



SAFE SURGERIES

Safe Surgeries - Southwark

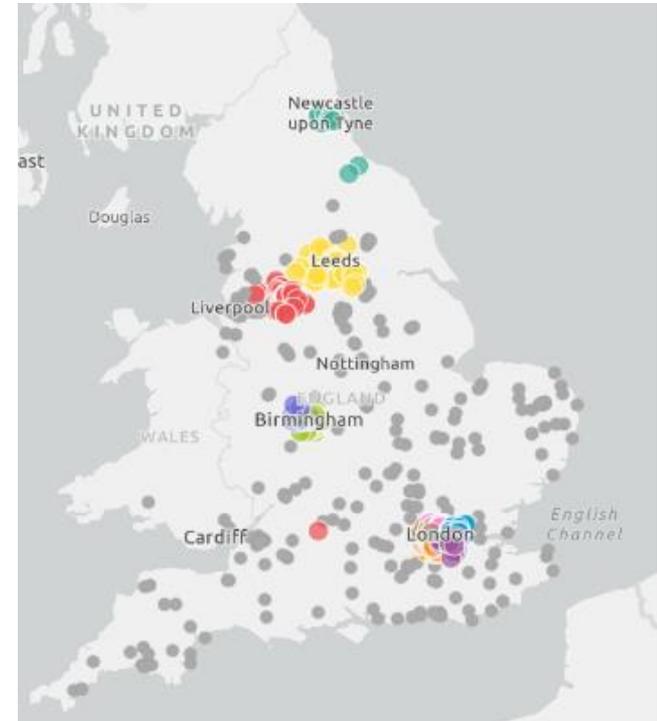
Marina Davidson, Primary Care Advocacy Manager

Doctors of the World UK, *part of the Médecins du Monde network*



Over 1,100 Safe Surgeries across the UK...

- A **Safe Surgery** is any GP practice which commits to taking steps to tackle the barriers to healthcare faced by underserved communities
- It's a **supportive national network** of practices;
- It supports staff **learning and skills-building**;
- It offers **visibility and recognition**.



Waltham Forest
Clinical Commissioning Group



CQC Inspections

- The CQC looks at how practices provide care to different groups of people.
- One of these groups is ‘people whose circumstances may make them vulnerable’.

Responsive

How are you managing access to services?

How do you ensure people are able to register with the practice?

For example, refugees, asylum seekers, migrants, homeless people

Caring

How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?

<https://www.cqc.org.uk/guidance-providers/how-we-inspect-regulate/monitoring-questions-gp-practices>

<https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-36-registration-treatment-asylum-seekers-refugees-other>



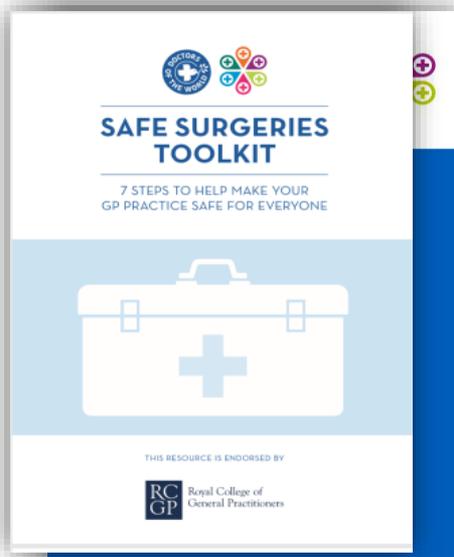
For inclusive and protective patient registration..

Our aim is to improve GP registration practices nationally, and bring them in line with NHS guidance.

WHAT CAN WE DO TO HELP?		
GP practices can take concrete steps, both at reception and in consultations, to improve equity of access to their services.		
✓	1	Don't insist on proof of address documents
✓	2	Don't insist on proof of identification
✓	3	Never ask to see a visa or proof of immigration status
✓	4	Make sure patients know that their personal information is safe
✓	5	Use an interpreter, if needed
✓	6	Display posters to reassure patients that your surgery is a safe space
✓	7	Empower frontline staff with training and an inclusive registration policy



Free resources to improve patient registration



SAFE SURGERIES TOOLKIT

7 STEPS TO HELP MAKE YOUR GP PRACTICE SAFE FOR EVERYONE

THIS RESOURCE IS ENDORSED BY



Toolkits



All are welcome!

