

Case Study Human Factor Client B

Client B is a 40-year-old man from Vietnam who arrived in the UK seeking asylum. When he first entered the country, he was initially housed in a different town, where he was registered with a local GP practice. Shortly afterwards, the Home Office relocated him to Sunderland as part of the asylum accommodation process. Following the move, Client B did not register with a new GP in Sunderland. He explained that he had been struggling to integrate into the community and faced significant language barriers, which made it difficult for him to understand UK systems and feel confident accessing services independently.

Client B first engaged with the Human Factor project when he attended one of the digital workshops focused on the NHS App. During the session, it became clear that although he recognised the importance of accessing healthcare, he lacked the digital skills and confidence needed to manage online systems. He also did not fully understand that he needed to register with a GP in his new area in order to access medical care locally. His limited English further contributed to his uncertainty about how to complete the registration process.

After the workshop, Client B returned for a one-to-one appointment to receive more personalised support. During this session, the support worker guided him through registering with a GP practice in Sunderland. He was supported to complete the registration forms, provide the necessary information, and understand how to access primary care services in his new location. This ensured that he was properly connected to local NHS services and able to receive medical support when needed.

Once the GP registration was completed, the support worker helped Client B set up the NHS App. He was supported step-by-step with downloading the app, creating an account, and verifying his identity. The worker also demonstrated how to use key features of the app, including viewing appointments, accessing medical information, and ordering prescriptions. This helped Client B gain confidence in using digital tools to manage his healthcare independently.

Throughout his engagement with the project, Client B became more comfortable navigating UK healthcare systems and using digital services. By the end of the support period, he was successfully registered with a local GP in Sunderland and had an active NHS App account that he could use without assistance. This support helped him overcome language and integration barriers and increased his independence in managing essential aspects of his wellbeing.