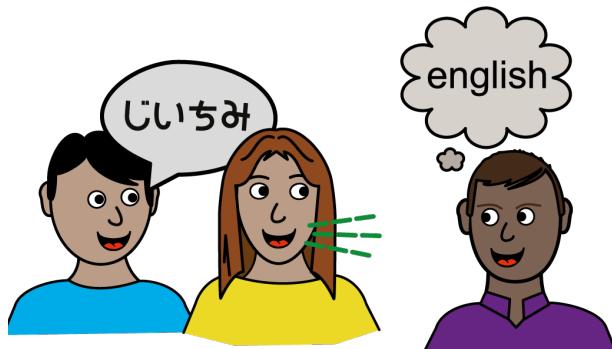
What refugees told us about health services



Sometimes refugees were not allowed to have help from an interpreter.



Some health services used Google Translate to talk to them about their problems.



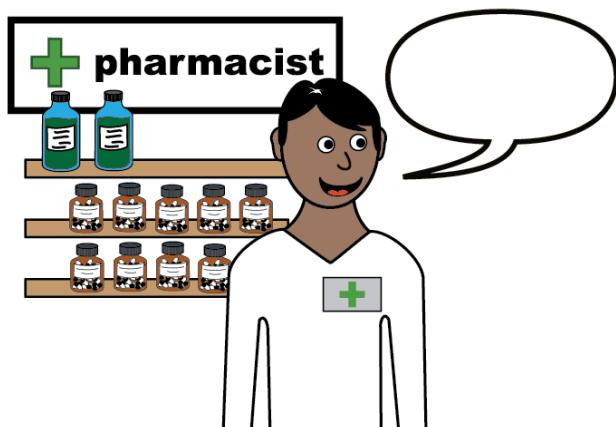
Refugees said care is good when they can use an interpreter.

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What we found out



People who work at health services do not always know what they are supposed to do for people who do not speak English.



We phoned **25** chemists in North Yorkshire.

Only **4** chemists said refugees can have an interpreter.



This means most refugees can not speak to a chemist if they need some help.

If they have a small problem like a sore throat they might go to the doctor instead.

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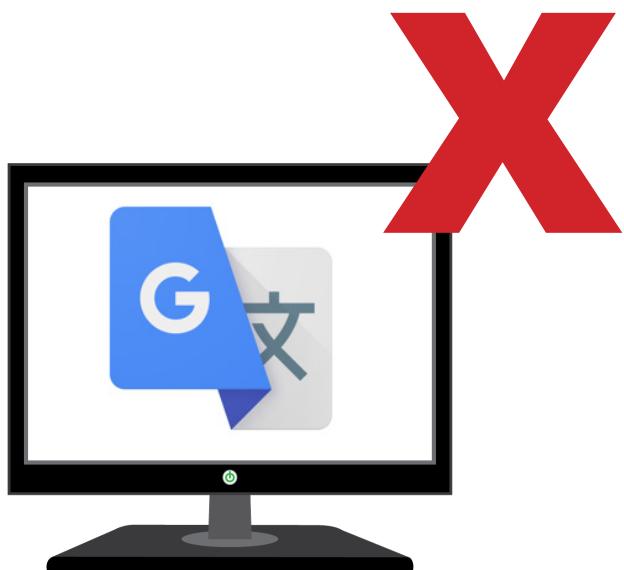
Our ideas



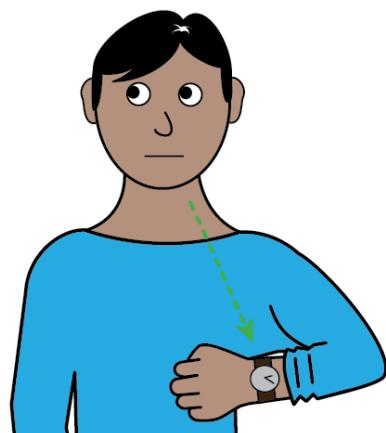
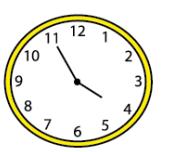
Doctors, dentists and chemists should **always** ask people if they need an interpreter.



