



Llywodraeth Cymru  
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# Travelling to Better Health

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July 2015



## *Travelling to Better Health*

### **Policy Implementation Guidance for Healthcare Practitioners on working effectively with Gypsies and Travellers**

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#### **Bibliography**

This bibliography is not exhaustive. There is a significant range of other publications available online however the following documents proved invaluable in the preparation of this guidance. It is arranged in sections designed to aid practitioners understanding of Gypsies and Travellers and the health issues which pertain. Most of the following publications and articles can be found online. Otherwise you will need to seek an inter-library loan from your organisation's library services.

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#### **Useful Contacts and Resources**

*All Wales Domestic Abuse and Sexual Violence Helpline*

<http://www.allwaleshelpline.org.uk/>

The majority of callers are people with experience of domestic abuse or sexual violence, who are concerned about their safety, require access to advice or emergency support, or are simply seeking knowledge of their rights and options. We also welcome and receive calls from family members, friends and colleagues of people experiencing domestic abuse or sexual violence, requesting information.

*Bridges Project* (hosted by Safer Merthyr Tydfil, 89-90 High Street, Merthyr Tydfil, CF47 8UH, 01685 353999). There is also a Facebook page titled Bridges Project Merthyr Tydfil and a Twitter account @Bridges MT.

This is an engagement project with the Gypsy and Traveller community in Merthyr Tydfil to build confidence, skills and create opportunities for effective engagement with service providers. Cultural awareness training is also provided.

*Cardiff Gypsy and Traveller Project*

<http://www.wcva.org.uk/members-partners/nvo-search/detail?id=930266>

*Dynamix*

[www.dynamix.coop](http://www.dynamix.coop/) / [admin@dynamix.coop](mailto:admin@dynamix.coop) / 01792 466231

Dynamix are a Welsh not-for-profit training cooperative who have funding to deliver a limited number of training courses to health professionals across Wales covering cultural awareness when working with and planning services for Gypsies and Travellers. These courses are co-produced and co-delivered with community members. This work is funded by the Welsh Government Equalities and Inclusion Fund.

*Equality and Human Rights Commission - Equality Training*

<http://www.equalityhumanrights.com/private-and-public-sector-guidance/employing-people/equality-policies-training-and-monitoring/workforce-monitoring>

*Friends, Families and Travellers*

<http://www.gypsy-traveller.org/your-family/health/>

The overall objective of the organisation is to work towards a more equitable society where everyone has the right to travel and to stop without constant fear of persecution because of

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their lifestyle. Friends, Families and Travellers have the Information Standard and provide clinically accurate, trustworthy information targeted at the needs of Gypsies and Travellers.

#### *Gypsy and Traveller Exchange*

<http://www.leedsgate.co.uk/>

The social aim of Leeds Gypsy and Traveller Exchange is to improve the quality of life for people from the Gypsy and Irish Traveller community.

#### *MECOPP Carers Project*

<http://www.mecopp.org.uk>

This project supports minority ethnic carers including carers from the Gypsy and Traveller communities in rural and urban parts of Scotland.

#### *Roma Support Group*

<http://romasupportgroup.org.uk>

The mission of the Roma Support Group is to improve the quality of life for Roma refugees and migrants by helping them to overcome prejudice, isolation and vulnerability. It is also our objective to make the public aware of Roma culture, heritage and current situation of Roma refugees and migrants in the UK through cultural and informative events and publications.

#### *Travelling Ahead*

<http://www.travellingahead.org.uk/oursite>

This online resource provides support for young Gypsies and Travellers in Wales to have a voice and participate in decisions that affect them.

#### *Travellers Health Partnership*

<http://www.grtleeds.co.uk/Health/index.html>

This online resource provides a wide range of information and reports for the benefit of Gypsies and Travellers in the Leeds area. All resources are easily transferable for use in Wales.

#### *Traveller Movement*

<http://www.travellermovement.org.uk>

This organisation undertakes a number of activities in support of Travellers in the UK, from research and policy advice across a range of public policy areas to cultural awareness training and other projects and campaigns. It also provides a number of resources about Travellers and their way of life.

