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# Migrants' healthcare experience: a meta-ethnography review of the literature.

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**Running head: Migrants' healthcare experience**

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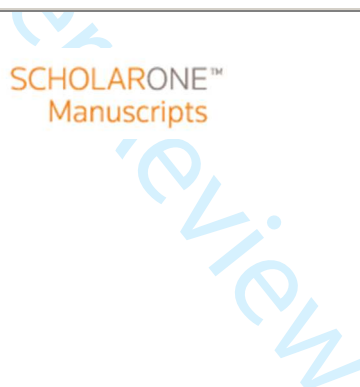
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**Migrants' healthcare experience: a meta-ethnography  
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## Migrants' healthcare experience: a meta-ethnography review of the literature

### Abstract

**Purpose.** Worldwide, more than 214 million people have left their country of origin. This unprecedented mass migration impacts on healthcare in host countries. This paper explores and synthesizes literature on the healthcare experiences of migrants.

**Design.** A meta-ethnography study of qualitative studies was conducted.

**Methods.** Eight databases (MEDLINE, CINAHL, PsychInfo, EMBASE, Web of Science, Migration Observatory, National Health Service Scotland Knowledge Network, and ASSIA) were searched for relevant full text articles in English, published between January 2006 and June 2016. Articles were screened against inclusion criteria for eligibility. Included articles were assessed for quality and analysed using Noblit and Hare's seven step meta ethnography process.

**Findings.** Twenty-seven studies were included in the review. Five key contextualization dimensions were identified: Personal Factors, The Healthcare System, Accessing Healthcare, The Encounter and Healthcare Experiences. These five areas all underlined the uniqueness of each individual migrant emphasizing the need to treat a person rather than a population. Within a true person-centred approach, the individual's cultural background is fundamental to effective care.

**Conclusion.** From the findings, a model has been designed using the five dimensions and grounded in a person-centred care approach. This may help healthcare providers to identify weak points, improve the organisation and healthcare professionals to provide person-centred care to migrant patients.

**Clinical relevance.** The proposed model facilitates identification of points of weakness in the care for migrant patients. Employing a person-centred care approach may contribute to improve health outcomes for migrant patients.

## Introduction

The International Organisation for Migration (IOM) (2017) defines a migrant as: *“any person who is moving or has moved across an international border or within a state away from his/her habitual place of residence, regardless of the person’s legal status, voluntary or involuntary, causes, and the length of the stay”*. It furthermore defines refugees and asylum seekers as migrants who left their home country due to fear of persecution or to the threat to their lives. Refugees and asylum seekers have their specific health profiles due to their experiences and exposure in their home countries and during their migration to the host countries. Traumatic injuries, psychological problems and infectious diseases are prevalent. (Müller, Khamis, Srivastava, Exadaktylos, & Pfortmueller, 2018). With the number of international migrants escalating (United Nations, 2016), migrant healthcare becomes an urgent global public health issue as migrants face numerous barriers to access an appropriate level of high quality healthcare (World Health Organization, 2008). These include, amongst others, cultural, information and language barriers, as well as migrant's lack of knowledge about the host country's healthcare system (Hakonsen, Lees, & Toverud, 2014; Kalich, Heinemann, & Ghahari, 2016; Suphanchaimat, Kantamaturapoj, Putthasri, & Prakongsai, 2015). Furthermore, while some countries such as the Netherlands have paid systematic attention to migrant healthcare for almost two decades, many countries do not include migrant health in their policy targets, others do not provide universal health coverage leaving migrant patients excluded from accessing healthcare in the first place. Exclusion of migrant patients from care thus affects the individual patient but is also a threat to public health as untreated infectious disease might spread if patients lack access to care (World Health Organization, 2008). The migrants patients' perspective provides insight into health disparities and the associated barriers to care in this specific patient group (Tilburt, 2010). Although migrant health has received a fair amount of attention in research, the evidence on migrant patient

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3 experience has not been synthesized systematically. This review aims to address this gap in  
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5 knowledge by synthesizing published literature related to adult migrant patients' experiences  
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7 of healthcare and their healthcare seeking behaviours. The objective is to obtain a  
8  
9 comprehensive overview of barriers at various stages of the patient journey. Meta-  
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11 ethnography was chosen to synthesize the studies because it enables the interpretation of the  
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13 findings from the individual studies into a larger, whole picture that provides deeper  
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15 understanding of an issue (Noblit & Hare 1988). In order to provide a comprehensive,  
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17 illustrative overview of the barriers along the patient journey, the results were collated in a  
18  
19 comprehensive framework. The population included in this review were adult migrant  
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21 patients, articles pertaining to paediatric or maternity care in migrant patients were excluded.  
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23

#### 24 **Aim**

25  
26 To synthesize published, qualitative literature on adult migrant patients' experience of  
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28 healthcare and healthcare seeking behaviours  
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#### 31 **Methods**

