

CAPTURING VOICES

of people with lived experience
for better inclusion health outcomes

Health inclusion population experience multiple overlapping risk factors for poor health such as poverty, social exclusion, complex trauma, stigma, and barriers to accessing care.

WHAT WE DID

Research was conducted in 2024 at SJOG UK as part of a UKHSA and UCLH Inclusion Health Outreach team project, to co-design a national service model to improve health outcomes for people from health inclusion groups.

The study engaged people we support at Olallo House in London, including men and women experiencing street homelessness, those subject to modern slavery and trafficking, and adults receiving hospital treatment while facing homelessness at discharge.

A total of 25 participants - people with lived experience and support workers, took part in focus groups and one-to-one interviews.



WHY IT MATTERS

People who have experienced homelessness and/or modern-day slavery face serious barriers to healthcare, including:

- Lack of documentation
- Language barriers
- Fear of stigma (being judged or not being taken seriously)
- Fear of exploitation
- Fear of immigration systems
- Limited knowledge of available services

Doctors need to listen to us

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HOW WE DID IT

Our trauma-informed, participatory research approach was guided by five principles:



1

ACCESSIBLE:

Multi-language support was available in safe, familiar venues

2

FLEXIBLE:

Multiple locations and face-to-face or online options to be accessed

3

FAIR:

Travel support, vouchers, easy-to-understand instructions were delivered

4

ENGAGING:

Creative activities and wellbeing workshops were provided

5

RESPONSIVE:

Anonymity, right to withdraw, shared findings were ensured



WHAT WE FOUND

Building trust in the healthcare system requires **continuity of care, shorter waiting times, outreach healthcare delivered within integrated systems, effective collaboration with peer workers, and stronger awareness of policy alongside active advocacy.**



NATIONAL IMPACT

This research helped shaped **national policy and practice** on inclusive healthcare

SJOG joined UKHSA and partner organisations to establish the **National Inclusion Health Network (NIHN).**

2025

UK Health Security Agency (UKHSA) guidance on inclusive health protection

Office for Health Improvement & Disparities Inclusion data and intelligence resource for England

Slavery and Trafficking Survivor Care Standards (updated)

2026

UCL EXPOHS Study on life expectancy of vulnerable populations

UKHSA/UCLH study on Engagement on Pandemic Preparedness and Public Health and Social Measures (PHSM)

It's important to be there for them, helping with language and guiding them through the health system while they wait for treatment.

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We're here to **help**



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