



migrant-friendly hospitals

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Good morning ladies and gentlemen. Before I begin my presentation, and having listened to Karl who identified 2 members of the subproject that did not undertake the pilot study, I have a confession to make - we are the other deviant party not participating in the pilot project. The reason why we did not participate in the pilot project was due to the fact that we at Bradford Teaching Hospitals have been addressing the equality and diversity agenda and in particular equality training for many years. We have appointed two specific trainers at within our equality department. One whose remit is to look at ethnicity, harassment, bullying and issues pertaining to racism and discrimination as well developing cultural awareness and cultural competency training. The other looks at disability, gender and sexuality. Both of them work together in terms of looking at training programs such as promoting equality and valuing diversity.

In terms of our equality and diversity training programs we have generic equality and diversity training programs for all staff and we have specific training programs for particular departments and areas. Our equality and diversity training is incorporated into the overall organisational training calendar, therefore staff are made aware of all the equality training programmes well in advance and therefore this help with enabling staff to be released for the training programmes.

Furthermore, equality and diversity training is incorporated in healthcare (nurses, doctors, physiotherapist, dieticians etc) professional training and development programmes. These programmes specifically require health care professionals to address questions such as what does it responding appropriate to patients from diverse communities mean? How do they ensure that when developing services the issues of equality and diversity are addressed? How to address issues of prejudice and discrimination.

We are very fortunate in Bradford, as we have a senior management, in particular our chief executive Mr David Jackson, who leads by example. All our executive directors, board members, senior managers have undertaken a equality and diversity training and continue to do so on a regular basis. We certainly have commitment from the top, our chief executive is the chair of the equality steering committee, ensuring that equality and diversity is incorporated into the organisational strategic objectives and policies.



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Just to give you some examples of the type of training that we undertake:

- Recruitment and Selection - which is actually ensuring that all the individuals involved in the recruitment selection process understand that issues around prejudices and discrimination and how prejudices can come into the recruitment selection process. Our aim is to ensure that all recruiters have undertaken Recruitment and Selection training – currently we ensure that the chair of the panel has undertaken such training.
- Developing Cultural Competences - specifically targeting individual staff members to look at how they can develop their own personal cultural competences as well as the departmental cultural competences.
- Asian naming system - Now our demographic profile is high number, in fact about 20% of our back and minority ethnic community, of which 80% comes from the South Asian communities. Now clearly we had incidences where in the past names would not be addressed because staff could not pronounce them, so they call them from the address, which can be quite impersonal on the one hand and can lead to embarrassing situations where if you identify yourself through your address in public, therefore letting people know that there is likely to be no one at your house, then a thief could go round your house and burgle you whilst you are in hospital.
- Ethnic Monitoring or Patient Profiling - we need to raise the awareness of staff as to why we collect data around ethnicity and gender and disability and about the useful aspects of such programs.
- Equality Legislation Updates - The UK has a plethora of equality legislation and they are constantly changing and new ones are coming in, so we have programs to make sure that we update our staff on the new legislation and what it means to them.
- Understanding and Responding to Prejudice and Discrimination in the Workplace
- Cultural Mediation - training for, what you call, cultural mediators, we call them liaison officers, other people call them interpreters. None of our interpreters actually goes to see a patient before they have undertaken a particular training program. I am not talking about that professional competences in terms of communicating the languages, but how to interact with patients and how to be a third person in that process. We have a program for staff on terms of how to work with interpreters, because they have a role of responsibility as well in terms of how they interact with interpreters and with the patients.

So that is a small flavour of the type of work that we have been doing. But I must add here that we also believe very strongly in learning, and we have learned a lot from colleagues around Europe and we are constantly re-evaluating our programmes and developing them to respond to the changing needs. So I am very grateful for all my colleagues and the project.

Thank you