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*Travellers Times*

[www.travellerstimes.org.uk](http://www.travellerstimes.org.uk)

This online resource provides news, pictures, video, opinion and resources from the Gypsy, Traveller and Roma communities.

*Unity Project – covering Carmarthenshire, Ceredigion and Pembrokeshire*

Catherine Fortune RN, Health and Wellbeing Worker, Unity Project, Monkton Priory CP School, Pembroke, Pembrokeshire, SA71 4LS. [catherine.fortune@pembrokeshire.gov.uk](mailto:catherine.fortune@pembrokeshire.gov.uk) and 01646 680294

#### **Annex 1 - Travelling to a Better Future – Health Objectives**

##### Objective 13

Improve the health outcomes of the Gypsy and Traveller community in Wales, and raise awareness of the health needs of the community.

##### Objective 14

Ensure the health needs of Gypsies and Travellers are addressed in the development of national and local strategic health policy, and that the community has an opportunity to contribute to health policies and initiatives that will have an impact on them.

##### Objective 15

To make health and social care services more accessible to the Gypsy and Traveller community.

##### Objective 16

Establish baseline information on the health status of the Gypsy and Traveller community in Wales, and establish a system for the continued collection of data on Gypsies and Travellers health.

#### **Annex 2 – Work undertaken to prepare this draft Guidance**

This Annex lists stakeholder engagement activity undertaken ahead of the issue of this formal consultation and planned to take place during and after it. It will be updated prior to final publication.

##### *Site Visits*

Visits have been made to nine 'authorised' sites (two in Cardiff, one in Blaenau Gwent, one in Gwynedd, one in Swansea, one in Wrexham, one in Carmarthenshire and two in Pembrokeshire). All of these sites apart from the Pembrokeshire sites are managed by the local authority and have dedicated site managers based on site. The Pembrokeshire sites have a site manager but they are not based on site. Visits have also been made to three unauthorised but tolerated sites (two in Newport and one in Swansea) and to one private site (in Newport). Prior to some of the visits, site managers asked that a note listing the purpose of the visit and a range of questions was circulated to residents. This was done. Residents of

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a local authority site at Rhondda Cynon Taff did not wish to meet but were happy to answer questions via the site manager.

The visits have confirmed much of the research: all of the residents that were spoken to on both the authorised and unauthorised sites are registered with GPs, dentists and opticians but that significant work needs to be done to encourage health improvement and understanding one's own health; to build confidence in communicating health needs to practitioners and to build confidence in the benefits of health services provision. Other messages of note relate to the racism and discrimination Gypsies and Travellers experience on a daily basis and not just in their health service interactions; the mindset of living from day to day, even when living in settled accommodation and how this affects choices in relation to food and smoking; and the importance of family in caring for anyone who is unwell or otherwise needs support.

The Pembrokeshire and Carmarthenshire residents benefit from having available to them a dedicated full time Health and Wellbeing Worker, one of four staff working for the Unity Project, funded by the Big Lottery and established to provide a range of services to the Gypsy and Traveller communities in this and the local authority areas of Carmarthenshire and Ceredigion. Similar support arrangements exist for Gypsies and Travellers in Cardiff and the Vale of Glamorgan but on a two days per week basis.

#### *Meetings*

Presentations have been made to meetings of the Welsh Dental Committee, Welsh Optometry Committee, the General Mental Health Managers, the All-Wales Health Visitors Group and the General Practice National Service Advisory Group.

Meetings have taken place with Optometry Wales, the Cardiff Gypsy and Traveller Project, Save the Children/Travelling Ahead, the Unity Project, the Bridges Project (which provides support to Gypsies and Travellers living in Merthyr Tydfil), the Gwent Aneurin Bevan Local Public Health Team Principal Public Health Practitioner working with vulnerable groups, the NHS CEHR, two Flying Start Health Visitors and a range of Welsh Government officials and health professional officers.

In contribution to the formal consultation and at the invitation of the Chair, Julie Morgan AM, a Cross Party Group on Gypsies and Travellers meeting was held with attendees drawn from the Gypsy and Traveller community, healthcare professions and support providers. The Deputy Minister for Health, Vaughan Gething AM was the main speaker.