##### 32 **Design**

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35 A meta-ethnography of qualitative studies was undertaken on studies published  
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37 between January 2000–June 2016. The studies were analysed according to the seven phases of  
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39 meta-ethnography: (1) determining a qualitative research question; (2) study selection &  
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41 quality assessment; (3) repeated reading of studies, data extraction & identification of themes;  
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43 (4) comparison of themes & finding relationships; (5) bringing together related themes into  
44  
45 new common themes; (6) reassessing original themes & new interpretation; (7) illustration of  
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47 findings (Noblit & Hare, 1988).  
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##### 52 **Literature search**

53  
54 A literature search using the search engines MEDLINE, CINAHL, PsychInfo,  
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56 EMBASE, Web of Science, Migration Observatory (United Kingdom, UK), National Health  
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3 Service (NHS) Scotland Knowledge Network and ASSIA was performed. Search terms used  
4 included 'migrant', 'migrant patient', 'immigrants', 'quality of care', 'nursing care',  
5 'satisfaction with nursing care', 'experiences of care', 'expectations'. The above search terms  
6  
7 were used in several combinations using the Boolean operators 'AND' and 'OR'. The  
8  
9 investigators also checked for spelling variations and synonyms. A further search was  
10  
11 conducted on Google and Google Scholar to identify studies not published in indexed  
12  
13 journals. In addition, the citations from the reference lists of previously gathered articles were  
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15 scrutinized to identify unpublished studies and grey literature.  
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### 21 **Inclusion and exclusion criteria**

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23 Any peer-reviewed, qualitative research study in English, published between January  
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25 2000-June 2016 and exploring migrant patients' experiences of healthcare was considered.  
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27 Studies that involved migrant patients as a subgroup were also included. Studies involving  
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29 children and maternity care were not included. Studies with non-qualitative research designs,  
30  
31 systematic reviews, case reports, case series, scholarly or theoretical papers, editorials, and  
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33 commentaries were excluded.  
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### 37 **Study Selection**

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39 The initial search identified 326 potentially relevant articles and removal of duplicates  
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41 brought this number down to 264 (see Figure 1). All authors were involved in screening titles  
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43 against the inclusion, which criteria reduced the sample to 62 articles. A further review of the  
44  
45 titles and abstracts resulted in the selection of 49 potential papers. The full text was retrieved  
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47 for all 49 articles and assessed according to the inclusion criteria by the two first authors  
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49 (MLL and BH). Eleven articles reporting quantitative studies and three reporting mixed  
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51 methods studies were excluded. Eight more articles were removed as they did not explore  
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53 patients' experience or pertained to maternity care. In the case of disagreement, both  
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3 reviewers read and discussed the paper to reach a consensus. The final sample comprised 27  
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5 articles.

### 8 **Quality review and data extraction**

10 Study quality was assessed using the qualitative critical appraisal tool of the Critical  
11 Appraisal Skills Programme (CASP) Oxford (Critical Appraisal Skills Programme, 2013).  
12  
13 The CASP tool facilitates the assessment of trustworthiness and relevance of studies. A data  
14  
15 extraction template was used to record relevant study characteristics such as purpose, research  
16  
17 design, sampling method, sampling and sample, etc. and to record the quality scores. Two  
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19 authors (MLL and BH) independently scored the articles and classified them as of low or high  
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21 score (CASP score 0 to 5 and 6 to 10 respectively); 92.8 % of the articles were classified  
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23 identically by the two authors (Cohen's kappa coefficient 0.67).  
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### 29 **Findings**

