

# **UNITED HOSPITALS TRUST**

## **CELEBRATION AND AWARENESS OF DIVERSITY**

### **MIGRANT FRIENDLY HOSPITALS EUROPEAN CONFERENCE**

**DECEMBER 2004**

#### **1. INTRODUCTION**

United Hospitals Trust is an Acute Hospital Trust within Northern Ireland which includes 5 hospital sites as outlined on slide 2. The Trust employs over **3,500** staff and has total catchments population of **330,726**.

This project is a key product of:

- The Trust's approved Equality Scheme which was approved by the Equality Commission for Northern Ireland at its meeting held on 5 July 2001. The Scheme identifies how the Trust intends to promote equality of opportunity in accordance with Section 75 of the Northern Ireland Act 1998.
- The Trust's New Targeting Social Need Action Plan, 2003/2004, aimed at helping those in greatest need and tackling social exclusion especially amongst ethnic minorities and persons with a disability.
- It also pre-empts some of the recommendations of the "Racial Equality in Health and Social Care Good Practice Guide" which was launched in partnership with the DHSSPS and Equality Commission for Northern Ireland in June 2003.

United Hospitals Trust is committed to the principle that those who need health care should be able to access services regardless of their background or personal characteristics. It is committed at its most senior level to effective fulfilment of the statutory duty under Section 75. Our Mission Statements is:

"For each of us to do our jobs to the best of our ability, supporting one another in providing the quality of care we would wish for ourselves or our family".

#### **2. BACKGROUND - Identification of Problem or Issue**

During an extensive 8 month consultation process on the screening of the Trust's existing policies, which ended in June 2002, there were a lot of issues raised by consultees represented by all 9 categories of Section 75. The most urgent to be addressed were those raised by people from ethnic minorities and persons with a disability. These issues can be summarised as:

- communication difficulty, due to language barrier
- lack of information translated into a format which people from ethnic minorities or persons with a disability could understand
- to address dietary requirements of people from ethnic minorities

During 2002, the Equality Monitoring Manager also met with: Out Patient Managers, Radiology and A&E staff to obtain information on gaps of service which would affect the 9 categories of Section 75. Staff also identified the above issues.

As a consequence, several projects teams were established to address the issues and chaired by the Equality Monitoring Manager. These are highlighted within paragraph 3, page 2 – 5 attached.

During 2003, it was recognised that funding was required to carry out the initiatives of each of the projects listed below in order to promote equality of opportunity amongst people from ethnic minorities and persons with a disability who are most vulnerable in our society and may lead to social exclusion of the services, which the Trust provides.

The Equality Monitoring Manager prepared several funding application bids throughout 2003, to different organisations, and the Trust was notified in October 2003, that the funding applications for the three projects listed below were all successful. The Northern Investing for Health Partnership had approved **£8,950** non-recurrent funding which was received in November 2003 and spent by 31 March 2004.

### **3. Objectives and How These Were Implemented**

#### **3.1 UHIP (United Hospitals Interpreting Project)**

**Objective: To improve access to services by removing communication barriers**

- 3.1.1 Established Trust Project Team upon a multi disciplinary basis which includes membership of: Out-Patient Managers upon a Trust wide basis, Facilities Manager, Patient Administration Officer, Physiotherapist, Deputy Superintendent Radiographer, Maternity Out-Patients Ward Manager, working in partnership with representatives from Ballymena Inter Ethnic Forum, Carrickfergus Disability Action and Regional HSS Interpreting Project.
- 3.1.2 Evaluation Audit of Trust Interpreting Services: A questionnaire was developed and issued to over 77 staff, majority based in the Clinical Services Directorate in March 2003. As the Trust does not monitor patients from different ethnic minority backgrounds, this was the first mapping of ethnic minority patients within the Trust and also the first evaluation audit exercise carried out by a Trust. The Regional HSS Interpreting Project for Black and Minority Ethnic Groups also issued a Needs Assessment Questionnaire to staff within the Trust in July 2003, which was co-ordinated by the Equality Monitoring Unit.
- 3.1.3 Monitor Requests for Interpreters: As the monthly UHIP meetings progressed; members were becoming more aware of the importance of obtaining Interpreters to address the communication barrier for people whose first language is not English and person's with a disability. Each member undertook awareness training with their staff in all Out-Patients, Physiotherapy, Radiology, Facilities Management Departments which led to a gradual increase of Interpreters brought into the Trust.

In order to record this information the Equality Monitoring Manager designed and implemented an "Interpreter Request Proforma". Statistical information was produced upon a Trust wide basis and tabled at each meeting to show progress being made. This was also included in the Equality Scheme Quarterly Report tabled at Trust Board meetings.

- 3.1.4 New Appointments Interpreter Request Form: This was designed, developed and translated into five different languages based upon good practice from Newham Language Shop. The choice of languages was informed by statistics on the majority languages being accessed by the Trust.