#### *Ethnicity Monitoring*

Work undertaken in the preparation of this guidance revealed that the seven LHBs all collected ethnicity data but that there is no standardised system in place. There were wide variations in the ethnicity descriptions used both between and within each LHB area. For example, how patient records vary in LHBs inpatient settings and in general practice. It was also unclear if or how the data was used to inform service development. It was also revealed that the general practice temporary registration form does not include the ethnicity question.

#### *Informal consultation*

A paper outlining the project which sought responses to a range of questions about healthcare for Gypsies and Travellers, was circulated to a range of Welsh Government statutory Health Committees where it was not possible to present to their meetings. These

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are the Welsh Nursing and Midwifery Committee, Welsh Medical Committee and the Academy of Royal College in Wales. The paper was also sent to the Mental Health Promotion Network, General Practitioners Committee and the National Service Advisory Groups for Cancer, Mental Health, Paediatrics and Child Health, Ophthalmology, Public Health and Women's Health.

A letter outlining the project which sought a coordinated response to a range of questions about healthcare for Gypsies and Travellers, was circulated to the seven LHB Directors of Primary, Community and Mental Health.

#### **Annex 3 – General Medical Services Contract**

Part 12 of the GMS Contract is concerned with the registration of patients with GP Contractors and, in summary, provides:

1. Where a Contractor's patients list is open, the Contractor may accept an application for inclusion in its list made by or on behalf of a person whether or not they are resident in its practice area or included, at the time of their application, in the patients list of another contractor;
2. Where a Contractor's patients list is closed, the Contractor may only accept an application for inclusion in its list from a person who is an immediate family member of a registered patient, whether or not they are resident in its practice area or included, at the time of their application, in the patients list of another contractor;
3. An application for inclusion in a patients list is, subject to exceptions, made by delivering a medical card or a signed application form to the practice premises.
4. Where a Contractor's patients list is open, the Contractor may accept a person as a temporary resident provided that he is satisfied that the person is –
  - (i) temporarily resident away from his normal place of residence and is not being provided with "essential services" under any other arrangement in the locality where he is temporarily residing; or
  - (ii) moving from place to place and not for the time being resident in any place.

"Essential service" are those services, delivered during core hours, required for the management of the Contractor's registered patients and temporary residents who are, or believe themselves to be –

- (i) ill, with conditions from which recovery is generally expected;
- (ii) terminally ill;
- (iii) suffering from chronic disease.

Additionally, 'essential services' includes ongoing treatment and care, and the immediate and necessary treatment of a person to whom the Contractor has been requested to provide treatment owing to an accident or an emergency at any place in its practice area.

5. There are reasonable grounds upon which a Contractor may refuse an application for inclusion in its patients list or by a temporary resident, such grounds include that the applicant does not live in the Contractor's practice area. An applicant's race, gender, social

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class, age, religion, sexual orientation, appearance, disability or medical condition, are not grounds for refusing an application.

6. In specific circumstances a LHB may assign a new patient to a Contractor's patients list if the Contractor's list is open, and in very limited specific circumstances may also assign a new patient to a Contractor's patients list if the Contractor's list is closed.

#### **Annex 4 – Sample Protocol Health Section for Managing Unauthorised Encampments**

XXXX LHB will:

- assess the health needs of the Gypsies and Travellers on the sites as soon as is practicable after being requested to do so by the local authority;
- provide a general summary report to the local authority no later than 3 working days after the date that the request is made. The report will only provide a general statement as to whether there are, or are not, any health needs that should prevent an eviction. Where health needs are identified which would prevent an eviction, the statement will include the details of which caravan(s)/families) are to be left in situ. This information will then be provided to the local authority by the LHB as a matter of course which would include obtaining the consent of individuals who are subject to health assessments. The statement provided will be in a form suitable to be presented in evidence to a court;
- monitor, update and share relevant information with other agencies;
- provide health services to the community members; and
- refer media enquires to the local authority, but respond to any questions that are within the health remit.