31 The research team included 27 qualitative studies in the analysis. The majority of these  
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33 (n= 19) originated from Europe, specifically the Nordic countries Sweden (n=7), Denmark  
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35 (n=2) and Norway (n=2). The remaining European studies came from the UK (n=5), the  
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37 Netherlands (n=2) and Poland (n=1). Further studies (n=8) were from Australia (n=4), South  
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39 Africa (n=2), Canada (=1) and China (n=1). More than half the studies reported on the results  
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41 of semi-structured interviews (n=16), whereas about a third of the studies combined focus  
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43 groups and individual interviews (n=7). The remaining studies presented the results of focus  
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45 groups (n=2), individual interviews and observations (n=1), or just observations (n=1). The  
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47 majority of studies were of high quality (n=26) as per CASP criteria (Critical Appraisal Skills  
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49 Programme, 2013).  
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52 More than half of the studies explored migrants' overall experience with the healthcare  
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54 services in the host country (n=16). The remainder (n=11) focussed on more specific parts of  
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3 the healthcare system: care and support or community services (n=3), general hospital care  
4 (n=2), cancer care (n=2), psychiatric care (n=1), primary care (n=1), end of life care (n=1),  
5 and diabetes care (n=1). Various migrant groups were included; undocumented migrants or  
6 refugees of uncertain legal status (n=2) migrants with legal residency permit who tend to stay  
7 in host country for economic or safety reasons (n= 23) and retirees with the choice to stay in  
8 the host country or return to their home country (n=2). Generally, the definitions of the term  
9 migrant varied considerably across the studies. Table 1 provides a detailed summary of the  
10 characteristics of the studies.  
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20 The research team identified 116 first and second order constructs across the studies,  
21 which were condensed and interpreted into 15 third order constructs. These third order  
22 constructs identified by the synthesis team (BH and MLL) were contextualised into the  
23 following dimensions: (1) personal factors; (2) healthcare system; (3) access to healthcare; (4)  
24 the encounter; and (5) healthcare experience. In the following, a description of the factors and  
25 their respective third order constructs are presented. Quotes from the original studies have  
26 been included to illustrate the findings.  
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35 **Personal factors**, such as legal status, enculturation, society of origin and the  
36 associated religious or value systems influence health-seeking behaviours. In addition,  
37 individual life experiences, particularly traumatic ones of war and displacement, are powerful:  
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39 *'I did not want to live because of what is gone. I was eating, sleeping only [...] I tried to*  
40 *forget it but I can't. My history, my life is stamped into my heart.'* (Fang, M., Sixsmith, J.,  
41 Lawthom, R., Mountian, I., & Shahrin, A., 2015, p.5). Advice from trusted people within a  
42 migrant's personal network influences health-seeking behaviour, as does the willingness to  
43 integrate within the host country (Alzubaidi, Mc Namara, Browning, & Marriott, 2015; Fang  
44 *et al.*; Main, 2016; Munyewende, Rispel, Harris & Chersich, 2011)).  
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3 In sum, personal factors determine a person's overall life context (Biswas, Kristiansen,  
4 Krasnik, & Norredam, 2011; Krupic, Sadic, & Fatahi, 2016; Main, 2016; Seffo, Krupic,  
5 Grbic, & Fatahi, 2014). For some migrants, such as expatriats who migrate voluntarily in  
6 search of a better quality of life the context is characterized by positive experiences when  
7 seeking healthcare (Legido-Quigley & McKee, 2014; Legido-Quigley, Nolte, Green, la Parra,  
8 & McKee, 2012). For others, such as undocumented migrants, the life context is extremely  
9 precarious: *'You don't even have your identity. You've lost your home, you've lost your*  
10 *relatives, you've lost your mother tongue, you've lost your culture and friends [...]'* (Biswas  
11 *et al. 2014, p.4*).

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22 **Healthcare system.** A country's legal framework and healthcare system determines  
23 citizens' and migrants' entitlement to care and the overall service provision (Biswas et al.,  
24 2011; Legido-Quigley & McKee, 2014; Legido-Quigley et al., 2012). Some countries provide  
25 universal healthcare cover for citizens and migrants alike, others require healthcare insurance.  
26 Undocumented migrants are generally excluded from accessing healthcare services, even in  
27 countries that provide universal healthcare (Biswas et al., 2011).

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As service provision between countries may differ (Legido-Quigley & McKee, 2014;  
Lin et al., 2015; Main, 2016; Seffo et al., 2014), there may be a mismatch between migrants'  
expectations and care provision in the host country: *'It is not easy for a foreigner to cure our*  
*diseases. The Chinese ... when they go to school, they don't teach them about African*  
*sicknesses. [...]'* (Lin et al. 2015, p.7).

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**Access to healthcare.** A migrant's socio-economic and legal status is crucial for  
accessing healthcare. While documented migrants and particularly expats often have access to  
care (Biswas et al., 2011; Legido-Quigley & McKee, 2014; Lin et al., 2015), care-seeking  
can be outright dangerous for undocumented persons: *"If I go to the doctor and the doctor is*  
*a very good Danish person, a good citizen, then maybe he will call the police. And then I*

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3 *would be handed over to the police and then I would have a great problem. Then my life is*  
4 *risky.” (Biswas et al. 2011, p.5). Importantly, migrants require knowledge about their*  
5 *entitlement to care (Suurmond, Rosenmoller, El-Mesbahi, Lamkaddem, & Essink-Bot, 2016;*  
6 *Worth et al., 2009), yet they are often ill-informed due to lack of language skills: 'I remember*  
7 *that I got a letter probably informing me about how to register to a fastlege (GP). I am not*  
8 *very sure about it because I didn't understand the language' (Czapka & Sagbakken, 2016, p.*  
9 *5). Furthermore, healthcare staff can act as gatekeepers to services (Crush & Tawodzera,*  
10 *2014; Munyewende et al., 2011; Suurmond et al., 2016). In extreme cases, they may deny*  
11 *care: 'The moment you speak in English, you are in trouble. The nurses pretend they do not*  
12 *understand what you are saying and they leave you and go to treat the next person who*  
13 *speaks their language.' (Crush & Tawodzera, 2014, p.11). If healthcare is not accessible,*  
14 *alternative health-seeking strategies are used (Biswas et al., 2011; Czapka & Sagbakken,*  
15 *2016; Lin et al., 2015; Main, 2016). 'When I am not feeling well, I will call my doctor in my*  
16 *home country. He will ask about my symptoms and tell me what medicine to get over the*  
17 *phone' (Lin et al., 2015, p. 6).*