لا داع للقلق إذا لم يكن لديك وثائق رسمية



نحن عيادة آمنة للجميع في قطاع عملنا

قد نطلب منك إبراز الهوية الشخصية أو عنوان إقامتك. ولكن في حال كنت لا تملك هذه الوثائق وتقيم في نطاق عملنا فإن هذا لن يؤثر على تسجيلك في عيادتنا. لن نسالك عن أية وثائق تتعلق بملفات بالهجرة

Translated patient-facing posters



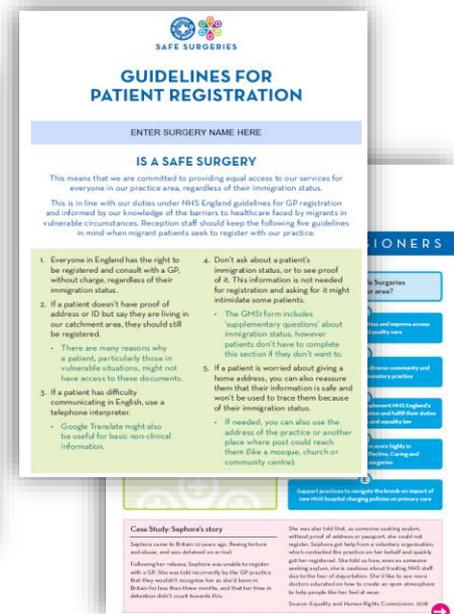
December Newsletter

The latest Webinars about Inclusion

Keep your practice up to date

We want to invite the Safe Surgeries Network to a special round of webinars on Inclusive Primary Care organized by the NHS in collaboration with Doctors of the World.

Newsletters



GUIDELINES FOR PATIENT REGISTRATION

ENTER SURGERY NAME HERE

IS A SAFE SURGERY

This means that we are committed to providing equal access to our services for everyone in our practice area, regardless of their immigration status. This is in line with our duties under NHS England guidelines for GP registration and informed by our knowledge of the barriers to healthcare faced by migrants in vulnerable circumstances. Reception staff should keep the following free guidelines in mind when migrant patients seek to register with our practice.

1. Everyone in England has the right to be registered and consult with a GP, without charge, regardless of their immigration status.
2. If a patient doesn't have proof of address or ID but say they are living in our catchment area, they should still be registered.
 - There are many reasons why a patient, particularly those in vulnerable situations, might not have access to these documents.
3. If a patient has difficulty communicating in English, use a telephone interpreter.
 - Google Translate might also be useful for basic non-clinical information.
4. Don't ask about a patient's immigration status, or to see proof of it. This information is not needed for registration and asking for it might intimidate some patients.
 - The GMS1 form includes 'supplementary questions' about immigration status, however patients don't have to complete this section if they don't want to.
5. If a patient is worried about giving a home address, you can also reassure them that their information is safe and won't be used to trace them because of their immigration status.
 - If needed, you can also use the address of the practice or another place where post could reach them (like a mosque, church or community centre).

