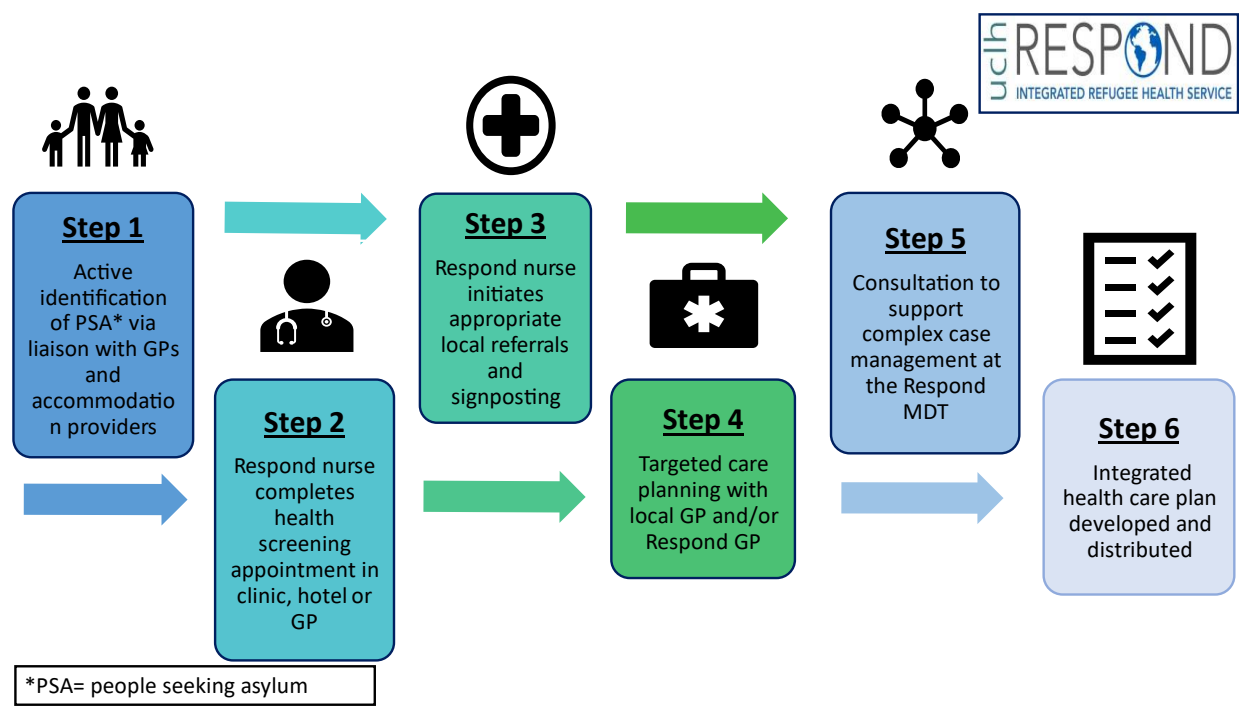


Supplemental Material

Title: Exploring healthcare priorities, barriers, access and experiences of a family-centred approach among families seeking asylum in North London

Appendices

Appendix A: *The Respond Model*



Appendix B: *Recruitment Inclusion and Exclusion Criteria*

	Inclusion Criteria	Exclusion Criteria
Service User Questionnaires	Adult family members, aged 18 years and above who attended a Respond appointment	Attendees <18 years old
Health and Social Care Questionnaires	Health and social care practitioners working with Respond in primary care, Early Help Teams, School Visiting and Health Visiting in the boroughs of Barnet, Camden and Islington. Secondary care practitioners in Camden.	Health and social care staff not working in the 3 boroughs where Respond is active
Service Provider Interviews	UCLH employed staff working with Respond	Non UCLH staff or UCLH staff not working with Respond

Appendix C: Needs, wishes and barriers questionnaire – (transcribed from Google Forms)

What is your age?

Your answer

What is your relationship to the child/ren coming to the clinic?

Mother

Father

Sibling

Grandparent

Other family member

Friend

When did you arrive in the UK?

Date

What is your country of origin?

Your answer

Please rate how important you feel these services are for your family's health and well being *

Not very important

Somewhat important

Very important

Unsure

Weighing/growth clinic

Vaccination clinic

Access to a general practitioner doctor

Feeding/weaning advice

Advice around sleep

Dental services

Optician

Mental health services

Sexual health services including contraception

Advice around development and behaviour

Please state any other services you would like to access not mentioned above

Your answer

What do you think are the barriers to accessing these services above?