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**Annex 5 – Sample Health Needs Assessment – for further information about the use of this form, please refer to the main guidance.** So that the best possible range and quality of information can be collected, it will be important for the questions below to be asked by a practitioner who is known to and trusted by the community member.

Question	Characteristic/Measure	Answer
<b>About you</b>		
Gender	Male	
	Female	
	Other	
	Prefer not to say	
Do you identify as the gender you were assigned at birth?	Yes	
	No	
	Prefer not to say	
Age Group	0-5	
	5-15	
	16-24	
	25-34	
	35-44	
	45-54	
	55-64	
	65+	
Ethnicity	Romani Gypsy (originally of Northern Indian descent and also known as English, Welsh and Scottish Gypsies, Kale and Romanichal)	
	Irish Traveller	
	Welsh/Scottish Traveller	
	Roma/Sinti Please identify country of origin if Roma, e.g. Czech, Polish etc	
	New Traveller	
	Showman	
	Boater	
	Other - please specify	
Where do you live?	Authorised local authority site	
	Unauthorised site – where you own the land and are awaiting planning permission	
	Unauthorised site – where you do not own the land, e.g on the roadside	
	Privately owned land with planning permission	
	Privately owned land (owned by self or someone else) without planning permission	
	'Bricks and mortar' accommodation –	

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	(owned or local authority, housing association or privately rented house or flat)	
	Showman's Yard	
	Boat	
	Bender/temporary structure	
	Other - please specify e.g. family land 'lying low'	
<b>Communication skills</b>		
What would be the best way of communicating with you?	Can we send letters or is face to face communication or 'phone calls better?	
How well are you able to speak English or Welsh?	Good – You have no problem in understanding and using English (or Welsh) in everyday situations.	
	OK – You understand some of what is written and said but would need assistance with some situations, e.g. in a GP consultation.	
	Little/None – You understand little or nothing of what is said	
How well are you able to read English or Welsh? What would a worker need to do to help you understand their writing better?	Good – You have no problem in understanding English (or Welsh) in everyday situations	
	OK – You understand some of what is written and said but would need assistance with some situations, e.g. with letters from the hospital or GP.	
	Little/None – You understand little or nothing of what is written	
How well are you able to write English or Welsh?	Good – You have no problem in understanding and writing in everyday situations	
	OK – You are able to write basic letters or fill in basic forms	
	Little/None – You have little or no writing skills	
<b>Accessing healthcare</b>		
Are you registered with a GP?	Yes or No	
Are you registered with a dentist?	Yes or No	
Are you registered with	Yes or No	

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an optician?		
Would you say you had any problems accessing healthcare?	Yes or No	
If Yes, please state why (tick all that apply)	Lack of privacy	
	Literacy issues – difficulties with form filling	
	Racism – discrimination or prejudice	
	Lack of cultural knowledge of the service provider	
	Can't get an appointment	
	Can't see a practitioner who is of my gender	
	Unapproachable reception staff	
	Service opening hours	
	Transport issues	
	Childcare issues	
	Understanding of the appointment procedure	
Which healthcare services will come to visit you?	GP	
	Health Visitor	
	Midwife	
	District Nurse	
	Third/voluntary sector, e.g. Marie Curie	
Are you able to get home easily from healthcare appointments?	Yes or No  If No, please explain. Would you like to tell me more?	
<b>What do you know about your health?</b>		
How would you define your level of general health?	Very good	
	Good	
	Fair	
	Bad	
	Very bad	
Do you have any long term health problem, disability or illness (definition of long term health condition is a condition that limits access to work and puts limits on daily living activities for a period of one year or more)	Yes or No  Examples include: Autism Asthma, Bronchitis, COPD Arthritis Diabetes Epilepsy Hearing problems Sight problems Heart problems Mobility problems Stroke Other – please specify	