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35 **The encounter.** The encounter between healthcare professional and migrant  
36 determines the healthcare experience. Language barriers and mutual insecurity about how to  
37 behave in a culturally appropriately are a challenge (Biswas et al., 2011; Shaw et al., 2016;  
38 Worth et al., 2009): *'Well they did tell but I could not understand, it is another language you*  
39 *know. Something you understand something you don't. [...]* (Shaw et al., 2016) Furthermore,  
40 unawareness of discrepancies in fundamental societal ideas (collectivism versus  
41 individualism) or healthcare paradigms (biomedical thinking versus holistic thinking), can be  
42 a source for mutual misunderstanding (Czapka & Sagbakken, 2016; Lin et al., 2015; Main,  
43 2016; Razavi, Falk, Bjorn, & Wilhelmsson, 2011): *'In Poland, people go to the doctor more*  
44 *often. Pregnancy is the best example. In Poland, your pregnancy is over-medicalized. You are*  
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3 *constantly under medical surveillance, constantly tested. Here it is the opposite [...]*  
4 *pregnancy is not an illness; you don't need to be on sick leave all these months [...]*' (Main,  
5 2016, p.8). Cultural awareness, language skills and mutual appreciation foster positive  
6  
7 relationships between healthcare providers and migrant care seekers (Legido-Quigley et al.,  
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9 2012; Main, 2016).  
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13 **The healthcare experience.** The overall positive or negative evaluation depends on  
14 whether a patient's needs and expectations are met or not. The healthcare system of their  
15 home country provides the frame of reference for comparison and evaluation (Krupic et al.,  
16 2016; Seffo et al., 2014). However, with a higher degree of integration, language proficiency  
17 and acceptance of the host culture, the comparison of healthcare systems becomes more astute  
18 and potentially more favourable of the host country (Legido-Quigley & McKee, 2014;  
19 Legido-Quigley et al., 2012; Main, 2016): *'I wouldn't go to the [British] NHS. My experience*  
20 *of medical care is good [in Spain] ... The biggest difference about Spain and England is that*  
21 *people care about nursing and the people in England they are more worried about targets.'*  
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23 (Legido Quigley & McKee, 2014, p.12).  
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### 38 **Line of argument**

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40 As per interpretation of the research team, four dimensions describe factors which determine  
41 the migrants' healthcare experience. The fifth dimension displays the evaluation of the  
42 experience. A migrant patient's healthcare experience is shaped by: 1) personal factors; 2)  
43 characteristics of the host country's healthcare system; 3) the ease or difficulty of gaining  
44 access to care; and 4) the encounter with a healthcare professional, which is thereafter  
45 evaluated as meeting or not meeting needs and expectations. Often, migrant patients make a  
46 comparison by using their home country healthcare system as a frame of reference. Personal  
47 factors (1) and characteristics of the host country's healthcare system (2) determine whether  
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3 access to care (3) is achieved. During the encounter (4) language barriers or cultural  
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5 misunderstandings are a challenge for establishing a relationship between healthcare  
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7 professional and patient. Figure 2 shows the cohesive model of the different dimensions.  
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## 10 **Discussion**