Strongly agree

Somewhat agree

Disagree

Unsure

Language barrier

I worry about being charged for some of these services

I don't know if we are eligible for some of these services due to our asylum status

My spouse or family member is against us accessing services

I am waiting to have permanent housing before I access some of these services

I haven't been given information about how to access these services

Please state any other reason it is difficult to access services not mentioned above

Your answer

What has been your best experience of accessing / using health services in the UK so far?

Your answer

What has been your worst experience of accessing/using health services in the UK so far?

Your answer

Do you know how to access routine vaccinations for your child/ren?

Yes

No

Unsure

Will you take your child/ren to have their routine vaccinations?

Yes

No

Unsure

On a scale of 1 to 5 - how happy would you be for anonymised data routinely collected by your GP and hospital professionals to be used to study the health of children in migrant populations?

Not happy

1

2

3

4

5

Very happy

Appendix D: People Seeking Asylum and Refugee Family questionnaire

Questionnaire: People Seeking Asylum and Refugee Families

Page One: Introductory Information:

- I. You have been asked to complete a short evaluation of the appointment you have attended today.
- II. This information is used to evaluate the service as part of a service evaluation being undertaken by Aileen Ni Chaoilte, a student at the London School of Hygiene and Tropical Medicine, for their Master's in Public Health for Development.
- III. All information given today is anonymous and we do not ask for any personal details, for example, your name, date of birth, address or contact details.
- IV. You can choose to finish/ exit the questionnaire at any time.
- V. This evaluation will not affect your care in any way with the Respond team, Family Clinic or UCLH or any other health or social care provider.
- VI. For further information on how UCLH process your data, please refer to our privacy policy. You can do this by following the link: <https://www.uclh.nhs.uk/cookies-privacy>
- VII. By proceeding to the next page, you have agreed to participate in this evaluation.

Page Two:

Demographic details

1. What is your age? _____

2. What is your role in the family, please circle:

Mother Father Sister Brother Grandparent Aunt Uncle

3. Number of adults in your family? _____

Number of children in your family? _____

4. Country of origin: _____

5. How long have you lived in London, please choose one,

0- 3 months 4- 6 months 7- 12 months More than 12 months

Service Evaluation

1. On a scale of 1-5, how satisfied are you with the appointment today?

Not at all satisfied	Slightly satisfied	Satisfied	Very satisfied	Extremely satisfied
1	2	3	4	5

Yes No Somewhat

Yes No Somewhat

Yes No Somewhat

Yes No Somewhat

Can you briefly explain your answer?

Yes, I prefer to be seen alone No, I prefer a family appointment

Extremely difficult 1 2 3 4 5 Very Easy

Can you briefly explain your answer?

- i
- ii
- iii

9. What does 'being healthy' mean to you and your family, please choose the most important answer:

- Enough food and water
- Freedom from disease
- A safe space to live
- Access to good quality healthcare
- Access to education
- Other:

Thank you very much for taking the time to complete this evaluation.

Appendix E: Health and Social Care Questionnaires

Questionnaire: Health and Social Care Professionals

Page One: Introductory Information:

- I. You have been asked to complete a short evaluation of working with the Respond/ UCLH Family Clinic.
- II. This information is used to evaluate the service as part of a service evaluation being undertaken by Aileen Ni Chaoilte, a student at the London School of Hygiene and Tropical Medicine, for their Master's in Public Health for Development.
- III. All information given today is anonymous and we do not ask for any personal details, for example, your name, date of birth, address or contact details.
- IV. You can choose to finish/ exit the questionnaire at any time.
- V. This evaluation will not affect your working relationship with the Respond team, Family Clinic or UCLH or any other health or social care provider.
- VI. For further information on how UCLH process your data, please refer to our privacy policy. You can do this by following the link: <https://www.uclh.nhs.uk/cookies-privacy>
- VII. By proceeding to the next page, you have agreed to participate in this evaluation.

Page Two: Demographics

Job Role:

Borough:

Service Evaluation:

1. Please list the three main issues that refugee and asylum-seeking families present to your service with:
 - i
 - ii
 - iii
2. Please list the three main onward referrals made after your encounter with refugee and asylum-seeking families:
 - i
 - ii
 - iii
3. Since working (directly/ indirectly) with the Respond/ Family Clinic, has your workload, please choose one option:

Increased

Decreased

No Change

Can you briefly explain your answer?

