

**WONCA Prague 2013**  
**Mapping oral presentation – Tomas de Brún**  
**Abstract**  
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**Objectives**

RESTORE is a 4-year EU project focusing on implementation of guidelines and training initiatives (G/TIs) to support communication between migrants and healthcare professionals in Ireland, the Netherlands, England, Greece, and Austria. We describe a systematic mapping process of such G/TIs in these settings. Our objectives were to identify G/TIs which had a focus on *migrants who experience language/cultural barriers*, where the aim of the G/TI was to *enhance communication in cross-cultural primary care consultations*, and was generated as a *guide or support for professional healthcare workers*.

**Methods:**

Purposive, network and snowball sampling were used to identify statutory and non-statutory agencies to assist in identifying G/TIs. The mapping process began in Ireland and the experience there was used to generate a comprehensive *Protocol Document* for other researchers in our consortium to use. We also conducted a search of peer reviewed literature in each country to identify examples of G/TIs.

**Results:**

371 agencies returned 230 GT/I's comprising: Guidelines (n=69), Training initiatives (n= 64), Articles (n=34), Reports (n=35), Books (n=6), Information Packs (n=13), Computer Applications (n=1), and 'Other' (n=8). Twenty G/Tis (n=20) were considered potentially relevant for RESTORE: Guidelines (n=8), Training initiatives (n=12).

**Conclusions:**

A systematic approach to mapping grey literature across the consortium has resulted in a set of 20 G/TIs. The robustness of the mapping process was confirmed in that only one additional G/TI was identified through the peer reviewed literature searches. This is an important database which can be used to promote best practice in primary care settings.