Case Study: Sophia's story

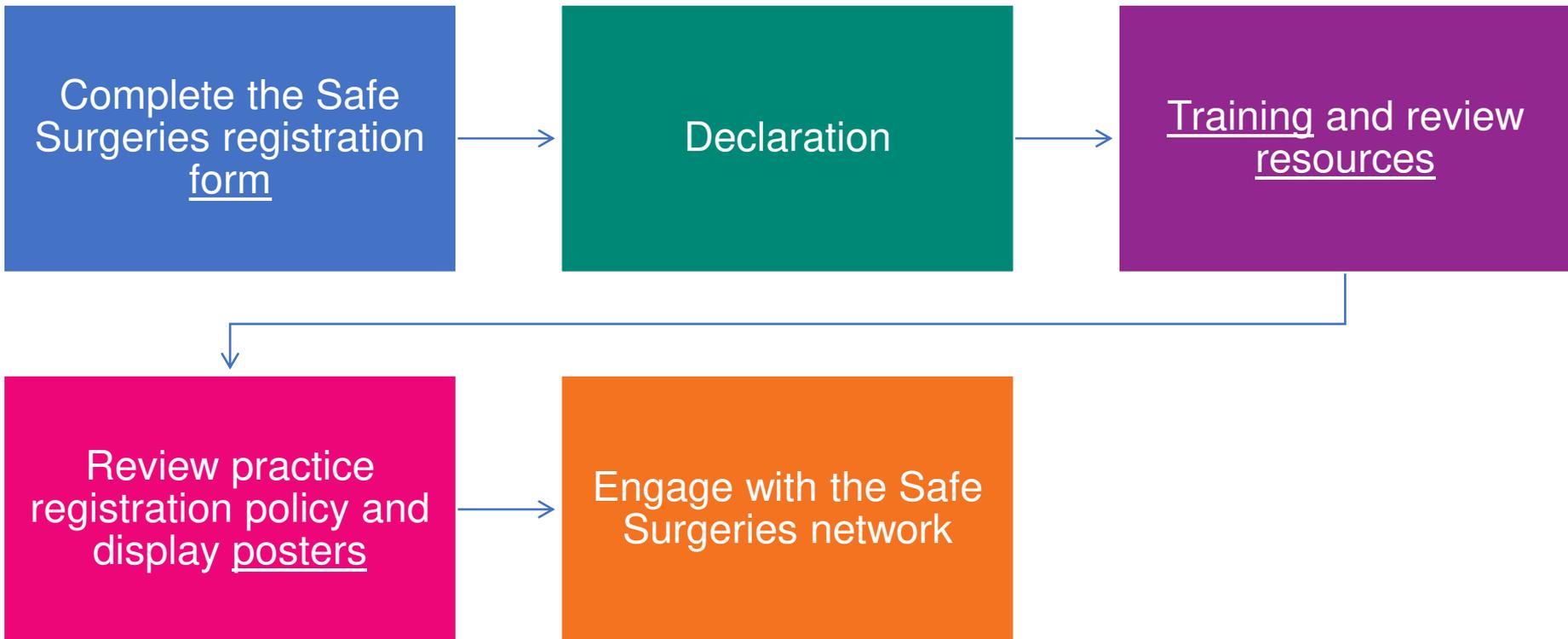
Sophia came to Britain 10 years ago. Being a nurse and a mother, she was determined to work and register. Sophia got help from a voluntary organisation who contacted the practice on her behalf and quickly got her registered. She told us how, even as someone working in the NHS, she is confused about how to get help due to the fear of deportation. She'd like to see more education for us to help people like her feel safe to register. She has her own story to tell.

The case study tells that, as someone seeking asylum, without proof of address or passport, she could not register. Sophia got help from a voluntary organisation who contacted the practice on her behalf and quickly got her registered. She told us how, even as someone working in the NHS, she is confused about how to get help due to the fear of deportation. She'd like to see more education for us to help people like her feel safe to register. She has her own story to tell.

Guidance, templates, policy notes



Steps to become a Safe Surgery





Steps to become a Safe Surgery

Training and review resources

- Arranging Teams training session for practice or PCN (clinical or non-clinical)
- E-learning [course](#)
- Peer to Peer [training](#)
- Ensuring all staff have been trained and familiar – especially new staff
- Reviewing toolkit

- 1 Introduction to Doctors of the World UK
- 2 Introduction to inclusion health & migrant health
- 3 NHS England guidance on entitlement to primary health care
- 4 Refused GP registration
- 5 FAQ
- 6 Where to find further support

<https://training.doctorsoftheworld.org.uk/catalog/info/id:127>



Steps to become a Safe Surgery

Review practice registration policy and display posters

- Sustainable implementation of all principles from resources – allowing all staff to follow same guidance
- Promoting you are a Safe Surgery to welcome patients
 - posters for patients
 - posters for reception staff
 - website
 - display declaration and training certificate



SAFE SURGERIES

We are proud to be a safe surgery for everyone in our community, and pledge to ensure that everyone in our community receives the quality healthcare they are entitled to.

In partnership with Doctors of the World UK, we will ensure that our practice offers a welcoming space for everyone who seeks to use our services. We will ensure that **a lack of identification, proof of address, or immigration status do not prevent patient registration.**

As a member of the Safe Surgeries community, we will endeavour to support other Safe Surgeries and the development of the network.

