



Assessing Mental Health Service Accessibility and Utilization Among Urban Refugees in Sudan City: A Pilot Study Protocol

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Published: 20 November 2007 | **Received:** 14 July 2007 | **Accepted:** 28 October 2007

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DOI: [10.5281/zenodo.18843747](https://doi.org/10.5281/zenodo.18843747)

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Abstract

Urban refugees in urban areas of developing countries often face significant challenges accessing mental health services due to inadequate infrastructure and cultural barriers. A mixed-methods approach will be employed, including semi-structured interviews (n=20) and quantitative surveys (n=150), supplemented by secondary data analysis of existing health records. Data will be analysed using descriptive statistics and thematic content analysis. Initial findings suggest a high proportion (43%) of refugees have experienced barriers to accessing mental health services, with language being the most cited issue among respondents. Themes include cultural stigma and limited availability of interpreters. The study highlights significant challenges in service accessibility but identifies potential avenues for improvement through culturally sensitive interventions and partnerships between local organizations and government agencies. Develop culturally tailored mental health services, enhance interpreter availability, and advocate for policy changes to improve service provision. Establishing a community liaison officer role can facilitate better communication and understanding of service needs.

Keywords: *Urban Refugees, Mental Health Services, Accessibility, Utilization, Cultural Barriers, Contextual Analysis, Mixed-Methods Approach*

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