

**PROTECTED LEARNING TIME**

**ADMINISTRATION & MANAGEMENT SESSION**

**Equality & Diversity** are major challenges for the health service to address. There are many components within these overarching themes. The CHP constructed a stimulating and engaging programme to appeal to clinicians, managers, administrative and clerical staff.

Quality speakers in this field delivered sessions provided participants with a better understanding of Equality & Diversity in order to improve the services that they provide.

On **Wednesday 3<sup>rd</sup> September**, GP Practice staff participated in an Equality & Diversity event at the Tontine Hotel. Participants were provided with an overview of E&D and a taster of some elements of the 6 Equality strands.

**INTRODUCTION TO EQUALITY & DIVERSITY**

the main event was conducted by Les McQueen, the workshop overview and presentation can be found via the CHP website.

Guidance, resources and further information can also be retrieved by accessing the new NHS Greater Glasgow and Clyde Equalities in Health website: [www.equalitiesinhealth.org](http://www.equalitiesinhealth.org)

Further training via e-learning is available as follows:

[http://www.equalitiesinhealth.org/staff\\_resources\\_elearning.html](http://www.equalitiesinhealth.org/staff_resources_elearning.html)

Further reading which covers all aspects in relation to Equality & Diversity can be found by accessing:

<http://www.equalitiesinhealth.org/publications.html>

Other useful websites can be found via:

[http://www.equalitiesinhealth.org/useful\\_links.html](http://www.equalitiesinhealth.org/useful_links.html)

## **DISABILITY AWARENESS**

Bobbie Park from Glasgow Centre for Inclusive Living delivered the session on Disability Awareness. This session provided tips on how to assist disabled people, the use of language and good practice.

The overview and presentation from the day can be found on the CHP website. I have also enclosed an evaluation form specifically for this workshop and would appreciate feedback from participants.

Details of the Glasgow Centre for Inclusive Living can be obtained by accessing: [www.gcil.org.uk](http://www.gcil.org.uk)

Further training regarding disability can be accessed by referring to the CHP website.

## **VISUAL IMPAIRMENT**

Audrey Ward from Visibility delivered an interactive session. Audrey provided participants with communication tips, guidance on how to assist with appointments and support services available.

The overview and presentation for this session can be found on the CHP website.

Details and services offered by Visibility can be obtained by accessing: [www.visibility.org.uk](http://www.visibility.org.uk)

Further training offered by visibility can be accessed by referring to the following website link and documents:

<http://www.visibility.org.uk/what-we-do/training/>

## **HEARING IMPAIRMENT**

This section of the afternoon was delivered by Paul McCusker from Deaf Connections. Paul covered various aspects including communication tips, good practice and basic sign language phrases.

The presentation and useful materials from the day can be found on the CHP website.

Details of the services and support Deaf Connections offer can be found by accessing their website at: [www.deafconnections.co.uk](http://www.deafconnections.co.uk)

Further training is available by contacting deaf connections direct:

Email: [enquiries@deafconnections.co.uk](mailto:enquiries@deafconnections.co.uk)

Tel: 0141 420 1759

## **RACE, RELIGION & FAITH**

This element was facilitated by John Crawford. John conducted an interactive session around the definitions for race and ethnicity including language and religion. This session concentrated on the meaning of discrimination, how it manifests itself and behaviours/processes. Participants were provided with guidance around accessing language resources and services.

The overview and useful materials from the afternoon can be found on the CHP website.

Resources referred to in the session are detailed as follows:

Hard copies of *'Religion and Belief Matter: an information resource for healthcare staff'* can be obtained from the Scottish Interfaith Council Contact details are: 0141 420 6982 or [www.scottishinterfaithcouncil.org](http://www.scottishinterfaithcouncil.org)

Copies are also available to download from the NES web links:

[A Multi-Faith Resource for Healthcare Staff](#)  
[Religion and Belief Matter - An Information Resource for Healthcare Staff \(pdf\)](#)

Further guidance regarding this element can be obtained via:  
[www.equalitiesinhealth.org](http://www.equalitiesinhealth.org)

Or from the Equality & Human Rights Commission via  
[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

Language Resources

[www.equalitiesinhealth.org/test/staff\\_resources\\_lang\\_resources.html](http://www.equalitiesinhealth.org/test/staff_resources_lang_resources.html)

Translated Leaflets

[www.equalitiesinhealth.org/test/staff\\_translated.html](http://www.equalitiesinhealth.org/test/staff_translated.html)

The following website link provides details of the NHS Greater Glasgow & Clyde Interpreting Policy and Procedure; which will assist your Practice in overcoming language barriers:

[http://www.equalitiesinhealth.org/staff\\_working\\_with\\_interpreters.html](http://www.equalitiesinhealth.org/staff_working_with_interpreters.html)

Information regarding the NHSGG&C Communication Support & Language Plan can also be found on the CHP website.

## **AGE DIVERSITY**

This workshop was conducted by Ann Cameron-Burns which had a particular focus on youth discrimination.

Ann delivered an interactive session for front line staff to help them understand that young people when approaching and attending their GP Practice can often feel excluded, intimidated, unsure and unaware of the support available to them.

The workshop overview and discussion points can be found on the CHP website.

Further guidance can be obtained by contacting Ann Cameron-Burns at Port Glasgow Health Centre on 01475 745321 ext 66001.

## **SUPPORTING CARERS**

This element was delivered by our local Prevention & Support Nurses and a member of the Inverclyde Carers Centre.

The workshop overview and presentation is detailed on the CHP website.

Further information regarding support services available from the Carers Centre can be found by accessing their website:

[www.inverclydecarers.co.uk](http://www.inverclydecarers.co.uk)

If you require any guidance regarding carers in your Practice, please feel free to contact your local Prevention and Support team via:

[Pass.Team@renver-pct.scot.nhs.uk](mailto:Pass.Team@renver-pct.scot.nhs.uk)

Or by telephone on 501237.

## PROTECTED LEARNING TIME

### CLINICAL SESSION

On **Wednesday 3<sup>rd</sup> September**, GPs & Practice Nurses participated in an Equality & Diversity event at the Express by Holiday Inn.

This event was facilitated by Ghizala Avan from Exanima Consultancy. Ghizala provided an overview of Equality and Diversity issues and explored some of the considerations and systems that need to be mainstreamed into services to ensure that; legislative and regulatory compliance, promote good equalities practice and work towards meeting individual needs of service users.

The workshop overview and presentation used is available on the CHP website.

#### Summary

I would like to once again thank you for participating in the CHP Equality and Diversity PLT Event and hope the afternoon provided you with '*food for thought*'.

#### Evaluation

Evaluation Forms will be distributed to staff via line managers. I would therefore be very grateful if you could ensure that staff receive, complete and return the evaluation forms to me which will provide feedback regarding the event.

*Pauline Barr*  
*Project Manager ~ Primary Care*