

RESTORE

Every day in clinical settings, migrants and their primary care providers have to manage language and cultural differences. This presents challenges and stresses for patients and providers alike and disrupts migrants' rights to accessible healthcare.

An EU funded project, led by the University of Limerick, has aimed to *improve healthcare for migrants in Europe with a particular focus on improving communication in cross-cultural consultations when healthcare providers and service users do not have the same language or cultural background.*

The RESTORE project's Closing Conference took place in Limerick, on 26th – 27th March 2015. There were almost eighty delegates from seven countries across Europe and North America. Excellent speakers included representatives of the Council of Europe, the World Health Organisation and the International Organisation on Migration.

The first plenary session focused on the involvement of migrants in health research and three migrant stakeholders were interviewed about their experiences of RESTORE. The second plenary focused on lessons learned about implementing guidelines and training initiatives in primary care settings. The third plenary was based on a video about cultural competence training from the English site. The final plenary was focused on policy analysis and recommendations as outlined above.

Taken together, the conference was a major success and enabled sharing of experience and best practice, and very much validated the RESTORE belief that cultural sensitivity and language services are important for effect primary care delivery to migrant communities. The conference had good coverage in national media and social networks, and was covered by the WHO Public Health Bulletin Summary and the blogs of the Canadian Mental Association Journal.

<http://wp.me/p4Sp0u-uM>

<http://wp.me/p4Sp0u-uJ>

The conference presentations are available on the RESTORE project webpage: <http://www.fp7restore.eu/>

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Plenary about involving migrants in health research at the conference opening. Prof David Ingleby (University of Amsterdam), Iftikhar ul Haq Khan, (RESTORE migrant representative from England) Prof Chris Dowrick (University of Liverpool), Maria Manuela De Almeida Silva and Marta Wilczynka



Dr Patrick O'Donnell (UL, Ireland) and Prof Suzanne Gagnon (Universite Laval in Quebec) have published a blog in the Canadian Medical Association Journal about RESTORE