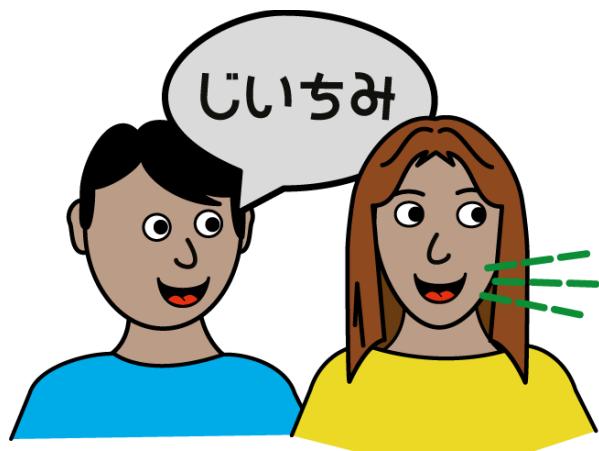
The NHS should **check** that doctors, dentists and chemists are doing the right thing for refugees.



People who give you health care should **stop** using Google Translate.

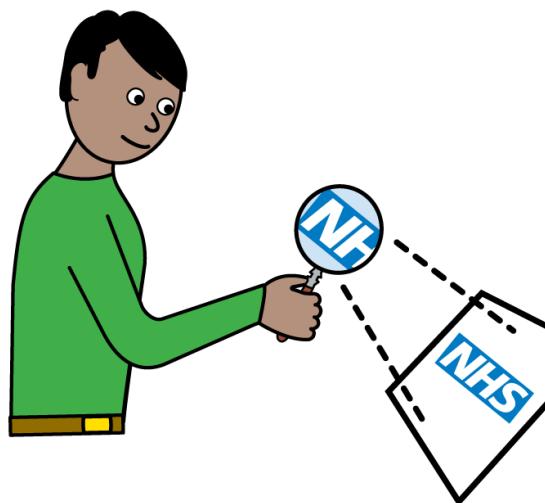


More time should be allowed for appointments when people are getting help from an interpreter.



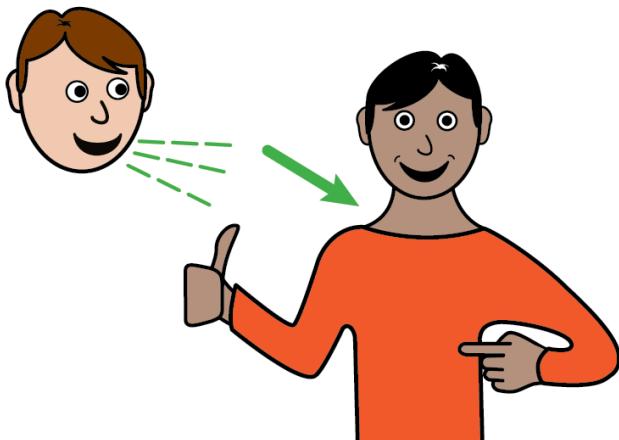
Professional interpreters should be used to help people.

The interpreter should be there in the appointment or on the phone.

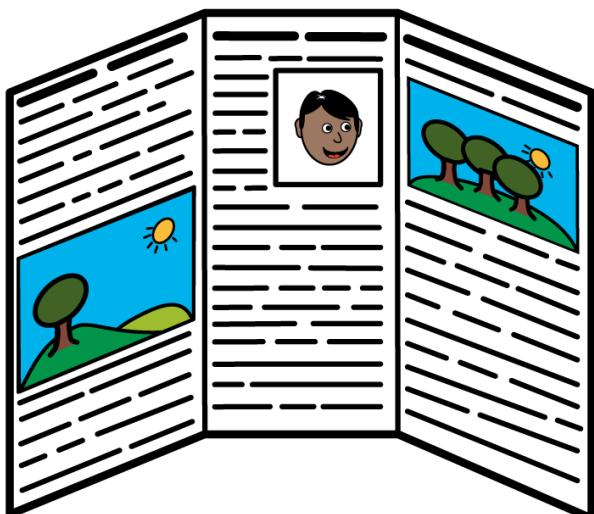


People who do not speak English should get more information about how to use health services.

What we will do



We will tell the people in charge of health services in North Yorkshire how they can make services **better** for refugees.



We will ask them to write a booklet to help refugees get care from health services.