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Do you take any prescription medication?	If Yes, please describe	
<b>Mental well-being</b>		
<b>These questions are meant to identify signs of stress, anxiety and depression</b>		
Do things get on top of you sometimes?	Yes or No.  If yes, please explain. Would you like to tell me more?	
Do you look forward to things?	Yes or No  If No, please explain. Would you like to tell me more?	
Are you generally happy?	Yes or No.  If No, please explain. Would you like to tell me more?	
If you are diagnosed as needing help with your mental well-being, do you receive the support and/or medication that you need?	Yes or No.  If No, please explain. Would you like to tell me more?	
<b>Screening/diagnostic tests</b>		
Have you ever been offered tests or have you been tested for any of the following conditions	Cardiovascular (heart) disease	
	Lung disease (i.e. emphysema, bronchitis and asthma)	
	Diabetes	
	Blood pressure	
	High cholesterol	
	Bowel screening	
	Screening for any kind of cancer	
	AAA Screening	
	Women only – cervical smear	
	Women only - mammogram	
Men only – prostate exam		
Have you had a flu vaccination?	Yes or No	
<b>Health promotion – taking care of yourself</b>		
Do you smoke?	Yes or No	
If Yes, what do you smoke and how many do you smoke per day?	Cigarettes	
	Roll-up cigarettes	
	Cigars	
	Pipe	
	E-cigarettes	
Do you drink?	Yes or No	
If Yes, what do you drink and how drinks do you take per day?	Beers and lagers	
	Wines	
	Spirits	
Do you think that you eat	Yes or No	

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healthily?		
Describe your diet. What kinds of foods do you eat?		
Do you take any exercise?	Yes or No	
If Yes, what kind of exercise do you take, for how long and how often?		
Do you use any illegal drugs?	Yes or No	
	If Yes, please describe and indicate how often	
	Cannabis/Marijuana	
	Speed/Amphetamines	
	Cocaine	
	Heroin	
LSD		
Other		
<b>Hospital / Emergency / Out of Hours care</b>		
In the last 12 months did you attend A&E or the Casualty Department as a patient?	Yes or No	
Did you attend A&E or the Casualty Department because you were unable to see a GP?	Yes or No	
How many times altogether in the last 12 months have you used A&E or the Casualty Department as a patient?		
During the last 12 months have you been in hospital as a day patient?	Yes or No	
How many times altogether in the last 12 months have you been in hospital as a day patient?		
During the last 12 months have you been in hospital as an inpatient and stayed overnight or longer?	Yes or No	
If you need medical treatment in the evening or weekends, where do you go? For example, where would you go if you had chest pains or	Hospital A&E	
	telephone NHS Direct	
	Out of Hours GP service	
	Other – please specify	

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breathing problems?		
Where do you prefer to receive health services?	At your home?	
	At a community facility? For example, on site.	
	At a GP surgery?	
	In a hospital?	
	Other – please specify	
Do you have any problems using Hospital A&E	Yes or No  If Yes, please explain Would you like to tell me more?	
Are you able to use NHS Direct?	Yes or No  If No, please explain. Would you like to tell me more?  Cost of mobile telephone calls? Don't know the telephone number?	
Do you ever call an ambulance in an emergency or of someone has had an accident?	Yes or No  If Yes, please explain. Would you like to tell me more?	
Will ambulances come to your home?	Yes or No  If No, please explain. Would you like to tell me more?	
<b>Caring for others at home</b>		
Are you or anyone you live with a carer?  'Caring' includes cooking, shopping, washing, giving lifts to someone who could not manage without your support.  A 'carer' is someone of any age who provides unpaid care for an ill, frail or disabled relative, friend or neighbour	Yes or No  If Yes, please describe including the approximate amount of time each day devoted to caring tasks.	
Does anyone in your household depend on being cared for by another person?	Yes or No	
<b>Accidents / Health and safety at home</b>		
Have you or anyone in your family experienced any accidents on this site	Yes or No  If Yes, please describe. Would you like to tell me more? Are the	

