

POSTER 9 Improving the care for Gypsy, Roma Travellers, refugees and other under-served population groups through targeted interventions in the Surrey Immunisation Outreach Programme.

Under-served populations (for example, Gypsy, Roma Travellers, refugees) face various barriers to accessing health and social care. Without targeted interventions, the consequences for these under-served populations can be significant as unmet healthcare needs contribute to an increased burden on NHS resources. The National Immunisation Pilot established an outreach programme to encourage under-served populations to access COVID-19 vaccinations and other health checks. An evaluation was conducted to assess how under-served populations might have behaved without the Surrey Immunisation Outreach Programme. The evaluation used six datasets, qualitative and quantitative, to explore the programme's impact. Findings indicated the programme successfully targeted those with poorer health statuses. The programme mitigated barriers experienced when accessing GP services such as appointment booking, and travel by bringing services into the community. Overall, under-served cohorts perceived health checks as beneficial and without the programme, a proportion of patients would not have received important healthcare services.

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