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12 Migration is a growing global phenomenon due to a number of reasons including  
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14 warfare, natural disasters and economic hardship. The research team set out to explore  
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16 migrants' experiences of healthcare, because despite a plethora of literature on migrant health,  
17  
18 to date there is no review compiling the evidence on migrant patient experience in a  
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20 comprehensive framework.  
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24 Generally, The research team found that despite the availability of international  
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26 definitions the terms 'migrant' and 'immigrant' were often used interchangeably and poorly  
27  
28 defined in a number of the studies included in this review. The findings also show that the  
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30 issue of migrant health has been most intensively studied in Europe, which for historical and  
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32 geographical reasons has long been a major destination for global migrants. Most European  
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34 countries, which provide political sanctuary, also recognise the moral obligation to ensure the  
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36 good health of everyone within their borders, without discrimination.  
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39 The review uncovered a host of influencing factors, which were collated in a  
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41 comprehensive model, a flow diagram that illustrates the antecedents and succedents of the  
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43 migrants' healthcare experience. This model may help healthcare providers to identify and  
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45 address antecedents to poor quality migrant healthcare as well as areas of improvement. For  
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47 the nurse in her encounter with a migrant the flow diagram shows the personal factors and  
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49 healthcare system factors that ante cede and shape the encounter. It also shows the factors of  
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51 the encounter itself which matter and the factors which determine how the migrant  
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53 experiences the encounter subsequently.  
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3 The model highlights that language difficulties and differences with migrants'  
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5 experience in the home countries are important factors in all stages of a patients' journey  
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7 through the health system. This finding implies that the mere provision of linguistically  
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9 congruent information might not serve all migrants' needs, as it is generally aimed at people  
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11 who already understand the workings of a healthcare system. However, migrant patients may  
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13 lack this basic understanding. Information should therefore be adapted to the different needs  
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15 of 'migrants' (for example refugees and illegal immigrants). This would include providing a  
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17 basic explanation of access to and routes through the healthcare system. In addition,  
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19 understanding of the host cultures, how patients relate to healthcare professionals and which  
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21 behaviours are acceptable, or not, should be explained. However, within the economic  
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23 constraints that all health systems face, there are certainly limits to the extent of language  
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25 support that can be provided. Healthcare professionals cannot be expected to cover the whole  
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27 range of languages that may be required and, in some systems such as the UK, NHS staff are  
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29 not encouraged to make use of any linguistic skill they possess (Ali & Johnson, 2017). A  
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31 stronger focus on eliciting patients' needs in an encounter may thus improve encounters  
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33 between healthcare professionals and migrants. Studies show that healthcare professionals  
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35 often perceived migrants as 'others', as being different from 'them'. 'Othering' precludes an  
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37 open-minded encounter and healthcare professionals need to be mindful of potential  
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39 prejudice. Migrants, like every individual, are individuals who are shaped by their culture of  
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41 origin as well as their life experience and they have thus diverse needs. Migrants'  
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43 backgrounds may be alien to healthcare professionals and difficult to understand. Awareness  
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45 of ones' own preconceived ideas can enable healthcare professionals to approach migrants as  
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47 the unique individuals they are; people with specific health needs that need special attention,  
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49 just as any other patient (Grove & Zwi, 2006). Using a model of Person Centred Care (PCC)  
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51 could be helpful in this respect. PCC aims to improve interaction between the patient and the  
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3 healthcare professional, to improve shared decision-making and setting goals (McCance,  
4 Slater, & McCormack, 2009; Ekman et al., 2011). A PCC approach may prevent healthcare  
5 professionals from taking a prescriptive approach. Exploring a migrant patient's needs and  
6 expectations, their priorities and preferences through skilful elicitation should ensure more  
7 adequate care provision.  
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### 13 14 15 **Conclusion and Implications**

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17 Rather than being 'othered' and disconnected from society, migrants need to have a  
18 fair chance to improve their physical and social status, thus being able to integrate and  
19 contribute to society and become a valued member of their new home country. Yet, migrant  
20 patients' experience of healthcare in their host country is often unsatisfactory due to culture  
21 and language barriers, which may cause misunderstandings between patients and healthcare  
22 professionals. Healthcare professionals and especially nurses, who are often the first point of  
23 contact, need to develop the appropriate skills and knowledge to better address the healthcare  
24 needs of migrants. An education and research agenda should focus on developing awareness  
25 of cultural diversity, foster reflection on how healthcare professionals' own conceptions  
26 influence the encounters with migrant patients and promote PCC routines and documentation.  
27 Healthcare professionals, and nurses in particular, can contribute to reinforce co-creation of  
28 care between healthcare professionals and patients. In this way, they can create the optimal  
29 conditions to improve migrants' healthcare experiences, their sense of coherence and  
30 ultimately their involvement in society as a whole.  
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### 48 **Clinical resources**

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- 51 • United Nations on International migration:  
52 [53 http://www.un.org/en/development/desa/population/migration/publications/migrationreport/docs/MigrationReport2015.pdf](http://www.un.org/en/development/desa/population/migration/publications/migrationreport/docs/MigrationReport2015.pdf)  
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- Person Centred Care NHS perspective: <https://hee.nhs.uk/our-work/person-centred-care>