4. Respond Specific:

How useful/ informative are the following aspects of the Respond model to your work/ practice with refugee and asylum-seeking families:

	<i>No experience with this</i>	<i>Not at all useful</i>	<i>Somewhat useful</i>	<i>Useful</i>	<i>Extremely Useful</i>
Infectious Diseases test results (bloods and stool samples)					
Vital signs: height, weight, BP, HR					
Safeguarding information/ Assessment					
Mental Health Assessment (RHS 15)					
Respond clinic letter requesting specific follow up					
Integrated Migrant Healthcare Plan (appointment summary/ blood results/ onward referrals made)					
Face to face post clinic debrief/ care planning sessions					
Joint clinics with Respond IHHPs					
Fortnightly MDT					

What information would you like to see that is not included in the Respond/ Family Clinic model:

Do you feel you have adequate training and resources to look after refugee and asylum-seeking families in your everyday practice, please choose one option:

Yes

No

Unsure

What training or resources do you require to carry out your role successfully with refugees and asylum-seeking families?

Any other comments about the Respond/ Family Clinic model:

Thank you very much for taking the time to complete this evaluation.

Appendix F: Interview Guide

Interview guide: Respond / UCLH Family Clinic Team

Research question: Exploring the acceptability and effectiveness of a family centred approach to health care assessments of refugee and asylum-seeking families in North Central London: a qualitative approach

Opening remarks:

- Introduce myself
- Enquire if there are any questions about the information on the Informed Consent Form? Ensure the consent form is signed.
- Review the process as explained in the consent form, including termination of the interview at any point.
- Remind participants about confidentiality.
- Remind participants that I will be taking notes during the interview and get permission to record and successively to transcribe the interview (the recording will start from now).

Interview questions:

Rapport building

Participant Background:

What is your job role/ where do you work?

I would like to talk about your experience with Respond or Family Clinic, can you tell me where you are based and how long you have been doing this work?

Respond/ Family Clinic Model:

- I. As a healthcare provider, how beneficial is it to see a family together in one appointment?
- II. As a healthcare provider, have you encountered any difficulties in seeing families together in one appointment?
- III. In general, how have you found the response of families when they are seen together? Has it been positive or negative? Have any families refused to be seen or requested a separate appointment?
- IV. What is your main priority when seeing refugee and asylum-seeking families? How do you manage those priorities?
- V. Can you describe the main needs raised by refugee and asylum-seeking families?
- VI. Do you feel there is important information that you are not getting in a family appointment?
- VII. Do you feel you have enough time and resources to effectively address refugee and asylum-seeking family's needs? Any educational needs?
- VIII. Any suggestions for improvement of this model?

Closing Remarks:

- Those are all my questions. Is there anything else you would like to add?
- Thank you for your time
- My contact information is on the consent form. Please feel free to contact or email me with any questions.

Appendix G: Interview Information Sheet

Interview: Participant Information Sheet

Project Title:

Exploring the acceptability and effectiveness of a family centred approach to health care assessments of refugee and asylum-seeking families in North Central London: a qualitative approach

What is the purpose of the project?

The purpose of this project is to explore the acceptability of holistic family-based healthcare appointments for refugee and asylum-seeking families, as perceived by service users and providers/stakeholders. I also hope to evaluate the perceived effectiveness by service users and providers/stakeholders of these services in identifying the health needs and achieving initial care planning for this population.

Why have I been asked to participate?

You are being invited to participate in this project because of your experience working with refugee and asylum-seeking families with Respond and / or Family Clinic in UCLH. Please see below for further information about the project and what would be required from you if you chose to participate. Please read it carefully and take the time to decide if you would like to participate or not.

Do I have to take part in this project?

Participation is entirely voluntary. If you do decide to take part, you will be provided with a consent form to sign. Please note you can withdraw from the project at any time, no reason needs to be given.

What will be required from me if I chose to participate?

Once you decide to participate, you will be contacted by myself to arrange a time and date that is suitable for you for an interview. Interviews will take place either face to face or over MS Teams and will last for approximately 45- 60 minutes. During the interview you will be asked about your work with refugee and asylum-seeking families in Respond or the Family Clinic, in particular your experience of consulting families together during one appointment, the advantages and disadvantages of this model and any suggestions for improvement.

What are the possible benefits of taking part in this project?

It is hoped that this project will benefit the care of refugee and asylum-seeking families, to help shape and inform a service that is appropriate for them.

One of the main objectives of my project is to explore potential ways in which these models can be improved based on feedback from service users and health and social care staff working with Respond and Family Clinic, so all feedback is most welcome.

What are the potential disadvantages and risks of taking part in this study?

