

Disability, Discrimination, Disadvantage: 3D with University of Bristol

What is Healthwatch?

Healthwatch is here to *demonstrably influence commissioning, service provision or strategic decision making...* and this report outlines the work we have done collaboratively with the University of Bristol on the 3D project.



Background

We were approached by Dr Joseph Hartland about the work they were doing with First Year Medical Students on the topics of Diversity, Discrimination and Disadvantage (known as 3D at the medical school).

The University is keen to work with the public and 3rd sector so that our future doctors do not have pre-conceptions or unconscious bias around people from equalities/seldom heard backgrounds, such as BAME, LGBTQ+ Disabled or Disadvantaged groups of the population.



"This was really good, I had no idea what difficulties carers face every day" First Year Medical Student

"I felt that it was really therapeutic to tell someone what I do every day as a carer" Carer Participant

"I know more about Healthwatch as an organisation now." Medical Student

"I would be interested in getting more involved and helping carers." Medical Student

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The events

These were run across two days. The first event took place on 28 November, which was for BAME patients to talk about their experiences of the health and social care system. On 30 November there was a day for carers, which coincided with "International Carer's Rights Day." Students were given a presentation by Healthwatch Bristol about the needs of carers and were shown videos of young carers and carers working with older people.

Healthwatch Bristol worked with parent carers and with contacts from the Carer's Support Centre to get a good cross section of different types of carers. For the BAME day, we consulted with existing BAME volunteers and contacts and worked with the community to get a diverse population to attend.

Students rotated through 3 groups and Healthwatch facilitated the session with carers. Carers with different experiences ran the session for the students, which focused on the healthcare needs of the population, their experiences of interacting with the NHS and most importantly best practice that doctors should be using when interacting with carers. This informed the students' experience of exploring their own unconscious bias and its impact on healthcare delivery. It is worth noting the voice of carers had been missing from the 3D curriculum prior to this, and Healthwatch has been able to make an impact on this right from the start of their clinical journey.

Follow up

Following on from the workshops, we have heard from the carers how much they got from helping the doctors of the future understand what life is like from their perspective of caring. One carer reported "it was really cathartic, I really felt like the students listened to me, it was a break from caring and I was able to give something back to the students."

"I cannot stress how grateful I am for all your work and support to the medical school" Dr Joseph Hartland -

"As a BAME patient I had difficulty to explain my condition to my GPs because of the language barriers. I was able to use my personal experience to inform the medical students, who will meet patients like me, who will have difficulty explaining because of language but also because of different genetic conditions which affect people from different races "

BAME patient participant

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Healthwatch Knowledge

As a result of this work, around ninety students who did not previously know about the work of Healthwatch took leaflets and information away around the work that we do. They will be able to use this in practice around patient participation.

We have also invited Dr Joseph Hartland to bring a small focus group of students to the Healthwatch Bristol conference in March 2019 to share their experiences with the public of working with us, how it impacted on their work, and what else they could get involved in within our work.

What Next?

Dr Hartland has met with another University College London Medical School and has reported on the excellent collaboration with Healthwatch Bristol. Healthwatch Bristol will

be the conduit to help support the local Healthwatch work with the University in another part of the country.

Healthwatch Bristol will continue to work with the University of Bristol, both medical school and wider Trust teaching to advice clinical and non-clinical staff around Healthwatch awareness raising, that we are the independent voice of Health and Social Care and a vehicle for change and championing seldom heard communities. Prevention

Healthwatch continues with its theme of prevention during 2018/9 and this work demonstrates how our medical staff of the future will have greater awareness of communication, the needs, the reasonable adjustments, disability, discrimination and disadvantage of disabled students, their carers and those from BAME Communities. This should further breakdown any barriers and bias.

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