



**Bwrdd Iechyd Lleol
Local Health Board**
Abertawe
Swansea

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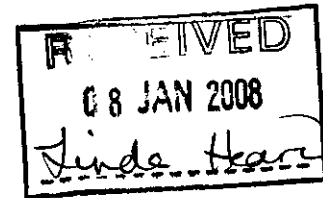
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13TH December 2007

Ann Jones,
Chair, Equality of Opportunity Committee
National Assembly for Wales,
Cardiff Bay,
Cardiff,
CF99 1NA

Dear Ms. Jones,

Re: **Migrant Workers**



We write in response to the inquiry being conducted by the Assembly's Equality of Opportunity Committee focusing on migrant workers, their families and the communities in which they live and work.

The Local Health Board has worked with primary care contractors in recent years to address a number of equality issues, and in particular ensured that training has been undertaken in relation to our Race Equality Scheme and the appropriate provision of translation services through the use of Language Line.

We were made aware a short time ago that a number of migrant workers were attending the local Accident and Emergency Departments, but despite contacting Swansea Bay Racial Equality Council had been unable to identify any specific locations in the community where we could approach these groups to supply appropriate information.

We have made extensive enquiries through all of our primary care contractors.

- Pharmacists have identified a number of migrant workers accessing their services, but have no information available in respect of numbers, country of origin or area of residency.



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- Our General Practitioners are required to record the ethnicity of all newly registered patients, but have no requirement to seek information as to employment status so the information they have does not enable us to firmly identify the numbers of migrant workers.
- None of our GP practices have reported significant demands on their services, or any barriers to accessibility of services that they can relate to migrant workers or their families. We are aware that there is a greater demand on Language Line for Polish and Russian compared to previous years, but in Swansea this is not at a level where it causes us concern. Two practices that have been able to identify a number of Polish migrant workers recently registered are based near the Carmarthenshire border, and we are aware of a large Polish community within that county.

During the last year the LHB worked in conjunction with the Minority Ethnic Womens Network (MEWN) to develop a "generic" practice leaflet to provide information on how to access healthcare services in Swansea. This was provided in Bengali, Arabic, Cantonese and Urdu. The LHB has succeeded in making contact with the Polish centre based in Carmarthenshire to establish whether there is a similar facility in Swansea. We have been informed that there is a Polish shop due to open in Swanse during December/January, where there will also be a cafeteria.

We will make contact with this outlet as soon as possible and propose to make the aforementioned leaflet available in Polish (or any other language identified as required by migrant workers) so that we can do all we can to raise the awareness of these members of the community on how to appropriately access healthcare. We will also take the opportunity to offer focus group meetings, and raise awareness of the availability of Language Line facilities.

If there were any way in which Local Health Boards could be better informed of the movements of migrant workers it would greatly assist our service planning and enable us to work with local communities to ensure that services are appropriately targeted and information made available in the required languages.

Yours sincerely


DOROTHY EDWARDS
DEPUTY CHIEF EXECUTIVE