

"New Routes for General Practice and Family Medicine"

# 19th WONCA Europe Conference

2 – 5 July 2014 - Lisbon, Portugal



## RESTORE Project

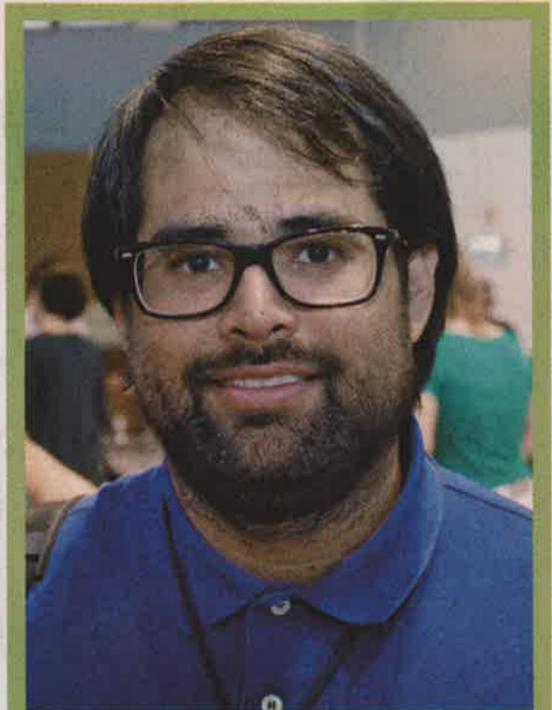
# Workshop addresses communication in cross-cultural primary care consultations

Support communication in cross-cultural primary care consultations, help in the guideline implementation process and assist in the development of training initiatives for healthcare professionals, across Europe, related to cross-cultural communication, are the objectives of the workshop that will take place on July 2, at 3h30 p.m., a session devised by Christopher Dowrick (University of Liverpool –

UK), Christos Lionis, (University of Crete – Greece) and Maria van den Muijsenbergh (Department of Primary and Community Care –Radboud University Medical Center – Netherlands). Unreliable communication due to language or cultural differences has a negative impact on cross-cultural primary care. Migrant communities are particularly sensitive to this problem and communicating with a doctor might become an ar-

duous task, because of such linguistic and cultural barriers. Although recommended, professional interpreters and cultural mediators' services are rarely used and despite the large number of directives and training initiatives already developed to deal with this type of situations, their implementation is still quite uncoordinated. "We need effective strategies to bridge this translational gap", state the authors of this workshop, whose

objective is to improve communication in cross-cultural primary care consultations using the example of the RESTORE Project, an EU FP7-funded study. This research project related to the health of migrant populations in Europe, with a significant focus on cross-cultural consultations, has gathered data from five primary care sites in Austria, England, Greece, Ireland and Netherlands.



"It is a pleasure to meet with all the colleagues, because in fact we are all friends, regardless of nationality. In WONCA and in VdGM, we have no boundaries. I hope to enjoy the Pre-conference and the main Conference, taking

## Health checks

# Benefits and harms under scrutiny

What are the benefits and harms of health checks? The workshop, scheduled for today at 3h30 p.m., brought forward

tise, and combines this with the needs and preferences of the patient, is termed evidence-based medicine. By learning

and practising the principles of evidence-based medicine, GPs will have a tool to assist life-long learning in practice".