

WONCA Europe Secretariat

Institute for development of Family Medicine

Poljanski nasip 58, 1000 Ljubljana, Slovenia

E-mail: SecretariatEurope@Wonca.net

Web: www.woncaeurope.org

Facebook: <https://www.facebook.com/woncaeurope/>

Twitter: @WONCAEurope

Tel: + 386 1 43 86 913

Fax: + 386 1 43 86 910



Date: 2nd March 2018

WONCA Europe Award of Excellence in Health Care: The 5 - Star Doctor 2018

WONCA Europe is proud to announce the winner of the WONCA Europe Award of Excellence in Health Care: The 5-Star Doctor 2018:

Dr Louis Ferrant from Anderlecht, Belgium

About Dr Louis Ferrant - a short extract from the winner's application:

- As a general practitioner and throughout his entire career as a general practitioner, Louis Ferrant has made an effort to bring about changes, bigger or smaller. He is a change agent in his practice, the poverty stricken neighbourhood of Kuregem (Anderlecht, Brussels), at the institutional and political level, and during his academic career. Without any doubt, he has made a lasting impact on a number of people and their organisations, including patients, colleagues, co-workers, trainees, academics and politicians.
- His career as a **care provider** and general practitioner began with the choice in 1977 to settle and work in a multicultural but disadvantaged neighbourhood of Brussels. This part of Brussels has recently been great news because of terrorist activities and is best described by its average low income, high rate of unemployment, bad housing and social instability. The region lacked general practitioners and he began a group practice. First there were two GPs but later there were three colleagues and two dentists. After a few years, the cabinet grew and they began training medical students.
- When confronted with a multitude of patients immigrated from Southern Europe and Northern Africa, he and others found the "Comité Socio-Médical pour travailleurs immigrés asbl" (the actual "Cultures et Santé asbl") in 1979. This still is a non-for-profit organisation to promote health and socio-economic situation of immigrants in Brussels.
- In 1980, he became an assistant professor at the Centre of General Practice at the University of Antwerp. In 1985 he was also appointed as GP-trainer which he prolonged during his entire career.
- In 1988, as vice-chairman of the "Centre for Ethnical Minorities and Health", he initiated training of intercultural mediators in Brussels. He was a strong advocate of the importance of intercultural mediators in medical practice ever since and always employed Turkish and a Moroccan intercultural mediator in his own practice. He pressed his networks and as a **decision maker** was able to co-create of a team of 80 intercultural mediators for medical services made him the first general practitioner to win the three annual price 'Verhulst Van Eeckhoven' (dedicated to an

influential Belgian medical practitioner combining scientific research and social involvement) in 1998.