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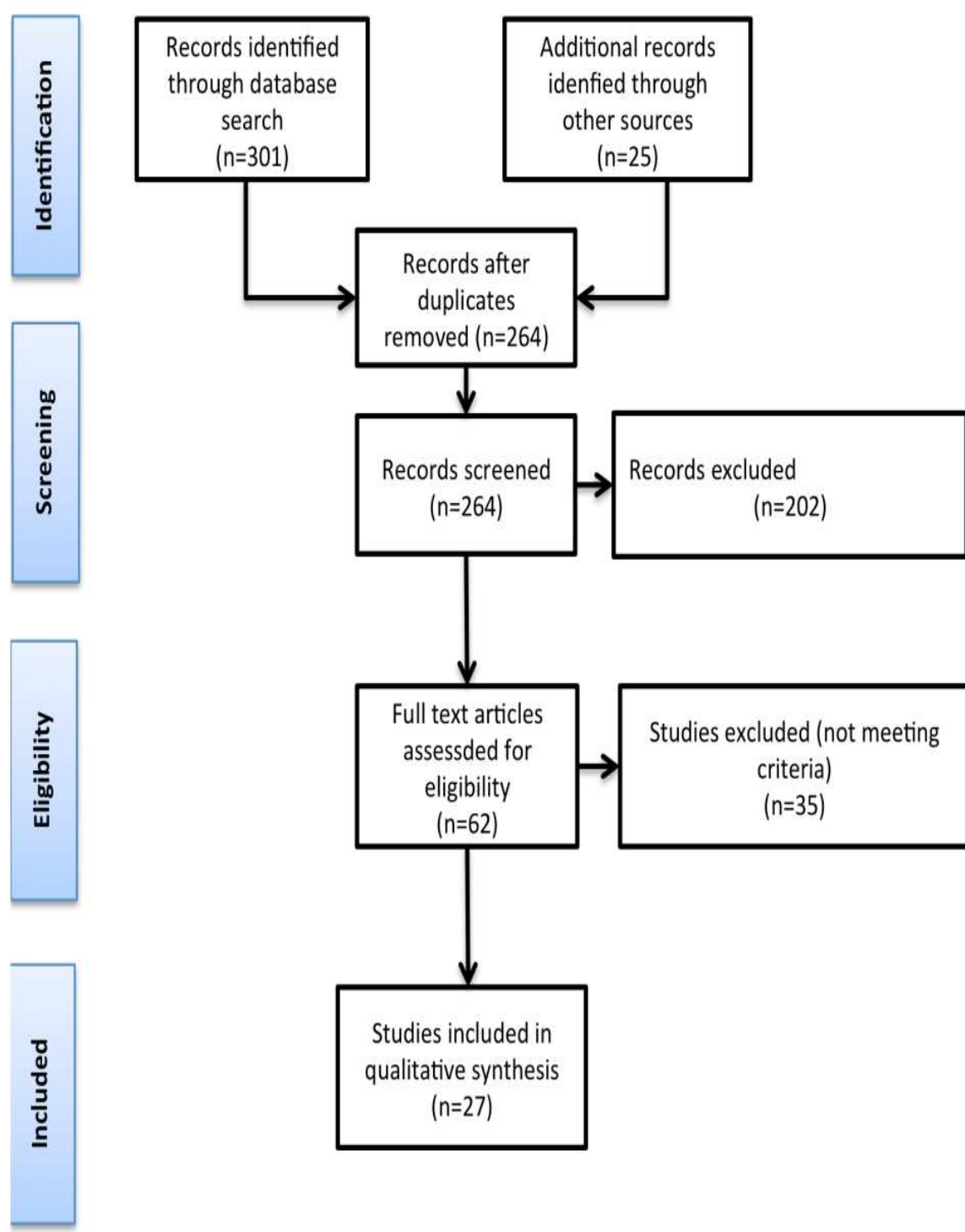
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**Figure 1: Prisma 2009 flowchart diagram**