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	accidents because of problems with the environment?	
Are you concerned about any health hazards on the site where you live?		
<b>Work</b>		
<b>This question is meant to identify any risks to health caused by work.</b>		
What kind of work do the men and boys in your family do?		
<b>Family life and safety in the home</b>		
<b>These questions are meant to identify signs of domestic abuse. Obviously, great sensitivity is called for in asking these questions.</b>		
How are the relationships in your family? Does everyone get on?	Yes or No  If No, please explain. Would you like to tell me more?	
Do you feel safe?	Yes or No  If No, please explain. Would you like to tell me more?	
How do you feel about your life and your family?		
<b>Pregnancy, antenatal and postnatal care</b>		
When you have been pregnant, have you received all the support you need from your Doctor, Midwife or anyone else?	Yes or No  If No, please explain. Would you like to tell me more?	
When you have had your baby, have you received all the support you need from your Doctor, Midwife, Health Visitor or anyone else?	Yes or No  If No, please explain. Would you like to tell me more?	
Have there been any perinatal deaths in the family?	Yes or No	
<b>Children and Young People</b>		
<b>The questions above apply to children and young people as much as they do to adults but there are some specific questions for children and young people below</b>		
Have you/your children received all of your/their vaccinations/immunisations? These are the injections listed in the red book or the	Yes or No	

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handheld record.		
If not, which vaccinations/ immunisations remain outstanding?	5 in 1 vaccine – Protects against diphtheria, tetanus, whooping cough, polio and hib (haemophilus influenza type B) Given at 2, 3 and 4 months	
	Pneumococcal or pneumo jab (PCV) – Protects against some types of pneumococcal infection Given at 2, 4 and 12-13 months	
	Rotavirus vaccine - Protects against rotavirus infection, a common cause of childhood diarrhoea and sickness Given at 2 and 3 months	
	Meningitis C (Men C) – Protects against Meningitis C (Meningococcal type C) Given at 3 months and as a teenage booster age 13-15 (from September 2013)	
	Hib/Men C (booster) Protects against haemophilus influenza type b (Hib) and Meningitis C Given at 12-13 months of age	
	MMR – Protects against measles, mumps and rubella Given at 12-13 months and at 3 years and 4 months of age or sometime thereafter	
	Flu vaccine – Protects against flu Given at 2, 3 and 4 years annually as a nasal spray in September/October  This is also offered via a National Enhanced Service from a GP Practice to Year 7 (age 11 and 12) children who do not attend school	
	4 in 1 pre-school booster - Protects against diphtheria, tetanus, whooping cough and polio Given at 3 years and 4 months or shortly thereafter	
	HPV vaccine (girls only) – Protects against cervical cancer Given at 12-13 years	
3 in 1 teenage booster		

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	Protects against tetanus, diphtheria and polio Given at 13-18 years of age	
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## **Annex 6 – Service development questions for LHBs**

This Annex provides advice on the kinds of questions and issues to consider when developing health services for Gypsies and Travellers.

### **Population**

- What do you know about the Gypsies and Travellers in your local area? *Include those who live in 'bricks and mortar' (housing) accommodation and those living on the roadside as well as those living on authorised local authority sites and on land owned by Gypsies and Travellers.*
- What links do you have with existing national and local Gypsy and Traveller organisations?

### **Wider social and economic determinants of health**

- What do you know about the sort of work they do?
- How does being from a Gypsy or Traveller community impact on health and wellbeing?
- How do the conditions in which they live impact on their health, both physical and mental?
- What is the impact of their experiences of racism?

### **Lifestyles and health promotion**

- How do lifestyles and behaviours impact on the health of Gypsies and Travellers?
- Which services are helping to prevent ill health e.g. Third sector support services?

### **Health and wellbeing status**

- What mental and physical health and social care needs do Gypsies and Travellers in your area have?
- Is there any information about the causes of mortality among this local population?

### **Service utilisation**

- Which services do Gypsies and Travellers access? Include wide support services which address health and social care needs.
- What makes these services accessible?
- Are there any barriers to using services?
- What are the current service gaps and likely future needs of this population?
- Do the Gypsies and Travellers in the area move frequently? *Consider how services can be aligned with other agencies, locally and across counties.*

## **Priorities for action**

- How effective is current health service provision for Gypsies and Travellers?
- Consider whether the services are meeting the needs that Gypsies and Travellers have and how well the existing services are being utilised.
- What are the main causes of poor health that need to be addressed?
- How can future investment be better targeted to meet health and wellbeing needs?
- How have Gypsies and Travellers and any local agencies which support them assisted in shaping these future priorities?