- In the nineties he intensified his academic activities and became guest lecturer at the Flemish University of Brussels (VUB), Belgian representative for the ESPCG (European Society for Primary Care Gastroenterology) and also the French speaking Catholic University of Louvain. He initiated a steering group “disadvantaged groups and health” at the University of Antwerp.
- His main research topic as assistant professor related to the link between diversity, anthropology and health care. So, amongst other topics, he studied whether there is more to peptic ulcers than *Helicobacter Pylori* alone – a more anthropological enquiry into a topic that had become strictly medical. He is author and co-author of numerous scientific publications. Among his special interests are: migration, disadvantaged groups and health, (intercultural) communication and health, recurrent gastrointestinal complaints in immigrants, geriatrics, tutorship in medical education and educational support for disadvantaged families. In 2000, he will receive the “Acco” prize for best scientific publication in *Tijdschrift voor Klinische Psychologie (the Dutch Journal of Clinical Psychology)*.
- Also as a **community leader** and regarding policy making and still in the nineties, Louis Ferrant became an actor on a local and regional political level to bring under attention the determinants of health in the more disadvantaged areas of Brussels. He became chairman of the “Centrum voor Welzijnzorg Laken” in 1994 and member of the health care advisory board of the Flemish Community Commission. Later on, he will become vice chair and chair of the latter, he will join the steering group “Pro Medicis” to promote a multilingual care offer in Brussels. At the end of his career he played an important role in the promotion of one unified, trilingual GP guard service in Brussels (so Dutch, French and English speaking!), showing his commitment to serve as a clear **communicator** with key stakeholders in the field
- In the year 2000, in the line of his conviction that the health status of any person is for a large part determined at a young age, he set up a so called “house for the families”, a local prevention project for children between 0 and 6 years and their families. The house focusses on prevention through education, nutrition and language, and plays its important role in the neighbourhood of Kuregem (Anderlecht). It is now structurally funded by the Brussels Capital Region and the Flemish Government.
- In 2008, he plays a strong role in the transformation of the GP practice into a community oriented multidisciplinary patient-centered medical home “Medikuregem” that offers low threshold medical and paramedical care to the inhabitants of the neighbourhood and plays an active role as health promotor in the area. In cooperation with a public mental health centre, it enables outreach counselling of three psychologists – a pilot project and later example for similar activities in Brussels and throughout the whole country. At present, Medikuregem team encompasses 7 GP’s, 2 GP trainees, 3 nurses (one of which is diabetes educator), 1 Turkish intercultural mediator, 1 social assistant, 1 dietician, 1 health promotor, 3 psychologists (outreach), next to an important reception and supportive staff and coordinator. It participates and often takes a lead in various local projects and initiatives (e.g. promotion of clean streets, perinatal counselling and follow up, cooperation with kitchen garden project, project for homeless people). Louis was a **team member** in this group from the very beginning until 2016.
- In 2012 he received the Domus Medica Career Award for his efforts and achievements as a general practitioner.
- After his retirement in August 2017, he continues numerous activities in local projects and associations in Brussels and Flanders, Belgium.

WONCA Award of Excellence in Health Care: The 5-Star Doctor is an award to be conferred on physicians, who in the opinion of the WONCA Council, have made a significant impact on the health of individual and communities, through personal contributions to health care and the profession. It is instituted in an attempt to increase the global development of Family Medicine, global networking and partnership.

WONCA Europe received three nominations for the 2018 Award:

- Dr Louis Ferrant
- Dr Ionna Tsiligianni
- Dr Egedi Gunther

The 5-Star Doctor Award Selection Committee for 2018 consisted of:

- Anna Stavdal, WONCA Europe President (Chair)
- Harris Lygidakis, WONCA Europe Hon. Secretary
- Ana Luisa Neves, WONCA Europe Communication Advisory Board
- Piet Vanden Bussche, EQUIP

The selection committee considered the following criteria:

- a nominee must meet the principle of the 5 Star Doctor
- the "Towards Unity for Health" criteria will be kept in mind: the attributes of the 5 Star Doctor are:
 - **care provider** who considers the patient as an integral part of a family and the community and provides high standard clinical care (excluding or diagnosing serious illness and injury, manages chronic disease and disability) and personalises preventive care within a long term, trusting relationship
 - **decision maker**, who chooses which technologies to apply ethically and cost-effectively while enhancing the care that he or she provides;
 - **communicator**, who is able to promote healthy life-styles by emphatic explanation, thereby empowering individuals and groups to enhance and protect their health;
 - **community leader**, who has won the trust of the people among whom he or she works, who can reconcile individual and community health requirements and initiate action on behalf of the community;
 - **team member**, who can work harmoniously with individuals and organisations, within and outside the health care system, to meet his or her patients and community's needs.
- a nominee should be a primary care physician/family doctor in mid-career who in addition to providing regular patient care:
 - provides innovative services for a community or special patient group;
 - developed services where they were previously not available;
 - supported colleagues in another region, country or college;
 - performed academic work (teaching, research, quality assurance) of exceptional quality and relevance.
- a nominee needs to be a primary care physician/family doctor
- a nominee can work outside his or her region, or create something that can be used outside his or her region or serve as a role model to other regions

The WONCA Europe 5 Star Doctor Award 2018 will be presented at the WONCA Europe Conference in Krakow, May 24 -27, 2018.

The winner of the 2018 WONCA Europe 5-Star Doctor Award will be one of the European candidates for the WONCA World 5-Star Doctor Award of 2018 in Seoul.

Kind regards,



Dr Anna Stavdal
WONCA Europe President



Dr Harris Lygidakis
WONCA Europe Hon. Secretary