Don't have documents? Don't worry, view the [Safe Surgeries Documents poster](#) for more information.

For more information on what it means to be a Safe Surgery, please view the [Safe Surgeries Welcome poster](#).

If you wish to register, please speak to a member of staff who can help and support you with the process of registration.

You can learn more at [Doctors of the World UK](#)



All are welcome!

Your nationality or immigration status do not affect your right to register here

We are a Safe Surgery for everyone in our practice area.

-  Everyone living in England has the right to free care from a GP.
-  Ask reception for an interpreter if you find it difficult to communicate in English.
-  Our receptionists won't ask you about your immigration status.



Todos são bem-vindos!

A sua nacionalidade ou status de imigração não afetam o seu direito de se registrar aqui

Somos um Centro de Cirurgia Seguro para todos em nossa área de abrangência.

-  Todos os que vivem na Inglaterra têm o direito de receber atendimento gratuito de um médico de família.
-  Se tiver dificuldade em se comunicar em Inglês, peça na recepção por um intérprete.
-  Os nossos recepcionistas não perguntarão sobre o seu status de imigração.
-  Por favor, não esqueça de trazer o seu documento de identificação.

Available in Albanian, Arabic, Bengali, Dari, Farsi, Pashto, Portuguese, Kurdish Sorani, Spanish Turkish



Good Practice Tips: Reception

- ✓ Understand that entitlement to primary care is **universal**.
- ✓ Don't ask to see visa or proof of residency.
 - Understand that patients **do not** have to complete this section of the GMS1 form.
- ✓ Ensure lack of ID/proof of address is not a barrier.
- ✓ Use an interpreter. **At reception and in consultation.**
- ✓ Be aware of data-sharing fears – consider an alternative address. **e.g. address of friend, day centre or GP practice.**

SAFE SURGERIES

GUIDELINES FOR PATIENT REGISTRATION

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Steps to become a Safe Surgery

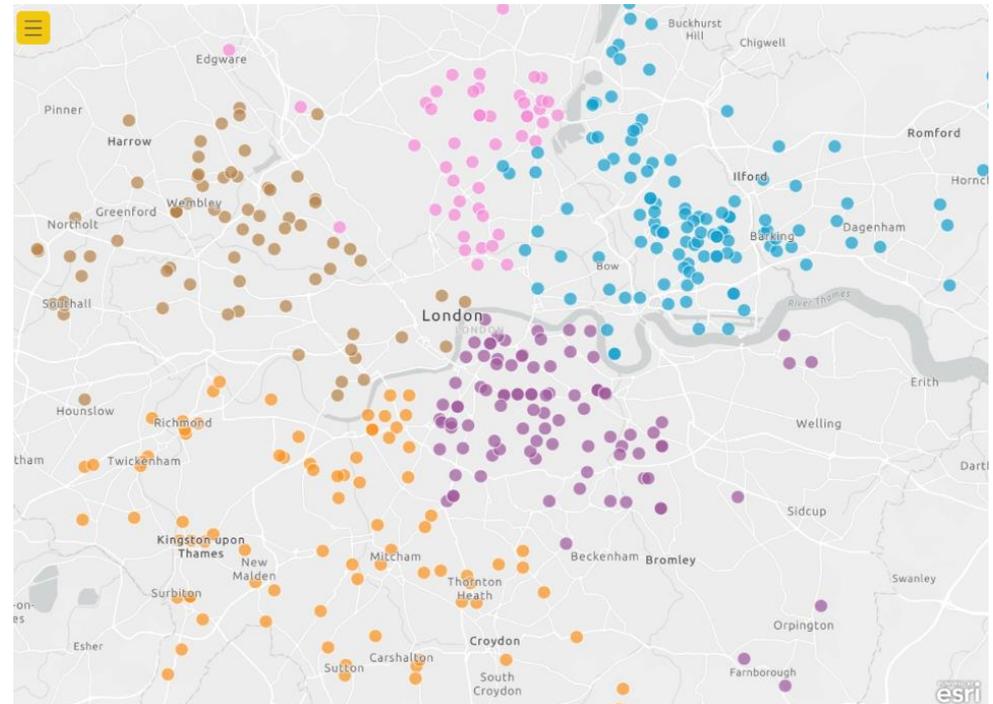
Engage with the Safe Surgeries network

- Sharing good practice
- Engagement with other practices, ICB, Safe Surgeries team, community organisation
- Inviting practices in PCN to the network
- Including all staff in the newsletter mailing list, notifying change in main contact
- Giving feedback via our follow-up survey



In Southwark...