The draft New Appointments Interpreter Request Form was presented to the Ballymena Inter Ethnic Forum (Ballymena Community Forum) at their meeting on 4 August 2003. Their suggestions were taken into consideration and amendments were made to the form. Once funding was received, 10,000 forms were printed to facilitate the pilot exercise.

The New Appointments Interpreter Request Form was piloted and issued to all new patients in three clinics within the Out-Patient Department and five clinics in Maternity Out Patient Department at Antrim Area Hospital and two clinics at Waveney Out-Patients Department, Ballymena. This began in October 2003 to April 2004.

Upon evaluation and feedback from both patients and staff and in consultation with representatives from affected community groups the form was slightly amended and the final version (**See Slide 8**) was printed for implementation in departments who carry out planned clinic appointments upon a Trust wide basis, aimed at new patients.

- 3.1.5 Referral Form Interpreting Needs Checklist: This Referral Form based on Interpreting Services (**see Slide 9**) was designed and developed by the project team based upon good practice from Newham Language Shop. A GP Practice in Ballymena agreed to pilot this form from December 2003.
- 3.1.6 Awareness Information: The following awareness information was developed, designed and printed to create awareness of this important issue amongst patients and staff:

- “Accessing the Trust Interpreting Services Leaflet” Guidelines for Staff: This was developed, designed and 10,000 copies were printed. These were issued to every member of staff at end of March 2004, also included in all Trust Induction Programmes and some NVQ Programmes and Working Well with Interpreter’s Course.
- “Need an Interpreter? Poster & CD: Poster was developed, designed and printed in English, Chinese, Portuguese, Arabic and Romanian, with 1,500 copies to be circulated Trust wide. The CD was developed based upon information contained on the poster and is spoken in the above languages, including Japanese, to be broadcast on Hospital radio.

## **3.2 MUMBAW – Radiology Project**

**Objective: To address the gaps in translation of information, which the Trust provides**

Taking into consideration that the majority of patients come to the Trust on an emergency basis via the A&E Department, many of them also pass through the Radiology Department. Because of the potential risks associated with exposure to ionising radiation, it is important that patients understand what is happening. In

order to address this issue, the Equality Monitoring Manager met with senior members of the Radiology Department with the aim of reviewing the Radiology Leaflet to empower patients from ethnic minorities and persons with a disability to make it available in a format they could understand.

The Radiology leaflet was revised and arrangements were put in place to obtain translation of the following ethnic minority languages based upon the Trust's Interpreting Statistics held within the Equality Monitoring Unit, as follows: Chinese (Traditional), Portuguese, Arabic and Romanian as well as English. Copies were also obtained in Braille and audio tape. These were received by end of March 2004.

Arrangements are being put in place to have these displayed within the Radiology Department as a "Welcoming Statement" to people from ethnic minorities and persons with a disability. Copies will also be distributed to representatives of Local Ethnic Minority Groups and Local Disability Groups.

Due to the success of this project a "Trust Accessible Information Formats Project" has been recently established to review information requirements for ethnic minority persons and persons' with a disability upon a Trust wide basis.

### **3.3 ACE – Catering Project**

**Objective: To address dietary requirements of people from ethnic minorities**

3.3.1 Established project team upon a multi disciplinary basis with representatives including: Catering Services Manager, Catering Production Manager, a Dietician and Ward Manager, working in partnership with members from the Ballymena Inter Ethnic Forum.

3.3.2 Patients' Menus: Translated patients' menus into the following languages: Chinese, Portuguese, Arabic, Romanian, Japanese, Russian, Italian and Spanish.

Existing patient menu cards were amended on the reverse to promote: "If you require a special choice to suit your religious or cultural traditions please speak to a member of Nursing staff who will contact the Catering Department."

3.3.3 Out of Hours Catering Service Menu: This has also been revised by the project team to accommodate people from ethnic minority communities and will be circulated to appropriate wards and departments.

3.3.4 Halal and Kosher Meals: Arrangements have been made within the Catering Department to provide Halal or Kosher within 1 working days notice and a vegetarian alternative can be given to the patient until the requested meals are available.

3.3.5 Awareness Information: The following awareness materials were developed, designed and printed to create awareness of this important issue amongst patients and staff:

- Catering Services Poster: This was designed, developed and printed to be circulated throughout the Trust promoting dietary awareness amongst

people from ethnic minority groups in: English, Chinese, Portuguese, Arabic and Romanian

- Catering Services Leaflet: Based upon the information contained in the Dietary Awareness poster, a leaflet was produced and will be distributed throughout all the wards within Antrim Area Hospital and Whiteabbey Hospital and will be issued to patients along with their menus.
- Catering Services CD: Based upon the above, this information is spoken in the above languages and also includes Japanese, to be broadcast on the hospital radio.

3.3.6 Dietary Awareness Requirements for People from Ethnic Minority Communities – Guidelines for Staff: Members of the project team developed and completed guidelines to educate staff about the many different dietary requirements affecting the 7 main faiths. This gives information about their diet, holidays/fasting, food and nutrition guidelines and services available from the Catering Department to address these issues.