I am aware that the interviews themselves may be a little time consuming and I am very grateful for your participation and for giving up your time. I aim to be as flexible as possible with interview timings to work around you.

Taking about your experience in caring for refugee and asylum-seeking families can be difficult and can cause some emotional distress. Please do let me know if this is the case for you and I can signpost you to appropriate services.

What will happen to information collected about me?

All the information that I collect about you during the interview will be kept strictly confidential, you will not be identified in any reports or publications. As part of the project, I may use quotes from your interview, these may include your job role only, but will not be identifiable in any other way.

If online, the interviews will be recorded using the MS Teams 'record function' or if face to face they will be audio recorded using a recording device. The recordings will be kept securely and transcribed (put into written format), and once in written format the original recordings will be disposed of. The transcriptions will be held securely and studied for common themes arising from your interview and the interviews of others.

What will happen to the results of this project?

The results will be used for a summer project with the London School of Hygiene and Tropical Medicine which may be later published in a journal so other researchers can learn from the results. If you would like to be given a copy of any reports resulting from this project please do let me know.

Who has approved this project?

This project has been approved by the London School of Hygiene and Tropical Medicine Research Ethics Committee, the UCLH Information Governance Team and the UCLH Infection Division Governance Lead.

Contact details for further information:

If you would like any further information, please contact:

Aileen Ni Chaoilte

Telephone: 07855 127111

Email: aileen.nichaoilte@nhs.net

Thank you for taking time to read this information leaflet.

Appendix H: Interview Consent Form

Informed Consent Form

Evaluation Question:

Exploring the acceptability and effectiveness of a family centred approach to health care assessments of refugee and asylum-seeking families in North Central London: a qualitative approach

For the participant:

I volunteer to participate in an evaluation project conducted by Aileen Ni Chaoilte from the London School of Hygiene and Tropical Medicine (LSHTM). I am aware that the project requires my perspective on the Respond or Family Clinic Service model of healthcare for refugee and asylum-seeking families in North Central London.

I agree to participate in an in-depth interview of approximately 45 - 60 minutes without receiving any compensation for my contribution.

I understand that I may withdraw from participating in the interview at any time without any consequences. If I feel uncomfortable during the interview I have the right to withhold my answer.

My contributions to the evaluation will remain anonymous and my personal information will not be disclosed outside the study.

I consent to being recorded and the interview will be transcribed. Both the recording and transcript will be securely stored. The transcript will not include my name or other personal information.

I have read and understood the explanation provided. All my questions were fulfilled in satisfactory manner.

Name and Surname Participant: _____

Signature Participant: _____ Date: _____

Name and Surname Investigator: _____

Signature Investigator: _____ Date: _____

Appendix I: Demographic details and ID codes of service users, service providers and health and social care practitioners

Service Users

ID Code	Age/ years	Number of children in your family?	Country of origin	Length of time in London/ months
SU01	20-30	4	Afghanistan	7-12
SU02	20-30	2	Kuwait	7-12
SU03	20-30	2	Guinea	4-6
SU04	20-30	2	Afghanistan	4-6
SU05	20-30	1	Afghanistan	7-12
SU06	20-30	3	Eritrea	7-12
SU07	31-40	3	Eritrea	7-12
SU08	31-40	2	Afghanistan	7-12
SU09	31-40	5	Afghanistan	12 +
SU10	41-50	3	Afghanistan	7-12
SU11	41-50	1	Nigeria	4-6
SU12	41-50	1	Nigeria	0-3
SU13	41-50	1	Afghanistan	12 +
SU14	41-50	4	Afghanistan	12 +
SU15	41-50	3	Bangladesh	4-6
SU16	41-50	Afghanistan	7-12	
SU17	31-40	Afghanistan	7-12	
SU18	31-40	Afghanistan	7-12	
SU19	31-40	Afghanistan	7-12	
SU20	31-40	Afghanistan	7-12	
SU21	20-30	Afghanistan	7-12	
SU22	20-30	Afghanistan	7-12	
SU23	41-50	Afghanistan	7-12	
SU24	41-50	Afghanistan	7-12	
SU 25	31-40	Afghanistan	12+	
SU26	31-40	Afghanistan	7-12	
SU27	20-30	Afghanistan	7-12	
SU28	20-30	Afghanistan	7-12	
SU29	20-30	Iran	7-12	
SU30	31-40	Islam	12+	
SU31	31-40	Afghanistan	7-12	
SU32	31-40	Afghanistan	7-12	
SU33	20-30	Afghanistan	7-12	
SU34	31-40	Afghanistan	7-12	
SU35	41-50	Afghanistan	7-12	
SU36	41-50	Afghanistan	DOB given	
SU37	31-40	Afghanistan	7-12	
SU38	Not answered	Afghanistan	7-12	
SU39	41-50	Afghanistan	7-12	