Author, date	Aim of study	Context	Study design	Population & age	Sample size	Country	CASP *
Hultsjö, Berterö, and Hjelm (2007)	To explore different perceptions of psychiatric care	Psychiatric care	Phenomenographic interviews	Adult foreign- and Swedish-born patients with psychotic illness	12 foreign-born, 10 Swedish-born people	Sweden	H/H
Garrett, Dickson, Young, and Whelan (2008)	To examine the perception and mitigating factors of negative events	Tertiary hospital care	Qualitative study using focus groups	Patients and carers, non-English-speaking background	49 patients, 9 carers	Australia	H/H
Worth et al. (2009)	To examine care experiences, understand difficulties, find solutions for access to services	End of life care	Prospective, longitudinal, interviews	South Asian Sikh and Muslim patients with life limiting illness, their families	25 migrants, 18 family carers, 20 professionals	UK (Scotland)	H/H
B. Brämberg and Nyström (2010)	To describe positive and negative experiences and effects of being a patient in Sweden	Healthcare services	Interview study	Patients who immigrated to Sweden in 1975–1994.	10 women, 6 men	Sweden	H/H
Kristiansen et al. (2010)	To explore patients' emotional support needs and experiences	Cancer care	Interview study	Danish-born and foreign-born cancer patients	7 immigrants, 11 Danish-born	Denmark	H/H
Marshall et al. (2010)	To examine unmet healthcare needs and to explore the effect of primary care experiences	Healthcare services	Focus groups	Male Chinese- and Punjabi-speaking immigrants, aged 19-90	79 participants (Punjabi and Chinese persons)	Canada	H/H
Biswas et al. (2011)	To describe and analyse experiences of access to healthcare	Healthcare services	Semi-structured interviews and observations	Undocumented adult migrants (Bangladesh, India, Nepal)	10 men	Denmark	H/H
Munyewende et al. (2011)	To explore experiences with health services in South Africa	Healthcare services	In depth interviews	Zimbabwean adult migrant women	15 women	South Africa.	H/H
Razavi et al. (2011)	To explore the viewpoints of refugees and families	Healthcare services	Semi-structured interviews, inductive content analysis	Refugees with a known chronic disease or functional impairment in need of long-term medical care	5 women and 4 men	Sweden	H/H
Småland Goth and Berg (2011)	To explore determinants for GP compliance and obstacles experienced by migrants	Primary care	Semi-structured interviews	Leaders from 13 migrant organizations	13 participants	Norway	L/H
Suurmond, Uiters, de Bruijne, Stronks, and Essink-Bot (2011)	To explore immigrant patients' perception about hospital care and treatment	Hospital care	Semi structured interviews using critical incident technique	Adult immigrants from local immigrant organizations	15 women, 7 men	The Netherlands	H/H
E. B. Brämberg, Dahlborg-Lyckhage, and Maatta (2012)	To describe the nursing care provided and patients' expressed care needs	Diabetes care	Observations of nurse patient encounters	Adult migrant patients with type II diabetes	6 women, 4 men	Sweden	H/H
Giuntoli and Cattani (2012)	To explore the accessibility and acceptability of care and support services	Care and support services	21 focus groups, 53 in-depth interviews	Older people (age >60 women, >65 men) and carers (age 25-90 years), from eight migrant communities	134 migrants, 33 carers (126 women, 41 men)	UK	H/H
Legido-Quigley et al. (2012)	To explore migrated British pensioners' experiences of health care in Spain	Healthcare services	In depth interviews; Interpretative data analysis constant comparative method	British retirees, aged between 50-90 years.	62 migrant couples	UK	H/H
Akhavan and Karlsen (2013)	To investigate variations in health care use between migrant and non-migrant groups in Sweden	Healthcare services	In-depth interviews, content analysis	Adult migrant patients and physicians, aged 23-60	5 migrants and 5 physicians	Sweden	H/H

Author, date	Aim of study	Context	Study design	Population & age	Sample size	Country	CASP *
Hurley et al. (2013)	To explore experiences with care services from a consumer and care provider perspective	Community based services	Interviews and focus groups	Greek-speaking postwar immigrants	70 older Greeks and 22 service providers	Australia	H/H
Crush and Tawodzera (2014)	Examines the experiences of medical xenophobia	Healthcare services	Interviews, focus groups	Adult Zimbabweans	100 Zimbabwean adult migrants	South Africa	L/L
Legido-Quigley and McKee (2014)	To explore trust and tacit expectations of migrants with a choice of where to access health care (UK or Spain)	Healthcare services	Semi-structured interviews	British retirees residing in Spain, aged from early 50s to >90 years	35 women, 27 men	UK	H/H
Seffo et al. (2014)	To describe how Bosnian immigrants experience the healthcare system in Sweden	Healthcare services	Face- to face interviews	Older immigrants from Bosnia-Herzegovina	8 women, 7 men	Sweden	H/H
Fang et al. (2015)	To explore health and health care experiences of asylum seekers	Healthcare services	In-depth interviews and focus groups	Somali and Iraqi asylum seekers	56 Somali and 10 Iraqi asylum seekers	UK (England)	H/H
Alzubaidi et al. (2015)	To explore the decision-making processes and associated barriers and enablers in access and use of healthcare services	Healthcare services	Face-to-face semi-structured individual interviews and group interviews	Older adult patients diagnosed with Type II diabetes of Arabic speaking or Caucasian background	60 Arabic-speaking and 40 English-speaking Caucasian persons	Australia	H/H
Lin et al. (2015)	To assess barriers to access and health care experiences in China	Healthcare services	Individual interviews, focus groups	African migrants, 18 years and older	10 women, 25 men	China	H/H
Czapka and Sagbakken (2016)	To explore barriers and facilitators to access to health care services in Norway	Healthcare services	Semi structured interviews	Polish migrants in Oslo	11 women, 8 men	Norway	H/H
Krupic et al. (2016)	To investigate immigrants' experience with Swedish healthcare professionals	Healthcare services	Qualitative descriptive interview study	Adult migrants from Bosnia and Herzegovina, Somalia and Kosovo	9 women, 9 men	Sweden	H/H
Main (2016)	To compare narratives about medical treatments in different medical systems and cultures	Healthcare services	Case study interviews, participant observation	Adult, female polish migrants Barcelona (Spain), Berlin (Germany) and London (UK)	8 women	Poland	H/H
Shaw et al. (2016)	To describe migrant patients' experience and inform development of cancer care	Cancer care	Focus groups and interview study	Chinese, Arabic and Macedonian - speaking patients or carers	18 participants	Australia	H/H
Suurmond, Rosenmoller, El-Mesbahi, et al. (2016)	To explore the barriers to access to home care services	Home care services	Semi structured interviews and focus groups	Ethnic minority elderly living in Amsterdam	50 participants (group interviews) 5 individual interviews	The Netherlands	H/H