- 34 practices signed up
- Only 11 have completed declaration
- Most signed up in 2019 – may not be familiar with new resources, new staff not on mailing list for updates etc
- May have completed E-learning course
- Training





Training for all practices in SE London

- Friday **16th December – 1pm**, Microsoft **Teams**
- All staff within GP practices
- Register via [Eventbrite](#)

We invite all GP practices across South East London to refresh your knowledge of what being a Safe Surgery entails

Aims:

- *To provide an understanding of entitlement to NHS primary care in England*
- *To understand the barriers faced by refugees and migrants when accessing healthcare*
- *To share practical steps to create an equitable and welcoming GP Practice for everyone*
- *To recognise how important all staff are in a person's healthcare journey*



HC2 Certificates

- People who have low or no income are eligible to apply for an HC2 certificate by completing a [HC1 form](#). Anyone, regardless of their immigration status can apply for this.
- Asylum seekers in receipt of **section 95** support will automatically receive a HC2 certificate and do not need to apply.
- Those on **section 98 or 4** support will need to complete an HC1 form.
- HC2 certificates for asylum seekers normally last for **6 months**

HC1
NHS

Claim for help with health costs

Do you find it difficult to pay for health costs?
You may be entitled to help through the NHS Low Income Scheme

Use this form if you need help with paying for:

- NHS prescriptions
- NHS dental treatment
- NHS eye and fabric support
- Night shifts, patient and carer travel, or
- Travel to receive NHS treatment under the care of a consultant.

You might **NOT** have to pay for them or you could be entitled to some help towards the cost.
You can claim at any time. Do not wait until you need treatment.

You can claim for:

- yourself
- your partner, or
- your children

If you need help or have any questions about filling in this form, you can phone our customer enquiry line on 0845 850 1146. If English is not your first language, please this number and we will provide an interpretation service over the phone.

You do not need to fill in this form if you or your partner are:

- getting Income Support,
- getting Pension Credit Guarantee Credit,
- getting Income-based Jobseeker's Allowance, or
- named as, or entitled to, an NHS Tax Credit Exemption Certificate.

You are already entitled to full help with health costs. However, if you paid any health costs before you started getting any of these benefits or before you became entitled to your NHS Tax Credit Exemption Certificate, read the back cover of this form to find out how to claim your money back.

You cannot get help with health costs if you or your partner (or both) have more than:

- £16,000 in savings, investments or property (not counting the place where you live) or
- £21,500 in savings, investments or property if you live permanently in a care home.

Important note: If you are living in a care home or are aged 16 or 17 and have just left local authority care, you may need to use the shorter form, HC1SD. Please our customer enquiry line on 0845 850 1146 and we will tell you what to do.

Multilingual appointment card generator

Online tool helping non-English-speaking patients understand when their next appointment is.

Họ và Tên Thân chủ:	Client Name
Ngày hẹn:	13/10/2020
Giờ hẹn:	01:00 chiều
Tên Chuyên viên Y tế:	The Village Practice
Địa điểm:	Islington
Điện thoại	020 7700 6464
Ghi chú:	

<https://www.doctorsoftheworld.org.uk/useful-resources/>

Social Prescribing Toolkit



Social prescribing template for GP practices

There is likely to be a range of voluntary organisations in your local community which offer services that your patients may need. Referring patients to non-health support, especially for those facing complex social or legal issues, is a key part of holistic and patient-centred care.

Please complete the below table with local organisations for each service type and keep the information updated with regular checks. Some organisations which provide services nationally have already been suggested.