3.3.7 Existing Information Leaflets: The following leaflets held within the Catering Department were revised to include awareness of these initiatives eg: the Hotel Services and Corporate Services leaflets which are issued to both patients and staff. The Poster on display within the Restaurant Catering Services Display panel has also been revised to include: “we are happy to supply meals for all religious or cultural traditions”. This awareness poster is aimed at staff or relatives of patients.

3.3.8 The following patient surveys have been revised to include questions to monitor views on these initiatives as follows:

- Hotel Services Quality Assurance Questionnaire (Monthly)
- Quarterly Surveys

3.3.9 The ACE awareness initiatives have been recently implemented within the Mid Ulster Hospital at minimal cost as the majority of the awareness information produced can be also used for Mid Ulster Hospital.

**Exhibitions were arranged in June and December 2004 to launch these initiatives. As part of this launch a quiz was completed and prizes were given to encourage staff to read the awareness leaflets on Interpreting, Radiology and Dietary Requirements.**

#### **4. OUTCOME AND RESULTS**

The following are the main outcomes as a result of the different initiatives completed within the Celebration and Awareness of Diversity within the Trust:

- 4.1 Gained statistical information by mapping ethnic minority languages / signers used by patients with the implementation of the first Evaluation Audit completed in March 2003, as this information is not formally collected.
- 4.2 The number of Interpreters, brought into the in Trust compared to 2003/04, has significantly increased from **7 requests** in 2002/03; **55** requests 2003/04 and had

significantly risen to **160 requests** as at 30 November 2004. A breakdown of languages used within each hospital site can be seen as per **Slide 7** attached. This therefore demonstrates a significant increase in comparison to previous year's and is one of the main outcomes achieved by members of UHIP. This initiative has also addressed the issue of unmet demand and improved the communication barrier on behalf of those patients whose first language is not English and persons with a disability.

- 4.4 The breakdown of referral for Interpreter requests, demonstrates the effectiveness of partnership working between the Trust, statutory organisations and local community groups in raising awareness.
- 4.5 The New Appointment Interpreter Request Form, has successfully completed a six-month pilot exercise. Feedback from both patients and staff was very positive, and local ethnic minority and disability groups praised the Trust's proactive moves to reduce the communication barrier.
- 4.6 An Interpreting Policy has been completed by members of UHIP and has been circulated with the finalised version of the New Appointment Interpreter Request Form widely throughout the Trust.
- 4.7 Successful design, development and printing of awareness information for both patients and staff on Interpreting and Dietary requirements. United is the first Trust within the Province to undertake these initiatives. Therefore meeting the needs and promoting social inclusion of the services the Trust provides amongst people from ethnic minorities and persons with a disability.
- 4.8 Review and translation of Radiology leaflets as this service is accessed a lot upon an emergency basis and these can be available in various languages and accessible formats to put ethnic minority patients and patients with a disability at ease and give them background information of what services the Radiology department offers.
- 4.9 Promoting awareness of special dietary requirements amongst patients and staff by providing information, in various languages to advise both patients and staff that these services exist and can be accessed. Gives staff confidence how to treat patients based upon "quality of care we would wish for ourselves and our families". To date a number of requests have been made for Chinese menus, and it is anticipated this demand will increase once the awareness campaign is launched.
- 4.10 These initiatives are targeting those in greatest need and strengthen community development. They have the potential to be implemented throughout all the Acute Hospital Trusts/GP Practices. This has been achieved by working in partnership with the Northern Investing for Health Partnership, **local** ethnic minority, disability organisations and GP Practice. This will improve the quality of the service, in particular within Clinical Services and Support Services Directorates upon a Trust Wide basis.
- 4.11 When the non-recurring funding of £8,950 was received by the Trust in November 2003, these initiatives were successfully implemented funding spent and kept within budget within the short time scale of 31 March 2004.

- 4.12 Was recent winner of the Trust's Chairman's Quality Award 2004 for the Celebration and Awareness of Diversity within United Hospitals Trust.
- 4.13 The Equality Monitoring Manager was successful in abstracts being approved to promote these issues in the following conferences:-
- Health Promoting Hospitals (All Ireland) Conference – October 2004 - 15min verbal presentation.
  - DHSSPS Service Improvement Conference – November 2004 – poster presentation
  - European Migrant Friendly Hospital Conference – December 2004 – 15min verbal presentation.
  - First Scottish National Conference – 19 March 2005 – 30 min verbal presentation.
- 4.1.4 Promotional articles were completed and included in Trust In-House magazine and local press, Trust Annual Report and Northern Investing for Health Information Review.
- 4.1.5 The ACE Catering Initiatives are to be included in a Toolkit Handbook requested by the North South Partnership Ethnic Catering Project after my presentation was showcased at the Health Promoting Hospitals (All Ireland) Conference.

24 December 2004  
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