

Listening event for Black, Asian & Minority Ethnic people

Summary of main themes and feedback

In partnership with local voluntary and community groups, the CCG have run events to understand peoples' experiences of navigating healthcare services during the coronavirus pandemic.



Virtual event attended by over 40 people

Over 40 Black, Asian and Minority Ethnic people participated across six individual breakout sessions.

Three main themes emerged from the breakout sessions and feedback from people.

1 Communication channel and messaging gaps

Lack of timely and up-to-date translated materials in community languages

Information in multiple languages is good as long as it is accessible for people with disabilities.

Translation has been difficult and out of date when done due to message changes.

BAME community media channels were overlooked or under used when sharing key messages

2 Remote access to health and care services

Remote access heightened language barriers for some

Telephone calls have gone well... [this is] preferred to going into the practice.

People do not know that there are services they can access online because they don't understand the language.

Some people struggled to navigate the online platforms

3 Returning to usual

Not feeling any more anxious than pre-covid about going to GP surgeries but more so about going to hospital.

People are worried about return to normal service

Clear details needed about measures for covid-free healthcare settings

Explanation/help needs to be given to those struggling with IT/technology.