SU40	41-50	Afghanistan	7-12
SU41	41-50	Afghanistan	7-12
SU42	31-40	Afghanistan	7-12

Service Providers (SP)

ID Code	Role	Department	Location	Length of time working in the area/ months
SP01	IIHP	Paediatrics	Outreach & Family Clinic	0-3
SP02	CNS	HTD	Family Clinic	7-12
SP03	IIHP	Respond	Outreach	7-12
SP04	CNS	HTD	Family Clinic	7-12
SP05	IIHP	Respond	Outreach	7-12
SP06	CNS	HTD	Family Clinic	12+
SP07	CNS	Paediatrics	Family Clinic	12+
SP08	CNS	HTD	Family Clinic	7-12

Health and Social Care Practitioners (HSC)

ID Code	Role	Borough
HSC01	Practice Nurse	Islington
HSC02	Health Visiting	Camden
HSC03	School Nursing	Camden
HSC04	Consultant	Camden
HSC05	Safeguarding Advisor	Camden
HSC06	Doctor	Camden
HSC07	GP	Islington
HSC08	GP	Islington
HSC09	Family Worker	Camden
HSC10	GP	Barnet
HSC11	GP	Barnet
HSC12	Early Help Manager	Camden
HSC13	GP	Barnet
HSC14	Practice Nurse	Barnet

Appendix J: LSHTM Ethics Committee Approval Letter

London School of Hygiene & Tropical Medicine
Keppel Street, London WC1E 7HT
United Kingdom
Switchboard: +44 (0)20 7636 8636
www.lshtm.ac.uk



MSc Research Ethics Committee

Ms Aileen Ni Chaoilte
MSc Student
MSc Public Health for Development
LSHTM

7 July 2022

Dear Aileen ,

Study Title: Exploring the acceptability and efficacy of a family centred approach to health care assessments of refugee and asylum-seeking families in North Central London: a qualitative approach

LSHTM MSc Ethics Ref: 27885

Thank you for responding to the MSc Committee's request for further information on the above research and submitting revised documentation.

The further information has been considered by the Committee.

Confirmation of ethical opinion

On behalf of the Committee, I am pleased to confirm a favourable ethical opinion for the above research on the basis described in the application (CARE) form and supporting documentation as revised, subject to the conditions specified below.

Conditions of the favourable opinion

Approval is contingent on local ethical approval having been received, where relevant. It is the responsibility of the student and their supervisor to ensure appropriate local ethical approval is in place before a study commences (ie if you indicated this in the local approval section of the form).

Please forward confirmation of local ethics approval as soon as it is received.

Approved documents

The final list of documents reviewed and approved by the Committee is as follows:

Document Type	File Name	Date	Version
Other	Good_Clinical_Practice_ANC_November 2020	13/11/2020	1
Investigator CV	Aileen Ni Chaoilte CV April 2022	10/04/2022	1
Other	Research_Ethics_online_training_certificate.pdf_18.04.22	18/04/2022	1
Information Sheet	Informed Consent Form_05.05.22	04/05/2022	1
Information Sheet	Participant Information Sheet_Interview_05.05.22	04/05/2022	1
Protocol / Proposal	Questionnaire_Refugee and Asylum Seeking Families_05.05.22	05/05/2022	1
Protocol / Proposal	Questionnaire_Health and Social Care Professionals_05.05.22	05/05/2022	1
Local Approval	Mail - NI CHAOILTE, Aileen (UNIVERSITY COLLEGE LONDON HOSPITALS NHS FOUNDATION TRUST) - Outlook	27/06/2022	1
Local Approval	RE Respond Service Evaluation	27/06/2022	1
Protocol / Proposal	Interview guide_Health Social Care Staff_V2	27/06/2022	2
Covering Letter	LEO Cover Letter_27.06.22	27/06/2022	1

After ethical review

Any subsequent changes to the application must be submitted to the Committee via an Amendment form on the ethics online applications website. Ethics online applications website link: <http://eo.lshtm.ac.uk>

Yours sincerely,



Professor Paul Milligan
Chair

paocethics@lshtm.ac.uk
<http://www.lshtm.ac.uk/ethics/>

Improving health worldwide