Service type	Provider	Contact details
Housing/homelessness services		
Emergency accommodation		
Asylum & Immigration advice	Often via local migrant support group	
Benefits advice	Local Citizens Advice	
Debt advice	National Debt Advice Line / Local Citizens Advice	0808 223 4188 www.nationaldebtadvice.org.uk
Employment services	Local Citizens Advice	
English language classes	Often via local migrant support group	
Maternity support	Maternity Action	0808 800 0041 www.maternityaction.org.uk
Mental health/counselling	Local Mind or other specialist provider	www.mind.org.uk/information-support/local-minds/
Healthcare access support	Doctors of the World UK (London clinic; national advice line)	The People's Place, 80-92 High St, London E15 2NE 0808 1647 686 clinic@doctorsoftheworld.org.uk
LGBT support		





Translated resources hub

Translated health information >> Safe Surgeries Clinic Resources And Training Search ...

WHAT WE DO WHAT WE STAND FOR WHAT YOU CAN DO MEDIA AND PUBLICATIONS PLEASE DONATE

TRANSLATED HEALTH INFORMATION FOR PATIENTS

SEARCH

LANGUAGE

Below you will be able to find a series of resources addressing common questions including how to register with a GP, COVID 19 and the vaccine as well as keeping young people healthy.

Please use the filters to search documents by keyword, narrow by topic or select your language or type you are looking for.

For the Vaccine Confidence toolkit please [click here](#).



<https://www.doctorsoftheworld.org.uk/translated-health-information/? language=>

Translated resources hub

TOPICS

- Coronavirus (COVID-19) vaccine information (1)
- Coronavirus Infographics (2)
- Coronavirus Information (2)
- COVID 19 Vaccination Childbearing/Pregnant (1)
- COVID-19 Booster Vaccination (1)
- COVID-19 Information for People without NHS Number (1)
- COVID-19 Vaccination for children aged 5 to 11 year (1)
- EU Citizens Healthcare Entitlement (1)
- Flu Vaccination Winter 2021/22 (1)
- GP Access Card (2)
- HIV in the UK: video guides for migrants (1)
- How to register with a GP and book a vaccine (4)
- Keeping young people healthy (4)
- Key COVID-19 Information for Migrants (1)
- Navigating the NHS and right to healthcare (4)
- Oral Health Guidance for migrants (1)
- Right to hospital care (1)
- Vaccine confidence toolkit (22)
- Wellbeing guidance (1)

<https://www.doctorsoftheworld.org.uk/translated-health-information/? language=>

How the NHS works: a guide for migrants

You can contact the 24-hour service **NHS free phone line** by dialling **111** to get free health information and advice. You can ask for an **interpreter in your language** by saying "interpreter please."

Bevan
Joining Health and Wellbeing

Pharmacy → **Basic medicines**
Pharmacists can offer clinical advice and medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains. The pharmacist will let you know if you need to visit a doctor or direct you to other healthcare professionals to make sure you get the help you need. You can also buy medicines for minor illnesses or first-aid supplies in a pharmacy or supermarket; to find the nearest pharmacy, go to: www.nhs.uk/service-search/pharmacy/find-a-pharmacy

Dentists and Opticians → **Teeth and eye care**
• Find a dentist www.nhs.uk/service-search/find-a-dentist
• Find an optician www.nhs.uk/service-search/find-an-optician/
If your tooth is painful you should call 111 for Urgent Dental Care Services

GP practice or medical centre → **Medical management, coordination of long term care and access to hospital specialists**
A GP can offer medical advice, provide a diagnosis and prescribe medicines. They might be your first point of contact for many physical and mental health concerns. The GP practice is also responsible for coordinating and managing your long term healthcare and they can refer you if you need more specialised hospital services. It is best to register with a GP practice to meet your ongoing health needs. www.nhs.uk/nhs-services/gp/how-to-register-with-a-gp-practice/

Community health services → **Pregnancy, child health, contraception services**
Some health services are accessed in the community, and not in hospitals. These include mental health, child health and antenatal services and sexual health and family planning clinics.

Walk-in or Urgent Treatment centres → **Minor injuries or urgent medical advice**
If you need urgent medical care for minor injuries such as cuts, sprains and small fractures, or urgent medical advice, you can directly go to a walk-in or urgent care centre without an appointment. These centres are usually open during daytime hours.

