

NHS Devon Integrated Care Board Service Specification

Service Specification No.	
Service	Refugee and People Seeking Asylum - GP Registration and Claiming Process
Commissioner Lead	Su Smart, Deputy Director of Commissioning – Out of Hospital
Provider Lead	
Period	01/04/2023-31/03/2026 (3 months' notice will be required to terminate this contract by either party)
Date of Review	October 2025

1. Population Needs

1.1 National/local context and evidence base

Refugees and Asylum seekers face many of the same health problems as the UK population. In addition, they may:

- Have poor awareness of the NHS and fear barriers to accessing treatment
- Come from countries of origin with poor healthcare
- Suffer health impacts (mental and physical) after leaving their country and being detained in the UK
- Have experienced war, conflict, or torture
- Be separated from family, have poor housing and be socially isolated.

This service aims to provide refugees and asylum seekers, no matter their country of origin, with fair and equal access to primary medical services. The service will provide both the individual and the local GP Practice where the individuals are registered with additional support to be able to manage this patient group.

Patients that are temporarily housed in the hotels should have their health needs generally considered in the same way that those of primary medical care permanent residents plus uplift in service provision to reflect the public health and acute care needs of this vulnerable patient cohort.

Refugee

A refugee is defined by the [1951 UN Convention Relating to the Status of Refugees](#) as someone who has fled beyond the borders of their country and is unable or unwilling to return owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion.

Asylum seeker

A person who has fled their country and made an application in another country to be recognised as a refugee under the 1951 Convention, but who has not yet been granted this status. In the UK, asylum seekers make an application to the Home Office.

2. Outcomes

2.1 NHS Outcomes Framework Domains & Indicators

Domain 1	<u>Preventing people from dying prematurely</u> Reducing deaths in babies and young children	X
Domain 2	<u>Enhancing quality of life for people with long-term conditions</u> Health related quality of life for people with long term conditions <u>Ensuring people feel supported to manage their condition</u> <u>Improving functional ability in people with long term conditions</u>	X
Domain 3	<u>Helping people to recover from episodes of ill-health or following injury</u> Emergency admissions for acute conditions that should not usually require hospital admission	X
Domain 4	<u>Ensuring people have a positive experience of care</u> Patient experience of primary Care Patient experience of hospital care Friends and family Test <u>Improving children and young people's experience of healthcare</u> <u>Improving peoples experience of integrated care</u>	X
Domain 5	<u>Treating and caring for people in safe environment and protecting them from avoidable harm</u> Patient safety Incidents reported Reducing the incidence of avoidable harm	X

3. Scope

3.1 Aims and objectives of service

The purpose of this agreement is to clarify arrangements between NHS Devon and GP practices which have agreed to accept and register new patients who are permanently or temporarily resettling as refugees and asylum seekers, this may include unaccompanied children.

The agreement outlines expectations for GP Practices which will be receiving a one-off funding payment of £150 per person (in addition to usual capitation and contractual payments) following a patient registration in recognition of the additional time required to identify health needs, and to plan and deliver an optimum level of primary health care in response to these. The agreement also sets out the payment arrangements, support and guidance which will be provided by the ICB and other local partners.

This service is aimed at all patients resettling as refugees and asylum seekers who reside within a bridging or contingency hotel or are accommodated as part of a government scheme with families or hosts, located within a practice's boundary.

3.2 Service description/care pathway

GP Practice Requirements

- Practices will undertake an initial detailed, extended medical assessment of the new patients. The national specification states an invitation to register to be sent within 10 days of arrival and a health assessment to have taken place within 30 days of registration in

order to identify what treatment or care they may need to receive, at present or in the near future. The assessment is carried out in the context of the services to be delivered as per the GMS/PMS/APMS contract.

- Ensuring a clear understanding of refugees' and asylum seekers health and wellbeing needs is vital for the delivery of health care to meet their needs and to contribute to their successful resettlement. This comprehensive health assessment will allow for a more in-depth assessment of their health status and needs than is currently covered in the standard new patient check and can cover anticipated issues such as immunisation status, psycho-social issues, eyesight needs. An appropriate amount of time must be allocated for an initial assessment per person. Men and women should be seen separately to allow discussion on potentially sensitive issues. Children should be seen with parent/s.
- The language abilities of refugees and asylum seekers must be recognised and appropriate interpretation planned for accordingly, using formal, rather than informal, ideally face to face interpreting services (i.e. not family members, friends etc.)
- Snomed codes to be used to flag refugees and asylum seekers on clinical record.

For further information and guidance:

[NHS entitlements: migrant health guide - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Migrant health guide - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Immunisation: migrant health guide - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Assessing new patients from overseas: migrant health guide - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Children's health: migrant health guide - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Culture, spirituality and religion: migrant health guide - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Tuberculosis \(TB\): migrant health guide - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Tuberculosis \(TB\) screening for the UK: leaflet - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Diphtheria: public health control and management in England - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Participating GP practices are strongly encouraged to sign-up to Doctors of the World [Safe Surgeries](#) initiative and promote [GP access cards](#). [Doctors of the World is a valuable source of translated materials which can be found here](#)

3.3 Population covered

Any persons formally identified by the Devon system as being a refugee or a person seeking asylum, including unaccompanied children (as defined within section 1.1) who reside within a bridging or contingency hotel, or are accommodated as part of a government scheme with families or hosts, located within a practice's boundary.

3.4 Any acceptance and exclusion criteria and thresholds

Acceptance criteria as per point 3.3. It is recognised that some refugee/asylum seekers may live in alternative accommodation and require a health screening, however, please note that acceptance of the patient under the terms of this enhanced service requires prior approval from the ICB, unless they are in the UK as part of a government resettlement scheme.

Refugees, asylum seekers and refused asylum seekers can register for and receive primary care free of charge in the same way as any other patient in any nation of the UK. This is because immigration and residency status have no bearing on a patient's entitlement to register with a GP practice.

3.5 Interdependence with other services/providers

Other Primary Care services, Secondary Care and Social Care. Please refer to the below for further details:



service map 3.pdf

4. Applicable Service Standards

4.1 Applicable national standards (eg NICE)

The provider is required to adhere to all national standards as issued from time to time by any relevant Regulatory and Statutory bodies including guidance issued by appropriate competent bodies (e.g. Royal Colleges)

5. Applicable quality requirements and CQUIN goals

5.1 Applicable Quality Requirements (See Schedule 4 Parts [A-D])

Each practice must ensure that any personnel involved in providing any aspect of care under this scheme has the necessary training, skill and competency to do so.

5.2 Applicable CQUIN goals (See Schedule 4 Part [E])

Not applicable.

6. Location of Provider Premises

The practice name and address as specified in the primary medical services contract The Practice may also choose to deliver assessments and clinics on-site for residents of asylum seeker hotels if an appropriate clinically safe space is available. Practices choosing to provide services on-site should ensure that the CQC are notified of these changes.

7. Funding arrangements

GPs accepting scheme participants will receive a one-off payment of £150 per person, in addition to usual contractual funding e.g. capitation. Claiming will take place via the ICB's commissioning intelligence portal.

[The ICB reserves the right to take this into account when negotiating any payments e.g. for atypical practices in relation to refugees and asylum seekers; and, to renegotiate this specification and/or fee giving a minimum 3 months' notice should the need arise].

In the event of a pandemic or other 'level 4 health' event, commissioner and LMC will meet urgently to review this specification giving consideration to:

- a. suspension of some or all elements of it,
- b. redirection of patients to alternative provider(s),
- c. in the event of actioning either a) or b) determining appropriate income protection arrangements for GP provider



Devon