Health services: diversity and bricolage

Meeting everyday needs in Germany, Portugal, Sweden, UK

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Background
Multi-cultural models of society have tried to educate migrants and newly formed minorities to use health services ‘appropriately’. As diversity diversifies, such attempts to adapt existing models fail more obviously. Rather than attempt to change newcomers, a radical response would be to adapt services to users’ needs. Greater accessibility and transparency of services for newcomers benefits other social groups and promotes population-wide equality. How formal services are integrated with informal resources in diverse settings is little understood. Studies have tended to focus on specific groups rather than a whole population of a superdiverse neighbourhood.

Aim
To map two diverse neighbourhoods in four countries to find how residents put together the everyday support and healthcare they need from official and informal sources.

Settings
Germany, Bremen – Gröppingen and Neustadt
Portugal, Lisbon – Lumiar and Mouraria
Sweden, Uppsala – Gottsunda and Sävja
UK, Birmingham – Edgbaston and Handsworth

Methods
Street mapping – walking the neighbourhoods, divided into sectors, noting and observing features and services that are health related. Interviews with a diversity sample of service providers and users about reasons for help-seeking. Survey of neighbourhoods to identify patterns of use across localities and across countries, by dimensions of superdiversity.

Innovation
Analysing views of official services alongside use of informal support, including trans-national, internet and social media resources. Describing the dimensions of a superdiverse population, including ethnic group, language, religion, legal and migrant status. Integrating local detail from four different countries and welfare regimes.

Challenges
Multi-dimensional local comparisons
Mapping of complexity
Superdiversity as framework to analyse effects of being:
- newly arrived
- in a minority
- discriminated against
- poor
- excluded from employment, housing, education

Outcomes
Interactive updatable mobile app mapping key local resources.
Case studies of good integration of formal services and informal help.
Descriptions of dimensions of diversity across European settings.

International research team
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Further details http://www.birmingham.ac.uk/generic/upweb/index.aspx