Emergency services → **Medical emergency or life-threatening situation**
Call 999 if someone is seriously ill or injured and their life is at risk. The telephone operator will advise you what to do or where to go next. An ambulance may be sent to provide treatment or transport the patient to hospital. Hospital Accident and Emergency (A&E) departments are open 24 hours every day of the year. You can access these services directly and without an appointment. www.nhs.uk/nhs-services/hospital-and-urgent-care-services/when-to-call-999/

Emergency mental health → **Suicidal thoughts or serious self harm**
If you have seriously harmed yourself or are about to do so, call 999 for an ambulance or go straight to A&E. If you are thinking about suicide, talk to someone at the Samaritans by calling 116 123.



Migrant? Know your rights...

پناهنده ہستید؟ حقوق تان را بدانید

تمام ساکنان انگلستان مستحق خدمات صحی ابتدایی بشکل رایگان توسط پزشک عمومی میباشند. چیتوانید ثبت نام کنیدحتی اگر ثبوت هویت و آدرس هم نداشته باشید. مهم نیست اگر اسناد برای ثبوت ملیت و پناهندگی نداشته باشیدچونکہ از شما سوال نخواهد شد و معلومات شما با وزارت های داخله و پناهندگی شریک نخواهد شد به استثنای حالاتی کہ شخص مرتکب جرم سنگین شود



SAFE SURGERIES

Migrant? Know your rights

Everyone in the UK has the right to free care from a GP. If you don't have proof of ID or address, you can still register. Immigration status or nationality don't matter - reception won't ask for immigration documents and won't share your information with the Home Office unless serious crime is involved.

আপনি কি একজন অভিবাসী? আপনার অধিকারগুলো জানুন।

ইংল্যান্ডে বসবাসকারী প্রত্যেকটি মানুষের অধিকার আছে বিনামূল্যে জি পি চিকিৎসা পাওয়ার। যদিও আপনার কোনও আই দি বা ঠিকানাের প্রমাণ নেই তবুও আপনার নাম নিবন্ধমুক্ত করতে পারেন। আপনার অভিবাসন অবস্থা এবং জাতীয়তা এখানে প্রয়োজনীয় নয়। আমাদের স্বেচ্ছাসেবকরা আপনার ইমিগ্রেশনের কাগজপত্রের জন্য জিজ্ঞাসা করবেন না এবং আপনার তথ্য হোম অফিসকে কিছু বলবেন বা দেবেন না, যদি না কোনো গুরুতর অপরাধ জড়িত থাকে।

https://www.doctorsoftheworld.org.uk/wp-content/uploads/import-from-old-site/files/Combined_translations.pdf

Patient health questionnaires

- Purpose - to enable GP practices to have **early access** to information that will inform patient management and **prioritisation** of needs
- It is not designed to replace in-person new patient health checks – aims to increase **effectiveness** and **efficiency** of consultations -> improved health **outcomes** and patient experience.
- Translated into **Ukrainian** and **Russian**

Українська / Ukrainian	English
<p>Анкета нового пацієнта для новоприбулих до Великобританії мігрантів</p> <p>Кожин має право зареєструватися у лікаря загальної практики – сімейної медицини (GP – General Practitioner). Щоб зареєструватися у мережу загальної практики, вам не потрібні підтверджені адреси, імміграційний статус, ідентифікаційний номер або номер NHS (Національної служби охорони здоров'я Великої Британії).</p> <p>Ця анкета призначена для збору інформації про ваше здоров'я, щоб медичні працівники кабінету вашого лікаря загальної практики – сімейної медицини (GP – General Practitioner) могли зрозуміти, які підтримки, лікування та спеціалізовані послуги вам можуть знадобитися.</p> <p>Медичні працівники кабінету вашого лікаря загальної практики не розголошуватимуть жодної інформації, яку ви надаєте, для інших цілей, ніж ваше безпосереднє лікування, за таких умов: ви не дали на це згоди (напр., для підтримки медичних досліджень), або вони не зобов'язані робити це за законом (напр., щоб захистити інших людей від серйозної шкоди), або немає переважного суспільного інтересу (напр., ви страждаєте на інфекційне захворювання). Додаткову інформацію про те, як ваш лікар загальної практики використовуватиме вашу інформацію, можна отримати у кабінеті вашого лікаря загальної практики.</p> <p>Поверніть анкету із відповідями своєму GP.</p>	<p>New Patient Questionnaire for newly arrived migrants in the UK</p> <p>Everyone has a right to register with a GP. You do not need proof of address, immigration status, ID or an NHS number to register with a GP.</p> <p>This questionnaire is to collect information about your health so that the health professionals at your GP practice can understand what support, treatment and specialist services you may need in accordance with the confidentiality and data sharing policies of the National Health Service.</p> <p>Your GP will not disclose any information you provide for purposes other than your direct care unless: you have consented (e.g. to support medical research); or they are required to do so by law (e.g. to protect other people from serious harm); or because there is an overriding public interest (e.g. you are suffering from a communicable disease). Further information about how your GP will use your information is available from your GP practice.</p> <p>Return your answers to your GP practice.</p>
Перший розділ: персональні дані	Section one: Personal details

