Bristol Local Resources for Asylum Seekers and Refugees

Useful written, verbal or web based information can be obtained from the following sources:

1. **The Haven: Refugee and Asylum Seekers’ Health Care Team**

   This is a gateway primary health care service to assess and address the initial health needs of asylum seekers and refugees who are not already registered with a GP practice. Patients have a comprehensive health assessment, including investigations and referrals, and are then assisted to register with a GP practice close to where they live.

   Anyone seeking asylum in the UK who is living in the Bristol and South Gloucestershire PCT areas can attend.

   The service is based at Montpelier Health Centre and is open on Monday, Thursday and Friday mornings by booked appointment.

   The Haven has a small skill mixed team comprised of: a GP, nurse, health visitor and administrator. The team is an excellent source of up to date information for clinicians and primary care staff. They are able to organise training sessions on areas related to refugee and asylum seeker health, and are happy to discuss particular issues regarding the health care needs of this population with members of primary health care teams.

   Address: The Haven
   Montpelier Health Centre
   Bath Buildings, Montpelier
   Bristol BS6 5PT

   Direct telephone: 0117 970 3887
   Fax: 0117 9444182
   e-mail: the.haven@nhs.net

   More information via the website:

2. **Refugee Action**

   Provides a range of services for asylum seekers, refugees and other agencies working with asylum seekers in Bristol.

   Contact details:
Services include:

- Women’s Advice worker to co-ordinate pro active advice to women via matched volunteers
- ‘Access to justice’ service which helps asylum seekers who have been refused legal aid for their asylum appeal to challenge that refusal and, if successful, to find new legal representatives.
- Choices service – independent, impartial advice and information to help people decide whether to return home voluntarily.

3) Social Services

Asylum Team

Provides advice, assistance and housing to unaccompanied minors; to asylum seekers with high health and social needs; and to families with children in need.

Address:
The Welsman Social Services
Princes Street, St Pauls.
Bristol BS2 9JA
0117 9036500

4) Refugee Community Organisations

A database of local groups is kept updated at Refugee Action. Contact 0117 9415960

5) Integration & Befriending services

Bristol Refugee Rights Welcome Centre

Bristol Refugee Rights is a voluntary organisation that welcomes asylum seekers and refugees to Bristol. Their drop in Welcome Centre is based at the Malcolm X Centre, 141 City Road, St Pauls. BS2 8YH

Open Wednesday & Fridays 10 -12.30pm for English classes, Thursday 10 - 3pm for various social activities, advocacy, advice, friendship and lots more.
Free lunch provided on Thursdays.
Contact: 0117 9080844 (office)
e.mail: info@bristolrefugeerights.org
http://www.bristolrefugeerights.org

Refugee Women of Bristol Drop In

Drop-in for women with refugee backgrounds or seeking asylum.

Free activities, such as: Crèche, Massage, Yoga, Gardening, English Classes, Advice and Advocacy. Free lunch provided.

‘Drop-in’ on Tuesday 10 - 3pm at the Malcolm X Centre, 141 City Road, St Pauls, Bristol. BS2 8YH
Phone: 0117 9415867 (office) 07521702574 (drop in centre)
refugeewomenofbristol@yahoo.co.uk

BFriend

B.friend is a faith based project which equips volunteers to befriend asylum seekers and refugees who may need emotional support because they are isolated, lonely or suffering mental health difficulties. Potential befriendees can self refer or be referred by agencies working with asylum seekers and refugees.

FFI contact Sam Sayer 07759293884
Email sam@b-friend.org.uk
Fax: 0117 9557436

British Red Cross services

- International Family Tracing & Message Service aims at restoring contact between families who have been separated by conflicts or natural disasters.
- **Orientation Service** provides short-term support to newly arrived asylum seekers and refugees living in Bristol. Contact Refugee Services Co-ordinator 0117 9415040/48 or 07740762356

- **Therapeutic Care**: stress-reducing massage, usually carried out at the Bristol Refugee Rights Welcome Centre at the Malcolm X Centre, Ashley Road on Thursday afternoons

**Shelter**

Shelter offers practical and emotional support for homeless families and work to prevent homelessness.

National Help line: 0808 800 4444

**Bristol housing support services (Shelter)**

Advice and support re housing options, re-settlement support & ongoing tenancy sustainment support. Team can work with family for up to 6 months.

Referrals are usually via the Bristol City Council Homelessness officers or professionals working with the family.

Phone Shelter: 0344 5151430 FFI.

6) **Interpreting Services**

a) **Telephone Interpreting:**

The Bristol Community Health currently have a contract with the Big Word service. Please contact the Health Links office on:

0117 9027115 for details.

b) **Health Links Interpreting & Advocacy Service.**

**Bristol Community Health.**

Provides services for Primary Health Care providers.

Pre booking required.

To book a linkworker contact:

The Health Links office at Charlotte Keel Health Centre:

0117 9027115

c) **Translating & Interpreting Service. Bristol City Council**

Costing calculated on an hourly rate according to how far in advance the service is booked.

See website for details. 0117 9036400 www.bristol-city.gov.uk

7) **Immunisation Inquiry Service**

(Avon Health Protection Agency)

Service for immunisation queries.

immunisation@aimtc.nhs.uk

Remove patient ID before e-mailing

8) **Mental Health Services**

**Primary Care Liaison Bristol**

Refer as in the usual way but please state that the person is a refugee or asylum seeker and indicate if an interpreter will be needed. Contact: 0117 9195670 Fax 0117 9195725

**Trauma Foundation South West**

For those who have suffered torture, oppression & war

(formerly BCPC Asylum project)

Free counselling service for adult asylum seekers and refugees, interpretation available. Appointments are offered at many venues in Bristol.

All referrals to: TFSW, Barrow Castle, Rush Hill, Bath. BA2 2QR

**Womankind**

Free counselling service to support refugee and asylum seeking women who have experienced trauma and exile. Interpreting is available. ‘One to one’ or group therapy for women who have experienced loss and separation.
Professional or Self referral to:  
Rosie Thoburn  0845 4582914 

9) **African Women’s Clinic (FGM)**  
Referrals for Female Genital Mutilation (FGM) associated problems and for pre – operative assessment.  

Charlotte Keel Health Centre,  
Seymour Road,  
Bristol, BS5 0UA  
0117 9027100  

Patients will be seen by an all female multi-disciplinary team with specialist training in contraception, reproductive and sexual health. Interpreters available.  

Clinic times:  Last Wednesday of each month.  1.30pm – 4pm  
No appointment necessary. 

11) **HIV testing**  

**Bristol Sexual Health Centre**  

Central Health Clinic,  
Tower Hill, Bristol, BS2 0JD  
Tel 0117 3426900 

For advice please call the Health Advisors on 0117 342 6944  

**Terence Higgins Trust (THT)**  

Aled Richard Centre  
8 – 10 West Street,  
Old Market  
Bristol BS2 0BH  
0117 9551000 

1 Hour HIV Testing service run on:  
Monday evenings 5 – 7.30pm. at THT.  
Run on ‘First come, first seen basis’