\* CASP score: 0-5 criteria= low, 6-10 criteria = high

**Table 1: Study characteristics**

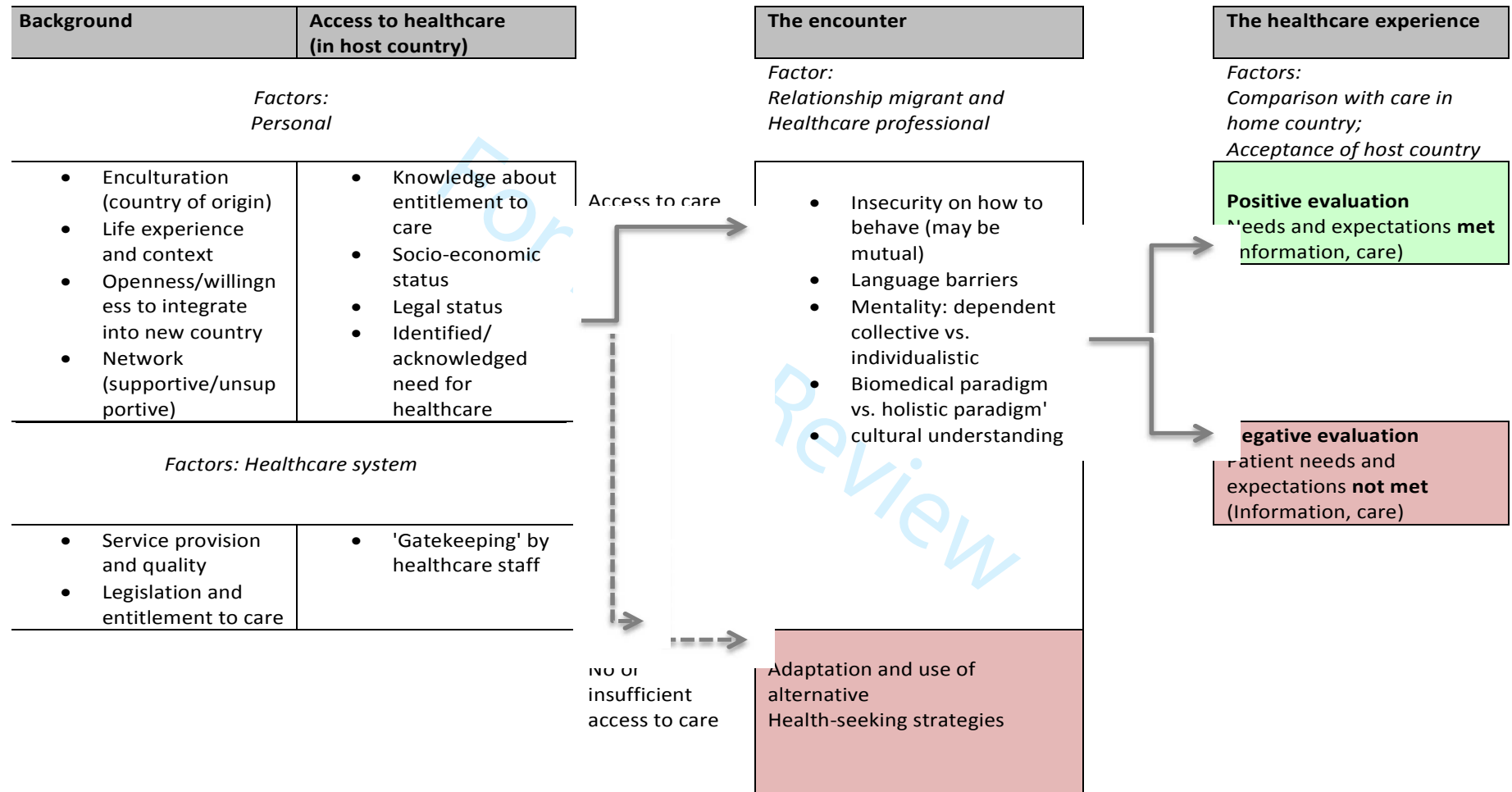


Figure 2: Influencing factors: migrant patients' healthcare experience