<https://www.doctorsoftheworld.org.uk/patient-health-questionnaire/>

Patient health questionnaires

- For newly registered refugees and people seeking asylum
- Personal demographics, acute and chronic health needs including those associated with their pre-migration and migration experiences, medication and vaccination requirements, family history and lifestyle
- GP practices should share the questionnaire with patients at registration

Українська / Ukrainian	English
<p>Анкета нового пацієнта для новоприбулих до Великобританії мігрантів</p> <p>Кожні має право зареєструватися у лікаря загальної практики – сімейної медицини (GP – General Practitioner). Щоб зареєструватися у мережу загальної практики, вам не потрібні підтвердження адреси, імміграційний статус, ідентифікаційний номер або номер NHS (Національної служби охорони здоров'я Великої Британії).</p> <p>Ця анкета призначена для збору інформації про ваше здоров'я, щоб медичні працівники кабінету вашого лікаря загальної практики – сімейної медицини (GP – General Practitioner) могли зрозуміти, які підтримки, лікування та спеціалізовані послуги вам можуть знадобитися.</p> <p>Медичні працівники кабінету вашого лікаря загальної практики не розголошуватимуть жодної інформації, яку ви надаєте, для інших цілей, ніж ваше безпосереднє лікування, за таких умов: ви не дали на це згоди (напр., для підтримки медичних досліджень), або вони не зобов'язані робити це за законом (напр., щоб застрахувати інших людей від серйозної хвороби), або немає переважного суспільного інтересу (напр., ви страждаєте на інфекційне захворювання). Додаткову інформацію про те, як ваш лікар загальної практики використовуватиме вашу інформацію, можна отримати у кабінеті вашого лікаря загальної практики.</p> <p>Поверніть анкету із відповідями своєму GP.</p>	<p>New Patient Questionnaire for newly arrived migrants in the UK</p> <p>You do not need proof of address, immigration status, ID or an NHS number to register with a GP.</p> <p>This questionnaire is to collect information about your health so that the health professionals at your GP practice can understand what support, treatment and specialist services you may need in accordance with the confidentiality and data sharing policies of the National Health Service.</p> <p>Your GP will not disclose any information you provide for purposes other than your direct care unless: you have consented (e.g. to support medical research); or they are required to do so by law (e.g. to protect other people from serious harm); or because there is an overriding public interest (e.g. you are suffering from a communicable disease). Further information about how your GP will use your information is available from your GP practice.</p> <p>Return your answers to your GP practice.</p>
Перший розділ: персональні дані	Section one: Personal details



- For more information and to join the **Safe Surgeries** network or newsletter:

<https://www.doctorsoftheworld.org.uk/safesurgeries/>

- Contact us: SafeSurgeries@DoctorsOfTheWorld.org





Resources

- [Safe Surgeries](#) guidance & resources.
- [NHS England guidance on GP Registration](#) (from p. 144).
- [BMA guidance on GP registration](#)
- [CQC guidance](#) on refugees, asylum seekers, and other migrants
- [Inclusion Health Self Assessment Tool for PCNs](#)
- Equality & Human Rights Commission [Healthcare access guide for people seeking asylum](#) – rights-based guidance
- [DH Guidance on implementing charging](#)