

What is the Medical Foundation?

The Medical Foundation is a human rights organisation and a registered charity. In the North West we offer free psychological and emotional assistance to survivors of torture and organised violence who are 18 and over. We also campaign against torture and similar human rights abuses.

We are independent of the Government. We receive no Home Office or Foreign Office money.

Who uses our Service?

Medical Foundation clients are survivors of torture and organised violence who are now trying to cope with the pain and the effects of torture and exile. Most of our clients are refugees or asylum seekers.

We work with individuals needing assistance regardless of their country of origin, ethnic origin, gender, sexual orientation, political or religious beliefs.

How can the Medical Foundation help?

Torture, whether physical or psychological, affects each person differently. We aim to help you cope better with these difficulties and with living in exile.

You may suffer physical problems caused by torture. The health workers at the Medical Foundation may be able to help you get medical care. With your permission, we may contact your doctor (GP) about your medical problems when you need treatment outside the Medical Foundation.

Who can be referred for Counselling?

Pain is not always physical. You may suffer from distressing memories, disturbed sleep or lack of concentration. You may feel sad or angry about what has happened to you or your family in your country or in Britain.

We offer counselling sessions in which you can talk to one person on a regular basis to relieve your painful feelings and emotions.

To make a new life in this country you may also have practical needs such as food and accommodation, registering with a GP, finding schools or English classes etc. We try to advise you on the organisations that can assist you with your practical needs.

Will anyone else learn about what I tell the Medical Foundation?

Anything that you tell us will be kept confidential within the Medical Foundation. Any information about you will be passed on only after discussing it with you. We are independent of all Governments.

What if I do not speak much English?

When we offer you an appointment, we arrange an interpreter for you if we do not have a health worker who speaks your language. Please tell us about the language(s) you speak easily when you ask for an appointment and let us know if you would prefer a man or a woman interpreter. You can always write to us in your language and we will reply in the same.

How long will I attend?

You and the health worker(s) you see at the Medical Foundation will decide this together. It depends on your individual needs.

How can I contact the Medical Foundation North West?

Write or phone or get someone to do it for you and ask for a referral pack, which includes a form to take to your doctor, solicitor, community centre or any other organisation that knows about your problems. When we receive the completed form, we will decide whether we can help you or not. If we think we can help you, we will invite you for a first appointment.

On your first visit to the Medical Foundation North West, it is important that you bring along the following information: names, addresses and telephone numbers of your doctor (GP), solicitor, social worker, advice worker and housing provider.

If we cannot help you, we will advise you where to seek help or will arrange for you to go to another service that will be able to support you.

The Medical Foundation North West is wheelchair accessible and we can pay for travel to pre-booked counselling appointments at our Centre.

If you want a medico-legal report in support of your asylum claim, you must ask your solicitor to write and request a report from the Medical Foundation's Central Office in London (111 Isledon Road, London N7 7JW). Your Solicitor should enclose with the letter a copy of your SEF form, personal statement, Home Office refusal letter and adjudicator's determination as appropriate.

This leaflet is available in several languages

Location of Medical Foundation North West:

On Foot: From Piccadilly Gardens, go along Oldham Street, turn right into Dale Street, then first right into Spear Street - the main entrance to our building, called North Square, is approximately 50 yards on the right.

By Train: Arriving at Piccadilly Station, head for Piccadilly Gardens, then follow directions 'on foot' above. Arriving at Victoria Station, walk up Corporation Street to Market Street and into Piccadilly Gardens, then following directions above.

NCP car parks are on Church Street, Dale Street and Ducie Street, however, we would advise visitors to use public transport where possible.

Registered Charity No. 1000340

Client leaflet



MEDICAL FOUNDATION
for the care of victims of torture

North West

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